

# CONDURA

OWNER'S  
MANUAL



DIGITAL MICROWAVE  
**OVEN**



# IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, basic safety precautions should be followed including the following:

**WARNING** - To reduce the risk of burns, electric shock, fire, injury to persons or exposure to excessive microwave energy:

1. Read all instructions before using the appliance.
2. Read and follow "PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY" found on page 3.
3. This appliance must be grounded. Connect only to properly grounded outlet. See "GROUNDING INSTRUCTIONS" found on page 3.
4. Install or locate this appliance only in accordance with the provided installation instructions.
5. Some products such as whole eggs and sealed containers - for example, closed glass jars - are able to explode and should not be heated in this oven.
6. Use this appliance only for its intended use as described in the manual. Do not use corrosive chemicals or vapors in this appliance. This type of oven is specifically designed to heat, cook or dry food. It is not designed for industrial or laboratory use.
7. As with any appliance, close supervision is necessary when used by children.
8. Do not operate this appliance if it has a damaged cord or plug, if it is not working properly, or if it has been damaged or dropped.
9. This appliance should be serviced only by qualified service personnel. Contact Condura's customer service hotline for examination, repair, or adjustment.
10. Do not cover or block any opening on the appliance.
11. Do not store this appliance outdoors. Do not use this product near water - for example, near a kitchen sink, in a wet basement, near a swimming pool, or or similar location.
12. Do not immerse cord or plug in water
13. Keep cord away from heated surface.
14. Do not let cord hang over edge of table or counter.
15. When cleaning surfaces of door and oven that comes together on closing the door, use only mild, nonabrasive soap, or detergent applied with a sponge or soft cloth.
16. To reduce the risk of fire in the oven cavity:
  - 1). Do not overcook food. Watch over the appliance when paper, plastic, or other combustible materials are placed inside the oven to facilitate cooking.
  - 2). Remove wire twist-ties from paper or plastic bag before placing bag in oven.
  - 3). If material inside of the oven ignites, keep oven door closed, turn oven off, and disconnect the power cord or shut off power at the fuse or circuit breaker panel.
  - 4). Do not use the cavity for storage purposes. Do not leave paper products, cooking utensils, or food in the cavity when not in use.

17. Liquids, such as water, coffee, or tea are able to be overheated beyond the boiling point without appearing to be boiling. Visible bubbling or boiling when the container is removed from the microwave oven is not always present.

THIS COULD RESULT IN VERY HOT LIQUID SUDDENLY BOILING OVER WHEN THE CONTAINER IS DISTURBED OR A UTENSIL IS INSERTED INTO THE LIQUID.

To reduce the risk of injury to persons:

- 1) Do not overheat the liquid.
- 2) Stir the liquid both before and halfway through heating it.
- 3) Do not use straight-sided containers with narrow necks.
- 4) After heating, allow the container to stand in the microwave oven for a short time before removing the container.
- 5) Use extreme care when inserting a spoon or other utensils into the container.

## SAFETY INSTRUCTIONS

### PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- (a) Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy.  
It is important not to tamper with the safety interlocks.
- (b) Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- (c) Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the:
  - (1) DOOR (bent)
  - (2) HINGES AND LATCHES (broken or loosened)
  - (3) DOOR SEALS AND SEALING SURFACE
- (d) The oven should not be adjusted or repaired by anyone except properly qualified service personnel.

# INSTALLATION GUIDE

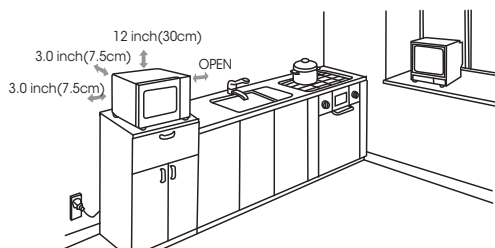
## Countertop Installation

Remove all packing material and accessories. Examine the oven for any damage such as dents or broken door. Do not install if oven is damaged.

Cabinet: Remove any protective film found on the microwave oven cabinet surface. Do not remove the light brown brown Mica cover that is attached to the oven cavity to protect the magnetron.

## Installation

1. Select a level surface that provide enough open space for the intake and/or outlet vents.



A minimum clearance of 3.0 inches (7.5cm) the frequency on the rating label, any adjacent walls. One side must be open.

