

# WS 461/462

暖碟抽屉  
Warming drawer

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关于产品、附件、更换部件以及服务的更多信息请参见 [www.gaggenau.com](http://www.gaggenau.com) 和在线商店 [www.gaggenau-eshop.com](http://www.gaggenau-eshop.com)

## ⚠ 重要安全信息

请仔细阅读说明手册。只有这样才能安全正确地使用电器。妥善保管说明手册和安装说明以备后来的使用者使用。

拆包后请检查电器是否有损坏。如果电器在运输过程中损坏，请勿连接电器。

本电器仅供家庭及家庭型环境使用。仅可用于食物保温和碗碟保温。

年满 8 周岁的儿童以及身体虚弱、感觉迟缓、精神障碍者或者无使用知识和经验的人，如果在相关安全责任人的监督和指导下了解了如何安全使用电器及相关危险事项，也可使用本电器。

严禁儿童玩耍本电器。严禁 8 岁以下或无人监督下的儿童清洗电器或进行日常保养。

8 岁以下儿童远离电器及电源线。

### 有灼伤危险！

- 暖碟抽屉中的加热板变得非常灼热。请勿触碰灼热的加热板。儿童远离电器。
- 附件和烤箱器皿变得非常灼热。在从烹饪箱中取出烤箱器皿和附件时，务必使用烤箱手套。

### 有电击危险！

- 电器的绝缘电源线触碰到电器灼热部分可能会熔毁。切勿使电器电源线接触到灼热的电器的部件。
- 渗水可能会造成触电。不要使用高压清洁剂或蒸汽喷嘴。
- 有故障的电器可能会造成触电。请勿开启有故障的电器。拔下电器电源线，关闭保险丝盒内的断路器。联系售后服务部门。
- 玻璃盘破裂会造成触电。关闭保险丝盒内的断路器。联系售后服务部门。
- 修理不当是很危险的。只能由我公司派出的经过培训的售后工程师进行修理。如果电器出现故障，请拔下电器电源线，关闭保险丝盒内的断路器。联系售后服务部门。

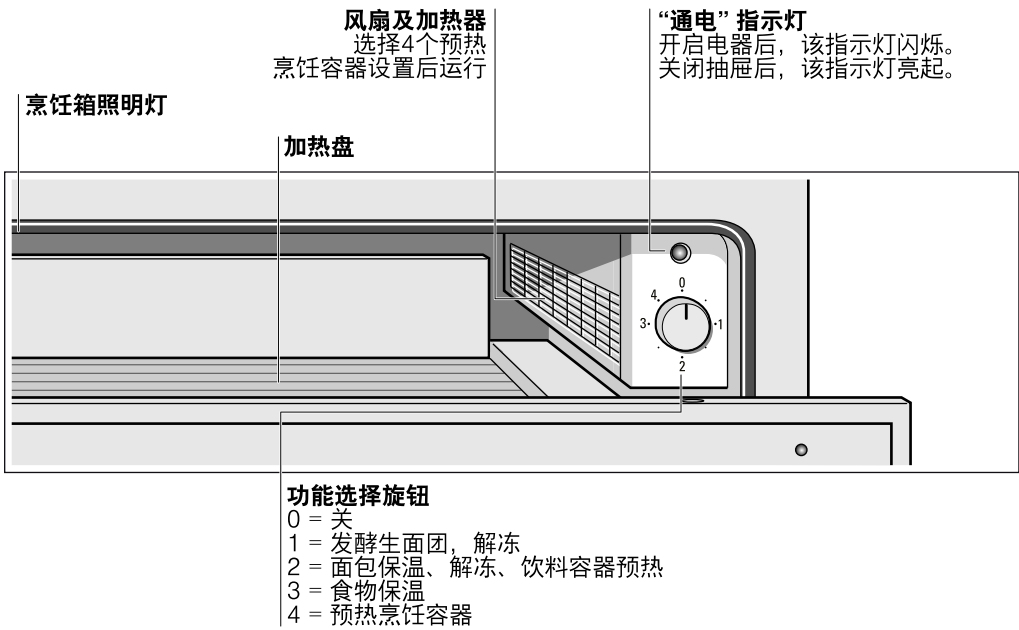
### 有着火危险！

暖碟抽屉中的加热板变得非常灼热，易燃物可能会起火。

切勿将易燃物体或塑料容器存放在暖碟抽屉中。

# 暖碟抽屉

可以使用暖碟抽屉预热烹饪容器或为食物保温。



只有在关好暖碟抽屉后，本电器才会开始加热。

## 打开和关闭

暖碟抽屉底部有个安装槽，可作为打开和关闭抽屉的把手使用。

打开和关闭抽屉时，照明灯自动开、关。

您可以把手伸入电器内，用左上侧的滑动开关来彻底关闭照明灯。

## 专用附件

您可从专业经销商处订购如下专用附件：

门把手 (60 cm), 铝制	BA476530
门把手 (60 cm), 不锈钢制	BA476510
门把手 30" (76 cm), 不锈钢制	BA478510

