



OPERATING MANUAL OF
FAL-34NS1
COMMERCIAL MICROWAVE

**Please read the instruction manual carefully before operating your
new microwave**

Dear Owner: Thank you for purchasing our microwave which is designed to give you many years of cooking pleasure. Before using your new appliance please read the user's manual carefully and keep it in a safe place for future reference

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FALCO THE COMPANY

Falco Domestic Appliances was founded in 1991 and is proud to be a trusted name in the South African appliance industry.

Our business has been built on providing higher spec products offered at reduced prices.

More importantly, is the service aspect of our business, we value every customer and will always strive to assist to the best of our ability.

We thank you for supporting our company by purchasing this product and we hope that it will give you many years of use.

USING THIS MANUAL

Before installing the appliance, we strongly recommend that you read through the entire manual which includes safety instructions and proper use of its functions.

It is important that you retain these instructions along with your proof of purchase for future reference.

Due to ongoing product development Falco reserves the right to alter specifications and appearances without notice.

SPECIFICATIONS OF THIS APPLIANCE

Model:	FAL-34NS1
Rated Voltage:	230V~50Hz
Rated Input Power(Microwave):	1500W
Rated Output Power(Microwave):	1000W
Oven Capacity:	34L
External Dimensions:	553×488 ×343mm
Net Weight:	Approx. 19.2 kg

WARNING AND SAFETY INSTRUCTIONS

PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO HARMFUL MICROWAVE ENERGY

- Do not attempt to operate this microwave with the door open as this can result in harmful exposure to microwave energy. It is important not to break or tamper with the safety interlocks.
- Do not place any object between the microwave front face and the door or allow soiled or cleaner residue to accumulate on sealing surfaces.
- **WARNING:** If the door or door seals are damaged, the microwave **must not** be operated until it has been repaired by a competent person.
- Incorrect maintenance and repairs could cause harm to the user. Please ensure repairs are carried out by an authorised Falco technician.
- A damaged appliance can be dangerous. Please check for any visible damage before use and notify your retailer should there be any signs of damage.
- Before connecting the appliance to the electrical mains supply, ensure that the electrical data on the rating label (found on the inside cavity of your appliance) matches that of the electricity supply. Consult your local electrician if in doubt.
- Any tampering with electrical or mechanical components can cause injury and will also void the product's warranty.
- During repair the appliance must be disconnected from the mains electricity supply.
- **WARNING:** It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of the cover which gives protection against exposure to microwave energy.
- **WARNING:** Liquids and other foods must not be heated in sealed containers as they could explode.
- **WARNING:** Microwave heating of beverages can result in delayed eruptive boiling, therefore care must be taken when handling the container.
- **WARNING:** The contents of feeding bottles and baby food jars shall be stirred or shaken, and the temperature checked before consumption, to avoid burns.
- When heating food in plastic or paper containers, keep an eye on the microwave due to the possibility of ignition.
- If smoke is observed, switch off or unplug the appliance and keep the door closed to stifle any flames.
- Eggs in their shell and whole hard-boiled eggs should not be heated in microwave ovens as they may explode, even after microwave heating has ended.
- Only use utensils that are suitable for use in microwave ovens.
- This appliance 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 the use of the appliance

by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person to avoid a hazard.
- The microwave should be cleaned regularly, and any food deposits should be removed.
- Failure to maintain the oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance and possibly result in a hazardous situation.
- Metallic containers for food and beverages are not allowed during microwave cooking.

REDUCING THE RISK OF ELECTRICAL SHOCK

1. **Electric Shock Hazard** - Touching some of the internal components can cause serious personal injury or death. Do not disassemble this appliance.
2. **Electrical Grounding** - 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.

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

Consult a qualified electrician or serviceman if the grounding instructions are not completely understood or if any doubt exists as to whether the appliance is properly grounded.

