

INSTRUCTIONS AND WARRANTY



MODEL NO. SEPC01
SALTON 6L ELECTRIC PRESSURE COOKER

Congratulations on purchasing our Salton 6L Electric Pressure Cooker. Each unit is manufactured to ensure safety and reliability. Before using this appliance for the first time, please read the instruction manual carefully and keep it for future reference.

FEATURES OF THE SALTON 6L ELECTRIC PRESSURE COOKER

- 1000W-1200W
- 6L capacity cooking pot
- 8 x multi-function menu's: Rice; Fish; Baby Cereals; Cake; Meat/Chicken; Soup; Tendon/Bean; Congee
- Reheat and Keep-Warm Modes
- Easy to use touch-button settings
- Perfect for stews, soups, meats, chicken, fish, beans and rice
- Preset timer function up to 24h delay
- Digital LED display
- Advanced structural and technical design for your safety assurance
- Cool touch handles on top and sides
- No mess, no fuss water collector
- Non-stick removable cooking pot for easy cleaning (suitable for dishwasher)
- Convenient water and food level indicators inside cooking pot
- Built-in memory to resume cooking cycle after power-outages
- Measuring cup, spoon and drip cup included
- Elegant black and stainless steel construction
- Preserves nutrients and promotes healthier eating
- Cooking under 106-114°C high temperature eliminates bacteria in food whilst preserving nutrients and great taste in foods.
- Time Saving Tasty Meals!
- Energy Efficient save up to 45% of power compared to other cooking methods
- Up to 70% faster than traditional cooking
- Lid safety interlock prevents pot from opening while it is under pressure
- For domestic use only
- 1 year warranty

IMPORTANT SAFEGUARDS

When using any electrical appliance, basic safety precautions should always be followed including the following:

- 1. Please read the instructions carefully before using any appliance.
- 2. Always ensure that the voltage on the rating label corresponds to the mains voltage in your home.
- 3. Incorrect operation and improper use can damage the appliance and cause injury to the user.
- 4. The appliance is intended for household use only. Commercial use invalids the warranty and the supplier cannot be held responsible for injury or damage caused when using the appliance for any other purpose than that intended.
- 5. Avoid any contact with moving parts.
- 6. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 7. Children should be supervised to ensure that they do not play with the appliance. Do not allow children to operate the appliance under any circumstances.
- 8. Check the power cord and plug regularly for any damage. If the cord or the plug is damaged, the manufacturer or a qualified person must replace it in order to avoid an electrical hazard.
- 9. Do not touch hot surfaces use handles.
- 10. Use oven gloves when removing the inner pot.
- 11. Always lift the lid away from your face as escaping steam may cause injury or scalding.
- 12. Keep hands, arms, face etc clear from the escaping steam when opening the lid or moving the dish.
- 13. Do not cover the pressure cooker when in use.
- 14. Make certain that the unit is properly sealed and closed before operating. See "Operating Instructions".
- 15. Do not fill the unit over 2/3 full. When cooking foods that expand during cooking such as rice or dried vegetables, do not fill the unit over 1/2 full. Over-filling may cause a risk of clogging the vent pipe and developing excess pressure. Failure to follow this procedure can result in injury to person(s) and/or damage to the unit.
- 16. Be aware that certain foods, such as apple sauce, cranberries, pearl barley, oatmeal or other cereals, split peas, noodles, macaroni, rhubarb, or spaghetti can foam, froth, and

