

BUILT-IN GAS HOB

BATTERY IGNITION

Model:

EFH 2760 TN VSB

EFH 3762 TN VSB

EFH 3763 TN VSB

EFH 3970 TN VSB

EFH 3971 TN VSB



EMBRACING FINEST MOMENTS



USER MANUAL



EFH 2760 TN VSB



EFH 3762 TN VSB



EFH 3763 TN VSB



EFH 3970 TN VSB



EFH 3971 TN VSB

Dear Customer,

Thank you for having purchased and given your preference to our product. This manual provides a means to make full use of the features of this product. The safety precautions and recommendations are also featured in this manual. We recommend that you read this manual for best performance and to extend the life of your appliance.

Please preserve this manual for future use, in the event that doubts arise relating to the operation.

SAFETY GUIDELINES

IMPORTANT: This appliance is designed and manufactured solely for the cooking of domestic (household) food and is not suitable for any non-domestic application.

This appliance shall be installed in accordance with the regulations in force and only used in well ventilated space.

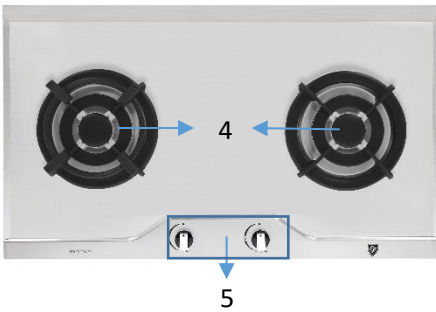
Prior to installation, ensure that the local distribution conditions (gas type and gas pressure) and the adjustment of the appliance are compatible.

- After having unpacked the appliance, check to ensure that it is not damaged. In case of doubt, do not use it and consult customer service or qualified technician
- Please do not allow young children to play with the plastic film and packaging as this may result in suffocation.
- Do not attempt to modify the technical characteristics of the appliance as this may become dangerous to use
- The stainless steel top plate of the appliance heat up during cooking. Care must be taken care when using the appliance and keep children away when the appliance is in use.
- During and immediately after use, some parts of the appliance can reach very high temperature. Do not touch them.
- Heat and moisture will be built-up when the appliance is in used for a prolonged period. Further ventilation may be required by opening the window or by turning on the cooker hood to max.
- After use, ensure that the knobs are in the off position.
- If a cooker hood is installed above the appliance, kindly ensure that the pot or pan covers the burners when in use. Failure to do so may damage or set fire on the cooker hood.
- Ensure that there is no electrical cables connecting to other appliances in the proximity of the appliance come into contact with the hob.
- Do not store or use any flammable, chemical materials below or near to the appliance.
- Do not leave oil or fat to heat up unattended as this can be dangerous and may lead to fire. Never try to put out the fire with water. Switch off the appliance and then cover the flame with a lid or fire blanket.
- Please use pans of recommended size (see recommended pan diameter in page 5).
- This appliance can be used by children aged from 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.
- While the appliance is covered under warranty, the repair should only be undertaken by a service technician authorized by Casa. Otherwise the warranty will be void.
- The followings should be avoid:
 - Obstructing the ventilation or heat dissipation
 - Allowing the power supply cord of other appliances to come into contact with the hot surface of the cooktop

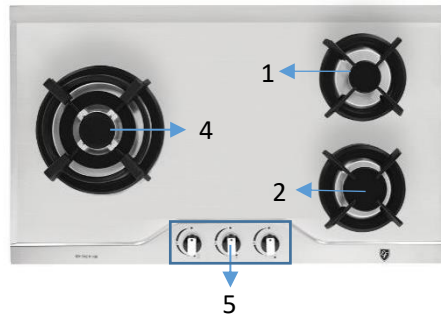
- Exposure to atmospheric agents (rain, sun)
- Using flammable liquids nearby
- Using unstable or deformed cookware
- Trying to install or repair the appliance without the assistance of qualified personnel.

PRODUCT FEATURES AND TECHNICAL DATA

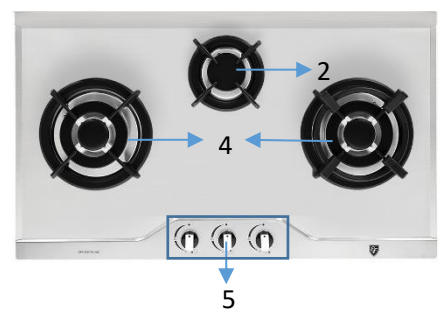
EFH 2760 TN VSB



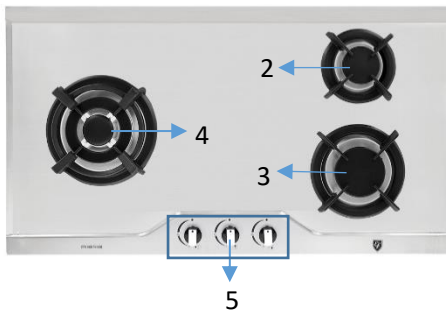
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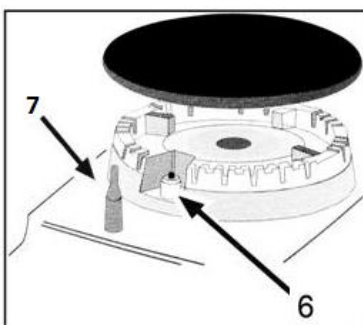
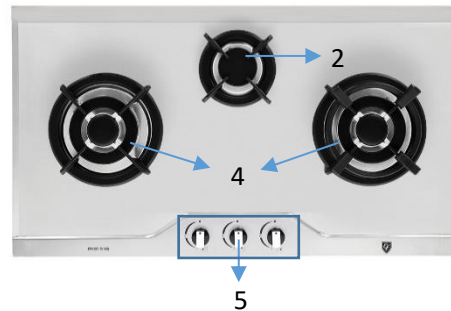
EFH 3763 TN VSB



