

# GRUNDIG

## Freezer

User Manual



GFN3671N - GFN3671G

CE

EN /

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## Please read these instructions first before using your appliance

Thank you for choosing a Grundig appliance.

Please take some time to read this user manual before using your appliance, to ensure you know how to safely operate the controls and functions.

Carefully follow all unpacking and installation instructions to ensure the appliance is correctly connected and fitted prior to use.

Please write your product model and serial number on the last page of this user manual, and store in a safe location close to the appliance for easy future reference.

This user manual may also be applicable for several other models. Differences between models will be listed.

If you have any questions or concerns, please call our contact centre or find help and information online at [www.grundig.co.uk](http://www.grundig.co.uk)

### 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.

 <b>INFORMATION</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>

# 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.
- **WARNING:** When positioning the appliance ensure the supply cord is not trapped or damaged.

- 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.
- 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.

### 1.1.1HC 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.



- **WARNING:** 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.



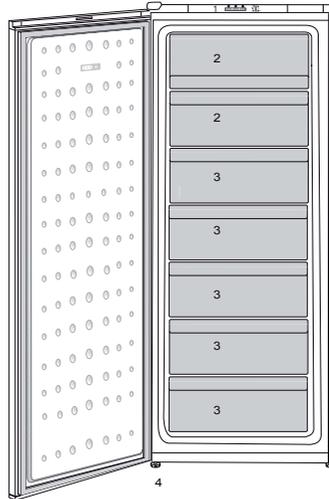
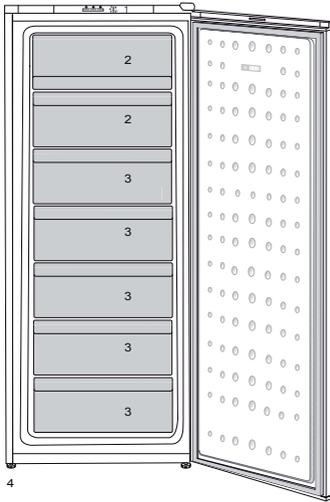
### 1.5 Compliance with RoHS Directive:

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 Freezer



1. Thermostat
2. Flap (Fast-Freeze compartment)
3. Drawers
4. Adjustable front feet

**\* May not be available in all models**



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

## 3.1 Installation Instructions

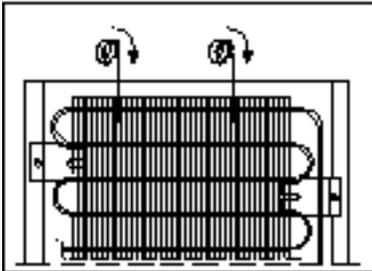
1. The space in the room where the appliance is installed must not be smaller than 10 cubic metres.
2. If possible avoid placing the appliance near cookers, radiators or in direct sunlight as this will cause the compressor to run for long periods. If installed next to a source of heat or refrigerator, maintain the following minimum side clearances:

(From Cookers 2" (50 mm

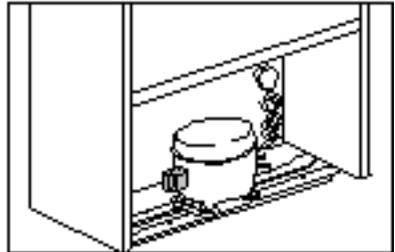
(From Radiators 2" (300 mm

From Refrigerators or Freezers 1" (25 mm

3. Make sure that sufficient room is provided around the appliance to ensure free air circulation. Allow a minimum of 60 mm (2.4 inches) between the top of the appliance and the ceiling or the underside of a wall cupboard.
4. Fit the two plastic wall spacers supplied onto the condenser at the back of the appliance by rotating them 1/4 turn.



5. The appliance should be located on a smooth surface. The two front feet can be adjusted as required. To ensure that your appliance is standing upright adjust the two front feet by turning clockwise or anti-clockwise, until the product is in firm contact with the floor. Correct adjustment of feet avoids excessive vibration and noise.
6. Refer to "Cleaning and Care" section to prepare your appliance for use.
7. A special receptacle is supplied to store the mains plug during transit. The receptacle is fixed at the back of the cabinet, on the right hand side of the compressor. (See diagram) Gently remove the plug from the receptacle. Never pull the mains cord, you may damage the appliance. In the case of transportation, ensure you locate the plug in the receptacle provided to avoid transit damage.