- splutter, and clog the pressure release device (steam vent). These foods should not be cooked in a pressure cooker.
- 17. Always check the pressure release devices for clogging before use.
- 18. Do not move the pressure cooker when it is pressurized.
- 19. Do not open the pressure cooker until the unit has cooled and all internal pressure has been released. If the handles are difficult to push apart, this indicates that the cooker is still pressurized do not force it open. Any pressure in the cooker can be hazardous. See "Operating Instructions".
- 20. Do not use the pressure cooker for pressure frying with oil.
- 21. DO NOT place the product near flammable materials or use in a humid environment.
- 22. DO NOT damage the rubber seal ring and DO NOT replace it with anything other than the replacement belt designed especially for this unit.
- 23. DO NOT tamper with the steel ring in the lid (2) with any tools or external forces. If the steel ring is damaged, please stop using immediately and replace the lid.
- 24. Clean the filter (17) regularly to keep the cooker clean and ensure proper operation.
- 25. NEVER use additional weight on the pressure limiting valve (3) or replace the pressure limiting valve (3) with anything not intended for use with this unit.
- 26. The surface of contact between the inner pot (6) and the electronic heater (15) should always be clean. DO NOT use the inner pot with other heating sources. DO NOT replace the inner pot with a container other than what is recommended by the manufacturer.
- 27. The inner pot features a non-stick layer surface. To avoid scratching the non-stick surface, please use wooden or plastic utensils.
- 28. Food should not be kept warm for more than 4-6 hours in order to maintain the continued freshness of the food. The pressure cooker should not be used for more than 6 hours continuously. Serious injury and/or damage may occur if any safeguards are ignored.
- 29. If steam releases around the lid (2) during the cooking process, please unplug from the power supply immediately, let cool, remove contents and return the product to the manufacturer for exchange or repair. The pressure discharging device has activated. This is a safeguard to alert the user that the pressure limiting device is malfunctioning.
- 30. Let the pressure cooker cool down completely before you clean it or put it away.
- 31. Extreme caution must be used when moving a pressure cooker containing hot liquids. It is recommended that you do not move the appliance when it is full, when switched on or before it has cooled down.
- 32. Do not use the appliance if it has been dropped or damaged in any way. In case of damage, take the unit in for examination and/or repair by an authorised service agent.
- 33. To reduce the risk of electric shock, do not immerse or expose the appliance, plug or the power cord to water or any other liquid.
- 34. Never immerse the unit in water or any other liquid for cleaning purposes.
- 35. This appliance cooks under pressure. Improper use may result in injury.

- 36. Remove the plug from the socket by gripping the plug. Do not pull on the cord to disconnect the appliance from the mains. Always unplug the unit when not in use, before cleaning or when adding or removing parts.
- 37. The use of accessory attachments that are not recommended or supplied by the manufacturer may result in injuries, fire or electric shock.
- 38. A short detachable cord is provided to reduce the hazards resulting from becoming entangled in or tripping over a longer cord.
- 39. Do not let the cord hang over the edge of a table or counter. Ensure that the cord is not in a position where it can be pulled on inadvertently.
- 40. Do not allow the cord to touch hot surfaces and do not place on or near a hot gas or electric burner or in a heated oven.
- 41. Do not use the appliance on a gas or electric cooking top or over or near an open flame.
- 42. Use of an extension cord with the appliance is not recommended. However, if it is necessary to use an extension lead, ensure that the lead is suited to the power consumption of the appliance to avoid overheating of the extension cord, appliance or plug point. Do not place the extension cord in a position where it can be pulled on by children or animals, or tripped over.
- 43. This appliance is not suitable for outdoor use. For household use only. Do not use this appliance for anything other than its intended use.
- 44. DO NOT carry the appliance by the power cord.
- 45. Do not leave the appliance unattended during use. Always unplug the unit when not in use or before cleaning.
- 46. Always operate the appliance on a smooth, even, stable surface. Do not place the unit on a hot surface.
- 47. Ensure that the switch is in the "Off" position after each use.
- 48. The manufacturer does not accept responsibility for any damage or injury caused by improper or incorrect use, or for repairs carried out by unauthorised personnel.
- 49. In case of technical problems, switch off the machine and do not attempt to repair it yourself. Return the appliance to an authorised service facility for examination, adjustment or repair. Always insist on the use of original spare parts. Failure to comply with the above mentioned pre-cautions and instructions, could affect the safe operation of this machine.

SAFETY WARNING: There is a potential risk of fire, electric shock or injury to persons if the product is not used as instructed. Protection against electric shock is assured only if the main power cord is connected to a properly grounded 220-240V | 50/60Hz electrical outlet. This is not a stovetop pressure cooker. Under no circumstances must this pressure cooker or any parts or components be placed on or near a stovetop, range or open flame. Doing so will cause serious damage to the pressure cooker and/or injury to the person.

