

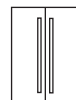
## IGN2 Storm Duo

## IGN3 Storm Treo

Built-in gas cooktop with flame-failure safety device |  
Piano cottura da incasso a gas con valvole di sicurezza

## PIDG1 Pollux Domino Uno

Built-in domino gas cooktop (with flame-failure safety device) |  
Piano cottura domino da incasso a gas (con valvole di sicurezza)



# Congratulations!

Your purchase of a PACIFICA®/ PACIFIC® product attests to the importance you place upon the quality and performance of the major appliances you use. With minimal care, as outlined in this guide, your product is designed to provide you with years of reliable service. Please take a few minutes to learn about its proper and efficient use and care. This guide will provide you with the information you need to become familiar with your product's care and operation. Your complete satisfaction is our ultimate goal.

If you have any questions or comments about this product, please contact the dealer from whom you purchased it, or contact our Consumer Support Centre at 603-7805 7725. We appreciate your choosing of our product, and hope that you will again select our products for your other major appliance needs. For more information about the complete and growing selection products.

## **⚠ WARNING**

To reduce the risk of fire, electrical shock, or injury when using your appliance, please follow these basic precautions.

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## SPECIFICATION

Model	IGN2
Ignition power	1.5 V.D.C (D size battery)
Gas type	L.P.G Default / N.G Optional
Capacity	5.0kw x 2
Product dimension	W860 x D470 x H150(mm)

Model	IGN3
Ignition power	1.5 V.D.C (D size battery)
Gas type	L.P.G Default / N.G Optional
Capacity	5.0kw x 2 & 2.5kw x 1
Product dimension	W860 x D470 x H150(mm)

Model	PDIG1
Ignition power	1.5 V.D.C (D size battery)
Gas type	L.P.G Default / N.G Optional
Capacity	5.0kw x 1
Product dimension	W300 x D510 x H125(mm)

INSTALLATIONDIAGRAM

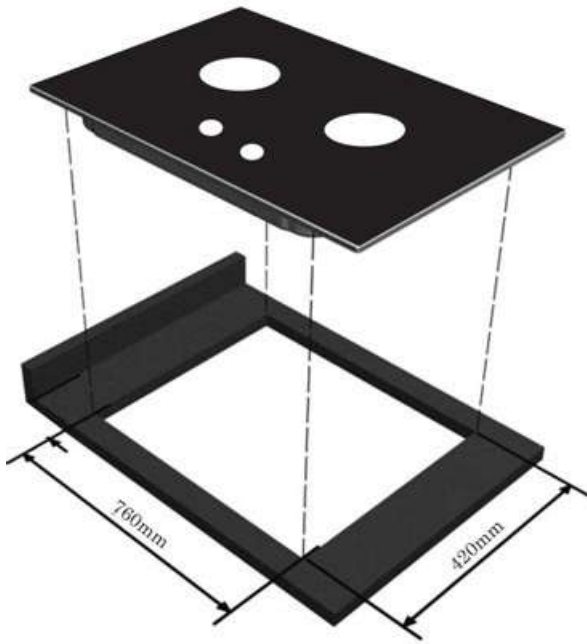


Figure 1 (IGN2 & IGN3)

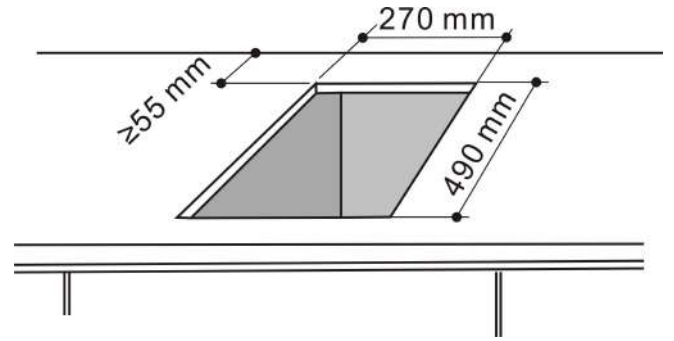


Figure 3 (PIDG1)

