

Operating Instruction Manual

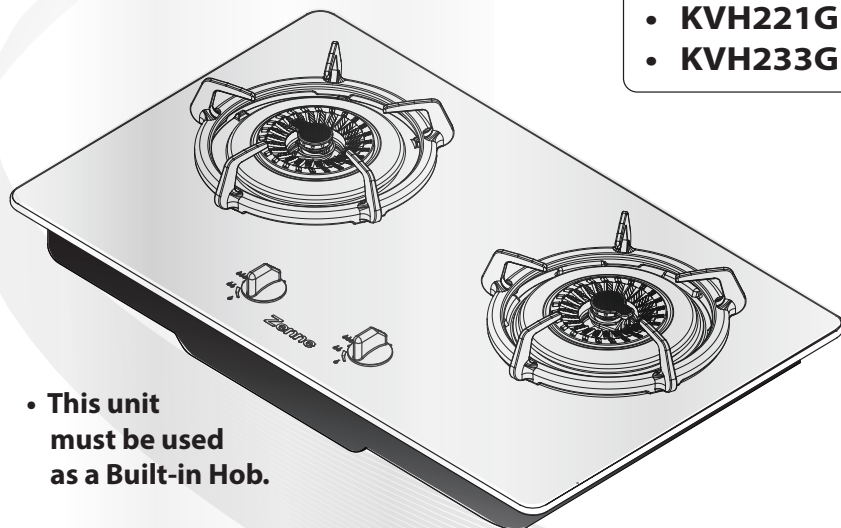
Zenne®
BUILT-IN HOB COOKER

KVH

MODELS

2 BURNERS

- KVH221GB/GS
- KVH233GB/GS



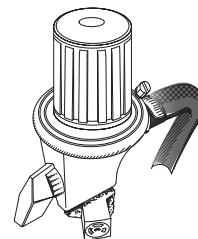
- This unit must be used as a Built-in Hob.

Please Read Before USE

ATTENTION TO ALL USERS

- Thank you for buying a Zenne product.
- Read this instruction manual and warranty card carefully before installing and operating the hob cooker and keep them for future reference.
- Complete the warranty card with date of purchase, dealer's name and other required information. The warranty card is for your safe keeping only. Unless otherwise required, you need **NOT** mail it back to Zenne Infinity Sdn. Bhd.
- To ensure safe and correct operation of the hob cooker, read the instructions carefully and follow the installation guide.
- The manufacturer will not be responsible for any damage incurred to the cooker due to incorrect installations even if they were conducted within the warranty period.
- After completing the installation, inspect the installation based on "Inspection Checklist After A Complete Installation" below.

HIGH PRESSURE Regulator

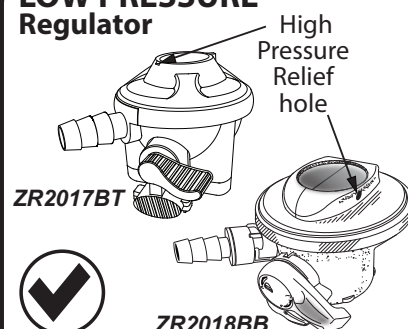


Outlet Pressure

EXCEEDED
3.3 kPa (33mbar)

Do not use a high pressure regulator. It may cause back-fires, internal fires and explosions.

LOW PRESSURE Regulator



Outlet Pressure

2.0kPa ~ 3.3 kPa
(20mbar ~ 33mbar)

When using L.P Gas, the gas cylinder must be fixed with a reliable gas regulator. We strongly recommend Zenne regulators.

(ZR2017BT & ZR2018BB - ONLY available in Malaysia).

The high pressure relief hole on the top of the gas regulators **must not** be clogged. Otherwise, there would be high pressure occurrence on the gas cooker. This may result in big flame or fire may happen.

INSPECTION CHECKLIST AFTER A COMPLETE INSTALLATION

ITEM		DESCRIPTION	REFERENCE PAGES	CONFIRMATION
APPLIANCES & SURROUNDING	Gas type	Type of gas used as specified on Model No. Mark sticker	3	
	Gas pressure input to hob cooker	LPG : 2.0kPa ~ 3.3kPa Natural Gas : 1.0kPa ~ 2.5kPa	1	
	Accessories	Are they correctly installed? Is there any shortage of parts ?	8, 12	
	Distance to flammable item	Is the distance of the hob's flame to flammable items sufficient?	4	
	Installation location	Is the place flat and solid?	9	
	Exhaust facilities	Are ventilation conditions satisfactory?	3, 4, 5, 6	
Gas hose joint		Is the gas hose properly connected without any gas leakage?	6	

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SAFETY INSTRUCTIONS

MUST STRICTLY COMPLY

The signs listed below should all be strictly followed to prevent the user and other people from any risk of injury and also to prevent damage to belongings and properties. Each indicates the possibility of accidents occurring when the necessary precautions are ignored.



DANGER

This sign is marked on items that are **EXTREMELY LIKELY** to cause death or serious injury.



WARNING

This sign is marked on items that are **HIGHLY LIKELY** to cause death or serious injury.



CAUTION

This sign is marked on items that are **LIKELY** to cause serious injury and material damage.

The following are some of the symbols used throughout this manual.



Indicates essential item, requires extra attention from the user(s).



Be careful.
Flammable item.



DO NOT DISMANTLE
or repair by yourself.



Potential dangerous situations that may occur upon failing to adhere to the given instructions.



DO NOT TOUCH!



KEEP FLAMMABLE
ITEMS AWAY.

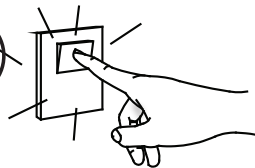
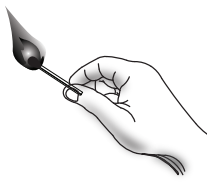
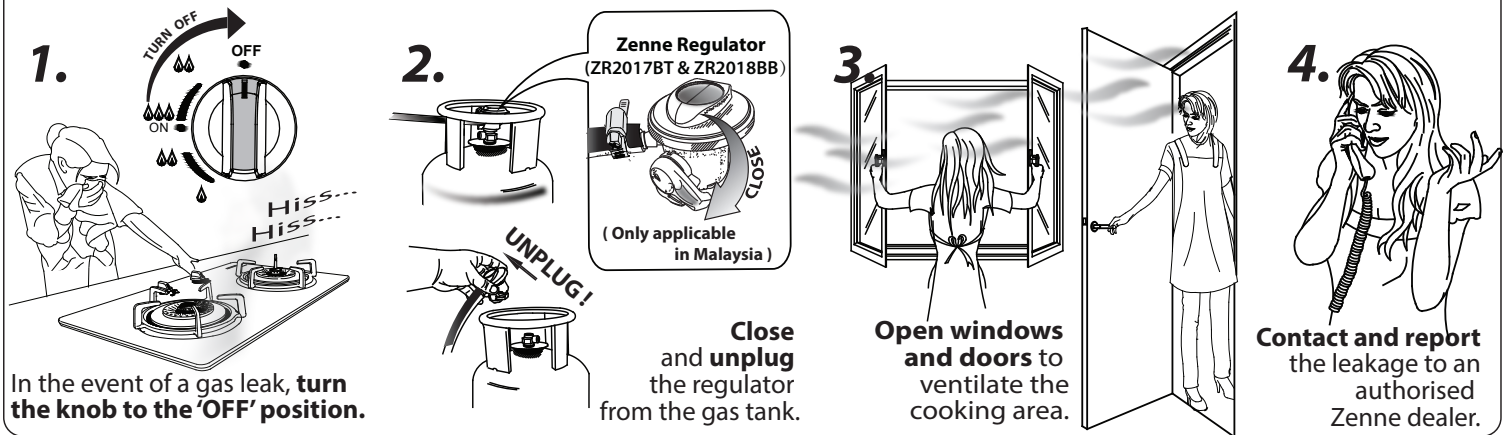
• Safety Instructions



DANGER

Must Strictly Comply

■ In case of gas leak, follow the steps below:



DO NOT ignite or switch on any electrical products if gas leak is detected.

• Safety Instructions



WARNING

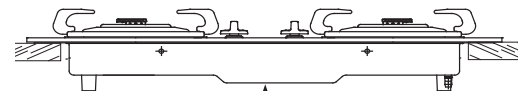
Must Strictly Comply

■ Correct gas type

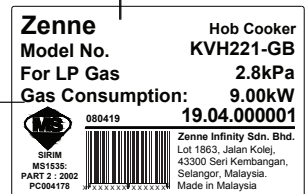
Use only the specified gas type on the **Model No. Mark** sticker.



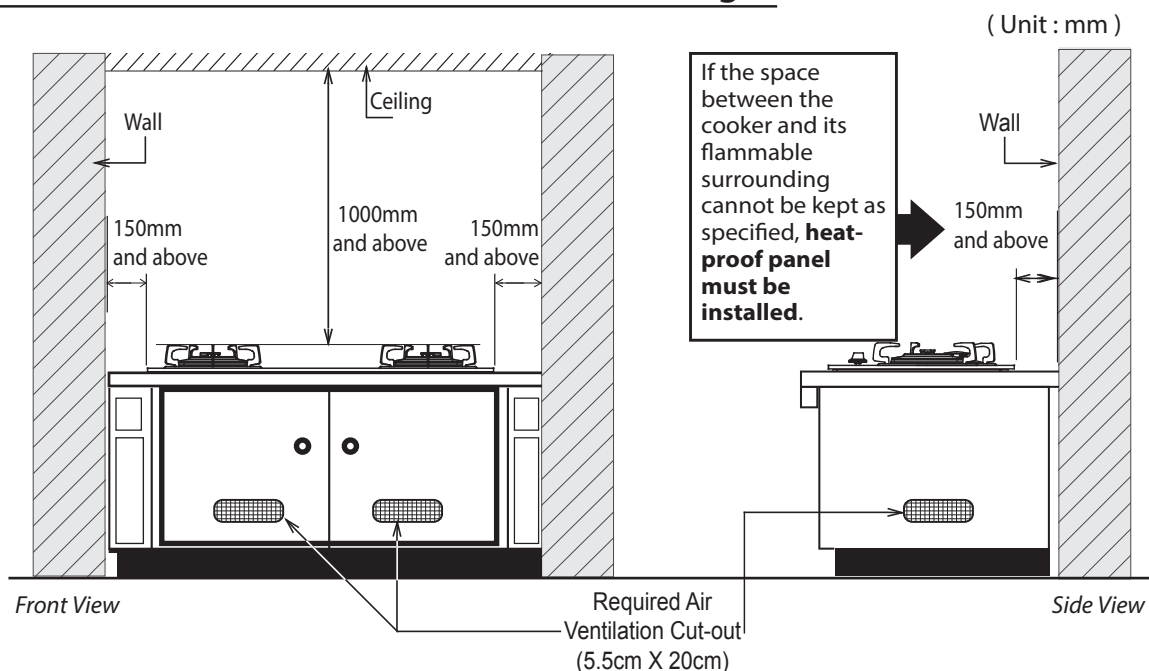
If the gas type used is incorrect, this will lead to abnormal combustion, carbon monoxide poisoning, burn, fire etc.
If the gas stated is incorrect, please contact an authorised Zenne dealer.



Model No. Mark Sticker



■ Minimum distance from the walls & ceiling



Keep to the recommended minimum distance from the walls and ceiling.

Otherwise, the walls, including wooden walls covered with metal plates, may overheat and catch fire.

