

# Instruction Manual



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490L Four Door  
Refrigerator

Model/s:  
T4DF545X  
T4DF545BX

**TEKA**  
TECHNIK & KÜCHE

## Welcome

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Congratulations on purchasing your new refrigerator! The Teka brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at [www.residentia.group](http://www.residentia.group)

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your rangehood features, and importantly taking care of your appliance when cleaning, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting <http://support.residentiagroup.com.au> Alternatively, you can contact us via calling our support team on: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing a Teka appliance and we look forward to being of service to you.

Kind regards,  
The Residentia Group

**Residentia Group**

–  
Head Office.  
165 Barkly Ave  
Burnley  
Victoria 3121  
Australia

–  
ACN.  
600 546 656

–  
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## Customer Care

Teka recommends the use of original spare parts.

When contacting our customer service team, please ensure that you have the following information at hand (which can be found on your appliances' rating plate).

- Model Number; and,
- Serial Number.

P . 1300 11 4357

E. [support@residentiagroup.com.au](mailto:support@residentiagroup.com.au)

## Safety Notes

### 1. Conditions of use

This appliance is intended to be used in household and similar applications such as farm houses or by clients in serviced apartments, holiday apartments and other residential type environments.

### 2. Safety instructions

Before the installation and use of the appliance, carefully read the supplied instructions. The manufacturer is not responsible if an incorrect installation and use causes injuries and damages. Always keep the instructions with your appliance for future reference.

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

**Warning!** Caution, risk of fire!

#### 2.1 Children & vulnerable people safety

**Warning!** Risk of suffocation, injury or permanent disability.

- This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Keep all packaging away from children.
- Keep all detergents away from children.
- Keep children and pets away from the appliance door when it is open.
- Cleaning and user maintenance shall not be made by children without supervision.

#### 2.2 Installation

- Remove all the packaging from around the appliance, along with any foam and tape within the appliance. Ensure packaging materials are kept away from Children.
- Do not install or use a damaged appliance.
- Obey the installation instructions supplied with the appliance.
- Make sure that the floor where you install the appliance is flat, stable, heat resistant and clean.
- Do not install or use the fridge where the temperature is less than 5°C or more than 35°C.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Always be careful when you move the appliance because it is heavy.
- Always move the appliance vertically.
- The rear surface of the appliance must be put against the wall.
- Make sure that there is air circulation between the appliance and its surrounds.
- Avoid installing the appliance on carpet as this can obstruct ventilation.
- When the appliance is put in its permanent position, check if it is fully level with the aid of a spirit level. If it is not, adjust the feet until it is.
- Do not store explosive substances such as aerosol cans with flammable propellant in this appliance.
- Never dismantle the refrigerator, never transform refrigerator and be careful to avoid damage to cooling pipes. Maintenance of the refrigerator must be carried out by qualified and licenced professionals, organised by Residentia Group.

#### R600a refrigerant warning:

- This appliance contains flammable R600a refrigerant. Always avoid safety hazards by carefully installing, handling, servicing and disposing of this appliance.
- Ensure that the tubing of the refrigerant circuit is not damaged during transportation and installation.
- In the event of any damage accidentally occurring, keep the appliance away from open flames and any devices that produce sparks or arcs and luminaries during normal or abnormal operation, and unplug the appliance at the power point. Call our Service Team for necessary action and advice.
- Leaking refrigerant may ignite if a leak occurs.
- The room in which the appliance is installed must be at least 1m<sup>3</sup> per 8g of refrigerant. The amount and type of refrigerant in the appliance can be found on the rating plate at the rear of the appliance.

## Safety Notes Continued

- It is hazardous for anyone other than an authorised service person to service this appliance.
- In Queensland the authorised service person MUST hold a gas work authorisation for hydrocarbon refrigerants to carry out servicing or repairs which involve the removal of covers.