- (1) Leave a minimum clearance of 12 inches (30cm) above the oven.
- (2) Do not remove the legs from the bottom of the oven.

- (3) Blocking the intake and/or outlet openings can damage the oven.
  - (4) Place the oven as far away from radios and TV as possible. Operation of microwave oven may cause interference to your radio or reception.
2. Plug your oven into a standard household outlet. Be sure the voltage and the frequency are the same as the voltage and the frequency on the rating label

**WARNING:** Do not install oven over a range cooktop or other heat-producing appliance. If installed near or over a heat source, the oven could be damaged and the warranty would be void.

## GROUNDING INSTRUCTIONS

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

**WARNING** - Improper use of the grounding can result in a risk of electric shock.

Consult a qualified electrician or serviceman if the grounding instructions are not completely understood, or if doubt exists as to whether the appliance is properly grounded. If it is necessary to use an extension cord, use only a 3-wire extension cord that has a 3-blade grounded plug, and 3-slot receptacle that will accept the plug on the appliance. The marked rating of the extension cord shall be equal to or greater than the electrical rating of the appliance.

**DANGER - Electric Shock Hazard**

Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.

**WARNING - Electric Shock Hazard**

Improper use of the grounding can result in electric shock. Do not plug into an outlet until appliance is properly installed and grounded.

1. A short power supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.
2. Longer cord sets or extension cords are available and may be used if care is exercised in their use.
3. If a long cord or extension cord is used:
  - 1) The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.
  - 2) The extension cord must be a grounding-type 3-wire cord.
  - 3) The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.

## RADIO INTERFERENCE

1. Operation of the microwave oven may cause interference to your radio, TV or similar equipment.
2. When there is interference, it may be reduced or eliminated by taking the following measures:
  - 1) Clean door and sealing surface of the oven
  - 2) Reorient the receiving antenna of radio or television.
  - 3) Relocate the microwave oven with respect to the receiver.
  - 4) Move the microwave oven away from the receiver.
  - 5) Plug the microwave oven into a different outlet so that microwave oven and receiver are on different branch circuits.

## SAFETY

1. The oven must be on a leveled surface.
2. The turntable and turntable roller rest must be in the oven during cooking. Place the cookware gently on the turntable and handle it carefully to avoid possible breakage.
3. Incorrect use of browning dish may cause the turntable to break.
4. Use only the specified bag size when using Direct Access Popcorn.

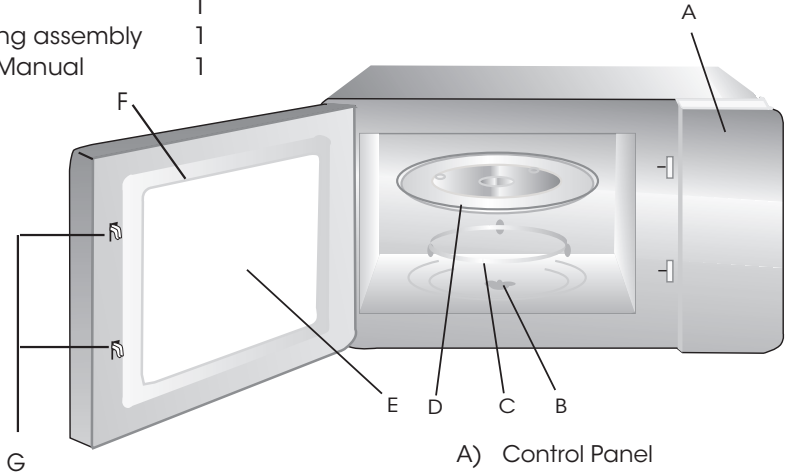
5. The oven has several built-in safety switches to ensure that the power remains off when the door is open. Do not tamper with these switches.
6. Do not operate the microwave oven empty. Operating the oven with no food or food that is extremely low in moisture can cause fire, charring or sparking.
7. Do not cook bacon directly on the turntable. Excessive local heating of the turntable may cause the turntable to break.
8. Do not heat baby bottles or baby food in the microwave oven. Uneven heating may occur and could cause physical injury.
9. Do not heat narrow-necked containers, such as syrup bottles.
10. Do not attempt to deep-fry in your microwave oven.
11. Do not attempt home canning in this microwave oven, as it is impossible to be sure all contents of the jar have reached boiling temperature.
12. Do not use this microwave oven for commercial purpose. This microwave oven is made for household use only.
13. To prevent delayed eruptive boiling of hot liquids and beverages or scalding yourself, stir liquid before placing the container in the oven and again halfway through cooking time. Let stand in the oven for a short time and stir again before removing the container.
14. Use carefully when cooking food in the microwave oven to avoid burning due to excessive cooking.
15. When the appliance is operated in the combination mode, children should only use the oven under adult supervision due to the temperatures generated.
16. Failure to maintain the oven in a clean condition could lead to deterioration that could adversely affect the life of the appliance and possibly result in a hazardous situation.