3. **External Earthing Terminal** – This appliance comes with an external earthing terminal which provides an additional earthing point on the outside of the oven body, on the rear. This terminal is marked with the following symbol: 

This is in addition to the earth located on the provided 3 pin plug.

4. **Extension Cord** - If it is necessary to use an extension cord, use only a 3-wire extension cord.

A short power-supply cord is provided to reduce the risks resulting from becoming entangled in or tripping over a longer cord.

If a long cord set or extension cord is used:

The marked electrical rating of the cord set or extension cord should be at least as great as the electrical rating of the appliance.

The extension cord must be a grounding type 3 wire cord.

The long 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.

5. **Cleaning** - Be sure to unplug the appliance from the power supply before cleaning. Clean the inside of the oven after using with a slightly damp cloth. The door frame and seal and neighbouring parts must be cleaned carefully with a damp cloth when they are dirty.

UTENSILS THAT CAN BE USED SAFELY IN THE MICROWAVE

SAFE MATERIALS

- **Browning Dish** - Follow manufacturer's instructions. The bottom of browning dish must be placed smoothly on the ceramic board. Incorrect usage may cause the ceramic board to break.
- **Dinnerware** - Microwave-safe only. Follow manufacturer'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's instructions. Do not close with metal tie. Make slits to allow steam to escape.
- **Paper Plates and Cups** - Use for short term 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's instructions. Should be labelled "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.

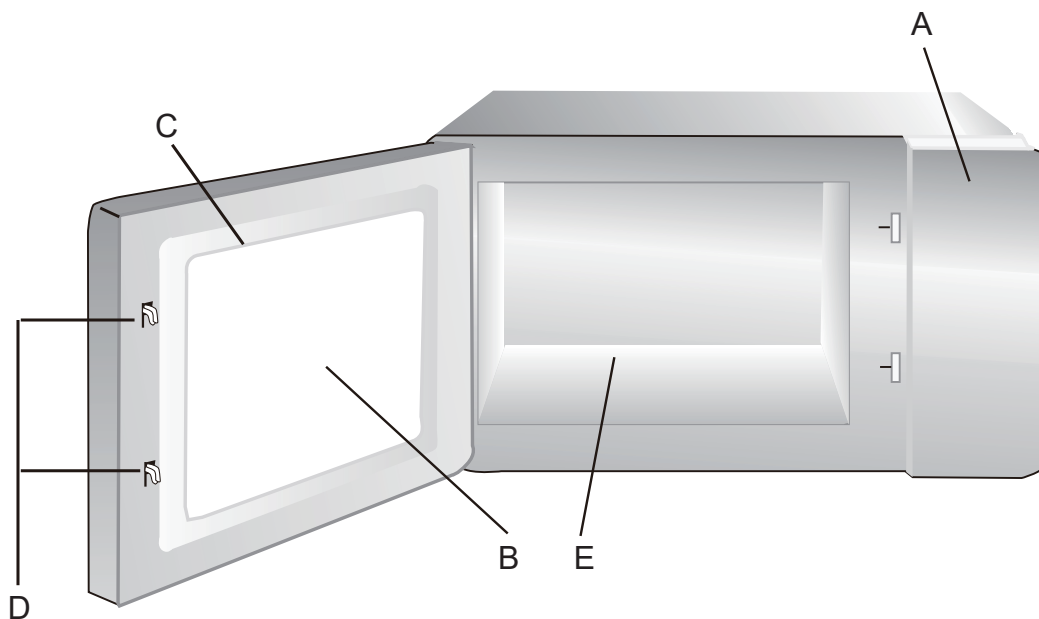
MATERIALS TO BE AVOIDED

- **Aluminium 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.

SETTING UP YOUR MICROWAVE

NAMES OF MICROWAVE PARTS

Remove the oven and all materials from the carton and oven cavity.



