

Lifetime Guarantee - Australia

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 guarantee in relation to RACO without Induction cookware ("the Product").

The benefits of this guarantee are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this guarantee 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 guarantees 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 guarantee period commences on the date of sale by the original retailer to the original purchaser. The lifetime guarantee applies only while the Product is owned by the original purchaser.

Use of the Product in a commercial capacity will void this Lifetime Guarantee.

If a defect appears in the Product before the end of the guarantee 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 where an identical part or component is not available.

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.

Guarantee Claims

Any claims for guarantee should be made with proof of purchase and full details of the alleged defect, to Meyer Cookware Australia Pty Ltd, by sending the Product to the reply paid address below for assessment.

Meyer Cookware Australia Pty Ltd
Service Department
Reply Paid 85097
Croydon South VIC 3136

To ensure the validity of your guarantee 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 Guarantee.

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 Guarantee.

Exclusions

This guarantee does not apply where:

- a) the damage to or defect in the Product is caused by normal wear and tear;
- b) the Product has been on-sold or assigned by the original purchaser;
- c) the Product has been used for commercial purposes;
- d) the Product has been used for purposes other than the purpose for which it was designed;
- e) the Product has been repaired by someone other than Meyer or an authorised repairer of Meyer;
- f) the Product has been subject to abnormal conditions, whether of temperature, water, humidity, pressure, stress or similar;
- g) corrosive or abrasive matter has been applied to the Product;
- h) 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
- i) the Product has been misused, abused, neglected or involved in an accident.

This guarantee 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 VIC 3136
PH: (03) 9761 5655
FAX: (03) 9761 5658
EMAIL: service@meyerau.com.au
WEB: www.raco.com.au

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IMPORTANT SAFETY AND USE AND CARE INFORMATION

Thank you for choosing RACO® 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 labels and wash the cookware thoroughly with mild dishwashing detergent and warm water. Please ensure the cookware is dried thoroughly before storing or using.

General Cleaning

- Carefully wipe off spills which occur during cooking immediately for easier clean up later.
- Always allow cookware to cool down after use and before cleaning. Immediately after use; remove cookware from the heat source and let it cool on a heat resistant surface or trivet.
- Do not pour cold water into hot cookware as this may result in damage to the cookware including warping and oil or liquids to splatter; causing personal injury.
- Always wash cookware thoroughly after use with mild dishwashing detergent and warm water to remove all traces of food or grease particles otherwise these will burn when the cookware is next heated, causing stains and scorching.
- If the cookware has dried or burnt on food deposits, partially fill the cookware with three parts water to one part detergent or vinegar and bring to the boil. Turn off the heat source and set aside for a period to cool. This may assist food deposits to soften before washing in mild dishwashing detergent and warm water using a non abrasive mesh pad or soft brush.
- Do not use steel wool, coarse scouring pads or harsh abrasives to clean cookware.
- Do not use oven cleaners to clean cookware, as these are not designed for this purpose and will ruin the cookware.
- A spotted white film may form on cookware which is caused by minerals in water or from starch in food. This can be removed by rubbing with a sponge dipped in lemon juice or vinegar.
- Blue or rainbow tints on stainless steel cookware are a symptom of over heating and may be removed by using RACO® Stainless Steel & Copper Cookware Cleaner.

7-8-PU677A 100x180mm folded 100gsm WF B/W

Dishwasher Use

- This product is not dishwasher safe.

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 excluding induction.
- Always refer to the cooktop manufacturer's instructions prior to using this cookware.

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.

Cooktop Use

- It is important to select the right size cookware for the cooking task and the right size burner to suit the cookware you are using.
- Ensure cookware is stable on the cooktop surface or trivet to prevent tipping. For optimum stability line up the handles of 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 property.
- For optimum results start the cooking process on high for 1 to 2 minutes, then reduce the heat to low to medium 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.
- Continuous high heat and/or overheating may shorten the life and cause discoloration of the cookware.
- Always ensure there is adequate liquid in the cookware to ensure it does not overheat.
- 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 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 the cookware. Turn off the heat source and refer to the cooktop manufacturer's instructions for overheated cookware. If instructions are not available and it is safe to do so, using oven mitts carefully move the cookware to a heat resistant surface and allow to cool. If handles are too hot to touch, or the cookware is deteriorating due to being overheated, it may be dangerous to move the cookware from the hot burner as this could result in personal injury or damage to property (see specific information above for ceramic, halogen and induction cooktops).
- To brown or sear food in stainless steel cookware, always ensure you have adequate liquid in the cookware prior to commencing cooking. Preheat the cookware on high for 1 to 2 minutes, reduce

the heat to low to medium as this will spread the heat evenly, eliminating hot spots which may burn food.

- 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.
- 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 stainless steel 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 to cookware surfaces.
- 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.

Non-stick Cookware

- Oil is not needed on non-stick cookware. If you prefer to use oil for flavour, olive or peanut oil is recommended. Heavy vegetable oils may leave a residue which may impair the non-stick release system. Use low heat when heating up oils, as oils can quickly overheat and cause a fire.
- To brown or sear food, preheat the cookware on high for 1 to 2 minutes before adding food. Reduce the heat to low to medium as this will spread the heat evenly, eliminating hot spots which may burn food.
- Do not use oil sprays on non-stick cookware as the ultra-thin layer of oil will quickly burn onto the non-stick surface when the cookware is heated. Over a period, the use of oil sprays results in an invisible build up which will impair the non-stick release system. To use oil sprays for flavour, lightly spray the food before adding to the preheated cookware.
- Continuous high heat may cause permanent damage to the non-stick surface.
- Wood or heat resistant nylon cooking utensils are recommended to prevent scratches to the non-stick surface. Minor scratches will not affect the cookware's performance.

Oven Use

- This cookware is oven safe to 180°C/360°F. IMPORTANT: Do not use above this temperature setting.
- For fan assisted ovens, adjust the temperature in line with the oven manufacturer's guidelines.
- This means you can start a dish on the cooktop and finish cooking in the oven.
- 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 damage the cookware.

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.

Tempered Glass Lids

- Glass lids have undergone a special heat tempered process that converts ordinary glass into toughened glass.
- Glass lids may fog at the start of cooking but will clear once they become warm.
- Do not place glass lids directly on a hot burner as they may lose their break resistant quality.
- Do not place hot glass lids on cold surfaces or under cold water as the extreme change in temperature may cause lids to shatter.
- Cleaning - Do not use metal utensils, sharp instruments or harsh abrasives that may scratch and weaken the glass.
- Do not use glass lids that have cracks or scratches. If the lid is cracked or has deep scratches, please contact Meyer Cookware Customer Service Department for assistance.

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 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 rubberised handles to slightly fade in colour but will not affect performance.

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