# PRODUCT DIAGRAM

## Names of Oven Parts and Accessories

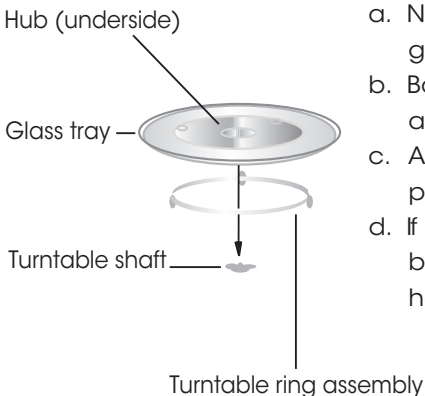
Remove the oven and all materials from the carton and oven cavity. Your oven comes with the following accessories:

Glass tray	1
Turntable ring assembly	1
Instruction Manual	1



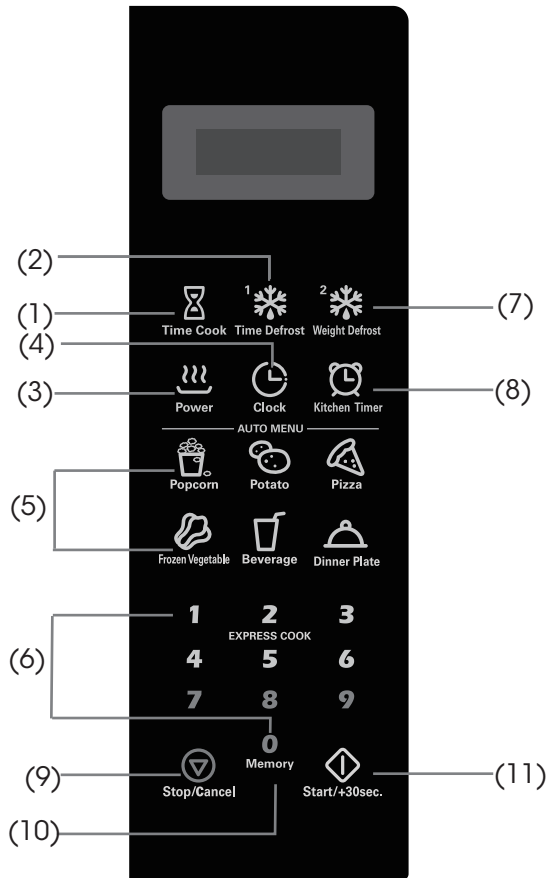
- A) Control Panel
- B) Turntable Shaft
- C) Turntable ring assembly
- D) Glass tray
- E) Observation window
- F) Door assembly
- G) Safety interlock system

## Turntable Installation



- a. Never place the glass tray upside down. The glass tray should never be restricted.
- b. Both glass tray and turntable ring assembly must always be used during cooking.
- c. All food and containers of food are always placed on the glass tray for cooking.
- d. If glass tray or turntable ring assembly cracks or breaks, contact Condura's customer service hotline

# CONTROL PANEL



- (1) Time Cook
- (2) Time Defrost
- (3) Power
- (4) Clock
- (5) Auto menu: Popcorn, Potato, Pizza, Frozen vegetable, Beverage, Dinner plate
- (6) Number Buttons:0-9
- (7) Weight Defrost
- (8) Kitchen Timer function
- (9) Stop/Cancel: clears all previous setting pressed before cooking starts. During cooking: press once to stop oven; twice to stop and clear all entries.
- (10) Memory function
- (11) Start/+30Sec.