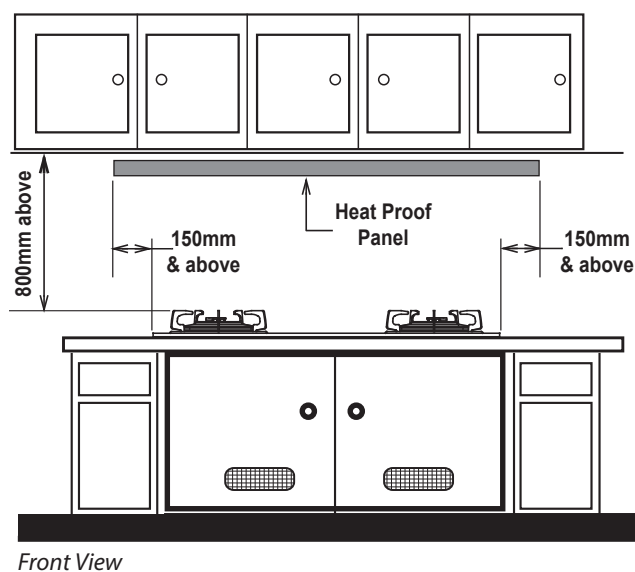
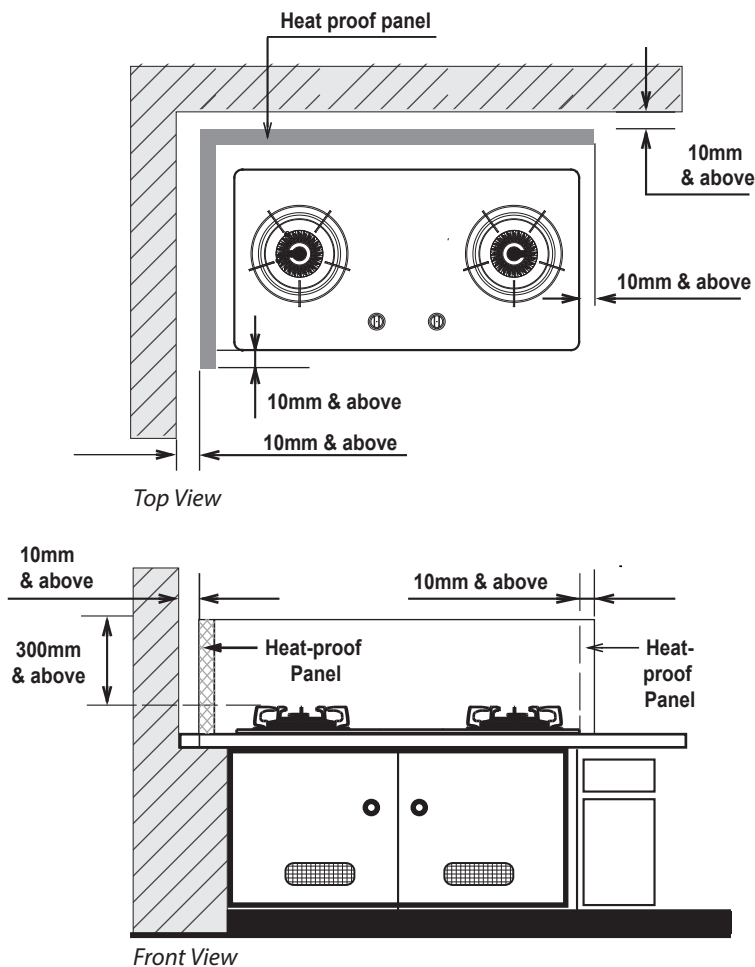




■ **Minimum distance from the walls & ceiling (...continued)**

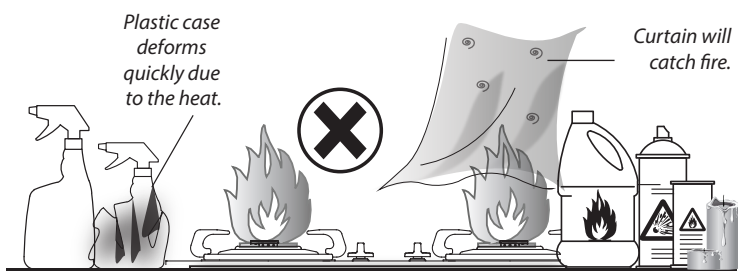
- If there is insufficient space on the left, right and back side

- If there is insufficient space above the cooker.



■ **Flammable items**

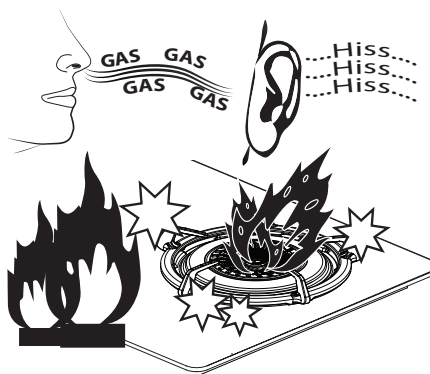
Do not place flammable items on top or next to the cooker.



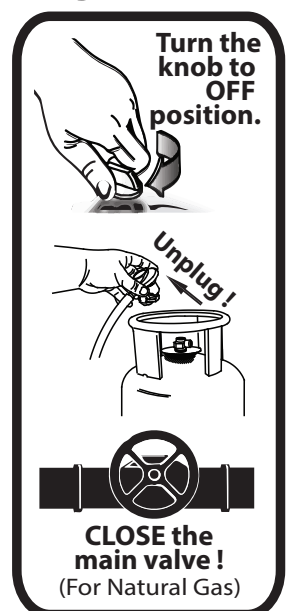
It may result in high temperatures, fires and carbon monoxide poisoning.

■ **Abnormal conditions**

In the event of any abnormal conditions (abnormal combustions, smell, sound, earthquake, fire etc.), **immediately stop using the hob and turn off and unplug the regulator.**

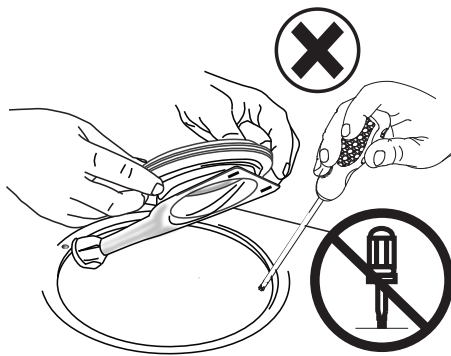


QUICKLY & INSTANTLY





■ Self repair



DO NOT dismantle, repair or modify the cooker.

Unauthorised dismantling, repairing or modifying the cooker may cause abnormal combustion and even fire.

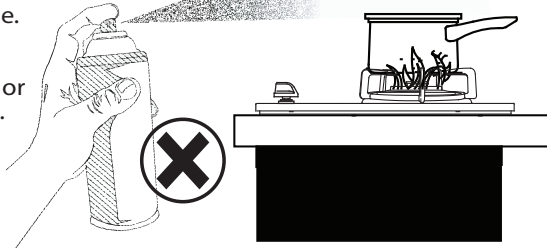
Please contact an authorised Zenne dealer in case of any abnormalities.

■ Flammable items



DO NOT spray when the cooker is in use.

This may cause fires or explosions.



■ Exhaust hole

DO NOT block the exhaust hole in the cooking area.



It may result in high temperatures, fires and carbon.

■ Aerosol spray



DO NOT place aerosol cartridges near the cooker.

This may cause fire or explosions.

■ Handling of unit by children

DO NOT allow children to operate the cooker alone.

This may cause accidents such as burns, fire and explosion.

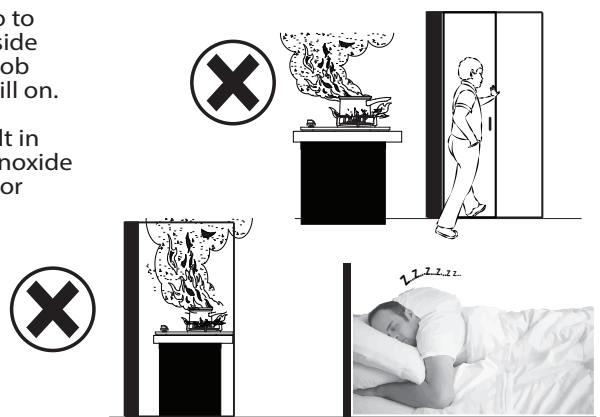


Accidents **MAY** happen !

■ Do not leave the hob cooker unattended.

DO NOT go to bed or outside while the hob cooker is still on.

It may result in carbon monoxide poisoning or fires.

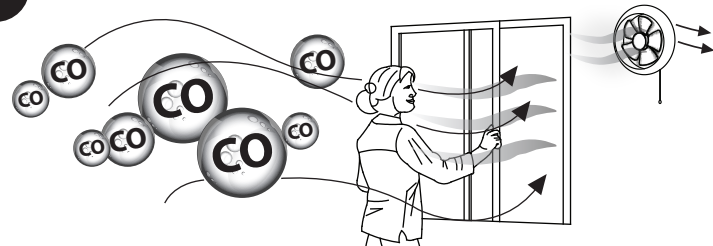


■ Air ventilation

Ensure proper ventilation during operation.



Poor ventilation will cause carbon monoxide poisoning.



■ Installation of the unit



Installations **must** strictly follow the instructions in this manual.

Gas cookers installed by unauthorised contractors may result in a fire or break-down.

Any unauthorised repair or dismantling of this product may instantly void the warranty of this unit.

■ Movement of cooker

DO NOT move the cooker while in use. Risk of burning, injuries, and/or accidental fires may occur.



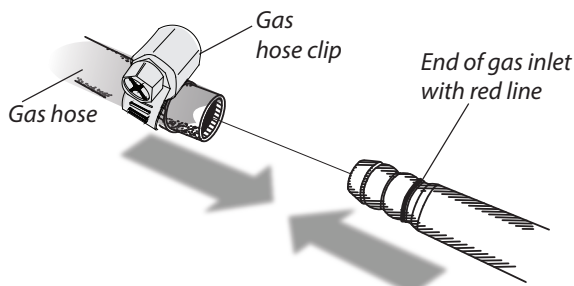


■ Use of gas hose & clip

Use gas hose specified for this gas cooker only. It is recommended to use certified gas hose **MS2086/BS3212**, as it does not easily burn.



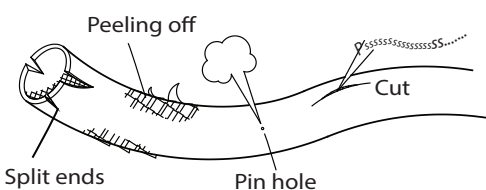
Using a regular hose will cause gas leaks, carbon monoxide poisonings and explosions. A PVC hose cannot be used due to its low heat resistance.



Insert the gas hose over the gas inlet until it reaches the red line and tighten it with a hose clip.



If the connection is loose, it may cause gas poisonings or explosions.



The image above illustrates common defects of gas hose.

If the gas hose has deteriorated, gas leaks may occur due to cracks at the connection end. The connection may also become loose.

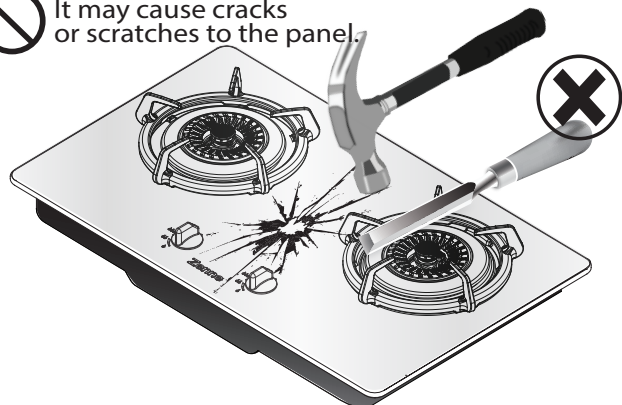
Hence, change the gas hose every **3 years** or before it deteriorates.