### 3.2 Reversing The Doors

We recommend that you reverse the door before switching on for the first time.

Tools required: Small and medium size flat and cross-headed screwdrivers, a pair of pliers.

Spare Parts supplied in the plastic bag: The following parts, which are exclusively for left hand side fitted hinge operation are supplied in a plastic bag with the appliance:

- Door top trim hinge covers – there are 2 different parts, one for each side of top trim.

We suggest you keep all the parts supplied in the plastic bag and also parts, which have been removed when reversing the door, in a safe place for possible future, re-use.

#### Important:

We suggest you ask somebody to help you when moving the appliance around and to hold the door when removing / re-fitting hinges and the door to avoid any injury and damage to the product.

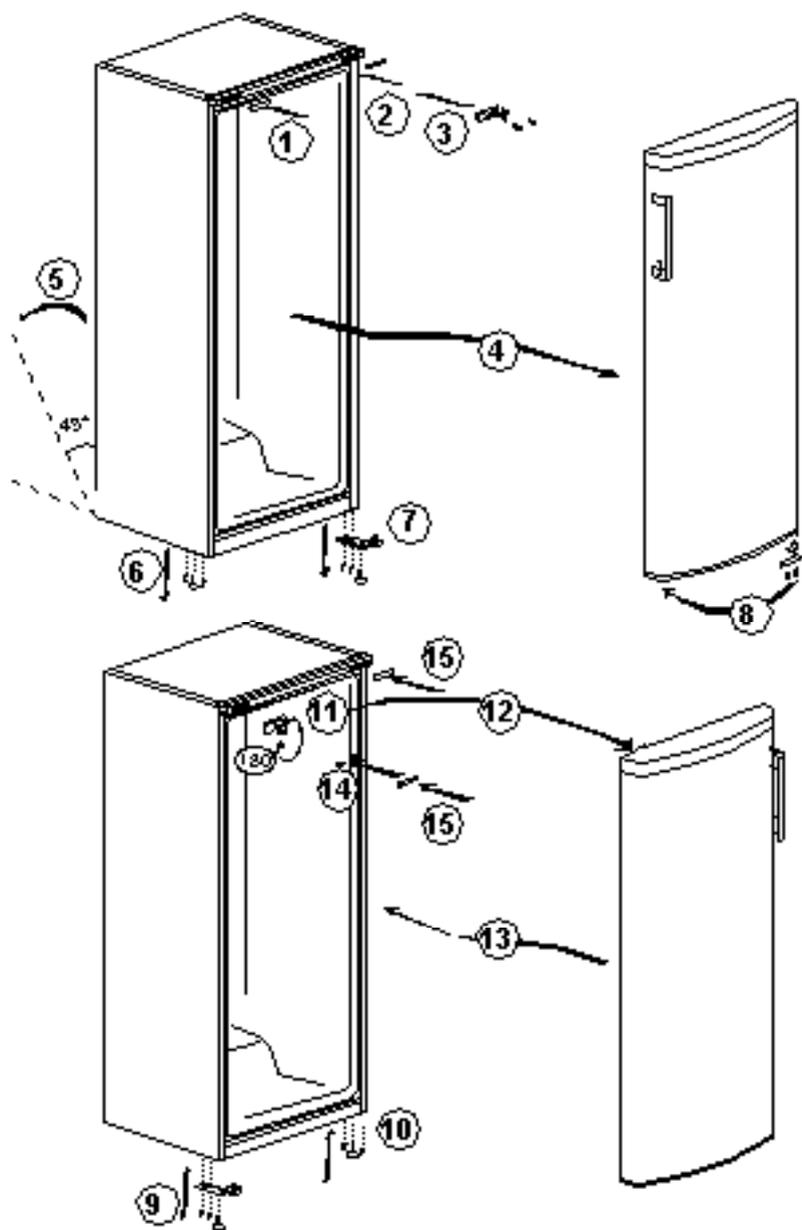
Please refer to diagrams supplied. To follow numbers in brackets below, refer to the main diagram.