# OPERATING INSTRUCTIONS

## 1. Power Level

11 power levels are available.

Level	10	9	8	7	6	5	4	3	2	1	0
Power	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%
Display	PL10	PL9	PL8	PL7	PL6	PL5	PL4	PL3	PL2	PL1	PL0

## 2. Clock Setting

- (1) Press "**Clock**" once, "00:00" will be displayed.
- (2) Press the number keys and enter the current time. For example, If the time is 12:10, please press "1, 2, 1, 0".
- (3) Press "**Clock**" to finish clock setting. ":" will flash and the clock will be lit.
- (4) If the numbers inputted are not within the range of 1:00–12:59, the setting will be invalid until valid numbers are inputted.

Note: (1) In the process of clock setting, if the "**Stop / Cancel**" button is pressed setting or if there is no operation within 1 minute, the oven will go back to the former automatically.

- (2) If the clock needs to be reset, please repeat step 1 to step 3.

## 3. Kitchen Timer

- (1) Press "**Kitchen Timer**" once, LED will display 00:00, and the first hour figure will be flashed
- (2) Press the number keys and enter the timer time. (The maximum cooking time is 99 minutes and 99 seconds.)
- (3) Press "**Start/+30sec.**" to confirm setting.
- (4) When the timer time goes off, the buzzer will ring 5 times.  
If the clock has been set (12-hour system), LED will display the current time.

Note: 1) The kitchen time is different from 12-hour system. Kitchen Timer is a timer.  
2) During kitchen timer, any program cannot be set.

## 4. Microwave cook

- (1) Press "**Time Cook**" once, LED will display "00:00".
- (2) Press number keys to input the cooking time; the maximum cooking time is 99 minutes and 99 seconds.
- (3) Press "**Power**" once, LED will display "PL10". The default power is 100% power. Now you can press number keys to adjust the power level.
- (4) Press "**Start/+30sec.**" to start cooking.

Example: to cook the food with 50% microwave power for 15 minutes.

- a. Press "**Time Cook**" once. "00:00" displays.
- b. Press "1", "5", "0", "0" in order.
- c. Press "**Power**" once, then press "5" to select 50% microwave power.
- d. Press "**Start/+30sec.**" to start cooking.

Note:1) In the process of cooking, if the "**Stop/Cancel**" button is pressed or if there is no operation within 1 minute, the oven will go back to the former setting automatically.

- 2) If "PL 0" selected, the oven will work with fan for no power. You can use this level to remove the odour of the oven.
- 3) During microwave cooking, "**Power**" can be pressed to change the power you need. After pressing "**Power**", the current power flash for 3 seconds, now you can press number button to change the power. The oven will work with the selected power for the rest time.

## 5. Speedy Cooking

- (1) In waiting state, instant cooking at 100% power level can be started by select a cooking time from 1 to 6 minutes by pressing number pads 1 to 6. Press "**Start/+30sec.**" to increase the cooking time; the maximum cooking time is 99 minutes and 99 seconds.
- (2) In waiting state, instant cooking at 100% power level with 30 second cooking time can be started by pressing "**Start/+30sec.**". Each press on the same button will increase cooking time by 30 seconds. the maximum cooking time is 99 minutes and 99 seconds.

Note: During microwave cooking and time defrost, time can be added by pressing "**Start/+30sec.**" button.

## 6. Weight Defrost Function

- (1) Press "**Weight Defrost**" once, LED will display "dEF1".
- (2) Press numerical buttons to input weight to be defrosted.
- (3) If the weight input is not within 100~2000 g, the input will be invalid. The unit will not work until valid numbers are input.
- (4) Press "**Start/+30sec.**" to start defrosting and the cooking time will be displayed.

## 7. Time Defrost Function

- (1) Press "**Time Defrost**" once, LED will display "dEF2".
- (2) Press number pads to input defrosting time. The effective time range is 0:01~99:99
- (3) The default microwave power is power level 3. If you want to change the power level press "**Power**" once, and the LED will display "PL 3", then press the number pad of the power level you prefer.
- (4) Press "**Start/+30sec.**" to start defrosting. The cooking time will be displayed.

