



## Refrigerator

User manual

## Réfrigérateur

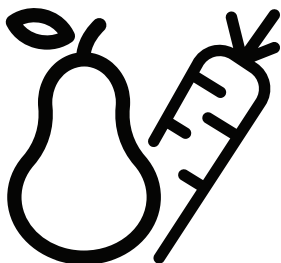
Manuel d'utilisation

## Kühlschrank/Gefrierschrank

Bedienungsanleitung

## Koelkast

Gebruiksaanwijzing



TSE1284N

EN / FR / DE / NL



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## Please read this user manual first!

Dear Customer,

We hope that your product, which has been produced in modern plants and checked under the most meticulous quality control procedures, will provide you an effective service.

Therefore, read this entire user manual carefully before using the product and keep it as a reference. If you handover the product to someone else, give the user manual as well.

## The user manual will help you use the product in a fast and safe way.

- Read the manual before installing and operating the product.
- Make sure you read the safety instructions.
- Keep the manual in an easily accessible place as you may need it later.
- Read the other documents given with the product.

Remember that this user manual is also applicable for several other models. Differences between models will be identified in the manual.




## Explanation of symbols

**Throughout this user manual the following symbols are used:**

 Important information or useful tips.

 Warning against dangerous conditions for life and property.

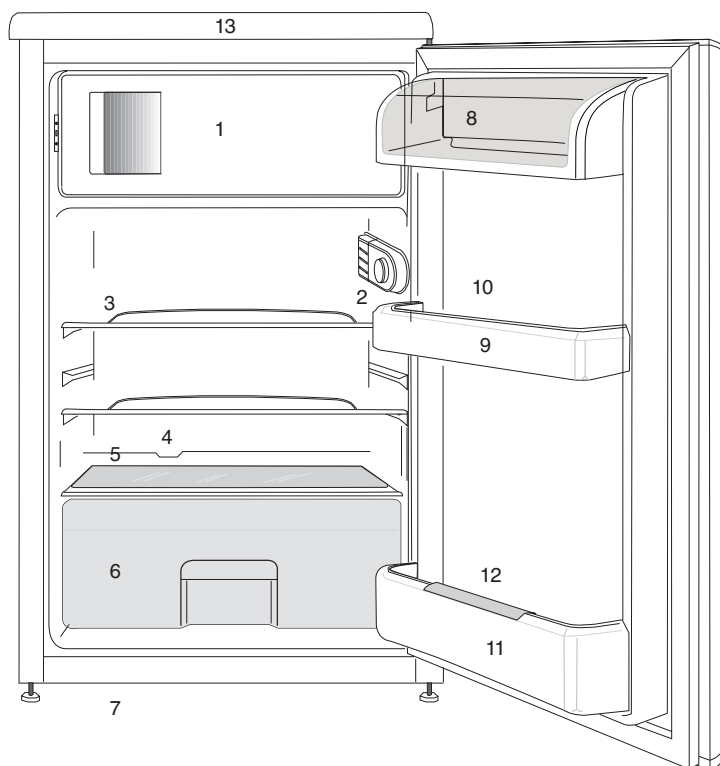
 Warning against electric voltage.

 <b>INFORMATION</b>	
 <b>ENERGY</b> The model information as stored in the product data base can be reached by entering following website and searching for your model identifier (*) found on energy label. <a href="https://eprel.ec.europa.eu/">https://eprel.ec.europa.eu/</a>	 The model information as stored in the product data base can be reached by entering following website and searching for your model identifier (*) found on energy label. <a href="https://eprel.ec.europa.eu/">https://eprel.ec.europa.eu/</a>
SUPPLIER'S NAME <b>A</b>	MODEL IDENTIFIER (*) <b>A</b>

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# 1 Your cooler/freezer








1. a.) Freezing compartment & ice tray (for models) b.) Frozen food compartment & ice tray (for models)
2. Interior light & Thermostat knob
3. Movable shelves
4. Defrost water collection channel - Drain tube
5. Crisper cover
6. Crisper
7. Adjustable front feet
8. Dairy compartment
9. Door shelf
10. Egg tray
11. Bottle shelf
12. Bottle gripper
13. Top trim

Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

This section provides the safety instructions necessary to prevent the risk of injury and material damage. Failure to observe these instructions will invalidate all types of product warranty.

## Intended use

	<b>WARNING:</b> Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
	<b>WARNING:</b> Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
	<b>WARNING:</b> Do not damage the refrigerant circuit.
	<b>WARNING:</b> Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
	<b>WARNING:</b> Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

This appliance is intended to be used in household and similar applications such as

- staff kitchen areas in shops, offices and other working environments;

- farm houses and by clients in hotels, motels and other residential type environments;

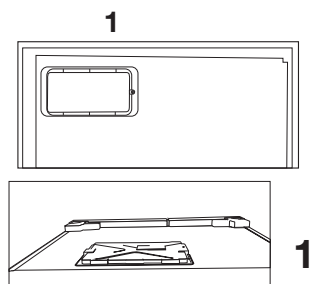
- bed and breakfast type environments;

- catering and similar non-retail applications.