1. Switch off the appliance at the socket outlet and pull out the mains plug.
2. Remove all loose items and fittings and food inside the appliance.
3. Gently prise off plastic hinge covers on both sides of front top panel using a small flat-headed screwdriver. (1-2)
4. Unscrew the bolts of the top hinge and remove top hinge. (3)
5. Remove door carefully off the bottom hinge and stand door upright in a safe place.(4)
6. Gently prise off plastic hinge cover on door top trim. Fit the other door top trim plastic off hinge cover supplied in the plastic bag.(5)
7. Gently tilt the appliance back against a strong wall on its rear side sufficiently to allow the lower hinge to be removed. Take care to protect the appliance, your wall and floor coverings. You can utilise the original packaging to do this. Once you tilt the appliance back, check to make sure the appliance is completely stable and safe before you carry on. (6)
8. Unscrew and remove the front feet and 1 bolt. (7)
9. Unscrew and remove the bottom hinge. (8)
10. Unscrew and remove the bottom hinge door stopper and bushing and reposition them on the other side while rotating the bushing 180°. (9)
11. Fit the bottom hinge and tighten the screws as shown in figure. (10)
12. Fit the other front feet as shown in figure. (11)
13. Rotate the top hinge 180°. Unscrew the hinge pin and re-tighten it to the opposite side. (12)
14. Fit the top hinge on the left hand side bushing of the door. (13)
15. Locate and re-fit door to bottom hinge pin. (14)
16. Re-fit the upper hinge on the opposite side by using a flat headed screwdriver. (15)

- 17.** Fit front top panel plastic hinge covers on the opposite sides. (16)
- 18.** Remove the handle cover gently taking care not to damage the appliance.(17)
- 19.** Unscrew and remove the handle (18). Do not unscrew the yellow coloured screws!
- 20.** Rotate 180 degrees and fit handle to the other side after removing hole plugs gently. (19,20)
- 21.** Fit the handle cover.(21)
- 22.** Adjust the two front feet if necessary.
- 23.** Check that door opens and closes easily, it is aligned correctly and there are no gaps allowing air into the cabinet. If there are gaps between the door seal and the cabinet, adjust the door seal by gently pulling away from the door using fingers.
- 24.** Check that all the hinge screws are tightened. Avoid over tightening the screws.
- 25.** Put all items, fittings back in the appliance.
- 26.** Wait for at least 4 hours to allow the system to settle before switching on.
- 27.** Once the correct storage temperatures have been reached in the appliance, put back all the food.

## Reversing the doors

Proceed in numerical order .



# 4. Before operating

## Starting

### Final Check

Before you start using the refrigerator check that:

1. For a freestanding appliance; 'this refrigerating appliance is not intended to be used as a built-in appliance.
2. The front feet have been adjusted so the appliance is level.
3. The interior is dry and air can circulate freely at the rear.
4. Clean the interior as recommended under "CLEANING AND CARE."
5. Insert the plug into the wall socket and switch on the electricity supply. Avoid accidental disconnection by taping over the switch. Green light will glow and the compressor will start running in about five minutes.
6. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, whether the compressor is running or not which is quite normal.
7. If you are going to store frozen food open the freezer door and check that the fast-freeze mode is off.( thermostat knob is not set to maximum position and the amber light is not on). When temperature reaches -18 °C or below, you can put in your frozen food. (See Storing Frozen Food ).
8. If you are going to freeze fresh food, you must switch the thermostat knob to maximum position. The amber light will come on and you must wait at least three hours before putting in your fresh food to be frozen. (See Freezing Fresh Food)
9. Front edges of the cabinet may feel warm. This is normal. These areas are designed to be warm to avoid condensation.
10. We recommend that you set the thermostat knob at MIN setting and monitor the temperature to ensure the appliance maintains desired storage temperatures (See Temperature Control and Adjustment section).

### Important Note :

11. If there is a power failure do not open the door. Frozen food should not be affected if the failure lasts for less than 18 hours. If the failure is longer, then the food should be checked and either eaten immediately or cooked and then re-frozen.
12. 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 equalise and allow the door to open normally after a few

- moments.
- 13.** You will hear a vacuum sound just after closing the door. This is quite normal.
  - 14.** When you switch on, the appliance will not start immediately, because the appliance incorporates a protection device in the electronics - wait for about 5 minutes.
  - 15.** If the freezer door is left open [Or ajar], the door open alarm will be activated in a few minutes. You will hear the audible alarm "beep" warning to make you aware that the door is not shut fully. As soon as you close the door, the audible alarm would cancel itself.
  - 16.** Since hot and humid air will not directly penetrate into your product when the doors are not opened, your product will optimize itself in conditions sufficient to protect your food. Functions and components such as compressor, fan, heater, defrost, lighting, display and so on will operate according to the needs to consume minimum energy under these circumstances.