■ Glass top panel

DO NOT place any objects on the glass top panel.



It may cause cracks or scratches to the panel.



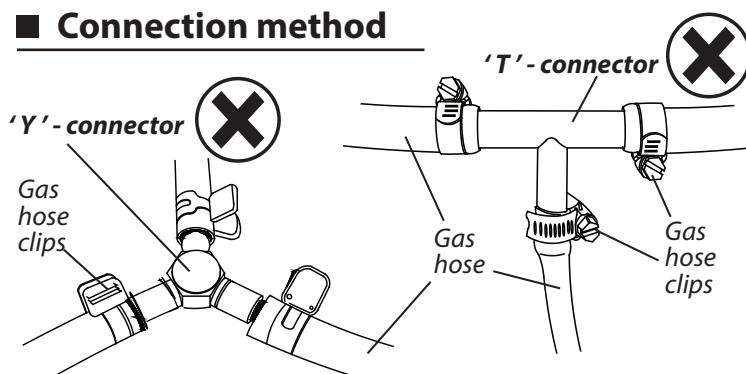
■ Overflow

Avoid overfilling cookware when cooking.



Overflow may cause internal components to corrode.

■ Connection method



Minimise hose joining and **DO NOT** use either the "Y" or the "T" - shaped gas hose connector.

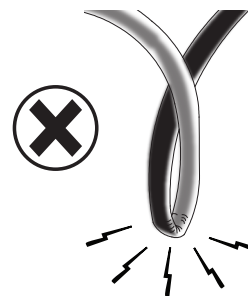
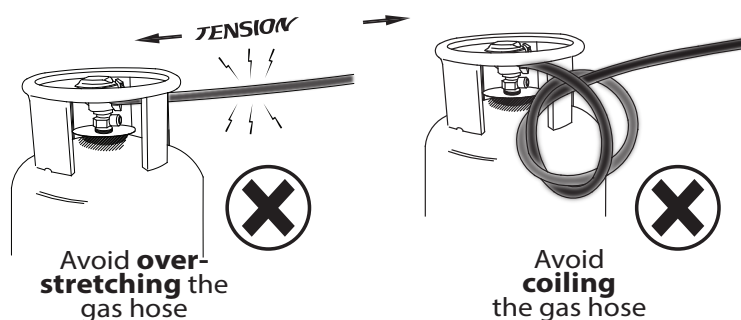
It may cause gas leaks, gas poisoning, explosion etc.

■ Gas hose position

The gas hose should not be placed on top of the cooker or be pressed against other objects.



A bent or damaged hose will cause gas leaks, explosions, fires etc.



■ Flame conditions

Always monitor the flame conditions during operation.



If the user continues using the cooker despite the presence of abnormal sounds or unstable flames, carbon monoxide poisoning will occur.

■ Ensuring that the cooker is turned off properly



Make sure to turn off the hob cooker after each use. Turn off the appliance before leaving or going to sleep. Otherwise, gas leaks or fires may occur.

■ Air supply hole for cabinet

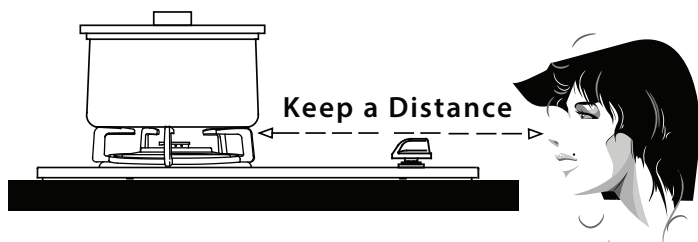
The cabinet on which the cooker is installed **MUST** have a cut-out for air ventilation.



The size of the air vent is 10cm² for each 1.0kW of heat released. This cooker must have an air ventilation size of 110cm² (i.e. 5.5cm X 20.0cm). Insufficient air supply may cause incomplete burning and carbon monoxide poisoning. (Please refer Page 11)



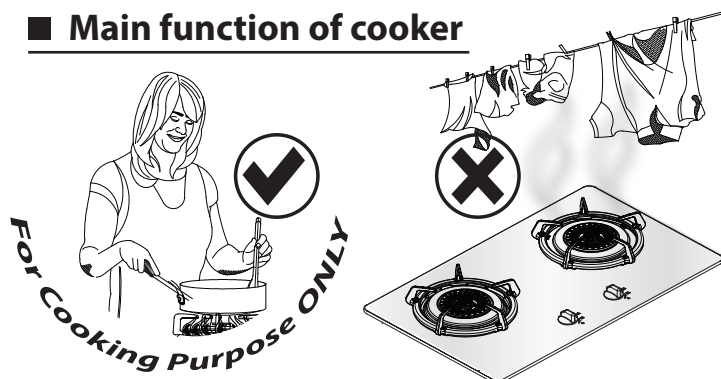
■ Caution when igniting



DO NOT keep your face near to the burner when igniting the cooker or while troubleshooting an ignition failure to avoid the risk of injury.



■ Main function of cooker



DO NOT use the cooker for purposes other than cooking.

■ Hot areas of cookers



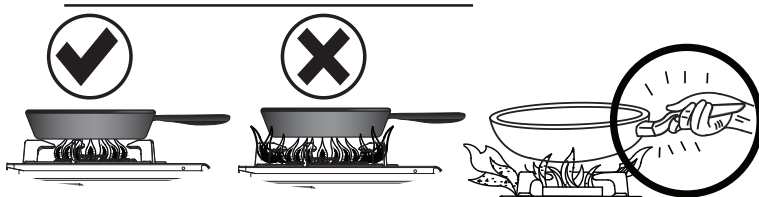
During and after using the hob cooker, do not touch the cooker other than the operating knob.

The extreme heat from the top panel, the trivets and its immediate surroundings may result in burns to the user.



After extended periods of cooking, the knobs may become very hot. As such, cooking gloves or other heat resistant material should be used when operating the knobs.

■ Control flame size



Control the flame intensity so that it does not exceed the pan size. Large flames exceeding the pan size may heat the pan's handle to very high temperatures, increasing chances the risk of the user burns, fires etc.

■ Location of installation



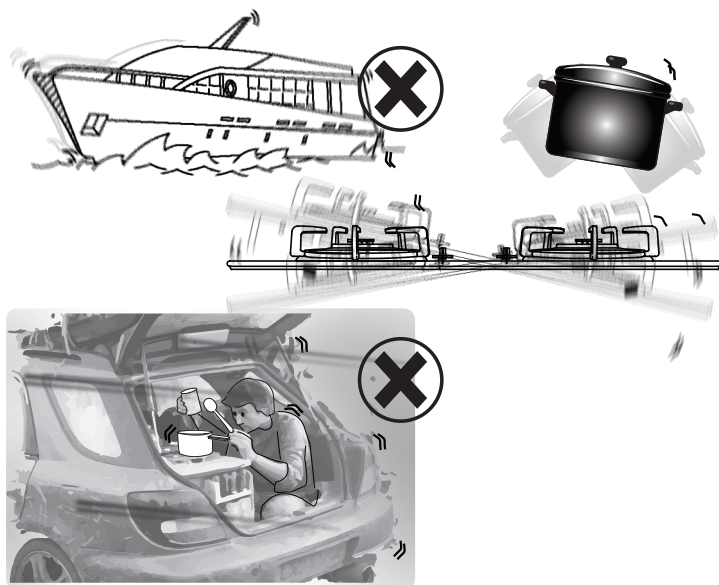
DO NOT install the cooker underneath the cabinet, where items may fall onto the cooker, resulting in accidental fires or other unintended hazards to occur.

■ Installation of cooker in vehicle / on boat

DO NOT install cooker inside a vehicle or on a boat.



Heavy vibrations may cause fire and damage to the cooker.



■ Gas connections

Gas connections **MUST** be done by a qualified technician.



Installations by unqualified technicians may cause gas leaks.

■ Use original parts & accessories

DO NOT use oversized utensils or accessories of brands other than those specified.



If the burner is covered with sheet metal, burning net, aluminium plate etc, abnormal burning may occur, which will in turn increase the risk of carbon monoxide poisoning.

■ Cabinet surface

The cabinet's surface on which the cooker is installed must be of heat resistant material.



Using non-heat resistant materials will increase the risk of fires etc.

DO NOT apply lacquer paint on the cabinet surface where the cooker is installed.

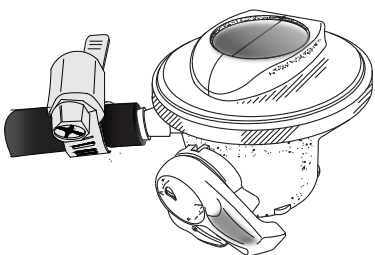


The heat from the cooker may cause discolouration.

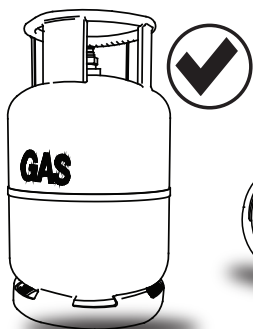
SPECIAL ATTENTION ITEM

When using L.P. Gas, gas tank **must** be fixed with a reliable gas regulator. It is extremely important to ensure that the gas tank is not heated, lying down sideways or positioned upside down. (The excess of L.P. Gas flow into the cooker may cause gas leaks, continuous flame etc.)

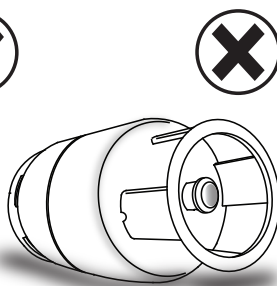
LOW PRESSURE REGULATOR



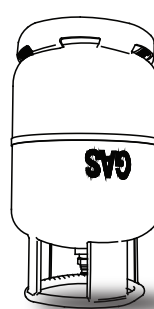
Outlet Pressure **2.0kPa~3.3kPa**
(20mbar ~ 33mbar)



Standing on upright position



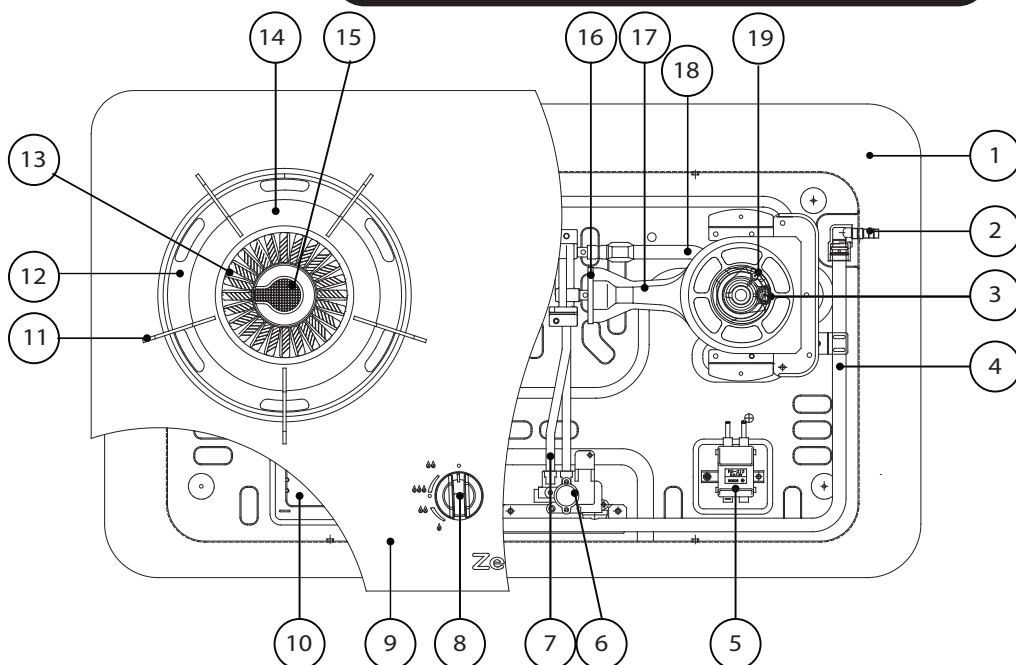
Lying down sideways or positioned upside down



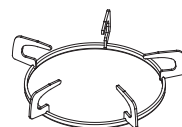
DO NOT place the gas cylinder in a heated area.

