

# Arc & Arc XL



**Live-Fire cooking made easy.**

# Introduction



## DANGER

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### If you smell gas:

Shut off gas to the appliance.

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Extinguish any open flame.

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If odour continues, keep away from the appliance and immediately call your fire department.



## WARNING

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Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.

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An LPG cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

This instruction manual contains important information necessary for the proper assembly and safe use of the appliance.

Read and follow all warnings and instructions before assembling and using the appliance. Follow all warnings and instructions when using the appliance. Keep this manual for future reference.

Never operate this appliance in enclosed areas. Failure to follow these instructions could result in asphyxiation, fire or explosion which could cause property damage, personal injury or death.

Never operate this appliance unattended.

Never operate this appliance within 1.5m of any structure, combustible material or other gas cylinder.

Never operate this appliance within 7.5m of any flammable liquid.

Do not fill the cooking vessel beyond the opening of the oven mouth.

Heated liquids remain at scalding temperatures long after the cooking process.

Never touch cooking appliance until liquids have cooled to 45°C or less.

If a fire should occur, keep away from the appliance and immediately call your fire department. Do not attempt to extinguish an oil or a grease fire with water.

Always replace the quick-connect cover when the gas hose is disconnected.

Do not use the supplied tools for anything other than their intended purpose. Damage to the stone or other components from misuse will not be covered by your warranty.

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## GENERAL ADVICE

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Arc gets extremely hot and should not be used by children. Do not allow children near the device during or after operation. Arc can stay hot for a few hours after use.

Do not use under any apartment or balcony or deck.

This appliance is for cooking purposes only. It must not be used for other purposes, for example heating a room.

Arc has not been designed or intended to be used on a marinecraft or within a recreational vehicle or any other form of confined area.

Assembly and operation of the oven should be carried out by a competent person.

The use of alcohol, prescription or non-prescription drugs may impair the consumers ability to assemble or operate the device safely.

Do not use any plastic or glass utensils within Arc.

Use heat-resistant gloves when operating the oven.

Do not insert items into Arc that are bigger than the dimensions of the oven mouth.

Do not over fill Arc or cover the burner.  
Do not use an unlined masonry chimney as the flue for this appliance.

Do not operate Arc in strong winds. Winds can extinguish the flame and also cause irregular air pressure resulting in the flame and heat coming out the back of Arc. Use a wind break in open areas but keeping over 45cm away from the device.

Do not pour water on to the cooking stone as this will likely crack it and could be dangerous because of oil and grease.

Do not modify this appliance.

Do not spray aerosols in the vicinity of this appliance while it is in operation.

Do not place articles on or against this appliance.

Do not use the appliance indoors. It is only suitable for use outdoors.

For replacement parts "/contact us at [enquiries@gozney.com](mailto:enquiries@gozney.com) / [inquiries@gozney.com](mailto:inquiries@gozney.com)

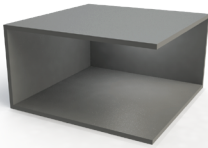


## PARTIAL ENCLOSURES

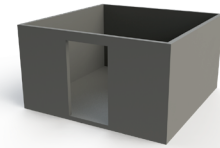
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This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas where gas leakage and products of combustions are rapidly dispersed by wind and natural convection. Any enclosure in which the appliance is used shall comply with one of the following:

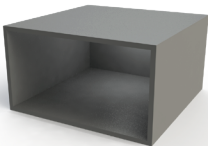
Warning: Do not use Arc in enclosed spaces or on small balconies.



Within a partial enclosure that includes an overhead cover and no more than two walls. A common example is an outdoor gazebo.

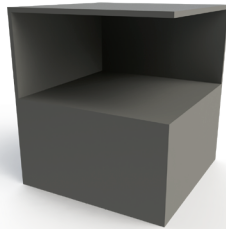


An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover.



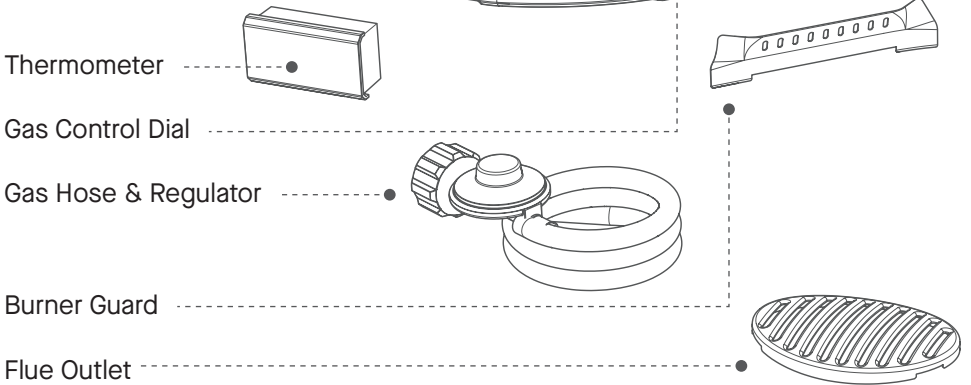
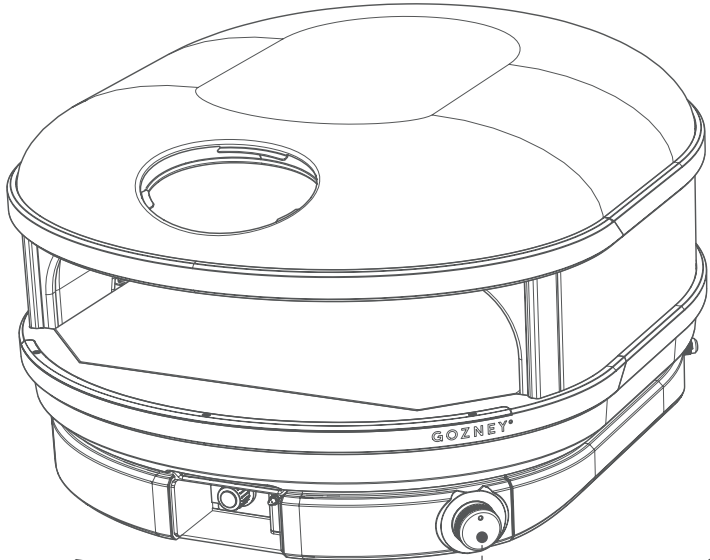
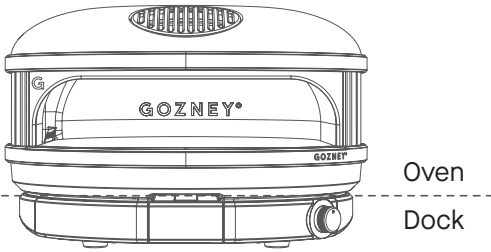
Within a partial enclosure that includes an overhead cover and more than two walls, the following shall apply:

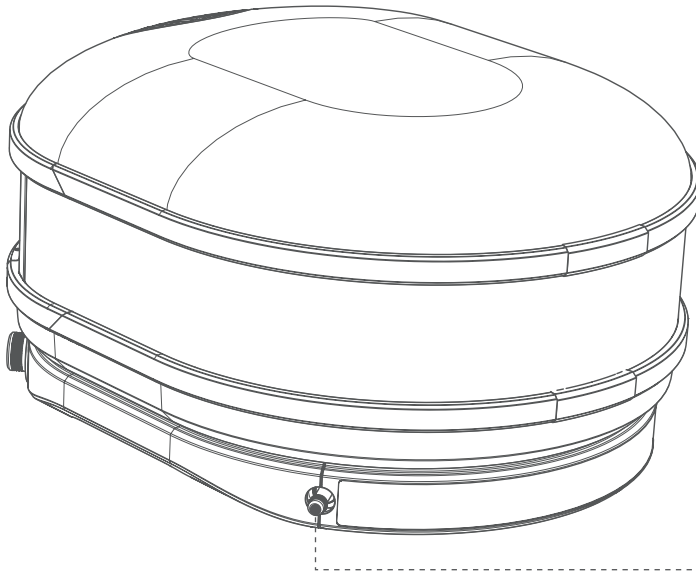
(i) at least 25% of the total wall area is completely open; and (ii) at least 30% of the remaining wall area is open and unrestricted.



In the case of balconies, at least 20% of the total of the side, back and front wall areas shall be an remain open and unrestricted.