EFH 3970 TN VSB



EFH 3971 TN VSB

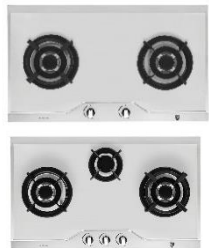





1. Auxiliary burner
2. Semi-rapid burner
3. Rapid burner
4. Triple ring burner
5. Control knobs for gas burners
6. Ignitor for gas burners
7. Safety flame failure device

NOTE:

- Each burner is controlled by control knobs positioned at the front of the panel.
- Each burner incorporates with a safety flame failure device. If burner is accidentally flame-out, the safety device will be activated and cut-off the gas supply.

TECHNICAL SPECIFICATIONS

Product Image					
Model Number		EFH 2760 TN VSB EFH 3763 TN VSB	EFH 3762 TN VSB	EFH 3970 TN VSB	EFH 3971 TN VSB
Product Dimension	WxDxH (mm)	780 x 450 x 60			860 x 500 x 60
Cut-out Dimension	WxD (mm)	660~750 x 360~420			722~840 x 428~480
Top Plate		Stainless Steel			
Pan Support		Cast Iron			
Flame Failure Device		Yes			
Ignition Type		Battery (DC 1.5V)			
Power Rating (kW)	TG	Left: 3.2	Left: 3.2	Left: 3.2	Left: 3.2
	(G110)	Right: 3.2	Rear Right: 1.05	Rear Right: 1.6	Right: 3.2
		Center: 1.6	Front Right: 1.6	Front Right: 2.6	Center: 1.6
	LPG	Left: 3.2	Left: 3.2	Left: 3.2	Left: 3.2
	(G30)	Right: 3.2	Rear Right: 0.95	Rear Right: 1.75	Right: 3.2
Nozzle Size (mm)		Center: 1.75	Front Right: 1.75	Front Right: 2.4	Center: 1.75
	TG	Left: 2.6	Left: 2.6	Left: 2.6	Left: 2.6
	(G110)	Right: 2.6	Rear Right: 1.5	Rear Right: 1.7	Right: 2.6
		Center: 1.7	Front Right: 1.7	Front Right: 2.4	Center: 1.7
	LPG	Left: 0.9	Left: 0.9	Left: 0.9	Left: 0.9
	(G30)	Right: 0.9	Rear Right: 0.5	Rear Right: 0.7	Right: 0.9
	Center: 0.7	Front Right: 0.7	Front Right: 0.78	Center: 0.7	
Supply Pressure (mbar)	TG (G110)	10 mbar			
	LPG (G30)	28-30 mbar			

OPERATION OF THE APPLIANCE

FIRST USE

Remove any protective foil if there is any.
Ensure that the burner cap is properly positioned.
Clean the stainless steel top plate with damp clothes and then wipe dry

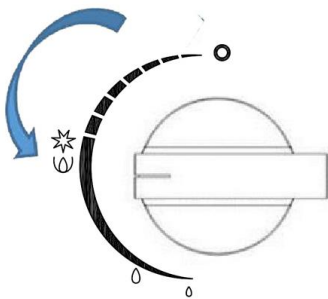
NOTE:

There is a protective coating for the metal components. When heat up for the first time, it is normal that the metal components will give some smell. The smell will be dissipated after a while. This is normal and will not pose any risk.

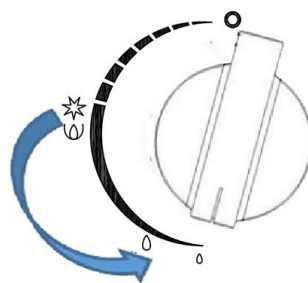
GAS BURNERS

The burners differ in size and power. The position of the corresponding gas burner is indicated on each control knob. The burner can be regulated with the corresponding control knob by using the following settings:

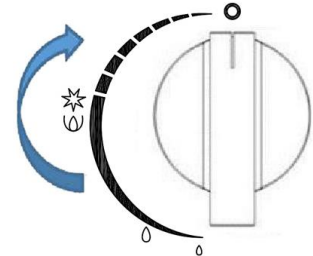
- OFF
- ☀ Large Flame (maximum aperture or flow)
- ◐ Small Flame (minimum aperture or flow)



Burner ON, large flame
OFF



-Burner ON, small flame (saving mode)




-Burner OFF


- The burner should be set at large flame (☀) during the initial phase of cooking to permit rapid boiling of liquids. Turn the knob to small flame (◐) for slow warming of food or maintaining boiling conditions of liquids.
- Other flame size adjustment can be achieved by positioning the indicator between the large flame and small flame. Never adjust the flame size between the large flame and OFF position.