• Preparation For Installation

PARTS IDENTIFICATION



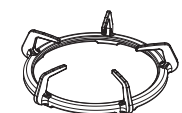
Auxiliary trivet



Enamel trivet for KVH221GB/GS



Auxiliary trivet



Cast iron trivet for KVH233GB/GS

- | | | | | |
|---------------|----------------------|-------------------------|------------------|-----------------------|
| 1. Body | 5. Igniter | 9. Glass top | 13. Burner cap | 17. Burner body |
| 2. Gas inlet | 6. Gas control valve | 10. Battery compartment | 14. Burner ring | 18. Small burner pipe |
| 3. Plug U | 7. Guide pipe | 11. Trivet | 15. Burner cap E | 19. Safety sensor |
| 4. G. pipe AU | 8. Knob | 12. Trivet holder | 16. Damper | |

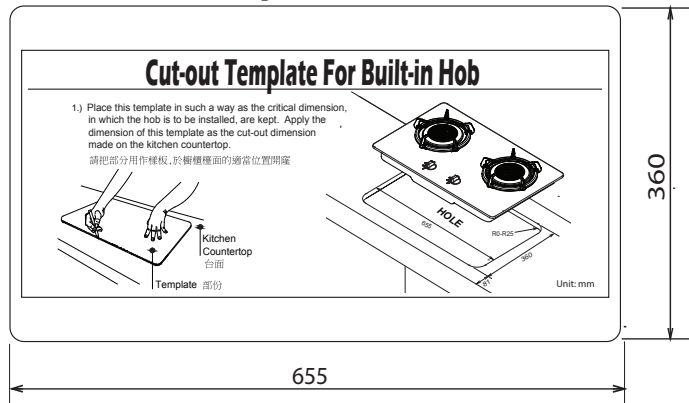
ACCESSORIES

Instruction Manual	Legs, Screws & Leaflet	Countertop Cut-out Template	D-size Battery (1.5V)	M5-Bolt & Leaflet	Auxiliary Trivet
1 unit	ii. Leg - (4 units) iii. Screws (4 units) iii. Leg Assembly Instructions Leaflet - (1 unit)	1 unit	1 unit	i. M5-Bolts (4 units) ii. M5-Bolts Assembly Instructions Leaflet (1 unit)	1 unit

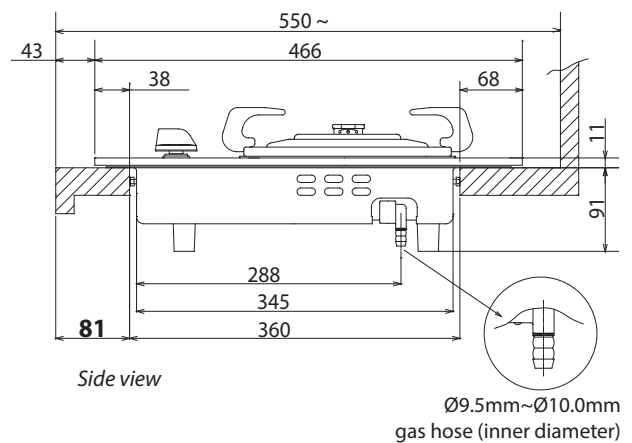
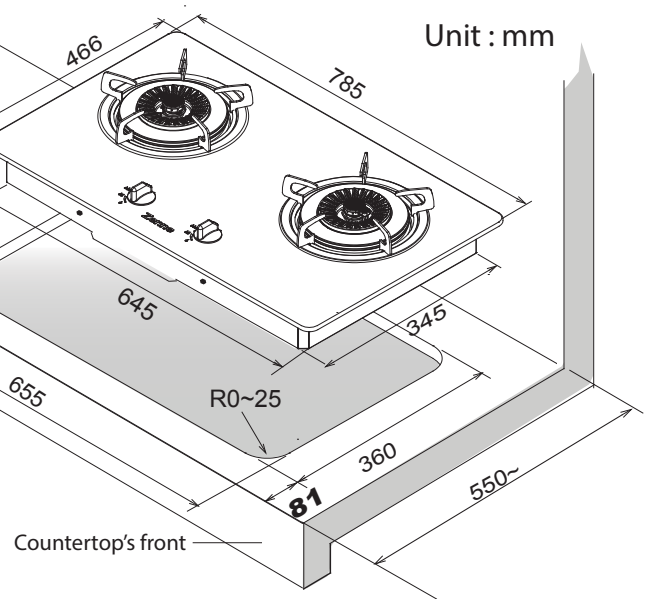
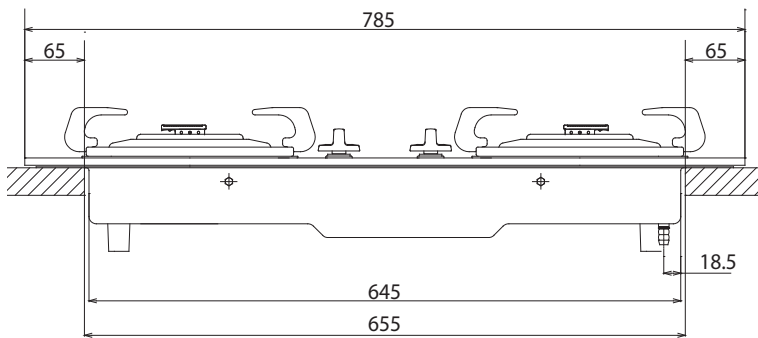
NEW INSTALLATION

OF KVH HOB ON NEW KITCHEN COUNTERTOP

• Cut-out Template



1. Please use the template provided for this hob.
2. It is **important** that the cut-out is set a distance of **81mm** from the countertop's front. This is to provide ample cooking space when a wok is used.

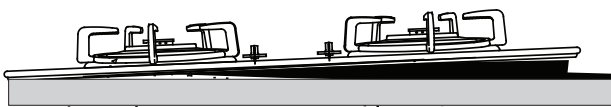


CAUTION

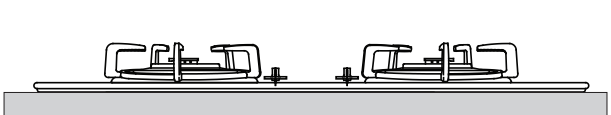
• Installing The Cooker

- Install the hob cooker on a **solid** and **level** surface.

! Uneven surfaces may cause abnormal burning, carbon monoxide poisoning or fires.



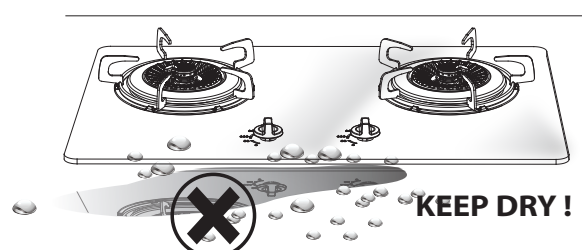
Surface is not level



Surface is level

- Install the hob cooker in a **dry** area.

! High humidity area may damage the hob cooker and shorten its product life.



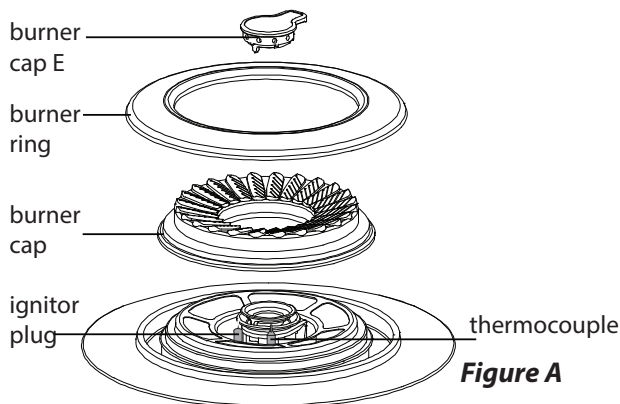
LEG ASSEMBLY INSTRUCTIONS

(LEG IS **ONLY** ASSEMBLED IF THE HOB COOKER IS TO BE USED AS A FREE-STANDING UNIT)

1. Firstly, remove the burner cap E, burner ring and burner cap of each burner (*see Figure A*). Ensure that no loose items are left on the surface of the hob cooker.

* The screws (4 pcs) and the legs (4 pcs) are provided in the packaging. Please refer to accessories section on Page 8.

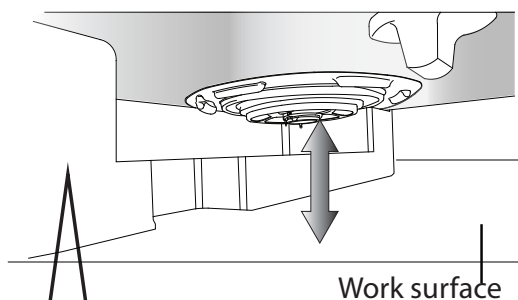
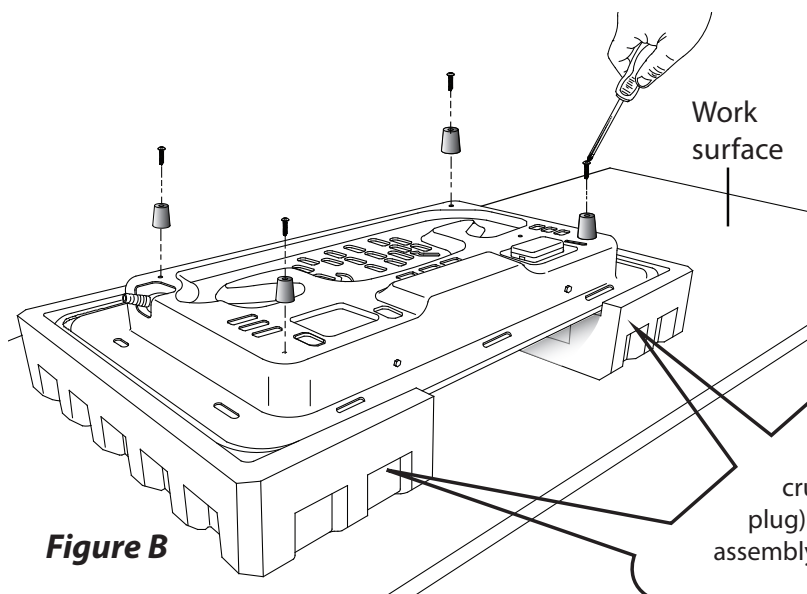
Please remove these items first



2. Secondly, place both bottom styrofoams on a flat, work surface.

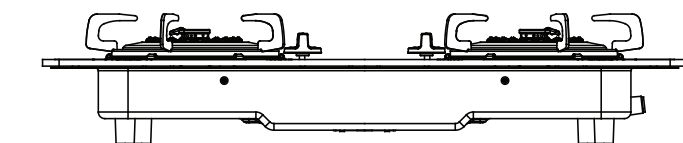
Bottom styrofoam

3. Turn the hob cooker upside down and carefully rest it on the styrofoam. (see *Figure B*)



- The styrofoams elevate the hob cooker to prevent the surface of the glass top and other crucial parts (i.e. the thermocouple and ignition plug) from hitting the work surface during the assembly of the legs.