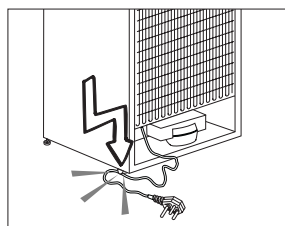
## General Safety

- This product should not be used by persons with physical, sensory and mental disabilities, without sufficient knowledge and experience or by children. The device can only be used by such persons under supervision and instruction of a person responsible for their safety. Children should not be allowed to play with this device.
- In case of malfunction, unplug the device.
- After unplugging, wait at least 5 minutes before plugging in again.
- Unplug the product when not in use.
- Do not touch the plug with wet hands! Do not pull the cable to plug off, always hold the plug.
- Do not plug in the refrigerator if the socket is loose.
- Unplug the product during installation, maintenance, cleaning and repair.
- If the product will not be used for a while, unplug the product and remove any food inside.
- Do not use the product when the compartment with circuit cards located on the upper back part of

the product (electrical card box cover) (1) is open.



- Do not use steam or steamed cleaning materials for cleaning the refrigerator and melting the ice inside. Steam may contact the electrified areas and cause short circuit or electric shock!
- Do not wash the product by spraying or pouring water on it! Danger of electric shock!
- In case of malfunction, do not use the product, as it may cause electric shock. Contact the authorized service before doing anything.
- Plug the product into an earthed socket. Earthing must be done by a qualified electrician.
- If the product has LED type lighting, contact the authorized service for replacing or in case of any problem.
- Do not touch frozen food with wet hands! It may adhere to your hands!
- Do not place liquids in bottles and cans into the freezer compartment. They may burst out!
- Place liquids in upright position after tightly closing the lid.
- Do not spray flammable substances near the product, as it may burn or explode.
- Do not keep flammable materials and products with flammable gas (sprays, etc.) in the refrigerator.
- Do not place containers holding liquids on top of the product. Splashing water on an electrified part may cause electric shock and risk of fire.
- Exposing the product to rain, snow, sunlight and wind will cause electrical danger. When relocating the product, do not pull by holding the door handle. The handle may come off.
- Take care to avoid trapping any part of your hands or body in any of the moving parts inside the product.
- Do not step or lean on the door, drawers and similar parts of the refrigerator. This will cause the product to fall down and cause damage to the parts.
- Take care not to trap the power cable.



- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

- Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.
- To avoid contamination of food, please respect the following instructions:
  - Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
  - Clean regularly surfaces that can come in contact with food and accessible drainage systems.
  - Clean water tanks if they have not been used for 48 h; flush the water system connected to a water supply if water has not been drawn for 5 days.
  - Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
  - Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making icecream and making ice cubes.
  - One-, two- and three-star compartments are not suitable for the freezing of fresh food.
  - If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

### 1.1.1 HC Warning

If the product comprises a cooling system using R600a gas, take care to avoid damaging the cooling system and its pipe while using and moving the product. This gas is flammable. If

the cooling system is damaged, keep the product away from sources of fire and ventilate the room immediately.



The label on the inner left side indicates the type of gas used in the product.

### 1.1.2 For Models with Water Dispenser

- Pressure for cold water inlet shall be maximum 90 psi (6.2 bar). If your water pressure exceeds 80 psi (5.5 bar), use a pressure limiting valve in your mains system. If you do not know how to check your water pressure, ask for the help of a professional plumber.
- If there is risk of water hammer effect in your installation, always use a water hammer prevention equipment in your installation. Consult Professional plumbers if you are not sure that there is no water hammer effect in your installation.
- Do not install on the hot water inlet. Take precautions against of the risk of freezing of the hoses. Water temperature operating interval shall be 33°F (0.6°C) minimum and 100°F (38°C) maximum.
- Use drinking water only.

### Intended Use

- This product is designed for home use. It is not intended for commercial use.
- The product should be used to store food and beverages only.
- Do not keep sensitive products requiring controlled temperatures (vaccines, heat sensitive medication, medical supplies, etc.) in the refrigerator.

- The manufacturer assumes no responsibility for any damage due to misuse or mishandling.
- Original spare parts will be provided for 10 years, following the product purchasing date.

## Child Safety

- Keep packaging materials out of children's reach.
- Do not allow the children to play with the product.
- If the product's door comprises a lock, keep the key out of children's reach.

## Compliance with WEEE Directive and Disposing of the Waste Product

This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).



This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling.

Do not dispose of the waste product with normal domestic and other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

## Compliance with RoHS Directive

- This product complies with EU WEEE Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

## Package Information

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.



### 3 Installation

- ⚠ The manufacturer will not be liable for any event caused by disregarding the information supplied in this user manual.

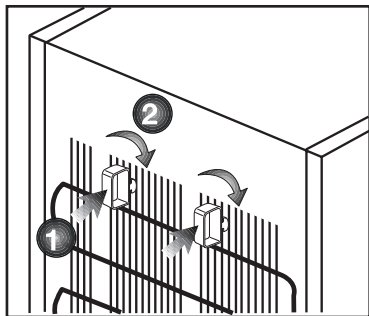
#### Points to be paid attention to when the relocation of the cooler/freezer

1. Your cooler/freezer should be unplugged. Before transportation of your cooler/freezer, it should be emptied and cleaned.
2. Before it is re-packaged, shelves, accessories, crisper, etc. inside your cooler/freezer should be fixed with adhesive tape and secured against impacts. Package should be bound with a thick tape and the transportation rules on the package should be strictly observed.
3. Original packaging and foam materials should be kept for future transportations or moving.