**Electrical Connection**

**Warning!** Risk of fire and electrical shock.

- The appliance must be earthed. The refrigerator power cord has a three-pin plug (grounded) and complies with the standard three-pin socket. NEVER cut off or remove the third PIN of the power cord under any circumstances. After the refrigerator is installed, plugs should be within reach to facilitate use. The power plug must be firmly contacted with the socket, otherwise it might cause a fire.
- The refrigerator use alternating current supply which is 220V-240V, 50Hz. If the voltage fluctuations are larger (over the scope of 187-264V), it may cause some failures, such as the refrigerator not to start, the main control board and compressor works with abnormal sounds, etc.
- Make sure that the electrical information on the rating plate is in compliance with the power supply. If not, contact an electrician.
- Always use a correctly installed shockproof socket.
- Do not use multi-plug adapters and extension cables.
- Make sure there is no damage to the mains plug or the mains cable. Should the power supply cable need to be replaced, this must be carried out by our Service Centre.
- Connect the mains plug to the mains socket only at the end of the installation. Make sure that there is access to the mains plug after the installation. Do not connect the appliance plug with a power connection board.
- Do not pull the mains cable to disconnect the appliance. Always pull the mains plug.
- Do not touch the mains cable or the mains plug with wet hands.
- Do not grasp and drag the power cord to pull out the refrigerator plugs. Hold the plug firmly, and pull out the plug from the socket directly. Do not let power lines are pinned by the refrigerator or trampled by people. Be careful when the refrigerator will be removed from walls. Do not roll or damage power lines. Do not use power lines and plugs when they are damaged or worn out. Go to the service center which the factory assigns to replace power lines if they were worn out or damaged.

**2.3 Appliance use**

**Warning!** Risk of fire, explosion, electric shock or damage to the appliance.

- This appliance is intended to be used in a internal household application and/or similar environment such as:
  - A staff kitchen area of a business or office;
  - Regional accommodation including hotels, motels and bed & breakfasts;
  - Catering services and similar applications.
- Do not change the specification of this appliance.
- Do not sit or stand on the open door, or allow children to climb on the door.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by manufacturer.
- Do not use or store electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- The appliance has to be unplugged after use and before carrying out user maintenance on the appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Do not use flammable solvent near refrigerator, so as to avoid fire.
- After the refrigerator is running, do not touch the icy surface of the freezer with hands, particularly when hands are wet. It may cause frostbite.
- The gap between the door and the refrigerator body is very tight to ensure a good seal. Be careful not to insert your hands into this gap (particularly when the door is opening or closing) in order to prevent injury to your fingers. Avoid letting children near the refrigerator when opening and closing the doors.
- Never place bottles of beer, or soft drinks in the freezer. They may explode due to expansion.

## Safety Notes Continued

- Always pull out the plug during a power failure or when cleaning. Wait for 5 minutes or longer when reconnecting the plug. It may damage the compressor due to continuous start.

**2.4 Care and Cleaning**

**Warning!** Risk of injury or damage to the appliance.

- Before maintenance, always switch the power off at the power outlet of the appliance and disconnect the mains plug from the socket.
- Never spray and/or rinse the refrigerator with water and ensure that the refrigerator isn't installed in a wet environment so as not to affect the electrical insulation of the refrigerator.
- Do not use steam to clean the appliance.
- Before first use, clean the appliance with a moist soft cloth. Only use neutral detergents. Do not use abrasive products, abrasive cleaning pads, solvents or metal objects.

**2.5 Product Disposal**

**Warning!** Risk of injury or suffocation.

- Disconnect the appliance from the mains supply.
- Cut off the mains cable and discard it.
- Remove the doors to prevent children and pets from becoming trapped within the appliance.

**2.6 Transport**

- Always move the appliance cautiously and in an upright position.
- The appliance must not be tilted on an angle greater than 45 degrees. Allow the appliance to stand vertically after transportation for a few hours before plugging in to a power outlet.
- Do not use the appliance door or door handles to lift the appliance.

**2.7 Installation Positioning**

- Ensure that your appliance is installed on solid, hard and flat ground, in a level position.
- Please do not place the appliance on a slope, soft carpet or wooden floor.
- Your appliance should only be installed within an internal environment. Do not install the appliance outdoors.
- Ensure there is adequate air circulation around the refrigerator. Above the refrigerator there should be a 30cm allowance, and between the sides and rear a 10cm allowance. This allows for the doors to open freely and any heat to dissipate.
- Avoid placing the refrigerator near any heat sources and in direct sunlight.

**Level Adjusting**

- If the floor is obviously uneven, your appliance feet need to be adjusted. If your appliance isn't level, it will cause your appliance to vibrate, and potentially move from its position.

