

# Combi Fridge Freezer

User Manual

**GKN 16820 W**

**GKN 16820 X**



AUS GUTEM GRUND

**GRUNDIG**

## Please read this 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.

For this, we recommend you to carefully read the entire manual of your product before using it and keep it at hand for future references.





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

- Will help you use your appliance in a fast and safe way.
- Read the manual before installing and operating your product.
- Follow the instructions, especially those for safety.
- Keep the manual in an easily accessible place as you may need it later.
- Besides, read also the other documents provided with your product.

Please note that this manual may be valid for other models as well.

## Symbols and their descriptions

This instruction manual contains the following symbols:

	Important information or useful usage tips.
	Warning against dangerous conditions for life and property.
	Warning against electric voltage.
	Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations.



This product was manufactured using the latest technology in environmentally friendly conditions.

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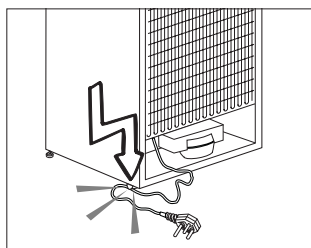
# 1 Important instructions for safety and environment

This section contains safety instructions that will help protect from risk of personal injury or property damage. Failure to follow these instructions shall void any warranty.

## 1.1 General safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Unplug the product if a failure occurs while it is in use.
- If the product has a failure, it should not be operated unless it is repaired by an Authorised Service Agent. There is the risk of electric shock!
- Connect the product to a grounded outlet protected by a fuse complying with the values in the rating plate. Have the grounding installation made by a qualified electrician. Our company shall not be liable for any damages that will arise when the product is used without grounding in accordance with the local regulations.
- Unplug the product when not in use.
- Never wash the product by spreading or pouring water onto it! There is the risk of electric shock!
- Never touch the plug with wet hands! Never unplug by pulling on the cable, always pull out by grabbing the plug.
- Do not plug the refrigerator if the wall outlet is loose.
- Never connect your refrigerator to electricity-saving devices. Such devices are harmful for the product.
- Unplug the product during installation, maintenance, cleaning and repairing procedures.

- Always have repairs carried out by the **Authorised Service Agent**. The manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorised persons.
- Do not eat ice cream and ice cubes immediately after you take them out of the freezer compartment! This may cause frostbite in your mouth!
- Do not touch frozen food by hand! It may stick to your hand!
- Do not put bottled and canned liquid beverages in the freezer compartment. They may burst!
- Never use steam and steam assisted cleaning materials to clean or defrost the refrigerator. Steam will cause short circuit or electric shock since it would get into contact with the electrical parts in the refrigerator!
- Do not use mechanical devices or other methods to accelerate the defrosting process, other than those recommended by the manufacturer.



- Never use the parts on your refrigerator such as the door and drawer as a means of support or step. This will cause the product to tip over or parts of it to get damaged.
- Do not damage the cooling circuit, where the refrigerant is circulating, with drilling or cutting tools. The refrigerant that might blow out when the gas channels of the evaporator, pipe extensions or surface coatings are punctured may cause skin irritations and eye injuries.




## Important instructions for safety and environment

- Do not cover or block the ventilation holes on the refrigerator with any material.
- Keep beverages with a high alcohol content tightly closed and vertically.
- Do not use flammable sprays near the product since there is the risk of fire or explosion!
- Flammable items or products that contain flammable gases (e.g. spray) as well as the explosive materials should never be kept in the appliance.
- Do not place containers filled with liquid on top of the product. Spilling water on an electrical component may cause electric shocks or risk of fire.
- Do not store products (vaccines, heat-sensitive medicines, scientific materials and etc.) that require a precise temperature control in the refrigerator.
- If you will not operate the product for a long period of time, unplug and unload the food in it.
- If the product is equipped with blue light, do not look at the blue light with optical tools.
- Exposing the product to rain, snow, sun and wind is dangerous with respect to electrical safety.
- Do not overload the product. It may fall when the door is opened, and cause injury or damage. Similar problems may occur in case of putting things on top of the product.
- If the product's door is equipped with a handle, do not pull by the handle when moving the product. The handle may get loosened.
- Pay attention not to have your hand or any part of your body get caught by the moving parts inside the product.

### 1.1.1 HCA warning

- If the product is equipped with a cooling system containing R600a gas, pay attention not to damage the cooling system and piping during usage and transportation. This gas is flammable.