It is prerequisite for efficient and energy-saving operation of the appliance that the burners are kept clean at all times (in particular the flame slots and nozzles).

IGNITING THE BURNERS


The appliances come with auto ignition and flame safety device. Proceed as follows to ignite the burner:

- 1) Press and turn the corresponding knob in anti-clockwise direction to the "High" setting " ".
- 2) Hold the knob for 3 to 5 seconds to light the gas and to permit the flame failure device to heat up.
- 3) Release the knob after 3 to 5 seconds and adjust the flame to the desired power position. Repeat points 1 and 2 if the flame cannot be lit.

Caution: If the burner accidentally goes out, the safety valve will automatically cut out the gas flow. To re-light the burner, turn the control knob back to OFF "  " setting and try to re-light again after waiting for at least 1 minute.

NOTE:

- Pressing the control knob during ignition will automatically generate spark for all burners. This is normal for all models.
- An orange color flame on the tip is normal. This may be caused by the presence of dust in the atmosphere.

Turn off a burner, turn the knob in the clockwise direction until it stops (it should be on the "  " setting).

- If the auto ignition does not work, make sure that the battery (For DC models), installed underneath the cooker, is not flat and has been installed correctly.
- For AC model, ensure that the cable for ignition is connected properly.
- In the event that the auto ignition is not working, the appliance can be ignited with a match (small naked flame). For igniting procedure, follows the step for "Igniting Burner".

CHOICE OF THE BURNERS

It is important that the diameter of the pots and pans suitably match the heating potential of the burner in order not to jeopardize the efficiency of the burners, bringing energy waste. When the content comes to a boiling condition, turn the knob to "low" flame. Avoid having flames extending out from underneath the pans as this may damage the pans or burn the cooktop or surrounding units. A smaller diameter pot or pan placed on a larger burner will be unstable for cooking. Manufacturer will not liable for any damage due to misuse of pots and pans.

As an indication, the burners and the pots must be used in the following way:

Recommended Diameters of Pans Used	
Burners	Ø Pan diameter in cm
Auxiliary	from dia. 8 to dia. 14
Semi Rapid	from dia. 12 to dia. 20
Rapid	from dia. 18 to dia. 24
Triple Ring	from dia. 24 to dia. 30

NOTE:

- The appliance comes with a wok adapter for triple ring burner. It must be used on wok or pan during cooking. Manufacturer will not be liable for any damage if the wok adaptor is not used or misused.

- Any heat resistance pots or pans can be used on gas cooker.
- When using wok adaptor, the recommended wok size is Ø36cm

AUTOMATIC SAFETY VALVES

This safety device automatically closes the gas valve if the flame accidentally extinguished.

CLEANING AND MAINTENANCE

Cleaning and maintenance should be carried out after the appliance has turned cold especially when cleaning burners and enameled or cast iron parts. Avoid leaving alkaline or acid substances (lemon juice, vinegar etc.) on the surfaces. Avoid using acid or chlorine-based cleaning products.

Caution:

Special care should be taken around the underneath of the appliance as this area is not designed or intended to be touched and may contain sharp or rough edges that may cause injury.

- **ENAMELLED or CAST IRON PARTS**

All of the enameled or cast irons parts must be washed only with a sponge and soapy water or with non-abrasive products

- **STAINLESS STEEL SURFACES**

Stainless steel can be stained if it remains in contact with highly calcareous water or aggressive detergent (containing phosphorous) for an extended period of time. Stainless steel parts must be rinsed with water and dried with a soft and clean cloth. For persistent dirt, use specific non-abrasive products available commercially or a little hot vinegar. It is also recommended to clean up any spills as soon as possible.

Note: regular use could cause discoloring around the burners due to high flame temperature.

- **PAINTED PARTS AND SILKSCREEN PRINTED SURFACES**

Clean using an appropriate product. Do not use stainless steel cleaning agent or aggressive detergent on the printed surface as it would rub off the silkscreen print, especially the flame symbol.

- **BURNERS AND GRIDS**

These parts can be removed and cleaned with appropriate cleaning agents.

Clean the flame distributor **F** (Fig.1) and burner cap **A, B** (Fig.4) and **C** (Fig.1) with soapy warm water. Soak the burners and caps before cleaning for any stubborn stains.

After cleaning, the burners and the flame distributors must be well dried and correctly positioned. Failure to do so can cause serious problems.

Check that the ignitor "**S**" (Fig.1, Fig.3) and the flame failure device probe "**T**" (Fig.1, Fig.3) is always clean and dry to ensure trouble-free sparking.

Note: Both the flame failure device probe and ignition plug must be very carefully cleaned.

To avoid damage to the electric ignition do not use it when the burners are not in place.