# Product Overview - What's in the Box





Gas Inlet



Stone Adjustment  
Tool



Torx Screwdriver

# Data Plate

Gozney Group Ltd, Bobbys, Third floor, The Square, 2-12 Commercial Rd, Bournemouth BH2 5LP	
Appliance name:	Arc Arc XL
Type No.:	
Arc:	GOZ-1485
Arc XL:	GOZ-1728
Gas Category:	I <sub>3B/P(30)</sub>
Trade name:	Gozney
Gas pressure:	2.75 KPA
Gas rate:	
Arc:	15.5 MJ/H
Arc XL:	18.1 MJ/H
Gas type:	LPG
Jet orifice (mm)	
Arc:	1.07
Arc XL:	1.15



EN 498:2012(E)  
PIN: 2575DP40064



Read the instructions carefully before installing and using the appliance.

This appliance must be installed according to the regulations in force and only used in a well ventilated space.

**WARNING:** accessible parts may be very hot. Keep young children away.



This section details the correct operation and install of a  
Gozney Arc.



# **Operation & Installation**

## SAFETY CONSIDERATIONS

---

This appliance must be installed on a secure level base prior to use.

**WARNING:** This appliance will become very hot, do not move it during operation.

**WARNING:** Keep away from children and pets.

The Arc unit and the burner must always be well ventilated.

Do not move or leave Arc unattended whilst in use.

The oven can become very hot. Do not use the accessory hatch when the oven is in operation.

Do not operate Arc in strong winds. Wind can extinguish flame.

Do not wear flammable loose garments or sleeves.

Do not cover oven mouth when there is an active flame, this will cause damage to the oven.

Product may contain sharp edges! Please use caution.

Do not burn wood in this oven.

Do not use or store flammable materials in or near this appliance.

**WARNING:** Contact your local municipality for any building codes applicable to the use, installation and operation of outdoor cooking appliances.

Outdoor installations must conform to local codes or, in the absence of local codes, with the following standards: AS/NZS 5601



## CARBON MONOXIDE

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Carbon Monoxide is a highly poisonous gas which can be produced when the device isn't receiving enough ventilation.

We therefore recommend using gas fuels in a well ventilated area away from direct wind and to never cover the oven mouth when there is an open flame present.

It is difficult to know if your device is producing Carbon Monoxide as it is an odourless and colourless gas.

It can, however cause these symptoms when you are exposed to it:

- Tightness across the forehead
- Headache
- Weakness
- Dizziness
- Nausea
- Vomiting
- Coma, intermittent convulsions
- Depressed heart action, slowed respiration

If the exposure has been severe it may cause death.

Please follow local regulations and install a CO alarm if necessary.

## FIRE

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Most fires are caused by a build up of grease, or (if using gas) an improper gas connection. In the event of a fire ensure all people and pets are kept as far away as possible.

Use a fire extinguisher if possible, but if water is the only fire retardant available, thoroughly soak the area around the appliance. When spraying water on Arc itself, do not use a strong jet of water, as this may cause splashing of burning grease, resulting in a further spreading of the fire.

This section details the set up of the oven and the accessories included with your Arc.

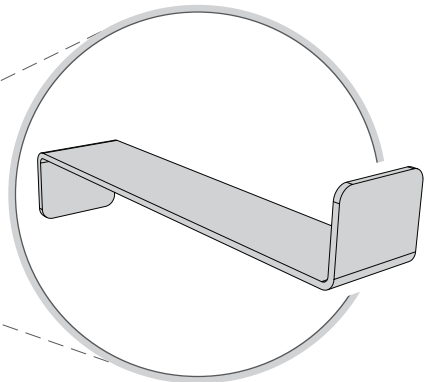
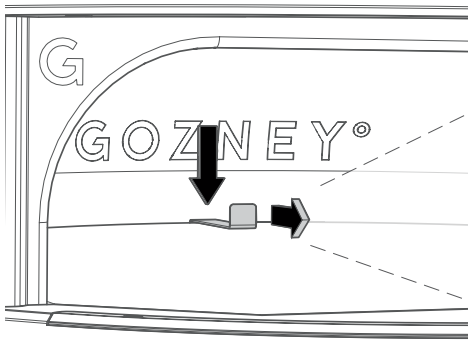
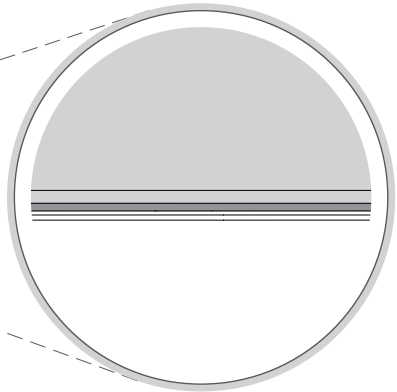
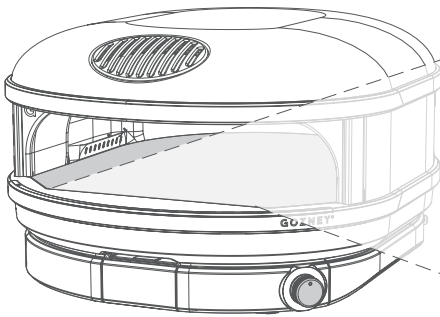
# 2

# Setup & Accessories

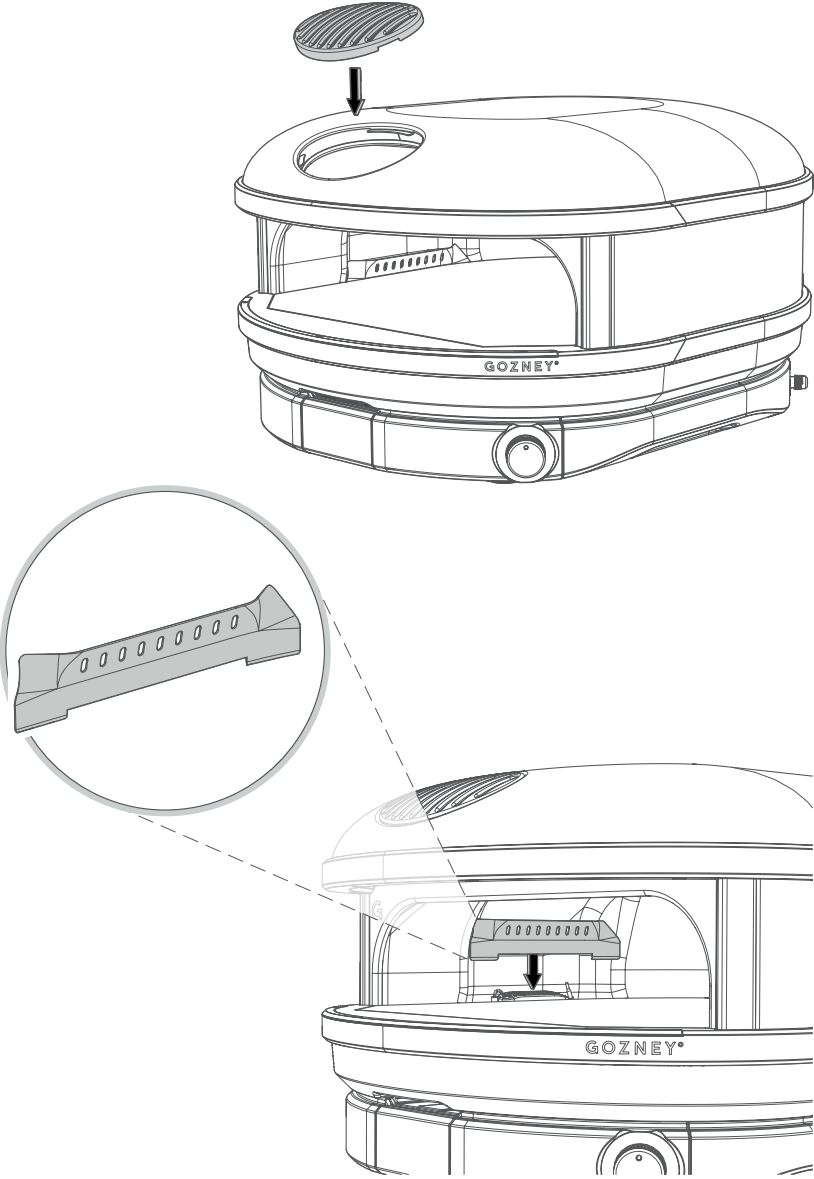
# Adjusting The Stones

Before using Arc it is important that the blue stone retention wedges and other packaging inside of the oven are removed.

