



# Refrigerator

## USER INSTRUCTIONS

GKN16910X  
GKN16910B  
GKN16910DB  
GKN16910DX

ENG



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## Please read this manual first!

Dear Customer,

We hope that your product, which has been produced in a 1st-class manufacturing facility and checked under the most meticulous quality control procedures, will provide you with years of good 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.

### This manual

- 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.
- Also read any other documents provided with this 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.

# 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.

### 1.1.2For 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.

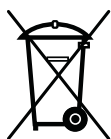
## 1.3 Children's safety

- 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.

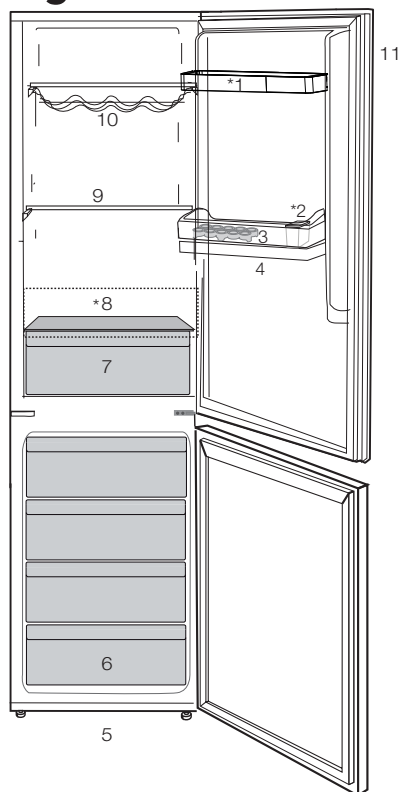
## 1.5 Compliance with RoHS Directive:

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. Adjustable door shelves   | 7. Vegetable Compartment |
| 2. Water dispenser filling tank                                    | 8. Chiller shelf         |
| 3. Egg section   | 9. Adjustable shelves    |
| 4. Water dispenser reservoir                                       | 10. Wine rack            |
| 5. Adjustable Front Feet   | 11. Indicator Panel      |
| 6. Freezing and Storage (store fresh food to be frozen lower down) |                          |




**\* 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

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 competent persons. 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.

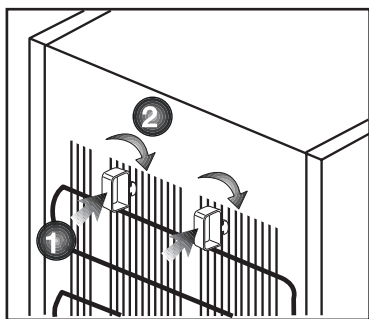
- 3.1 Appropriate installation location
- Choose a place at where you can access the product comfortably.
  - Install the product at least 30 cm away from heat sources such as hobs, ovens, heater cores and stoves and at least 5 cm away from electrical ovens. Product must not be subjected to direct sun 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  $-5^{\circ}\text{C}$  to  $+43^{\circ}\text{C}$ .

### 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.



### 3.3 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.
- **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.

- 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 Freezer open for a long time.
- Do not put hot food or drinks in your refrigerator.
- Do not overload the Freezer. Cooling capacity will fall when the air circulation inside is hindered.
- Do not place the Freezer 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 Freezer in closed containers.
- You can load maximum amount of food to the freezer compartment of the Freezer 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 removing a shelf or drawer to make 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.



The ambient temperature of the room where you install the Freezer should at least be  $-5^{\circ}\text{C}$ . Operating your Freezer under colder conditions than this is not recommended.






Inside of your Freezer 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 Freezer as recommended in the “Maintenance and cleaning” section. Check that inside of it is dry before operating it.
- Plug the Freezer into the grounded wall outlet. When the door is opened the interior illumination will turn on.
- Run the Freezer without putting any food for 6 hours and do not open its door unless certainly required.