CORRECT PLACEMENT OF THE SEMI-RAPID AND RAPID BURNERS

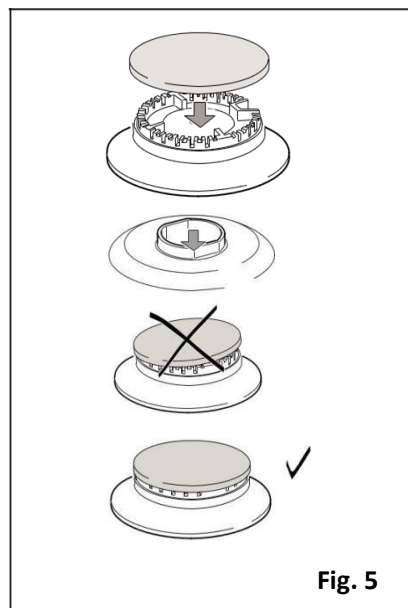
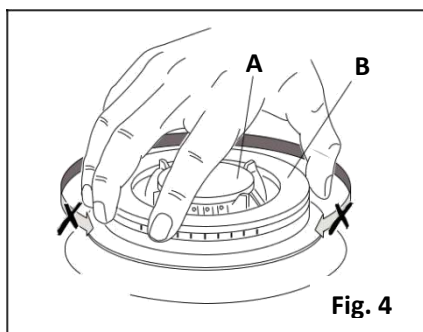
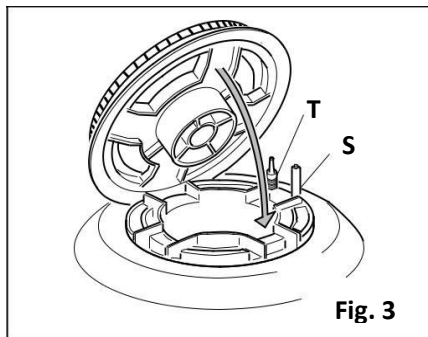
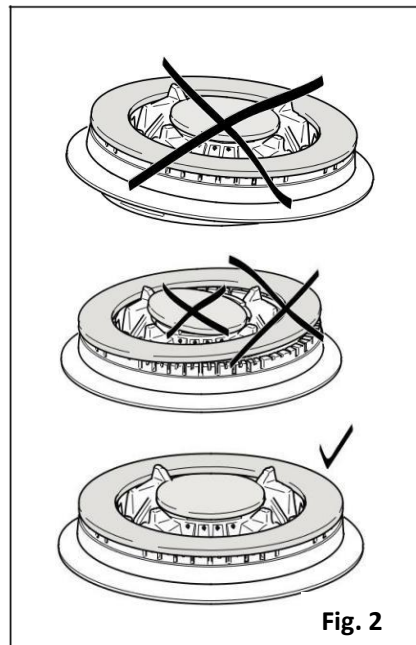
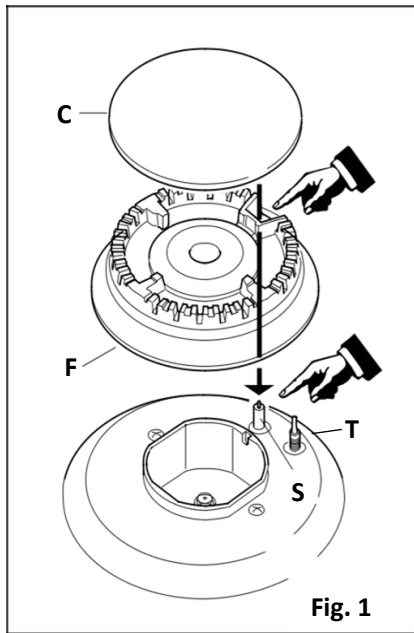
It is very important to check that the burner flame distributor "F" and the cap "C" have been correctly positioned (see Fig.1, Fig.5) - failure to do so can cause serious problems.

CORRECT PLACEMENT OF THE TRIPLE RING BURNER

The triple ring burner must be correctly positioned (Fig.2); the burner rib must be enter in their lodgment as shown by the arrow (Fig.3).

The burner correctly positioned must not rotate (Fig.4).

Then position the cap "A" and the ring "B" (Fig.4, Fig.2).



Note:

- The burner caps will become more matt over a period of use. This is normal due to high flame temperature and it does not affect the functional of the burner.
- Both the probe and ignition plug should be very carefully cleaned with a dry cloth.

GAS TAPS

Periodic lubrication of the gas taps must be carried out by specialist personnel only. In the event of operating faults in the gas taps, call the Service Department.

GENERAL ADVICE

- √ When the appliance is not being used; it is advisable to keep the gas tap closed.
- √ If the gas tap becomes stiff, it is necessary to dismount it accurately, clean it with gasoline and spread a bit of special grease resistant to high temperatures on it. This operation must be executed by a qualified technician.

Greasing the Gas Valves

Over time, the gas valves may become difficult to turn. If this is the case, the inside of the valve must be cleaned and greased.

N.B.: This procedure must be performed by a technician authorized by the manufacturer.

ADVICE FOR THE INSTALLER

IMPORTANT:

- The appliance should be installed, regulated and adapted to function with other types of gas by a QUALIFIED INSTALLATION TECHNICIAN. Failure to comply with this condition will render the guarantee invalid.
- The appliance must be installed in compliance with regulations in force in your country and in observation of the manufacturer's instructions.
- Some appliances are supplied with a protective film on steel and aluminum parts. This film must be removed before using the cooker.
- The appliances must be housed in heat resistant units
- The walls of the units must not be higher than work top and must be capable of resisting temperatures of 75°C above temperature.
- Do not install the appliance near inflammable materials (e.g. curtain).
- This appliance shall only be serviced by authorized personnel.
- Important: The use of suitable protective clothing/gloves is recommended when handling or cleaning of this appliance
- Incorrect installation, for which the manufacturer or distributor accepts no responsibility, may cause personal injury or damage.

