

INSTRUCTION MANUAL



your creative assistant

MODEL: S4D



EMPISAL COMPLETE FREE ARM OVER LOCKER

Safety instructions

Like any other electrical device, a overlock machine can cause serious, even life-threatening injuries. To avoid this, and in order to work safely:

- Before initial use of your overlock machine, read these operating instructions thoroughly.
- Keep the operating instructions in a suitable place near the machine. When passing the appliance on to others, always enclose the operating instructions.
- Always disconnect the power supply when leaving the machine unattended. This will prevent the risk of accidents if the machine is switched on accidentally.
- First pull the power plug before changing the bulb or performing maintenance work on the machine.
This will prevent possibly life-threatening electric shocks.
- Do not remove the plug from the socket by pulling on the cable. Always grip the plug and not the cable when pulling out the power plug.
- Only use the overlock machine in dry rooms.
- In case of any visible damage on the machine, the foot switch or the power cable: Have the damage repaired by Customer Service before using the overlock machine again.
- Never let children or elderly persons handle the machine unsupervised because they may not properly appreciate the possible dangers. Keep electrical appliances outside the reach of children.
- Never use the machine when the ventilation apertures are blocked. Keep the ventilation apertures of the machine and the foot switch free from fluff, dust and waste material.
- This machine is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the machine

Warning against injuries and material damages:

According to legislation, you as the user of an electrical appliance are responsible for preventing possible accidents through safety-conscious behaviour:

- Keep your work space tidy. An untidy workplace can lead to accidents.
- Provide adequate lighting when working!
- Do not wear loose clothing or jewellery, as these can be caught in the moving parts. You should also wear a hair net if you have long hair.
- Avoid abnormal posture. Remain steady and in a well-balanced position at all times.
- Be alert! Pay attention to what you are doing. Always take a rational approach to your work. Never work with the overlock machine if you are unable to concentrate or if you are feeling unwell!

If accidents occur as a result of handling the machine with insufficient care, or failure to follow the safety instructions in this manual, then the manufacturer cannot accept liability.

If the supply cord that fixed with foot controller is damaged, it must be replaced by the manufacturer or its service agent or a similar qualified person in order to avoid a hazard.

Please use for your overlock machine the ZHEJIANG FOUNDER presser foot, type KD-2902.

Power rating: 220 - 230V ~ , 50Hz

Current rating: 1.0A

Protection Class : II

INTRODUCTION

THANK YOU FOR CHOOSING OUR OVERLOCK MACHINE

This overlock machine can stitch dependable seams on all kinds of fabric, both light and heavy, including cotton, wool, rayon, tricot, jersey, and knits.

You do not need a special table for this portable machine.

We suggest that you read this instruction manual carefully before you start to operate the machine.

FOR YOUR SAFETY

1. Keep your eyes on the needles when operating the overlock machine. Do not touch the handwheel, the cutter or the needles when the machine is running.
2. Turn off the power switch, and pull out the plug from electric socket in the following cases:
 - * When you have finished your sewing.
 - * When you leave the serger temporarily.
 - * When replacing the parts.
 - * When cleaning and adjusting the machine.

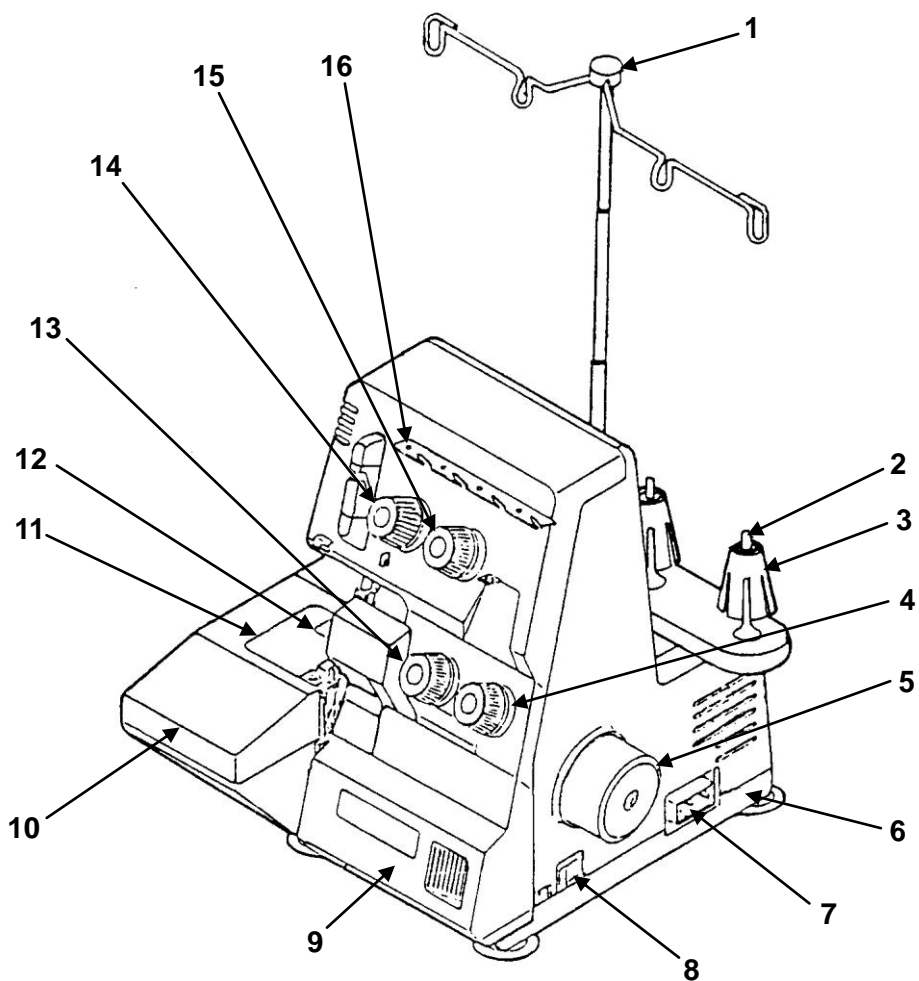
BEFORE YOU USE

1. Wipe dust and oil off the machine to avoid any stains on the sewing materials.
2. Test sew by using the same sewing materials you intend to sew.
3. Read this instruction manual thoroughly before replacing the cutters and the needles. Follow the instructions for correct replacements and adjustments.

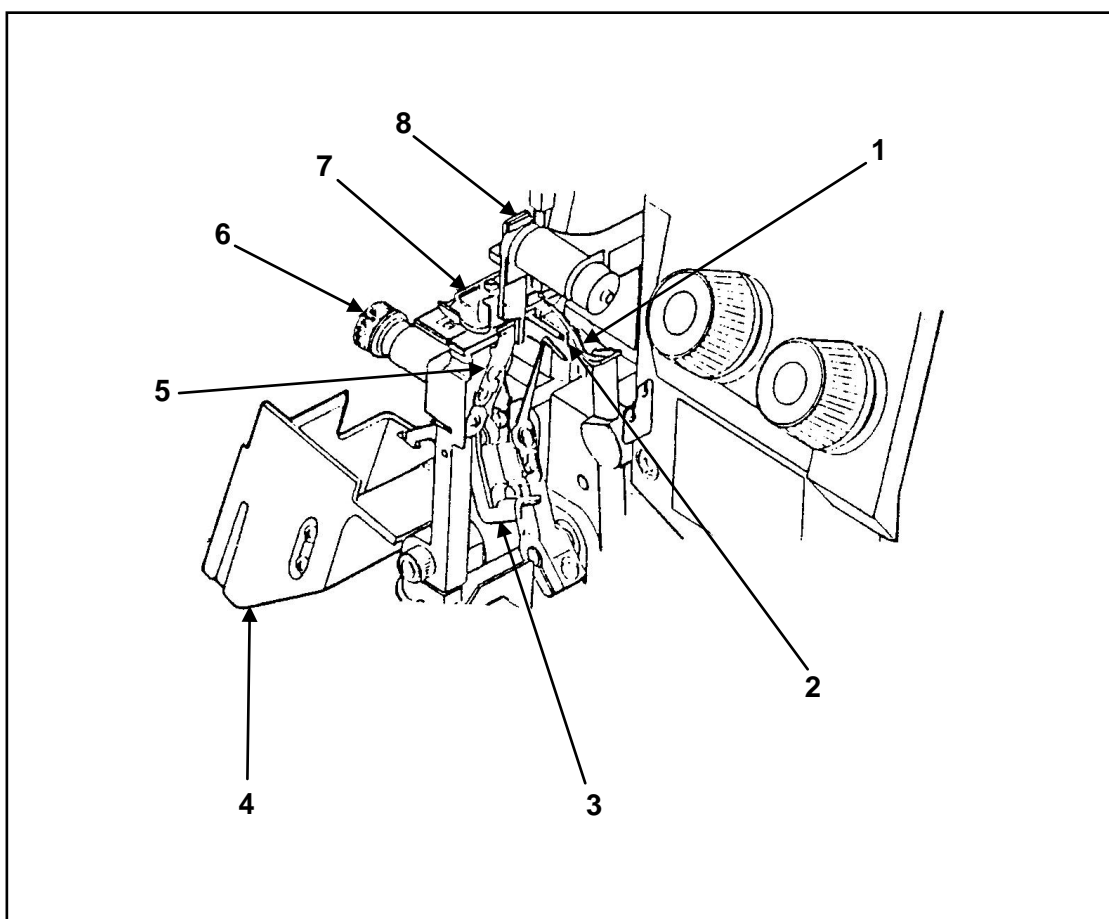
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PARTS DIAGRAM