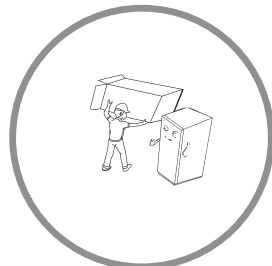
**Warning!** When pushing the refrigerator into position, please be careful to ensure the power cable isn't damaged or squeezed.

**2.8 First Use**

- When the refrigerator is connected to power for the first time, the refrigerator will be in its default status. The temperature display will show the actual temperature of the fridge and freezer.
- The refrigerator has a power-down memory mode. In the event power is lost or the refrigerator is switched off, when power is restored it will remember the last temperature settings set.
- You can select a mode of operation: Intelligent Mode or Manual Mode. In Intelligent mode the settings are determined by the fridge, whereas Manual mode allows you to define the temperature settings for both the fridge and freezer components.
- Please allow several hours for the fridge/freezer to reach your desired temperatures. This should also be kept in mind when changing the temperature settings at any time in the future.

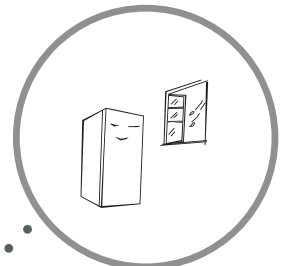
Installation Instructions

**Placement Start**



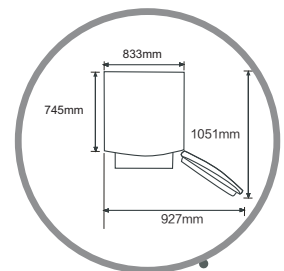
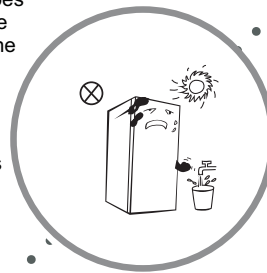
**Placement**

The refrigerator is placed in a well-ventilated indoor place; the ground shall be flat, and sturdy (rotate left or right to adjust the wheel for leveling if unstable).

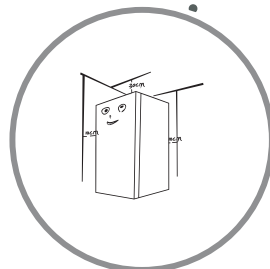


Before using the refrigerator, remove all packaging materials including bottom cushions and foam pads and tapes inside the refrigerator, tear off the protective film on the door and the refrigerator body.

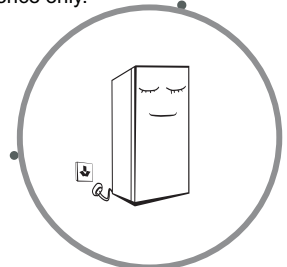
Keep away from heat and avoid direct sunlight. Do not place the freezer in moist or watery places to prevent rust or reduction of insulating effect.



Please leave enough space to ensure feasible opening and drawer removal. Dimensions shown are for reference only.



**Start**

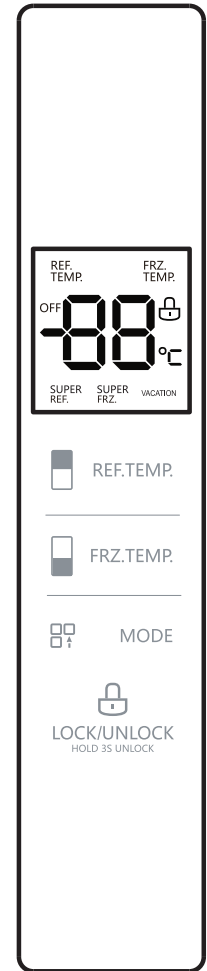


The top space of the refrigerator shall be greater than 30cm, and the distances from both sides and backside shall be more than 10 cm to facilitate the opening and closing and heat dissipation. Wipe the refrigerator inside and outside with warm moist rag (add a small amount of detergent in the warm water and wipe clean finally with clean water).

The refrigerator shall stay for half an hour before connecting 220-240V/ 50Hz power when it is firstly started. The refrigerator shall run 2 to 3 hours before loading fresh or frozen foods; the refrigerator shall run for more than 4 hours in summer in advance considering that the ambient temperature is high.

Operation

Display screen



- A \_\_\_\_\_
- B \_\_\_\_\_
- C \_\_\_\_\_
- D \_\_\_\_\_

**Keys**

- A. REF. TEMP
- B. FRZ. TEMP
- C. MODE
- D. LOCK/UNLOCK

**Display**

For the first power-on, the full display lasts 3s while the start-up tone rings; then, the panel displays normally (The setting temperature of refrigerating chamber and freezing chamber is 5°C and -18°C, respectively, upon the first power-on).