If the cooling system is damaged, keep the product away from potential sources that can cause the system to catch fire and ventilate the room in which the unit is placed immediately.

	If the product is equipped with a cooling system containing R134a gas, ignore this warning.
	You can learn the gas used in production of your product on the rating plate located on the left inner part of it.
	<b>WARNING:</b> Never dispose the product in fire.

### 1.1.2 For products with a water dispenser

- Pressure of water mains should be minimum 1 bar and maximum 8 bars.
- Use only potable water.

### 1.2 Intended use

- This product has been designed for domestic use. It is not suitable for commercial use and it must not be used out of its intended use.
- Product must be used only for storing food.
- The manufacturer waives any responsibility arisen from incorrect usage or transportation.

### 1.3 Children's safety

- Packaging materials are dangerous for the children. Keep packaging materials in a safe place away from reach of the children.
- Electrical products are dangerous for the children. Keep children away from the product when it is in use.
- If the product's door is equipped with a lock, keep the keys away from reach of children.

### 1.4 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.

### 1.5 Compliance with RoHS Directive:

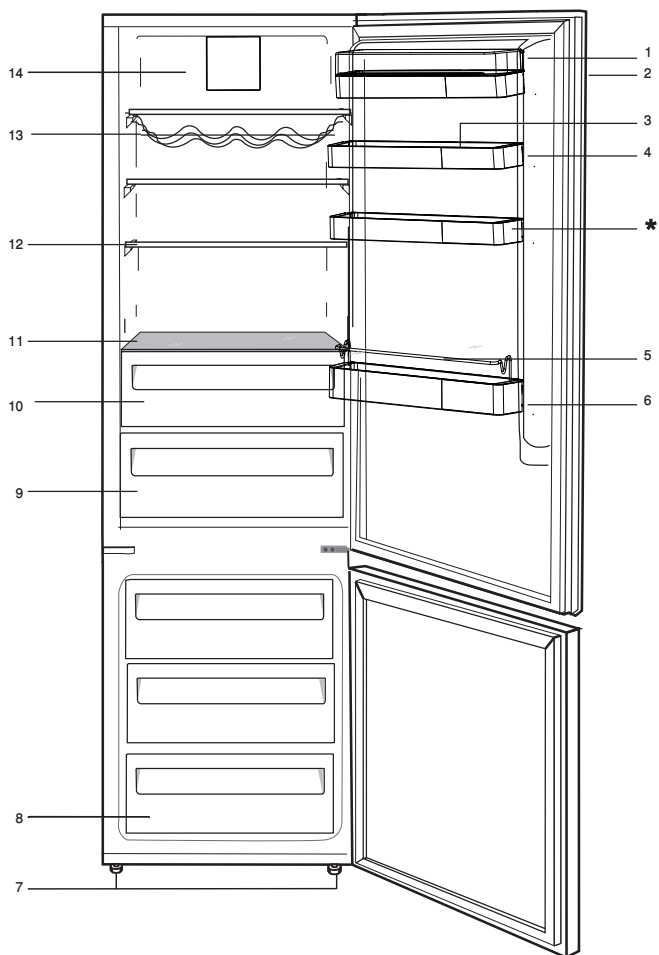
The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

### 1.6 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.

## 2 Your Refrigerator



- |                             |                             |
|-----------------------------|-----------------------------|
| 1. Butter & Cheese sections | 8. Freezer compartment      |
| 2. Indicator Panel          | 9. Crisper                  |
| 3. Egg tray                 | 10. Chiller                 |
| 4. Adjustable door shelves  | 11. Chiller cover and glass |
| 5. Bottle shelf             | 12. Adjustable shelves      |
| 6. Shelter wire             | 13. Wine cellar             |
| 7. Adjustable front feet    | 14. Fan                     |






\* **optional**




Figures in this user manual are schematic and may not match the product exactly. If the subject parts are not included in the product you have purchased, then those parts are valid for other models.

### 3 Installation

Refer to the nearest Authorised Service Agent for installation of the product. To make the product ready for use, make sure that the electricity installation is appropriate before calling the Authorised Service Agent. If not, call a qualified electrician to have any necessary arrangements carried out.