The removable stone design of Arc means that it is not fixed inside the oven and as such can shift backwards during transport. If there is a large visible gap at the front of the stone, you can use the included stone adjustment tool to hook the back of the stone and pull it forward.



# Installing The Flue & Burner Guard

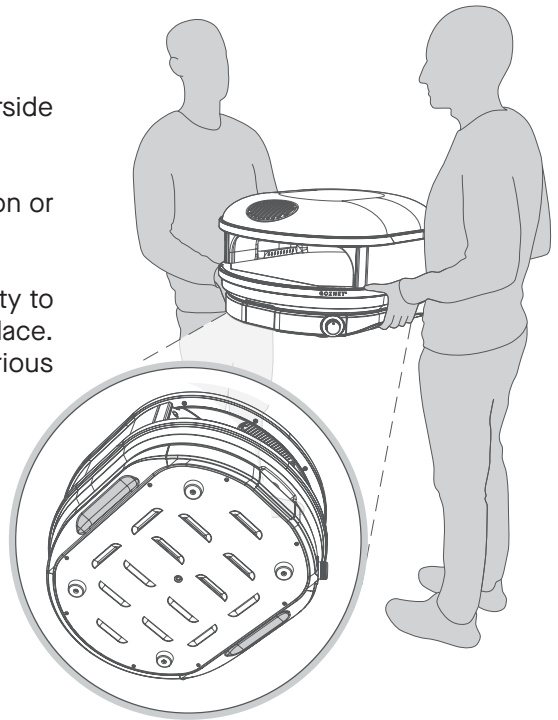


## Moving the Oven

Use the hand holds on the underside edges of the oven to carry it.

Do not move Arc whilst in operation or when it is still hot.

Be sure that you have the capability to safely move the oven and set it in place. Failure to do so could cause serious bodily injury.

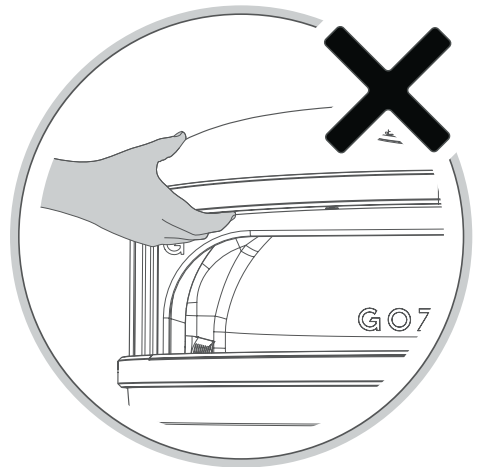


Do not use the mouth of the oven as a lifting point.

Remove anything loose and all transit packaging in the oven before moving.

Always plan the route you are going to take, remove any obstacles on your path and ensure the oven will fit through the intended route.

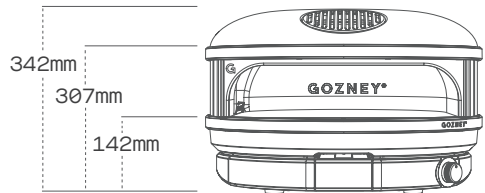
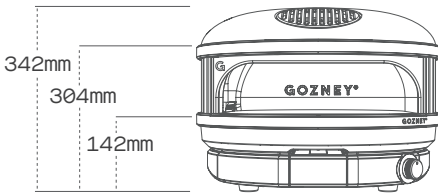
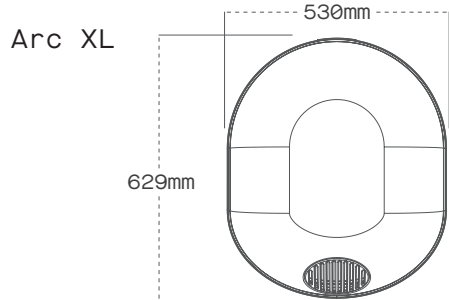
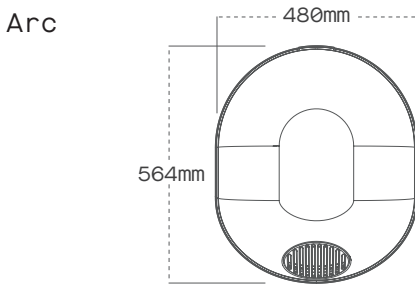
Ensure the area you are moving the oven to fits with the guidelines on the following page.



## OVEN PLACEMENT

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When deciding where to place Arc ensure the area is large enough to accommodate the oven with 2" (50mm) around the base of the dock for air intake. It is important nothing is blocking this area as this will affect the performance of Arc.



## WARNING

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When placing your oven it is important to maintain proper clearances from combustible construction. Ensure Arc has 30cm clearance (back and sides) and 100cm clearance (front and top) from any combustible construction.

Always keep the area around the oven clear of any combustible materials, gasoline and other flammable vapors and liquids.

Under no circumstances is the oven to be placed under or on top of any combustible structure.

We recommend the height of the floor to be around the level of the bottom of the users elbow (usually around 120cm from the ground).

Ensure the surface the oven is being placed on is completely level, stable and capable of easily holding the weight of the oven - 44lb Arc, 55lb Arc XL.

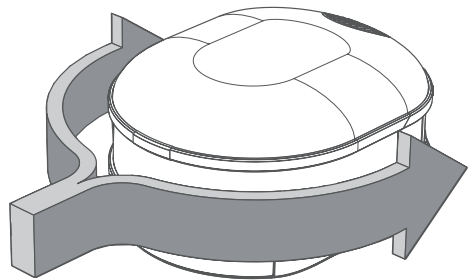
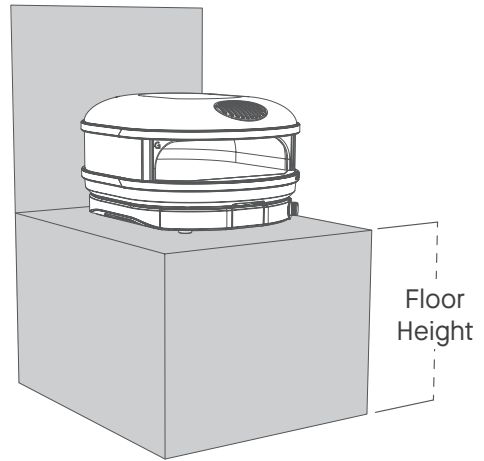


**WARNING**

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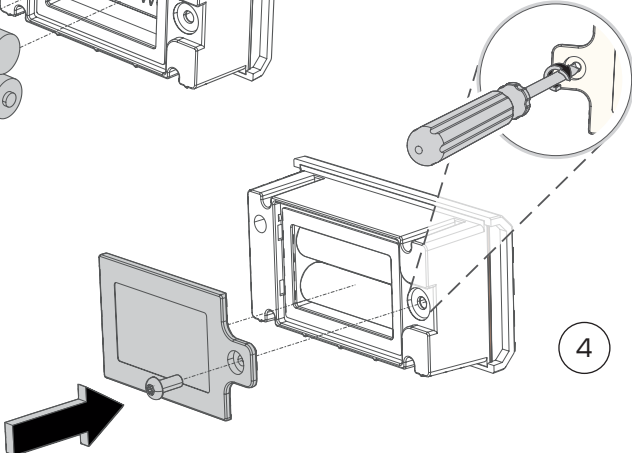
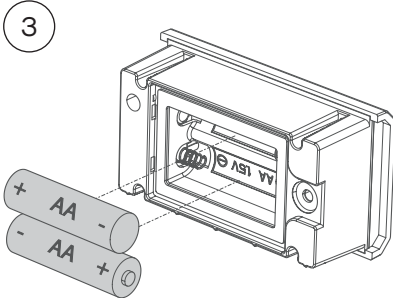
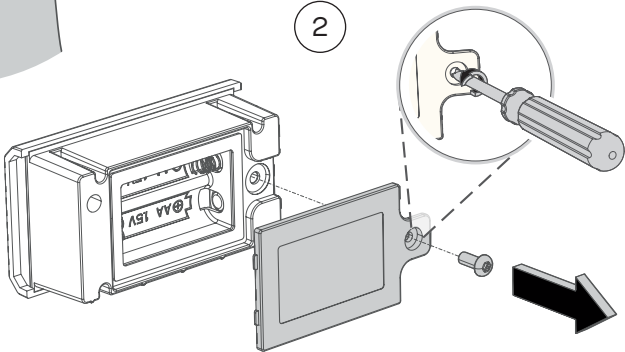
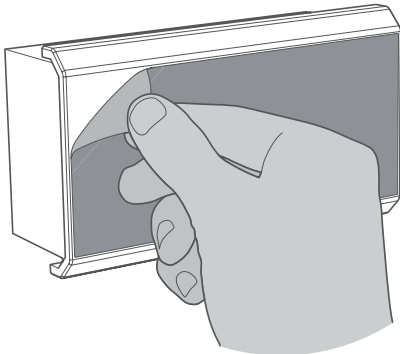
Never operate the oven in high winds or if the wind is blowing into the oven mouth.

