

Multifunctional Steam Grill Oven | SGV-2020



Online Warranty Registration



Please read these instructions and warranty information carefully before use and keep them handy for future reference.

USER MANUAL



請即進行保用登記！

有關保用條款細則，請看說明書最後一頁。

Please register your warranty information now !

For Warranty Terms & Conditions,
please refer to the last page of this user manual.

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Warnings & Safety Precautions

WARNING!

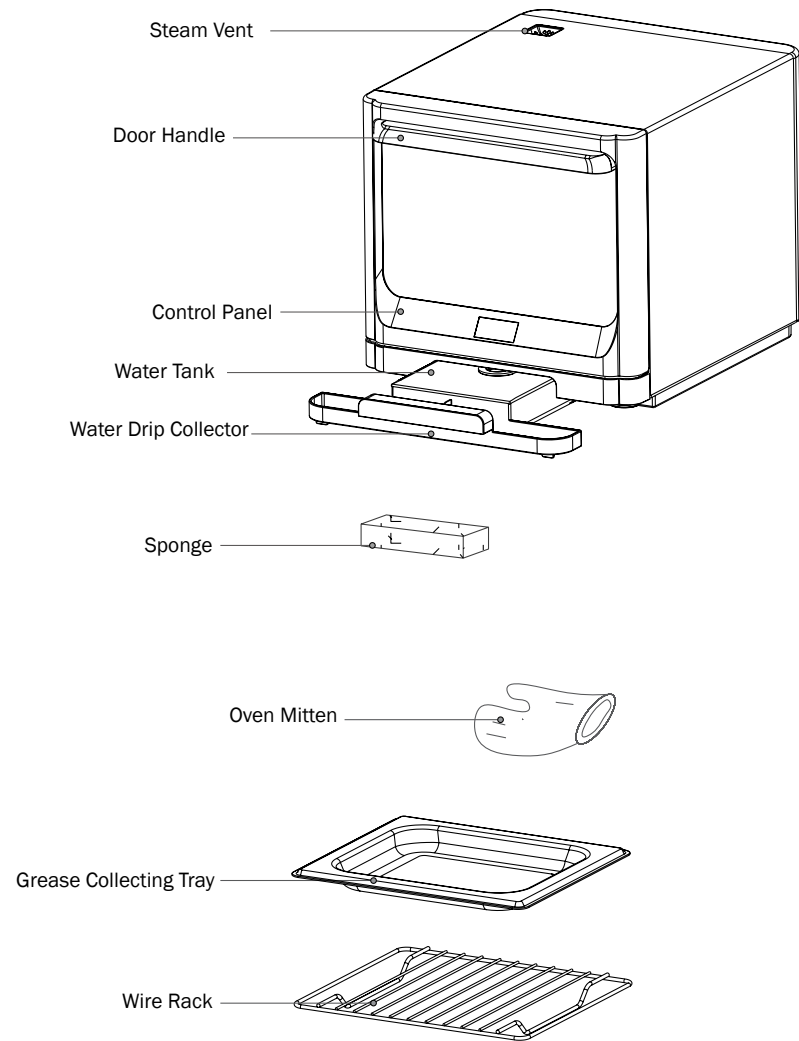
- Read all instructions carefully before using this product.
- This product is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of this product by a person responsible for their safety.
- Mind your children and DO NOT let children play with this product.
- Cleaning and user maintenance shall not be made by children without supervision.
- Check the voltage indicated on the rating label before using this product.
- This product is for domestic indoor use only.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazards.
- Unplug this product from the power source before cleaning and maintenance.
- Contact German Pool authorized service technician for repair or maintenance of this product.

1. This product is only intended for home cooking and reheating, and should not be used for commercial purposes.
2. **WARNING:** DO NOT allow children to operate this product, and keep product out of reach of children.
3. **WARNING:** Before cooking, please fill water tank to maximum marking, and make sure water tank is fully inserted into oven, to avoid pump not being able to function properly during cooking.
4. **WARNING:** Opening the oven door during cooking should be kept to a minimum, in order to avoid steam loss and affecting the cooking efficiency.
5. **WARNING:** Should it be necessary to open the oven door during cooking process, keep all body parts (especially the face) of children or users away from the oven door to avoid steam burns.
6. When removing food and utensils from the steam oven, wear heat-resistant gloves to avoid scalding and burning.

Warnings & Safety Precautions

7. DO NOT use steam oven for storage purposes.
8. After heating, feeding bottles and baby food jars should be stirred or shaken. Check the temperature of the food in the bottle before feeding to avoid scalding.
9. **WARNING:** For safety reason, maintenance and repair work should only be carried out by the manufacturer's maintenance department or qualified professionals.
10. **WARNING:** If oven door or gasket is damaged, please DO NOT use steam oven until it is properly repaired.
11. **WARNING:** If the power cord is damaged, in order to avoid danger, the user must not disassemble or replace the power cord. It must be replaced by the manufacturer's maintenance department or a similar professional.
12. **WARNING:** When the product is in operation, its accessible parts may be hot to the touch, avoid letting children touch the oven.
13. After cooking, wait 30 minutes until the product cools down before cleaning it.
14. The supply circuit including the socket, associated wirings and protection against earth faults must only be carried out by a suitably qualified and competent person. The safety protection features must be able to clear and timely disconnect the oven from the main power supply should faults occur.
15. Children, elderly people or patients who have lost their ability to take care of themselves should use this appliance under the supervision of an adult to prevent accidents.
16. Children should not be allowed to play with this oven.
17. When oven glass door is opened, DO NOT place objects on the glass door.
18. DO NOT heat the following objects in the oven: eg. paper, cards, plastic, fabrics, inflammable materials etc.
19. Regularly inspect the product, electric cords and socket to check for wear and tear. If steam oven, electric cord or socket is worn or damaged, immediately stop using it and take it into our Customer Service & Repairs Centre for inspection and repair.
20. DO NOT immerse the product's electric cord, socket or other parts in water or liquid to avoid danger or risk of fire.
21. DO NOT place the product near fire or high temperature surroundings like gas stove or microwave oven.
22. DO NOT place the product on or near tablecloths, curtains or other flammable materials to avoid danger of fire.
23. **WARNING:** Make sure oven is unplugged from electrical source before changing oven lightbulbs.
24. DO NOT operate this product with an external timer or remote control system.