	Preparation of the location and electrical installation at the place of installation is under customer's responsibility.
	Product must not be plugged in during installation. Otherwise, there is the risk of death or serious injury!
	<b>WARNING:</b> Installation and electrical connections of the product must be carried out by the Authorised Service Agent. Manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorised persons.
	<b>WARNING:</b> Prior to installation, visually check if the product has any defects on it. If so, do not have it installed. Damaged products cause risks for your safety.
	Make sure that the power cable is not pinched or crushed while pushing the product into its place after installation or cleaning procedures.

#### 3.1 Appropriate installation location

	<b>WARNING:</b> If the door of the room where the product will be placed is too small for the product to pass, then the product's doors must be removed and the product must be turned aside to pass it through.
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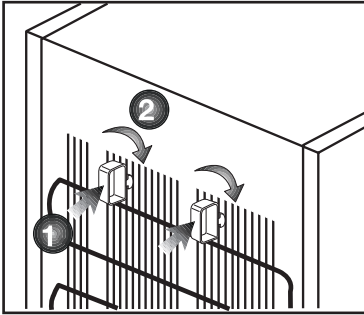
- Choose a place at where you can access the product comfortably.
- Install the product at least 30 cm away from heat sources such as hobs, ovens, heater cores and stoves and at least 5 cm away from electrical ovens. Product must not be subjected to direct sun light and kept in humid places after installation.

- Appropriate air ventilation must be provided around your product in order to achieve an efficient operation. If the product is to be placed in a recess in the wall, pay attention to leave at least 5 cm distance with the ceiling and side walls.
- Do not place the product on materials such as rugs or carpets.
- Place the product on an even floor surface to prevent jolts.
- Your product can operate in ambient temperatures between +5 °C to +43 °C.

#### 3.2 Installing the plastic wedges

Plastic wedges are used to create the distance for the air circulation between the product and the rear wall. Insert the 2 plastic wedges onto the rear ventilation cover as illustrated in the figure. To install the wedges, push and twist a quarter of a turn.





### 3.4 Illumination lamp

Do not attempt to repair yourself but call the Authorised Service Agent if the LED illumination lamps do not go on or are out of order.

### 3.3 Electrical connection

Connect the product to a grounded outlet protected by a fuse complying with the values in the rating plate. Our company shall not be liable for any damages that will arise when the product is used without grounding in accordance with the local regulations.

- Electrical connection must comply with national regulations.
- Power cable plug must be within easy reach after installation.
- The voltage and allowed fuse or breaker protection are specified in the Rating Plate which is affixed to interior of the product. If the current value of the fuse or breaker in the house does not comply with the value in the rating plate, have a qualified electrician install a suitable fuse.
- The specified voltage must be equal to your mains voltage.
- Do not make connections via extension cables or multi-plugs.



**WARNING:** Damaged power cable must be replaced by the Authorised Service Agents.



**WARNING:** If the product has a failure, it should not be operated unless it is repaired by the Authorised Service Agent! There is the risk of electric shock!

## 4 Preparation

### 4.1 Things to be done for energy saving



Connecting the product to electric energy saving devices is risky as it may cause damage on the product.

- Do not leave the doors of your refrigerator open for a long time.
- Do not put hot food or drinks in your refrigerator.
- Do not overload the refrigerator. Cooling capacity will fall when the air circulation inside is hindered.
- Do not place the refrigerator in places subject to direct sunlight. Install the product at least 30 cm away from heat sources such as hobs, ovens, heater cores and stoves and at least 5 cm away from electrical ovens.
- Pay attention to store your food in refrigerator in closed containers.
- You can load maximum amount of food to the freezer compartment of the refrigerator by removing the freezer compartment drawers. Declared energy consumption value of the refrigerator was determined with the freezer compartment drawers removed, except if available bottom drawer and with maximum amount of food loaded. There is no risk in using a shelf or drawer suitable for the shapes and sizes of the foods to be frozen.
- Thawing frozen food in fridge compartment will both provide energy saving and preserve the food quality.



Inside of your refrigerator must be cleaned thoroughly.

### 4.2 Initial use

Before starting to use the product, check that all preparations are made in accordance with the instructions in sections "Important instructions for safety and environment" and "Installation".

- Clean the interior of the refrigerator as recommended in the "Maintenance and cleaning" section. Check that inside of it is dry before operating it.
- Plug the refrigerator into the grounded wall outlet. When the door is opened the interior illumination will turn on.
- Run the refrigerator without putting any food for 6 hours and do not open its door unnecessarily.