4. Lastly, assemble the four rubber legs onto the base of the unit. Carefully turn the hob cooker back to its upright position to allow it to stand on its legs. Place the burner cap E, burner ring and the burner cap back to their original positions.

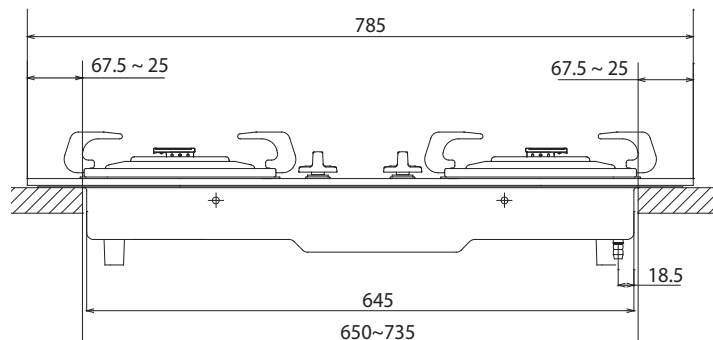


• Preparation For Installation

DRAWING DIMENSION

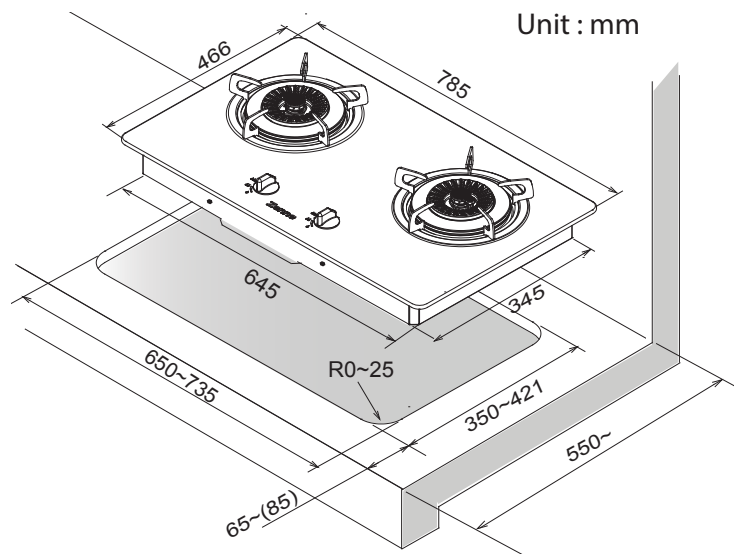
REPLACEMENT WITH KVH HOB ON EXISTING KITCHEN COUNTERTOP

When replacing an old hob cooker with the new hob, please follow the minimum and maximum cut-out size range as shown below.



Front View

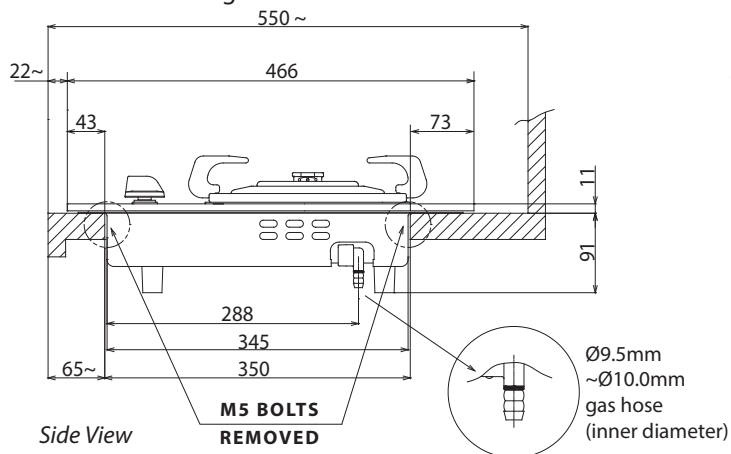
(Minimum and Maximum distance for cut-out's width.)



Unit : mm

FOR MINIMUM Depth:

When minimum depth or gap, remove all four bolts. Please refer diagram below.

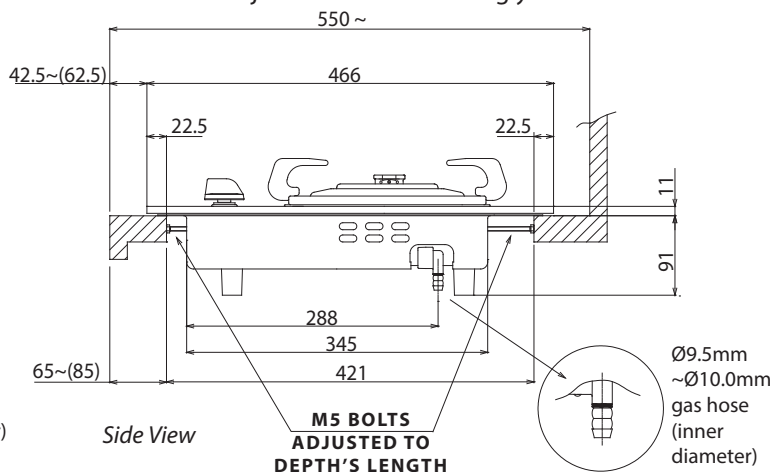


Side View

M5 BOLTS
REMOVED

FOR MAXIMUM Depth:

The allowed length for the cut-out ranges from 361mm to 421mm. Please adjust M5 Bolts accordingly as shown below.



Side View

M5 BOLTS
ADJUSTED TO
DEPTH'S LENGTH

• Before fitting the new hob into the existing cut-out :-

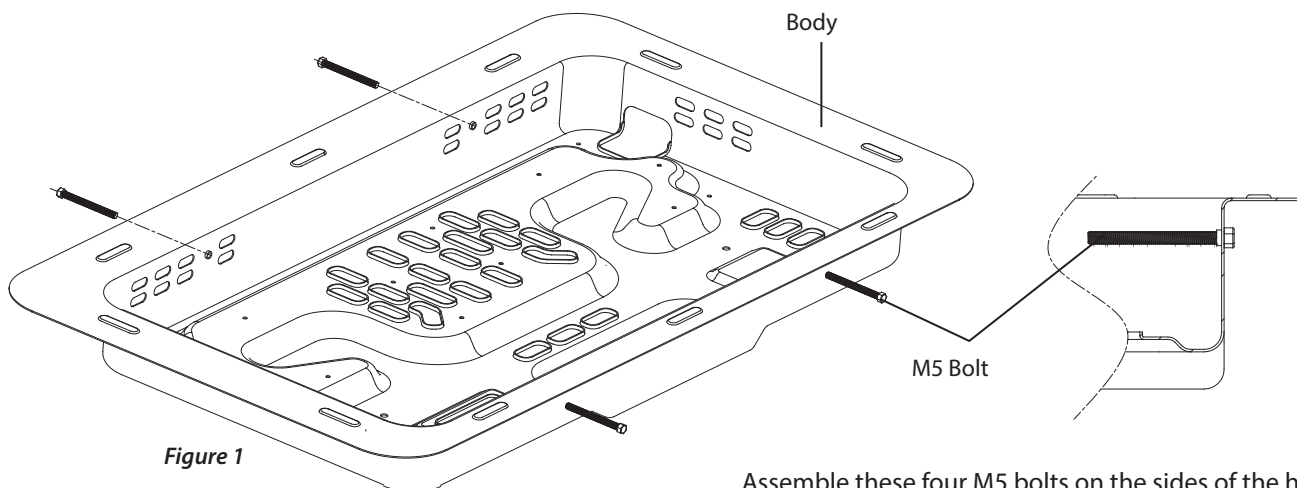


Figure 1

Assemble these four M5 bolts on the sides of the hob cooker's body as shown in **Figure 1**. Turn the bolts until their hexagonal head touches the hob cooker's body. After assembling these bolts, please commence with the follow the instructions.

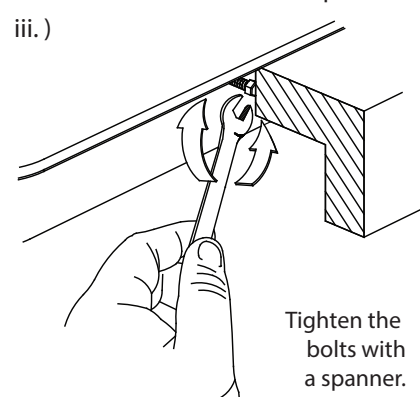
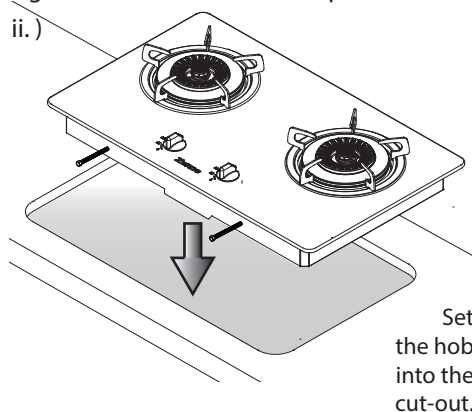
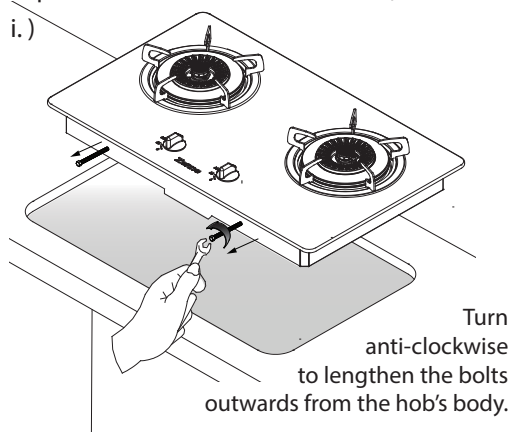
REPLACEMENT

WITH KVH HOB ON EXISTING KITCHEN COUNTERTOP

• Securing Hob's Position

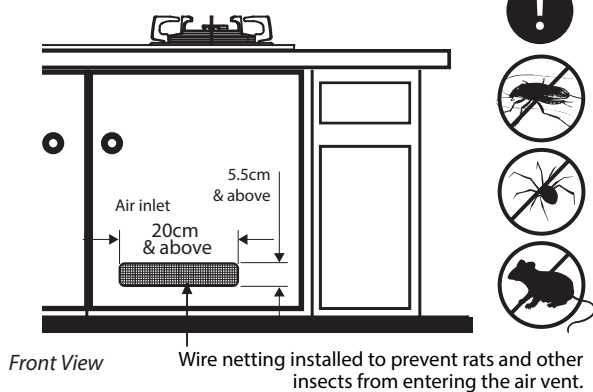
- Adjustment of M5 bolts (Before tightening the bolts, make sure that the alignment of the hob cooker is proper).

Before fitting the new hob into the existing cut-out, adjust the bolts' length to fit the size/measurements as shown below. When the position of the hob is confirmed, extend and tighten all four bolts with a spanner to secure the unit onto the countertop.