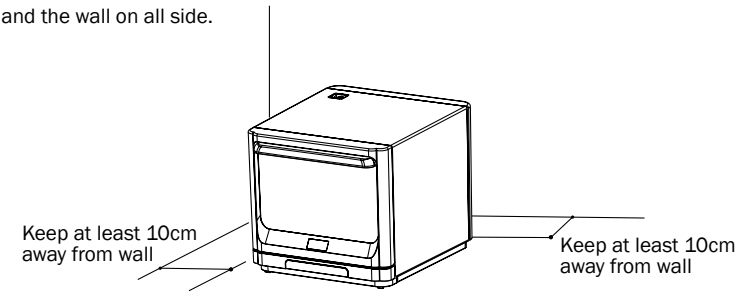
Product Structure



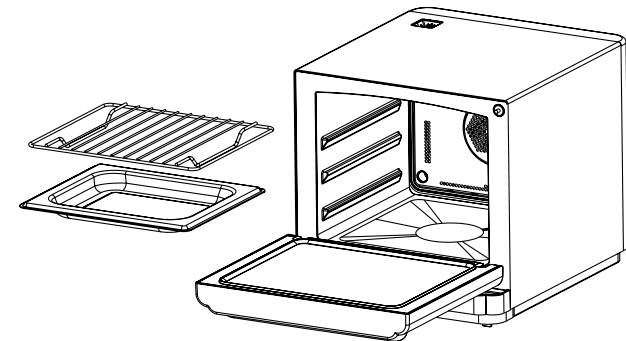
Operation Instructions

Before Initial Use

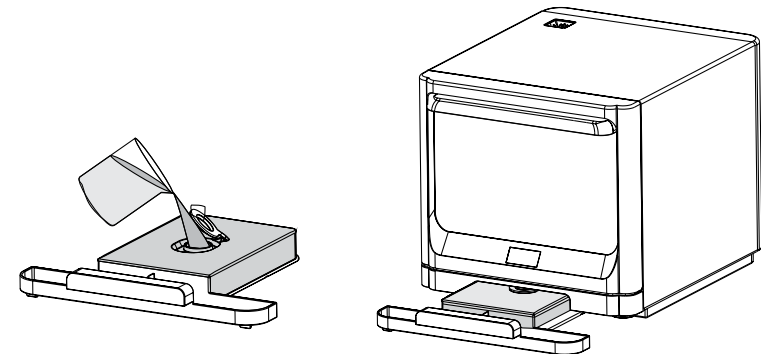
1. To avoid high temperature of oven from damaging the wall, please keep a safe distance between the oven and the wall on all side.



2. Choose appropriate tray or wire rack according to your cooking need.

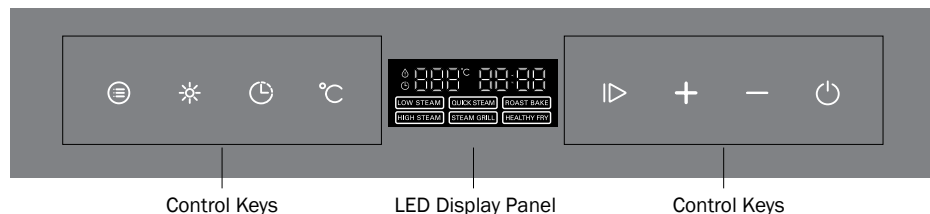


3. Fill the water tank with pure water, to avoid oven stopping midway during Steam function; after cooking, clean off any residual water in the water tank.

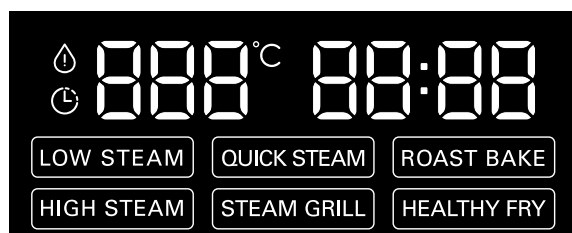


Operation Instructions

Control Panel



LED Display Panel



ICON	FUNCTION
	Steam / Water Tank Empty Indicator · During Steam function, light constantly lights up · when flashes, it indicates that the water tank is running dry, alerting user to refill
	Timer Indicator
	Temperature Indicator
	Time Indicator
	Low Steam (Low Temperature Steam Mode)
	High Steam (High Temperature Steam Mode)
	Quick Steam (One Touch Steam Mode)
	Steam Grill Mode
	Roast Bake Mode
	Healthy Air Fry Mode