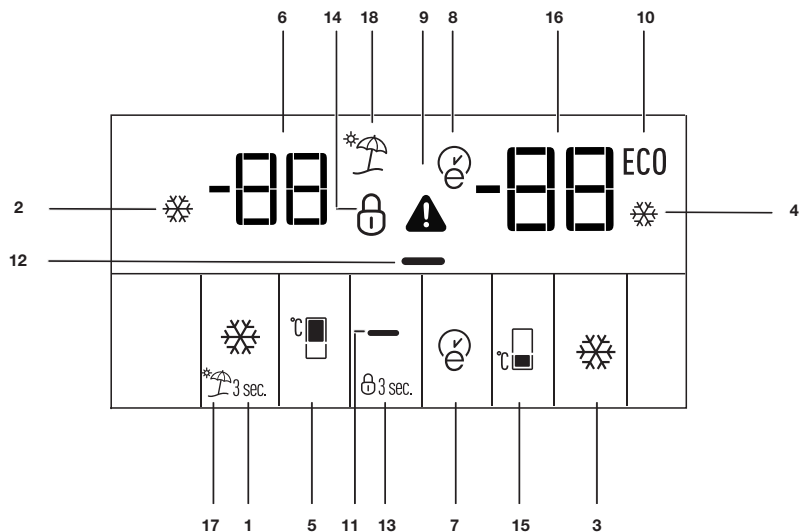
Front edges of the refrigerator may feel warm. This is normal. These areas are designed to be warm to avoid condensation.



You will hear a noise when the compressor starts up. The liquids 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 Operating the product

### 5.1 Indicator panel



#### 1. Quick Cool Function:

If you want to cool plenty amount of fresh food, press Quick Cool button before you place the food into the fridge compartment.

Quick Cool indicator turns on when the Quick Cool function is on. Press Quick Cool button again to cancel this function. Quick Cool indicator will turn off and normal settings will be resumed. Quick Cool function will be cancelled automatically 2 hours later if you do not cancel it manually.

#### 2. Quick Cool Indicator

This icon comes on when the Quick Cool function is on.

#### 3. Fast Freeze Function:

If you want to freeze a lot of fresh food, press the Fast Freeze button before you place the food into the freezer compartment. The Fast Freeze indicator turns on when the Fast Freeze function is on. Press the Fast Freeze button again to cancel this function. The Fast Freeze indicator will turn off and normal settings will be resumed. Fast Freeze function will be cancelled automatically 34 hours later if you do not cancel it manually.

#### 4. Fast Freeze Indicator :

This icon comes on when the Fast Freeze function is on.



Figures in this user manual are schematic and may not match the product exactly. If the subject parts are not included in the product you have purchased, then those parts are valid for other models.

### **5. Fridge Set Function:**

This function allows you to change the Fridge compartment temperature setting. Press this button to set the temperature of the fridge compartment to 8,7,6,5,4,3 and 2 respectively.

### **6. Fridge Compartment Temperature Setting Indicator:**

Indicates the temperature set for the Fridge Compartment.

### **7. Eco Extra Function:**

Press the Eco Extra button for 3 seconds to activate the Eco Extra Function. Freezer will start operating in the most economic mode in the next 6 hours and the economic usage indicator will turn on when the function is active. Press the Eco Extra button for 3 seconds again to deactivate the Eco Extra Function.

### **8. Eco Extra Indicator:**

This icon lights up when the Vacation Function is active.

### **9. High Temperature/Error Warning Indicator:**

This light comes on during high temperature failures and error warnings. If you see this light is on, please check the "Recommended Solutions for the Problems" part from your manual.

### **10. Economic Usage Indicator:**

This icon comes on when the Fridge Compartment is set to 8°C and Freezer Compartment is set to -18°C which are the most economical set values. Economic Usage Indicator turns off when the Quick Fridge or Quick Freeze function is selected. The economic usage indicator light will turn off when Quick Cool or fast freeze is activated.

### **11. Energy saving Function (Display Off):**

When you press this button, all icons on the display will turn off except for the energy

saving icon. If any button on the display is then pressed, the energy saving function will be exited.

### **12. Energy Saving Indicator :**

This icon ("E") lights up when the Energy Saving Function is selected.