1. Thread pole
2. Spool pin
3. Spool holder
4. Lower looper thread tension dial
5. Handwheel
6. Base
7. Machine socket
8. Power switch
9. Front cover
10. Support bed
11. Free arm
12. Needle plate
13. Upper looper thread tension dial
14. Left needle thread tension dial
15. Right needle thread tension dial
16. Thread guide plate



1. Upper looper
2. Lower looper
3. Free arm release lever
4. Free arm
5. Lower knife
6. Cutting width adjustment knob
7. Presser foot
8. Upper knife

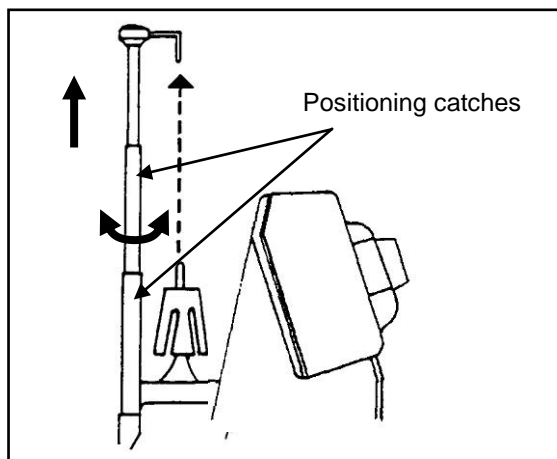
SETTING UP YOUR MACHINE

Set your Overlock machine on a sturdy flat surface.

[THE POSITION OF THREAD POLE]

Pull up thread pole to its highest point before threading.

Turn the thread pole so the thread guides come right above the spool pins.

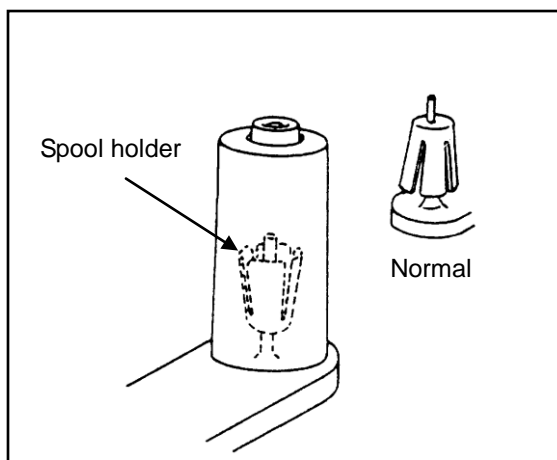


[CONE HOLDERS]

Both industrial cones and domestic type thread spools can be used on this machine.

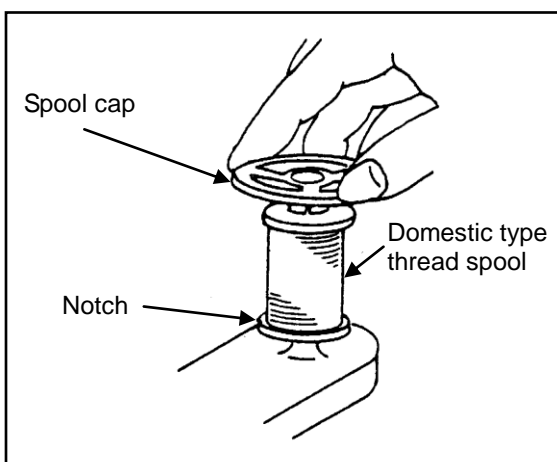
For large diameter industrial cones use the cone holders with the large end at the top.

For small diameter cones. use the same cone holders with the small end at the top.



[SPOOL CAPS]

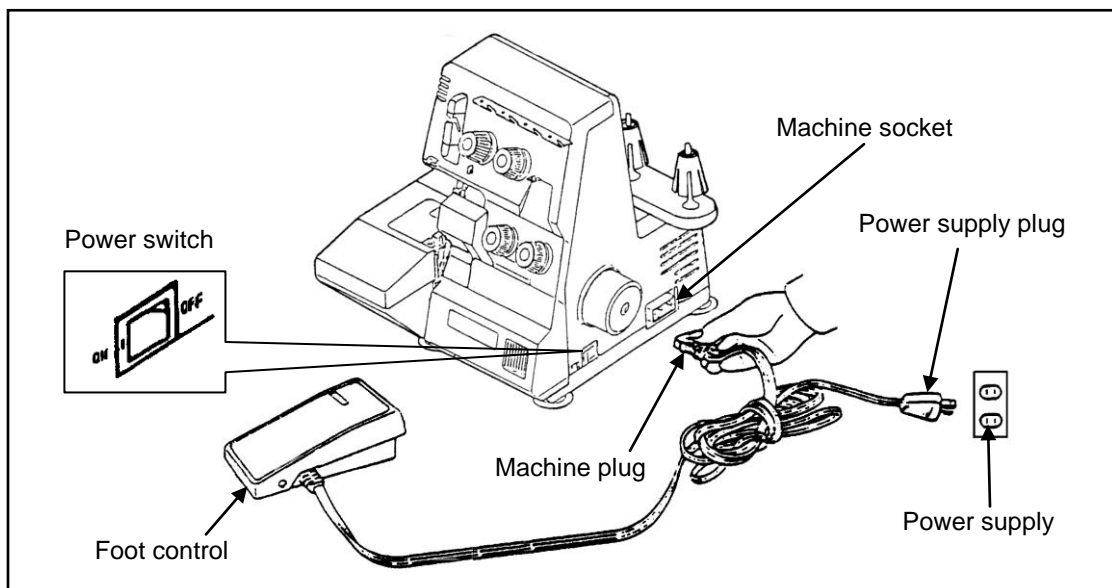
When using domestic type thread spools, remove the spool holders and place spool caps over the thread spools.



[CONNECTING THE FOOT CONTROL]

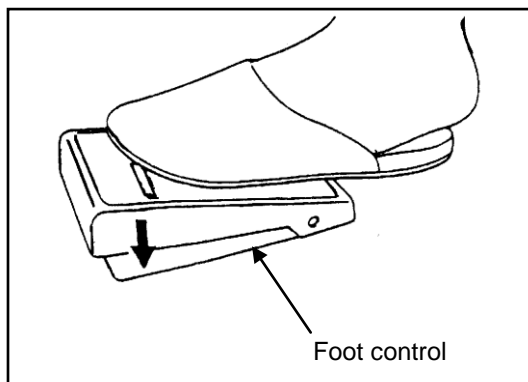
Push foot control plug into the machine socket and then into main socket.

Turn on the power switch. This power switch controls both the machine power and sewing light.



[CONTROLLING SEWING SPEED]

The foot control regulates the sewing speed. The sewing speed can be adjusted by increasing or decreasing the pressure on the foot control.

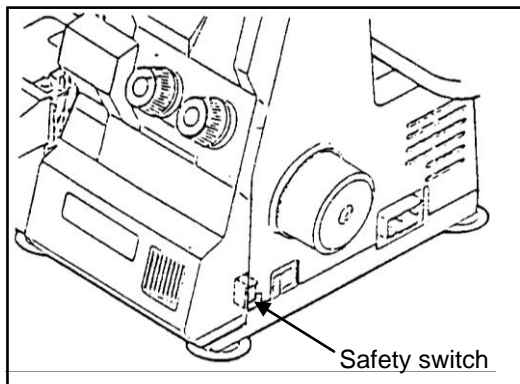


[SAFETY SWITCH]

This machine is equipped with a micro safety switch.

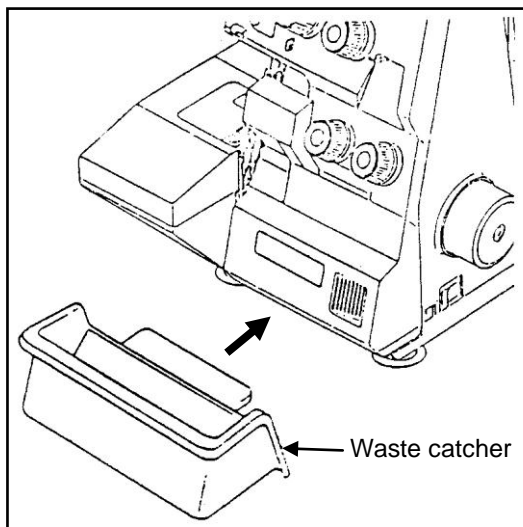
The machine is automatically cut off from the electricity supply if either the free arm or front cover is open.

Close both free arm and front cover before you start sewing.



[ATTACHING THE WASTE CATCHER]

The waste catcher catches the cut-off fabric as you sew, keeping your working area clean. Place the waste catcher between the machine and table.