仅可使用专用附件。因错误使用附件造成的问题，生产厂商概不负责。

## 预热烹饪容器

食物在经过预热的烹饪容器中可以保温较长时间。饮品也可以保温较长时间。

## 普通烹饪容器

仅可在暖碟抽屉中装入最多 25 kg 物品。例如，可以预热可供 6 或 12 个人使用的整套餐具。

矮屉, (高度 14 cm)		高屉, (高度 29 cm)	
6 个餐盘	Ø 24 cm	12 个餐盘	Ø 24 cm
6 个汤碗	Ø 10 cm	12 个汤碗	Ø 10 cm
1 个菜盘	Ø 19 cm	1 个菜盘	Ø 22 cm
1 个菜盘	Ø 17 cm	1 个菜盘	Ø 19 cm
1 个肉盘	32 cm	1 个菜盘	Ø 17 cm
		2 个肉盘	32 cm

## 布置烹饪容器

尽可能地将烹饪容器分布在整个表面上。叠放在一起的几个碟子的加热时间要比单独放置的几个烹饪容器的加热时间长，例如 2 个菜碟。

## 饮品容器

加热饮品容器（例如咖啡杯）时，使用设置 2。

### 有烫伤危险！

如果使用设置 3 或 4，饮品容器会变得非常热。

## 方法

- 1 将烹饪容器放在暖碟抽屉中。
- 2 将功能选择旋钮设到设置 4。始终使用设置 2 来加热饮品容器。  
“通电”指示灯闪烁。
- 3 关闭暖碟抽屉。  
“通电”指示灯亮起。电器加热。

### 预热需要多长时间？

预热所需要的时间长短取决于烹饪容器的制作材料及其厚度，以及数量、高度和排列方式。尽可能地将烹饪容器分布在整个表面上。

预热可供 6 个人使用的餐具套件时，需要大约 15-25 分钟的时间。

### 关断

打开暖碟抽屉。关断功能选择旋钮。

### 取出烹饪容器

从暖碟抽屉中取出烹饪容器时请使用烤箱手套或烤箱布。

### 有烫伤危险！

加热盘的上表面会非常热。烹饪容器底部将比上部热。

## 食物保温

请勿将刚从热灶上取下的热煮锅或平底锅放在暖碟抽屉的玻璃表面上。这会损坏玻璃表面。

往烹饪容器中装食物时，请勿装得过多，以免溢出。

用耐热的盖子或铝膜盖住食物。

在保温食物时，建议不要超过 1 小时。

**适用食物：**本电器适合于保温肉类、家禽、鱼类、酱汁、蔬菜、配菜和汤类。

## 方法

- 1 将烹饪容器放在暖碟抽屉中。
- 2 将功能选择旋钮设在设置 3 处，预热电器 10 分钟。
- 3 将食物装入预热过的烹饪容器中。
- 4 重新关闭抽屉。  
“通电”指示灯亮起。电器加热。

## 关断

关断功能选择旋钮。使用烤箱手套或烤箱布从暖碟抽屉中取出食物。

## 用途

下表列出了暖碟抽屉的各种用途。将功能选择旋钮设置为需要的设置。按照表中的指示预热烹饪容器。

层次	食物 / 烹饪容器	说明
1	精致速冻食物 例如奶油蛋糕、黄油、香肠、奶酪	解冻
1	使发酵生面团膨胀	覆盖
2	速冻食物 例如肉类、蛋糕、面包	解冻
2	鸡蛋保温 例如白煮蛋、摊鸡蛋	预热烹饪容器，盖住食物
2	面包保温 例如吐司、面包卷	预热烹饪容器，盖住食物
2	预热饮品容器	例如咖啡杯
2	精致食物 例如慢速烹饪的肉类	盖住烹饪容器
3	食物保温	预热烹饪容器，盖住食物
3	饮品保温	预热烹饪容器，盖住饮品
3	扁平面制食物保温 例如薄煎饼、面卷、玉米面豆卷	预热烹饪容器，盖住食物
3	干点保温 例如脆皮蛋糕、松饼	预热烹饪容器，盖住食物
3	融化烹饪巧克力或巧克力涂层	预热烹饪容器，将食物弄碎
3	融化胶质	打开，大约 20 分钟
4	预热烹饪容器	不适合饮品容器