- A) Control panel
- B) Observation window
- C) Door assembly
- D) Safety interlock system

E) Ceramic base

NOTE:

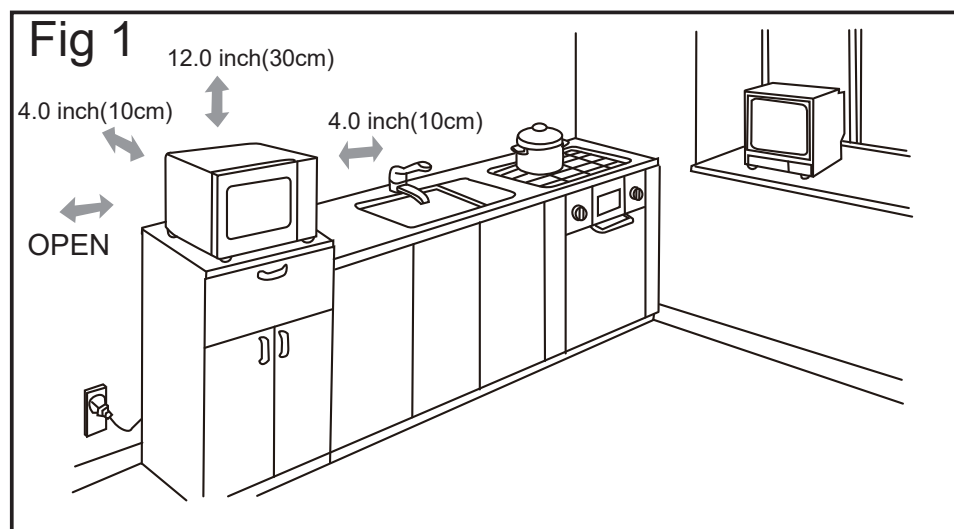
- 1) Don't press down hard on the ceramic base.
- 2) Handle objects gently when inserting and removing from the microwave, to avoid damage to the ceramic base.
- 3) After using, don't touch the ceramic base by hand to avoid scalding.

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.

INSTALLATION

- 1) Select a level surface that provides enough open space for the intake and/or outlet vents (Figure 1).



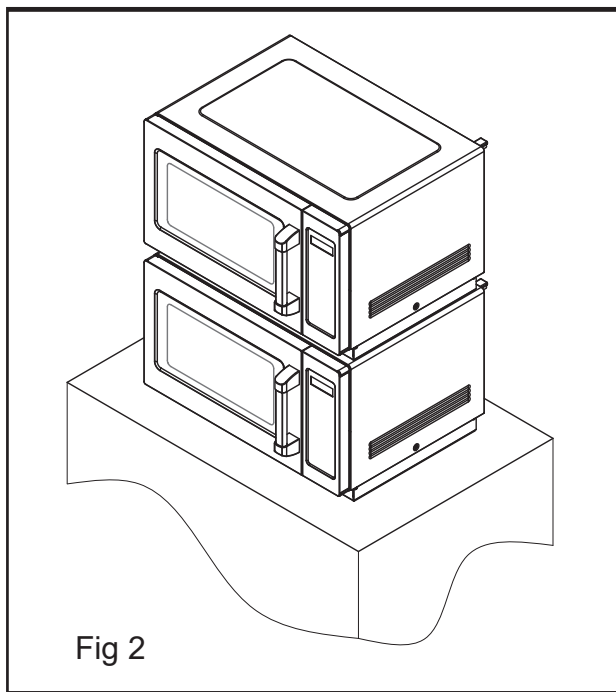
A 10-cm spacing should be kept between the appliance and the back walls, and a 30-cm spacing kept on the top. Never dismantle the appliance's feet, or block the air intake and exhaust opening. The left side must be open.

- 2) Blocking the intake and/or outlet openings can damage the oven.
- 3) Place the oven as far away from radios and TV as possible, as it may cause interference to your radio or TV reception.
- 4) Plug your microwave into a standard household outlet. Be sure the voltage and frequency are the same as the voltage and frequency on the appliance rating label.
- 5) Warning: The plug socket, other electric appliances which could be affected by heat and moisture should be kept away from the microwave's vents.

