

Warranty claims

Please register your product with us online to help us assist with any current or future warranty claims. Any claims for warranty should be made with the proof of purchase and full details of the alleged defect to Meyer Cookware by sending the product to the reply paid address below for assessment:

Meyer Cookware Australia Pty. Ltd.

Service Department
Reply Paid 85097
Croydon South
Victoria 3136 AUSTRALIA

Alternatively, you can return the Product to the retailer from whom the Product was purchased, with proof of purchase and full details of the alleged defect. To ensure the validity of your warranty please retain proof of purchase and register the purchase with Meyer on-line or alternatively via mail. The customer must make the Product available to Meyer or its authorised repair agent for inspection and testing.

Limitations

Meyer makes no express warranties or representations other than set out in this Warranty. The repair or replacement of the Product, or the refund of the purchase price of the Product, is the absolute limit of Meyer's liability under this Express Warranty.

Exclusions

This warranty does not apply where:

- the damage to or defect in the Product is caused by normal wear and tear;
- the Product has been on-sold or assigned by the original purchaser;
- the Product has been used for commercial purposes;
- the Product has been used for purposes other than the purpose for which it was designed;
- the Product has been repaired by someone other than Meyer or an authorised repairer of Meyer;
- the Product has been subject to abnormal conditions, whether of temperature, water, humidity, pressure, stress or similar;
- corrosive or abrasive matter has been applied to the Product;
- the defect in the Product has arisen due to the original purchaser's failure to properly maintain or use the Product in accordance with the Use and Care Instructions specified by Meyer; or
- the Product has been misused, abused, neglected or involved in an accident.

This warranty does not cover scratches, stains, discoloration or damage caused by overheating.

Contact

If you have any queries regarding this product please contact -

Customer Service Department

Meyer Cookware Australia Pty Ltd
1-19 Merrindale Drive, Croydon South
Victoria 3136 AUSTRALIA
T. 03 9761 5655
esstele.com.au

Meyer New Zealand Limited

Po Box 2212, Shortland Street
Auckland NEW ZEALAND 1010
T. 0800 463 937
esstele.co.nz

IMPORTANT SAFETY AND USE AND CARE INFORMATION

Thank you for choosing **Esstele® Per Moda™** cookware. Please take the time to read the following use and care instructions to ensure you get the most out of your new cookware. These use and care instructions are for your general safety to avoid personal injury and any damage to your cookware. Please note that some sections are generic in nature and may not apply to your specific cookware.

Cleaning

Before First Use

- Remove all the packaging and labels before use.
- Wash the pan using hot soapy water to remove any traces of dust and dry thoroughly.

During use

- Avoid any action that might scratch or damage the surface. To ensure ideal performance, do not use sharp metal implements or cut food in the pan.
- Make sure that food with higher fat content such as bacon or sausages never burn. Let the pan cool down before cleaning it.
- If burnt, some fatty foods (sausages, bacon, etc.) may leave a slight stain. To remove this, fill the pan with hot water and some detergent, and then rub clean with a soft cloth. In the case of more persistent stains, heat up some cooking oil in the pan, clean it with kitchen paper and then wash it with detergent and water. In any case, slight discolorations cause no harm to the pan.
- A dash of oil is recommended when dry-frying.
- To ensure prolonged use, handle with care at all times, making sure not to scratch the surface.

Dishwasher Use

- Whilst this cookware IS dishwasher safe, we recommend hand washing to avoid discoloration and to prolong the life of the cookware.
- Your **Esstele® Per Moda™** product can easily be washed by hand using a non-abrasive sponge. When using a dishwasher, rinse when cold before placing them in the machine. Note however that the hardness of the water and the aggressiveness of the detergents used in dishwashers may reduce the properties of the interior coating.

Storage

- Always ensure cookware is dried thoroughly before storing away.
- It is recommended that paper towel is placed between cookware which may assist in preventing scratches to the surfaces during storage.

Cooktop Suitability

- This cookware is suitable for all cooktops including induction.
- Always refer to the cooktop manufacturer's instructions prior to using this cookware.

Induction Cooktops

- Only cookware with a magnetic base is suitable for use on induction cooktops, therefore glass, aluminium and copper cookware are not appropriate.
- Depending on the metals used in construction, some enamel based and stainless steel cookware are also not suitable for use on induction cooktops.
- To check cookware suitability place a magnet on the base, if the magnet adheres the cookware is suitable for use on induction cooktops.

Gas Cooktops

- When using a gas cooktop, always ensure the flame does not extend up the side of the cookware as this may damage the cookware and cause the handles to become hot, which may be dangerous.

Ceramic, Halogen and Induction Cooktops

- When using a ceramic, halogen or induction cooktop, extra care should be taken to ensure that the base of the cookware and the surface of the cooktop are cleaned after every use, otherwise the cooktop may be permanently marked.
- Always lift the cookware from a ceramic, halogen or induction cooktop. Avoid dragging or sliding cookware over the cooktop surface as this may damage the cooktop surface and base of the cookware.
- When using on “multizone” induction hobs always put the pan inside one zone and not across two zones.