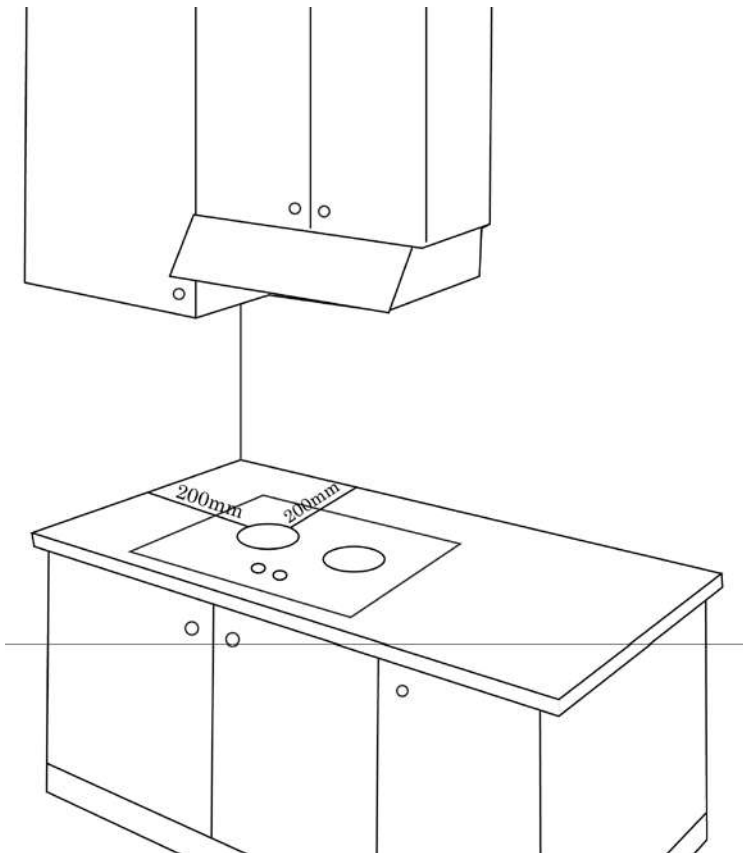
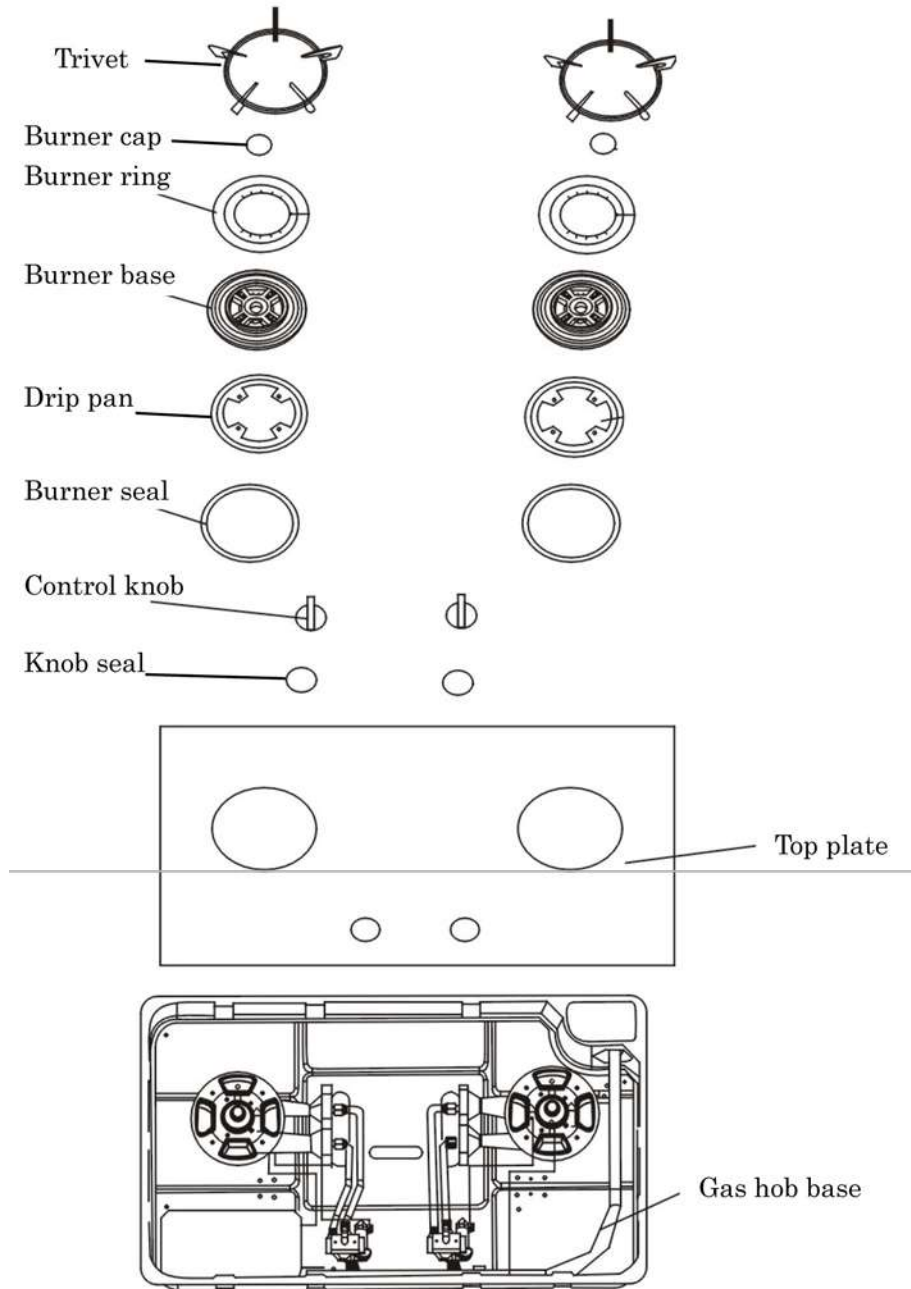