Wind should be taken into consideration when choosing a location. The oven should be orientated so that the mouth is facing away from the wind. Avoid using the oven in windy conditions, it is important to have wind breaks situated around the oven to stop the wind from blowing the flame down into the dock. If you see fire coming from the dock, turn the oven off from either the gas bottle or control knob. Never operate the oven in high winds.





# Digital Temperature Display

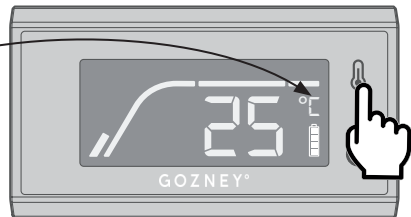
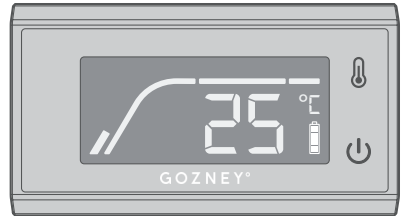
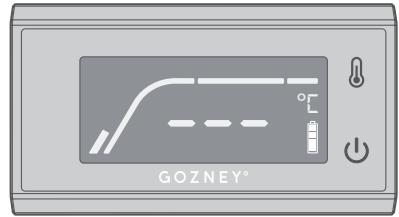
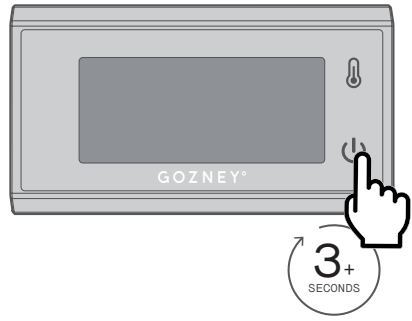
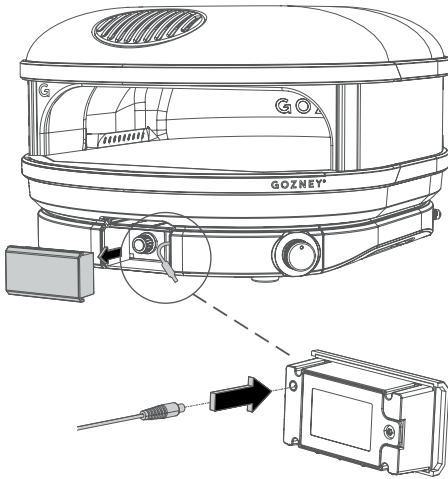


## SET UP

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After installing the batteries hold the power button down until the display turns on. Find the sensors jack by removing the plastic cap and plug it into the rear of the display, the screen will then show the temperature from within the oven.

The Digital Temperature Display is held in place by magnets.



# Digital Temperature Display

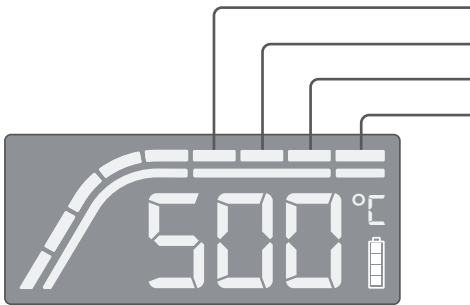
Recommended temperature ranges:

New York Pizza - 320 - 370°F+

Roman Style Pizza - 370 - 430°F

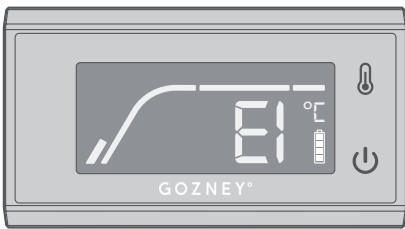
Neapolitan Pizza - 430 - 480°F

Over Temp (Too Hot) - 480°F+



## TROUBLESHOOTING

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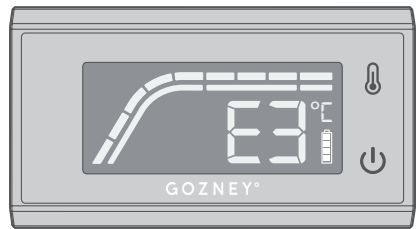
### E1 ERROR CODE

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If the thermometer is displaying an error code E1. This is caused by either:

1) A loose connection where the jack plug connects to the thermometer. Please ensure the jack plug is pushed fully in to the socket on the back of the thermometer.

2) Damage to the probe. The probe may need replacing. Please refer to maintenance instructions at the end of the manual.



### E3 ERROR CODE

---

If the thermometer is displaying an error code E3. This is caused by the oven probe exceeding temperatures of 700°C/ 1292°F. Running the oven above this temperature may damage the unit.

To resolve this turn the gas burner off and let the oven cool naturally.

Do not try to rapidly cool the oven. This may crack the stone floor or cause stress damage to the oven.

## Optional Accessories

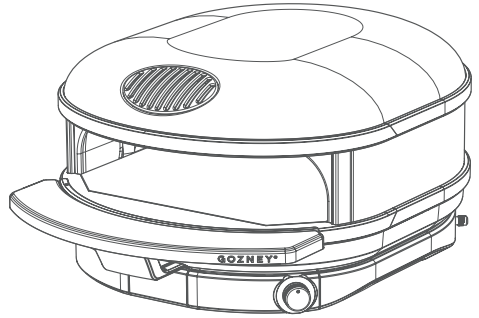
Not included and must be purchased separately.  
For more details visit the Gozney website. [www.gozney.com](http://www.gozney.com).

### ARC MANTEL

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Whether you're cooking Neapolitan pizza, roasting vegetables or smoking meat, Arc Mantel makes moving food in or out of the oven simple.

Easily slotting onto the oven, the Mantel is made from ceramic coated, food grade aluminum alloy for extra heat and scratch resistance.

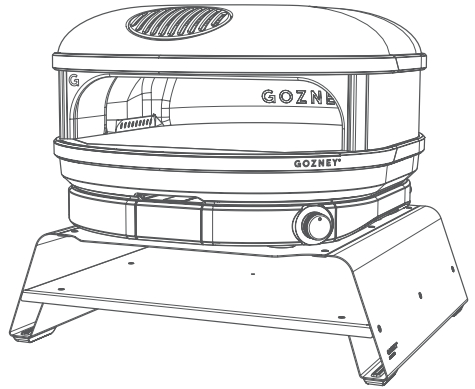


### ARC BOOSTER

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Raise your cooking game and your oven with the Arc booster allowing you to use Arc at the optimal height when placed on an outdoor counter-top or table.

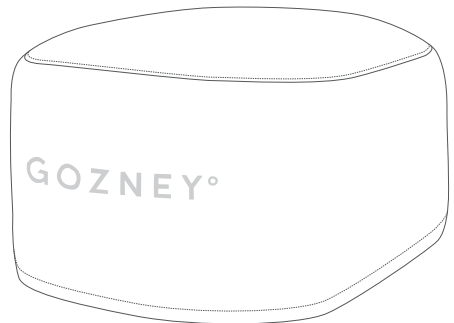
The easy access shelf will keep all of your accessories close to hand while you operate the oven as well as providing a safe place to store them between uses.



### ARC COVER

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Designed to fit perfectly over your oven on a counter-top, the Arc Cover is made from marine grade, weather resistant materials. Whilst giving complete protection from rain, wind, frost, UV, salt, insects and wildlife, the Arc cover remains breathable to let moisture escape when it needs to.





Your guide to burning gas.

**3**

# Firing Up Gas

# Overview of gas firing

This is an overview of the process for igniting the oven.