INSTALLATION

TECHNICAL INFORMATION

The cooktops are designed to be embedded into kitchen fixtures measuring 600 mm in depth.

In order to install the appliance into the kitchen fixture, a hole with the dimensions shown at the cutting size board has to be made (Fig.8), keeping in consideration the following:

- Within the fixture, between the bottom side of the cooker top and the upper surface of any other appliance or internal shelf there must be a clearance of at least 30 mm;
- The cooker top must be kept no less than 100 mm away from any side wall;
- The hob must be installed at least 60mm away from the rear wall.
- There must be a distance of at least 650 mm between the hob and any wall cupboard or extractor hood positioned immediately above (Fig.7).
- It is essential to install a heat baffle between the bottom of the hob and the underlying unit.
- Clamps are provided to fasten the appliance to the kitchen fixture measuring from 20 to 60mm in thickness. To fasten the cooktop securely, it is recommended that all the clamps to be used.

When correctly installed, your product meets all safety requirements laid down for this type of product category. However special care should be taken around the underneath of the appliance as this area is not designed or intended to be touched and may contain sharp or rough edges that may cause injury.

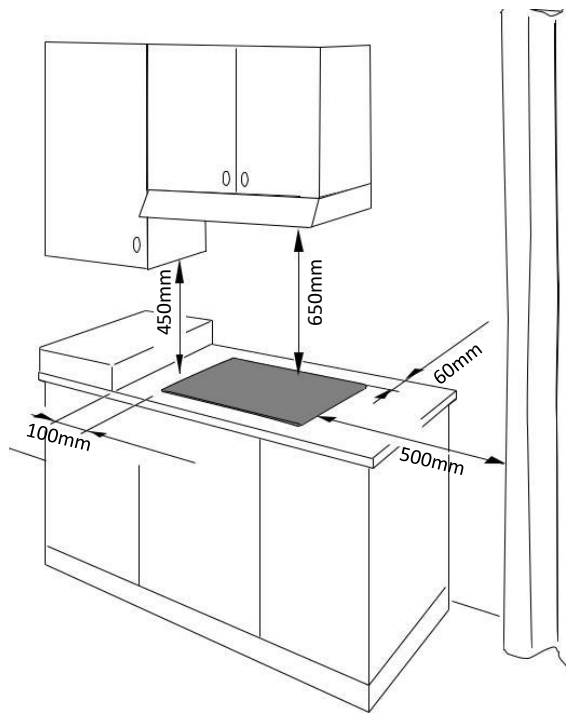


Fig. 7

CUT-OUT DIMENSIONS

Please be ensure to use the correct dimensions as shown below for installation.

Model	Cut-out Dimension (W x D mm)
EFH 2760 TN VSB EFH 3762 TN VSB EFH 3763 TN VSB	660~750 x 360~420
EFH 3970 TN VSB EFH 3971 TN VSB	722~840 x 428~480

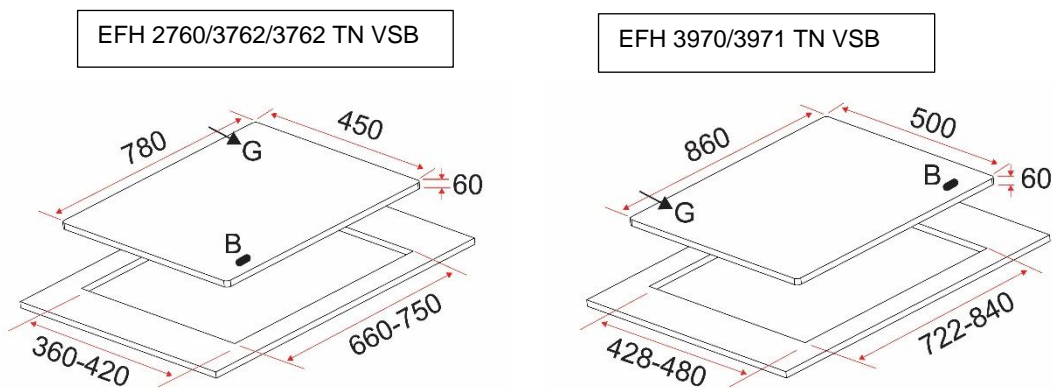
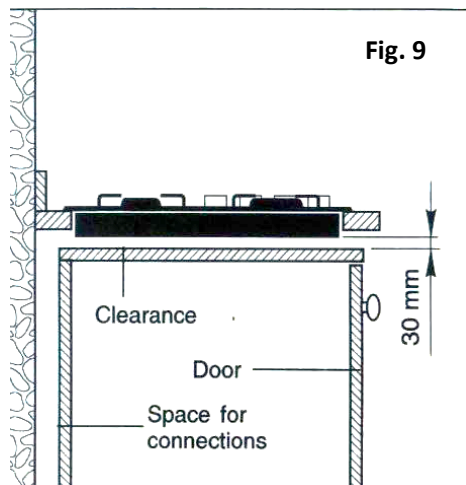


Fig. 8

INSTALLATION IN KITCHEN CABINET WITH DOOR

The fixture has to be made according to specific requirements in order to prevent the gas burners from going out, even when the flame is turned down to minimum, due to pressure changes while opening or closing the cupboard doors. It is recommended that a 30 mm clearance be left between the cooker top and the fixture surface (Fig.9).