ABOUT YOUR PRESSURE COOKER

- This digitally controlled and automatic electric pressure cooker uses advanced technology so that you and your family can enjoy the benefits of better, faster and healthier cooking.
 Your pressure cooker seals in steam to cook hotter and faster while maintaining important nutrients for healthier meals.
- Cook fast and with less water to save vital natural resources and energy. It features easy touch-button settings and a very large cooking pot which is large enough for family gatherings!

PRESSURE COOKER WITH MULTIPLE FUNCTIONS, SIMPLE AND CONVENIENT IN OPERATION

- Cooking will be done automatically by selecting/ pressing the different menu buttons on the cooker. When the food is cooked, an alert tone will be heard and it will automatically turn to the "Keep Warm" mode. Manual control is not needed.
- A delay timer allows the user to preset the cooking time up to 24-hours. When the timer
 is set, the count-down will start. By the end of the countdown, the cooker will start to heat
 up.
- The pressure cooker also has its own memory. Whenever there are interruptions such as power failures, it will automatically continue/resume the cooking cycle where the unit left off as power resumes.

RAPID COOKING, TIME & POWER SAVING

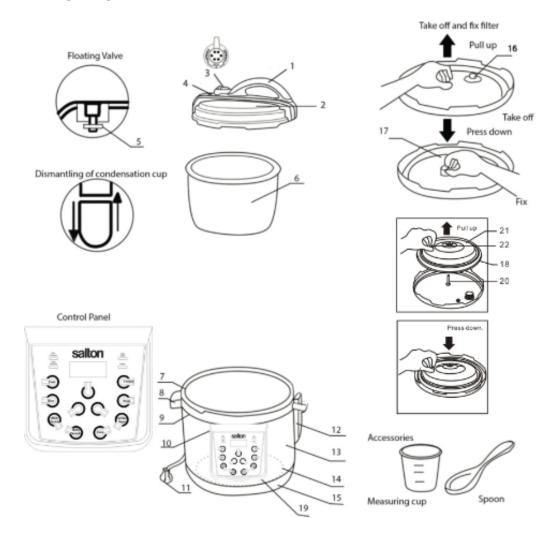
By using high pressure (high temperature) to cook, food will be rapidly cooked. This in turn reduces the amount of time it takes to cook as well as consumption of power. For example: when cooking rice, this pressure cooker will save up to 20% of the electricity and up to 15% of the time when compared to a conventional rice cooker. When cooking stew, soups or braising meats, this cooker will save more than 40% of time. Cooking can also be done at high altitudes.

PRESERVE NUTRIENTS & PROMOTE HEALTHIER EATING

- Airtight cooking methods preserve nutrients and original flavour of food.
- Cooking under 106°C to 114°C high temperatures means that all bacteria in the food will be eliminated and the nutrients and tastiness of the food will be preserved.

 A clean environment and work surface can be maintained as any overflow can be avoided. Steam will not escape from this cooker when it is used for simmering and for making stew.

PARTS DIAGRAM



- 1. Handle
- 2. Lid
- 3. Pressure Limiting Valve
- 4. Float Valve (external view)
- 5. Float Valve (internal view)
- 6. Inner Pot
- 7. Outer Pot

- 8. Handle
- 9. Upper Ring
- 10. Control Panel
- 11. Power Cable
- 12. Condensation Cup
- 13. Main Body
- 14. Electronic Heater

- 15. Bottom Ring
- 16. Seal Ring for Float Valve
- 17. Filter
- 18. Rubber Seal Ring
- 19. Sensor
- 20. Lid Rest

BEFORE FIRST USE

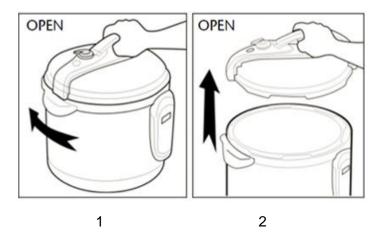
Remove all packaging materials including those that may be inside the pressure cooker. Wipe the exterior with a damp cloth. Dry thoroughly.