## Ignition Instructions

- 1) Remove all packaging from inside the oven mouth, including the blue stone retention wedges.
- 2) Do not use door with gas burner.
- 3) Remove flue cap from the top of the oven.
- 4) Burner control in off position.
- 5) Turn gas cylinder on.
- 6) Check no gas leaks.
- 7) Push and turn burner control anticlockwise. You should hear a clicking.
- 8) If burner doesn't light turn burner control off and wait 2 minutes before repeating.



## CONNECTING TO GAS

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Check that the gas you are using is specified on the data plate page.

The gas cylinder used must have a safety collar to protect the valve assembly. Do not use a cylinder that is rusty, dented or has a damaged valve.

We recommend using a 9kg gas bottle in conjunction with Arc and 5kg as a minimum.

Connect the regulator to the gas cylinder, following the instructions for your regulator accordingly. Do not force the regulator as this could damage the gas bottle.

**WARNING:** If at any point you smell gas: Shut off the gas from the cylinder, turn off the switch on Arc and extinguish any open flames.

If odour continues, move away from Arc and gas supply then contact your gas supplier or fire service.

Ensure that the LPG cylinder or regulator valve is closed.

Do not store a spare LPG cylinder under or near this appliance.



# Gas Safety

Prior to use, check the oven, burner and venturi for blockages (e.g. food residue or insect nests - Wasps, Bees or Ants.) If an insect nest is found they can be dangerous and must be cleaned out thoroughly. Please refer to the cleaning and maintenance section for guidance.

Should the appliance extinguish for any reason, turn off the control knob and the cylinder gas valve. Wait 5 minutes before attempting to relight the appliance.

Some foods produce flammable fats and juices. Therefore the Arc oven should be attended at all times whilst being used. Damage caused by fat and grease fires is not covered by warranty. If a grease or fat fire should occur, immediately turn off burner knob and the gas cylinder valve until the fire is out. Remove all food from the appliance.

A leak test must be carried out prior to using the appliance for the first time and whenever the gas cylinder is refilled or whenever the gas hose and regulator have been disconnected from the gas cylinder or appliance.

Remove all packaging before attempting to light the gas burner.

Please take a moment to review all of the safety requirements before operating the appliance when using gas.

**⚠** Remove the cap from the gas inlet before connecting the hose. Make sure it is free of damage and debris.

**⚠** Do not disconnect any gas fittings while the appliance is operating.

**⚠** Check all gas hose lines and connections for cuts, cracks and other damage before each use. If there is excessive abrasion or wear it must be replaced with a Gozney approved hose assembly before use.

**⚠** Gas cylinders must not be stored in enclosed areas.

**⚠** Keep the fuel supply hose away from heated surfaces or direct sunlight.

**⚠** Do not use any additional flammable substance whilst operating with gas.

**⚠** Do not touch! Arc can get extremely hot when in operation. Be sure to wear protective gloves when operating the oven. Young children should be kept away.



Keep the cylinder outdoors in its upright position.



Do not connect multiple gas cylinders to Arc or store a spare within the same vicinity.



A regulator which complies with AS 4627 or equivalent must fit between the gas canister and the oven.



Do not position the gas canister under the oven.



Never use a naked flame to check for gas leaks.



Use only hose and regulator supplied with appliance.



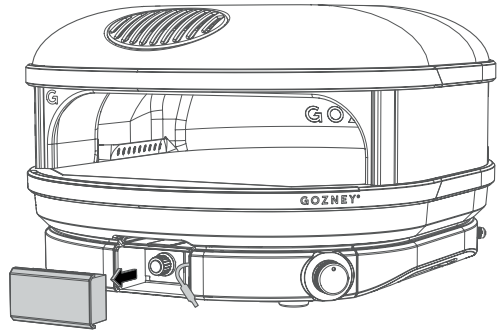
National requirements state how often to replace the hose. Please review this for your area.



Never fill the cylinder beyond 80 percent full.



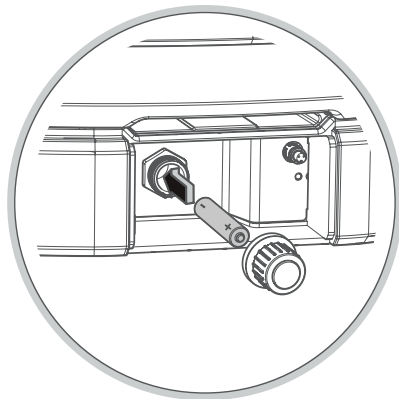
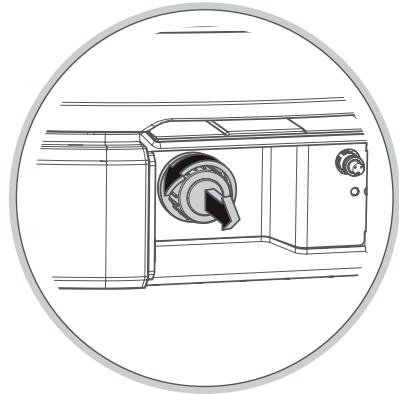
Make sure the flexible tube is not twisting when the appliance is in operation.

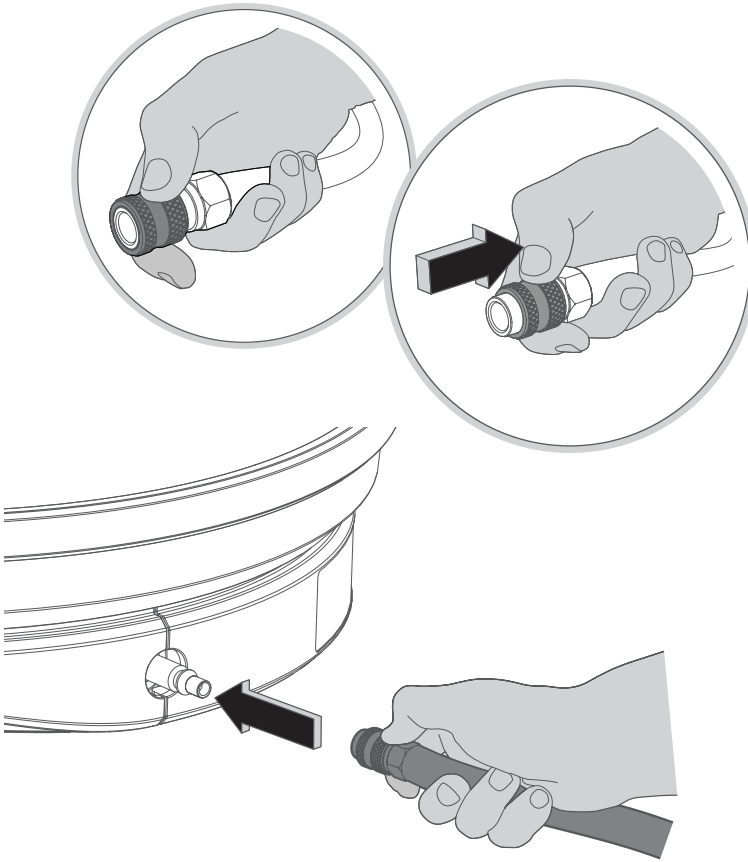


## INSTALLING THE IGNITOR BATTERY

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Before using the gas burner for the first time you'll need to install an AAA battery into the ignition module. To do this remove the thermometer from the front of the oven, the module will be inside and to the left. Unscrew the cap and place the battery in (negative end first) before returning the thermometer to its original position in the dock. You're now ready to connect the gas bottle to the oven.





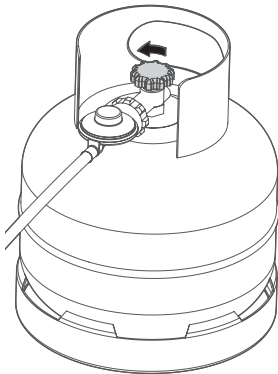
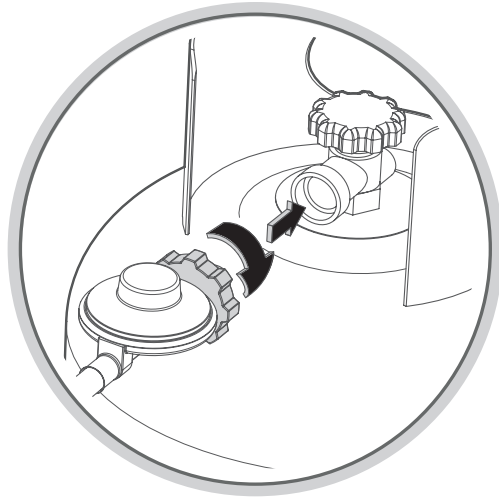
## CONNECTING THE GAS HOSE

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To attach the quick connection gas hose to your Arc pull the collar back on the connector and place the hose onto the gas inlet. When you release the collar it should return to its original position freely. This connection must be tested for leaks before using the oven (see page 38).

is evidence of abrasion, wear, cuts, or leaks, the hose and regulator must be replaced with Gozney approved products prior to the appliance being put into operation. For more details visit the Gozney website: [www.gozney.com](http://www.gozney.com). Keep the gas hose away from any heated surface(s).