Operation Instructions

Control Keys

ICON	KEY	FUNCTION
	Power/Cancel	<ul style="list-style-type: none"> Turn the product on or off. During cooking process, press this key will cancel cooking, and product returns to Standby status.
	Up/Down	<ul style="list-style-type: none"> In Standby status, press these keys to select cooking mode. After selecting cooking mode, press these keys to adjust cooking temperature/duration or set timer.
	Start/Pause	During cooking process, press this key to start or pause cooking.
	Temperature	After selecting cooking mode, press this key to adjust cooking temperature.
	Timer	<ul style="list-style-type: none"> In Standby status, long-press this key 3 seconds to set the clock. After selecting cooking mode, press this key to adjust cooking duration. After selecting cooking mode, long-press this key 3 seconds to enter into Timer function.
	LED Light	Press to switch oven light on or off.
	Preset Recipes	In Standby status, press this key to enter Preset Recipes Function.

Clock Setting

1. Connect to the power source, the product enters Standby status. Long-press for 3 seconds to enter Clock Setting.
2. Press or to set the hour, press to confirm.
3. Press or to set the minute, press to confirm. The clock is now set.

Operation Instructions

Start Cooking

1. In Standby status, Press + or - to select desired cooking mode.

Mode	Icon	Default Temperature/Time	Temperature Adjustable Range	Time Adjustable Range
Low Steam	LOW STEAM	40°C / 0:20	30°C - 60°C	0:01 - 12:00
High Steam	HIGH STEAM	100°C / 0:20	60°C - 100°C	0:01 - 3:00
Quick Steam	QUICK STEAM	100°C / 0:20	/	0:01 - 3:00
Steam Grill	STEAM GRILL	180°C / 0:20	100°C - 230°C	0:01 - 3:00
Roast Bake	ROAST BAKE	180°C / 0:20	50°C - 230°C	0:01 - 3:00
Healthy Air Fry	HEALTHY FRY	200°C / 0:20	100°C - 230°C	0:01 - 3:00

2. Press °C to enter Temperature Setting, press + or - to adjust desired cooking temperature.

3. Press ⏸ to enter Timer Setting, press + or - to adjust desired cooking duration.

4. Press ▶ to start cooking.

5. During cooking, if user wishes to adjust temperature or cooking duration, press °C to enter Temperature Setting, or press ⏸ to enter Timer Setting, then press + or - to adjust, then press ▶ to continue cooking.

6. During cooking, if user wishes to pause cooking, press |▷; to resume cooking, press |▷ again.

7. During cooking process, if user wishes to cancel cooking, press ⏻ to return to Standby status.

Note:

- If product is unintentionally turned on, immediately press ⏻ to stop operation.
- After cooking process is finished, oven fan will continue to run for 3 minutes to dissipate residual heat inside the oven cavity. This is a normal phenomenon.
- During cooking, if the oven door is opened, the oven will pause cooking; after the door is closed, the oven will automatically resume cooking.

Preset Timer Function

1. In Standby status, press + or - to select desired mode.

2. Press °C to enter Temperature setting, press + or - to adjust cooking temperature.

3. Press ⏸ to enter Timer setting, press + or - to adjust cooking duration.

4. Long-press ⏸ for 3 seconds to enter Preset Timer setting.

5. Press + or - to set hour, press |▷ to confirm.

6. Press + or - set minute, press |▷ to confirm. LED Display will show timer countdown. When countdown is completed, the oven will automatically start cooking.

Operation Instructions

Preset Recipes

1. In Standby status, press ⏸ to enter Preset Recipes Function.

2. Press + or - to select desired recipe code (01-23), then press |▷ to start cooking.

Note:

In Preset Recipe Function, cooking temperature and duration are not adjustable.

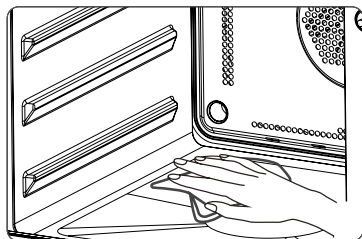
CODE	RECIPE	TEMPERATURE (°C)	TIME (MIN)	MODE	
01	Steamed egg custard	100	18	Steam	
02	Steamed scallops with garlic & vermicelli	100	15		
03	Reheat bun/dim sum	100	15		
04	Steamed crab	100	18		
05	Steamed bun	100	20		
06	Steamed spare ribs	100	28		
07	Steamed cabbage	100	10		
08	Papaya with milk	95	23		
09	Cookie	150	30	Roast Bake	
10	Egg tart	200	20		
11	Roasted chestnuts	180	30		
12	Pineapple bun	180	15		
13	Chiffon cake	130	20		
		160	10		
14	Puff	180	20		
15	Bagel	190	20		
16	Macaron	140	12		
17	French fries	200	18		
18	Honey chicken wing	180	20		
19	Meat kabab	200	18		
20	Roasted sweet potato	230	40		
21	Grilled steak	190	18		Steam Grill
22	Grilled chicken	190	45		
23	Red braised pork	100	15		
		200	28		

Cleaning and Maintenance

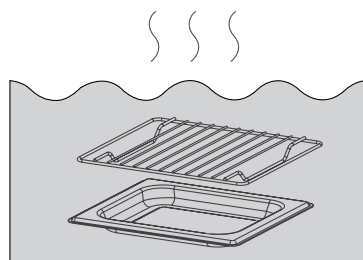
WARNING!