Do not use abrasive cleaners. Do not put the unit, cord or plug in water. Unwrap power cord and plug into a suitable electrical outlet. Operate without food once or twice to burn off any manufacturing residue. You may notice a slight amount of smoke - this is normal and will stop as the heating element/s continue to heat.

PREPARING YOUR PRESSURE COOKER

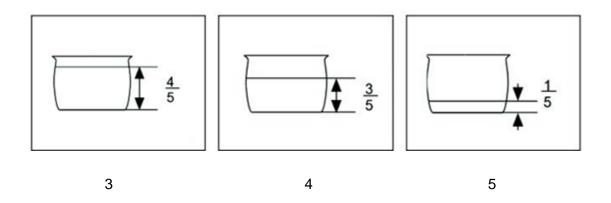
Before first use, the seal of the lid may be slightly harder than normal and may be difficult to unlock. Once the lid has been opened and closed several times, the seal will loosen up and the lid will become easier to unlock.

Opening the lid: Hold the handle (1) firmly, turn the lid (2) clockwise until it loosens, and lift vertically. (See Figures 1-2)

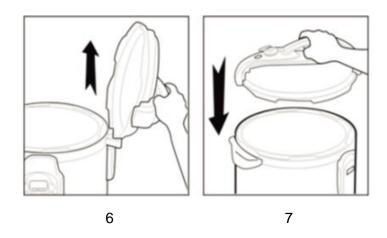


Remove the inner pot (6) and add desired ingredients. The amount of water and food should not exceed 4/5 of the height of the inner pot (6) (Figure 3). For food that will expand in water, the level should not exceed 3/5 of the inner pot (6) (Figure 4). The minimum level for cooking would be 1/5 of the inner pot (6) (Figure 5).

Note: The inner pot (6) features a non-stick surface. To avoid scratching the non-stick surface, please use wooden or plastic utensils.



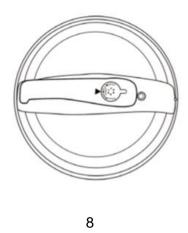
Closing the Lid: Make sure that the rubber seal ring (18) is fitted properly onto the inner part of the lid (2). Observe the rubber seal ring (18) inside the lid (2) and ensure that it is evenly fitted onto the track. (Caution: If the rubber seal ring is damaged, do not use the pressure cooker - contact your authorised service agent.) Lift the lid (2) from the rested position. Close the lid (2). Hold the handle (1) and turn it counter-clockwise to the "locked" position. (A locking sound can be heard See Figures 6-7).

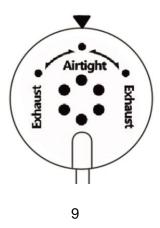


Note: To ensure you are properly closing the lid (2), please make sure the pressure limiting valve (3) is on your left side when you are facing the front of the pressure cooker (when facing the control panel (10).

Adjust the pressure limiting valve (3) to the "airtight" position, and ensure that the float valve (5) sinks.

When adjusting the pressure limiting valve (3) to either the "airtight" or the "exhaust" positions, line up the marking on the pressure limiting valve (3) with the arrow on the handle (1) as shown in Figures 8 and 9.





COOKING RICE

- When cooking rice, the maximum amount of rice allowed for this 6L pressure cooker is 20 cups of uncooked rice.
- Normally one cup of rice requires one cup of water. This may vary according to taste.
- Be certain the inner receptacle, where the electronic heater is located, is clean and dry before inserting the inner pot (6) into the pressure cooker and adjust the pot left and right to ensure optimal contact between the inner pot and the electronic heater (Figure 10).



10

OPERATING INSTRUCTIONS

HOW TO USE THE PRE-SET MENU BUTTONS

There are eight preset menu buttons programmed for your pressure cooker, namely: Fish, Rice, Meat/Chicken, Baby Cereals, Cake, Tendon/Bean, Soup and Congee. The default cooking times are preset for quick and easy cooking.