Inspect the hose before each use of the appliance. Every 5 years, or if there

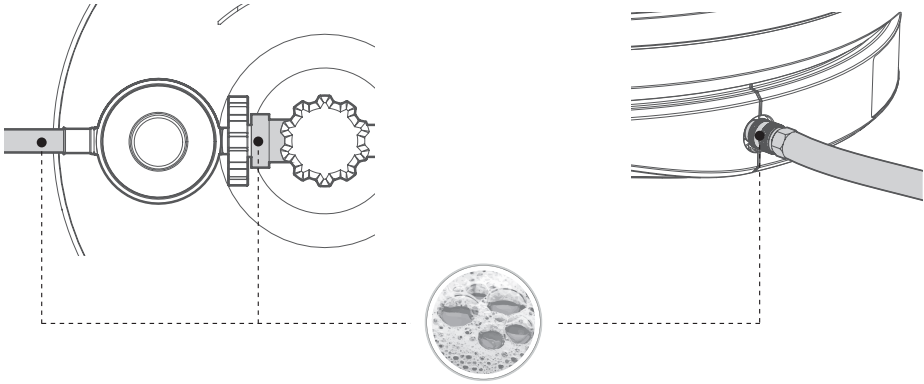


### CLOCKWISE REGULATOR

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Ensure the gas bottle is turned off. Align the LCC27 regulator and the gas bottle threads and carefully begin to tighten ensuring the threads aren't crossed. Continue to tighten until a tight fit has been made. This connection must be tested for leaks before using the oven.

# Testing For Leaks



## WARNING

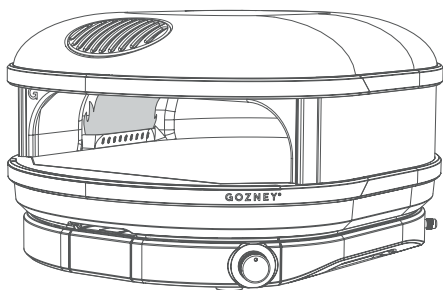
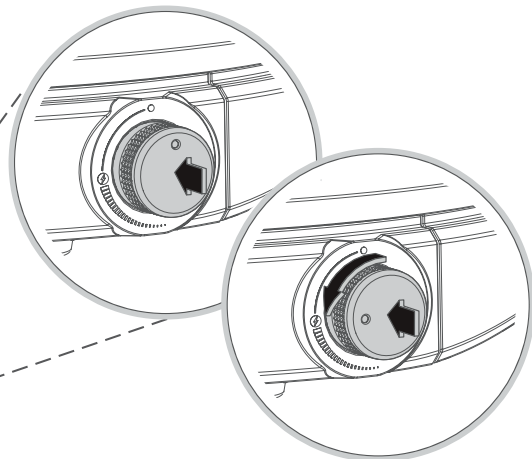
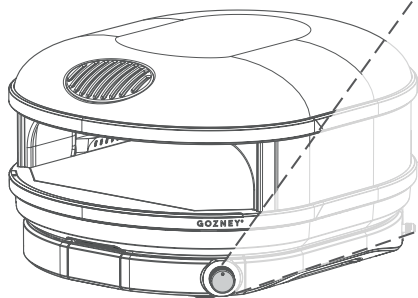
You should always check for gas leaks every time you disconnect and reconnect a gas fitting. Never ignite burners when leak checking.

To test for gas leaks, apply a mixture of soapy water with a brush to the highlighted areas and any cracks along the hose. If a leak is present the solution will bubble.

If there is a leak at the hose to oven connection, re-tighten the fitting with a spanner and check for leaks by applying a soap-and-water solution to the highlighted areas with a brush. If a leak persists turn off the gas and **DO NOT OPERATE THE OVEN.**

If there is a leak at the valve connection, remove LPG cylinder. Do not operate oven. Use a different LPG cylinder and recheck for leaks with the soap-and-water solution.

# Ignition



Remove the stone retention wedges before lighting the oven. To light the gas burner:

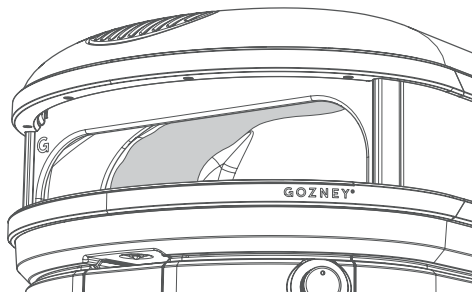
Press the control knob in and turn the knob 90° until you hear a clicking sound and the burner ignites.

Rotate the control knob anti-clockwise to the 7 o'clock position, then hold it there for up to 30 seconds to ensure the Flame Failure Device has disengaged. Firmly push the control knob inwards and then release.

The flame should be yellow in colour and roll along the top of the oven.

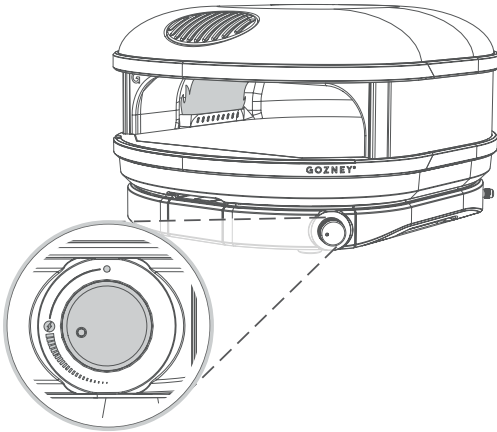
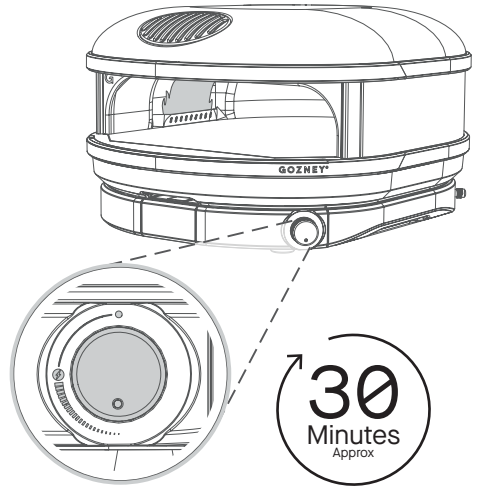
If the burner does not light after several tries turn the gas off at the bottle and leave the oven for 5 minutes to ensure any gas has dissipated before reattempting the ignition process.

If the flame is extinguished during use the gas flow will automatically be cut off by the oven. If this happens, turn the gas off at the bottle and leave Arc for 5 minutes to ensure any gas has dissipated before reattempting the ignition process. If problems with ignition or the flame extinguishing reoccur contact Gozney customer services.

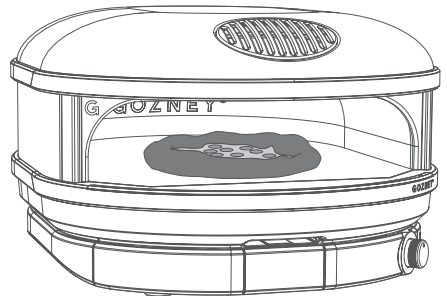


## First Firing

On your first firing we highly recommend putting the burner on a medium to low flame for 30 minutes to help cure the oven before moving to a high flame.



On subsequent firings after curing, you can bring the oven up to the desired temperature from ignition. If the oven has been dormant for an extended period, you should cure the oven again as if it was a first firing. Always check that the oven is clean and free from accumulated grease and other cooking residue before use. For information on how to clean the oven see page 47.