Unplug the product from the power source, and allow the product to cool down completely before cleaning or maintenance; DO NOT wet or immerse the product in water to avoid electric shock.

- After cooking, absorb any residual moisture in the oven cavity with the provided sponge, and thoroughly clean the oven cavity and all accessories.
- If product will not be used for an extended period of time, thoroughly dry oven cavity and all accessories, and store the accessories in the oven cavity.
- DO NOT use harsh cleansers, benzene, petrol, abrasive powders or metal scrubber to clean the product and its accessories to avoid damaging the product.
- Keep the oven cavity clean at all times. If there is food debris or soup adhering to the oven cavity, wipe off with a wet cloth, and DO NOT clean with hard materials. If oven cavity is very dirty, wipe clean with cloth moistened with a gentle cleanser, DO NOT clean with harsh or abrasive cleansers.
- When steaming with this product, use ONLY purified or distilled water. Using tap water may cause scale to accumulate on the steam tray. After cooking, please wipe off any residual moisture in the water drip collector.
- When cleaning the baking tray, please use soft cloth or sponge, DO NOT use hard materials (such as wire scrubber) to avoid scratching the surface and damaging the protective layer.
- DO NOT use steam cleaner to clean the product.



Use cloth moistened with soft cleanser to wipe the oven cavity, then wipe with a wrung out wet cloth.



Use warm water to wash grill rack and tray; washing directly with cold water is not recommended.

Troubleshooting

Occasionally, you may encounter some problems that are of a minor nature and a service call may not be necessary. Use this troubleshooting guide to identify possible problems you may be experiencing. If problems cannot be resolved by this guide, please contact our Customer Service and Repair Centre.

Problem	Possible Causes	Solutions
LED display won't light up	1. Steam oven is not plugged in 2. Electrical cable failure	1. Plug in steam oven 2. Contact Customer Service & Repair Centre
LED display malfunction	1. LED panel damaged 2. electronic components of the circuit board are damaged	Contact Customer Service & Repair Centre
Water or steam leaking out from oven door during cooking	1. Oven door not closed properly 2. Oven door seal is damaged	1. Re-shut oven door properly 2. Contact Customer Service & Repair Centre
Oven lamp won't light up	1. Oven lamp is damaged 2. Main computer board damaged	Contact Customer Service & Repair Centre
Motor Fan won't operate	1. Motor damaged 2. Main computer board damaged	Contact Customer Service & Repair Centre
Press key Malfunction	1. Press-key damaged or not properly installed 2. electronic components of circuit board damaged	Contact Customer Service & Repair Centre
No steam emission	1. water pipe bent, blocked or damaged 2. Pump damaged 3. Water system's seal is damaged	Contact Customer Service & Repair Centre
Steam condensed on steam vent grille	Normal phenomenon	During cooking, excess steam inside oven cavity will escape through the steam vent. If ambient temperature is low, the steam will condense on the vent grille, this is a normal phenomenon.
Voltage fluctuation affecting cooking effect	Normal phenomenon	When there is -10% to +5% fluctuation in the voltage, the product will still operate normally, but if the voltage is too high or too low, it will affect the power output of the product. This is a normal phenomenon.

Troubleshooting

Error Codes

Error Code	Definition
Er5	Steam tray sensor open circuit alert
Er6	Steam tray sensor short circuit alert
Er7	Oven cavity sensor open circuit alert
Er8	Oven cavity sensor short circuit alert

ATTENTION:

If error remains, please contact Customer Service & Repair Centre. DO NOT disassemble oven unless by a qualified technician.

Technical Specification

Model No	SGV-2020
Voltage/Frequency	220-240 V ~ 50/60 Hz
Power	2,000 W
Product Dimensions	(H) 345 (W) 362 (D) 440 mm
Oven Cavity Volume	20 L
Net Weight	11.3 kg

All information in this manual is for reference only. If there are any errors or omissions, the specification produced by the factory shall prevail. The specification is subject to change without prior notice.

If there is any inconsistency or ambiguity between the English version and the Chinese version of this manual, the Chinese version shall prevail.

Refer to www.germanpool.com for the most updated version of the Operation Instructions.