#### Before you start the cooler/freezer,

Check the following before you start to use your cooler/freezer:

1. Attach 2 plastic wedges as illustrated below. Plastic wedges are intended to keep the distance which will ensure the air circulation between your cooler/freezer and the wall. (The picture is drawn up as a representation and it is not identical with your product.)
2. Clean the interior of the cooler/freezer as recommended in the "Maintenance and cleaning" section.



3. Connect the plug of the cooler/freezer to the wall socket. When the fridge door is opened, fridge internal lamp will turn on.
4. When the compressor starts to operate, a sound will be heard. The liquid and gases sealed within the refrigeration system may also give rise to noise, even if the compressor is not running and this is quite normal.
5. Front edges of the cooler/freezer may feel warm. This is normal. These areas are designed to be warm to avoid condensation.

#### Electrical connection

Connect your product to a grounded socket which is being protected by a fuse with the appropriate capacity. Important:

The connection must be in compliance with national regulations.

- The power plug must be easily accessible after installation.
- Electrical safety of your cooler/freezer shall be guaranteed only if the earth system in your house complies with standards.

- The voltage stated on the label located at left inner side of your product should be equal to your network voltage.
- **Extension cables and multi plugs must not be used for connection.**

- ⚠ A damaged power cable must be replaced by a qualified electrician.
- ⚠ Faulty product must not be operated before it is repaired! There is the risk of electric shock!

## Disposing of the packaging

The packing materials may be dangerous for children. Keep the packing materials out of the reach of children or dispose of them by classifying them in accordance with the waste instructions stated by your local authorities. Do not throw away with regular house waste, throw away on packaging pick up spots designated by the local authorities.

The packing of your cooler/freezer is produced from recyclable materials.

## Disposing of your old cooler/freezer

Dispose of your old cooler/freezer without giving any harm to the environment.

- You may consult your authorized dealer or waste collection center of your municipality about the disposal of your cooler/freezer.

Before disposing of your cooler/freezer, cut out the electric plug and, if there are any locks on the door, make them inoperable in order to protect children against any danger.

## Placing and Installation

⚠ If the entrance door of the room where the cooler/freezer will be installed is not wide enough for the cooler/freezer to pass through, then carefully remove the doors of your cooler/freezer and pass it sideways through the door.

1. Install your cooler/freezer to a place that allows ease of use.
2. Keep your cooler/freezer away from heat sources, humid places and direct sunlight.
3. There must be appropriate air ventilation around your cooler/freezer in order to achieve an efficient operation. If the cooler/freezer is to be placed in a recess in the wall, there must be at least 5 cm distance with the ceiling and at least 5 cm with the wall. Do not place your product on the materials such as rug or carpet.
4. Place your cooler/freezer on an even floor surface to prevent jolts.

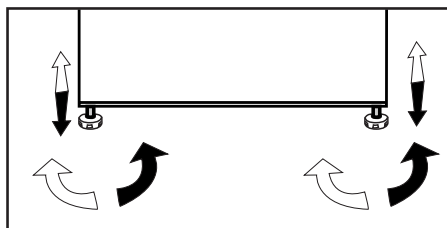
WARNING:

Do not locate extension sockets or charging transformers/power supplies or Lithium-Iron battery operated products adjacent to the compressor as they could overheat.

## Adjusting the legs

If your refrigerator is unbalanced;

You can balance your refrigerator by turning its front legs as illustrated in the figure. The corner where the leg exists is lowered when you turn in the direction of black arrow and raised when you turn in the opposite direction. Taking help from someone to slightly lift the refrigerator will facilitate this process.



## Changing the illumination lamp

To change the Bulb/LED used for illumination of your refrigerator, call your AuthorisedService.

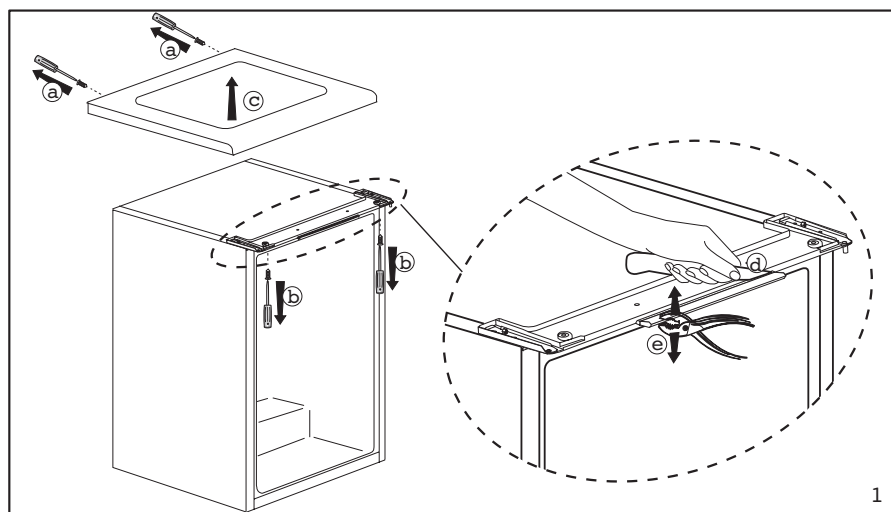
The lamp(s) used in this appliance is not suitable for household room illumination. The intended purpose of this lamp is to assist the user to place foodstuffs in the refrigerator/freezer in a safe and comfortable way. The lamps used in this appliance have to withstand extreme physical conditions such as temperatures below -20 °C.