Cooktop Use

- Make sure the heating element matches the size of the bottom of the pan (same size or smaller). Please pay special attention to this advice when using the pan on induction hobs.
- Ensure cookware is stable on the cooktop surface or trivet to prevent tipping. For optimum stability, line up the handles on the cookware with the trivets.
- Position cookware so that handles are not over other hot burners and do not allow handles to extend beyond the edge of the cooktop, as these may be in easy reach of children or enable the cookware to be knocked off the cooktop; causing personal injury and damage to the cookware and flooring.
- Continuous high heat and/or overheating may shorten the life of cookware, cause discoloration and damage surfaces.
- For optimum results always use low to medium heat as this will spread the heat evenly, eliminating hot spots, which may burn food. This may also reduce lids rattling and food boiling over onto the cooktop.
- Do not leave unattended cookware on a hot cooktop; this is particularly important when using oil, as this may ignite causing a fire. Unattended cookware may become extremely hot and cause personal injury and damage to the cookware and cooktop.
- Do not allow cookware to boil dry and never leave empty cookware on a hot burner, as this may become extremely hot and cause personal injury and damage to the cookware and cooktop. In the event of cookware boiling dry do not add liquids as these may splatter which could cause personal injury and damage to the cookware. Do not attempt to move the cookware from the cooktop; turn off the heat source and allow the cookware to cool down. (refer to specific information above for ceramic and halogen cooktops).
- Always lift the cookware from the cooktop. Avoid dragging or sliding cookware over the cooktop surface as this may damage the cooktop surface and base of the cookware.
- Although minor scratches will not impair the performance of cookware, the use of sharp metal kitchen utensils such as forks, knives or whisks is not recommended. Wooden or heat resistant nylon cooking utensils are recommended to prevent scratches.
- Do not leave utensils in cookware during cooking.
- Do not make a double boiler out of cookware that are not designed for this purpose.
- Do not store food in cookware after cooking, particularly when salt has been used as this may cause pitting on the surface.
- Steamers, bain-maries and pasta inserts should not be placed directly on a hot burner as they are not designed for this purpose and this may result in damage to the base and cooktop.

Oven Use

- This cookware is oven safe to 160°C/320°F. IMPORTANT: Do not use above this temperature setting.
- This means you can start a dish on the cooktop and finish cooking in the oven.
- For fan assisted ovens, adjust the temperature in line with the oven manufacturer’s guidelines.
- Do not place empty cookware in a hot oven.
- Never allow handles to be positioned over or under the heat source.
- Always use oven mitts when removing cookware from the oven.

Microwave Use

- Do not use this cookware in a microwave oven.

Griller Use

- Do not put cookware under a griller as it may cause damage to the cookware and affect the performance of the non-stick surface.

Lids, Handles and Knobs

Lids

- Not all cookware products have lids; any reference to lids applies only when they are supplied with the product.
- It is important that the lid fits snugly, thereby trapping steam and creating a “self basting” environment, locking in nutrients and preserving flavours. Food, particularly liquids will cook faster and heat can be kept to a minimum, thus saving on gas and electricity.
- Do not use lids when deep frying.
- When removing lids, always tilt the lid so steam is directed away from you.
- Do not place lids directly on a hot burner as they may warp and lose their lustre.
- Allow hot lids to cool on a heat resistant surface or trivet. Placing hot lids on some surfaces may cause scorch marks.

Handles and Knobs

- Periodically check handles and knobs to ensure they are not loose.
- Do not use cookware with loose handles or knobs as this may cause personal injury and damage to the cookware.
- If handles and knobs become loose do not try to repair them, please contact Meyer Cookware Australia’s Customer Service Department for assistance.
- Handles and knobs may become very hot under some conditions. Use caution when touching either and always have good quality oven mitts available for use.
- Oven use may cause rubberized handles to slightly fade in colour but will not affect performance.

Lifetime 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. Meyer Cookware Australia Pty Ltd (“Meyer”) provides the following warranty in relation to Esstele (“the Product”). The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified. Meyer Cookware Australia Pty Ltd (“Meyer”) provides the following warranty in relation to **Esstele® Per Moda™** (“the Product”).

Warranty

Meyer warrants that, subject to the exclusions and limitations below, the Product will be free from defects in materials and workmanship under normal domestic household use for the lifetime of the Product. The warranty period commences on the date of sale by the original retailer to the original purchaser. The lifetime warranty applies only while the Product is owned by the original purchaser. Use of the Product in a commercial capacity will void this Lifetime Warranty.

If a defect appears in the Product before the end of the warranty period and Meyer finds the Product to be defective in materials or workmanship, Meyer will, in its sole discretion either:

- a) repair the Product using identical components; or
- b) replace the Product with a product comparable in quality and value Meyer reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition.

Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products. Meyer reserves the right to change or discontinue its product ranges at any time without notice and without liability.