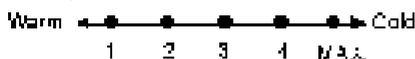
# 5. Using your refrigerator

## 5.1. Setting the operating temperature

The operating temperature is regulated by the temperature control.

1 = Lowest cooling setting (Warmest setting)

4 = Highest cooling setting (Coldest setting)



Please choose the setting according to the desired temperature.

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

Frequently opening the door causes the interior temperature to rise.

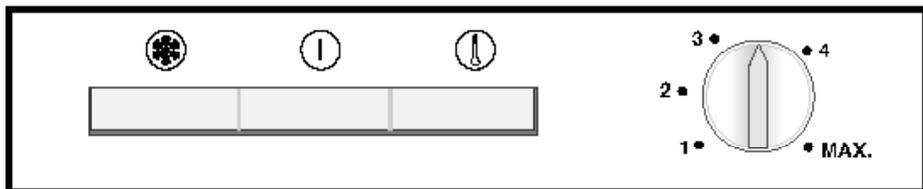
For this reason, it is recommended to close the door again as soon as possible after use.

The normal storage temperature of your appliance should be -18 °C (0 °F). If the thermostat knob is turned counter clockwise from position 1, the appliance will be switched off and “click” sound will be heard. Lower temperatures can be obtained by adjusting the thermostat knob towards Position 4.

We recommend checking the temperature with a thermometer to ensure that the storage compartments are kept to the desired temperature. Remember to take the reading immediately since the thermometer temperature will rise very rapidly after you remove it from the freezer.



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.



### 3.2 Indicator lights

There are three coloured indicator lights located inside the appliance which show the operating mode of the freezer.

#### Amber Indicator

Illuminates when the thermostat is set to max and stays on until the fast freeze operation is deactivated automatically or manually. Fast-freeze operation is for freezing fresh food (see Freezing Fresh Food section).

#### Green Indicator

Illuminates when the appliance is connected to the mains and will glow as long as there is electricity present. The green indicator does not give any indication of the temperature inside the freezer.

#### Red Indicator High Temperature Alarm

After the appliance is turned on for the first time the alarm is not active for 12 hours (The red LED indicator is switched off).

After this period of time the red LED indicator is switched on in the following situations:

- If the appliance is overloaded with fresh food
- If the door is left open for a long time by mistake. In these situations the red LED indicator will continue to be switched on

until the appliance reaches the preset temperature. If the red LED indicator is still switched on then wait for 24 hours before calling service.

#### Thermostat knob

The thermostat control is located on the indicator light frame.

#### Important:

When you set to fast freeze (max) or adjust the set temperature, there may be a short delay before the compressor starts to operate. This is normal and not a compressor fault.

#### Freezing

##### Freezing food

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. Do not exceed the freezing capacity of your appliance in 24 hours. See the rating label.

In order to maintain the quality of the food, the freezing must be effected as rapidly as possible. Thus, the freezing capacity will not be exceeded, and the temperature inside the freezer will not rise.

• **Attention**

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

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.

**Fast freeze**

If large amounts of fresh food are going to be frozen, adjust the control knob to max. 24 hours before putting the fresh food in the fast freeze compartment.

It is strongly recommended to keep the knob at MAX. position at least 24 hours to freeze maximum amount of fresh food declared as freezing capacity. Take special care not to mix frozen food and fresh food.

Remember to turn the thermostat knob back to its previous position once food has frozen.

**5.3 Freezing of Foodstuff**

To activate fast freeze function, please turn the knob to MAX position. 50 hours after the fast freeze function was activated, the appliance will automatically switch to normal function. If there's no intent to freeze new fresh food, do not switch the knob to MAX setting. If the knob is left at the MAX position, since appliance is previously turned to normal running conditions; in order to activate the Quick Freeze Function again, please switch the knob out of MAX position and then switch it to MAX again. For the best possible freezing performance, the fresh food to be frozen should be introduced 24 hours after starting the quick freeze function.

**5.4 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.

## 5.5 Using interior compartments

**Body shelves:** Distance between the shelves can be adjusted when necessary.

**Crisper:** Vegetables and fruits can be stored in this compartment for long periods without decaying.

**Bottle shelf:** Bottles, jars and tins can be placed in these shelves.

## 5.6 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 refrigerator.

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 refrigerator.