(only chest and upright freezer)

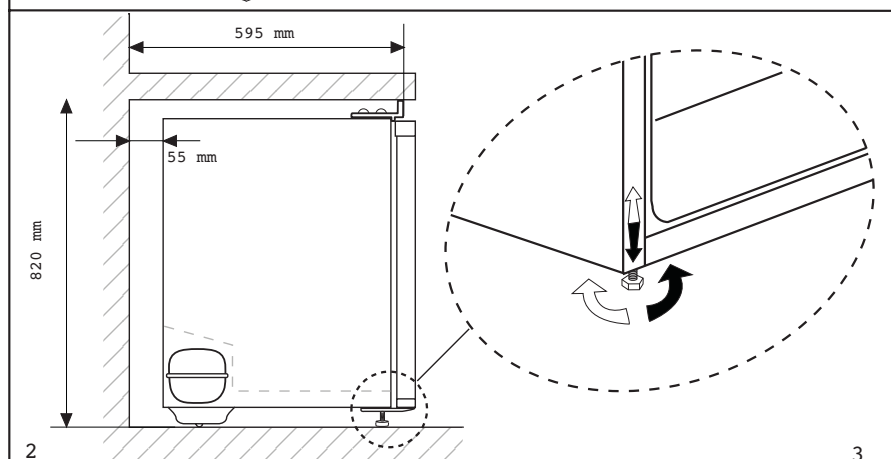
## 4 Preparation

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- For a freestanding appliance; 'this refrigerating appliance is not intended to be used as a built-in appliance.
- Your refrigerator should be installed at least 30 cm away from heat sources such as hobs, ovens, central heater and stoves and at least 5 cm away from electrical ovens and should not be located under direct sunlight.
- The ambient temperature of the room where you install your refrigerator should at least be 10°C. Operating your refrigerator under cooler conditions is not recommended with regard to its efficiency.
- Please make sure that the interior of your refrigerator is cleaned thoroughly.
- If two refrigerators are to be installed side by side, there should be at least 2 cm distance between them.
- When you operate your refrigerator for the first time, please observe the following instructions during the initial six hours.
- The door should not be opened frequently.
- It must be operated empty without any food in it.
- Do not unplug your refrigerator. If a power failure occurs out of your control, please see the warnings in the "Recommended solutions for the problems" section.
- Original packaging and foam materials should be kept for future transportations or moving.
- The baskets/drawers that are provided with the chill compartment must always be in use for low energy consumption and for better storage conditions.
- Food contact with the temperature sensor in the freezer compartment may increase energy consumption of the appliance. Thus any contact with the sensor(s) must be avoided.
- In some models, the instrument panel automatically turns off 5 minutes after the door has closed. It will be reactivated when the door has opened or pressed on any key.
- Due to temperature change as a result of opening/closing the product door during operation, condensation on the door/body shelves and the glass containers is normal