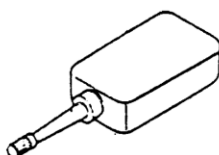


ACCESSORIES

Tweezers



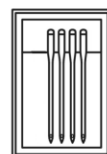
Oiler



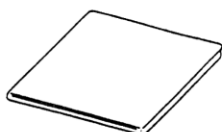
Spare upper cutter



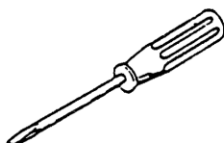
Needles



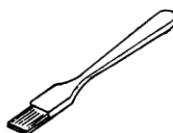
Machine cover



Screwdriver



Brush



Hexagon wrench key



Instruction manual



Spool caps



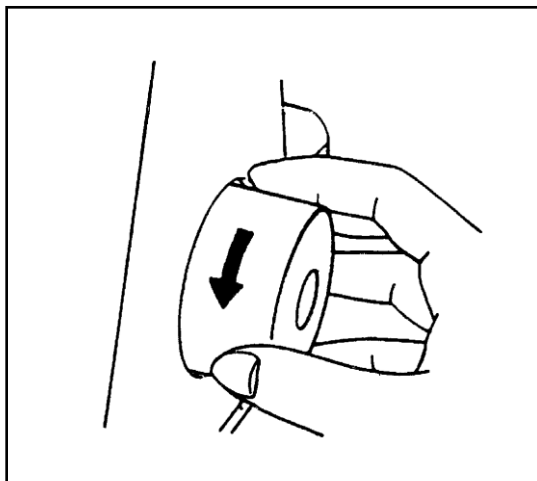
Waste catcher



USING THE MACHINE

[HAND WHEEL]

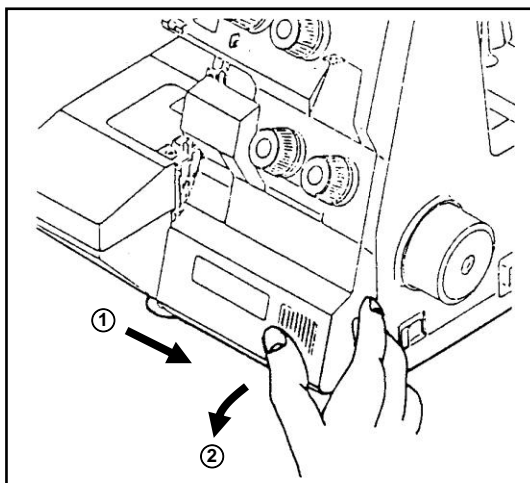
Always turn handwheel toward you, i.e. the same direction as on a household sewing machine.



[FRONT COVER]

To open front cover, slide the hollow to the right as far as it will go then pull front cover toward you.

The front cover won't close while the free arm is open.

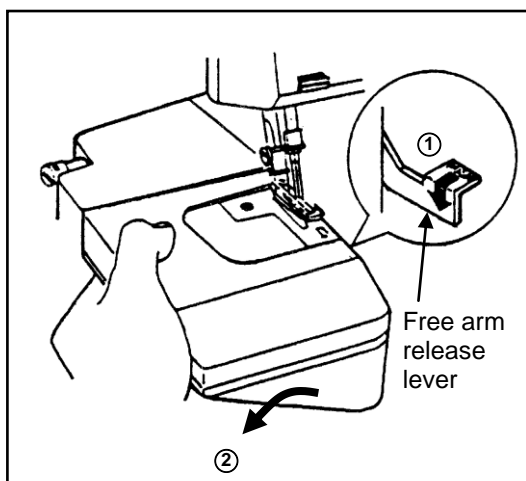


[FREE ARM]

Open the free arm for threading.

Open the front cover first.

While pushing the release lever, push the free arm down ward with your left hand.



LOOPER THREADING

Warning: Before contriving please adjust main control switch to (O).

Correct threading is important otherwise uneven stitches or thread breakage may result. A convenient threading chart is placed on the front panel inside the front cover.

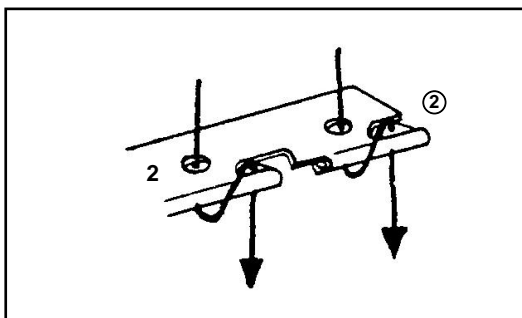
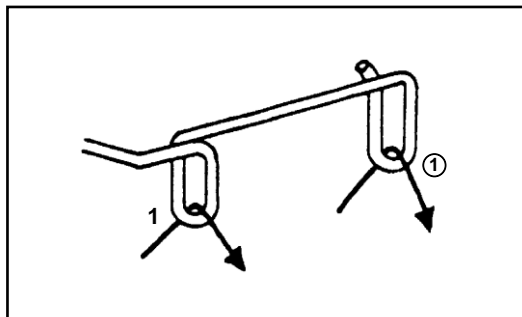
In addition, each thread guide is colored for threading indication.

To help in threading, tweezers can be found in the accessory box.

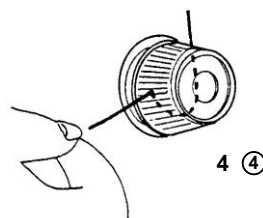
Threading must be carried out in the following sequence.

1. FIRST.....Upper looper
2. SECOND.....Lower looper
3. THIRD.....Right needle
4. FINALLY.....Left needle

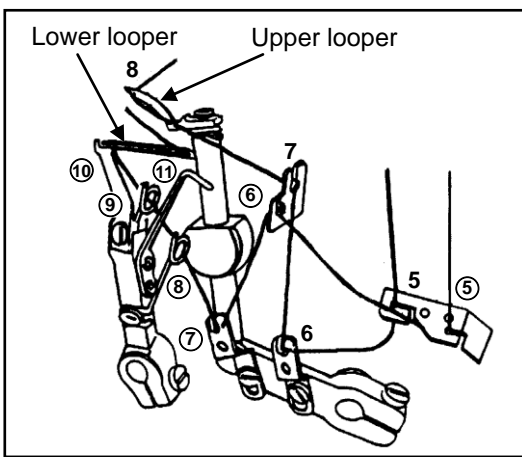
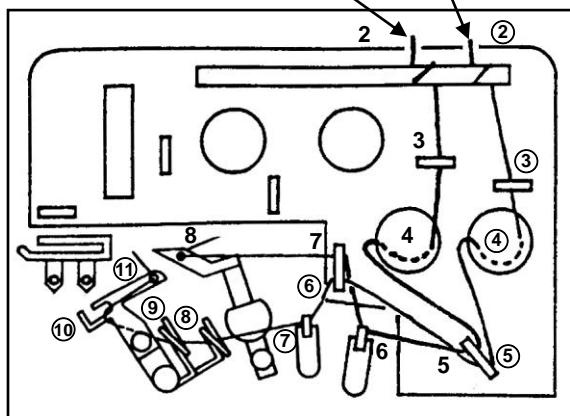
1. Open the front cover and free arm.
2. Turn the handwheel toward you until the looper comes to best position for threading.
3. Pass the upper looper thread and lower looper thread as illustrated.
Important: The thread must lie correctly between the two discs inside the tension dials.
4. Pull out the thread end about 10 cm (4") long from the looper eyes. Raise the presser foot and place threads under it, then lower the presser foot.