• Installing The Cooker

1. SPECIAL NOTE

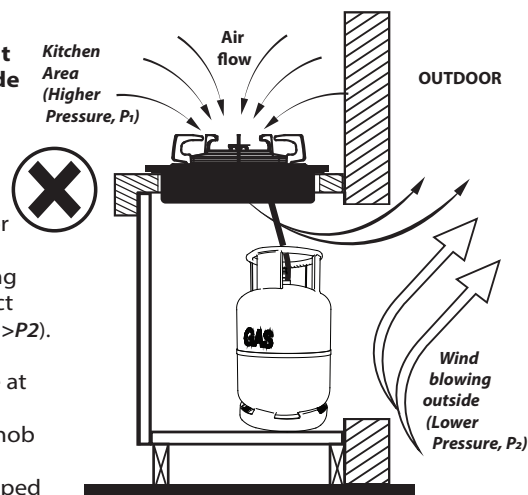


Kitchen cabinet must have ventilation. An air vent with minimum area of **5.5cm X 20cm** must be provided at the bottom of the cabinet, or with an equally sized area using a louvre. Please install wire netting to prevent rats and other insects from entering into the air inlet. If the size of the air vent to the appliance is insufficient, it would cause incomplete combustion and excessive release of carbon monoxide (CO) gas.

For built-in hobs linked to a built-in gas tank compartment which is exposed to the outside of the kitchen:

If the installation of the hob is done in manner, please ensure that the gas compartment is equipped with a door. The door needs to be remained closed at all times. Otherwise, the blowing wind may create a vacuum effect inside the gas compartment ($P_1 > P_2$).

This may draw air and the flame at the burner into the hob's body, causing internal fire within the hob cooker or even an explosion. Having the compartment equipped with a closed door may also help to prevent pests from inhibiting the gas compartment.

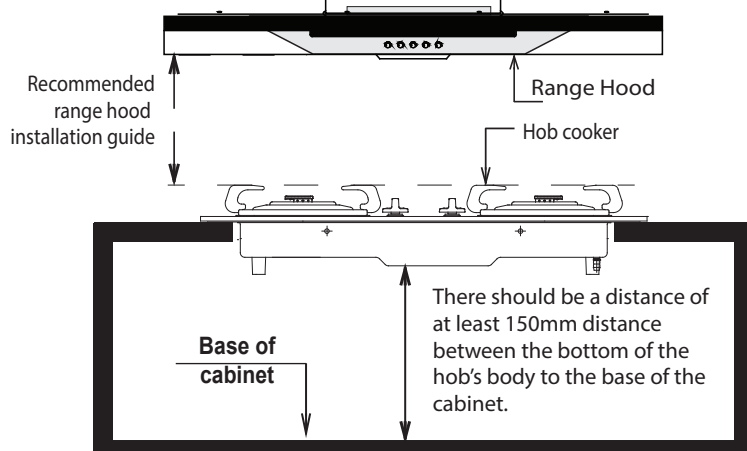
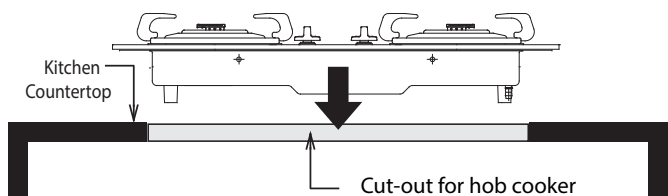


2. USE OF ACCESSORIES

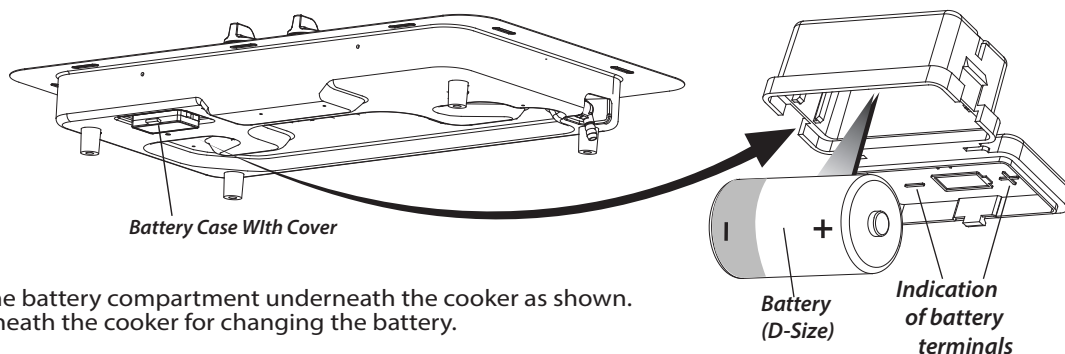
- Check for any parts shortage based on the accessories lists as stated in the “Preparation for Installation” section.
- Contact your authorised Zenne dealer in case of any damages. Proceed with the installation once all parts have been confirmed.

3. INSTALLING THE COOKER

- Space underneath the cooker and distance between the cooker and range hood is shown below:



4. INSTALLING THE DRY BATTERY



CAUTION

- Install the dry battery into the battery compartment underneath the cooker as shown.
- Always reserve space underneath the cooker for changing the battery.

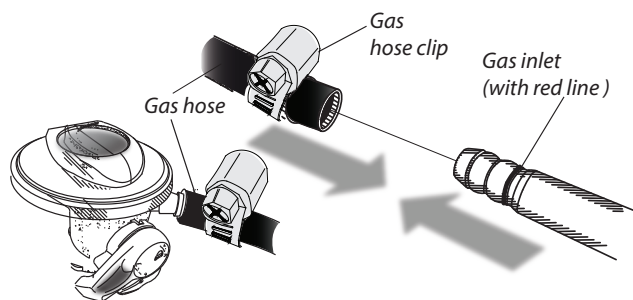
Change of the dry battery

- When the sound of ignition spark becomes weak or the flames are easily extinguished during the ignition stage, replace the old battery.
- It is recommended for a “PANASONIC battery” to be used with this appliance.

• Installing The Cooker

5. GAS HOSE CONNECTION

- If there is no gas outlet or gas hose available at the installation area or the gas hose diameter is incorrect, a new gas hose must be installed. Installation or change of new gas outlet **must** be done by an authorised contractor. Insert a gas hose (inner diameter $\varnothing 9.5\text{mm} \sim \varnothing 10.0\text{mm}$) over the gas inlet until it reaches the red line mark and tighten it with a hose clip. Make sure that the diameter of the gas hose is correct. Check whether the sizes are a match.
- Once the gas hose is connected, carry out a leak test to check for any gas leaks. Apply soap solution onto the connection area. If there are no bubbles forming at the connection area, this shows the connections are secure and safe to use.

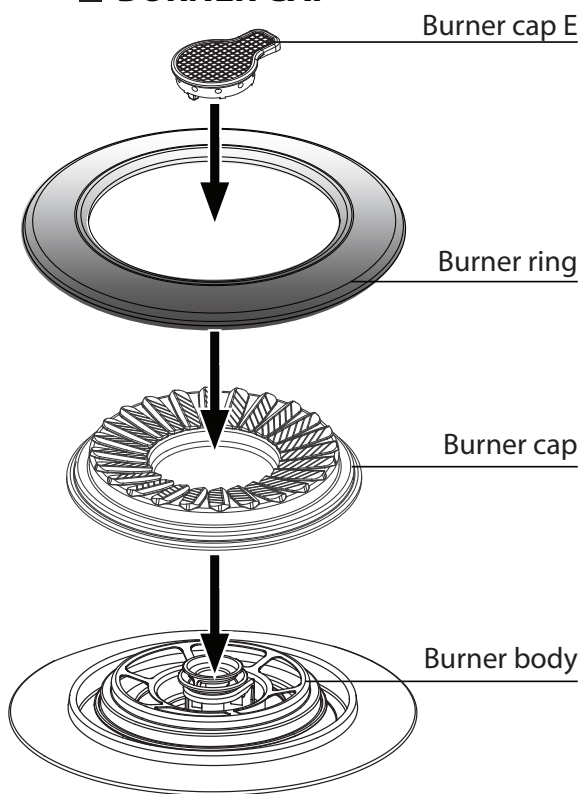


6. BEFORE USING THE COOKER

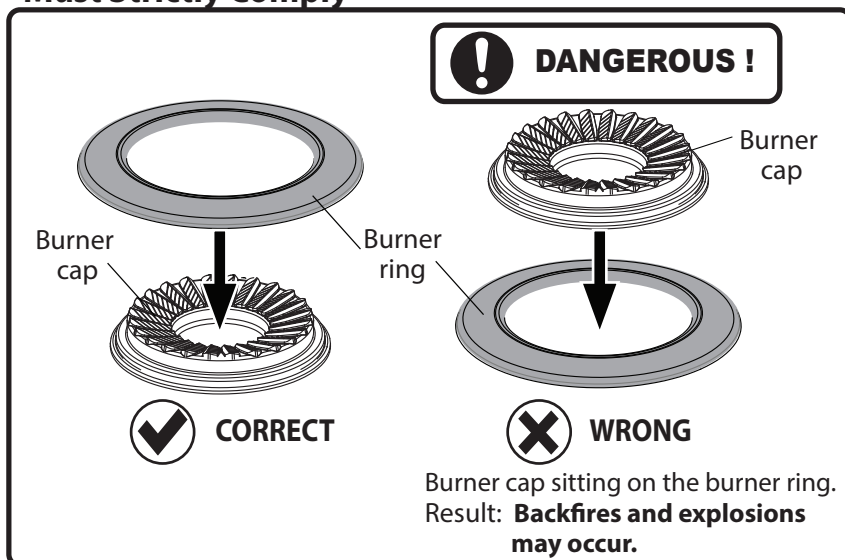
- Carry out the inspection of the cooker by referring to the "Inspection Checklist After A Complete Installation" section on Page 1.

7. BURNER CAP PLACEMENT

■ BURNER CAP



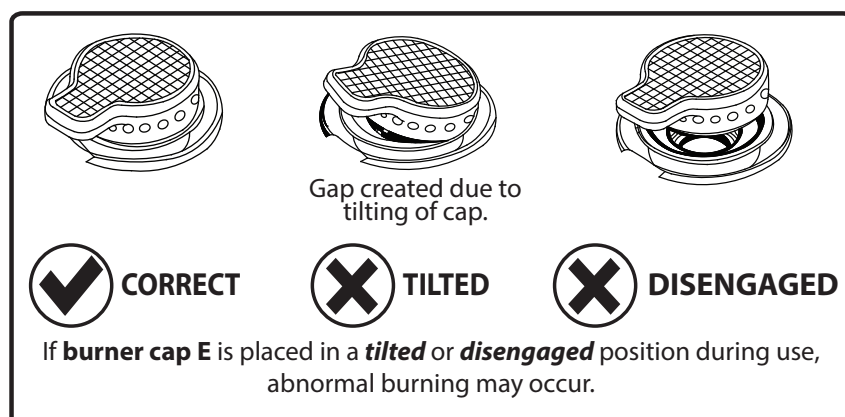
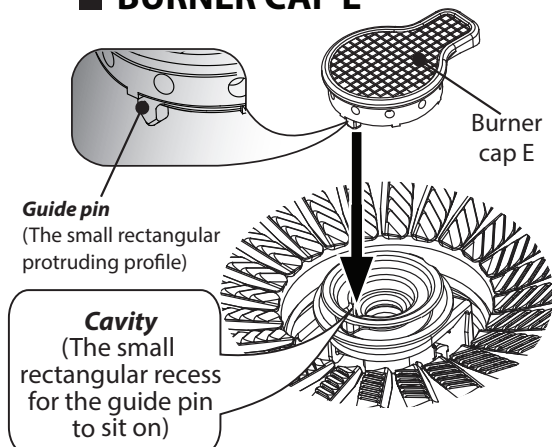
Must Strictly Comply



RE MINDER

Remember to rotate the burner cap when it is placed back onto the burner body. This is to ensure that the burner cap is sitting properly on the burner body. This also ensures that gas does not leak out from under the cap.