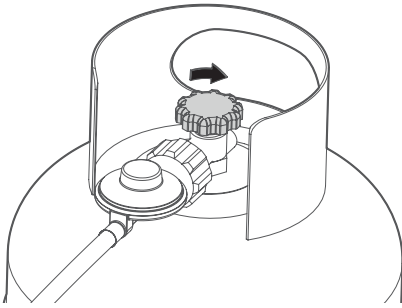


## Troubleshooting Gas Burner

Problem Observed	Possible Reasons	Solution
Flame looks too small	<ul style="list-style-type: none"> <li>• Gas canister is near empty</li> <li>• Gas canister is too small</li> <li>• Ambient temperature is below 0°C</li> <li>• Blocked burner</li> </ul>	<ul style="list-style-type: none"> <li>• Try replacing the gas canister if it is empty.</li> <li>• The canister may be too small. We recommend a 5kg canister as a minimum.</li> <li>• If the ambient temperature is below 0°C it is to be expected that a loss of power from the gas canister will occur.</li> <li>• The burner could be blocked, please refer to cleaning instructions available in this manual.</li> </ul>
Failure to ignite	<ul style="list-style-type: none"> <li>• Ignition battery is empty</li> <li>• Blocked burner</li> <li>• Gas canister is empty</li> </ul>	<ul style="list-style-type: none"> <li>• If firing for the first time or replacing a gas bottle the burner can take up to 30 seconds for the gas to flow through the system. Keep the control knob in for 30 seconds after firing until the FFD disengages.</li> <li>• If the control knob is not making a clicking sound when pushed in try replacing the battery at the back of the unit. Remove the thermometer display to expose the battery cap for the ignitor.</li> </ul>
Noisy Flame	<ul style="list-style-type: none"> <li>• Incorrect ignition</li> <li>• Blocked Burner</li> </ul>	<ul style="list-style-type: none"> <li>• If the burner is making a loud roaring sound first turn the burner down to low flame and then back to high. If the sound continues turn the burner off for 5 minutes and retry igniting it. If the problem persists still review the cleaning and maintenance instructions to remove debris in the burner.</li> </ul>

If the problem persists after trying the following solutions please contact Gozney for further support.

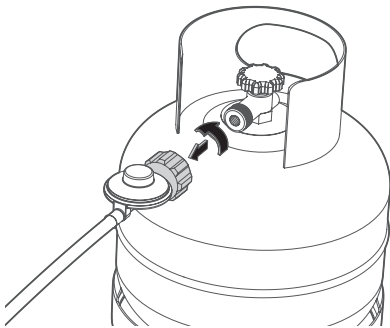
# Disconnecting Gas



## ANTICLOCKWISE REGULATOR

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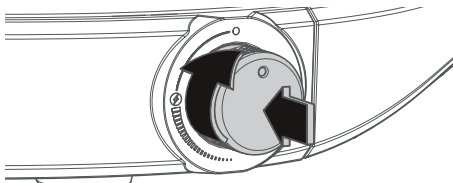
After cooking, be sure to turn off the gas from the gas canister first before turning of Arc. This will allow any gas left in the burner or pipe to be used up safely. Three minutes after turning the gas off it will be safe to remove the regulator and turn the control dial back to the off position.



## WARNING

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For storage and cylinder exchange, disconnect the cylinder only. Do not disconnect hose from the appliance.





Your guide to general maintenance.

# 4

# **General Maintenance**

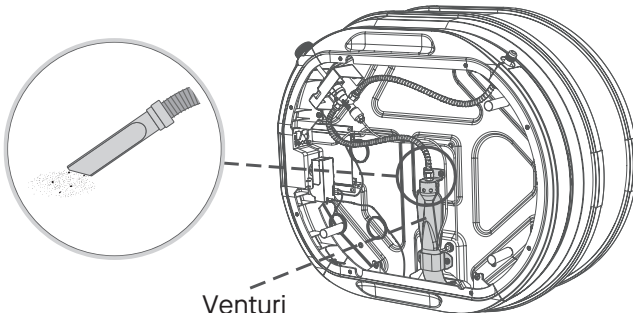
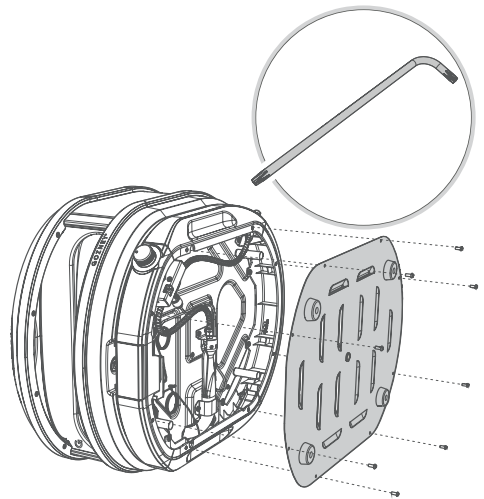
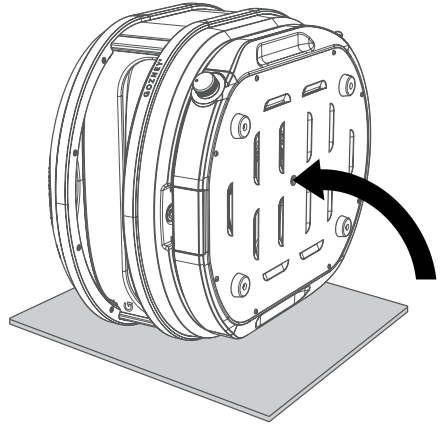
# Maintenance

We recommend you check over your oven to see if it requires any maintenance work before each use, failure to check parts for safe operation could result in malfunction or injury. For any replacement parts or assistance please contact [inquiries@gozney.com](mailto:inquiries@gozney.com).

## CLEANING THE VENTURI

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If your burner's flame is overly yellow or making more noise than usual you may have debris blocking the venturi. When the oven is turned off, disconnect it from the gas and let it cool. Make sure Arc is on a soft surface that won't cause scratches before gently rolling it onto its side. Use the torx screwdriver provided to loosen the 8 screws and remove the bottom panel. Use a vacuum cleaner with a long plastic nose to remove any debris. It's good practice to check the inside of the dock for debris regularly.



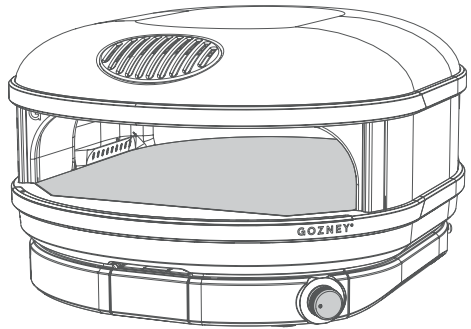
# Cleaning The Oven

## INTERNAL

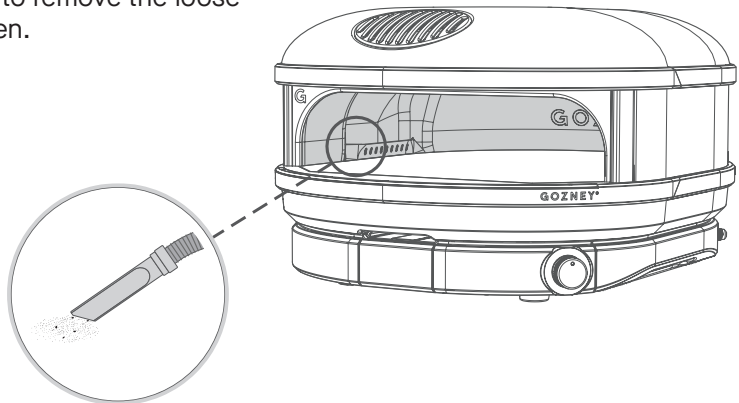
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The best way to clean the inside of Arc is to burn off any food debris or soot that is left behind. When the oven is over 350°C it will start self cleaning and any burnt on food will burn off after a period of three hours.

Do not remove your stone for cleaning purposes.



If there is any soot or debris left, wait for the oven to cool down and use a soft brush to dislodge, being careful not to apply too much pressure and damage the oven. Use a vacuum cleaner with a plastic attachment to remove the loose debris from the oven.