Figure 2 (IGN2 & IGN3)

## Installation guides & instructions

1. Make sure the gas hob is installed according to the recommended cut out size (Fig 1).
2. Make sure the installed gas hob's burner has sufficient safe distance (at least 200mm) from the walls (Fig. 2).
3. Make sure there is a minimum distance of 760mm between the gas hob's top plate and the cooker hood or cabinet on top of the gas hob. The minimum distance may change depending on the type of cooker hood selected.
4. The kitchen where the gas hob is installed has to be well ventilated all the times.
5. Do not install this gas hob between two tall cabinets as this may cause fire hazard.
6. The gas hob cannot be installed on top of or near other appliances like washer, dryer, freezer, built-in dishwasher and etc. in order to avoid the heat emitted from the gas hob which may damage the nearby appliances.
7. The gas hob should never be installed beside a deep fryer as the gas flame may light up the high temperature oil that spills out from the deep fryer. A minimum distance of 400mm is needed to install these 2 appliances together at the same cooking counter top.
8. If the user is using a LPG gas tank, please do not install this gas hob more than 12 feet away from the gas tank in order to retain enough gas pressure.
9. The user has to make sure the gas tank has a proper and good condition gas tank regulator and it is to be accessed after installing both the gas hob and gas tank.
10. For pipe connection, it is necessary that the applied sealant on the pipe is approved by the local authority for usage. Otherwise, it may lead to gas leakage and fire risk subsequently.
11. For pipe and gas tube connection, the installation has to be done by the Pacifica & Pacific authorized technician and the installer has to make sure the connected parts are connected firmly with no leakage. Leakage test is necessary here and only test it with soapy solution instead of lighter or flame.
12. Do not seal the gas hob after it has been built into a cooking counter top as it will be hard for the user or technician to service and repair the gas hob in the future.

GUIDE TO GAS HOB



## IMPORTANTSAFETYINSTRUCTIONS

### WARNING:

The user has to read all the stated instructions in this manual before the installation and use of the gas hob in order to prevent unnecessary injury and damages on the appliance. This appliance is intended for residential cooking only therefore please uses this gas hob for its intended purpose only. This appliance conforms to the local uniform safety codes and regulations. The manufacturer will not take the responsible for the damages or injury caused by improper use of this appliance. The user of this appliance has to keep these operating instructions in a safe place for future reference and pass them on to any future user for their safety concern.

### ElectricalSafety

1. Before the installation of this appliance, the user has to make sure that the adopted battery's size suits the battery compartment of the gas hob. Consult a qualified electrician or the authorised dealers if there is any doubt.
2. Before installation and service, the installer has to remove the battery from the battery compartment. Ensure that the battery will not return to the appliance during maintenance or repair work.
3. Make sure the battery is in good condition before insert it into the battery compartment. Then, make sure the battery is fitted properly according to the stated position. The manufacturer cannot be held responsible for damage or injury caused by an improper insertion of battery.
4. Never use an extension cord to connect this appliance to electricity as the extension cords do not guarantee the required safety of the appliance.
5. Do not operate this appliance with a damaged cord or plug, or if the appliance has been damaged in any manner. Return this appliance to the nearest authorized service facility for examination and repair.
6. If the gas hob is not going to be in used for long time, please remove the battery from the battery compartment and only insert it back when it is in use again. This is to prevent hazardous risk.

### Installation&use

1. Inspect the gas hob for shipping damage before installation. Do not install or operate a damaged unit and contact the Pacifica and Pacific dealer if there is any damage found.
2. This appliance should be installed at a safe height and appropriate place for users to access it safely. This is to avoid unnecessary injury and for easier access.
3. This appliance is not designed for maritime use or mobile installations in any vehicles or aircraft. It is only possible with certain conditions; please consult the Pacifica and Pacific Technical Department for further advice and specific requirements.
4. This appliance is made and intended for household use only and should not be used for commercial purposes.