Display of normal running

Display a fault code (loop display) when a failure occurs; display the setting temperature of refrigerating chamber when no failure occurs;

Display control

In normal cases, the display screen will display LOCK without door opening and key operations for 30s, and then die out after 30s under the locking state; when the display screen is off, it will light up normally with key operations; when a failure to the category of "Visible Fault Code", the display screen turns on and then dies out after 30s;



Operation Continued

### Lock/Unlock

Hold the key "LOCK/UNLOCK" for 2s under the unlocking state, the system enters the locking state and gives a buzzing sound of locking.

Hold the key "LOCK/UNLOCK" for 2s under the locking state, the system enters the unlocking state and gives a buzzing sound of unlocking.

The system enters the locking state automatically without any key operation for 30s.

Except that door opening alarm and fault alarm can be relieved under the locking state as well, the following key operations must be operated under the unlocking state. For any operation under the locking state, a buzzing sound of wrong operation will ring.

### Settings of refrigerating chamber

#### Temperature setting of refrigerating chamber

Press the key REF.TEMP to select the area of refrigerating temperature and then press the key REF.TEMP to adjust the temperature of refrigerating chamber; the temperature drops 1°C for pressing the key REF.TEMP once; press the key REF.TEMP again after the temperature reaches 2°C, the refrigerating chamber is set to 8°C. The temperature setting of refrigerating chamber varies between 2 ~8°C, which will be effective upon locking.

### Settings of freezing chamber

#### Temperature setting of freezing chamber

Press the key FRZ.TEMP to select the freezing temperature area and then press the key FRZ.TEMP to adjust the temperature of freezing chamber; the temperature drops 1°C for pressing the key FRZ.TEMP once; press the key FRZ.TEMP again after the temperature reaches -24°C, the freezing chamber is set to -16°C and the temperature setting varies between -24 ~ -16°C, which will be effective upon locking.

### Mode setting

Press the key "MODE", the corresponding modes will be circulated as below:

When the refrigerating chamber is on, cycle settings SUPER COOL→ SUPER FRZ→SUPER COOL/SUPER FRZ→VACATION→NONE→SUPER COOL...

When the refrigerating chamber is off, cycle settings SUPER FRZ→VACATION →NONE→SUPER FRZ...

Under the SUPER COOL mode, the refrigerating chamber defaults to 2°C automatically; upon exiting the SUPER COOL mode, the setting temperature of refrigerating chamber will restore to that before the SUPER COOL mode.

Under the SUPER FRZ mode, the freezing chamber defaults to -24°C automatically; upon exiting the SUPER FRZ mode, the setting temperature of freezing chamber will restore to that before the SUPER FRZ mode.

Under the VACATION mode, the refrigerating chamber defaults to closed while the freezing chamber defaults to -18°C automatically;