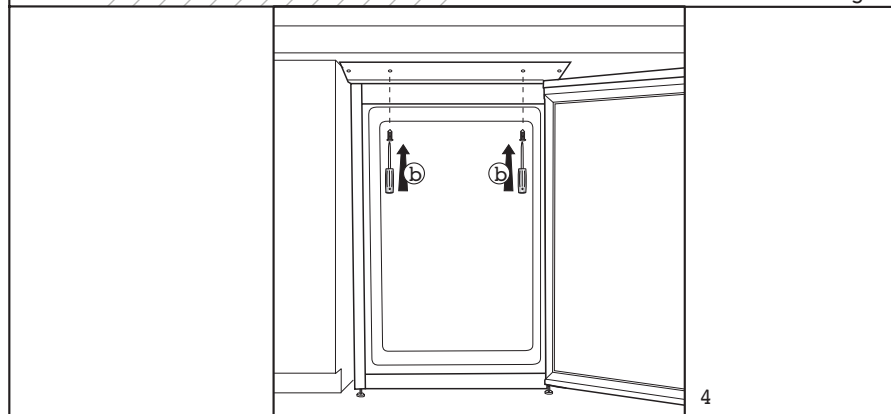


1



2

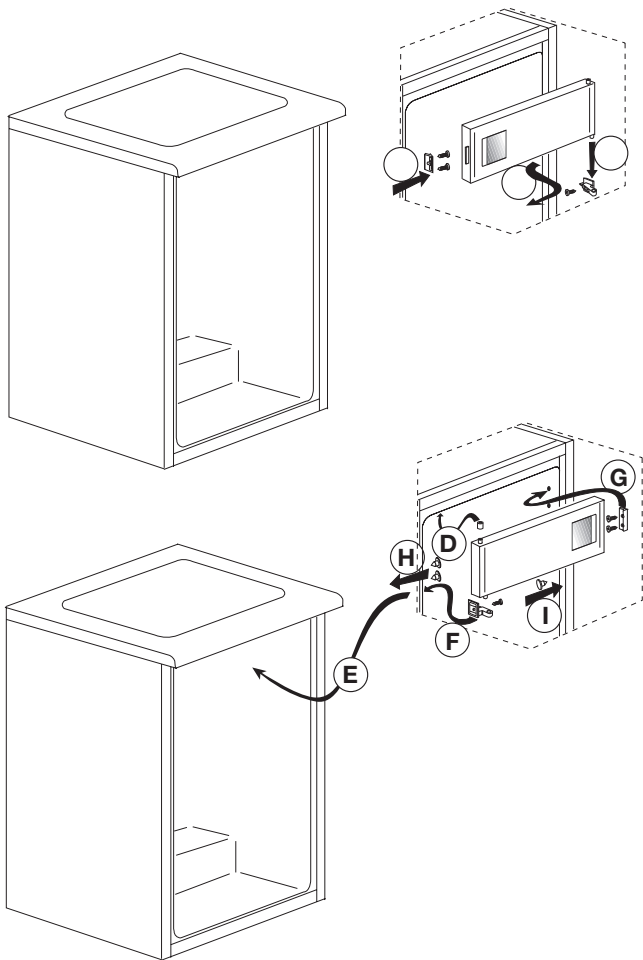
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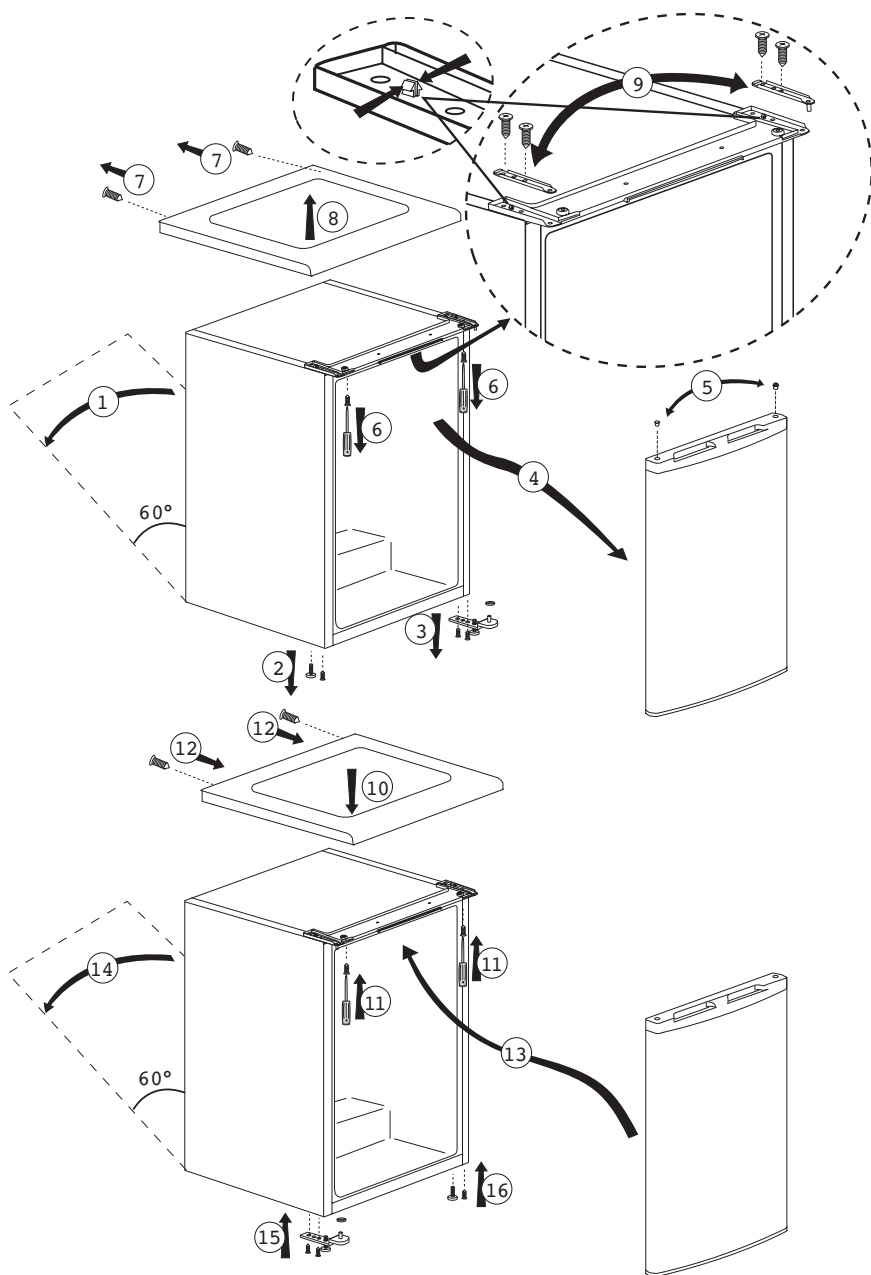
4

# Reversing the doors

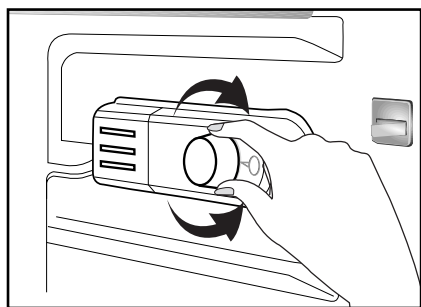
Proceed in numerical order



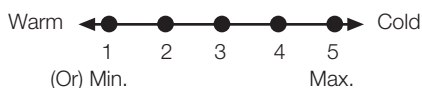
a



## 5 Using your cooler/freezer



The operating temperature is regulated by the temperature control.