STACKING THE MICROWAVE

This model of microwave can be stacked on top of another identical microwave (Figure 2)

*Not to exceed more than two levels of stacking.



CLEANING INSTRUCTIONS

ALWAYS KEEP THE OVEN CLEAN

Cleaning the glass viewing window, the inner door panel and oven front face.

For best performance and to maintain a high degree of safety, the inner door panel and oven front face should be free of food or grease build-up. Wipe these parts with a mild detergent, rinse and wipe dry. Never use abrasive powders or pads.

Cleaning the control panel and plastic parts.

Do not apply a detergent or an alkaline liquid spray to the control panel and plastic parts, as this may cause damage to these parts.

Use a dry cloth (not a soaked cloth) to clean these parts.

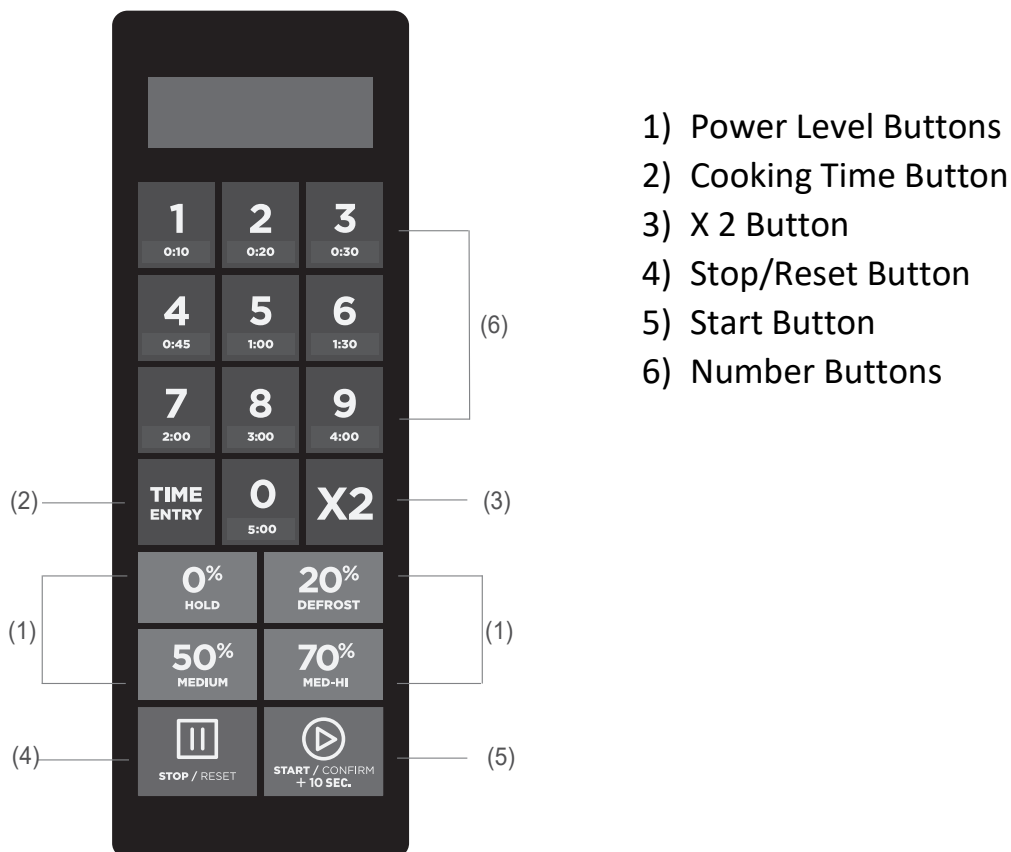
Cleaning the oven interior

After use be sure to clean up spilled liquids, spattered oil and food debris as quickly as possible. If the oven is used when dirty, efficiency drops and the dirt gets stuck on the oven surface and may cause bad odours. Clean the interior with a cloth soaked in luke-warm water with a mild detergent dissolved in it, then rinse the soap off with a damp cloth.