5. This appliance must only be used after it has been properly installed into the cooking counter top or placing it firmly and appropriately on top of the counter. This is needed to ensure that all parts are accurately shielded.
6. Only use this gas hob for its intended purpose. Any other use is at the owner's risk and the manufacturer will not bear any responsibility for this.
7. Do not allow metal objects such as meat probe, aluminium foil, cooking pans, racks and etc. come in contact with the burner to avoid damages on either the metal object or the burner itself.
8. Do not slide any pan, pot, rack or any other hard object on the external surface of the gas hob as this may damage the surface.
9. Do not leave cookware or cooking utensil on the gas hob even it is not in use as to prevent unnecessary damage.
10. Do not use gas hob as a heater for the room or the kitchen.
11. Do not use this gas hob as a barbequing, roasting and grilling tool.
12. This appliance can only be used for cooking only and not to use as a dryer, kiln, dehumidifier and etc.
13. The gas hob will produce heat and moisture during cooking within kitchen or area therefore the kitchen or area where this appliance is installed has to be well ventilated.
14. Do not use this appliance in a potentially explosive environment.
15. Do not carry the gas hob by holding up the stands and gas inlet.
16. Make sure the cooking counter top and the surrounded walls for this gas hob to be installed can resist the high temperature of 120°C.
17. Do not allow flammable objects come into contact with the gas hob.
18. The installation, repair and maintenance work should be carried out by the Pacifica and Pacific authorized technician or service professional. The installation, repair and maintenance work done by the unauthorised individuals could be dangerous and it may void the given warranty.
19. The user must not install and use this gas hob outdoors.
20. For proper ignition and performance, make sure the igniters are always clean and dry.
21. Make sure the parts and components on top of the gas burner are fitted properly before using.
22. Do not use cookware that is much larger than the trivets of the gas hob as this may make the fire spread out and damage the counter top or any other things that are around the gas hob.

23. Do not use cookware that is much smaller than the trivets of the gas hob as this may burn and damage the cookware when it is covered by the upcoming flame. It may also cause injury and burn to the user during use as well.

24. If the user wants to use glassware, ceramic or glazed cookware on the gas hob, please make sure the cookware can stand and resist sudden temperature change.

25. Do not place flame tamer, asbestos mat, aluminium foil and other additional cooking parts between the cookware and trivets as this will cause serious damage to both the cooking parts and the trivets.

26. Do not remove the trivets and place the cookware on top of the burner as this will damage both the cookware and the burner.

27. Do not use cookware that is too large or too heavy on this gas hob as the trivets may be bent and the burner could be damaged badly.

#### During cooking

1. When this appliance is in use, please be aware that both the internal and external parts of the door and other accessible parts may become extremely hot and the heat will remain for a while even after the gas hob turned off. Please keep children away from the appliance when it is in use.

2. Let the gas hob and its parts to cool down before taking any of the parts as to avoid burns.

3. Please use potholder and gloves when placing or lifting the pot and other larger size cookware on the gas hob in order to avoid burning risk.

4. Make sure the used potholder is dry and heat resistant as the wet and moist potholders may cause steam burns if there is water dripping on the hot surface.

5. Do not use towel or other thick material to substitute potholders or gloves as the user may still get burns and the substituted material maybe badly damaged as well.

6. Please avoid the hot steam or hot air during use as to avoid serious burns and scalds. Do not touch the surfaces when the appliance is in use but only grab and use the handle of the cookware.

7. Do not touch the burners and other heated parts of the gas hob when it is in use and even after cooking as the heat will remain for quite a while.

8. When lifting up and putting down the cooking containers, please take care as not to let the hot contents spill out especially when there are hot liquids in it. Do not use plastic container on this gas hob as they may melt on it under the high cooking temperature.

9. Never leave the gas hob unattended when it is in use.

10. Do not operate this appliance without any on top of it.

11. When opening the lid of the cookware during cooking. Open the lid slightly in the beginning to let the heating steam or air to escape upward first. This step is necessary as to avoid scalding and burning on the user.

12. Never heat up or cook the sealed or unopened food container on top of the gas hob as the pressure inside the food container may build up and cause explosion.

13. Never add water onto the cookware or food when they are extremely hot during cooking and it will create a lot of hot steams which may cause serious burns or scalds.

14. Do not use drip tray, cooking rack and other cooking device's part on a gas hob as it is very dangerous and may cause serious damage and injury.

15. During cooking food with massive oils and fats, please do not leave the appliance unattended as the overheated oil and fat may cause fire hazard.