**1 = Lowest cooling setting  
(Warmest setting)**

**5 = Highest cooling setting  
(Coldest setting)**  
(Or)

**Min. = Lowest cooling setting  
(Warmest setting)**

**Max. = Highest cooling setting  
(Coldest setting)**

The average temperature inside the fridge should be around +4°C.

**Recommended thermostat knob position is 4. It's recommended 1 at cold ambient conditions such as 10 °C.**

Please choose the setting according to the desired temperature.

You can stop operation of your appliance by turning the thermostat knob to "0" position.

Please note that there will be different temperatures in the cooling area.


The coldest region is immediately above the vegetable compartment on crisper cover.

The interior temperature also depends on ambient temperature, the frequency with which the door is opened and the amount of food kept inside.

Frequently opening the door causes the interior temperature to rise.

For this reason, it is recommended to close the door again as soon as possible after use.

### Freezing food

The freezing compartment is marked with  this symbol.

You can use the appliance for freezing fresh food as well as for storing pre-frozen food.

Please refer to the recommendations given on the packaging of your food.

#### • Attention

Do not freeze fizzy drinks, as the bottle may burst when the liquid in it is frozen.

Be careful with frozen products such as coloured ice-cubes.

In order to maintain the quality of the food, the freezing must be effected as rapidly as possible.

#### • Attention

Keep the already deep-frozen food always separated with freshly placed food.



When deep-freezing hot food, the cooling compressor will work until the food is completely frozen. This can temporarily cause excessive cooling of the refrigeration compartment.

If you find the freezer door difficult to open just after you have closed it, don't worry. This is due to the pressure difference which will equalize and allow the door to open normally after a few minutes.

You will hear a vacuum sound just after closing the door. This is quite normal.

## Making ice cubes

Fill the ice-cube tray 3/4 full with water and place it in the freezer.

As soon as the water has turned into ice, you can take out the ice cubes.

Never use sharp objects such as knives or forks to remove the ice cubes. There is a risk of injury!

Let the ice cubes slightly thaw instead, or put the bottom of the tray in hot water for a short moment.

## Defrosting of the appliance

Excessive build-up of ice will affect the freezing performance of your device.



It is therefore recommended that you defrost your appliance at least twice a year, or whenever the ice build-up exceeds 7 mm.

Defrost your device when there is only little or no food in it.

Take out the deep-frozen food. Wrap the deep-frozen food in several layers of paper, or a blanket, and keep it in a cold place.

Unplug the appliance or switch off the circuit breaker to start the defrosting process.

Take out the accessories (like shelf, drawer etc.) from the appliance and use a suitable container to collect the thawing water.

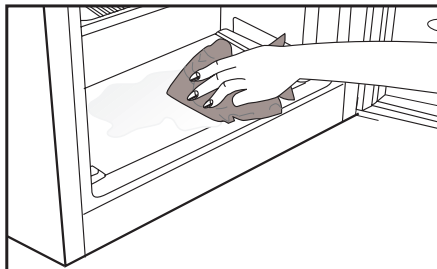
Use a sponge or a soft cloth to remove thawing water if necessary at the freezing compartment  and frozen food compartment .

Keep the door open during defrosting.

For quicker defrosting, place containers with warm water inside the appliance.

Never use electrical devices, defrosting sprays or pointed or sharp-edged objects such as knives or forks to remove the ice.

After the defrosting is done, clean interior walls of the compartment.



Reconnect the appliance to the mains. Place the frozen food into the drawers and slide the drawers into the freezer.

## Cooling

### Food storage

The fridge compartment is for the short-term storage of fresh food and drinks.

Store milk products in the intended compartment in the cooler/freezer.

Bottles can be stored in the bottle holder or in the bottle shelf of the door.

Raw meat is best kept in a polyethylene bag in the compartment at the very bottom of the cooler/freezer.

Allow hot food and beverages to cool to room temperature prior to placing them in the cooler/freezer.

#### • Attention

Store concentrated alcohol in a container only standing upright and tightly closed.

#### • Attention

Do not store explosive substances or containers with flammable propellant gases (canned cream, spray cans etc.) in the appliance.

There is a danger of explosion.

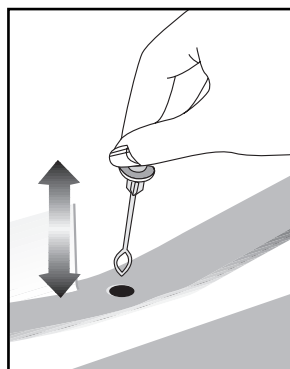
## Defrosting of the appliance

The fridge compartment defrosts automatically. The thawing water flows through the drain channel into a collection container at the back of the appliance.