■ BURNER CAP E

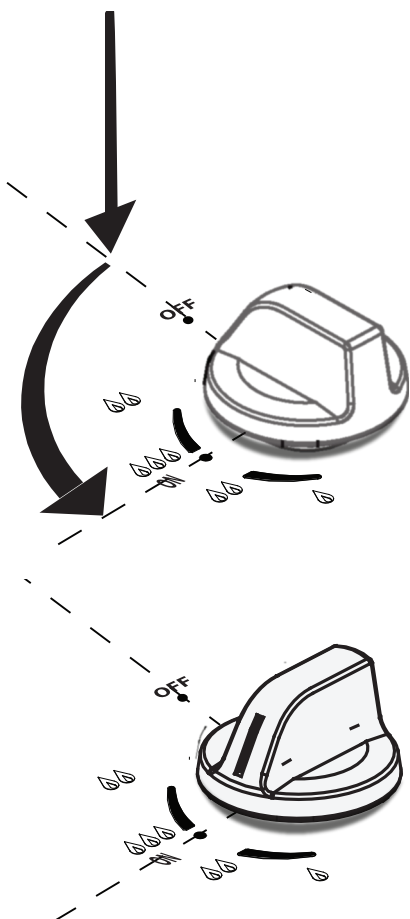


• Correct Operation Method

TURN ON • TURN OFF FLAME ADJUSTMENT METHOD

1. TURNING ON THE HOB COOKER

- i. **PUSH the knob DOWN FULLY & TURN ANTI-CLOCKWISE towards the [ON] position**
(Hold it down for 5 - 8 seconds.)

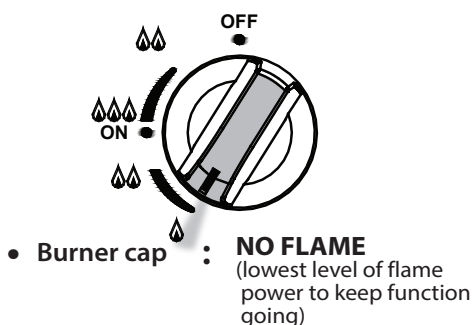
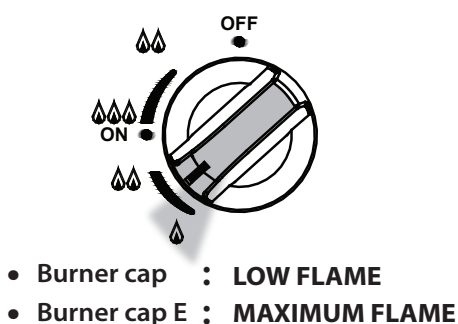
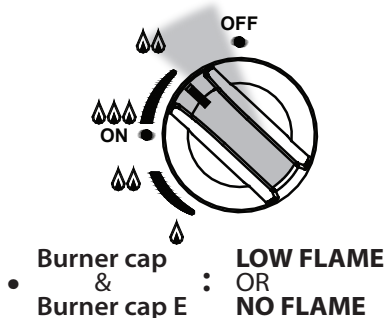
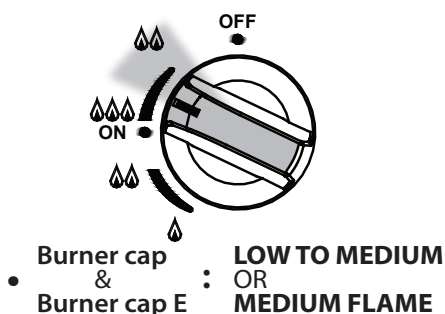
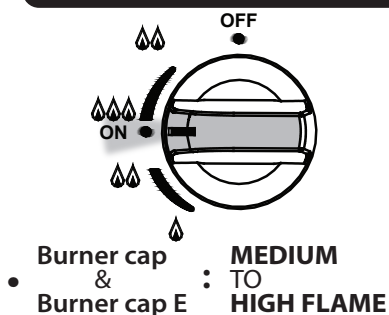


- ii. Release the knob and check if the flames on both the Burner cap and Burner cap E have been ignited. If no flame is detected, turn the knob back to [OFF] position and repeat the above steps.
- iii. When the flames on both burner caps have been ignited, turn the knob to achieve the desired flame intensity.

Note :

It will take longer for ignition if the gas cooker has not been used after a long period of time.

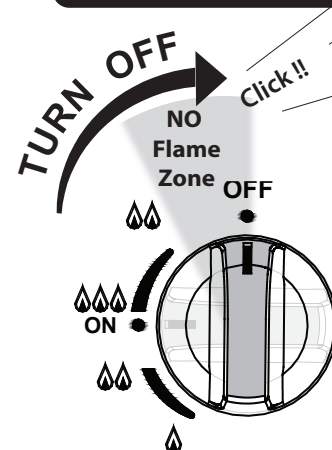
2. ADJUSTING THE FLAME



Caution :

⚠ Flame intensity will not accurately match illustrations on the flame indicator.

3. TURNING OFF THE HOB COOKER



- Turn the ignition knob clockwise towards the [OFF] position.

You will then hear a 'CLICK' sound.

This indicates that the gas cooker has been correctly turned off.

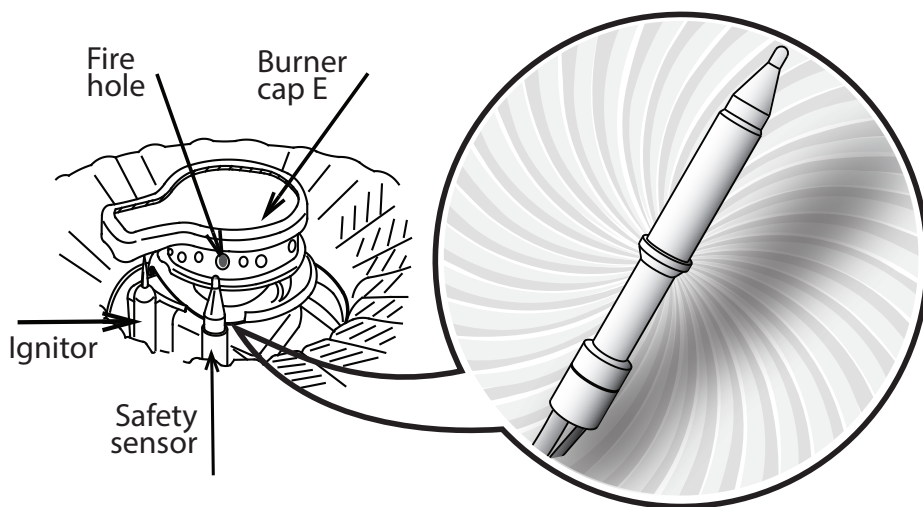
Note :

Sometimes, a "POP" sound can be heard when the burner is turned off. This is normal.

• Correct Operation Method

FLAME CUT OFF DUE TO WIND OR OVERFLOW

■ Safety sensor



This safety sensor reacts to the temperature of the flame, as it detects the heat from the flames produced.

When the flames are extinguished, the sensor picks up the change in temperature and the safety sensor starts to function. It cuts off the gas flow automatically within a minute.

Remember to turn the knob back to **"OFF"** position.

If you wish to continue using the hob, please make sure that the slits of the burner caps are not blocked by any spillage. Then, reignite the hob.

REMEMBER !



CAUTION:

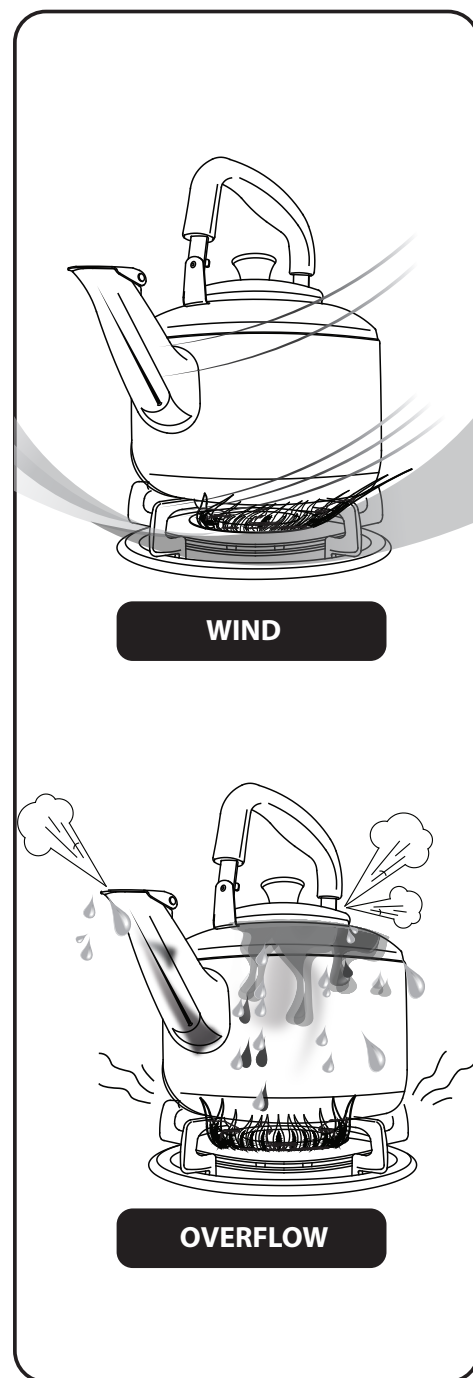
If the flame does not ignite after 15 seconds, switch off the burner and open the window or door. Wait at least one minute before trying to switch the burner back on.

WARNING:

Although the gas hob is well equipped with safety sensor, it is highly recommended that the user should not leave the unit unattended when in use.

REQUEST:

Clean up any spillage on the safety sensor and burner cap before igniting the hob cooker again. (Otherwise, it may cause an ignition failure.)



■ Auxiliary Trivet (Usage & Caution)



USAGE:

The auxiliary trivet is used when the base of the pan or wok size utilised during cooking is too small to be supported by the main trivet. Hence, this optional part is used to provide extra support.

CAUTION :

USE :	DO NOT USE :
<p>• OFF</p> <p>• Outer Burner Cap: LOW Flame</p> <p>• Inner Burner Cap: STANDARD Flame</p>	<p>• OFF</p> <p>Outer Burner Cap: Highest Flame</p> <p>Inner Burner Cap: Highest Flame</p>

Should the auxiliary cast iron trivet be used during cooking, please **DO NOT** turn the knob to the maximum flame. If the maximum flame size is used, the intense heat from the flame may soften and burn the trivet until its surface turns red hot.

USE	Cleaning solution	Cleaning equipment
	- Mild detergent	- Soft cloth
	- Dish washing detergent	- Soft sponge - Soft brush
DO NOT USE	- Alkaline / Strong acid	- Metallic scouring pad
	- Bleach	
	- Corrosive	- Metallic brush
	- Petrol	



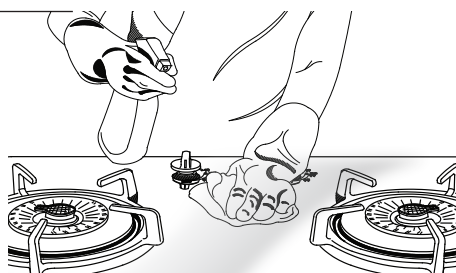
NOTE:

Wear safety gloves when cleaning and carrying out maintenance to avoid injury.