16. The user has to be extra careful when using alcoholic liquids or ingredients on gas hob cooking as in rare situation, it may cause combustion.

17. Do not blow the flame as the extended flame may heat or light up other things around the gas hob or heat up the handles and edges of the cookware.

18. Do not light up the fire without any cookware on top of the burner.

19. Always adjust the flame output according to the size of the bottom base of the cookware or even make it smaller. Do not use high flame output with small cookware as the outer flames will catch up the sides of the cookware and this may cause serious burn to the user while trying to hold it.

20. The user has to make sure the handle(s) of the cookware has to face inward to the user rather than on other directions which may cause the handle(s) heat up or block the other cookware beside it.

21. Do not heat up empty cookware for long as it may spoil the cookware.

22. If the gas supply is not in normal or good condition, shut off the gas supply immediately and replace a new gas tank or call the gas supply company for further assistance.

23. Make sure the cookware is place no top of the centre of burner while cooking as placing it at the side will make escaping flame heat up the handle(s) of the cookware and the flame output is wasted as well.

### Children

1. To reduce the injury of children, do not allow children to play with or around gas hob. Children are not allowed to operate this appliance on their own or even with the adult's guidance.

2. Do not store items of interest to children on top of or near this appliance. The children could be seriously injured if they try to reach the items especially when it is in use.

3. Make sure the children do not have any contact with the gas hob when the gas hob is in use.
4. The gas hob could be still dangerous to the children as there are remaining heat within the gas hob therefore ensure that the children are kept away from it at a safe distance.
5. Ensure the plastic wrappings of this appliance are disposed off safely and kept out of the reach of children.
6. Before discarding an old appliance or this appliance, please remove the battery from the battery compartment and take out the trivets, burner rings, burner base, burner caps, burner seals, control knobs and other detachable parts to prevent any danger to children.

#### Toprotecttheappliance

1. Do not use this gas hob to heat up the sealed container with food or liquid in it as the rising pressure will cause explosion which will damage the appliance.
2. To prevent condensation which could corrode the appliance, please do not leave any cooked foods or storing food on top of the gas hob.
3. Do not leave other items that may rust into the gas hob or on top of the burner(s) as this can lead to corrosion to the appliance.
4. Do not lean, stand, sit or place heavy items on top of the appliance as it cannot carry or stand heavy weight.
5. Do not block the vent openings as the appliance needs to operate in well ventilating condition.
6. Never store flammable material or liquid inside or around the gas hob to avoid fire hazard.
7. Please cover the cooked food that is still remaining on top of the gas hob to be kept warm for hygiene purpose.

#### Appliancemaintenance

1. Please clean and wipe the appliance after each use and dry it if the unit is in damp. This is especially needed if the appliance is not going to be used for a long period of time.
2. Do not use a steam cleaner to clean this appliance as the heating steam from the steam cleaner could penetrate through the gas hob's components and permanently damage the gas hob or even cause injury on the user.
3. Do not clean this appliance right after any cooking as both the external and internal parts of the appliance are still very hot. Cleaning the gas hob right after the cooking may cause damage to the appliance itself and may burn the user as well.
4. The gas hob's base plate seal is essential for firm installation therefore the seal should not be rub roughly as it may be damage. Use only warm and mild soapy solution to clean the seal gently.

5. Do not open the top plate of the gas hob and clean the internal parts as it damage the unit and it will void the warranty of the gas hob. Contact the Pacifica & Pacific Technical Service Department for servicing and cleaning.
6. Do not splash water onto the appliance to clean it as it will be spoiled.
7. Clean the spills on the gas hob that contain sugar or salt immediately.
8. Do not let the cooking grease, spills and other flammable materials accumulated on top of the gas hob.
9. The safety valve is made of delicate material therefore the user has to take good care of it and should not use rough cleaning method on it or knock it or placing heavy weight on it.
10. The igniters should always keep in clean and dry condition for proper ignition. Similar as the safety valve, do not clean the igniters roughly or knock it or placing heavy weight on it in order to ensure its performance.