	<p>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.</p>
	<p>Front edges of the Freezer may feel warm. This is normal. These areas are designed to be warm to avoid condensation.</p>

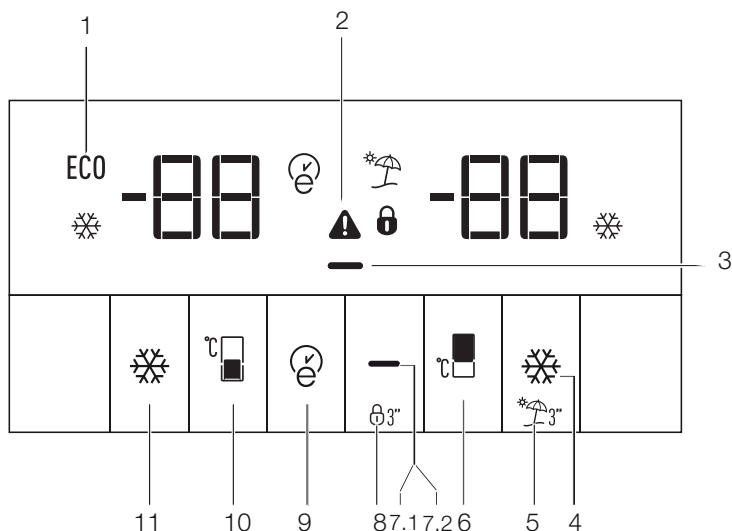


For energy efficiency testing, it is recommended to remove top shelf and load food on the shelf below.Net volume of your appliance is declared without top two flaps and the top shelf in place.Place two ice pack ( if provided ) directly on the top of frozen food to be stored on top shelf.

# 5. Operating the product

## 5.1 Indicator panel

Indicator panel allows you to set the temperature and control the other functions related to the product without opening the door of the product. Just press the inscriptions on relevant buttons for function settings.



### 1. Economy

This symbol is illuminated when the freezer compartment is set to  $-18^{\circ}\text{C}$  as the most economical setting value (ECO). Economy indicator is turned off when quick cooling or quick freeze functions are selected.

### 2. Power failure/High temperature / Power Cut Indicator

This indicator (▲) illuminates during power failure, high temperature failures and error warnings. During sustained power failures, the highest temperature that the freezer compartment reaches will flash on the digital display.



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.



After checking the food located in the freezer compartment (—) press the alarm off button to clear the warning.

Please refer to "remedies advised for troubleshooting" section on your manual if you observe that this indicator is illuminated.

### **3. Energy saving function (display off)**

If the product doors are kept closed for a long time energy saving function is automatically activated and energy saving symbol is illuminated. When energy saving function is activated, all symbols on the display other than energy saving symbol will turn off.

When the Energy Saving function is activated, if any button is pressed or the door is opened, energy saving function will be canceled and the symbols on display will return to normal.

### **4. Quick cool**

Quick cooling indicator (❄️) is illuminated when quick cooling function is activated and fridge compartment temperature indicator value is displayed as 1. To cancel this function press Quick

cooling button again. Quick cooling indicator will turn off and refrigerator will return to its normal settings. Quick cooling function is canceled automatically in 1 hour if you do not cancel it before. If you want to cool large amounts of fresh food, press the Quick cooling button before putting the food into the fridge compartment.

### **5. Vacation function**


Vacation function can be activated for both fridge and freezer compartments separately. In order to activate vacation function for fridge compartment, press the button no. (4) for 3 seconds, and the vacation mode indicator blinks. Then press no. (6) and the vacation mode indicator for fridge activates. When the vacation function is activated, "--" is displayed for fridge compartment temperature indicator and no active cooling is performed on the fridge compartment. It is not suitable to keep the food in the fridge compartment when

this function is activated.




Other compartments shall be continued to be cooled as per their set temperature. To cancel this function press either Vacation function button again or button no. (6)

Similarly, vacation function for freezer compartment can be activated by pressing the button no. (4) for 3 seconds, and after the vacation mode indicator blinks, then press no. (10) and the vacation mode indicator for freezer activates. When the vacation function is activated, “- -” is displayed on the freezer compartment temperature indicator and no active cooling is performed on the freezer compartment. It is not suitable to keep the food in the freezer compartment when this function is activated. Other compartments shall be continued to be cooled as per their set temperature. To cancel this function press no. (10)

## **6. Fridge compartment temperature setting**

When the button no. (5) is pressed, you may set the temperature of the fridge compartment to 8,7,6,5,4,3,2 and 1 respectively (  ).



