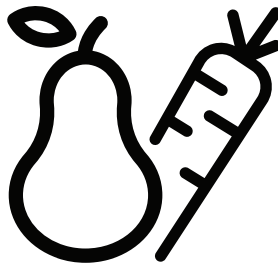


# GRUNDIG

## Combi Fridge Freezer

User manual



GKN4582VW - GKN4582VN

UK  
CA

CE

EN /

58 9770 0000/AA





RECYCLED &  
RECYCLABLE PAPER



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<b>i INFORMATION</b>	
 	<p>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.</p>
<p>SUPPLIER'S NAME → <b>A</b></p> <p>MODEL IDENTIFIER → (*) <b>A</b></p>	<p><a href="https://eprel.ec.europa.eu/">https://eprel.ec.europa.eu/</a></p>

## 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.

# 1. Safety and environment instructions

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

## Intended use

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

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

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

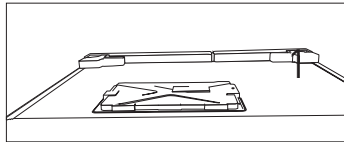
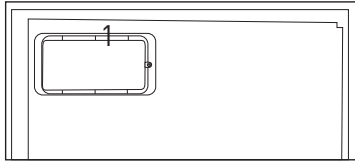
- farm houses and by clients in hotels, motels and other residential type environments;
- bed and breakfast type environments;
- catering and similar non-retail applications.

## 1.1. General safety

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

product and remove any food inside.

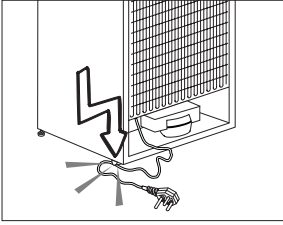
- Do not use the product when the compartment with circuit cards located on the upper back part of the product (electrical card box cover) (1) is open.



- Do not use steam or steamed cleaning materials for cleaning the refrigerator and melting the ice inside. Steam may contact the electrified areas and cause short circuit or electric shock!
- Do not wash the product by spraying or pouring water on it! Danger of electric shock!
- In case of malfunction, do not use the product, as it may cause electric shock. Contact the authorised service before doing anything.
- Plug the product into an earthed socket. Earthing must be done by a qualified electrician.
- If the product has LED type lighting, contact the authorised service for replacing or in case of any problem.

- Do not touch frozen food with wet hands! It may adhere to your hands!
- Do not place liquids in bottles and cans into the freezer compartment. They may explode.
- Place liquids in upright position after tightly closing the lid.
- Do not spray flammable substances near the product, as it may burn or explode.
- Do not keep flammable materials and products with flammable gas (sprays, etc.) in the refrigerator.
- Do not place containers holding liquids on top of the product. Splashing water on an electrified part may cause electric shock and risk of fire.
- Exposing the product to rain, snow, sunlight and wind will cause electrical danger. When relocating the product, do not pull by holding the door handle. The handle may come off.
- Take care to avoid trapping any part of your hands or body in any of the moving parts inside the product.
- Do not step or lean on the door, drawers and similar parts of the refrigerator. This will cause the product to fall down and cause damage to the parts.

- Take care not to trap the power cable.



### 1.1.1 HC warning

If the product comprises a cooling system using R600a gas, take care to avoid damaging the cooling system and its pipe while using and moving the product. This gas is flammable. If the cooling system is damaged, keep the product away from sources of fire and ventilate the room immediately.