Thread between two discs



Upper looper thread Lower looper thread



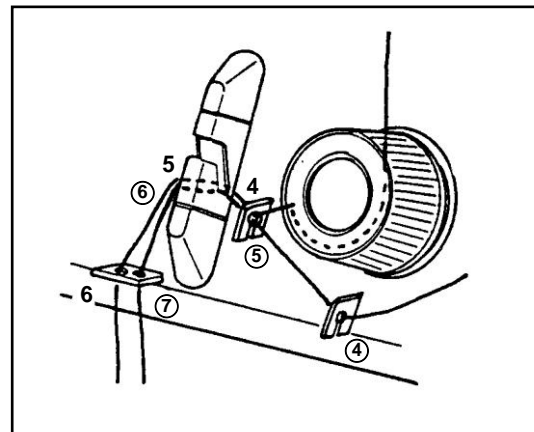
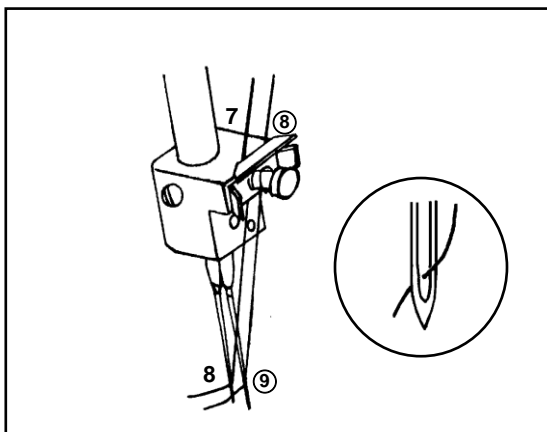
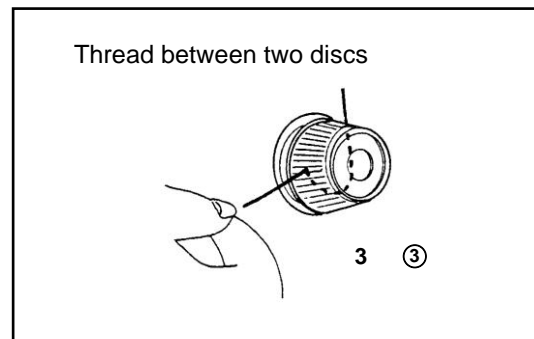
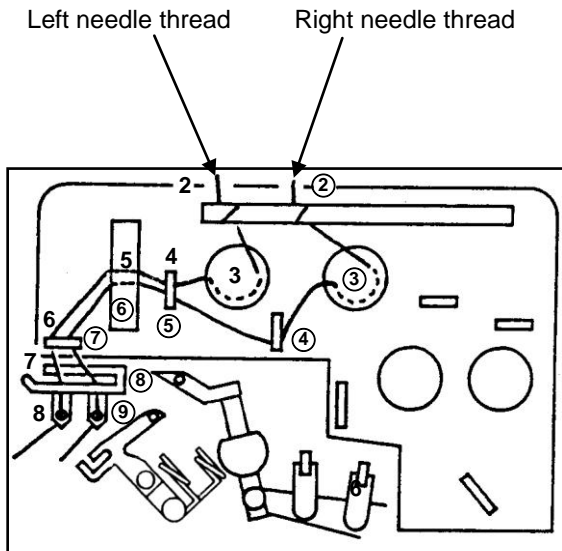
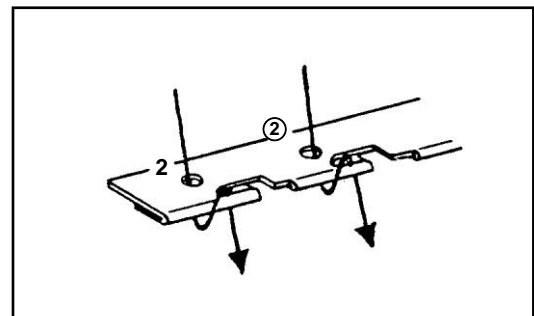
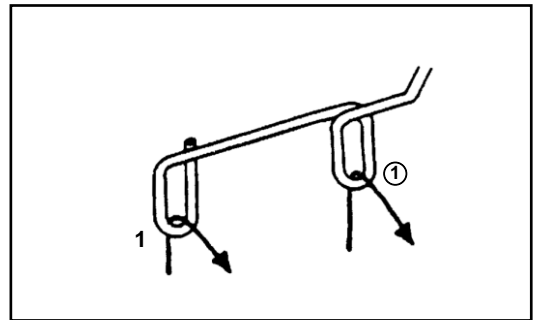
NEEDLE THREADING

5. Turn the handwheel toward you until needles are fully raised.
6. Pass the right and left needle threads as illustrated.

Important: The thread must lie correctly between the two discs inside the tension dials.

Pass through the needle eyes from front to back as illustrated.

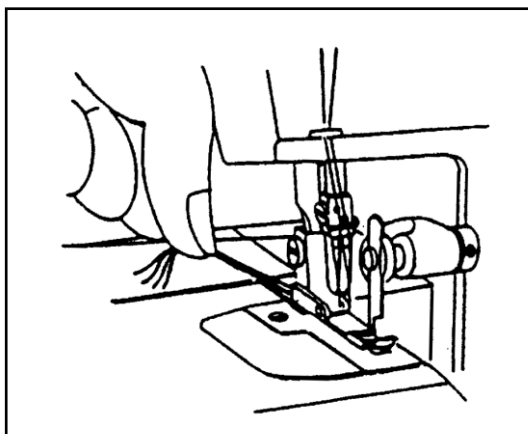
7. Pull out the thread end about 10 cm (4") long from the needle eyes. Raise the presser foot and place threads under it, then lower the presser foot.



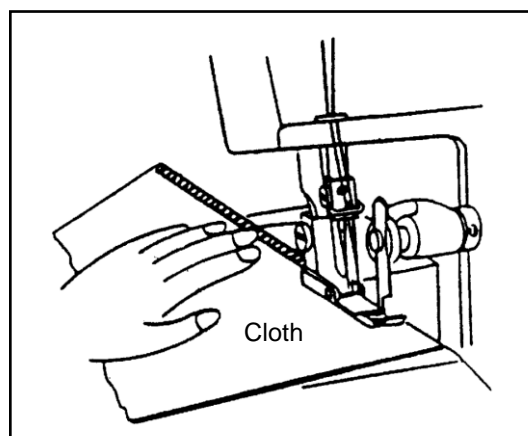
TRIAL SEWING

When the overlock has been threaded for the first time or re-threaded because of thread breakage during sewing, start sewing in the following manner.

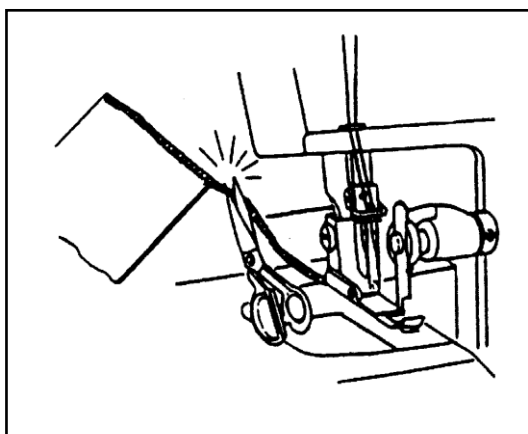
Holding the end of threads between your left finger tips, turn the handwheel slowly toward you two or three times and check the thread chain.



Place fabric for trial sewing under the presser foot and start sewing slowly. The fabric will be automatically fed. Guide the fabric as you serge.



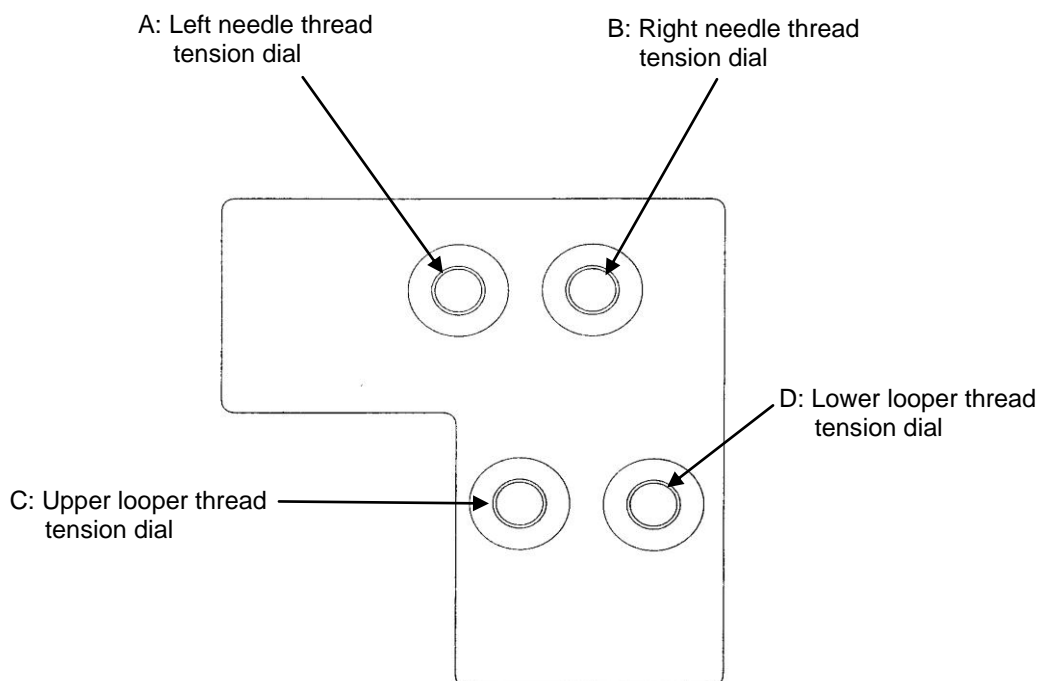
When work is finished, continue sewing to form about 5 cm (2") long thread chain from the end of fabric. Cut the threads with a scissor.



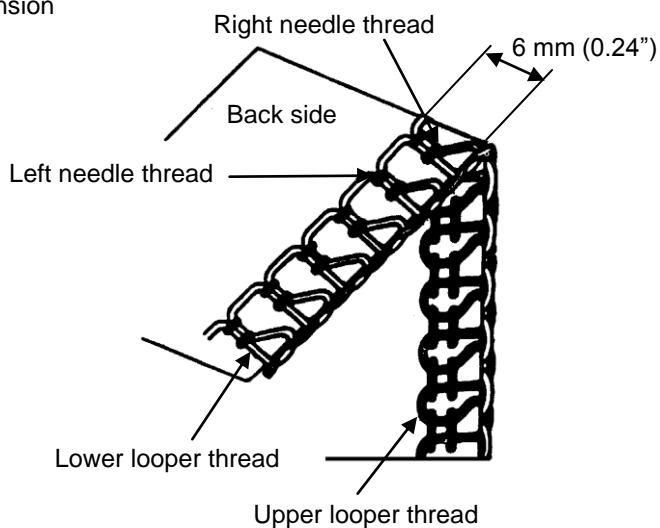
ADJUSTING THREAD TENSIONS

Thread tensions will vary according to the type and thickness of both thread and fabric.
Adjust the thread tension of the machine accordingly while checking the seam.

Thread tension: Turn dial toward smaller numbers, tension becomes loose.
Turn dial toward larger numbers, tension becomes tight.