## **7.1. Energy saving function (display off):**


Energy saving symbol (  ) is illuminated and Energy saving function is activated when you press this button (  ). When energy saving function is activated, all symbols on the display other than energy saving symbol will turn off. When the Energy Saving function is activated, if any button is pressed or the door is opened, energy saving function will be canceled and the symbols on display will return to normal. Energy saving symbol is turned off and energy saving function is deactivated when you press this button (  ) again.

## **7.2. Alarm off warning:**

In case of power failure/high temperature alarm, after checking the food located in the freezer compartment press the alarm off button to clear the warning.


## **8. Key lock**

Press key lock button (  ) simultaneously for 3 seconds. Key lock symbol (  ) will light up and key lock mode will be activated. Buttons will not function if the Key lock mode is active. Press key lock button simultaneously for 3 seconds

again. Key lock symbol will turn off and the key lock mode will be exited. Press the **key lock** button if you want to prevent changing of the temperature setting of the refrigerator (  ).

### 9. Eco fuzzy


Press and hold eco fuzzy button for 1 seconds to activate eco fuzzy function. Refrigerator will start operating in the most economic mode at least 6 hours later and the economic usage indicator will turn on when the function is active


(  ). Press and hold eco fuzzy function button for 3 seconds to deactivate eco fuzzy function. This indicator is illuminated after 6 hours when eco fuzzy is activated.

### 10. Freezer compartment temperature setting

Temperature setting for freezer compartment is performed here. When button no. 9 is pressed, you may set the temperature of the freezer compartment to -18, -19, -20, -21, -22, -23 and -24 respectively.

### 11. Fast freeze

Press button no. (10) for fast freeze operation, quick freeze indicator (  ) shall be activated.

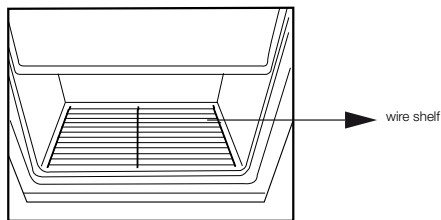
Quick freeze indicator is illuminated when quick freeze function is activated and fridge compartment temperature indicator is displayed as -27. To cancel this function press quick freeze button (  ) again.

Quick freeze indicator will turn off and refrigerator will return to its normal settings. Quick freeze function is canceled automatically in 24 hour if you do not cancel it before. If you want to freeze large amounts of fresh food, press the quick freeze button before putting the food into the freezer compartment.

### 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.



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:
  - Put packets in the freezer as quickly as possible after purchase.
  - Make sure that contents of the package are labeled 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.

It is possible to preserve the food for a long time only at  $-18^{\circ}\text{C}$  or lower temperatures. You can keep the freshness of food for many months (at  $-18^{\circ}\text{C}$  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

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

An audio warning will be given when the fridge 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 Changing the illumination lamp

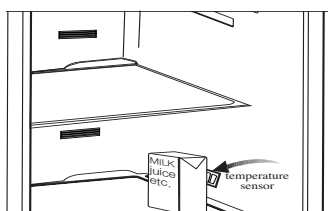
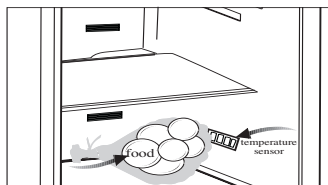
To change the Bulb/LED used for illumination of your refrigerator, call your AuthorisedService.

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  $-20^{\circ}\text{C}$ . (only chest and upright freezer)

## 5.9 Recommendations for freshfood compartment

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

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.



## 5.10 Chiller Shelf And Vegetable Compartment

The vegetable compartment provides the optimum conditions for fruit, vegetables and salad. Above this, the glass Chiller shelf is ideal for storing wrapped meat and fish.

## 5.11 Using the water dispenser

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



It is normal for the first few glasses of water taken from the dispenser to be warm.

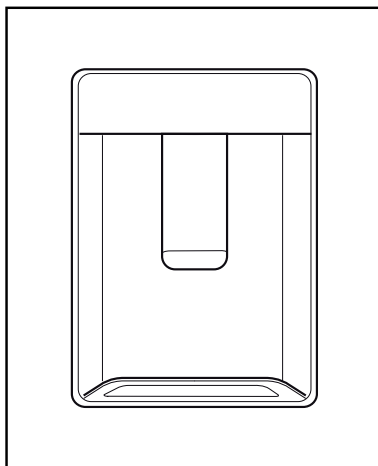


If the water dispenser is not used for a long period of time, dispose of first few glasses of water to obtain fresh water.