### **13. Key Lock Mode:**

You can lock the display by pressing the key lock button for 3 seconds. To unlock the display, simply repeat the procedure and keep key lock button pressed for 3 seconds.

### **14. Key Lock Indicator:**

This icon lights up when the Key Lock mode is activated.

### **15. Freezer Set Function:**

This function allows you to change the Freezer compartment temperature setting. Press this button to set the temperature of the freezer compartment to -18, -19, -20, -21, -22, -23 and -24, respectively.

### **16. Freezer Compartment Setting Indicator:**

Indicates the temperature set for the Freezer Compartment.

### **17. Vacation Function:**

This function can be used when you will not be using your fridge for a long time. When you press the Vacation button, vacation function is activated and the vacation indicator light will illuminate. When this function is activated, the fridge compartment temperature is kept at 15°C in order to prevent bad odours from forming. To deactivate vacation mode, press the vacation button once more. There should be no food kept inside your fridge, as it will not be preserved in Vacation mode.

### **18. Vacation Indicator:**

This icon lights up when the Vacation Function is active.


### 5.2 Freezing fresh food

- Wrap the food or place them in a covered container before putting them in the refrigerator.
- Hot food and beverages must cool down to the room temperature before putting them in the refrigerator.
- The food that you want to freeze must be fresh and in good quality.
- Divided the food into portions according to your family's daily or meal based consumption needs.
- Pack the food in an airtight manner to prevent them from drying even if they are going to be stored for a short time.
- Materials to be used for packaging must be tear-proof and resistant to cold, humidity, odour, oils and acids and they must also be airtight. Moreover, they must be well closed and they must be made from easy-to-use materials that are suitable for deep-freezers.
- Take special care not to mix already frozen food and fresh food.(They should not to be allowed to come in contact with the previously frozen items to prevent their partial thawing.)
- Frozen food must be used immediately after they are thawed and they should never be re-frozen.
- Do not freeze too large quantities of food at one time. The quality of the food is best preserved when it is frozen right through to the core as quickly as possible.
- Placing warm food into the freezer compartment causes the cooling system to operate continuously until the food is frozen solid.
- Maximum frozen food storage volume is achieved without using the drawers and the upper shelf cover provided in the freezer compartment. Energy consumption of your appliance is declared while the freezer compartment is fully loaded on shelves without the use of the drawers and upper shelf cover. Use the given wire shelf at the bottom of the freezer compartment for a better energy consumption performance.
- It is recommended that you place foodstuffs on top shelf of freezer for initial freezing.

## Operating the product

Freezer Compartment Setting	Fridge Compartment Setting	Explanations
-18 °C	4 °C	This is the normal recommended setting.
-20, -24 or -24 °C	4 °C	These settings are recommended when the ambient temperature exceeds 30 °C.
Fast Freeze	4 °C	Use when you wish to freeze your food in a short time. Your refrigerator will return to its previous mode when the process is over.
-18 °C or colder	2 °C	Use these settings if you think that your fridge compartment is not cold enough because of the hot ambient conditions or frequent opening and closing of the door.
-18 °C or colder	Quick Cool	Use this function when you place a lot of food into the fridge compartment or when you need to cool your food quickly. It is recommended that you activate Quick Cool function 4-8 hours before placing the food.

### 5.3 Recommendations for preserving the frozen food

- Frozen food that you have purchased should be stored in accordance with the frozen food manufacturer's instructions for a  ( 4 star) frozen food storage compartment.
- Note the following to ensure that the high quality achieved by the frozen food manufacturer and the food retailer is maintained:
  1. Put packets in the freezer as quickly as possible after purchase.
  2. Make sure that contents of the package are labelled and dated.
  3. Check whether the "Use By" and "Best Before" dates on the packaging are exceed or not.

### 5.4 Placing the food

Freezer compartment shelves	Various frozen food such as meat, fish, ice cream, vegetables and etc.
Egg holder	Egg
Fridge compartment shelves	Food in pans, covered plates and closed containers
Fridge compartment door shelves	Small and packaged food or beverage (such as milk, fruit juice, beer and etc.)
Crisper	Vegetables and fruits
Fresh zone compartment	Delicatessen products (cheese, butter, salami and etc.)

### 5.5 Deep-freeze information

Food must be frozen as rapidly as possible when they are put in a refrigerator in order to keep them in good quality.