## 8. POPCORN

- a) Press "**Popcorn**" repeatedly until the number you wish appears in the display, "50", "100" g will be displayed consecutively.  
For example, press "**Popcorn**" once "50" appears.
- b) Press "**Start/+30sec.**" to cook, buzzer sounds once. When cooking finishes, the buzzer will ring five times and then turn back to waiting state.

## 9. POTATO

- a) Press "**Potato**" repeatedly until the number you wish appears in the display, "1", "2", "3" will be displayed consecutively.  
"1" SET : 1 potato (approximate 230 gram)  
"2" SETS: 2 potatoes (approximate 460 gram)  
"3" SETS: 3 potatoes (approximate 690 gram)  
For example, press "**Potato**" once, "1" appears.
- b) Press "**Start/+30sec.**" to cook, buzzer sounds once. When cooking finishes, the buzzer will ring five times and then turn back to waiting state.

## 10. FROZEN VEGETABLE

- a) Press "**Frozen Vegetable**" repeatedly until the number you wish appears in the display, "150", "350", "500" g will be displayed consecutively.  
For example, press "**Frozen Vegetable**" once, "150" appears.
- b) Press "**Start/+30sec.**" to cook, buzzer sounds once. When cooking finishes, the buzzer will ring five times and then turn back to waiting state.

## 11. BEVERAGE

- a) Press "**Beverage**" repeatedly until the number you wish appears in the display, "1", "2", "3" cup will be displayed consecutively. One cup is about 120ml. For example, press "**Beverage**" once, "1" appears.
- b) Press "**Start/+30sec.**" to cook, buzzer sounds once. When cooking finishes, the buzzer will ring five times and then turn back to waiting state.

## 12. DINNER PLATE

- a) Press "**Dinner Plate**" repeatedly until the number you wish appears in the display, "250", "350", "500" g will be displayed consecutively.  
For example, press "**Dinner Plate**" once "250" appears.
- b) Press "**Start/+30sec.**" to cook, buzzer sounds once. When cooking finishes, the buzzer will ring five times and then turn back to waiting state.

## 13. PIZZA

- a) Press "**Pizza**" repeatedly until the number you wish appears in the display, "100", "200", "400" g will be displayed consecutively.  
For example, press "**Pizza**" once, "100" appears.
- b) Press "**Start/+30sec.**" to cook, buzzer sounds once. When cooking finishes, the buzzer will ring five times and then turn back to waiting state.

## 14. MEMORY FUNCTION

- (1) Press "**0/Memory**" to choose memory 1-3 procedure. The LED will display 1, 2, 3."
- (2) If the procedure has been set, press "**Start/+30sec.**" to use it. If not, continue to set the procedure. Only one or two stages can be set.
- (3) After finishing the setting, press "**Start/+30sec.**" once to save the procedure.  
If you press "**Start/+30sec.**" again, it will start cooking.

Example: To set the following procedure as the second memory, that is memory 2.  
To cook the food with 80% microwave power for 3 minutes and 20 seconds.

The steps are as follow:

- a. In waiting states, press "**0/Memory**" twice, stop pressing until the screen displays "2".
- b. Press "**Time Cook**" once, then press "3", "2", "0" in order.
- c. Press "**Power**" once, "PL10" displays, then press "8" and "PL8" displays.
- d. Press "**Start/+30sec.**" to save the setting. The buzzer will ring once and the screen will display "2". If you press "**Start/+30sec.**" again, the procedure will be saved as the memory 2 and operated.
- e. If the electricity is not cut off, the procedure will be saved all the time. If it is, the procedure needs to be reset.
- f. If you want to run the saved procedure, in waiting state, press "**0/Memory**" twice, screen displays "2", then press "**Start/+30sec.**" to run.

## 15. MULTI-STAGE COOKING

At most, 2 stages can be set for cooking. In multi-stage cooking, if one stage is defrosting, then defrosting shall be placed at the first stage automatically.

**Note:** Auto cooking cannot work in the multi-stage cooking.

Example: If you want to cook with 80% microwave power for 5 minutes + 60% microwave power for 10 minutes. The cooking steps are as following:

- (1) Press "**Time Cook**" once, then press "5", "0", "0" to set the cooking time;
- (2) Press "**Power**" once, then press "8" to select 80% microwave power.
- (3) Press "**Time Cook**" once, then press "1", "0", "0", "0" to set the cooking time;
- (4) Press "**Power**" once, then press "6" to select 60% microwave power.
- (5) Press "**Start/+30sec.**" to start cooking.

