FIRST USE AND PRODUCT CARE

- Remove all packaging and labels, then wash with warm, soapy water. Rinse thoroughly and dry.
- Boil water in the cookware before first use, then allow it to dry completely.
- After each use, wash with warm, soapy water, rinse with hot water, and dry thoroughly.
- Avoid oil or fat dripping to the outer walls of the cookware, as this can cause tough stains.
- Store in a dry place after cleaning and drying to maintain its condition.

CLEANING TIP

Use a nylon tube brush to clean the eCOpot range

SAFETY FIRST

- Keep children away from hot cookware and appliances during cooking.
- Never leave food unattended while cooking, and avoid burning or completely drying it out.
- Do not overheat cookware. If it becomes overheated, remove it from the heat source immediately and ventilate the area.
- Always use a dry oven mitt or cloth when handling cookware handles during and after cooking.
- Be cautious of hot steam and water splashes when lifting the lid. Ensure the steam vent is positioned away from you and any area used for handling to prevent burns.
- When frying, start with cookware that is cool, completely dry, and away from water sources before adding oil. Do not overfill with oil, and leave enough space for food. Never let water come into contact with hot oil.
- Do not cool cookware with water after frying, and never attempt to clean it while still in use. If oil catches fire, never use water - use a metal lid or fire extinguisher instead.

PRECAUTIONS

- Always use a heat zone that matches the cookware's base size and ensure it is centered on the heat source for stability during cooking.
- When cooking without fats or oil, preheat the cookware on low for about 2 minutes before adding food.
- Use low to medium heat settings on all heat sources to allow for gradual and even heating.
- Avoid using maximum or high heat for preheating or cooking, as excessive temperatures can damage the cookware.
- To enhance flavour and browning, apply a small amount of oil or fat before heating. Be aware that high heat combined with oils or fats may cause visible staining, especially on lighter coatings.
- For searing meat, poultry, or fish, a medium to high heat can be used initially, but always reduce the heat once the food is added.
- Do not use cookware for storing raw food or marinating, as certain ingredients may damage the surface.
- Cooking utensils
  - Use only heat-resistant plastic, silicone, or wooden utensils to protect the cookware.
  - Avoid all metal utensils, including spoons and whisks, as they can cause permanent damage.
  - Do not use knives, forks, blenders, or beaters on the cookware surface, as sharp edges can scratch or ruin the coating.
  - Never use plastic utensils when frying, as they may melt in hot oil.
- Cleaning cookware
  - Allow cookware to cool completely before cleaning; never fill or submerge it in cold water while still hot.
  - Avoid abrasive cleaning agents, metal scouring pads, or stiff brushes, as these can damage the cookware's surface and lids.

ENER-G AFRICA
PART OF THE BRIDGE CARBON GROUP

eCOpot
Cooking with a conscience

Warranty Booklet & User Manual

To ensure maximum benefit from your cookware, please read and follow the recommendations found in the booklet.

WARRANTY

Applies from date of purchase

OUR COMMITMENT TO SUSTAINABILITY AND QUALITY

At Ener-G-Africa (EGA), we are committed to delivering clean energy solutions that are durable, affordable, and aligned with long-term sustainability. Our vertically integrated approach, from design and manufacturing to distribution and after-sales support, enables us to ensure consistent quality across all our products. We believe our products not only support healthier households and reduce carbon emissions, but also contribute to local job creation and broader socio-economic development across the continent.

WARRANTY COVERAGE

This warranty applies to EGA-manufactured products and components. EGA guarantees that these products are free from defects in materials and workmanship when used under normal household cooking conditions, which we define as preparing up to three meals per day for a maximum of 10–20 people per event. Where a fault arises from a manufacturing defect or failure during ordinary use, EGA will assess the issue and, at its sole discretion, offer a repair or replacement of the defective component(s).

WHAT IS NOT COVERED

The warranty excludes damage or degradation caused by:

- Normal wear and tear (e.g. discoloration, surface rust, heat-induced colour changes)
- Improper use, neglect, abuse, or accidental damage
- Excessive exposure to water, moisture, or direct sunlight
- Unauthorised alterations, repairs, or tampering
- Use contrary to provided instructions or maintenance guidelines
- Cosmetic damage to non-functional parts (e.g. handles, outer casing)

Note: Minor variations in finish and surface colour are expected with use and do not indicate a defect.

HOW TO MAKE A WARRANTY CLAIM

To submit a claim, please contact your local EGA Customer Support office and provide:

- Proof of purchase (receipt, invoice, or delivery confirmation)
- Description of the issue, including photos or video evidence where possible

Once received, our team will review the case and determine whether the product qualifies for:

- Free repair, or
- Replacement with an equivalent model

If the product is not covered by warranty, repair services or replacement options may still be offered at a cost.

ADDITIONAL TERMS

This warranty is the sole and exclusive warranty for your product and replaces any other expressed or implied warranties. EGA staff, distributors, or agents are not authorised to make guarantees beyond what is written in this statement.

END OF LIFE & FINAL DISPOSAL

When your stove reaches the end of its functional life, please dispose of it responsibly:

- Metal components can be sent to local scrap recycling facilities
- Non-metal parts should be disposed of according to local waste guidelines

Responsible disposal helps conserve resources and supports EGA's commitment to sustainability.

CUSTOMER SUPPORT CONTACT

Angola	+244 (0) 946 287 083
Malawi	+265 (0) 993 255 597
Mozambique	+258 (0) 846 649 866
South Africa	+27 (0) 215 692 978
Zambia	+260 (0) 960 992 436

PRODUCT DESCRIPTION

The revolutionary eCOpots are an energy-efficient, climate-smart cooking solution for environmentally conscious customers. Available in three pot sizes (4, 6 and 8-litre) and a 2-litre frying pan. The optimised double-wall construction and triple-layer bottom reduces fuel use and improves cooking times.

Brand Features

- Energy Efficient
- Climate Smart
- Accelerated Cooking
- Made in Africa
- Cost Effective
- Outdoor Cooking

THE PRODUCT RANGE