The TSE norm requires (according to certain measurement conditions) the refrigerator to freeze at least 4.5 kg of food at 32 °C ambient temperature to -18 °C or lower within 24 hours for every 100-litres of freezer volume.

It is possible to preserve the food for a long time only at -18 °C or lower temperatures.

You can keep the freshness of food for many months (at -18 °C or lower temperatures in the deep freeze).



Divide the food into portions according to your family's daily or meal based consumption needs.



Pack the food in an airtight manner to prevent them from drying even if they are going to be stored for a short time.

- Materials necessary for packaging:
- Cold resistant adhesive tape
- Self adhesive label
- Rubber rings
- Pen

Materials to be used for packaging the foodstuff must be tear-proof and resistant to cold, humidity, odour, oils and acids.

Foods to be frozen should not be allowed to come in contact with the previously frozen items to prevent them from getting thawed partially.



Frozen food must be used immediately after they are thawed and they should never be re-frozen.

### 5.6 Changing the door opening direction

Door opening direction of your refrigerator can be changed according to the place you are using it. If this is necessary, please call your nearest Authorized Service.

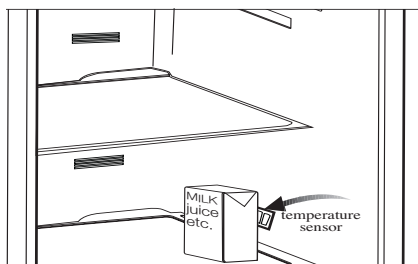
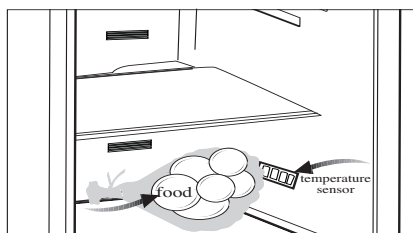
### 5.7 Open door warning

An audio warning will be given when the fridge or freezer compartment door of your product is left open for a certain period of time. This audio warning signal will mute when any button on the indicator is pressed or when the door is closed.

### 5.8 Recommendations for freshfood compartment

OPTIONAL \*

Please do not let any foodstuff come into contact with the temperature sensor in the freshfood compartment. In order to maintain the freshfood compartment at an ideal storage temperature, the sensor must not be blocked.





## 6 Maintenance and cleaning

Cleaning your fridge at regular intervals will extend the service life of the product.



**WARNING:** Unplug the product before cleaning it.

- Never use gasoline, benzene or similar substances for cleaning purposes.
- Never use any sharp and abrasive tools, soap, household cleaners, detergent and wax polish for cleaning.
- Dissolve one teaspoon of carbonate in half litre of water. Soak a cloth with the solution and wrung it thoroughly. Wipe the interior of the refrigerator with this cloth and the dry thoroughly.
- Make sure that no water enters the lamp housing and other electrical items.
- If you will not use the refrigerator for a long period of time, unplug it, remove all food inside, clean it and leave the door ajar.
- Check regularly that the door gaskets are clean. If not, clean them.
- To remove door and body shelves, remove all of its contents. Remove the door shelves by pulling them up. After cleaning, slide them from top to bottom to install.
- 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.

### 6.1 Avoiding bad odours

Materials that may cause odour are not used in the production of our refrigerators. However, due to inappropriate food preserving conditions and not cleaning the inner surface of the refrigerator as required can bring forth the problem of odour. Pay attention to following to avoid this problem:

- Keeping the refrigerator clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the refrigerator with carbonate dissolved in water every 15 days. Never use detergents or soap.
- Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.
- Never keep the food that have expired best before dates and spoiled in the refrigerator.

### 6.2 Protecting the plastic surfaces

Do not put liquid oils or oil-cooked meals in your refrigerator in unsealed containers as they damage the plastic surfaces of the refrigerator. If oil is spilled or smeared onto the plastic surfaces, clean and rinse the relevant part of the surface at once with warm water.

## 7 Troubleshooting

Please review this list before calling the service. It will save your time and money. This list includes frequent complaints that are not arising from defective workmanship or material usage. Some of the features described here may not exist in your product.