The bottom compartment is the salad crisper, meat is best kept in the super fresh zone, which is the drawer above the salad crisper.

Allow hot foods and beverages to cool to room temperature prior to placing them in the refrigerator.

- Attention

Store concentrated alcohol 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 device.

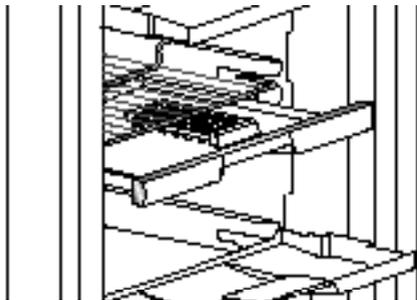
There is a danger of explosion.

## 5.7 Placing the food

Egg tray	Egg
Fridge compartment shelves	Food in pans, covered plates and closed containers
Fridge compartment door shelves	Small and packaged food or drinks (such as milk, fruit juice and beer)
Crisper	Vegetables and fruits
Super Fresh Zone	meat and fish

### Defrosting of the appliance

The appliance defrosts automatically.





This appliance is equipped with Freezer Guard which ensures that at the advised setting [4 - four on the knob] the frozen food in the freezer will not defrost even if the ambient temperature falls as low as  $-15^{\circ}\text{C}$ . So you may then install your appliance in a garage or an unheated room without having to worry about frozen food in the freezer being spoilt. When the ambient temperature returns to normal, you may change the knob setting to suit your needs.

## 6 . Maintenance and cleaning

Service life of the product extends and frequently faced problems decrease if cleaned at regular intervals.



**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 Freezer 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 Freezer 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 Freezers. However, due to inappropriate food preserving conditions and not cleaning the inner surface of the Freezers as required can bring forth the problem of odour. Pay attention to following to avoid this problem:

- Keeping the Freezers clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the Freezers with Sodium Bicarbonate dissolved in water every few months. 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 passed the best before dates and spoiled in the Freezer.

### 6.2 Protecting the plastic surfaces

Do not put liquid oils or oil-cooked meals in your Freezer in unsealed

containers as they damage the plastic surfaces of the Freezer. 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

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 spoiled 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.

## **GRUNDIG UK AND IRELAND STANDARD MANUFACTURER GUARANTEE TERMS AND CONDITIONS**

Your new Grundig product is guaranteed against faulty materials, defective components or manufacturing defects.

**The standard guarantee starts from the date of original purchase of the product, and lasts for a period of thirty six (36) months unless Beko plc (the “Manufacturer”) agrees to extend the guarantee for the product in writing.**

**If you have registered the product within 90 days of purchase by completing the online registration form, then the standard 36 month guarantee will be extended to 60 months, under the same terms and conditions as detailed below**

If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our contact centre on **0333 207 9920** (UK and Northern Ireland) or **01 691 0203** (Republic of Ireland)

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

### **What is covered by this guarantee?**

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Grundig Approved Engineer to carry out the repair.

### **What is not covered?**

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
  - Accidental damage, misuse or abuse of a product.
  - An attempted repair of a product by anyone other than a Grundig Approved Engineer (the “Engineer”).

-Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.

- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product. To the extent permitted by law, the Manufacturer does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards.

Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

### **Important Notes**

1. Your product is designed and built for domestic household use only.
2. The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
3. The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
4. Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
5. Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
6. This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
7. This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.
8. This guarantee does not apply to graded sales (where the product is purchased as a "second").
9. Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Call Centre on the number set out above.
10. The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.

11. Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

### **Does Grundig offer replacements?**

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model but when this is not possible, a model of similar specification will be provided. The Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

### **When will the repair take place?**

Our Engineers work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Engineers will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

### **Will there be any charge for the repairs?**

It is your responsibility to provide evidence to the Engineer that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.
- Where a service call has been made and the engineer finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Engineer providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the English Courts, save where you live in another part of the United Kingdom, in which case the law and courts of that location will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have jurisdiction.

This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8QU.

Beko plc is registered in England and Wales with company registration number 02415578.

## **GRUNDIG UK AND IRELAND ECO INVERTER MOTOR GUARANTEE TERMS AND CONDITIONS**

**This 10 year guarantee relates to Grundig products that feature the Eco Inverter Motor.**

The Eco Inverter Motor guarantee terms and conditions are in addition to our Standard guarantee terms and conditions detailed in the previous section.