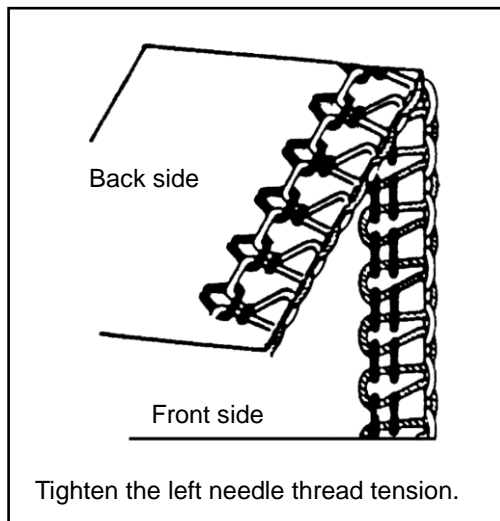
Correct thread tension



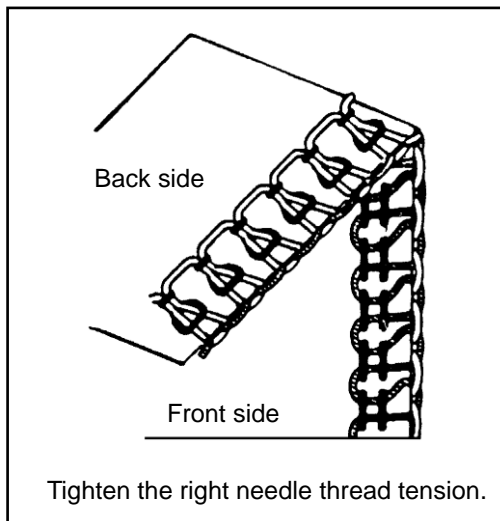
It is necessary to adjust the thread tension for the seams shown below.

[ADJUSTING THE NEEDLE THREAD TENSIONS]

The left needle thread tension is too loose.

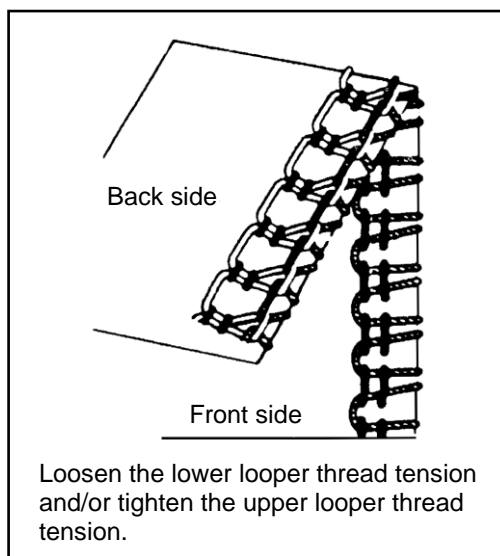


The right needle thread tension is too loose.

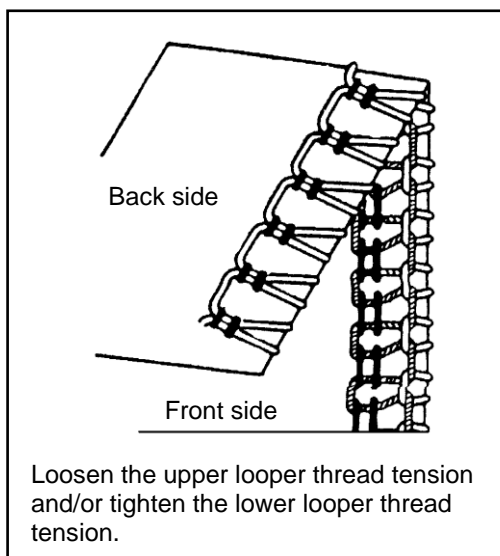


[ADJUSTING THE LOOPER THREAD TENSIONS]

The lower looper thread is tight and/or the upper looper thread is loose.

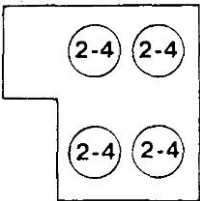
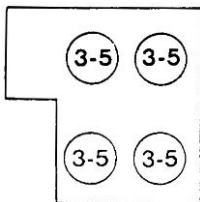
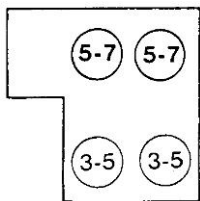


The upper looper thread is tight and/or the lower looper thread is loose.



MACHINE ADJUSTMENT CHART

The best tension for one fabric may not be correct for another.
The required tensions depend upon stiffness and thickness of fabric, thread size and type.
If necessary, readjust referring to the chart below.

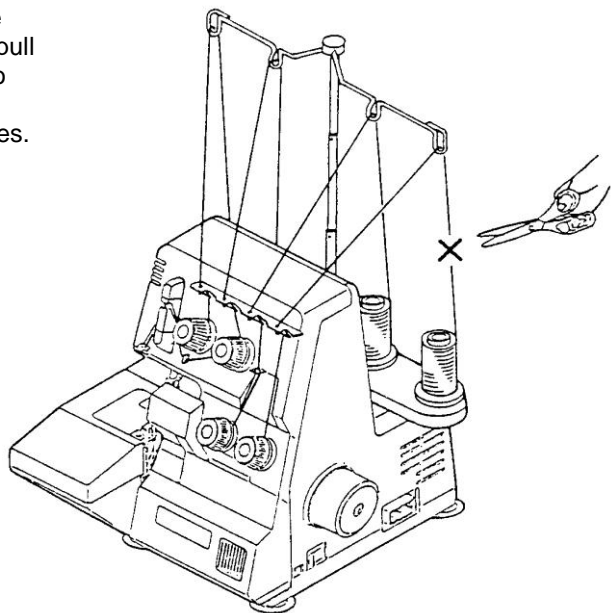
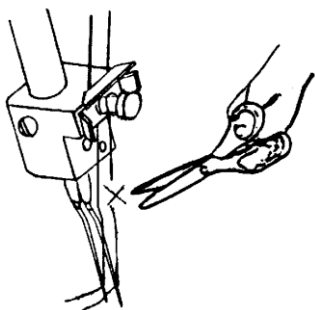
Fabrics	Threads	Needle	Stitch length	Standard Setting
Light-weight				
<ul style="list-style-type: none"> · Georgette · Organdy · Lawn · Voile · Crepe-de-chine · Silk <p>etc.</p>	<ul style="list-style-type: none"> · Cotton · Spun polyester · Polyester continuous <p>No. 80 - 100</p>	<p>HA x 1 No. 11</p> <p>130 / 705H No. 80</p>	<p>2.0 - 3.5 mm</p> <ul style="list-style-type: none"> · Standard 2.5 mm 	
Medium-weight				
<ul style="list-style-type: none"> · Cotton · Poplin · Gingham · Corduroy <p>etc.</p>	<ul style="list-style-type: none"> · Cotton · Spun polyester · Polyester continuous <p>No. 60 - 100</p>	<p>HA x 1 No.11-14</p> <p>130 / 705H No. 80 - 90</p>	<p>2.0 - 3.5 mm</p> <ul style="list-style-type: none"> · Standard 2.5 mm 	
Heavy-weight				
<ul style="list-style-type: none"> · Denim · Tweed · Velour <p>etc.</p>	<ul style="list-style-type: none"> · Cotton · Spun polyester · Polyester continuous <p>No. 50 - 80</p>	<p>HA x 1 No.14</p> <p>130 / 705H No. 90</p>	<p>2.5 - 4.0 mm</p> <ul style="list-style-type: none"> · Standard 3.0 mm 	

CHANGING THE THREAD (TYING ON)

It is simple to change the thread in the following manner.

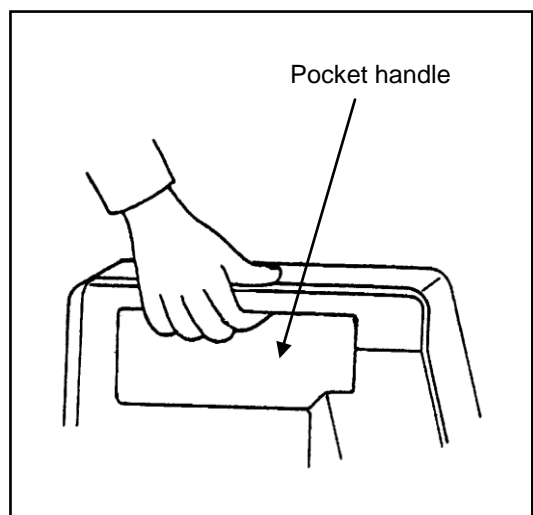
Cut the thread above the spool pin, and knot ends of old and new threads together. Set the tension dials to "O" and raise the presser foot.

Pull the other end of thread until knots come under the presser foot. For needle threads, pull the other ends of threads until knots come to needle eyes and cut the threads at the both sides of the knots. Then re-thread the needles.