## 慢速烹饪

慢速烹饪是制作三分熟或五分熟嫩肉片的理想烹饪方式。这样制成的肉美味多汁，松软可口。优点：这种烹饪方式的烹饪时间一般较长，这让您在准备菜肴时有充分的回旋余地。慢速烹饪的肉更容易保温。

**适用烹饪容器：**使用用玻璃、陶瓷制成的有盖烹饪容器，例如玻璃烤盘。

### 方法

- 1 使用设置 4 预热装有烹饪容器的暖碟抽屉。
- 2 在平底锅中迅速加热少量动物油脂。高温煎烤肉片，然后直接将其装入加热过的烹饪容器中。在上面盖上盖子。
- 3 将装有肉片的烹饪容器放回暖碟抽屉，完成烹饪过程。将功能选择旋钮调到设置 3。

### 慢速烹饪的注意事项

慢速烹饪时只能使用高质量的鲜肉。小心去除肌腱和肥肉。脂肪在慢速烹饪时会产生一种强烈的特殊味道。

即使肉块很大也不能翻转。

可以在慢速烹饪后立即切割肉。不必等其稳定。

这一特殊的烹饪方法会使肉内部始终保持三分熟。但这并不意味着它是生肉或烧得不好。

经过慢速烹饪的肉不像以传统方式烹饪的肉那么热。淋上热酱汁。最后，将盘子放在暖碟抽屉中 20-30 分钟。

在慢速烹饪后将烤箱调到设置 2，为慢速烹饪的肉保温。小肉片可保温最多 45 分钟，大肉块可以保温最多 2 小时。

## 表格

所有嫩的牛肉、猪肉、小牛肉、羊肉、野味和家禽肉块都适用于慢速烹饪。烧煎和焖炖时间取决于肉片的大小。烧煎时间是指肉在热油中的时间。

食物	在灶具上煎烤	在烤箱中完成
<b>小肉片</b>		
肉丁或肉丝	全部 1-2 分钟	20-30 分钟
小肉片、肉排或肉柳	每面 1-2 分钟	35-50 分钟
<b>中等大小的肉片</b>		
鱼片或肉片 (400-800 g)	全部 4-5 分钟	75-120 分钟
羊脊肉 (约 450 g)	每面 2-3 分钟	50-60 分钟
瘦肉块 (600-1000 g)	全部 10-15 分钟	120-180 分钟
<b>大肉片</b>		
鱼片或肉片 (900 g 起)	全部 6-8 分钟	120-180 分钟
烤牛肉 (1.1-2 kg)	全部 8-10 分钟	210-300 分钟

## 保养和清洁

不要使用高压清洁剂或蒸汽喷嘴。只能在关闭电器的情况下清洁暖碟抽屉。功能选择旋钮设置 = 0

## 电器外部

用水和少量洗涤剂擦洗电器。然后用软布擦干。

不可使用腐蚀性或磨蚀性的清洁用品。如果腐蚀性或磨蚀性物质接触到正面，请立即用水清洗掉。

### 不锈钢表面

一定要立即去除由水垢、油脂、面粉和蛋清形成的污渍。这类污渍可能会引起腐蚀。用水和少量洗涤剂清洁电器。然后用软布擦干表面。

### 带玻璃前门的电器

使用玻璃清洁剂和软布清洁玻璃前门。不要使用玻璃刮刀。

## 加热板

用温水和少量洗涤剂清洁加热板。

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## 故障检修

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故障通常有简单说明。在给售后服务部打电话前，请阅读下面的说明：

烹饪容器或食物保持冷态。	检查以下事项： <ul style="list-style-type: none"><li>● 开启电器电源</li><li>● 是否断电</li><li>● 暖碟抽屉是否完全关闭</li></ul>
烹饪容器或食物加热不够。	这可能表示： <ul style="list-style-type: none"><li>● 烹饪容器或食物的加热时间不够长</li><li>● 暖碟抽屉打开时间太长</li></ul>
“通电”指示灯闪烁。	检查暖碟抽屉是否关闭。
在暖碟抽屉关闭时，指示灯迅速闪烁。	致电售后服务部门。
“通电”指示灯未亮起。	指示灯故障。咨询售后服务部门
保险丝盒中的熔断器已熔断。	断开电器电源，然后咨询售后服务部门。

只能由具备相应资格的技术人员进行修理。修理不当可能会导致用户严重受伤。



## 售后服务

如果您的电器需要修理，我们为您提供售后服务。您可以在电话簿上查到离您最近的售后服务中心的地址和电话号码。所列出的售后服务中心也会很乐意告诉您当地的维修点。

### E 编号和 FD 编号

在联系我们的售后服务部门时，请提供电器的产品编号 (E 编号) 和生产编号 (FD 编号)。这些编号标在铭牌上，打开暖碟抽屉即可看到铭牌。将这些号码记录在下面的空白处，这样可以在电器出故障时节省查找时间。