## 16. LOCK FUNCTION FOR CHILDREN

Lock: In waiting state, press and hold "**Stop/Cancel**" for 3 seconds, there will be a long "beep" denoting the entering into the children-lock state; meanwhile, LED will display "🔒".

Lock quitting: In locked state, press "**Stop/Cancel**" for 3 seconds, there will be a long "beep" denoting that lock is released.

## 17. INQUIRING FUNCTION

- (1) In cooking state, press "**Clock**" and the oven will display clock for three seconds.
- (2) In the microwave cooking state, press "Power" to check microwave power level and the current microwave power will be displayed. After three seconds, the oven will turn back to the previous state. In multi-stage state, the inquiring way be done by the same way as above.

## 18. COOKING END REMINDING FUNCTION

When the cooking is over, the buzzer will sound beep 5 times to alert user the cooking is finished.

## 19. OTHER SPECIFICATIONS

- (1) In standby state, if the set clock digital tube displays current time, the icon ":" would flash; otherwise, it shows "0:00".
- (2) In setting function state, LED displays corresponding setting.
- (3) In working or pause state, LED displays surplus cooking time.

# UTENSILS GUIDE

## CAUTION - Personal Injury Hazard

Tightly-closed utensils could explode. Closed containers should be opened and plastic pouches should be pierced before cooking.

See the instructions on "Materials you can use in microwave oven or to be avoided in microwave oven."

There may be certain non-metallic utensils that are not safe to use for microwaving. If in doubt, you can test the utensil in question following the procedure below.

### Utensil Test:

1. Fill a microwave-safe container with 1 cup of cold water (250ml) along with the utensil in question.
2. Cook on maximum power for 1 minute.
3. Carefully feel the utensil. If the empty utensil is water (250ml) along with the cooking.
4. Do not exceed 1 minute cooking time.

### Materials you can use in microwave oven

Utensils	Remarks
Browning dish	Follow manufacturer* instructions. The bottom of browning dish must be at least 3/16 inch (5mm) above the turntable. Incorrect usage may cause the turntable to break.
Dinnerware	Microwave-safe only. Follow manufacture's instructions. Do not use cracked or chipped dishes.
Glass jars	Always remove lid. Use only to heat food until just warm. Most glass jars are not heat resistant and may break.
Glassware	Heat-resistant oven glassware only. Make sure there is no metallic trim. Do not use cracked or chipped dishes.
Oven cooking bags	Follow manufacturer* instructions. Do not close with metal tie. Make slits to allow steam to escape.
Paper plates and cups	Use for short*erm cooking/warming only. Do not leave oven unattended while cooking.
Paper towels	Use to cover food for reheating and absorbing fat. Use with supervision for a short-term cooking only.
Parchment paper	Use as a cover to prevent splattering or a wrap for steaming.
Plastic	Microwave-safe only. Follow the manufacturer* instructions. Should be labeled "Microwave Safe". Some plastic containers soften, as the food inside gets hot. "Boiling bags" and tightly closed plastic bags should be slit, pierced or vented as directed by package.

Plastic wrap	Microwave-safe only. Use to cover food during cooking to retain moisture. Do not allow plastic wrap to touch food.
Thermometers	Microwave-safe only (meat and candy thermometers).
Wax paper	Use as a cover to prevent splattering and retain moisture.

#### Materials to be avoided in microwave oven

Utensils	Remarks
Aluminum tray	May cause arcing. Transfer food into microwave-safe dish.
Food carton with metal handle	May cause arcing. Transfer food into microwave-safe dish.
Metal or metal-trimmed utensils	Metal shields the food from microwave energy. Metal trim may cause arcing.
Metal twist ties	May cause arcing and could cause a fire in the oven.
Paper bags	May cause a fire in the oven.
Plastic foam	Plastic foam may melt or contaminate the liquid inside when exposed to high temperature.
Wood	Wood will dry out when used in the microwave oven and may split or crack.