VENTILATION REQUIREMENT

The appliance must be installed in compliance with applicable local regulations concerning ventilation and the evacuation of exhaust gases.

Intensive and prolonged use may need additional ventilation, for example, opening of a window or to have a more efficient ventilation.

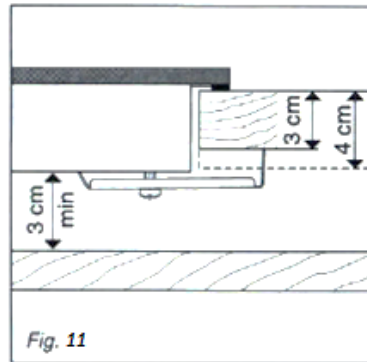
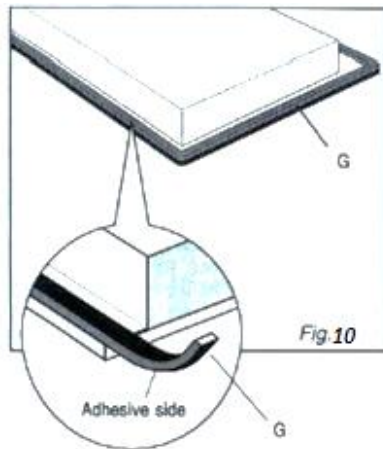
CHOOSING SUITABLE SURROUNDINGS

The room where the gas appliance is to be installed must have a natural flow of air so that the gas can burn. The flow of air must come directly from one or more openings made in the out-side walls with a free area of at least 100cm^2 . If the appliance does not have a no-flame safety device this opening must have an area of at least 200cm^2 . The openings should be near the floor and preferably on the side opposite the exhaust for combustion products and must be so made that they cannot be blocked from either the outside or the inside. When these openings cannot be made the necessary air can come from an adjacent room which is ventilated as required, as long as it is not a bedroom or a dangerous area. In this case the kitchen door must allow the passage of the air.

SETTING UP THE HOB FOR INSTALLATION

Every cooker top is provided with a set of tabs for fitting to the fixture panel with thickness from 3 to 4 cm and a seal with adhesive on one side, and one battery (D size).

- Remove burners and grids.
- Turn the appliance over and rest it on a cloth.
- Place the battery in the battery compartment (for DC models)
- Apply the self-adhesive seal “G” as illustrated in Fig.10.
- Insert the appliance into the hole and position it correctly.
- Secure the appliance by fastening the brackets provided as shown in Fig.11 (for 3 or 4 cm thick work top).



GAS SECTION

TYPES OF GASES

The gases normally used may be grouped, in view of their features in three families:

- LPG (in cylinders) G30 (28-30mbar)
- NATURAL GAS (methane) G20 (20mbar)
- CITY GAS/TOWN GAS G110 (10mbar)

By default, the appliances come with nozzles suitable for TG.

The appliance is manufactured for conversion to LPG and the conversion kits are supplied with the appliance. The appliance should be installed, regulated and adapted to function with other types of gas by a **QUALIFIED INSTALLATION TECHNICIAN**. The installation or service must comply with the current editions of the applicable standards, regulations, and codes of practice governing gas and electrical installations.

If the appliance must be operated with a gas different than that indicated on the plate, it is necessary to execute the following operations:

- **Replacement of the injectors**
- **Regulating of the minimum gas flow**

NOTE:

- Before installation, make sure that the local distribution conditions (gas type and pressure) and the adjustment of this appliance are compatible. The appliance adjustment conditions are given on the plate or the label.
- Failure to install the appliance correctly could invalidate any manufacturer's warranty.

GAS CONNECTION

The appliance should be connected to the gas-supply by licensed installer. During installation of this product, it is essential to fit an approved gas tap to isolate the supply from the appliance for the convenience of any subsequent removal or servicing. Connection of the appliance to the gas mains or liquid gas must be carried out according to the prescribed regulation in force, and only after it is ascertained that it is adaptable to the type of gas to be used. If not, follow the instructions indicated in the paragraph headed "Adaptation to different gas types". In the case of connection to liquid gas, by tank, use pressure regulators that conform to the regulation in force.

IMPORTANT: For safety, for the correct regulation of gas use and long life of the appliance, ensure that the gas pressure conforms to the indications given in table 1 "Technical Specifications".