E 编号	FD 编号
售后服务 ☎	400-82-80099

请在随设备提供的客户服务列表中查找所有国家的联系信息。

请相信制造商的专业技术，我们将确保由经过专业培训的技术人员使用原装配件对您的家电进行修理。

## 技术参数

电源：	220 - 240 V 50/60 Hz
总连接负荷：	810 W
经过 VDE 检验：	是
CE 标记：	是

原产地：斯洛伐克

经销商：博西家用电器（中国）有限公司

地址：中国江苏省南京市鼓楼区清江南路18号3幢

执行标准：

GB 4706.1-2005 家用和类似用途电器的安全第 1 部分：通用要求

GB 4706.22-2008 家用和类似用途电器的安全驻立式电灶、灶台、烤箱及类似用途器具的特殊要求

## 环境保护

打开电器的包装并以环保的方式处理包装材料。

## 环境保护



本电器依据有关废旧电子电气电器 (WEEE – 电子电气设备废弃物) 的欧洲指令 2002/96/EU 进行标识。该指令确定了废旧电器回收和再利用的适用框架。



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Additional information on products, accessories, replacement parts and services can be found at **[www.gaggenau.com](http://www.gaggenau.com)** and in the online shop **[www.gaggenau-eshop.com](http://www.gaggenau-eshop.com)**

## **⚠ Important safety information**

Read these instructions carefully. Only then will you be able to operate your appliance safely and correctly. Retain the instruction manual and installation instructions for future use or for subsequent owners.

Check the appliance for damage after unpacking it. Do not connect the appliance if it has been damaged in transport.

This appliance is intended for domestic use and the household environment only. The appliance should be used for keeping food warm and warming plates only.

This appliance may be used by children over the age of 8 years old and by persons with reduced physical, sensory or mental capacity or by persons with a lack of experience or knowledge if they are supervised or are instructed by a person responsible for their safety how to use the appliance safely and have understood the associated hazards.

Children must not play with the appliance. Children must not clean the appliance or carry out general maintenance unless they are at least 8 years old and are being supervised.

Keep children below the age of 8 years old at a safe distance from the appliance and power cable.

### **Risk of burns!**

- The heating plate in the warming drawer becomes very hot.  
Do not touch the heating plate when it is hot. Keep children at a safe distance.
- Accessories and ovenware become very hot. Always use oven gloves to remove accessories or ovenware from the cooking compartment.

### **Risk of electric shock!**

- The cable insulation on electrical appliances may melt when touching hot parts of the appliance. Never bring electrical appliance cables into contact with hot parts of the appliance.
- Penetrating moisture may cause an electric shock. Do not use any high-pressure cleaners or steam cleaners.
- A defective appliance may cause electric shock. Never switch on a defective appliance. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. Contact the after-sales service.
- Cracks or fractures in the glass plate could cause electric shocks. Switch off the circuit breaker in the fuse box. Contact the after-sales service.
- Incorrect repairs are dangerous. Repairs may only be carried out by one of our trained after-sales engineers. If the appliance is faulty, unplug the mains plug or switch off the fuse in the fuse box. Contact the after-sales service.