## Specifications

Model:	CONMO20.0DMGATELC
Rated Voltage:	230V~60Hz
Rated Input Power(Microwave):	1050W
Rated Output Power(Microwave):	700W
Oven Capacity:	20 liters
Turntable Diameter:	ø255mm
External Dimensions:	440x359x259mm
Net Weight:	Approx. 10.5 kg

# MAINTENANCE

## Troubleshooting

Check your problem by using the chart below and try the solutions for each problem. If the microwave oven still does not work properly, contact Condura's customer service hotline.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Oven will not start	<ul style="list-style-type: none"> <li>a. Electrical cord for oven is not plugged in.</li> <li>b. Door is open.</li> <li>c. Wrong operation is set.</li> </ul>	<ul style="list-style-type: none"> <li>a. Plug into the outlet.</li> <li>b. Close the door and try again.</li> <li>c. Refer to instructions.</li> </ul>
Arcing or sparking	<ul style="list-style-type: none"> <li>a. Materials to be avoided in the microwave oven were used.</li> <li>b. The oven is operated while empty.</li> <li>c. Spilled food remains in the cavity.</li> </ul>	<ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Do not operate with oven empty.</li> <li>c. Clean cavity with wet towel.</li> </ul>
Unevenly cooked food	<ul style="list-style-type: none"> <li>a. Materials to be avoided in the microwave oven were used.</li> <li>b. Food is not defrosted completely.</li> <li>c. Cooking time and power level are not suitable.</li> <li>d. Food is not turned or stirred.</li> </ul>	<ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Completely defrost food.</li> <li>c. Use correct cooking time and power level.</li> <li>d. Turn or stir food.</li> </ul>
Overcooked food	Cooking time and power level are not suitable.	Use correct cooking time and power level.
Undercooked food	<ul style="list-style-type: none"> <li>a. Materials to be avoided in the microwave oven were used.</li> <li>b. Food is not defrosted completely.</li> <li>c. Oven ventilation ports are restricted.</li> <li>d. Cooking time and power level are not suitable.</li> </ul>	<ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Completely defrost food.</li> <li>c. Check to see that oven ventilation ports are not restricted.</li> <li>d. Use correct cooking time and power level.</li> </ul>
Improper defrosting	<ul style="list-style-type: none"> <li>a. Materials to be avoided in the microwave oven were used.</li> <li>b. Cooking time and power are not suitable.</li> <li>c. Food is not turned or stirred.</li> </ul>	<ul style="list-style-type: none"> <li>a. Use microwave-safe cookware only.</li> <li>b. Use correct cooking time and power level.</li> <li>c. Turn or stir food.</li> </ul>



# Customer Care

We are committed to serve.

## **QUESTIONS ABOUT YOUR CONDURA MICROWAVE OVEN**

Please feel free to contact any of our customer care hotline\*:

### **CUSTOMER SERVICE DEPARTMENT**

#### **GMA & LUZON Area**

Address: 308 Sen. Gil Puyat Avenue, Makati City

Trunk Line: (02) 8 863 5555

TOLL FREE: 1800 10 888 8888

Mobile Number: +63 917 536 3030 (Globe) "SMS Only"

+63 947 996 2415 (Smart) "SMS Only"

Covered Region/Areas: National Capital Region (NCR), Ilocos Region (Region 1), Cordillera Administrative Region (CAR), Central Luzon (Region III), CALABARZON (Region IV-A), MIMAROPA except Romblon (Region IV-B), Bicol Region except Masbate (Region V)

Email Address: [customer care@condura.com](mailto:customer care@condura.com)

#### **CEBU Regional Office**

Address: Dr. A Esperanza Building, A.C Cortes Ave. Mandaue City

Telefax No: 032 328 1416

Mobile Number: +63 947 996 2416

+63 921 222 0942

TOLL FREE: 1800 10 888 8888

Covered Region/Area: Masbate, Central Visayas (Region VII), Eastern Visayas (Region VIII)

#### **ILOILO Regional Office**

Address: 109 Yulo Street, Brgy. Yulo-Arroyo, Iloilo City, Iloilo

Telefax No: 032 36 1121

Mobile Number: +63 947 996 2417

+63 999 925 5736

TOLL FREE: 1800 10 888 8888

Covered Region/Area: Romblon, Western Visayas (Region VI)