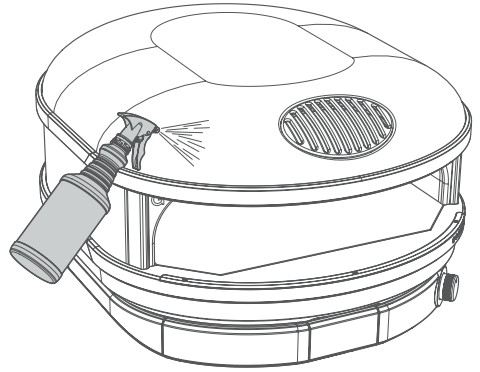
## EXTERNAL

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For the exterior of Arc ensure the oven is cool and use a non caustic bleach free cleaning spray on the dirty areas. Clean the area with warm soapy water and a sponge or non abrasive dish cloth and then wipe clean with paper towels. Arc's flue can also be removed for cleaning.

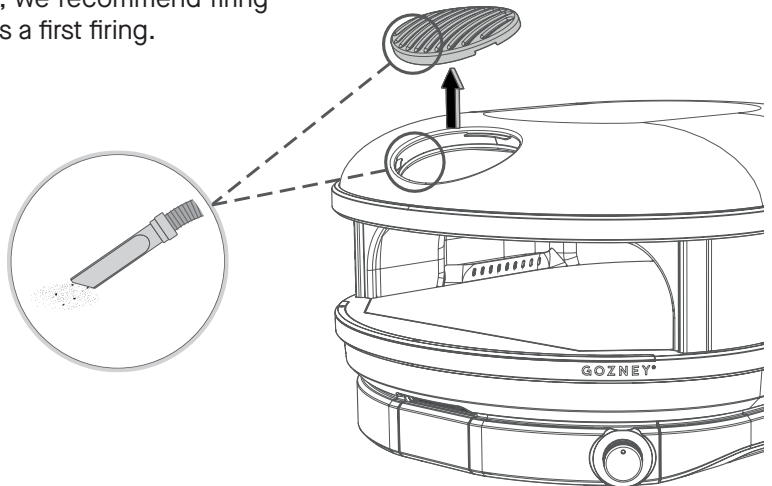
Avoid spraying directly onto the thermometer or control dial.

Do not use abrasive cleaning products.



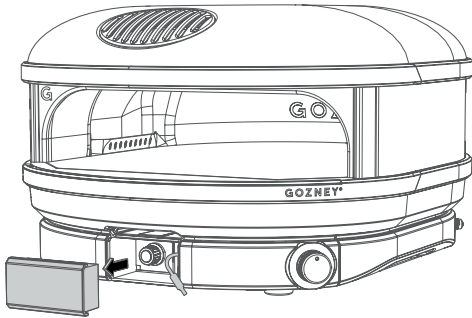
When the oven isn't in use it should be kept under cover away from rain. If you are placing a cover directly on Arc, ensure it's completely cooled down before covering.

When using the oven again after a long period of disuse, we recommend firing the oven as if it is a first firing.

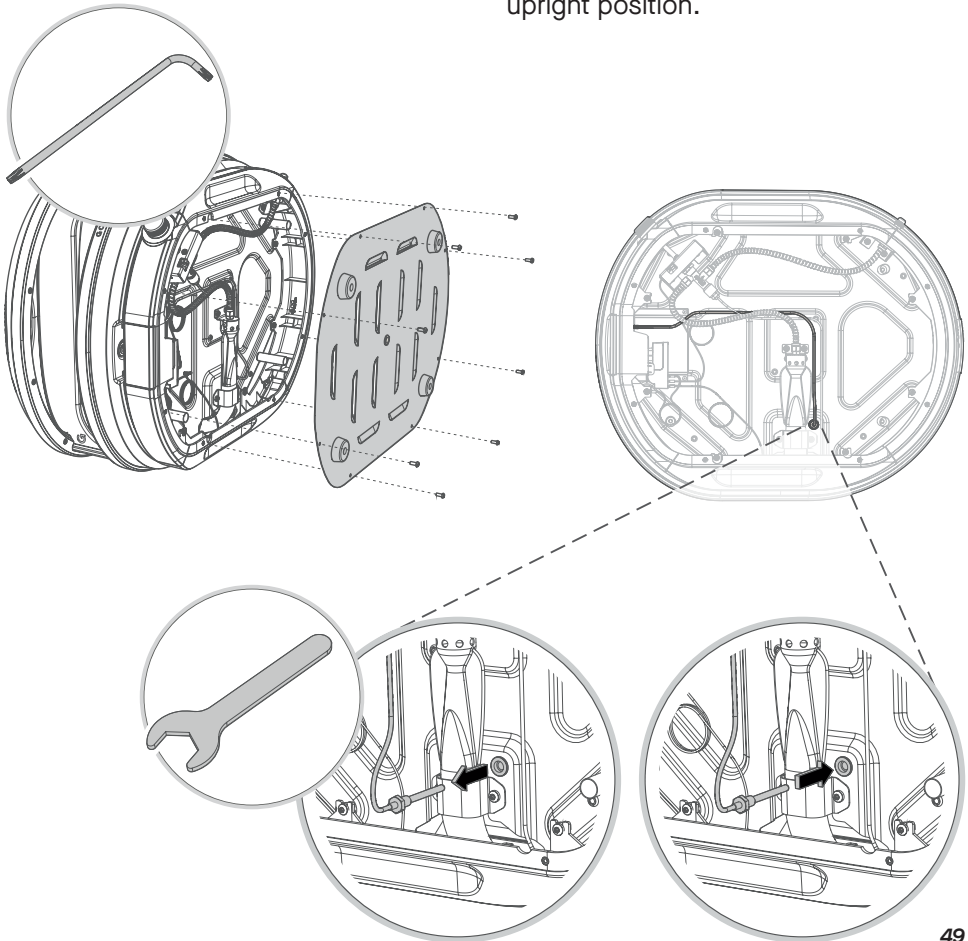




## Replacing The Probe



Only when the oven is cold, remove the thermometer and unplug the cable. Gently roll the oven over onto its side and use the torx screwdriver to remove the bottom panel of the oven. Use the spanner to unscrew the old probe from inside the oven and replace it with the new one. Thread the cable back through to the front of the oven and plug it back into the thermometer. Replace the bottom panel and return the oven to its upright position.





This section details the Gozney Dome product warranty.

**5**

# Product Warranty

# Warranty

Company Name:  
Registered Address:

Gozney Australia PTY Limited  
Suite 201, Level 2, 65 York Street,  
Sydney. GPO Box 4198, Sydney, NSW  
2001 Australia

Contact Email Address:  
Contact Number:

enquiries@gozney.com  
+61 (27) 2541582

Your Gozney product comes with a 1 year warranty as standard.

If you have purchased a Arc and would like to extend to a 5 year limited warranty, you can register your product within 60 days of receiving it by going to the Gozney website and scroll down to the page titled 'Register Product'. If you are unable to access the website or have any questions with regards to registering your product, you can email us at [warranty@gozney.com](mailto:warranty@gozney.com) or give us a call on +61 (27) 2541582, where the customer experience team will be happy to assist.

If, in the unexpected circumstance, you're having trouble with your Arc and need to make a claim; email us at [warranty@gozney.com](mailto:warranty@gozney.com) with:

- (i) your full name
- (ii) your serial number
- (iii) photographs of any faulty parts and
- (iv) proof of purchase, and we'll get back to you as soon as possible.

If you give us notice in writing during the applicable warranty period within a reasonable amount of time following the discovery that some or all of the Products do not comply with the applicable warranty as previously set out, and we are given a reasonable opportunity to examine the Products and we determine that the Products do not comply with the warranty as set out then we shall, at our discretion, repair or replace the defective Products. In certain circumstances, we may decide to refund the price of the Products. This would be done on a pro-rata basis based on the market value of the Products at the time any refund was payable and would take into consideration any wear and tear as well as normal market depreciation.

We reserve the right to require that faulty Products be returned to us. In such circumstances we shall cover the cost of the return carriage by normal means within our serviced territories and the

replaced Products will be delivered free of charge by us to you at the original delivery address. If, following inspection of the returned Products, we determine that, acting reasonably, there has been no breach in the warranty for the Product as set out, we will return the product to you, at your cost.

We shall have no liability to you (whether the Products are found to breach the applicable warranty or not) for the cost of removing Products returned to us under the above conditions or for re-installing after they have been returned.

The benefits as a result of this warranty are in addition to other rights and remedies available to you under the law

This warranty shall not affect your consumer or other statutory rights.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For our full warranty terms, please visit our website: <https://au.gozney.com/pages/warranty>





GOZNEY°