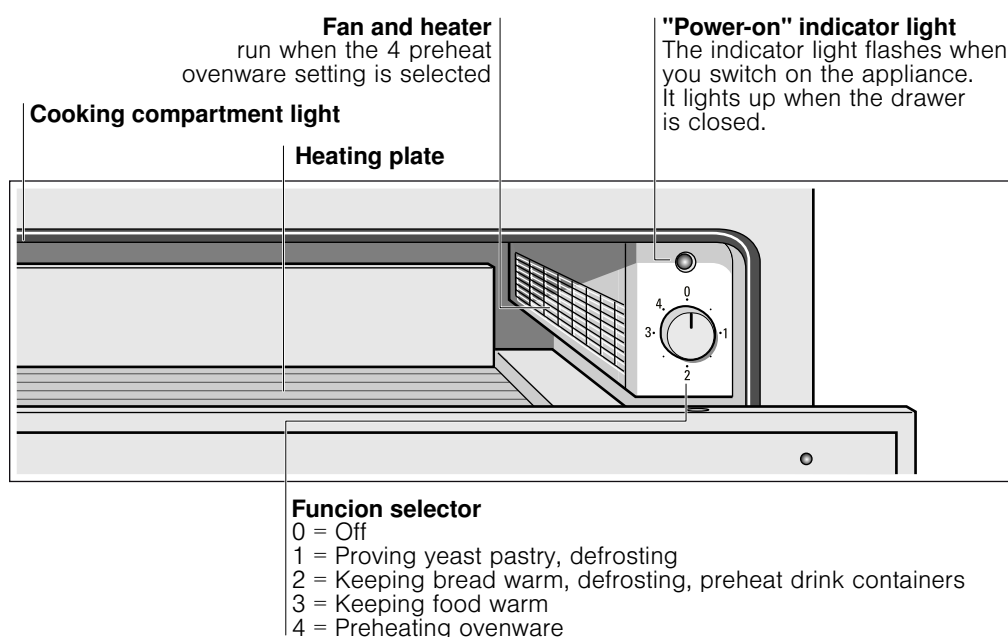
### **Risk of fire!**

The heating plate in the warming drawer becomes very hot and flammable materials may catch fire.

Do not store flammable objects or plastic containers in the warming drawer.

## The warming drawer

You can use the warming drawer to preheat ovenware or to keep food warm.



The appliance will only heat up if the drawer is closed correctly.

## Opening and closing

The appliance has a recess at the bottom which can be used as a handle to open and close it.

While opening and closing the illumination automatically turns on and off.

You can also turn off illumination completely by reaching into the appliance, using the slide switch on the upper left side.

## Special accessories

You can order the following special accessories from your specialist dealer:

Handle (60cm), aluminum	BA476530
Handle (60cm), stainless steel	BA476510
Handle 30" (76cm), stainless steel	BA478510

Only use the accessories as specified. The manufacturer accepts no liability if these accessories are used incorrectly.

## Preheating ovenware

Food stays warm for longer in preheated ovenware. Drinks also remain warm for longer.

## General ovenware

Only load the warming drawer up to 25 kg. You can preheat dinnerware for 6 or 12 people, for example.

Low drawer, (14 cm in height)		Tall drawer, (29 cm in height)	
6 dinner plates	Ø 24 cm	12 dinner plates	Ø 24 cm
6 soup bowls	Ø 10 cm	12 soup bowls	Ø 10 cm
1 serving dish	Ø 19 cm	1 serving dish	Ø 22 cm
1 serving dish	Ø 17 cm	1 serving dish	Ø 19 cm
1 meat plate	32 cm	1 serving dish	Ø 17 cm
		2 meat plates	32 cm

## Arranging ovenware

As far as possible, distribute the ovenware over the entire surface. It takes longer to warm through tall stacks of plates than individual pieces of ovenware, e.g. 2 serving dishes.

## Drinks containers

Always heat drinks containers, e.g. espresso cups, using setting 2.

### **Risk of burning!**

At setting 3 or 4, the drinks containers will get very hot.

## Method

- 1 Place the ovenware in the drawer.
- 2 Set the function selector to setting 4. Always heat drinks containers using setting 2. The "power on" indicator light flashes.
- 3 Close the warming drawer. The "power on" indicator light lights up. The appliance heats up.

### How long does preheating take

The length of time required for preheating depends on the material the ovenware is made of and its thickness, as well as the quantity, height and arrangement of the ovenware. As far as possible, distribute the ovenware over the entire surface.

It takes approximately 15-25 minutes to preheat dinnerware for 6 people.

### Switching off

Open the drawer. Switch off the function selector.

### Removing ovenware

Remove ovenware from the drawer using oven gloves or an oven cloth.

### **Risk of burning!**

The upper surface of the heating plate will be hot. The base of the ovenware will be hotter than the top.

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## Keeping food warm

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Do not place hot saucepans or pans on the glass surface of the warming drawer immediately after removing them from the hot hob. This could damage the glass surface.

Do not fill the ovenware to such an extent that food spills over.

Cover the food with a heat-resistant lid or aluminium foil.

It is recommended that you do not keep food warm for longer than an hour.

**Suitable foods:** The appliance is suitable for keeping meat, poultry, fish, sauces, vegetables, side dishes and soups warm.

## Method

- 1 Place the ovenware in the drawer.
- 2 Set the function selector to setting 3 and preheat the appliance for 10 minutes.
- 3 Add the food to the preheated ovenware.
- 4 Close the drawer again. The "power on" indicator light lights up. The appliance heats up.

### Switching off

Switch off the function selector. Remove the food from the drawer using oven gloves or an oven cloth.

## Uses

The table shows various uses for the warming drawer. Set the function selector to the desired setting. Preheat the ovenware as indicated in the table.