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

### 1.1.2 For models with water dispenser

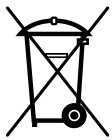
- Pressure for cold water inlet shall be maximum 90 psi (620 kPa). If your water pressure exceeds 80 psi (550 kPa), use a pressure limiting valve in your mains system. If you do not know how to check your water pressure, ask for the help of a professional plumber.
  - If there is risk of water hammer effect in your installation, always use a water hammer prevention equipment in your installation. Consult Professional plumbers if you are not sure that there is no water hammer effect in your installation.
  - Do not install on the hot water inlet. Take precautions against of the risk of freezing of the hoses. Water temperature operating interval shall be 33°F (0.6°C) minimum and 100°F (38°C) maximum.
  - Use drinking water only.
- ### 1.2. Intended use
- This product is designed for home use. It is not intended for commercial use.
  - The product should be used to store food and beverages only.
  - Do not keep sensitive products requiring controlled temperatures (vaccines, heat sensitive medication, medical supplies, etc.) in the refrigerator.
  - The manufacturer assumes no responsibility for any damage due to misuse or mishandling.
  - Original spare parts will be provided for 10 years, following the product purchasing date.

### 1.3. Child safety

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

### 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

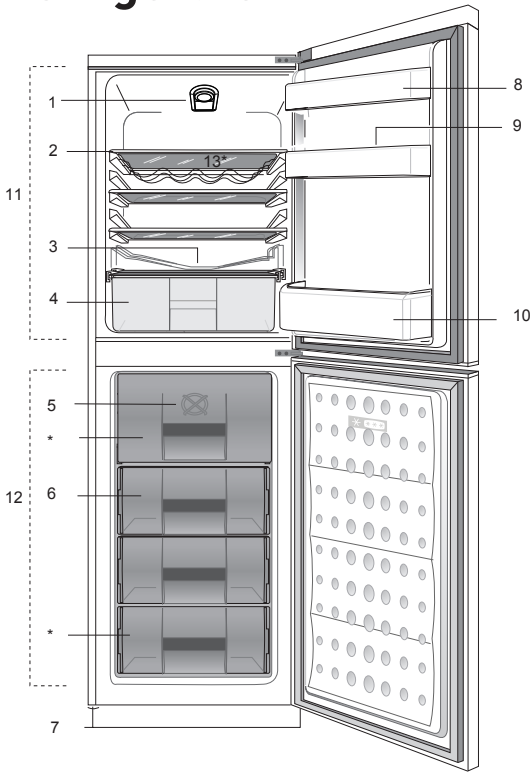
- This product complies with EU WEEE Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

### 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. Temperature setting control      | 7. Adjustable feet      |
| 2. Cabinet shelves                  | 8. Dairy compartment    |
| 3. Defrost water collection channel | 9. Egg tray             |
| 4. Salad crisper                    | 10. Door shelves        |
| 5. Freezer fan                      | 11. Fridge compartment  |
| 6. Frozen food storage drawers      | 12. Freezer compartment |
|                                     | 13. Wine cellar         |





**\* 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> 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.



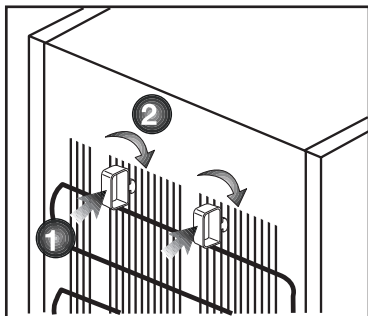
Make sure that the power cable is not pinched or crushed while pushing the product into its place after installation or cleaning procedures.

#### 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.

### 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.

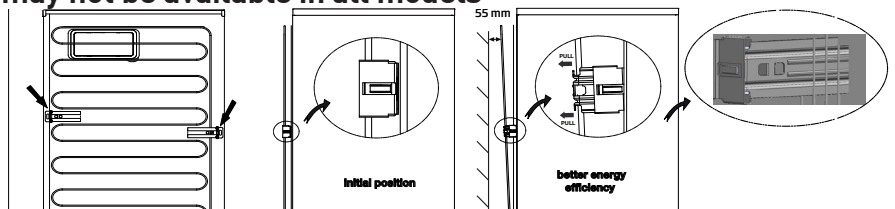


### 3.3 Electrical connection

Connect the product to a grounded outlet protected by a fuse complying with the values

The condenser of your appliance is located on the back as shown below. In order to achieve better energy efficiency with lower energy consumption, please pull the condenser towards yourself as illustrated in picture below.