CAUTION: Do Not wipe plastic and painted sections of the oven with bleach, thinners or other cleaning agents, as this may cause these parts to dissolve or change sharp.

OPERATION

CONTROL PANEL AND FEATURES



POWER LEVELS

Five power levels are available:

Level	High	M. Hi	Med.	Defrost	Hold
Power	100%	70%	50%	20%	0%

1) POWER UP

“-----” displays when the oven is electrified for the first time. If the **"Stop/Reset"** button is pressed, the oven will change to idle mode.

Note: In Idle mode, no button can be pressed.

2) IDLE MODE

- The oven shall enter IDLE MODE after a set amount of seconds have expired in READY or PAUSE MODE without a keyboard press or a door open and close.

The number of seconds is determined by the keyboard Timeout Window, set by User Option 4.

- During IDLE MODE the display is blank and there shall be no oven activity.
- Opening and then closing the oven door, the oven will exit the IDLE MODE and go into READY MODE.

3) READY MODE

- In this mode, the oven is ready to either begin a manual or preset cooking cycle.
- Opening and closing the door while the oven is in IDLE MODE will put the oven into READY MODE.
- During READY MODE, "READY" displays.
- From the READY MODE, the oven can go to almost all of the other modes.
- Only the fan and lamp will work.

4) DOOR OPEN MODE

- While the door of the microwave is open, the oven shall be in DOOR OPEN MODE.
- During this mode, the display is blank. If the door of the oven is open during a cooking cycle, "DOOR" and "OPEN" will display.
- When the door is closed, if User Option OP:60 is selected and the oven was running a manual or pre-set cook cycle, the oven shall enter PAUSE MODE. In all other cases, the oven shall return to DOOR OPEN Mode with User Option OP:61 set, opening and closing the door will clear out any information about a Manual or Pre-set Program which was running.

5) PAUSE MODE

- This mode allows the users to temporarily stop the cooking cycle to inspect or stir the food item.
- While in MANUAL COOK MODE, or PRESET PROGRAM COOK MODE, if the door is opened and then closed, or if the "Stop/Reset" button is pressed, the oven will enter PAUSE MODE.
- While paused, the oven will display the remaining cooking time.
- PAUSE MODE will expire back to IDLE MODE in the exact fashion as READY MODE, dependent on User Option 4. Additionally, if the "Stop/Reset" button is pressed, the oven will immediately enter READY MODE, or if the "Start/Confirm" button is pressed the oven will go into WORKING MODE.

6) MANUAL COOK ENTRY MODE

- The user may manually enter a cook time and power level while in this mode.
- While the oven is in the READY MODE, pressing the “TIME ENTRY” button on the keyboard will put the oven into MANUAL COOK ENTRY MODE.
- During this mode “00:00” displays.
- Press either of the power level buttons “Hold 0% Defrost 20% Medium 50% or Med-Hi 70%” to select. The oven will display the selected power level. If the same button is pressed twice, the power level will change to full power “PL10”. If no power button is pressed, full power will be the default setting.
- During the setting process, press “Start/Confirm” button to enter MANUAL COOKING MODE. Press “Stop/Reset” to enter READY MODE.

7) MANUAL COOK MODE

- Select the desired cooking time button from 0 - 9.
- Pressing the “Start/Confirm” button on the keyboard will cause the oven to begin MANUAL COOK MODE.
- During this mode, the remaining cooking time displays.
- Each press of the "Start/Confirm" button will increase the cooking time by 10 seconds.
- When the cooking program is finished, the oven will enter END OF COOK CYCLE MODE.

8) END OF COOK CYCLE MODE

- After the time has expired in a MANUAL COOK MODE, or a PRESET PROGRAM COOK MODE, the oven shall go into THE END OF COOK CYCLE MODE.
- When finished “DONE” displays.
- If either User Option OP:11 or "OP:12" is selected, the oven shall continue to sound until the user acknowledges this by either opening and closing the door or pressing the “Stop/Reset” button. If User Option OP:10 is selected, after the 3 seconds beep, the oven shall go into IDLE MODE if there is no operation for a while.