1. Push in the lever of the water dispenser with your glass. If you are using a soft plastic cup, pushing the lever with your hand will be easier.
2. After filling the cup up to the level you want, release the lever.



Please note, how much water flows from the dispenser depends on how far you depress the lever. As the level of water in your cup / glass rises, gently reduce the amount of pressure on the lever to avoid overflow. If you slightly press the arm, the water will drip; this is quite normal and not a failure.





## 5.12 Filling the water dispenser's tank

Water tank filling reservoir is located inside the door rack.

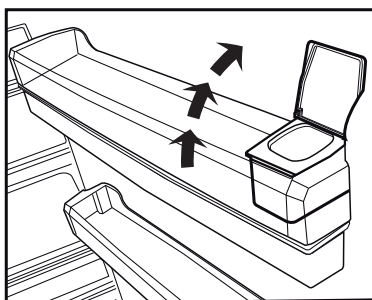
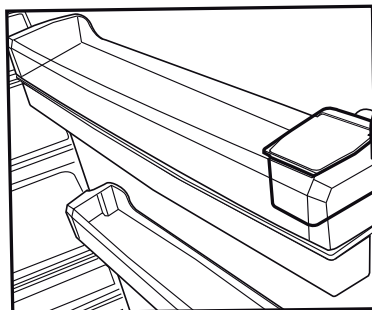
1. Open the cover of the tank.
2. Fill the tank with fresh drinking water.
3. Close the cover.



Do not fill the water tank with any other liquid except for water such as fruit juices, carbonated beverages or alcoholic drinks which are not suitable to use in the water dispenser. Water dispenser will be irreparably damaged if these kinds of liquids are used. Warranty does not cover such usages. Some chemical substances and additives contained in these kinds of drinks/liquids may damage the water tank.



Use clean drinking water only.



Capacity of the water tank is 3 litres; do not overfill.

## 5.13 Cleaning the water tank

1. Remove the water filling reservoir inside the door rack.
2. Remove the door rack by holding from both sides.
3. Grab the water tank from both sides and remove it with an angle of 45°C.
4. Remove the cover of the water tank and clean the tank.



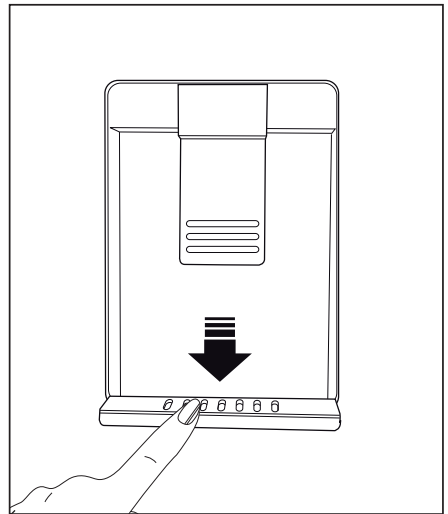
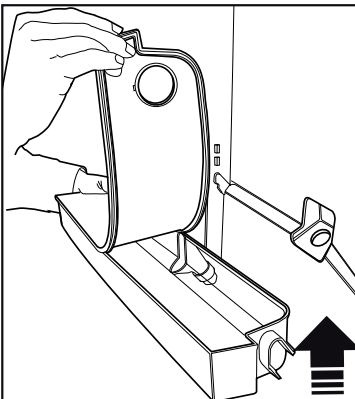
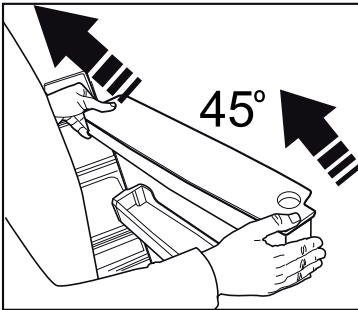
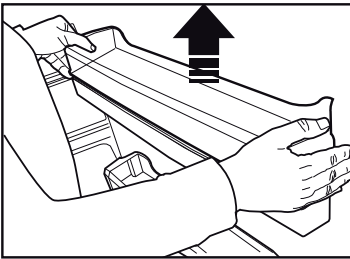
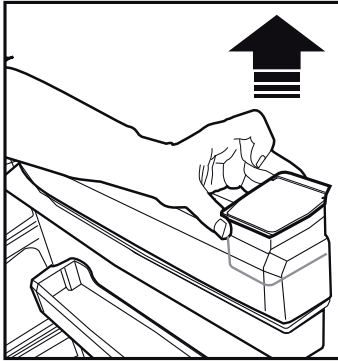
Components of the water tank and water dispenser should not be washed in dishwasher.