Level	Food / ovenware	Note
1	Delicate deep-frozen food e.g. cream cakes, butter, sausages, cheese	Defrost
1	Leaving yeast dough to rise	Cover
2	Deep-frozen food e.g. meat, cakes, bread	Defrost
2	Keeping eggs warm e.g. hard-boiled eggs, scrambled eggs	Preheat ovenware, cover food
2	Keeping bread warm e.g. toast, bread rolls	Preheat ovenware, cover food
2	Preheating drinks containers	e.g. espresso cups
2	Delicate food e.g. slow-cooked meat	Cover ovenware
3	Keeping food warm	Preheat ovenware, cover food
3	Keeping drinks warm	Preheat ovenware, cover drinks
3	Warming flat dough-based foods e.g. pancakes, wraps, tacos	Preheat ovenware, cover food
3	Warming dry cakes e.g. crumble cakes, muffins	Preheat ovenware, cover food
3	Melting cooking chocolate or chocolate coating	Preheat ovenware, break up food into small pieces
3	Dissolving gelatine	Open, approximately 20 minutes
4	Preheating ovenware	Not suitable for drinks containers

## Slow cooking

Slow cooking is the ideal cooking method for all tender pieces of meat which are to be cooked rare or very rare. The meat remains very juicy and turns out as soft as butter. Advantage: this gives you flexibility when planning meals, since the cooking times for slow cooking are generally longer. Slow-cooked meat can be kept warm easily.

**Suitable ovenware:** Use ovenware made out of glass, porcelain or ceramic and with a lid, e.g. a glass roasting dish.

### Method

- 1 Preheat the warming drawer containing the ovenware at setting 4.
- 2 Rapidly heat a little fat in a pan. Sear the meat over a high heat and then place it directly in the warmed ovenware. Place the lid on top.
- 3 Put the ovenware with the meat back in the warming drawer and complete the cooking. Set the function selector to setting 3.

### Notes on slow cooking

Only use high-quality, fresh meat for this. Carefully remove sinews and fat. Fat develops a strong, distinct taste during slow cooking.

The meat should not be turned even if it is a large joint.

You can cut the meat immediately after slow cooking. It is not necessary to leave the meat to stand.

This particular cooking method always leaves the inside of the meat medium rare. However, this does not mean that it is raw or not properly cooked.

Meat that has been slow-cooked is not as hot as meat that has been cooked conventionally. Serve the sauce very hot. Place the plates in the warming drawer for the last 20-30 minutes.

Turn the oven back to setting 2 after slow cooking in order to keep the slow-cooked meat warm. You can keep small pieces of meat warm for up to 45 minutes, and large pieces for up to two hours.

## Table

All tender joints of beef, pork, veal, lamb, game and poultry are suitable for slow cooking. Searing and braising times depend on the size of the piece of meat. The times for searing refer to the meat being placed in hot fat.

Meal	Searing on the hotplate	Completing in the oven
<b>Small pieces of meat</b>		
Cubes or strips	1-2 minutes all over	20-30 minutes
Small cutlets, steaks or médaillons	1-2 minutes per side	35-50 minutes
<b>Medium-sized pieces of meat</b>		
Fillet (400-800g)	4-5 minutes all over	75-120 minutes
Saddle of lamb (approx. 450g)	2-3 minutes per side	50-60 minutes
Lean joint (600-1000g)	10-15 minutes all over	120-180 minutes
<b>Large pieces of meat</b>		
Fillet (from 900g)	6-8 minutes all over	120-180 minutes
Roast beef (1,1-2kg)	8-10 minutes all over	210-300 minutes

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## Care and cleaning

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Do not use high-pressure cleaners or steam jets.  
Only clean the drawer when the appliance is switched off. Function selector Setting = 0.

## Appliance exterior

Wipe the appliance with water and a little detergent. Then dry it with a soft cloth.

Caustic or abrasive cleaning products are not suitable. If a caustic or abrasive substance comes into contact with the frontage, wash it off immediately with water.

### Stainless steel surfaces

Always remove any flecks of limescale, grease, cornflour and egg white immediately. Corrosion can form under such flecks. Clean the appliance using water and a little detergent. Then dry the surface with a soft cloth.

### Appliances with glass fronts

Clean the glass front with glass cleaner and a soft cloth. Do not use a glass scraper.

## Heating plate

Clean the heating plate using warm water and a little detergent.



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## Troubleshooting

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Malfunctions often have simple explanations. Please read the following instructions before calling the after-sales service:

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<b>The ovenware or food remain cold.</b>	Check whether: <ul style="list-style-type: none"><li>● the appliance is switched on</li><li>● there has been a power cut</li><li>● the drawer is closed completely</li></ul>
<b>The ovenware or food are not warmed sufficiently.</b>	This may indicate that: <ul style="list-style-type: none"><li>● the ovenware or food were not warmed for a sufficient length of time</li><li>● the drawer was left open for a long time</li></ul>
<b>The "power on" indicator light flashes.</b>	Check whether the drawer is closed.
<b>The indicator light flashes rapidly when the warming drawer is closed.</b>	Call the after-sales service.
<b>The "power on" indicator light does not light up.</b>	The indicator light is faulty. Consult the after-sales service
<b>The fuse in the fuse box has blown.</b>	Disconnect the appliance at the mains and consult the after-sales service.