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





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.
- Your product requires adequate air circulation to function efficiently. If the product will be placed in an alcove, remember to leave at least 5 cm clearance between the product and the ceiling, rear wall and the side walls.
- If the product will be placed in an alcove, remember to leave at least 5 cm clearance between the product and the ceiling, rear wall and the side walls. Check if the rear wall clearance protection component is present at its location (if provided with the product). If the component is not available, or if it is lost or fallen, position the product so that at least 5 cm clearance shall be left between the

rear surface of the product and the wall of the room. The clearance at the rear is important for efficient operation of the product

- 

	<p><b>WARNING:</b> Damaged power cable must be replaced by the Authorised Service Agents.</p>
	<p><b>WARNING:</b> 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!</p>

## 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.

- For a freestanding appliance; 'this refrigerating appliance is not intended to be used as a built-in appliance' ;.
  - Do not leave the doors of your appliance open for a long time.
  - Do not put hot food or drinks in your refrigerator.
  - Do not overload the appliance. Cooling capacity will fall when the air circulation inside is hindered.
  - Do not place the appliance 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. 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.
  - 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.

## 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 appliance as recommended in the "Maintenance and cleaning" section. Check that inside of it is dry before operating it.
- Plug the appliance 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.



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.



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

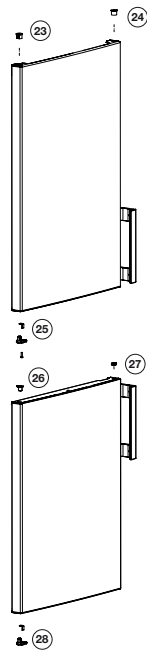
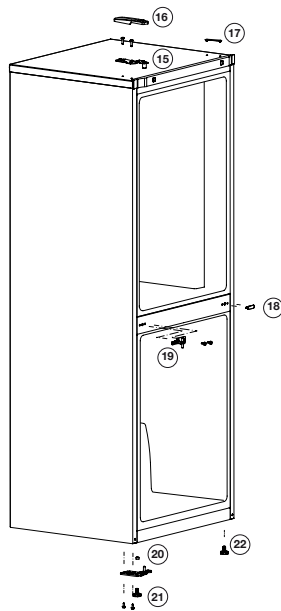
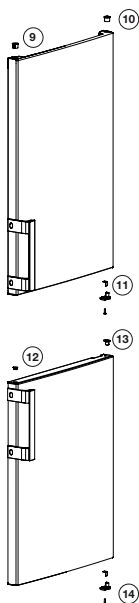
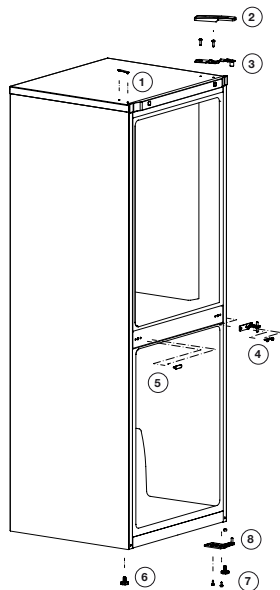


For energy efficiency testing, it is recommended to remove top shelf and load food on the shelf below. Net volume of your appliance is declared without top two flaps and the top shelf in place. Place two ice pack ( if provided ) directly on the top of frozen food to be stored on top shelf.

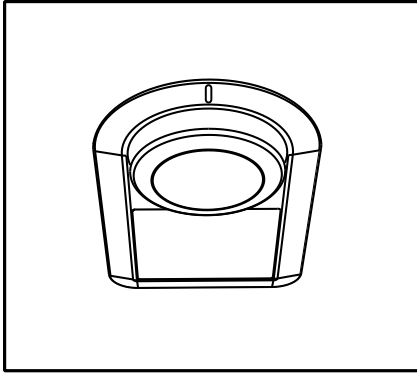
- Since hot and humid air will not directly penetrate into your product when the doors are not opened, your product will optimize itself in conditions sufficient to protect your food. In this energy saving function, functions and components such as compressor, fan, heater, defrost, lighting, display and so on will operate according to the needs to consume minimum energy while maintaining the freshness of your foodstuff.