9) PROGRAMMING MODE

This mode allows users to assign cook times and power levels to the one touch button.

- 1) Open the door and press “1” for 5 seconds, the buzzer will sound once and enter PROGRAMMING MODE.
- 2) “PROGRAM” will display.

- 3) Press any number from 0 - 9 to select the program, the LED will display the saved time. You can then input the cooking time required.
- 4) Press "Hold 0% Defrost 20% Medium 50% or Med-Hi 70%" to input the power level required.
The LED will display the related power. If the same button is pressed twice, the power will change to full power. If no power is chosen, full power "PL10" will be the default.
- 5) After setting the time and power, press "Start/Confirm", the cooking program will be saved and "PROGRAM" will display.
- 6) If a cooking time is required that is more than the max time available, Select option 7, then press "Start/Confirm" to save the program. The buzzer will sound three times to tell you that the timer is cancelled. The LED will then show "PROGRAM"
- 7) Close the door, the microwave will then return to READY MODE.
Any program that was not saved will be lost. If programs were saved to their respective numbers as per the procedure above, then once the related number is selected and the "START" button pressed, then the saved program will start.
If a number is selected which had no program saved to it, the buzzer will sound and nothing will happen.
If the "Stop/Reset" button is pressed at any time during the program setting process, the microwave will return to "DOOR OPEN MODE".

EXAMPLE

You want to set a memory cooking program to cook on power level Med-Hi 70% for a cooking time of 1 minute and 25 seconds, on program number 3.

STEP 1 – Open the door and press "1" button for 5 seconds, "PROGRAM" displays.

STEP 2 – Press button "3" to choose number 3, the program will be saved in program number "3".

STEP 3 – The preset cooking time will display, select your desired cooking of 1:25.

STEP 4 – Press the "Med-Hi 70%" button to select 70% power mode.

STEP 5 – Press "START" to save. When this program is required, just choose "3" and press "START", the program will start.

NOTE: The programmes will be retained if there are electricity cuts.

10) STAGE COOKING PROGRAMMING

This allows the user to cook food items at a combination of power levels and times.

- 1) Three stages can be set at most under programming mode or memory mode. After setting the power and time for the first stage, press the "Time Entry" button, to set the second stage and the same step for the third stage.
- 2) When setting the second or the third stage, press the "Time Entry" button, "STAGE-2" or "STAGE-3" displays.
- 3) Press the "Start/Confirm" button to start cooking.

EXAMPLE

To set program 3 as a memory mode as follows: Stage 1 is power level "Med-Hi 70%" and time is 1 minute 25 seconds. The second stage is power level Medium 50% and 5 minutes and 40 seconds.

STEP 1 - Open the door and press "1" for 5 seconds, the buzzer will sound once and enter into PROGRAMMING MODE. LED displays "PROGRAM".

STEP 2 – Press button "3", the program will be saved in "3".

STEP 3 – The display will show the default time. Input the desired cooking time 1:25.

STEP 4 – Press the "Med-Hi 70%" button to select 70% power mode. The first stage is finished.

STEP 5 – Press the "Time Entry" button, displays "STAGE-2" or "STAGE-3".

STEP 6 – Input the desired cooking time 5:40.

STEP 7 - Press the "Medium 50%" button to select 50% power mode.

STEP 8 – Press "START" to save the set program.

11) USER OPTION MODE

This allows the user to change some settings of the microwave:

- 1) Open the oven door and press button "2" for 5 seconds. The buzzer will sound once and enter this mode.
- 2) The LED displays "OP:--".
- 3) Press the buttons 1 – 9 to enter the setting options available as per Appendix 1 below.
- 4) During the setting process, press the "Stop/Reset" button to enter DOOR OPENING MODE. Closing the door will enter READY MODE.
- 5) If the "START" button is not pressed at the last step, the program will not save.