## 5.14 Drip tray

Water that dripped while using the water dispenser accumulates in the spillage tray.

Remove the plastic filter as shown in the figure.

With a clean and dry cloth, remove the water that has accumulated.



## 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

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 Freezer 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 Freezer is connected to or the main fuse have blown out. >>> Check the fuse.

### **Condensation on the side wall of the freezer compartment.**

- Door has been opened frequently. >>> Do not open and close the door of Freezer frequently.
- Ambient is very humid. >>> Do not install your Freezer into highly humid places.
- Food containing liquid is stored in open containers. >>> Store food with liquid content in closed containers.
- Door of the Freezer is left ajar. >>> Do not leave the doors of your Freezer 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 Freezer has not been balanced yet. The Freezer will start running approximately after 6 minutes. Please call the Authorised Service Agent if the Freezer does not start at the end of this period.
- The freezer is in defrost cycle. >>> This is normal for a full-automatically defrosting Freezer. Defrosting cycle occurs periodically.
- The Freezer 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. >>> Freezer returns to normal operation when the power restores.

### **The operation noise increases when the Freezer is running.**

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

### **The Freezer is running frequently or for a long time.**

- New product may be bigger than your previous one. Larger Freezer 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 Freezer might be plugged in recently or might be loaded with food. >>> When the Freezer 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 Freezer recently. >>> Do not put hot food into the Freezer.
- Doors might be opened frequently or left ajar for a long time. >>> The warm air that has entered into the Freezer causes the Freezer 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 Freezer is adjusted to a very low temperature. >>> Adjust the Freezer 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 Freezer is plugged in or loaded with food recently. >>> This is normal. When the Freezer 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 Freezer.

### **Vibrations or noise.**

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

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

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

### **Whistle comes from the Freezer.**

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

### **Condensation on the inner walls of Fridge.**

- 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 Freezer 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 Freezer.**

- No regular cleaning is performed. >>> Clean the inside of the Freezer 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 Freezer 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 Freezer.

**The door is not closing.**

- Food packages are preventing the door from closing. >>> Replace the packages that are obstructing the door.
- The Freezer 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 faulty materials, defective components or manufacturing defects. The guarantee starts from the date of original purchase of the product for a period of three (3) years unless Beko plc (the “Manufacturer”) agrees to extend the guarantee for the product in writing. If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our Call Centre on 0333 207 9920.

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 question 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, Beko plc (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**

- Your product is designed and built for domestic household use only.
- 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.
- The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
- 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).
- Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
- This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
- 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.

- This guarantee does not apply to graded sales (where the product is purchased as a “second”).
- 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.
- 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.
- 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.

## HOW TO OBTAIN 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.

It will be useful if you complete the details below, as 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). Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for under guarantee service.

The area around the product must be easily accessible to the Engineer without the need for cabinets or furniture being removed. It is your responsibility to ensure our Engineers have a clean and safe environment to carry out any repairs.

.....

Model No:

Serial No:

Retailer:

Date of purchase:

.....

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

**UK Mainland & Northern Ireland** 0333 207 9920 or  
customerservice@support.grundig.co.uk

**Republic of Ireland:** 01 691 0203

**Register your appliance at:** [grundig.co.uk/support/register](http://grundig.co.uk/support/register)

Before requesting service please check the troubleshooting 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 contact the Grundig Customer Helpline on Tel: 0333 207 9920 or e-mail: [customerservice@support.grundig.co.uk](mailto:customerservice@support.grundig.co.uk)

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This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Herts, WD18 8QU. Beko plc is registered in England and Wales with company registration number 02415578.

## Notes





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