During defrosting, water droplets form at the back wall of the fridge due to the evaporation.

If not all of the drops run down, they may freeze again after defrosting completes. Remove them with a soft cloth dampened with warm water. Do not use hard or sharp objects.

Check the flow of the thawed water from time to time. It may become blocked occasionally. Clean it with a pipe-cleaner or similar implement as shown below.



## 6 Maintenance and cleaning

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- ⚠ Never use gasoline, benzene or similar substances for cleaning purposes.
- ⚠ We recommend that you unplug the appliance before cleaning.
- ⚠ Never use any sharp abrasive instrument, soap, household cleaner, detergent and wax polish for cleaning.
- ⚠ For non-No Frost products, water drops and frosting up to a fingerbreadth occur on the rear wall of the Fridge compartment. Do not clean it; never apply oil or similar agents on it.
- ⚠ Only use slightly damp microfiber cloths to clean the outer surface of the product. Sponges and other types of cleaning cloths may scratch the surface.
- ❗ Use lukewarm water to clean the cabinet of your refrigerator and wipe it dry.
- ❗ Use a damp cloth wrung out in a solution of one teaspoon of bicarbonate of soda to one pint of water to clean the interior and wipe it dry.
- ⚠ Make sure that no water enters the lamp housing and other electrical items.
- ⚠ If your refrigerator is not going to be used for a long period of time, unplug the power cable, remove all food, clean it and leave the door ajar.
- ❗ Check door seals regularly to ensure they are clean and free from food particles.
- ⚠ To remove door racks, remove all the contents and then simply push the door rack upwards from the base.
- ⚠ Never use cleaning agents or water that contain chlorine to clean the outer surfaces and chromium coated parts of the product. Chlorine causes corrosion on such metal surfaces.
- ⚠ Do not use sharp, abrasive tools, soap, household cleaning agents, detergents, kerosene, fuel oil, varnish etc. to prevent removal and deformation of the prints on the plastic part. Use lukewarm water and a soft cloth for cleaning and then wipe it dry.

### Protection of plastic surfaces

- ❗ Do not put the liquid oils or oil-cooked meals in your refrigerator in unsealed containers as they damage the plastic surfaces of your refrigerator. In case of spilling or smearing oil on the plastic surfaces, clean and rinse the relevant part of the surface at once with warm water.

## 7 Troubleshooting

Check this list before contacting the service. Doing so will save you time and money. This list includes frequent complaints that are not related to faulty workmanship or materials. Certain features mentioned herein may not apply to your product.

### **The refrigerator is not working.**

- The power plug is not fully settled. >>> Plug it in to settle completely into the socket.
- The fuse connected to the socket powering the product or the main fuse is blown. >>> Check the fuses.

### **Condensation on the side wall of the cooler compartment (MULTI ZONE, COOL, CONTROL and FLEXI ZONE).**

- The door is opened too frequently >>> Take care not to open the product's door too frequently.
- The environment is too humid. >>> Do not install the product in humid environments.
- Foods containing liquids are kept in unsealed holders. >>> Keep the foods containing liquids in sealed holders.
- The product's door is left open. >>> Do not keep the product's door open for long periods.
- The thermostat is set to too low temperature. >>> Set the thermostat to appropriate temperature.

### **Compressor is not working.**

- In case of sudden power failure or pulling the power plug off and

putting back on, the gas pressure in the product's cooling system is not balanced, which triggers the compressor thermic safeguard. The product will restart after approximately 6 minutes. If the product does not restart after this period, contact the service.

- Defrosting is active. >>> This is normal for a fully-automatic defrosting product. The defrosting is carried out periodically.
- The product is not plugged in. >>> Make sure the power cord is plugged in.
- The temperature setting is incorrect. >>> Select the appropriate temperature setting.
- The power is out. >>> The product will continue to operate normally once the power is restored.

### **The refrigerator's operating noise is increasing while in use.**

- The product's operating performance may vary depending on the ambient temperature variations. This is normal and not a malfunction.

### **The refrigerator runs too often or for too long.**

- The new product may be larger than the previous one. Larger products will run for longer periods.
- The room temperature may be high. >>> The product will normally run for long periods in higher room temperature.
- The product may have been recently plugged in or a new food item is placed

inside. >>> The product will take longer to reach the set temperature when recently plugged in or a new food item is placed inside. This is normal.

- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.
- The doors were opened frequently or kept open for long periods. >>> The warm air moving inside will cause the product to run longer. Do not open the doors too frequently.
- The freezer or cooler door may be ajar. >>> Check that the doors are fully closed.
- The product may be set to temperature too low. >>> Set the temperature to a higher degree and wait for the product to reach the adjusted temperature.
- The cooler or freezer door washer may be dirty, worn out, broken or not properly settled. >>> Clean or replace the washer. Damaged / torn door washer will cause the product to run for longer periods to preserve the current temperature.