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Repairs must only be carried out by qualified specialists. Incorrect repairs may result in serious injury to the user.

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## After-sales service

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Our after-sales service is there for you if your oven should need to be repaired. You will find the address and telephone number of your nearest after-sales service centre in the phone book. The after-sales service centres listed will also be happy to advise you of a service point in your local area.

**E number and FD number** When contacting the after-sales service, always specify the product number (E no.) and the production number (FD no.) of your appliance. The rating plate bearing these numbers can be found by opening the warming drawer. Make a note of these numbers in the space below to save time in the event of your appliance malfunctioning.

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E no.	FD no.
After-sales service ☎	

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Please find the contact data of all countries in the enclosed customer service list.

### To book an engineer visit and product advice

**CN** 400 828 0099

Trust the expertise of the manufacturer, and rest assured that the repair will be carried out by trained service technicians using original spare parts for your domestic appliance.

## Technical data

Power supply:	220-240 V 50/60 Hz
Total connected load:	810 W
VDE-inspected:	yes
CE mark:	yes

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## Environmental protection

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Unpack the appliance and dispose of the packaging in an environmentally-responsible manner.

## Environmental protection



This appliance is labelled in accordance with the European Directive 2002/96/EU concerning used electrical and electronic appliances (WEEE – waste electrical and electronic equipment). The guideline determines the framework for the return and recycling of used appliances as applicable.

# GAGGENAU

## 嘉格纳进口家用电器产品保修指南

Gaggenau imported appliances Warranty Instruction



### 博西家用电器 (中国) 有限公司

中国江苏省南京市鼓楼区清江南路18号3幢, 邮编: 210005

BSH Home Appliances (China) Co., Ltd.

Building 3, No. 18 Qingjiang South Road, Gulou District, Nanjing,

Jiangsu Province, P.R. China 210005

全国统一客户服务热线 / Service call: 4008280099

全国免费客户咨询热线 / Toll free call: 8008280099

客户服务电子邮箱 / Service mailbox: [careline.china@bshg.com](mailto:careline.china@bshg.com)

本资料内容如有变更, 恕不另行通知

The contents are subject to change without notice.

## 友情提示

- 如果您的机器出现异常现象，在联系客服之前，请先参照机器说明书中的《异常现象及处理方法》进行排查。
- 如果维修人员上门后发现机器并无故障，即使在包修期内，您也将承担相关费用。
- 您可以在本指南中找到客户服务的联系方式。

在上门服务前请提供下列信息：

详细的地址和电话号码、故障描述、购机日期、产品型号 (E-Nr.)、生产日期 (FD)。

上述信息有助于更好地为您提供服务，同时也可以为您省去不必要的开支。产品型号请参见铭牌。

## 保修说明

1. 根据中华人民共和国《部分商品修理更换退货责任规定》，本机作为进口家用电器，自购买之日起整机包修 1 年，电冰箱、吸油烟机、灶具和洗碗机的主要部件包修 3 年，微波炉的主要部件包修 2 年，其他产品的主要部件包修 1 年。用于生产经营目的、商用、公司集体使用等用途所购买的家电，其整机及主要部件的包修期为 3 个月，除非购销合同中另有规定。  
法律法规另有规定的，按照其规定执行。
2. 厂方、商业单位出售的降价处理商品包修条件同上，降价部位不予包修。
3. 包修期内，用户修理时必须提供修理产品的有效购买发票和厂方指定的相关三包凭证。三包有效期自发票开具之日算起。用户遗失购买发票时，按照机器出厂日期推算三包有效期。
4. 下列项目不属于免费包修范围，应实行收费修理。
  - 用户搬运，安装，使用，维护，保管不当而损坏的。
  - 使用电源电压低于 187 伏或高于 240 伏而损坏的。
  - 自行或非厂方特约维修点拆修的。
  - 无有效购买发票和三包凭证的。
  - 购买发票与三包凭证涂改或与产品不符的。
  - 因不可抗力造成产品损坏的。
  - 过了免费包修期的。
5. 由于产品使用环境条件，如电源、水源、温度、湿度等非本公司所能控制的因素引起的一切损坏及损失，不在免费保修范围内。

## 服务承诺

- |                  |          |
|------------------|----------|
| - 24 小时热线        | - 电话咨询服务 |
| - 市区 24 小时内上门    | - 终身提供服务 |
| - 免费安装调试 (材料费除外) |          |