Option	Setting	Discription
1 EOC Tone	OP:10	3 seconds beep
	OP:11	Continuous beep
	OP:12	5 quick beeps,Repeating
2 Beeper Volume	OP:20	Beeper Off
	OP:21	Low
	OP:22	Medium
	OP:23	High
3 Beeper On/Off	OP:30	Keybeep Off
	OP:31	Keybeep On
4 Keyboard Window	OP:40	15 seconds
	OP:41	30 seconds
	OP:42	60 seconds
	OP:43	120 seconds
5 On the Fly	OP:50	On-the-Fly Disable
	OP:51	On-the-Fly Enable
6 Door Reset	OP:60	Door Reset Disable
	OP:61	Door Reset Enable
7 Max time	OP:70	60 Minute Maximum Cook Time
	OP:71	10 Minute Maximum Cook Time
8 Manual Programming	OP:80	Manual Programming Disable
	OP:81	Manual Programming Enable
9 Double Digit	OP:90	Single Digit Mode-10 programs
	OP:91	Doule Digit Mode-100 programs

Example

To set the sound level of the buzzer to medium.

STEP 1 – Open the oven door and press button “2” for 5 seconds. The buzzer will sound once and enter this mode.

The LED displays “OP:--”.

STEP 2 - Press the buttons “2” & “2”

“OP:22” displays.

STEP 3- Press “START” to save the current setting. Once it has been saved the display show “OP:22”.

Appendix B – Default cooking times

The microwave oven will ship with the following Preset Cooking Times:

Button	Display (Time)	Power	Cook Factors
1	0:10	100%	80%
2	0:20	100%	80%
3	0:30	100%	80%
4	0:45	100%	80%
5	1:00	100%	80%
6	1:30	100%	80%
7	2:00	100%	80%
8	3:00	100%	80%
9	4:00	100%	80%
0	5:00	100%	80%

12) SERVICE MODE

- 1) Open the oven door and press button “3” for 5 seconds to enter service mode, LED displays “SERVICE”.
- 2) To check how many times the door was opened and closed, press button “3”, the LED will display the amount of times.
- 3) To reset the counter, press the button “4” within 3 seconds, the message “4-CLEAR” will display. Press “Start/Confirm” and “CLEARED” will display.
- 4) Press the “Stop/Reset” button to enter DOOR OPEN MODE. Closing the door will enter READY MODE.

13) FACTORY DEFAULT SETTINGS

In “POWER UP” and “READY” modes, press “Start/Confirm” and “0” to reset to factory default settings.

TROUBLE SHOOTING

Normal	
Microwave oven interfering TV reception	Radio and TV reception may be interfered when microwave oven operating. It is similar to the interference of small electrical appliances, like mixer, vacuum cleaner, and electric fan. It is normal.
Dim oven light	In low power microwave cooking, oven light may become dim. It is normal.
Steam accumulating on door, hot air out of vents	In cooking, steam may come out of food. Most will get out from vents. But some may accumulate on cool place like oven door. It is normal.
Oven started accidentally with no food in.	It is forbidden to run the unit without any food inside. It is very dangerous.

Trouble	Possible Cause	Remedy
Oven cannot be started.	(1) Power cord is plugged in tightly.	Unplug. Then plug again after 10 seconds.
	(2) Fuse blowing circuit breaker works.	Replace fuse or reset circuit breaker (repaired by professional personnel of our company)
	(3) Trouble with outlet.	Test outlet with other electrical appliances.
Oven does not heat.	(4) Door is not closed well.	Close door well.



According to Waste of Electrical and Electronic Equipment

(WEEE) directive, WEEE should be separately collected and treated. If at any time in the future you need to dispose of this product, please do NOT dispose of this product with household waste. Please send this product to WEEE collecting points where available.