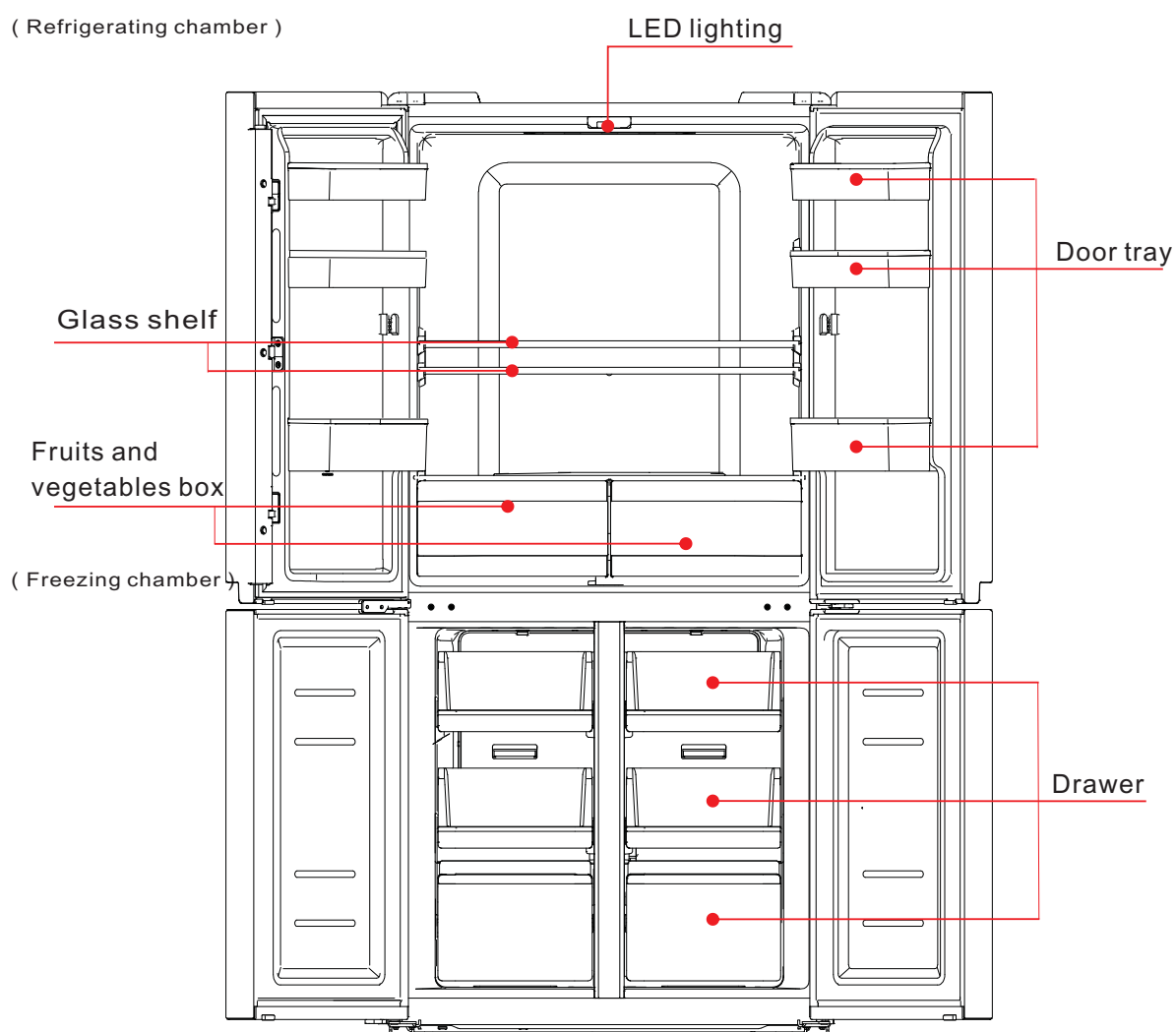
Upon exiting the VACATION mode, the setting temperature of refrigerating chamber and freezing chamber will both be restored to those before the VACATION mode.

### List of Fault Codes

Error Code	Description
E1	Temperature sensor failure of refrigerating chamber
E2	Temperature sensor failure of freezing chamber
E4	Failure of defrosting sensor in refrigerating chamber
E5	Failure of freezing & defrosting sensor
E6	Communication Failure
E7	Failure of circulating temperature
EH	Humidity sensor failure

## Your Refrigerator

### Names of components



### Refrigerating chamber

- 1.The Refrigerating Chamber is suitable for storage of a variety of fruits, vegetables, beverages and other food consumed in the short term.
- 2.Cooking foods shall not be put in the refrigerating chamber until cooled to room temperature.
- 3.Foods are recommended to be sealed up before putting into the refrigerator. The glass shelves can be adjusted up or down for a reasonable amount of storage space and easy use.

### Freezing chamber

- 1.The low temperature freezing chamber may keep food fresh for a long time and it is mainly used to store frozen foods and making ice.
- 2.The freezing chamber is suitable for storage of meat, fish, rice balls and other foods not to be consumed in short term.
- 3.Chunks of meat are preferably to be divided into small pieces for easy access. Please be noted food shall be consumed within the shelf time.

## Maintenance

### Cleaning

- Dusts behind the refrigerator and on the ground shall be timely cleaned to improve the cooling effect and energy saving. The interior of the refrigerator should be cleaned regularly to avoid odor. Soft towels or sponge dipped in water and non-corrosive neutral detergents are suggested for cleaning. The freezer shall be finally cleaned with clean water and dry cloth. Open the door for natural drying before the power is turned on.