**In order to activate the 10 year guarantee you MUST register the appliance within 90 days of the original purchase date. You can register by first visiting [grundig.co.uk/register](http://grundig.co.uk/register) and by following the online instructions.**

Grundig Free standing and Built-in appliances come with a 36 month parts and labour guarantee as standard, which can be extended to a 60 months parts and labour guarantee by registering within 90 days of the original purchase date

To make a claim against your Grundig Eco Inverter Motor Guarantee (the "Guarantee"), all customer and product details must be registered with Beko plc using the procedure outlined below.

- 1.** This extra 7 years (or 5 years for appliances registered within 90 days of the original purchase date) Guarantee is only effective after the expiration of the standard manufacturer's guarantee.

2. It is only valid for the Eco Inverter motors of selected washing machines, washer-dryers, tumble dryers and dishwashers. It does not cover any labour charge or any other components of the product. In addition, it is only valid for one replacement of the Eco Inverter motor during the extra 7 years (or 5 years for appliances registered within 90 days of the original purchase date) guarantee period.
3. To activate your guarantee, you MUST register your appliance within 90 days of the original purchase date, by visiting [Grundig.co.uk/register](http://Grundig.co.uk/register).
4. Customers will receive a unique reference code as proof of guarantee validation by email or post, which must be quoted at the time of a claim being made.
5. Any repair/replacement of the Eco Inverter motor must only be carried out by an authorised Grundig Service Agent (the "Service Agent").
6. Labour for the repair/replacement of the Eco Inverter motor is not included in this guarantee and is chargeable directly by the Service Agent.
7. Any additional components fitted to the product at any time will not be covered by this guarantee and will be chargeable directly by the Service Agent.
8. The guarantee is not transferable and cannot be exchanged for cash.
9. There are no alternative or additional offers to this Guarantee.
10. The guarantee is exclusive of the manufacturer's standard guarantee.
11. The Terms and Conditions shown above are in addition to the standard terms and conditions of your product guarantee. Please read and refer to such Terms and Conditions when making any claim.
12. We may use the information you provide for marketing purposes and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes in accordance with the applicable Data Protection Laws and General Data Protection Regulations (GDPR). You can opt into this service during the registration process. Further details are available at <http://www.Grundig.co.uk/cookie-and-privacy>.
13. These Terms and Conditions are governed by the laws of England and Wales; manufacturer: Beko plc, Beko House, 1 Greenhill Crescent, Watford WD18 8QU. Company Registration Number: 02415578.

## HOW TO OBTAIN SERVICE FOR YOUR APPLIANCE

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

Please take a few moments to complete the details below, as you will need this information when you call us, or to use our online services. When you call us you may be required to input your serial number into your telephone keypad. For help please visit [grundig.co.uk/support/model-finder](http://grundig.co.uk/support/model-finder)

- The product model number is printed on the Operating Instruction Booklet / User guide
  - The product model and serial number is printed on the Rating Label affixed to the appliance.
  - The Retailer (Purchased from) and Date of purchase will be printed on your purchase receipt or other proof of purchase paperwork
- Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for requesting service under guarantee.

Model number	Serial number	Purchased from	Date of purchase

### **For service under guarantee or for product advice please call our Contact centre**

Before requesting service please check the troubleshooting guide in the Operating Instructions booklet, as a charge may be levied where no fault is found, and even though your product may still be under guarantee.

After arranging service the area around the product must be easily accessible to the Engineer, without the need for cabinets or furniture to be removed or moved.

It is your responsibility to ensure our Engineers have a clean and safe environment to carry out any repairs.

Please have your Model number and Serial number available when you call us, as you may be required to input your serial number into your telephone keypad during your call.

## **UK Mainland & Northern Ireland:**

**0333 207 9920**

Landline or mobile calls to 0333 numbers cost no more than calls to geographic numbers 01 or 02, and are charged at the basic rate. Calls from landlines and mobiles are included in free call packages but please check with your telephone service provider for exact call charges.

## **Republic of Ireland:**

**01 691 0203**

### **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 us using the appropriate number above, where service can be obtained at a charge.

Should you experience any difficulty in obtaining service please call us on **0333 207 9920** or **01 691 0203**

### **Contact us through our website**

Send us a secure message through our online contact us form. Please visit our website, click Contact Us and choose a product support topic from the list of options. Complete the required details and click send message.

### **Product registrations**

For UK and Republic of Ireland product registrations please visit [grundig.co.uk/register](http://grundig.co.uk/register).