Example

- Remove the cooking pot and place it on a firm and stable counter top.
- Prepare desired food and place into cooking pot.
- Secure the lid (2) onto the unit, turn it counter-clockwise to lock it properly in place.
- Make sure the pressure limiting valve (3) is set to the "airtight" position.
- Plug the power cord into a suitable power outlet.
- The LED screen will display 00:00.
- Choose the desired menu button. When pushed, the cooking time will display for the selected setting. For example, if Rice is selected, the display will show P:12 and the indicator light for Rice will flash. The Rice indicator will flash five times and then illuminate solid once it begins operation. While the unit is building up pressure, the display will show 00:12. The unit may take between 5-20 minutes to build up pressure depending on the weight of contents inside.

Note: When pressing a menu button, the LED screen will not immediately change until the pressure has built up to capacity. This may take approximately 5-10 minutes depending on the quantity of food you are cooking.

- When the unit has built enough pressure, it will begin to pressure-cook the food. You may
 hear a quiet hissing or sizzling sound coming from the inside of the unit during this time.
 Here, the pressure cooker will begin to operate based on a cooking time of 12 minutes.
 There is no need to press any other button. The display will show P:12 and the cooking
 time will begin to countdown. Depending on the menu button selected, the display will be
 different for each button and show P0__ correspondingly based on the default cooking
 time chart.
- When cooking has completed, the pressure cooker will beep 3 times and automatically go to Keep Warm. The display will show "bb" during the Keep Warm cycle.
- The Keep Warm indicator light will illuminate and the pressure cooker will begin to naturally release the pressure. This will take approximately 10-15 minutes.
- You may also Quick Release the pressure. If you wish to quick release the pressure, move the pressure limiting valve (3) to the "exhaust" position to release the pressure until the float valve (4) sinks.
 - Caution: Use an oven glove or long utensil. Keep hands and face away from the pressure limiting valve (3) while in the "exhaust" position. Failure to comply may cause serious injury.
- Always be certain that the pressure is released completely before unlocking the lid (2) and opening it.
- Press Cancel to end operation and remove food to serve immediately or allow the unit to remain in Keep Warm mode. It is not recommended to keep food warm for over 4 hours.

NOTE: Please note that the "Rise Pressure" and "Keep Pressure" procedures are automatically controlled. The "Rise Pressure" indicator light will illuminate as the pressure cooker is building pressure during a cooking cycle. The "Keep Pressure" indicator light will illuminate once the pressure cooker has reached sufficient pressure during a cooking cycle.

MENU FUNCTIONS, COOKING INTENSITY AND TIME

FUNCTIONS	SOUP	RICE	CONGEE	TENDON/	FISH	BABY	MEAT/	CAKE
				BEAN		CEREALS	CHICKEN	
Delicate	20 min	10 min	12 min	25 min	3 min	25 min	10 min	
Standard	25 min	12 min	20 min	30 min	5 min	30 min	15 min	45 min
Rich	30 min	15 min	25 min	35 min	8 min	35 min	20 min	

HOW TO USE THE PRESET DELAY TIMER

If you wish to program your pressure cooker to automatically cook prepared food at a later time, you can prepare the pressure cooker to delay cooking by up to 24 hours. This setting is used in combination with the menu button selections.

- Remove the cooking pot and place it on a firm and stable counter top.
- Prepare desired food and place it into the cooking pot.
- Secure the lid (2) onto the unit, turn it counter-clockwise to lock it in place.
- Make sure the pressure limiting valve (3) is set to the "Airtight" position.
- Plug the power cord into a suitable electrical outlet.
- The LED display will show "00:00".
- Press the Delay Timer button. The LED display will show "00:30" which is equal to 30 minutes of delay time. Pressing it once for each additional half an hour or hold for rapid increase in time. The maximum delay period is 24 hours in half-hour increments.
 Pressing the Delay Timer button again after reaching the 24 hour setting will automatically reset the delay timer to zero. The time that displays on the LED display shows how long the user wants the unit to wait before the cooking process begins.