WARRANTY

Warranty and service certificate:

This certificate is issued by Falco Domestic Appliances, supplier of ALL Falco products. Hereinafter referred to as 'The Company', to the original purchaser only, of the product/appliances described on the certificate and shall constitute the only warranty given in respect of this product/appliance.

The Company warrants to the original purchaser that for the period of **TWO YEARS** on ALL commercial microwaves from date of purchase, the appliance should be free from defect under normal use, both in workmanship and material.

If not, the warranty is subject to the following conditions:

1. Repair or replacement of any part of this product/appliance, found by The Company to be defective, shall be at the cost of The Company. The Company reserves the right to affect such service through any Service Division authorised by The Company to carry out service on The Company's products/appliances. The cost of the service shall be borne by The Company in full, providing that the product/appliance is located no further than 50km from an authorised service agent.
Where the product/appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by The Company or alternatively, The Company reserves the right to ask the purchaser to deliver any faulty product/appliance to the dealer from which it was bought or nearest service agent, for repairs. After the said repair has been completed, the original purchaser is again responsible for the collection and transportation of said product/appliance.
2. Where the purchaser lives in an outlying area (farms/ remote locations) where appointed Service Agents are limited or non-existent, The Company reserves the right to request such a purchaser to transport the unit to and from the nearest appointed Service Agent for repairs.
3. The Company shall not be held responsible for transportation/other costs other than those incurred within the provisions of Clause 1 and 2 of this Certificate.
4. Abuse, misuse in conflict with the operating instructions or connection to incorrect voltages (generators, solar panels, wind turbines without the additional and compulsory addition of pure sine wave invertors), shall release The Company from all its obligations under warranty. It is an express condition of these warranties that the purchaser takes due care and attention in the installation, use and maintenance of the product/appliance.
5. Any physical damage to the product/appliance that occurred prior to delivery/receipt of the product/appliance will only be included in this warranty provided that it is reported, together with the proof of purchase within 48 hours thereof. Any part on any of the abovementioned products/appliances will be excluded from this warranty, should findings indicate that the parts are damaged or malfunctioning because of any form of physical damage.
6. This warranty shall become void and cease to be valid if the product/appliance is dismantled by, or any repairs to the product/appliance are affected by any person not authorised by The Company, or if replacement parts not approved by The Company are used in any product/appliance, or if the serial number of the product/appliance is removed.
7. These warranties shall not apply if the product/appliance is purchased or used beyond the borders of the Republic of South Africa (Swaziland, Lesotho, Namibia, Botswana and Zimbabwe).
8. The Company shall not be responsible for damages resulting from fire, floods, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible, nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunctioning of the appliance/product.
9. Where service is requested under warranty and no fault or any defect is found by the Company service agents, all costs incurred will be for the purchaser's account.
10. This certificate together with the purchaser's proof of purchase (Invoice from Dealer) will serve as proof of purchase. For warranty purposes, it will be essential to produce this Certificate with the Invoice. Failure to do so will render the purchaser liable for service costs.
11. The Company will not exchange any faulty product/appliance still under warranty EXCEPT if the appointed service agent inspects and confirms with valid proof that the appliance is irreparable.
12. This warranty does not cover rodent or insect infestation.

Appointed Service Department:

FALCO DOMESTIC APPLIANCES (PTY) LTD

Service call centre: Tel: (010) 880-1858; Whatsapp: 082-769-2715

E-mail: service@falco.co.za

Alternatively book a service call online using the following link: www.falco.co.za/service.

Any service-related queries should be directed directly to the dealer (store) where the unit was purchased. Alternatively, the purchaser can contact the appointed call centre on the details provided above. The appointed service department, Falco Domestic Appliances (PTY) Ltd, will allocate the service call under the warranty procedure to one of their closest service agents in the purchaser's area. No service call will be considered under the warranties if no proof of purchase can be presented.

Compliments or Complaints regarding service can be directed to Info@falco.co.za