#### **CAGAYAN DE ORO Regional Office**

Address: No. 102 CKY Center, Capistrano-Chavez Street, CDO City

Telefax No: 08822 721 905

Mobile Number: +63 947 996 2419

+63 939 253 5011

TOLL FREE: 1800 10 888 8888

Covered Region/Area: Zamboanga Peninsula (Region IX), Northern Mindanao (Region X), Autonomous Region in Muslim Mindanao (ARMM) except Maguindanao, Agusan Del Norte, Surigao del Norte

#### **DAVAO Regional Office**

Address: 1C, Nand-Saling Building, Sobrecarey Street, Obrero, Davao City

Telefax No: 082 224 5040

Mobile Number: +63 947 996 2418

+63 922 294 1478

TOLL FREE: 1800 10 888 8888

Covered Region/Area: Davao Region (Region XI), SOCCSKSARGEN (Region XIII), Agusan Del Sur, Surigao del Sur, Maguindanao

All contact information detailed above may change without prior notice.



## **CONCEPCION DURABLES INCORPORATED**

### **CUSTOMER SERVICE DEPARTMENT**

**308 Sen. Gil Puyat Avenue, Makati City**

**Trunk Line: (02) 8 863 5555**

**TOLL FREE: 1800 10 888 8888**

**Mobile Nos.: 0917 536 3030 (Globe)**

**0947 996 2415 (Smart)**

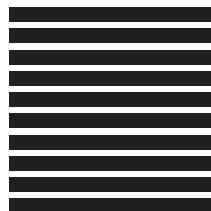
**PO BOX 211 COMMERCIAL CENTER**

**MAKATI CITY**

**BUSINESS REPLY!**

**Permit No. 2416A!**

**NO STAMP NEEDED**



# CONDURA

## PRODUCT WARRANTY CERTIFICATE

### IMPORTANT: PLEASE READ CAREFULLY

Concepcion Durables, Inc. (CDI) warrants the purchaser that this CONDURA Microwave Oven will be free from defective material and workmanship and agrees to repair or, at its discretion, replace any defective material with a new or equivalent part through any of its Authorised Service Centers only if found to be manufacturer's defect and in accordance with the terms of this warranty, subject to the following conditions:

### 1. COVERAGE OF WARRANTY

Applicable for Condura Microwave Oven 20.0L Mechanical and Digital

### 2. WARRANTY PERIOD (from the date of original purchase)

**System Parts and labor.....2 Years**

CDI warrants this microwave oven to the original purchaser/user to be free from defects in materials and workmanship under normal use.

CDI shall, at its option and at no cost to the original purchaser/user, repair or replace the unit or any of its parts that is found by CDI to be actually defective within the Warranty Period, with original or equivalent unit or parts, subject to the conditions and exclusions provided below.

There will be corresponding charges for labor and replacement parts after the warranty period.

### 3. LIMITATIONS

This warranty is not transferable, valid only in the Philippines. This warranty shall be void if the unit is:

- Improperly installed or mounted, or subjected misuse, abuse, neglect, accident, alteration, or abnormal voltage conditions.
- Plugged into any device other than a suitable power supply outlet
- Serviced, opened, dismantled, disassembled, or reassembled by anyone other than a CDI accredited service center
- Damaged in transport or subjected to rough handling
- Damage due to rodent, pest, or related infestation
- Damage due to commercial use (stores, restaurants, other businesses, and non-household application)

**MODEL NO. .... SERIAL NO. ....**

NOTE: Keep this warranty card together with your Original Sales Invoice/Official Receipt as proof of purchase. If the date of purchase cannot be proven, warranty shall be based on CDI's Invoice to Dealer.



Fill out this warranty card completely and mail within 15 days from date of purchase. This will activate your warranty.

# CONDURA

**MODEL NO. .... SERIAL NO. ....**

**DEALER (Please indicate branch) .....**

**DATE OF PURCHASE ..... DEALER INVOICE NO. ....**

**CUSTOMER NAME ..... EMAIL ADDRESS .....**

**ADDRESS .....**

**TELEPHONE NO. .... MOBILE NO. ....**





[www.CONDURA.com](http://www.CONDURA.com)