## 联系方式

全国统一客户服务热线：4008280099

全国免费客户咨询热线：8008280099

客户服务传真：025-84701672

客户服务电子邮箱：careline.china@bshg.com

公司网站：www.gaggenau.com

2012 年 11 月 22 日

# 嘉格纳家用电器客户服务保修卡

GAGGENAU

顾客姓名		联系电话	
联系地址			
购买日期			
产品型号		发票号码	
维修点名称		维修点电话	

结算第五联

GAGGENAU



顾客姓名		联系电话	
购买日期		发票号码	
产品型号		出厂年月	
维修日期		出厂序号	

结算第四联

GAGGENAU



顾客姓名		联系电话	
购买日期		发票号码	
产品型号		出厂年月	
维修日期		出厂序号	

结算第三联

GAGGENAU



顾客姓名		联系电话	
购买日期		发票号码	
产品型号		出厂年月	
维修日期		出厂序号	

结算第二联

GAGGENAU



顾客姓名		联系电话	
购买日期		发票号码	
产品型号		出厂年月	
维修日期		出厂序号	

结算第一联

GAGGENAU



顾客姓名		联系电话	
购买日期		发票号码	
产品型号		出厂年月	
维修日期		出厂序号	

## Tips

- Please first look up chapter in Instruction manual “troubleshooting” before you ask for home service.
- If service people could not find any malfunction on the appliances, consumer need to pay for related cost even if the appliances is in the warranty period.
- In order to provide prompt service, our service staff needs specific information about the appliance. Please inform the following us to in detail: Exact address and telephone number.; Failure description; Date of purchase. Product model (E-Nr.) and Production date (FD). You may lookup the name plate for the product model.

## Warranty Instruction

1. According to “the Regulations of Responsibility concerning Repair, Exchange and Return of some Commodities”, warranty period of imported appliance purchased for home use purpose is one year for the complete unit. Warranty period of functional parts of refrigerators, hoods, cooktops and dishwashers is 3 years, warranty period of functional parts of microwaves is 2 years, warranty period of other functional parts is of one year. Warranty period of appliances purchased for business, commercial or company use is 3 months for complete unit and functional parts unless otherwise specified in the contract.  
The laws and regulations will take the prior when the company's warranty condition collides with any of them.
2. Warranty period for appliances sold at reduced prices is the same, but no warranty claim for price reduced position.
3. Within warranty period, the consumer should show the valid purchase invoice of the appliance and other relevant guarantee documents defined by the manufacturer when asking for free of charge repair. Consumer should keep the warranty card and the purchase invoice properly and show them together when asking for free of charge repair. The warranty period starts form the invoice date. If the customer loses the invoice, it starts from the manufacturing date.
4. The following cases are not covered by the free of charge repair and should be paid by the customer:
  - Damage caused by improper transportation, installation, operation, maintenance and storage by customer.
  - Damage caused by power supply on customer site less than 187V or more than 240V.
  - Damage caused by unauthorized repair.
  - Without valid purchase invoice or without relevant guarantee document.
  - The guarantee document is amended by customer or doesn't accord with the appliance.
  - Damage caused by force majeure.
  - Out of warranty.
5. If the appliances are used under condition of improper power supply, water supply, temperature or humidity, the damage and loss are not covered by the free of charge repair and should be paid by the customer. Because the factors mentioned above is beyond the control of manufacturer.

## Service Promises

- 24 hours hotline service
- Door to door service within 24 hours within city boundary
- Free of charge installation (except accessories)
- Telephone consulting service
- Provide service a lifetime long

## Service communication

Service call: 4008280099

Toll free call: 8008280099

Service fax: 025-84701672

Service mailbox: careline.china@bshg.com

Website: www.gaggenau.com

2012.11.22

# Warranty Card

**GAGGENAU**

Name		Telephone	
Address			
Date of purchasing			
E-number		Invoice number	
Repair name		Repair Telephone	

Fifth page

**GAGGENAU**



Name		Telephone	
Date of purchasing		Invoice number	
E-number		FD number	
Repair date		Serial number	

Fourth page

**GAGGENAU**



Name		Telephone	
Date of purchasing		Invoice number	
E-number		FD number	
Repair date		Serial number	

Third page

**GAGGENAU**



Name		Telephone	
Date of purchasing		Invoice number	
E-number		FD number	
Repair date		Serial number	

Second page

**GAGGENAU**



Name		Telephone	
Date of purchasing		Invoice number	
E-number		FD number	
Repair date		Serial number	

First page

**GAGGENAU**



Name		Telephone	
Date of purchasing		Invoice number	
E-number		FD number	
Repair date		Serial number	

**Gaggenau Hausgeräte GmbH**

Carl-Wery-Straße 34

D-81739 München

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

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