#### Othersafetynotes

1. If there is any defect or damage arise, please turn off the appliance immediately and shut off the gas supply and contact the Pacifica and Pacific Technical Service Department for repairing and servicing.
2. When the appliance is under warranty repairs, the fixing should only be performed by a Pacifica and Pacific authorized service technician. Otherwise, the given warranty of this appliance will be void.
3. Do not interfere the electrical connections, components and mechanical parts and never open the outer casing of the appliance unless it is done by the Pacifica and Pacific authorised service personnel. Otherwise, the given product warranty will be void.
4. Make sure the power and electric cords of other electrical appliances do not come in contact with the gas hob as the cords could be damaged and cause danger.
5. The use of accessories that are not recommended by Pacifica and Pacific may cause damage to the appliance itself and injury to the user.
6. This appliance is not intended to be used by individuals (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the appliance by a person responsible for their safety.
7. For cooking canned food with gas hob, the user needs to possess very good experiences or proper training to perform it otherwise please consult those who has experience or proper training in it. Otherwise, the user is strongly advice not to cook canned food with gas hob.
8. As the trivets, burner rings, burner caps and burner base may still remain in extreme heat even tough they are not glowing, do not let any flammable material come in contact with them as it may cause fire hazard. Make sure the gas hob has sufficient time to cool down before any manual hand work starts on it.

9. The user has to be aware of the loose-fitting objects such as garment, small tools & accessories and etc. and keep them away from the appliance.
10. Do not pour water on grease fire as it will worsen the situation. Only use the dry chemical or foam type extinguisher to eliminate grease fire.
11. Do not store inflammable material under the gas hob after it was built into a cooking counter. If there are other materials like cutlery have to store under it then make sure they are high temperature resistance.
12. If there is any portable appliance to be used near the gas hob, please make sure the power cord and the appliance itself do not come in contact with the gas hob.
13. Remove the battery from the battery compartment before discarding this gas hob to prevent hazard.
14. If there is anyone poisoned by the leaking gas, please cut off the gas supply immediately, open all the doors and windows to allow fresh air in. Then, move the poisoned individuals to hospital for treatment.
15. Do not light up anything or turn on appliances and making phone call where there is gas leakage. Shut off the gas supply, open all the windows and doors and contact the Pacifica & Pacific Technical Service Department later for servicing and repair.

#### BEFOREUSINGTHEGASHOB

It is necessary to clean the gas hob before the user use it for the first time. This is to ensure there is not dirt or any material to get burn while using can turn into bad smells or fire risks.

1. Please remove all the wrappings and left over stickers or any polyfoam pieces.
2. Clean the burners and the top plate with clean cloth and mild soapy solution and then clean off the soapy water with clean cloth and water.
3. Wipe the burner and top plate to make them dry, if necessary, leave the unit to dry up in a well ventilated place before ignition.
4. Make sure the entire unit is dry then only it is ready to use.

#### OPEARTIONINSTRUCTIONS

Before igniting the burner, please make sure the battery has inserted properly into the battery compartment. Make sure the battery is in good condition and the cover of the compartment is close properly.

### Toturnontheburner

Press down the control knob hold for electric ignition and turn it anticlockwise (to the left) and stop at the maximum flame output position to turn on gas supply. After that, the emitted gas will be light up by the sparkling igniter. Even tough the gas is ignited and the flame is formed, please continue to press and hold the control knob at the maximum flame output position for 5 – 7 seconds to make sure the safety valve has sufficient time being heat up. Otherwise, the safety valve will cut off the gas supply immediately if it cools down.

If the ignition failed, please repeat the above stated process again to turn on the burner. After successfully turning on the burner, the user may further adjust the flame output by turning the control knob (turn the control knob anticlockwise) from maximum flame output toward minimum flame output position. The user can adjust the flame output by turning the control knob anticlockwise or clockwise between the maximum flame output position and minimum flame output position.

Both the burner ring and burner cap's flame output are controlled by one single control knob. At minimum flame output, the burner ring's flame is off and only the burner cap's flame stay on while at maximum output, both the burner ring and burner cap's flames are turned on.

### Toturnofftheburner

The user does not need to press the control knob but just turn it clockwise (to the right) until it stops at 12 o'clock position to shut off the gas supply from the gas tube to the burner. If the control knob cannot stops at 12 o'clock position or at the minimum flame output position but exceed it then the user has to shut off the gas supply at the gas regulator on top of the gas tank and call the Pacifica & Pacific Technical Service Department for repair.

## COOKING GUIDES

It is safer and more efficient if the user has selected the appropriate cookware size to cook on this gas hob. Also, the suitable cookware size allows the user cooks more conveniently and save more time and effort.

1. Adjust to maximum flame output if a big size cookware is being used and lower the flame output if a smaller cookware is in used.
2. Generally, the wide and shallow cookware cooks more evenly and faster than the narrow and tall cookware.
3. Using an oversized cookware will cause the flame to spread out to reach the other parts of the gas hob itself and damage it or even damage the other appliances which are near to the gas hob.
4. Do not use small size cookware with maximum or high flame output setting as the flame will heat up the sides and handle of the cookware which cause burning risk and also the escaped flame output is wasted.