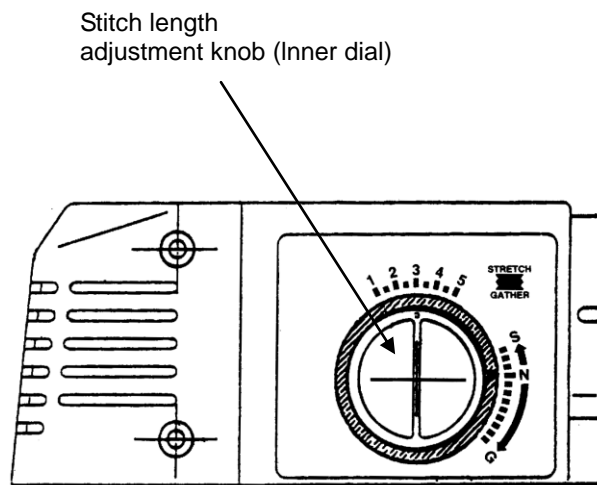
BUILT-IN POCKET HANDLE

The Built in pocket handle is a convenient way to carry your machine.



ADJUSTMENT OF STITCH LENGTH

There are nine setting adjustments which can be made from 1.0 to 5.0 mm.
Most overlock work is done with a basic stitch length setting of 2.5-3.5 mm.



[STITCH LENGTH SETTING]

Stitches	Stitch length
Regular seaming	2.0 - 5.0 mm 3.0 mm (Standard Setting)
Narrow seaming	1.0 - 2.0 mm
Rolled edging	1.0 - 2.0 mm
Picot edging	3.0 - 4.0 mm

CUTTING WIDTH

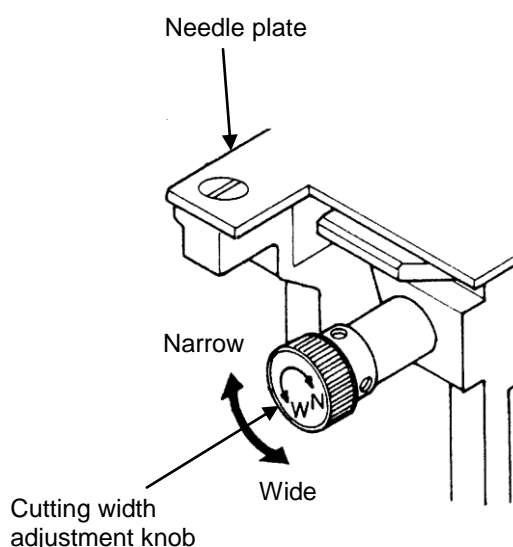
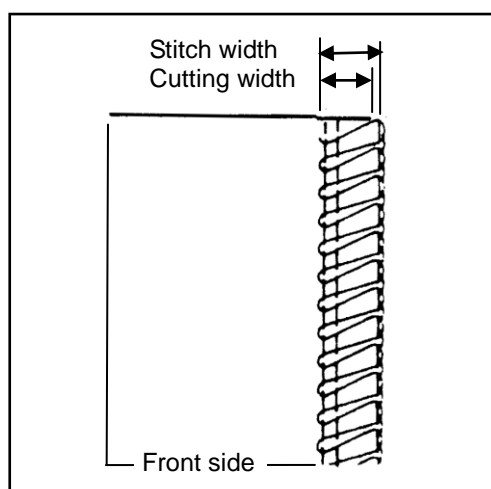
The proper cutting width differs with the type of fabric. Check the seams each time, and adjust the cutting width as follows.

1. Turn the handwheel toward you until the needles are at the lowest position.
2. Open the front cover and free arm.
3. Turn the cutting width adjustment knob until the looper threads lie along the edge of the fabric.

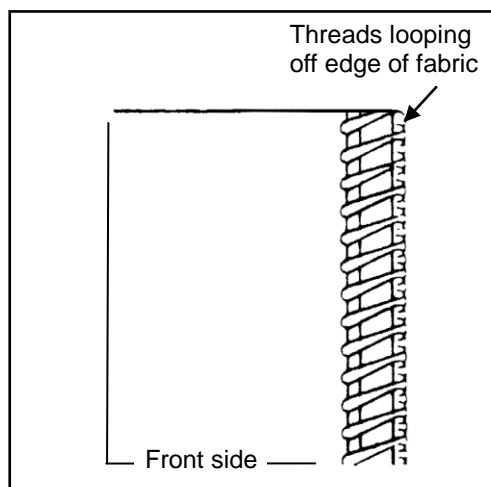
Adjust to a narrower cutting width if the fabric edges curl when sewing. Turn the cutting width adjustment knob to the right.

Adjust to a wider cutting width if the thread loops off the edge of the fabric. Turn the cutting width adjustment knob to the left.

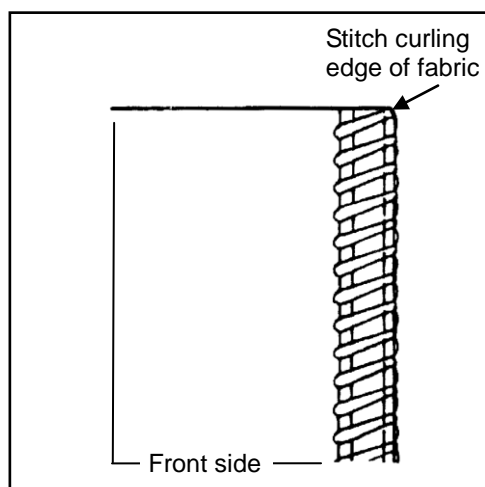
[THE PROPER CUTTING WIDTH]



[ADJUST TO A WIDER CUTTING WIDTH]



[ADJUST TO A NARROWER CUTTING WIDTH]



CHANGING THE NEEDLE

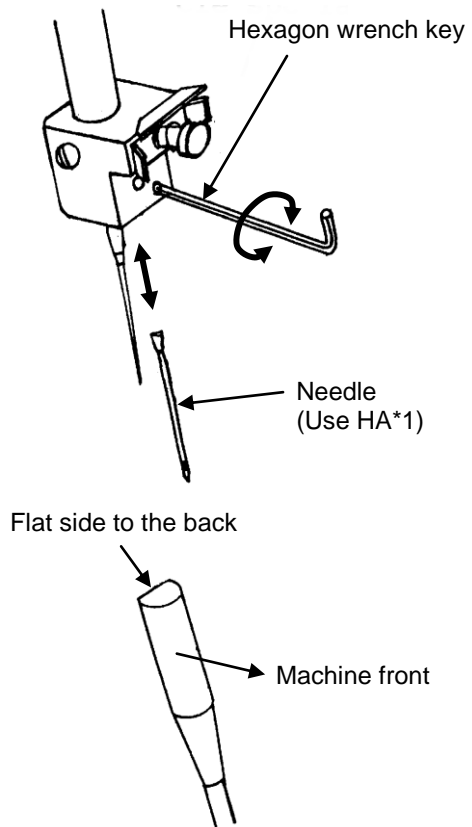
Turn the power switch to "OFF" before changing the needles.

Do not use any needle which is bent or blunt.

1. Turn the handwheel toward you until the needles are fully raised.
2. Open the front cover and lower the presser foot.
3. Using the hexagon wrench key from the accessory box, loosen the needle clamp screws and remove the needles. Upper left screw for left needle and lower right screw for right needle.
4. Insert the new needle with the flat side to the back into the needle clamp, making sure it is inserted as far up as possible. Tighten the needle clamp screw firmly.

When the needles are set correctly, the left needle is slightly higher than the right one. If needles are not correctly inserted, skipped stitches will result.

This machine is equipped with needle systems H.A*1 (Needle are household type).



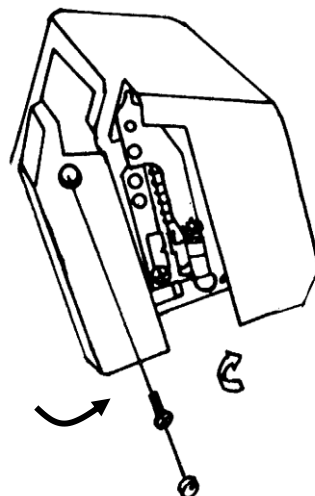
REPLACING THE BULB

Turn the power switch to "OFF" before replacing the bulb.

1. Take the hole cap off by needle.
2. Loosen the screw until it is taken apart.
3. Pull the lamp cover off from the low part.
4. Push and twist and then remove the old bulb.
5. Insert the new bulb and twist to its position.

Important:

This machine is designed to use 15 watt bulb.
The bulb is available from your local dealer.



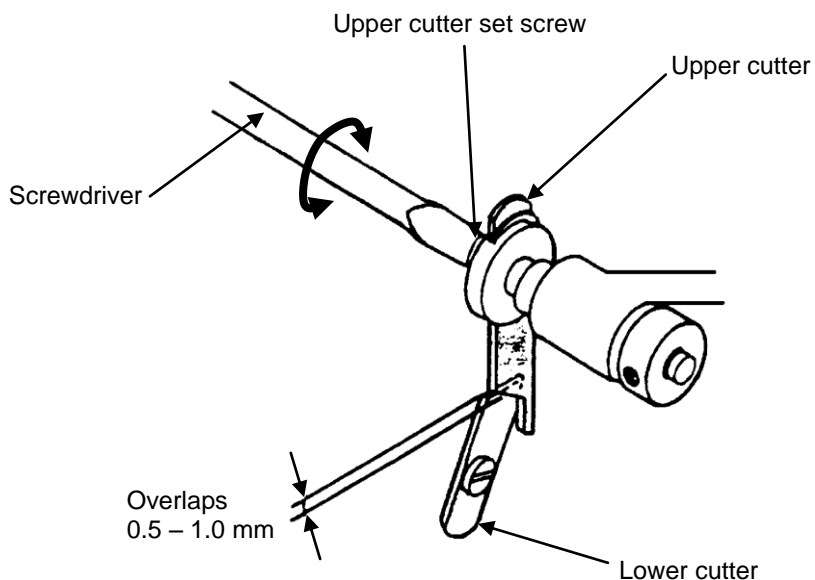
REPLACING THE CUTTERS

Turn the power switch to "OFF" before replacing the cutter blades.