# Reversing the doors

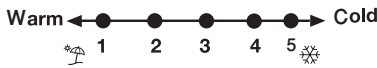
Proceed in numerical order



## 5. Using your appliance



The operating temperature is regulated by the temperature control.



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

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

The average temperature inside the fridge should be around +5°C. Please choose the setting according to the desired temperature.

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

The coldest region is immediately above the vegetable compartment. 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.

### 5.1 Thermostat setting button

The interior temperature of your refrigerator changes for the following reasons;

- Seasonal temperatures,
- Frequent opening of the door and leaving the door open for long periods,
- Food put into the refrigerator without cooling down to the room temperature,
- The location of the refrigerator in the room (e.g. exposing to sunlight).



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.



- You may adjust the varying interior temperature due to such reasons by using the thermostat. Numbers around the thermostat button indicates the cooling degrees.
- If the ambient temperature is higher than 32°C, turn the thermostat button to maximum position.
- If the ambient temperature is lower than 25°C, turn the thermostat button to minimum position.

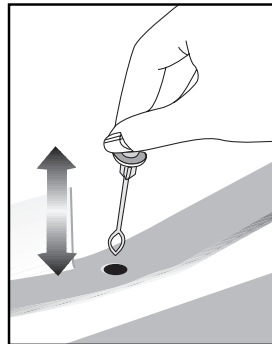
## 5.2 Defrost

### Fridge compartment

Fridge compartment performs full-automatic defrosting. Water drops and a frosting up to 7-8 mm can occur on the inner rear wall of the fridge compartment while your refrigerator cools down. Such formation is normal as a result of the cooling system. The frost formation is defrosted by performing automatic defrosting with certain intervals thanks to the automatic defrosting system of the rear wall. User is not required to scrape the frost or remove the water drops. Water resulting from the defrosting passes from the water collection groove and

flows into the evaporator through the drain pipe and evaporates here by itself.

Deep freezer compartment does not perform automatic defrosting in order to prevent decaying of the frozen food. The freezer compartment defrosts automatically. Check regularly to see if the drain pipe is clogged or not and clear it with the stick in the hole when necessary.



### 5.3 Open door warning

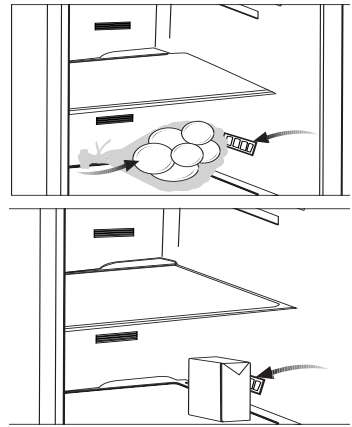
#### \* May not be available in all models

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.

### 5.4 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.



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

- Keeping the appliance clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the appliance 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 appliance.

## **6.2 Protecting the plastic surfaces**

Do not put liquid oils or oil-cooked meals in your appliance in unsealed containers as they damage the plastic surfaces of the appliance. 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 spoilt foods from the product.

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

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

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

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

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

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



**WARNING:**

If the problem persists after following the instructions in this section, contact your vendor or an Authorised Service. Do not try to repair the product.

## **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 twenty four (24) months unless Beko plc (the “Manufacturer”) agrees to extend the guarantee for the product in writing.**

**If you have purchased a Built-In/integrated product, 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 Built-In/integrated 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.

## **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 though 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).



## DISCLAIMER / WARNING

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

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

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

### Self-Repair

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

Moreover, to ensure product safety and to prevent risk of serious injury, the mentioned self-repair shall be done following the instructions in the user manual for self-

repair or which are available in support.grundig.com. For your safety, unplug the product before attempting any self-repair.

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

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

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

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

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

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

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

This product is equipped with a lighting source of the “G” energy class.  
The lighting source in this product shall only be replaced by professional repairers.

# Notes

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