### **The freezer temperature is very low, but the cooler temperature is adequate.**

- The freezer compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

### **The cooler temperature is very low, but the freezer temperature is adequate.**

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

### **The food items kept in cooler compartment drawers are frozen.**

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

### **The temperature in the cooler or the freezer is too high.**

- The cooler compartment temperature is set to a very high degree. >>> Temperature setting of the cooler compartment has an effect on the temperature in the freezer compartment. Wait until the temperature of relevant parts reach the sufficient level by changing the temperature of cooler or freezer compartments.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently.
- The door may be ajar. >>> Fully close the door.
- The product may have been recently plugged in or a new food item is placed inside. >>> This is normal. The product will take longer to reach the set temperature when recently plugged in or a new food item is placed inside.

- Large quantities of hot food may have been recently placed into the product.  
>>> Do not place hot food into the product.

### **Shaking or noise.**

- The ground is not level or durable. >>> If the product is shaking when moved slowly, adjust the stands to balance the product. Also make sure the ground is sufficiently durable to bear the product.
- Any items placed on the product may cause noise. >>> Remove any items placed on the product.

### **The product is making noise of liquid flowing, spraying etc.**

- The product's operating principles involve liquid and gas flows. >>> This is normal and not a malfunction.

### **There is sound of wind blowing coming from the product.**

- The product uses a fan for the cooling process. This is normal and not a malfunction.

### **There is condensation on the product's internal walls.**

- Hot or humid weather will increase icing and condensation. This is normal and not a malfunction.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently; if open, close the door.
- The door may be ajar. >>> Fully close the door.

### **There is condensation on the product's exterior or between the doors.**

- The ambient weather may be humid, this is quite normal in humid weather.

>>> The condensation will dissipate when the humidity is reduced.

### **The interior smells bad.**

- The product is not cleaned regularly.  
>>> Clean the interior regularly using sponge, warm water and carbonated water.
- Certain holders and packaging materials may cause odour. >>> Use holders and packaging materials without free of odour.
- The foods were placed in unsealed holders. >>> Keep the foods in sealed holders. Micro-organisms may spread out of unsealed food items and cause malodour. Remove any expired or spoilt foods from the product.

### **The door is not closing.**

- Food packages may be blocking the door. >>> Relocate any items blocking the doors.
- The product is not standing in full upright position on the ground. >>> Adjust the stands to balance the product.
- The ground is not level or durable.  
>>> Make sure the ground is level and sufficiently durable to bear the product.

### **The vegetable bin is jammed.**

- The food items may be in contact with the upper section of the drawer. >>> Reorganize the food items in the drawer.

### **If The Surface Of The Product Is Hot.**

- High temperatures may be observed between the two doors, on the side panels and at the rear grill while the product is operating. This is normal and does not require service maintenance! Be careful when touching these areas.



### **WARNING:**

If the problem persists after following the instructions in this section, contact your vendor or an Authorised Service.

Do not try to repair the product.

## DISCLAIMER / WARNING

Some (simple) failures can be adequately handled by the end-user without any safety issue or unsafe use arising, provided that they are carried out within the limits and in accordance with the following instructions (see the "Self-Repair" section).

Therefore, unless otherwise authorized in the "Self-Repair" section below, repairs shall be addressed to registered professional repairers in order to avoid safety issues. A registered professional repairer is a professional repairer that has been granted access to the instructions and spare parts list of this product by the manufacturer according to the methods described in legislative acts pursuant to Directive 2009/125/EC.

**However, only the service agent (i.e. authorized professional repairers) that you can reach through the phone number given in the user manual/ warranty card or through your authorized dealer may provide service under the guarantee terms. Therefore, please be advised that repairs by professional repairers (who are not authorized by Beko) shall void the guarantee.**

### Self-Repair

Self-repair can be done by the end-user with regard to the following spare parts: door handles, door hinges, trays, baskets and door gaskets (an updated list is also available in support.beko.com as of 1st March 2021).

Moreover, to ensure product safety and to prevent risk of serious injury, the mentioned self-repair shall be done following the instructions in the user manual for self-repair or which are available in support.beko.com. For your safety, unplug the product before attempting any self-repair.

Repair and repair attempts by end-users for parts not included in such list and/ or not following the instructions in the user manuals for self-repair or which are available in support.beko.com, might give rise to safety issues not attributable to Beko, and will void the warranty of the product.

Therefore, it is highly recommended that end-users refrain from the attempt to carry out repairs falling outside the mentioned list of spare parts, contacting in such cases authorized professional repairers or registered professional repairers. On the contrary, such attempts by end-users may cause safety issues and damage the product and subsequently cause fire, flood, electrocution and serious personal injury to occur.

By way of example, but not limited to, the following repairs must be addressed to authorized professional repairers or registered professional repairers: compressor, cooling circuit, main board, inverter board, display board, etc.

The manufacturer/seller cannot be held liable in any case where end-users do not comply with the above.

The spare part availability of the refrigerator that you purchased is 10 years.

During this period, original spare parts will be available to operate the refrigerator properly

The minimum duration of guarantee of the refrigerator that you purchased is 24 months.

This product is equipped with a lighting source of the "G" energy class.

The lighting source in this product shall only be replaced by professional repairers.

### **Packaging sorting information**

Please scan the QR code which places on the outer packaging of the product to find all the information relating to the packaging and how to manage the packaging waste.