The lower cutter is made of special material and does not usually need to be replaced. However, should it become damaged, it can be replaced by your local dealer.

To replace the upper cutter when it becomes dull :

1. Open the front cover and turn the handwheel toward you until the needles are in the lowest position.
2. Using the screwdriver from the accessory box, loosen the upper cutter set screw and remove the upper cutter.
3. Replace the new upper cutter and slightly tighten the upper cutter set screw.
4. Adjust the position of upper cutter so the edge of the upper cutter overlaps 0.5-1.0mm from the edge of lower cutter as shown below.
5. Tighten the upper cutter set screw firmly and close the front cover.

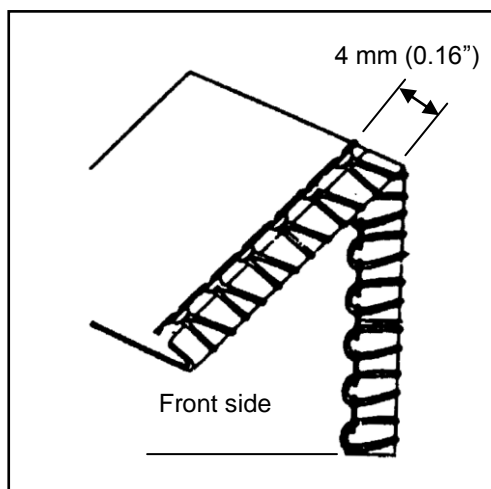
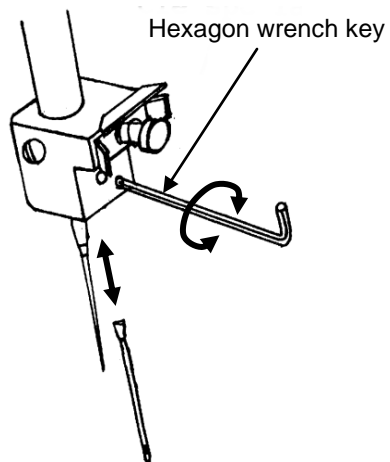


THREE THREAD NARROW AND WIDE OVERLOCK STITCH

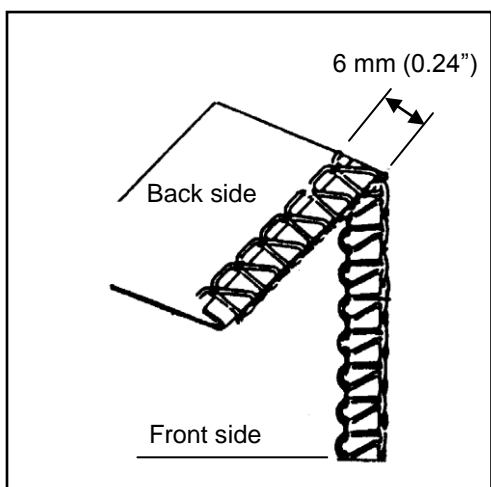
This machine is a 3/4 thread convertible overlock.

Remove either the right or left needle. Your machine is now ready for use as a 3-thread overlock.

Refer to "CHANGING THE NEEDLE"



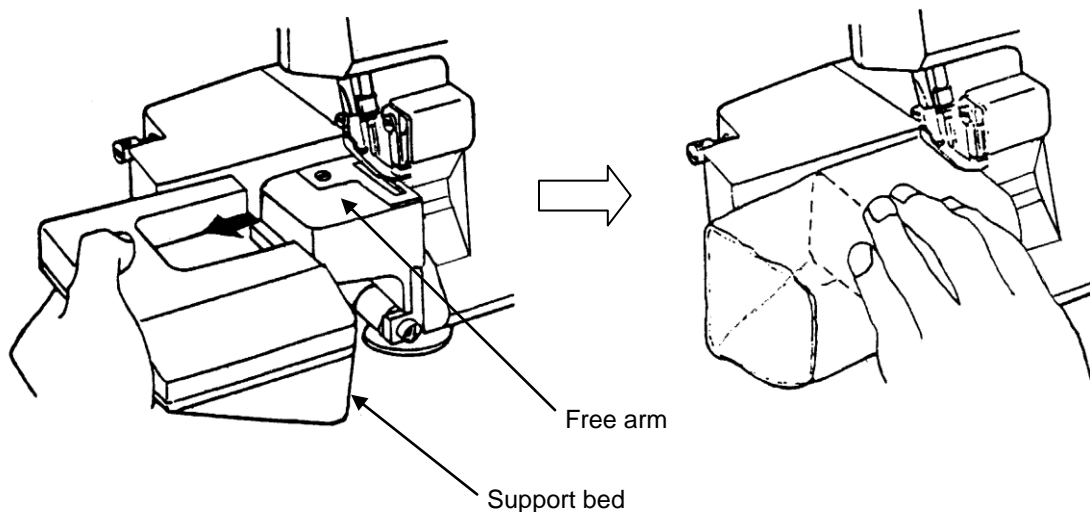
Using the needle on the right only, the stitch width is 4 mm (0.16").



Using the needle on the left only, the stitch width is 6 mm (0.24").

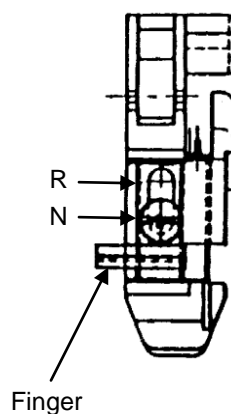
FREE ARM SEWING

Remove the support bed as illustrated which easily converts from a flat bed to free arm. Convenient for sewing pant legs, sleeves and cuffs, etc.



CONVERTIBLE PRESSER FOOT

The special presser foot, is set for normal overlock with the letter N adjacent to the vertical screw at front of presser foot. When you need to sew a rolled edge, simply loosen the large screw slightly and move the finger that protrudes from left side of foot forward until it stops, then re-tighten the screw. The letter R will now be adjacent to screw.



ROLLED AND NARROW EDGE

To carry out either of the above sewing tasks proceed as follows.

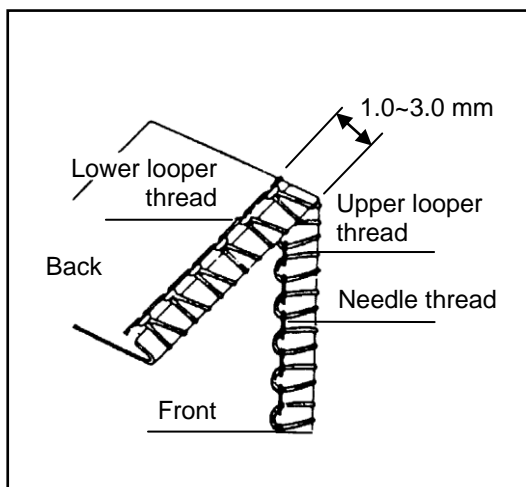
- (1) Refer to page 22 for special foot position setting.
- (2) Turn the handwheel toward you until needles are fully raised.
- (3) Open front cover and remove left needle. See page 19.
- (4) Set stitch length between 1.0-2.0 mm. See page 17. Also ensure that differential control is set at 'N' position.
- (5) Adjust stitch width, as shown on page 18.
- (6) If not already threaded re-thread the machine.
- (7) Place fabric under presser foot and start to sew.

Always test the stitch and tension settings on scrap fabric before sewing on an actual garment. When either Rolled or Narrow hemming, we recommend you change the threads as shown on page 24.

ALWAYS remember to re-set the special foot for normal serging after you have finished your rolled edge procedure.

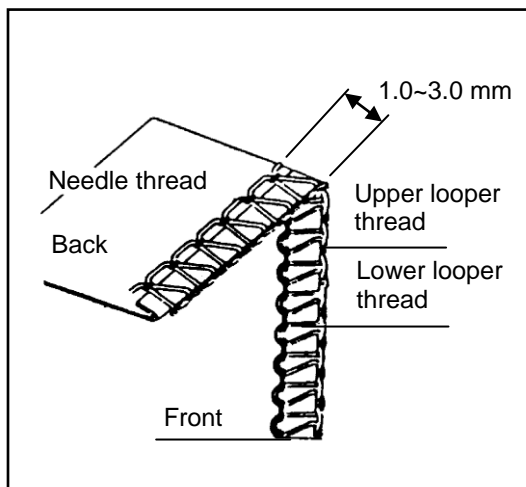
[ROLLED EDGE]

With a rolled edge the loops formed by the upper looper thread should be pulled to the underside of the fabric. This is done by setting the tensions as shown on page 24.