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警告及注意事項

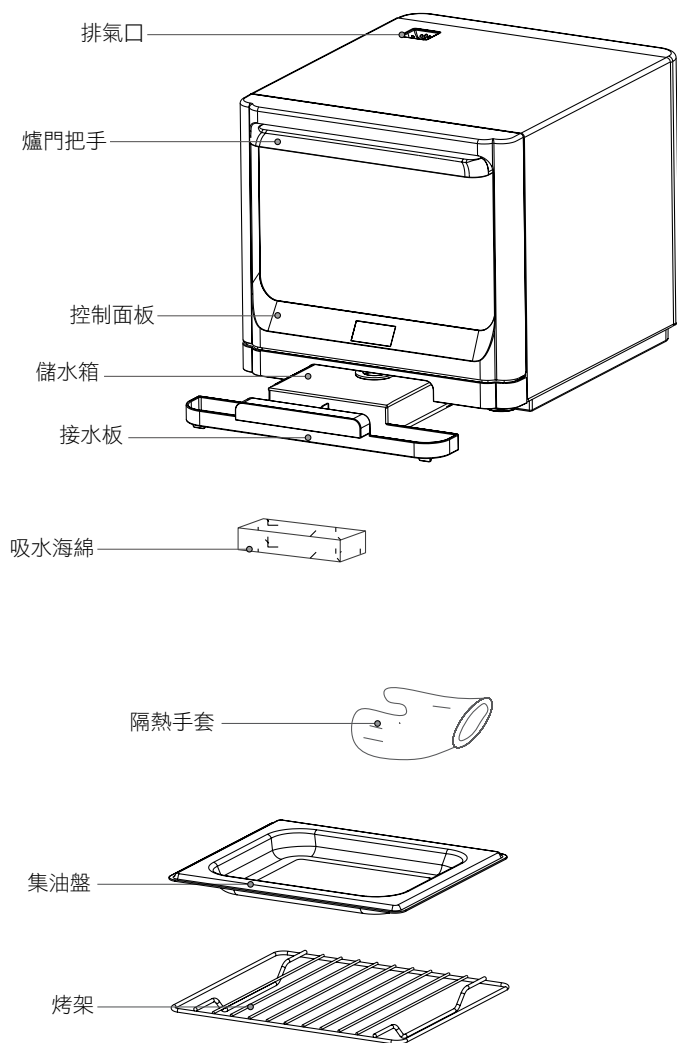
! 警告！

- 使用本產品前，請仔細閱讀所有說明。
- 請勿讓兒童或身體有殘障、精神不健全及對本產品缺乏經驗或知識的人士單獨使用本產品；如需使用，必須要在負責任的成年人監管下方可使用。
- 應照顧好兒童，確保他們不會玩耍本產品。
- 無成年人監管下，勿讓兒童清潔及維護本產品。
- 使用前，請先檢查所有電壓是否與本產品標籤上的電壓相符。
- 本產品只宜在家居室內使用。
- 如果電源線損壞，為免發生意外，電源線必須由廠方、廠方指定的維修中心或同等合格的技術人員進行更換。
- 清潔或檢查本產品前，必須先關機及拔掉插頭。
- 請聯繫德國寶授權的技術人員進行維修或保養本產品。

1. 本產品專為家庭加熱及烹調食物而設計，故不適用於其它工商用途。
2. **警告：**本產品在使用時嚴禁兒童操作，同時應放置在兒童無法觸及的地方。
3. **警告：**烹調前最好把水注滿至水箱最大刻度處，並且把水箱充分插入爐內，確保固定到位，以免工作時泵不到水而導致不能工作。
4. **警告：**烹調過程中儘量不打開爐門，以免蒸汽流失，影響烹調效果。
5. **警告：**烹調過程中因需要翻轉食物或其它需要必須打開爐門時，請兒童或用戶身體部位（特別是臉部）不要靠近爐，以免蒸汽燙傷。
6. 從本產品內提取食物和器皿時，應當戴上隔熱手套，以免高溫燙傷。
7. 不要用本產品儲存任何物品。
8. 加熱過後的奶瓶和嬰兒食品罐應經過攪拌或搖動，餵食前應檢查瓶內食物的溫度，避免燙傷。

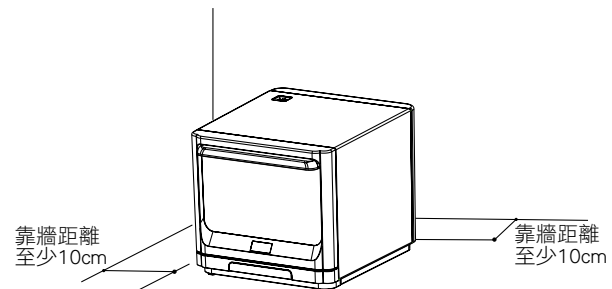
9. **警告：**除有資格的維修人員外，其他人來執行檢修操作都是危險的。
10. **警告：**如果爐門或爐門密封圈損壞，在修好之前不要使用。
11. **警告：**如果電源軟線損壞，為了避免危險，必須由製造廠、其維修部或類似的專業人員更換。
12. **警告：**在本產品使用過程中，其易觸及部件會變得很熱，兒童應該遠離。
13. 本產品在使用過程中會變熱，小心不要碰到爐內的發熱元件。
14. 烹調結束後，等待三十分鐘，使爐體冷卻再清潔本產品。電源連接的插座和電路必須可靠接地，並保證產品安裝後能夠完全斷開本機的電源連接，必須由專業人員安裝。
15. 體能弱反應遲緩或有精神障礙者（包括兒童）必須在其負有安全負責者的指導或幫助下安全使用本產品。
16. 禁止兒童玩耍本產品。
17. 當玻璃門完全打開後，禁止在玻璃門上放置任何物品。
18. 禁止將下列物品放入本產品中燒烤，如：紙張、卡片、塑膠、布料、易燃塑膠等等。
19. 經常檢查本產品、電源線、插頭是否有破損，一旦本產品、電源線或插頭有破損跡象，應停止使用，並送到最近的維修服務中心去檢查及維修。
20. 請勿將本產品的電源線、插頭或其他任何部分浸在水中或液體中，以免產生火災或危險。
21. 請勿將本產品擺放在煤氣爐、微波爐旁等高溫環境中使用，並遠離火源。
22. 如果本產品在工作中接觸易燃物或被一些易燃物所覆蓋如窗簾，織物等類似的東西容易引起火災。
23. **警告：**如果需要更換爐燈，為避免可能出現的電擊，換燈前應確認本產品已斷開電源。
24. 本產品不能在外接計時器或獨立的溫控控制系統的方式下運行。