■ **Glass Top**

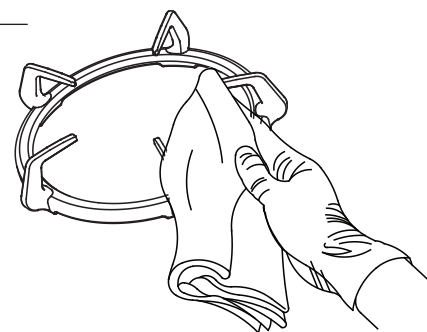
When cleaning the tempered glass top, wipe it with a soft, damp cloth and mild detergent.

DO NOT use metallic sponge, sharp chisel or scraper to clean the glass surface when removing sticky food residue. This may create scratch marks.



■ **Trivet**

Wipe and clean the trivet regularly to prevent it from rusting and corrosion.



■ **Safety Sensor**

If the tip of the sensor is covered up with food residue caused by burnt overflow, porridge and so on, please **DO NOT** use a rough metal scour or scraper to clean it as this may dent and damage the sensitivity of the sensor's tip. Use only a soft brush, a sponge with warm water and dishwashing detergent.

Wipe off the dirt or food residue covering the tip of the sensor.



■ **Burner Body, Burner Cap & Burner Ring**

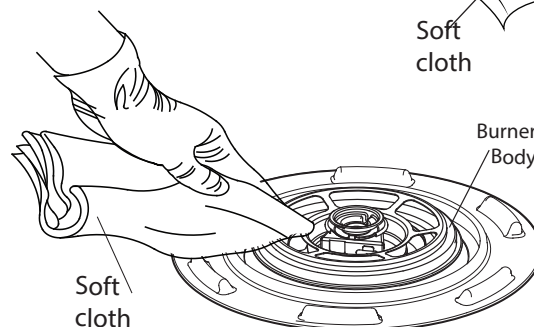
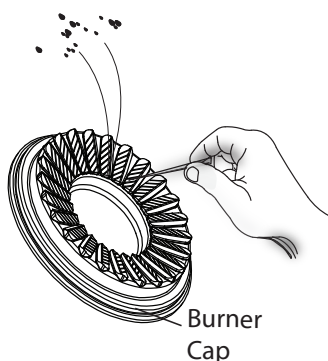
Wipe clean the steps of the burner body where the burner cap sits. Always keep the burner and its surroundings clean to minimise ignition problems.

If the flame becomes uneven, clean the slits of the burner cap, which may be clogged with dirt by using a needle.

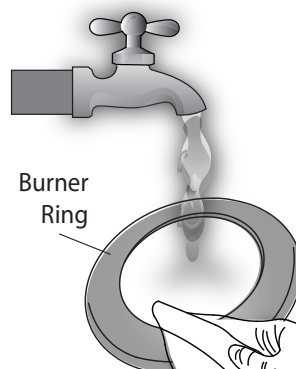
DO NOT attempt to widen the slits of the burner cap.

It may cause irregular combustion and explosion.

DO NOT knock or bump the burner cap against any hard surface during cleaning. This may damage the burner cap.



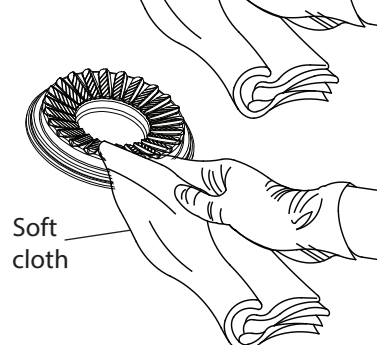
Use a soft cloth or soft sponge to clean the burner body. As dirt or oxidised material may be difficult to remove, using a softer brush may produce better results.



Rinse them thoroughly under running water. Put them under the sun to dry or wipe them with a soft cloth. After that, cap them back onto the burner body.

Dirt on the gas sealing surface must be cleaned. Otherwise, this may cause gas leaks, burns, fires etc.

Ensure that the burner cap can be rotated as this ensures proper gas sealing and placement. (Please refer to Placement of Burner Cap on Page 14)



PROBLEMS & OBSERVATIONS	POSSIBLE CAUSES	SOLUTIONS
1. No ignition	<ul style="list-style-type: none"> i. Gas cylinder is empty (no gas). ii. Main gas valve / regulator is not turned on. iii. Air is trapped in the gas hose. iv. Electronic ignition is wet or dirty. v. The safety valve is not opened. vi. Cable is bitten by rats. vii. Wrong gas is used. viii. Battery is incorrectly installed. ix. The installed battery is weak. 	<ul style="list-style-type: none"> i. Replace the gas cylinder. ii. Turn off the main gas valve / regulator once and then turn it on to full. iii. Repeat the ignition process until all the trapped air in the hose is purged completely. iv. Clean and wipe the electrode with a dry cloth. v. Push in the ignition knob and turn it anti-clockwise until a click sound is heard. Ensure that the burner has been lit. Press the ignition knob for 5-8 seconds and release the knob. vi. Contact our dealer to replace the cables and install wire net. vii. Check the gas supply. viii. Re-install the battery. ix. Replace the weak battery.
2. Difficult to sustain the flame or flame easily cut off	<ul style="list-style-type: none"> i. Ignition knob is not properly pressed down. ii. The safety sensor, ignition pin or burner cap is dirty. iii. Air is trapped in the gas hose. iv. Gas cylinder is almost empty. v. Something heavy is placed on top of the gas hose and it is pressing down on the gas pipe, constricting the gas flow, or the gas hose is bent. 	<ul style="list-style-type: none"> i. Return the knob to OFF position. Press the knob down fully and turn it anti-clockwise slowly. ii. Clean the dirt. Hold it for a few seconds after the flame is ignited. iii. Repeat the ignition process for a few times until all the air in the hose is purged completely. iv. Replace the gas cylinder. v. Place the gas hose back properly.
3. Unstable flame, flame cut off during operation or produce abnormal sound	<ul style="list-style-type: none"> i. Gas cylinder is almost empty. ii. Safety sensor or the ignition pin or the burner cap is dirty. iii. Burner body and burner cap hole are blocked. iv. Nozzle is clogged. 	<ul style="list-style-type: none"> i. Replace the gas cylinder. ii. Clean the part. iii. Clean the part. iv. Contact our dealer for service or repair. DO NOT ATTEMPT TO REPAIR IT BY YOURSELF.
4. Smell of gas or gas leakage happening	<ul style="list-style-type: none"> i. Crack lines or pin holes at the hose. ii. Gas hose not properly connected. iii. Failure of the gas hob unit. iv. Connection between the regulator and gas cylinder. 	<ul style="list-style-type: none"> i. Turn the knob and regulator to OFF position and replace the leaking gas hose. ii. Connect it properly. iii. Contact our dealer for service or repair. DO NOT ATTEMPT TO REPAIR IT BY YOURSELF. iv. Contact your gas cylinder supplier.
5. Incomplete Combustion (Yellow flame)	<ul style="list-style-type: none"> i. Burner cap is not properly assembled. ii. Burner cap hole is clogged. iii. Nozzle is clogged. iv. Gas cylinder is almost empty. 	<ul style="list-style-type: none"> i. Position the burner cap properly. ii. Clean the burner cap. iii. Contact our dealer for service or repair. DO NOT ATTEMPT TO REPAIR IT BY YOURSELF. iv. Replace the gas cylinder.

**WARRANTY****TERMS AND CONDITIONS OF WARRANTY :**

Thank you for purchasing a Zenne product. We warranty the provision of complimentary repairs for the Zenne Built-in 2 Burner Hob Cooker for a period of 12 months from the date of purchase subject to the terms and conditions listed below.

1. This warranty only applies to those product(s) purchased directly, for domestic use in Malaysia, from Zenne authorised dealers as are particularised in Zenne's website: <https://www.zenne.my/>, where the product is supplied by Zenne Infinity Sdn. Bhd. Zenne does not provide standard warranty for any purchases made from any online platform and or unauthorised dealers.
2. This warranty covers manufacturing defects or failures to normal usage within the specified warranty period. Zenne Infinity Sdn. Bhd. or its authorised service dealers, will at its discretion either repair or replace the defective parts of the product without charge. All replacement parts under this warranty shall become the property of Zenne Infinity Sdn. Bhd.
3. This warranty card is not replaceable if it is lost or misplaced.
4. Faulty Zenne Built-in 2 Burner Hob Cookers can be sent to Zenne Infinity Sdn. Bhd. or its authorised dealers for repair. Consumers will be responsible for any transportation costs associated with any necessary repair services conducted at the consumer's premise.

The conditions not covered under this warranty, are:

- (a) Damage caused by household pests, fires, natural disasters, floods or pollution.
- (b) Any damage or defects incurred by unauthorised repair services, improper installation, unauthorised modification or alteration, misuse, negligence, riot and accident.
- (c) The product is damaged due to commercial usage (Warranty covers the products intended for personal household usage only).
- (d) Defects caused as a result of the consumer failing to follow instructions as stated in the user manual, etc. not performing proper cleaning and maintenance method.
- (e) Damage of external finishing (discolouring after prolong usage), accessories and removable and / or breakable items i.e. battery, knobs, enamelled / chromed stainless steel surface coating or finishing.

Note:

You are required to present the warranty card together with the purchase receipt or refer to its production date for your warranty service. Zenne Infinity Sdn Bhd or its authorized service dealer reserves the rights to decline any warranty claim should one or both documents fail to be presented. If you require any further assistance and/or information, please contact any of our authorized dealers.

PRODUCT SPECIFICATION

ITEM	2-Burner Hob Cooker			
	KVH221GB/GS		KVH233GB/GS	
Gas Type	Liquified Petroleum Gas (L.P.G)	Natural Gas (N. Gas)	Liquified Petroleum Gas (L.P.G)	Natural Gas (N. Gas)
Gas Consumption Left Right Total	kW	kW	kW	kW
	4.5	4.8	5.3	5.3
	4.5	4.8	5.3	5.3
	9.0	9.6	10.6	10.6
Weight (kg)	13.5		14.9	
Power Source	‘D’- size Battery (1.5V) - 1 piece			
Ignition Method	Continuous Spark Ignition			
Safety Device	Flame Failure Device			
Product Size (mm)	785(W) x 466(D) x 102(H) (Up to Glass Top)			
Cut-out Size (mm) Width (W) x Depth (D)	(650~735) x (350~421)			

Zenne Infinity Sdn. Bhd. (560198-X)

Lot 1863, Jalan Kolej, 43300 Seri Kembangan,
Selangor Darul Ehsan, Malaysia.

Tel: 03-8948 9088 Fax: 03-8948 9033

E-mail: zenne@zenne.com.my Website: www.zenne.com.my

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WARRANTY REGISTRATION

(ONLY APPLICABLE FOR MALAYSIA)

WARRANTY CARD TO BE RETAINED BY CUSTOMER		(To be completed by dealer)
Customer's Name :		Dealer's name and address (Stamp)
Identity Card (IC) No :		
Address :		
Email Address :		
Tel No.	House :	
	Handphone :	
Product :		
Model :		Zenne Infinity Sdn. Bhd. (560198-X) Lot 1863, Jalan Kolej, 43300 Seri Kembangan, Selangor Darul Ehsan, Malaysia. Tel: 03-8948 9088 Fax: 03-8948 9033 E-mail: zenne@zenne.com.my Website: www.zenne.com.my
Serial No :		
Date of Purchase <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; width: 40px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px; margin: 2px;"></div> <div style="border: 1px solid black; width: 40px; height: 20px; margin: 2px;"></div> </div> <div style="display: flex; justify-content: space-around; margin-top: 2px;"> Date Month Year </div>		