- Do not use hard brushes, clean steel balls, wire brushes, abrasives, such as toothpastes, organic solvents (such as alcohol, acetone, banana oil, etc.), boiling water, acid or alkaline items clean refrigerator considering that this may damage the fridge surface and interior.
- Do not rinse with water so as not to affect the electrical insulation properties. Please use a dry cloth when cleaning lighting lamps, temperature control knob and electrical components.

⚠ Please unplug the refrigerator for defrost and cleaning.

### Defrost

- The refrigerator is made based on the air-cooling principle and thus has automatic defrosting function. Frost formed due to change of season or temperature may also be manually removed by disconnection of the appliance from power supply or by wiping with a dry towel.

⚠ Do not use metal utensils or electric heater for defrost so as not to damage the appliance. Please remove the food and put in a cool place when defrosting before removing drawers and other accessories.

### Stop using

- Foods can be preserved for a couple of hours even in summer in case of power failure; it is recommended to reduce the frequency of opening door and do not put fresh foods into the freezer.
- Please unplug the refrigerator left unused for a long time for cleaning. Keep the door open to avoid the bad odor.
- Before moving the refrigerator, please remove all items in the refrigerator and fasten the glass partitions, fruit and vegetable boxes, freezer drawers with taps lest the door opens during displacement; Do not turn upside, horizontally place or vibrate the refrigerator, the carrying angle can not be greater than 45 °C.

⚠ Continuous operation is recommended when the refrigerator is started. Please do not move the refrigerator under normal circumstances so as not to affect the refrigerator's service life.

## FAQs and Troubleshooting

The following simple issues can be handled by the user. Please call the after-sale service department if the issues are not settled.

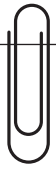
Inoperation	Whether the freezer is plugged and connected to power; Low voltage; Failure power or tripping circuit
Odor	Odorous foods should closely wrapped; Whether foods are rotten; Whether the interior shall be cleaned.
Foods in the refrigerating chamber are frozen	Whether the thermostat is over adjusted; Whether foods containing water is put in inside the glass partition.
Long-term operation of compressor	It is normal that refrigerator operates for longer time in summer when the ambient temperature is higher; Do not put too much food in the freezer at one time; Do not put foods until they are cooled; Frequent opening of refrigerator door. Thick frost layer (defrost is needed)
The refrigerator door can not be properly closed.	The freezer door is stuck by food packages; Too much food; Tilt refrigerator.
Loud noises	Whether the food is leveled, whether the refrigerator is balanced; Whether the refrigerator parts are properly placed.

### Warm tips:

- ◆ The refrigerator enclosure may emit heat during operation specially in summer, this is caused by the radiation of the condenser, and it is a normal phenomenon.
- ◆ Condensation: condensation phenomenon will be detected on the exterior surface and door seals of the freezer when the ambient humidity is large, this is a normal phenomenon, and the condensation can be wiped away with a dry towel.
- ◆ Airflow sound: Refrigerants circulating in the refrigerant lines will produce eruption of sound and grunts which is normal does not affect the cooling effect.
- ◆ Buzz: Buzz will be generated by running compressor specially when starting up or shutting down.
- ◆ Clatter: The solenoid valve or electric switch valve will clatter which is a normal phenomenon and does not affect the operation.
- ◆ The refrigerating chamber will periodically frost and defrost (water drops will be generated on the backside of the refrigerating chamber when defrosting) which are normal.

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Attach your receipt to this page



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## Purchase Details

For future reference, please record the following information which can be found on the rating plate and the date of purchase which can be found on your sales invoice.

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### STORE DETAILS

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STORE NAME |

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ADDRESS |

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TELEPHONE |

PURCHASE DATE |

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### PRODUCT DETAILS

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MODEL NO. |

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SERIAL NO.\* |

## Warranty

### WARRANTY TERMS & CONDITIONS REFRIGERATION

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

#### 1. IN THIS WARRANTY

- (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
  - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
  - (d) 'ASR' means Residentia Group authorised service representative;
  - (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 600 546 656 in respect of Appliances purchased in Australia;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means:
    - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
  3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, seals, batteries, filters or similar perishable parts.
  4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.

## Warranty Continued

5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
  - (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

### IMPORTANT

Before calling for service, please ensure that the steps in point 13 have been followed.

#### Telephone contacts

- Service: Please call 1300 11 HELP (4357)

**The Australian Consumer Law requires the inclusion of the following statement with this warranty:**

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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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