5. Cookware that is too small and cannot sit still but wobbling on top of the trivet should not be used as this is very dangerous to the user.
6. Thicker cookware has better heat distribution while thinner cookware does not distribute the heat as equally as the thick cookware but it can heat up faster.
7. As the thinner cookware can conduct heat faster but cannot distribute the heat evenly thus the food inside it has to be stir very frequently in order to avoid burning.
8. The user can use both concave and flat bottom cookware on this gas hob.
- 9 .The safety valve will shut off the gas supply within 8 seconds if the flame was eliminated. Please clean and dry the safety valve before re-ignite the burner.
10. If the battery runs flat and there is no replacement for the moment, the user can use a match to ignite the burner. Press down the control knob and turn it anticlockwise to maximum flame output position and then light up the burner with a match at the same time. After the burner has ignited, continue to press and hold the control knob at the maximum flame output position for 5 – 7 seconds to make sure the safety valve has sufficient time being heat up.

#### MAINTENANCEANDCLEANING

1. Make sure the appliance and its parts have already cooled down before any cleaning.
2. Make sure the appliance is disconnected from the gas supply before cleaning.
3. The user should use pure and clean water to clean gas hob as to avoid water mark sticking on the appliance.
4. The burner base should be clean regularly. To clean it, use a damp and clean cloth to wipe it clean and finally use clean and dry cloth to wipe it again to dry it. Do not use rough, abrasive cleaning agents.
5. Please clean and dry the appliance after each use as the spills from the food may discolour or distort the appliance in long run if it was not removed completely.
6. Never use steam cleaner to clean this gas hob as the pressurized steam could easily damage the electrical components.
7. Do not use dishwasher to wash and clean the parts and accessories of this appliance.
8. Never use flammable agents like thinner, petrol, acid, etc. to clean this appliance.
9. Never use cleaners that contain sand, silica, soda, chlorides, ammonia or scouring agents, dishwasher detergent, lime remover and oven spray on this appliance. Only use mild soapy solution in cleaning this appliance.
10. Never use hard brushes, scouring cloths, steel wool and other abrasive materials to clean this appliance.
11. To clean the gas hob's internal base, the user can only call the Pacifica & Pacific Technical Service Department for such cleaning service.



12. Use a sponge and solution of warm water plus non abrasive liquid detergent to clean the appliance's top plate, control knobs, burners and other parts and then wipe it dry with a clean soft cloth.
13. Stainless steel surfaces of the appliance can be cleaned by using a non-abrasive stainless steel cleaner.
14. The user could apply stainless steel conditioner to prevent the stainless steel surface from soiling.
15. The seal under the top plate should be kept clean regularly.
16. Most of the food residues at the burners or burner base could be easily removed with sponge and solution of warm water plus mild detergent. Avoid using abrasive detergent to clean the compartment.
17. The user should clean the control knobs regularly by wiping it with clean soft cloth.
18. Make sure there is no water, detergent or other cleaning agent left in the burner or burner base, please clean it again with clean water and wipe it dry with clean soft cloth.
19. Make sure there is no water, detergent or other cleaning agent leave on any part of the appliance, please clean it again with clean water and wipe it dry with clean soft cloth.
20. Clean the control knob by wiping with clean soft and dry cloth and never use hard brushes, scouring cloths, steel wool and other abrasive materials on it.
21. If the gas hob is not going to be used for a long period of time, detach it from gas supply and remove the battery from the battery compartment. Make sure the whole appliance is dry and clean and the surrounding is safe from corrosive gases.
22. Never use sharp and hard objects to clean the gas hob to avoid damage like glass cracking. Use only soft cleaning materials to clean the appliance.
23. All surfaces of the appliance are vulnerable to scratching therefore sharp and hard cleaning materials should not be used in cleaning it.
24. Soaked the hardened and stubborn dirt with mild soapy solution for sometimes and then remove it by rubbing it off with clean cloth gently.
25. The burners can be clean individually by further separating them into burner rings, burner caps, burner base and its trivets. Clean each pieces by wiping them with clean damp cloth, apply mild soapy solution if necessary. Make sure the holes on the burner rings & caps and all other parts are clean and dry.
26. Make sure the entire gas hob is dry after cleaning.