產品結構

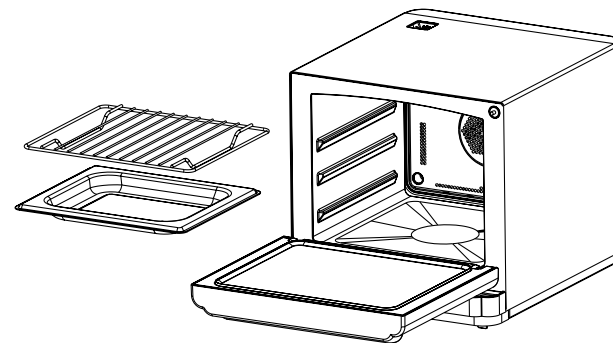


使用說明

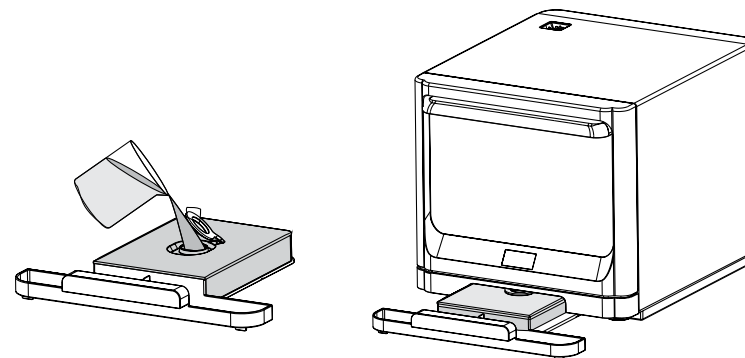
1. 為防止產品與牆壁接觸或因高溫損壞牆壁，請保持安全距離。



2. 根據食材選擇合適烤盤、集油盤或烤架。

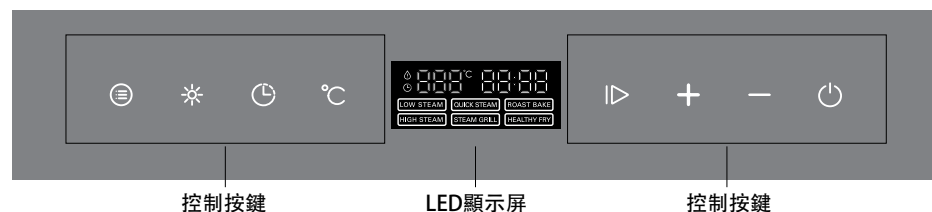


3. 請為水箱加滿純淨水，以免使用蒸氣功能時因缺水而停止工作；每次使用後請清理水箱剩餘水。



使用說明

控制面板

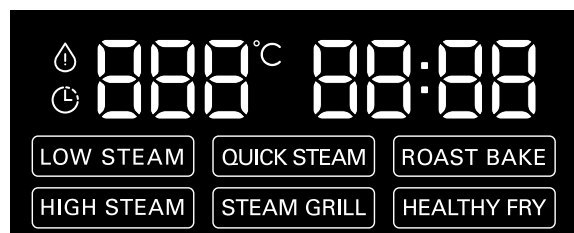


控制按鍵

LED顯示屏

控制按鍵

LED顯示屏



按鍵	功能
	蒸煮/加水提示 · 常亮：使用蒸氣功能而水箱有水 · 閃爍：水箱缺水，請立即加水
	預約提示
888°C	溫度顯示
88:88	時間顯示
LOW STEAM	低溫蒸模式
HIGH STEAM	高溫蒸模式
QUICK STEAM	快速蒸模式
STEAM GRILL	蒸烤模式
ROAST BAKE	烤焗模式
HEALTHY FRY	氣炸模式

使用說明

控制按鍵說明

按鍵	功能
	電源/取消鍵 · 按鍵開機或關機。 · 在烹調過程中按鍵取消烹調，返回待機狀態。
+ -	加/減鍵 · 在待機狀態下，按鍵選擇烹調模式。 · 在調整溫度或時間期間，按鍵增加或減少溫度或時間。
	開始/暫停鍵 · 在烹調過程中按鍵開始或暫停烹調。
°C	溫度鍵 · 選擇好烹飪模式後，按鍵可調整烹飪溫度。
	時間鍵 · 在待機狀態下，長按3秒設置時鐘。 · 選擇好烹飪模式後，按鍵可調整烹飪時間。 · 選擇好烹飪模式後，長按3秒進入預約烹調功能設置。
	爐燈鍵 · 按鍵開啟或關閉爐燈。
	預設食譜鍵 · 在待機狀態下，按鍵進入預設食譜功能設置。

系統時間設置

1. 接通電源後產品進入待機狀態，在待機狀態下長按 3秒進入時間設置。
2. 按 + 或 - 設置小時，再 按確定。
3. 按 + 或 - 設置分鐘，再 按確定。