For example:

- If you wish to program the pressure cooker to automatically turn on in 3 hours' time, press the Delay Timer button until the LED display shows "03:00".
- After programming a delay time of 3 hours, choose your menu button or amend the delay time required.

- Select one of the 8 pre-set menu buttons and corresponding desired cooking intensity.
 Note that the Delay Timer indicator light and relevant function indicator light will illuminate.
- Once this is done, the pressure cooker will count down the delay time of 3 hours.
- After 3 hours have passed, the unit will begin to pressurize and then start cooking.
- When cooking is complete, the pressure cooker will beep 3 times and automatically go on to the Keep Warm setting. The display will show "bb" during the Keep Warm cycle and the indicator light will illuminate. Note: the pressure cooker will naturally release built up pressure during this time. It may take approximately 10-15 minutes to release the pressure.

HOW TO USE THE KEEP WARM FUNCTION

Food can be prepared at an earlier time and kept warm inside the pressure cooker using the Keep Warm function. Food should not be kept warm for more than 4-hours. Additional time may cause a change in flavour, appearance and cause food to spoil. The keep warm function will not stop automatically. This function could be started either manually when needed, or automatically after the selected cooking function.

- Prepare desired food and place into cooking pot.
- Secure the lid (2) onto the unit, turn it counter-clockwise to lock it in place properly.
- Plug the power cord into a suitable electrical outlet.
- The LED screen will display 00:00.
- Press the Keep Warm/Cancel button once. The Keep Warm/Cancel indicator light will
 illuminate and the display will show "bb". It is recommended to set the pressure limiting
 valve (3) to "exhaust" at this time since you are only keeping food warm and not
 pressurizing.
- The pressure cooker will start maintaining a lower temperature to keep warm.
- To cancel, simply press the Keep Warm/Cancel button again until indicator light is no longer illuminated.
- Remove food and serve.
- Unplug power cord and allow to cool completely before cleaning.

HOW TO RELEASE THE PRESSURE

Natural Release is recommended when cooking foods that will not have the tendency to overcook such as potatoes, beans, soups and stews. During the natural release time period, the pressure cooker may still be heated and cook the food slightly. In opting to use the natural release method, you do not move the pressure limiting valve to exhaust immediately after cooking. Approximately 10-20 minutes after cooking is completed, you can check the valve by gently tapping it right or left. If it is loose and turns easily and no steam is released from the valve, then all the pressure has now been released. Quick Release is recommended when cooking foods that you wish to be Medium or Medium-Rare such as Beef Roasts or Lamb. This will release the pressure quickly and prevent the food from over-cooking. Here you will move the pressure limiting valve to exhaust immediately after cooking. Caution: Use an oven glove or long utensil during release of the pressure. Keep hands and face away from the pressure limiting valve (3) while in the "exhaust" position. Failure to comply may cause serious injury.

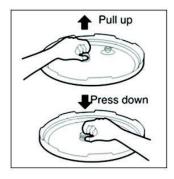
HOW TO CLEAN THE PRESSURE COOKER

- Always make sure the pressure cooker is unplugged, depressurized and completely cooled down before cleaning.
- Use a non-abrasive sponge or damp wash cloth to clean the exterior of the outer body (13) and the exterior surface of the pressure cooker. Never immerse the pressure cooker in any liquids.
- Remove the condensation cup (12) and rinse it thoroughly and let dry. Clean the upper ring (9) with a damp sponge or wash cloth.
- Clean the lid (2) with warm soapy water, including the rubber seal ring (18), pressure limiting valve (3), filter (17), vent, and float valve (5) and let dry thoroughly.
- The pressure limiting valve (3) pops off easily by gently reaching underneath it and gently prying upwards. Be careful not to damage the thin wire spring under it.
- On the underside of the lid below the pressure limiting valve (3), is a small metal filter cap which can be removed easily to clean.
- Let parts dry completely before reassembling.
- Wash the inner pot (6) with a non-abrasive sponge and allow to air dry or use a towel. It is not recommended to use any type of scouring pad that can scratch the non-stick surface of the inner pot (6).
- Clean the pressure limiting valve (3) and the holes with a small brush to ensure smooth flow of steam during the release cycle.
- Store the inner pot inside of the unit. Store the unit in a cool, dry location.