The appliance is supplied with the following fittings:

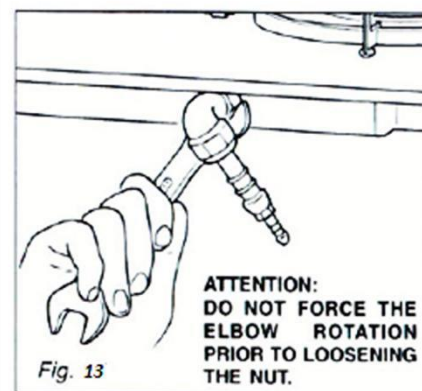
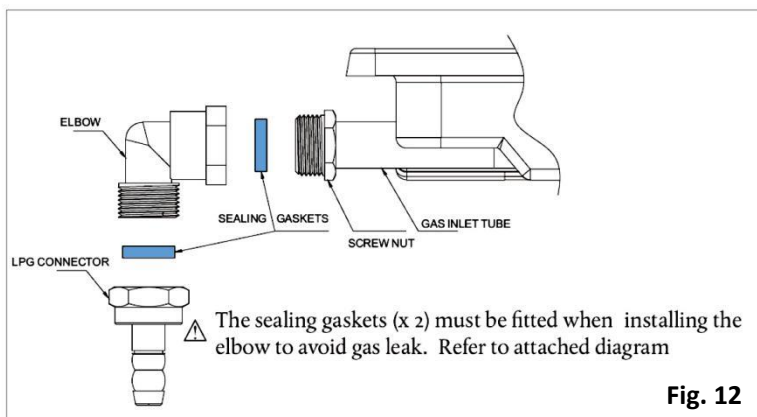
- Brass elbow x 1
- LPG connector x 1
- Sealing gaskets x 2

At the end of the gas inlet connection point of the appliance is a ½" thread connection for:

- Fix connection
 - Connection with a flexible hose (For LPG only).
1. Connect the brass elbow to the gas inlet connection point, ensuring that the sealing gaskets is fitted between them (Fig.12)
 2. For TG gas, connect the appliance to the gas supply using the approved TG flexible hose (not supplied), making sure that sealing gaskets is fitted between them.
For LPG gas, connect the LPG connector to the brass elbow, ensuring that the sealing gaskets is fitted between them. Then connect the appliance to the gas supply using a suitable rubber hose (internal diameter 8 mm) (not supplied) (Fig.12)
 3. Ensure that the hose is tightly and securely fitted at both ends.
 4. Use a standard hose clamp (not supplied) to fasten the hose.
 5. Install a gas pressure regulator (for LPG only)

To turn the elbow, follow these operations:

- √ Loosen the nut
- √ Turn the elbow
- √ Lock the nut
- √ Make sure there is no leakage by a soapy solution.



IMPORTANCES:

- Prior to installation, ensure that the local distribution conditions (nature of gas and gas pressure) and the adjustment of the appliance is compatible
- Never attempts to turn the elbow without having first slackened off the relative lock nipple.
- The seals are the elements that guarantees the seal in the gas connection. It is recommended that they be replaced whenever they show even the slightest deformation or imperfection.
- Ensure that all the couplings are correctly sealed.
- The connection with rigid metal pipes should not cause stresses to the hob ramp.
- If the rubber tube is used for the gas connection:
 - Make sure the tube is snugly fit at both ends and use a standard tube clamp (not supplied) to fasten it.
 - The rubber tube shall be with appropriate length (not exceed 1.5m), without contractions or kinks.
 - The rubber tube must never be at any point in its length in contact with the “hot” parts.
 - Make sure that the rubber tube must not come into contact with moveable part of the housing unit (e.g. drawer)
- From time to time check to make sure that the rubber is in perfect condition.
- This appliance is not connected to a combustion product evacuation device. It shall be installed and connected in accordance with current installation regulations. Special attention shall be given to the relevant requirements regarding ventilation.

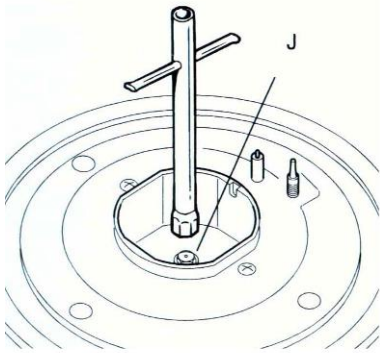
TESTING OPERATION

- After the gas pipe connection has been completed, the gas leak test **MUST BE** performed before the installation is considered completed.
- After connecting to the mains, check that all the couplings are correctly sealed, using soap solution. NEVER use a naked flame. If bubbles appear, please close the gas valve immediately and re-adjust the gas connection before re-test the appliance.
- Turn on the gas and ignite each burner. Check if the flame is blue without any yellow tipping. If there is abnormal flame, turn on the flame and check that the burner cap is properly positioned and the correct gas type is used.

OPERATIONS TO BE PERFORMED WHEN SUBSTITUTING NOZZLES

Select the nozzles to be substituted according to the “TECHNICAL SPECIFICATIONS” table. The nozzles diameter is marked on the body of each nozzle.

Fig. 14



√ Remove the pan supports and the burners;

√ Using a wrench, substitute the nozzle injectors; “J” (Fig.14) with those most suitable for the kind of gas for which it is to be used.

The burners are conceived in such a way so as not to require the regulation of the primary air.