### The refrigerator does not operate.

- The plug is not inserted into the socket correctly. >>> *Insert the plug into the socket securely.*
- The fuse of the socket which your refrigerator is connected to or the main fuse have blown out. >>> *Check the fuse.*

### Condensation on the side wall of the fridge compartment (MULTIZONE, COOL CONTROL and FLEXI ZONE).

- Ambient is very cold. >>> *Do not install the refrigerator in places where the temperature falls below 5 °C.*
- Door has been opened frequently. >>> *Do not open and close the door of refrigerator frequently.*
- Ambient is very humid. >>> *Do not install your refrigerator into highly humid places.*
- Food containing liquid is stored in open containers. >>> *Store food with liquid content in closed containers.*
- Door of the refrigerator is left ajar. >>> *Do not leave the doors of your refrigerator open for a long time.*
- Thermostat is set to a very cold level. >>> *Set the thermostat to a suitable level.*

### Compressor is not running

- Protective thermic of the compressor will blow out during sudden power failures or plug-out plug-ins as the refrigerant pressure in the cooling system of the refrigerator has not been balanced yet. The refrigerator will start running approximately after 6 minutes. Please call the Authorised Service Agent if the refrigerator does not start at the end of this period.
- The fridge is in defrost cycle. >>> *This is normal for a full-automatically defrosting refrigerator. Defrosting cycle occurs periodically.*
- The refrigerator is not plugged into the socket. >>> *Make sure that the plug is fit into the socket.*
- Temperature settings are not made correctly. >>> *Select the suitable temperature value.*
- There is a power outage. >>> *Refrigerator returns to normal operation when the power restores.*

### The operation noise increases when the refrigerator is running.

- The operating performance of the refrigerator may change due to the changes in the ambient temperature. It is normal and not a fault.

## Troubleshooting

### The refrigerator is running frequently or for a long time.

- New product may be wider than the previous one. Larger refrigerators operate for a longer period of time.
- The room temperature may be high. >>> *It is normal that the product operates for longer periods in hot ambient.*
- The refrigerator might be plugged in recently or might be loaded with food. >>> *When the refrigerator is plugged in or loaded with food recently, it will take longer for it to attain the set temperature. This is normal.*
- Large amounts of hot food might be put in the refrigerator recently. >>> *Do not put hot food into the refrigerator.*
- Doors might be opened frequently or left ajar for a long time. >>> *The warm air that has entered into the refrigerator causes the refrigerator to run for longer periods. Do not open the doors frequently.*
- Freezer or fridge compartment door might be left ajar. >>> *Check if the doors are closed completely.*
- The refrigerator is adjusted to a very low temperature. >>> *Adjust the refrigerator temperature to a warmer degree and wait until the temperature is achieved.*
- Door seal of the fridge or freezer may be soiled, worn out, broken or not properly seated. >>> *Clean or replace the seal. Damaged/broken seal causes the refrigerator to run for a longer period of time in order to maintain the current temperature.*

### Freezer temperature is very low while the fridge temperature is sufficient.

- The freezer temperature is adjusted to a very low value. >>> *Adjust the freezer temperature to a warmer degree and check.*

### Fridge temperature is very low while the freezer temperature is sufficient.

- The fridge temperature is adjusted to a very low value. >>> *Adjust the fridge temperature to a warmer degree and check.*

### Food kept in the fridge compartment drawers is frozen.

- The fridge temperature is adjusted to a very high value. >>> *Adjust the fridge temperature to a lower value and check.*

### Temperature in the fridge or freezer is very high.

- The fridge temperature is adjusted to a very high value. >>> *Fridge compartment temperature setting has an effect on the temperature of the freezer. Change the temperatures of the fridge or freezer and wait until the relevant compartments attain a sufficient temperature.*
- Doors are opened frequently or left ajar for a long time. >>> *Do not open the doors frequently.*
- Door is ajar. >>> *Close the door completely.*
- The refrigerator is plugged in or loaded with food recently. >>> *This is normal. When the refrigerator is plugged in or loaded with food recently, it will take longer for it to attain the set temperature.*
- Large amounts of hot food might be put in the refrigerator recently. >>> *Do not put hot food into the refrigerator.*

### Vibrations or noise.

- The floor is not level or stable. >>> *If the refrigerator rocks when moved slowly, balance it by adjusting its feet. Also make sure that the floor is strong enough to carry the refrigerator, and level.*
- The items put onto the refrigerator may cause noise. >>> *Remove the items on top of the refrigerator.*

## Troubleshooting

### There are noises coming from the refrigerator like liquid flowing, spraying, etc.

- Liquid and gas flows occur in accordance with the operating principles of your refrigerator. >>> *It is normal and not a fault.*

### Whistle comes from the refrigerator.

- Fans are used in order to cool the refrigerator. It is normal and not a fault.