使用說明

開始烹飪

1. 在待機狀態下按 **+** 或 **-** 選擇所需模式。

模式	指示燈	預設溫度/時間	溫度調節範圍	時間調節範圍
低溫蒸模式	LOW STEAM	40°C / 0:20	30°C - 60°C	0:01 - 12:00
高溫蒸模式	HIGH STEAM	100°C / 0:20	60°C - 100°C	0:01 - 3:00
快速蒸模式	QUICK STEAM	100°C / 0:20	/	0:01 - 3:00
蒸烤模式	STEAM GRILL	180°C / 0:20	100°C - 230°C	0:01 - 3:00
烤焗模式	ROAST BAKE	180°C / 0:20	50°C - 230°C	0:01 - 3:00
氣炸模式	HEALTHY FRY	200°C / 0:20	100°C - 230°C	0:01 - 3:00

2. 按 **°C** 進入溫度設置，按 **+** 或 **-** 調整所需溫度。
3. 按 **⌚** 進入時間設置，按 **+** 或 **-** 調整為所需時間。
4. 按 **|▷** 開始烹調。
5. 如在烹調期間需要重設溫度或時間，按 **°C** 進入溫度設置，或按 **⌚** 進入時間設置，然後按 **+** 或 **-** 進行調整，完成後按 **|▷** 繼續烹調。
6. 如在烹調期間需要暫停烹調，按 **|▷**；再按一次 **|▷** 可繼續烹調。
7. 如在烹調期間需要取消烹調，按 **⏻** 返回待機狀態。

注意：

- 如誤啟蒸焗爐，請立即按 **⏻** 停止工作。
- 排風扇會延時工作3分鐘，將爐腔內的熱量排盡，這是正常現象。
- 在烹調過程中，如將爐門打開，蒸焗爐將暫停烹調；將爐門關上後，則自動繼續烹調。

預約烹調功能

1. 在待機狀態下按 **+** 或 **-** 選擇所需模式。
2. 按 **°C** 進入溫度設置，按 **+** 或 **-** 調整為所需溫度。
3. 按 **⌚** 進入時間設置，按 **+** 或 **-** 調整為所需時間。
4. 長按 **⌚** 3秒進入預約烹調功能設置。
5. 按 **+** 或 **-** 設置小時，再按 **|▷** 確定。
6. 按 **+** 或 **-** 設置分鐘，再按 **|▷** 確定，LED顯示屏顯示倒計時，倒數完成後自動開始烹調。

使用說明

預設食譜功能

1. 在待機狀態下按 **⊖** 進入預設食譜功能。
2. 按 **+** 或 **-** 選擇所需預設食譜的代碼（01-23），按 **|▷** 開始烹調。

注意：

預設食譜功能下，溫度及時間不可調整。

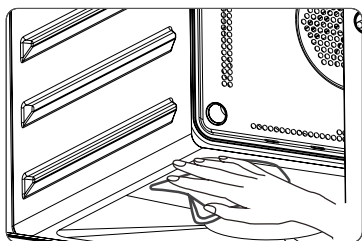
預設食譜代碼	菜式	溫度 (°C)	時間 (分鐘)	烹調方法
01	蒸水蛋	100	18	蒸煮
02	蒜蓉粉絲蒸扇貝	100	15	
03	翻熱麵點/點心	100	15	
04	蒸螃蟹	100	18	
05	蒸饅頭	100	20	
06	蒸排骨	100	28	
07	清蒸娃娃菜	100	10	
08	木瓜燉牛奶	95	23	
09	曲奇	150	30	烤焗
10	烤蛋撻	200	20	
11	烤栗子	180	30	
12	波蘿包	180	15	
13	戚風蛋糕	130	20	
		160	10	
14	泡芙	180	20	
15	貝果	190	20	
16	馬卡龍	140	12	
17	炸薯條	200	18	
18	蜜汁雞翼	180	20	
19	烤肉串	200	18	
20	烤蕃薯	230	40	
21	烤牛扒	190	18	蒸烤
22	烤雞	190	45	
23	紅燒肉	100	15	
		200	28	

清潔與保養

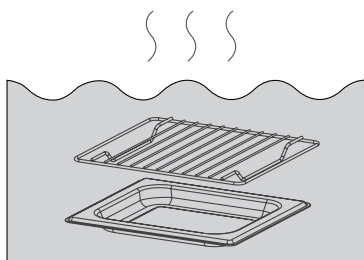
警告！

清潔及保養前必須先把插頭從底座拔除，並待機器冷卻；不可把本產品浸入水中或弄濕，以防出現漏電現象。

- 每次使用後需用隨機附送的海綿吸乾爐腔的水分，並清洗本產品內腔及所有附件。
- 長時間不使用時，爐腔及附件需烘乾，存放在爐腔中。
- 切勿使用強洗滌劑、香蕉水、汽油、研磨粉和金屬刷來清洗本產品的任何部位以免損壞本產品。
- 經常保持爐腔清潔，當食物或湯水濺到爐內壁時，可用濕布擦去，不宜用硬質材料。如內壁很髒，可用軟性洗滌劑清洗，切勿使用粗糙、磨損性的洗滌劑清洗。
- 本產品烹調用水必須使用純淨水或蒸餾水，若長時間使用自來水，蒸發盤會有水垢產生。烹調完畢需清理接水板中的殘留水。
- 在清潔食物盤時請用軟質材質清潔，勿用硬質物料（比如金屬類的鐵絲），以免刮傷器皿，破壞保護層。
- 不能使用蒸氣清潔器。