After replacement, making sure that a label containing the correct gas type is indicated on the appliance

REGULATING THE BURNER MINIMUM SETTING

When switching from one type of gas to another, the minimum flow rate must also be correct. The flame should remain lit even when a quick turn from maximum to minimum flame. To regulate the gas flow rate, follow the instructions below:

- Turn the knob to small flame position after igniting the burner
- Remove the control knob
- Using a tiny screwdriver with max. diameter of 2.4mm, turn the screw “A” inside the tap until the correct setting is obtained – (Fig 15, Fig.16). Normally for LPG gas, tighten fully on the adjustment screw.

Fig. 15

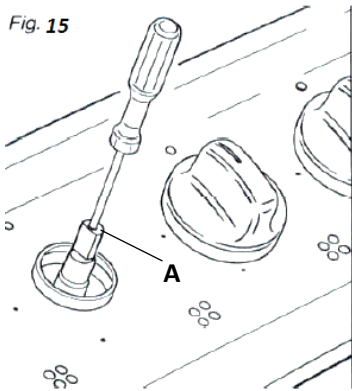
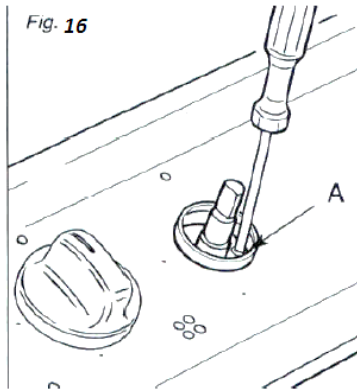


Fig. 16



After adjustment, turn the knob to large flame position and heat the burner for a few minutes. Then turn the knob to small flame position. The flame should not extinguish and if it goes off, re-adjust the minimum flow rate until the small flame remain lit.

LUBRICATION OF THE GAS TAPS

If the gas tap becomes stiff, it is necessary to dismount it accurately, clean it with gasoline and spread a bit of special grease with high temperatures resistance.

The operations must be executed by a QUALIFIED TECHNICIAN

TYPE OF IGNITION

The models come with battery operated ignition.

BATTERY IGNITION

Insert a DC1.5V battery (Size “D”) into the battery compartment located at the bottom of the appliance (Fig.17). Check for correct polarity when insert the battery

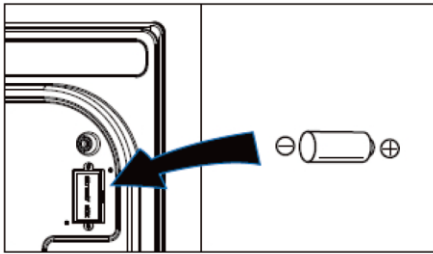


Fig. 17

Important notes:

- Remove the battery if the cooker is not going to be used for a long time.
- If the battery leaks, replace it immediately.
- Avoid touching the leaked liquid and make sure it does not come into contact with clothes or other items.
- Clean the battery compartment carefully before installing the new one.
- The battery is a potential source of danger for children. Keep them away.
- Dispose of flat batteries properly.

SELF CHECK

In the event of any abnormal occurs during operation of the gas hob or the gas hob does not function properly, you may do a self-check before contacting customer service officer. Disconnect the hob from gas connection before checking.

Symptom	Cause	Possible Solution
Burner cannot be lit	Burners not positioned correctly	Re-install the burner correctly
	Burners' gas holes are blocked	Clean the burner – refer to cleaning and maintenance – page 6
	The ignition is wet	Dry the ignition electrode with dry and soft cloth or tissue
	Battery is flat (for DC model)	Replace the battery – “D” size, 1.5V
	Defective fuse or circuit breaker tripped	Change the fuse or reset circuit breaker
	Gas valve not open	Turn on the main gas valve
Flame is weak or uneven	Gas used up (for LPG only)	Replace the cylinder gas
	Strong air flow around cooking area	Ensure the air flow is adequate but not too strong
	Regulator is abnormal (for LPG only)	Replace regulator
	Burners cap not positioned properly	Re-position the burner cap correctly
	Burners' gas holes are blocked	Clean the burner – refer to cleaning and maintenance – page 6
Flame goes off when release the ignition knob	Incorrect turning of ignition knob or holding time is too short	Re-ignite again and follow the instruction – refer to page.5
	Flame failure device (FFD) is dirty	Clean FFD
	Ignitor connection is loose	Contact service center
Flame goes off when turn to “low” flame setting	Burners' gas holes are blocked	Clean the burner – refer to cleaning and maintenance – page 6
	Strong air flow around cooking area	Ensure the air flow is adequate but not too strong
	The gas flow adjustment is not done correctly	Re-adjust the minimum gas flow – refer to page.15

When consulting the customer service center, please ensure that you have the model number, date of purchase and repair issue ready.

WARRANTY & SERVICE

- To activate your warranty, please register your appliance.
- Warranty registration can be done via our website or scan the QR code below

Website

<https://shop.casa.sg/E-Warranty>

QR Code

Scan the QR Code below. It will redirect straight to our “Warranty Registration” page.



Casa (S) Pte Ltd. reserves the rights to the final interpretation of the content of this manual. Customer will not be notified in the event of any amendments to the content.

The manufacturer and agent decline all responsibilities in the event of damage caused by improper, incorrect or illogical use of the appliance.

Contact customer care center when in doubt of the condition of the appliance. Please get ready the model number of your appliance, date of purchase and the product issue when contacting customer care center.

For customer care / after sales service [Singapore], please contact

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