### Condensation on the inner walls of refrigerator.

- Hot and humid weather increases icing and condensation. *It is normal and not a fault.*
- Doors are opened frequently or left ajar for a long time. >>> *Do not open the doors frequently. Close them if they are open.*
- Door is ajar. >>> *Close the door completely.*

### Humidity occurs on the outside of the refrigerator or between the doors.

- There might be humidity in the air; this is quite normal in humid weather. >>> *When the humidity is less, condensation will disappear.*

### Bad odour inside the refrigerator.

- No regular cleaning is performed. >>> *Clean the inside of the refrigerator regularly with a sponge, lukewarm water or carbonate dissolved in water.*
- Some containers or package materials may cause the smell. >>> *Use a different container or different brand packaging material.*
- Food is put into the refrigerator in uncovered containers. >>> *Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.*
- Remove the foods that have expired best before dates and spoiled from the refrigerator.

### The door is not closing.

- Food packages are preventing the door from closing. >>> *Replace the packages that are obstructing the door.*
- The refrigerator is not completely even on the floor. >>> *Adjust the feet to balance the refrigerator.*
- The floor is not level or strong. >>> *Also make sure that the floor is level and strong enough to carry the refrigerator.*

### Crispers are stuck.

- The food is touching the ceiling of the drawer. >>> *Rearrange food in the drawer.*



**WARNING:** If you cannot eliminate the problem although you follow the instructions in this section, consult your dealer or the Authorised Service Agent. Never try to repair a non-functional product yourself.

## GUARANTEE DETAILS

Your new Grundig product is guaranteed against the cost of breakdown repair for 5 years from the date of the original purchase.

Please visit [www.grundig.co.uk](http://www.grundig.co.uk) to register your warranty

### What is covered?

- Repairs necessary as a result of faulty materials, defective components or manufacturing defect.
- The cost of functional replacement parts, but excluding consumable items.
- The labour costs of a Grundig approved repairer to carry out the repair.

### What is not covered?

- Transit, delivery or accidental damage or misuse and abuse.
- Cabinet or appearance parts, including control knobs, flaps, handles or container lids.
- Accessories or consumable items including but not limited to, ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs required as a result of unauthorised repair or inexperienced installation that fails to meet the requirements contained in the user instruction book.
- Repairs to products used on commercial or non-residential household premises.
- Loss of frozen food in freezers or fridge/freezers. (Food loss insurance is often included within your household contents insurance policy, or may be available separately from your retailer).

### Important notes.

- Your Grundig product is designed and built for domestic household use only.
- The guarantee will be void if the product is installed or used in commercial or non-residential domestic household premises.
- The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided.
- Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers.
- Gas Cookers must only be installed by a Gas Safe (or BORD GAIS) registered Gas Installer.
- The guarantee is given only within the boundaries of the United Kingdom and the Republic of Ireland.
- The guarantee is applicable only to new products and is not transferable if the product is resold.
- Grundig disclaims any liability for incidental or consequential damages. The guarantee does not in anyway diminish your statutory or legal rights.

# Service

Please keep your purchase receipt or other proof of purchase in a safe place; you will need to have it should the product require attention under guarantee.

You should also complete the details below; it will help us assist you when requesting service. (The model number is printed on the Instruction Booklet and the serial number is printed on the Rating Label affixed to the appliance)

**Model No:**

**Serial No:**

**Retailer:**

**Date of purchase:**

**For service under guarantee simply telephone the appropriate number below**

## **UK Mainland & Northern Ireland**

Fridges & Freezers 0845 603 1234

Electric Cookers 0845 603 1234

Gas & 0845 603 1234

Dual Fuel Cookers

Washing Machines & Dishwashers 0845 603 1234

**Before requesting service please check the trouble-shooting guide in the Operating Instructions as a charge may be levied where no fault is found even though your product may still be under guarantee.**

**Service once the manufacturers guarantee has expired.**

If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document. Otherwise please call the appropriate number above where service can be obtained at a charge.

Should you experience any difficulty in obtaining service please contact the Grundig Customer Help-Line.

Tel: 0845 603 1234

e-mail: [service@Grundig.co.uk](mailto:service@Grundig.co.uk)

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