用沾有軟性洗滌劑的布塊擦拭，再用扭乾的濕布擦淨。



用溫水沖洗附件，避免直接冷水沖洗。

故障檢修

如果本產品不能正常工作，請先檢查：電源插頭是否插好；爐門是否關好；水箱是否安置到位；家用保護器是否跳閘或燒斷；童鎖是否已啟動。

故障現象	可能原因	排除辦法
顯示屏不亮	1. 蒸焗爐沒有接通電源 2. 電源線不能正常工作	1. 蒸焗爐接上電源 2. 聯繫客戶服務及維修中心
顯示屏顯示異常	1. 顯示屏損壞 2. 電路板電子元件損壞	聯繫客戶服務及維修中心
烹調期間水或水蒸氣洩漏出爐門	1. 爐門不能關嚴實 2. 爐門的密封層破壞	1. 重新把門關嚴實 2. 聯繫客戶服務及維修中心
爐燈不亮	1. 爐燈損壞 2. 主電腦板損壞	聯繫客戶服務及維修中心
風扇摩打不工作	1. 摩打損壞 2. 主電腦板損壞	聯繫客戶服務及維修中心
按鍵失靈	1. 按鍵裝配不良或損壞 2. 電路板電子元件損壞	聯繫客戶服務及維修中心
不出蒸氣	1. 水管折彎、堵塞或損壞 2. 水泵損壞 3. 注水系統密封不良	聯繫客戶服務及維修中心
蒸氣凝結在百葉窗排氣口	正常現象	烹調時爐腔內多餘的蒸氣通過排氣口排出，但少部分蒸氣由於環境溫度，會凝結在百葉窗氣口處，這是正常現象。
電壓波動會影響烹調效果	正常現象	當電壓在-10%至+5%的範圍波動時，本產品仍能正常運作，但受電壓偏低或偏高影響，輸出功率相對降低或者升高，這是正常現象。

故障檢修

故障代碼

故障代碼	可能原因
Er5	蒸發盤傳感器開路警報
Er6	蒸發盤傳感器短路警報
Er7	爐腔傳感器開路警報
Er8	爐腔傳感器短路警報

注意：

如無法順利排除故障，請與客戶服務及維修中心聯絡，嚴禁非專業人員對本機拆卸。

技術規格

型號	SGV-2020
電壓/頻率	220-240 V ~ 50/ 60 Hz
功率	2,000 W
機身尺寸	(H) 345 (W) 362 (D) 440 mm
機艙容量	20 L
淨重	11.3 kg

產品規格及設計如有變更，恕不另行通知。

中英文版本如有出入，一概以中文版為準。

本產品使用說明書以www.germanpool.com網上版為最新版本。

保用條款

此保用提供德國寶產品之機件在正常使用下壹年保用(自購買日起計算)。

* 貴戶須在購機十天內，以下列其中一種方式向本公司登記資料，保用手續方正式生效：

- 1) 填妥本公司網頁內之保用登記表格
www.germanpool.com/warranty



- 2) 填妥保用登記卡，郵寄至本公司。

另請填妥以下表格並與正本發票一併保存，以便維修時核對資料。用戶提供之所有資料必須正確無誤，否則免費保用將會無效。 Please fill out the form below. This information and the original purchase invoice will be required for any repairs. Warranty will be invalidated if information provided is found to be inaccurate.

型號 Model No. : SGV-2020

機身號碼 Serial No. : _____ 發票號碼 Invoice No. : _____

購買商號 Purchased From : _____ 購買日期 Purchase Date : _____

1. 未能出示購買發票正本者，將不獲免費維修服務。
2. 用戶應依照說明書的指示操作。本保用並不包括：
 - 上門安裝、檢驗、維修或更換零件之人工以及一切運輸費用；
 - 因天然與人為意外造成的損壞 (包括運輸及其他)；
 - 電源接合不當、不依說明書而錯誤或疏忽使用本機所引致之損壞。
3. 於下列情況下，用戶之保用資格將被取消：
 - 購買發票有任何非認可之刪改；
 - 產品被用作商業或工業用途；
 - 產品經非認可之技術人員改裝或加裝任何配件；
 - 機身編號被擅自塗改、破壞或刪除。
4. 總代理有權選擇維修或更換配件或其損壞部份。
5. 產品一經被轉讓，其保用即被視作無效。

Warranty Terms & Conditions

Under normal operations, the product will guarantee a 1-year full warranty provided by German Pool (effective from the date of purchase).

* This warranty is not valid until customer registration information is received by our Service Centre within 10 days of purchase via one of the following means:

- 1) Visit our website and register online:
www.germanpool.com/warranty



- 2) Complete all the fields on the attached Warranty Card and mail it back to our Customer Service Centre.

客戶服務及維修中心

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傳真：+852 2356 9798

電郵：repairs@germanpool.com

中國澳門

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寶豐工業大廈3樓

電話：+853 2875 2699

傳真：+853 2875 2661

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Hong Kong, China

Unit B, G/F, Sunshine Kowloon Bay

Cargo Centre, 59 Tai Yip Street,

Kowloon

Tel : +852 2333 6249

Fax : +852 2356 9798

Email : repairs@germanpool.com

Macau, China

3/F, Edificio Industrial Pou

Fung, 145 Rua de Francisco

Xavier Pereira, Macau

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Fax : +853 2875 2661

此保用只適用於香港及澳門

This warranty is valid only in Hong Kong and Macau

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香港名牌十年成就獎
HONG KONG TOP BRAND TEN YEAR
ACHIEVEMENT AWARD

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