NOTE: Any servicing required shall be performed by an authorized service representative or from the original manufacturer or distributer.

HOW TO CLEAN THE FILTER

If you wish to clean the filter (10), you may remove it by pulling vertically. To re-attach, simply line up the filter (10) and press down to secure the filter as seen below.



STORING THE APPLIANCE

- Unplug the unit from the wall outlet and clean all the parts as instructed above. Ensure that all parts are dry before storing.
- Store the appliance in its box or in a clean, dry place.
- Never store the appliance while it is still wet or dirty.
- Never wrap the power cord around the appliance.

SERVICING THE APPLIANCE

There are no user serviceable parts in this appliance. If the unit is not operating correctly, please check the following:

- You have followed the instructions correctly
- That the unit has been wired correctly and that the electrical socket is switched on.
- That the mains power supply is ON.
- That the plug is firmly in the mains socket.

If the appliance still does not work after checking the above:

- Consult the retailer for possible repair or replacement. If the retailer fails to resolve the problem and you need to return the appliance, make sure that:

- The unit is packed carefully back into its original packaging.
- Proof of purchase is attached.
- A reason is provided for why it is being returned.

If the supply cord is damaged, it must be replaced by the manufacturer or an authorised service agent, in order to avoid any hazard. If service becomes necessary within the warranty period, the appliance should be returned to an approved Home Of Living Brands (Pty) Limited service centre. Servicing outside the warranty period is still available, but will, however, be chargeable.

CHANGING THE PLUG

Should the need arise to change the fitted plug, follow the instructions below.

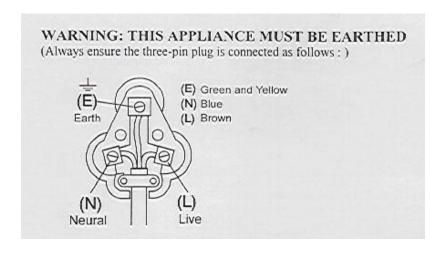
This unit is designed to operate on the stated current only. Connecting to other power sources may damage the appliance. Connect a three-pin plug as follows:

The wires in this mains lead are coloured in accordance with the following code:

Green/Yellow = Earth

Blue = Neutral

Brown = Live



PLEASE AFFIX YOUR PROOF OF PURCHASE/RECEIPT HERE IN THE EVENT OF A CLAIM UNDER WARRANTY THIS RECEIPT MUST BE PRODUCED.

WARRANTY

- 1. Home Of Living Brands (Pty) Limited warrants to the original purchaser of this product ("the customer") that this product will be free of defects in quality and workmanship which under normal personal, family or household use and purpose may manifest within a period of 1 (one) year from the date of purchase ("warranty period").
- 2. Where the customer has purchased a product and it breaks, is defective or does not work properly for the intended purpose, the customer must notify the supplier from whom the customer bought the product ("the supplier") thereof within the warranty period. Any claim in terms of this warranty must be supported by a proof of purchase. If proof of purchase is not available, then repair, and/or service charges may be payable by the customer to the supplier.
- 3. The faulty product must be taken to the supplier's service centre to exercise the warranty.
- 4. The supplier will refund, repair or exchange the product in terms of this warranty subject to legislative requirements. This warranty shall be valid only where the customer has not broken the product himself, or used the product for something that it is not supposed to be used for. The warranty does not include and will not be construed to cover products damaged as a result of disaster, misuse, tamper, abuse or any unauthorised modification or repair of the product.
- 5. This warranty will extend only to the product provided at the date of the purchase and not to any expendables attached or installed by the customer.
- 6. If the customer requests that the supplier repairs the product and the product breaks or fails to work properly within 3 (three) months of the repair and not as a result of misuse, tampering or modification by or on behalf of the customer, then the supplier may replace the product or pay a refund to the customer.
- 7. The customer may be responsible for certain costs where products returned are not in the original packaging, or if the packaging is damaged. This will be deducted from any refund paid to the customer.

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