## TROUBLESHOOTING

Problem	Possible cause	Solution
Fail to ignite	- The gas tank is empty	- Replace it with a refilled gas tank
	- The gas pressure regulator on the gas tank is spoiled	- Replace it with a new gas pressure regulator
	- The gas pressure regulator is off	- Turn off the gas hob first and then turn on the gas regulator and try ignite the gas hob again
	- There is air remain in the gas pipes that are inside the gas hob	- Repeat the ignition till all the air inside the pipes is purged out
	-The gas hose connected between the gas tank and gas hob is bent	-Pull and straighten the gas hose to allow the gas flow through smoothly
	- The igniter (electrode) is wet or dirty	- Dry and clean the igniter with clean cloth and then try ignite again
	- The battery is running low or spoiled	- Replace a new battery
	- The battery place wrongly in the battery compartment	- Take out the battery and place it in the right position
	- The burner cap's gas outlets does not align with the igniter	- Adjust the burner cap's position as to allow the gas could contact the igniter
	The igniter is not align with the burner cap	Adjust the igniter's position
The flame does not stay still	- The thermocouple beside the burner cap is dirty	- Clean and dry the thermocouple with clean cloth
	- The flame coming out from the burner cap did not reach the thermocouple	- Adjust the burner cap and make sure the flame can reach the thermocouple
	- The thermocouple is not in right position and cannot reach the flame	- Adjust the thermocouple's position and make sure it can reach the flame
	- The gas inside the gas tank is almost empty	- Replace it with a refilled gas tank
	- The gas pressure regulator on the gas tank is spoiled	- Replace it with a new gas pressure regulator
Gas leakage	- There are cracks or holes on the gas hose which is between the gas tank and gas hob	- Replace the gas hose with a new one with screwing hose clip and make sure they are in good condition
	- The gas hose which is between the gas tank and gas hob's gas inlet did not connect properly	- Reconnect the gas hose again and make sure both ends are well and firmly connected and tight with the screwing hose clip
	- The igniter does not work during ignition	- Turn off the gas valve and go through the above stated troubleshooting again. Ignite again after the previously emitted gas is cleared.
	- The connection between the parts and components inside the gas hob are loosed	- Contact the service team for repair and service
	- The burner cap is not fitting properly on the burner	- Adjust the burner cap and make sure it fits well on the burner

Abnormal combustion (normal combustion = stable & bluish flame)	- The openings on the burner cap are blocked by dirt	- Clean and dry the burner cap with brush and clean cloth
	- The nozzle(s) is blocked by dirt	- Remove the dirt in the nozzle with very thin and sharp needle
	- The gas inside the gas tank is almost empty	- Replace it with a refilled gas tank
	- The air ventilation clip which is below the gas hob base plate is not adjusted properly	- Adjust the air ventilation clip to allow enough air flowing in for normal combustion
	- The gas pressure regulator on the gas tank is spoiled	- Replace it with a new gas pressure regulator
	- The gas inside the gas tank is dirty	- Replace it with a new gas tank
The flame flash out from the knob	- The connection between the parts and components inside the gas hob are loosed	- Contact the service team for repair and service
	- The gas pressure from the gas tank is too high or with the use of high pressure gas regulator	- Make sure the gas tank is armed with low gas pressure regulator instead of high gas pressure regulator
	- The gas pressure is excessive	- Adjust the gas pressure regulator or replace it with a new one if it is spoiled
There is popping during ignition	- The gas pressure is excessive	- Adjust the gas pressure regulator or replace it with a new one if it is spoiled
	- The burner cap is not fitting properly on the burner	- Adjust the burner cap and make sure it fits well on the burner

In the event that the user cannot correct any of the stated or not stated technical problems, please do not hesitate to contact the Pacifica Service Care Department for further services or consultations.

Pacifica Service Careline -

Tel: +603 – 780 577 25/05

Email: [service@pacificamalaysia.com](mailto:service@pacificamalaysia.com)

Please reveal the product model, serial number and the warranty details of your appliance while you are talking to our Pacifica and Pacific Technical Service Department.


### PROTECTTHEENVIRONMENT


For disposing the packing material, please reuse the cardboard boxes and plastic wrappings and recycle only the biodegradable packing materials. Ensure the disposed or reused wrappings and any packing materials are out of reach by the children.


Before discarding an old appliance or this appliance after long used, make sure it is disconnected from the power or gas supply, cut off the power cord (if there is any) and remove the door or any detachable parts of it to prevent injury and other hazards. The old appliances or this appliance contain materials that can be recycled therefore please contact your local recycling centre for recycling these valuable materials as to reduce the wastage and pollution.

### **Menara Lien Hoe (HQ)**

Lot 11.3, 11th Floor,  
Menara Lien Hoe,  
8, Persiaran Tropicana,  
47410 Petaling Jaya,  
Selangor.

 03-780-577-25

 03-780-577-25

 012-228 5727

 [info@pacifica.my](mailto:info@pacifica.my)

 [service@pacificamalaysia.com](mailto:service@pacificamalaysia.com)

 [pacifica.my](http://pacifica.my)

 **pacifica**  
appliances