[NARROW EDGE]

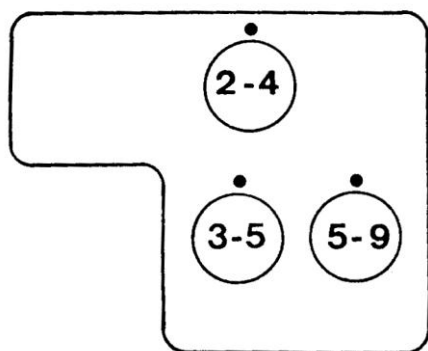
For seams on sheer or lightweight fabrics, set tensions as shown on page 24 for a balanced tension.



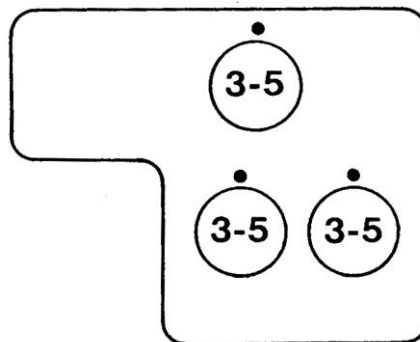
Important: If necessary, adjust the stitch length and cutting width.

Fabrics		Threads	
		Rolled hemming	Narrow hemming
<ul style="list-style-type: none"> · Georgette · Lawn · Crepe-de-chine · Silk · Broadcloth · Rayon · Voile etc. 	Needle thread	<ul style="list-style-type: none"> · Spun polyester No. 50 - 80 · Polyester continuous No. 50 - 80 	<ul style="list-style-type: none"> · Spun polyester No. 50 - 80 · Polyester continuous No. 50 - 80
	Upper looper thread	<ul style="list-style-type: none"> · Spun polyester · Wooly-nylon · Rayon thread 	<ul style="list-style-type: none"> · Wooly-nylon · Spun polyester No. 50 - 80 · Polyester continuous No. 50 - 80
	Lower looper thread	<ul style="list-style-type: none"> · Spun polyester No. 50 - 80 · Polyester continuous No. 50 - 80 	<ul style="list-style-type: none"> · Spun polyester No. 50 - 80 · Polyester continuous No. 50 - 80

[ROLLED HEMMING]



[NARROW HEMMING]

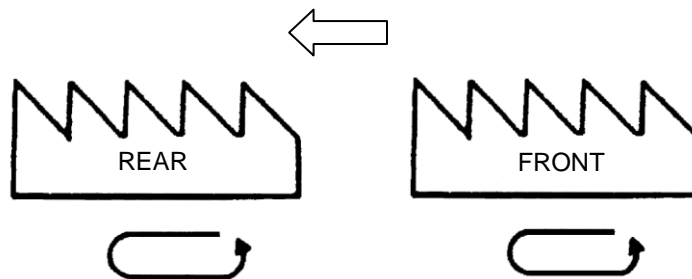


DIFFERENTIAL FEED

The differential feed prevents wavy seams in knitted fabrics and also movement between the layers of fabric. It also ensures pucker-free seams on lightweight fabrics.

[DIFFERENTIAL FEED MECHANISM]

There are two sets of feed teeth, one front and one rear. The two sets of feed teeth move independently. Differential feed allows the two sets of feed teeth to move at different rates. Differential ratio 0.7-2.0.

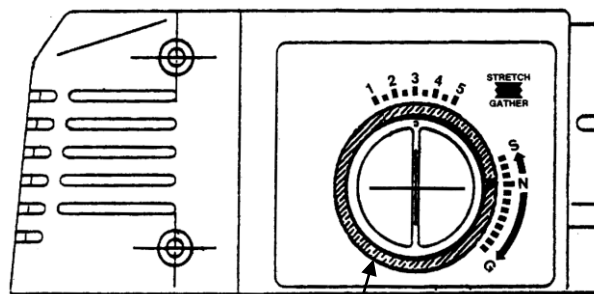


[ADJUSTING THE DIFFERENTIAL FEED]

The differential feed can be adjusted by simply turning the differential feed adjustment knob in the direction desired. Adjustment of the differential feed can be made while sewing.

Important:

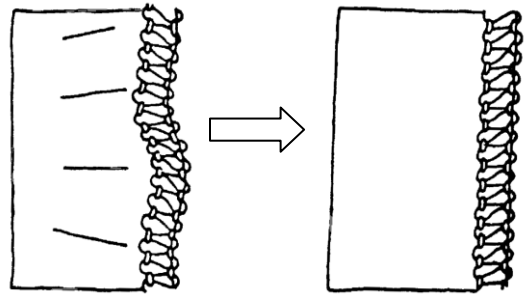
When sewing without differential feed, the adjustment knob for the differential feed should be set on the "N" position.



Differential feed
adjustment knob (Outside)

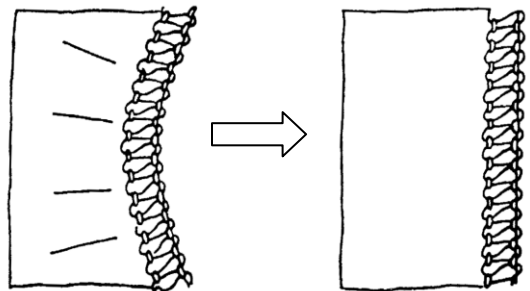
[WAVY KNITS & GATHERING]

For perfectly flat seams in stretchy knit garments, the front feed teeth need to feed faster than the rear feed teeth to prevent stretching the fabric. To Gather, the front feed teeth will also need to feed faster than the rear feed teeth. By using a long stitch length, (See page 25 to adjust), your fabric will easily gather. Set differential feed "G".



[STRETCHING TO PREVENT PUCKERING]

To avoid any puckering in seams on lightweight woven fabrics or smooth nylon, the rear feed teeth must feed faster than the front feed teeth. The front feed teeth, therefore, holds the fabric taut to prevent puckering. Set the differential feed motion at "S".



TROUBLE SHOOTING GUIDE

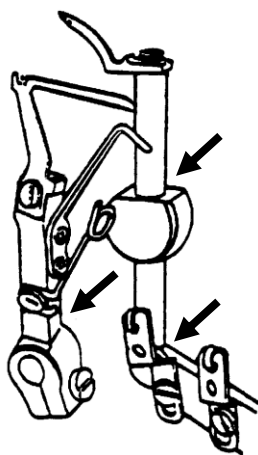
Check items below before calling for service.

Problem	Cause	Corrective action	Page
Needles break	1. Needles are bent, blunt or points are damaged.	1. Replace with new needles.	19
	2. Needles not inserted correctly.	2. Insert the needles correctly to the needle clamp.	19
	3. You have forcibly pulled the fabric	3. Guide fabric gently with both hands.	
Thread breaks	1. Threading is incorrect.	1. Thread the machine correctly.	10 · 11
	2. Thread tension is too tight.	2. Reset the thread tension.	13 · 14
	3. Needles not inserted correctly.	3. Insert the needles correctly to the needle clamp.	19
Skipped stitches	1. Needles are bent, blunt or points are damaged.	1. Replace with new needles.	19
	2. Needles not inserted correctly.	2. Insert the needles correctly to the needle clamp.	19
	3. Threading is incorrect.	3. Thread the machine correctly.	10 · 11
	4. Wrong needles used.	4. Use correct needles. (HA×1 or 130/ 705H)	19
Stiches are irregular	1. Thread tension is not correct.	1. Correct the thread tension.	13 · 14
	2. Thread is caught.	2. Check threading path of each thread.	10 · 11
Seam puckering	1. Thread tension is too tight.	1. Correct the thread tension.	13 · 14
	2. Threading is incorrect.	2. Thread the machine correctly.	10 · 11
	3. Thread is caught.	3. Check threading path of each thread.	10 · 11
	4. Differential feet not set.	4. Set differential feed to "S".	26
Fabric not cutting neatly	1. Upper cutter is blunt or wrongly positioned.	1. Replace or adjust the cutter.	20
Fabric edges curl	1. Too much fabric is within the stitch.	1. Re-adjust seam width.	18

CLEANING AND LUBRICATING

To keep your machine running smoothly ; it is necessary to clean using the brush from the accessory box now and then.

This machine requires very little lubrication as the main components are made of special materials. Occassionally, lubricate only the points illustrated.



SPECIFICATION OF MACHINE

Description	Specification
Number of threads	4 or 3
Number of needles	2 or 1
Sewing speed	1300 ± 200 r.p.m
Stitch width	4 - thread.....6 mm
	3 - thread.....6 mm or 4 mm
Stitch length	1 ~ 5 mm
Lift of presser foot	4.5 mm
Needles	HA x 1 No. 11-14
	130/ 705H No. 75 - 90
Dimentions	285 mm (W) x 285 mm (D) x 291 mm (H)
Weight	7 kg (approx. 15 lbs.)

STORING THE MACHINE

- Store the machine in its box or in a clean, dry place.
- Never wrap the power cord around the machine.

SERVICING THE MACHINE

If the unit is not operating correctly, please check the following:

- You have followed the instructions correctly.
- The wall socket is switched on.
- That the mains power supply is ON.
- That the plug is firmly in the mains socket.

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

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

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

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

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

W A R R A N T Y

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

HOME OF LIVING BRANDS (PTY) LTD (JOHANNESBURG)

JOHANNESBURG

TEL NO. (011) 490-9600

CAPE TOWN

TEL NO. (021) 552-5161

DURBAN

TEL NO. (031) 792-6000

www.homeoflivingbrands.co.za

