

User Manual

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EN ES FR PT

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Before switching on the appliance for the first time read the following safety hints!

- 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.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Explanation of terms/symbols

	**DANGER** This symbol indicates that there are dangers to the life and health of persons due to extremely flammable gas.
	**WARNING** The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in death or serious injury.
	**CAUTION** The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.
	**ATTENTION** The signal word indicates important information (e.g. damage to property), but not danger.

IMPORTANT: Pay particular attention to messages that contain the words **DANGER**, **WARNING** or **CAUTION**. These words are used to alert you to a potential hazard that can seriously injure you and others.
The instructions will tell you how to reduce the chance of injury and let you know what can happen if the instructions are not followed.

ATTENTION: These operating instructions are general. This means that certain functions apply to your refrigerator/freezer , while others do not.

We are constantly working on the further development and improvement of our appliance types and models. Therefore, we reserve the right to make changes to the design, equipment and accessories of all types and models without prior notice.

IMPORTANT SAFETY INSTRUCTIONS

READ AND SAVE THESE INSTRUCTIONS!



WARNING: Risk of fire / flammable material

Refrigerant and cyclopentane foaming material used for the appliance are flammable. Therefore, when the appliance is scrapped, it shall be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm

WARNING

General Safety

- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- The appliance has to be unplugged after use and before carrying out user maintenance on the appliance.
- **WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure,clear of obstruction.
- **WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- **WARNING:** Do not damage the refrigerant circuit.
- **WARNING:** Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- **WARNING:** Please abandon the refrigerator according to local regulators for it use flammable blowing gas and refrigerant.
- **WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.
- **WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- Do not use extension cords or ungrounded (two prong)adapters.
- To avoid a hazard due to instability of the appliance, it must be fixed in accordance with the instructions.
- The refrigerator must be disconnected from the source of electrical supply before attempting the installation of accessory. Ensure that the power cable is not trapped by the refrigerator. Do not step on the power cable.

⚠ CAUTION

Daily use

- Do not pull the power cord when pulling the power plug of the refrigerator. Please firmly grasp the plug and pull out it from the socket directly.
- To ensure safe use, do not damage the power cord or use the power cord when it is damaged or worn.
- Please use a dedicated power socket and the power socket shall not be shared with other electrical appliances.
- The power plug should be firmly contacted with the socket or else fires might be caused.
- Please ensure that the grounding electrode of the power socket is equipped with a reliable grounding line.
- Please turn off the valve of the leaking gas and then open the doors and windows in case of leakage of gas and other flammable gases.
- Do not unplug the refrigerator and other electrical appliances considering that spark may cause a fire.
- Do not use electrical appliances on the top of the appliance,unless they are of the type recommended by the manufacturer.
- The gaps between refrigerator doors and between doors and refrigerator body are small, be noted not to put your hand in these areas to prevent from squeezing the finger. Please be gentle when close the refrigerator door to avoid falling articles.
- Do not pick foods or containers with wet hands in the freezing chamber when the refrigerator is running, especially metal containers in order to avoid frostbite.
- Do not allow any child to get into or climb the refrigerator; otherwise suffocation or falling injury of the child may be caused.
- Do not place heavy objects on the top of the refrigerator considering that objectives may fall when close or open the door, and accidental injuries might be caused.
- Do not put flammable, explosive, volatile and highly corrosive items in the refrigerator to prevent damages to the product or fire accidents.
- Do not place flammable items near the refrigerator to avoid fires.
- The refrigerator is intended for household use, such as storage of foods; it shall not be used for other purposes, such as storage of blood, drugs or biological products, etc.
- Do not store beer, beverage or other fluid contained in bottles or enclosed containers in the freezing chamber of the refrigerator; or otherwise the bottles or enclosed containers may crack due to freezing to cause damages.

⚠ WARNING

- Connect to potable water supply only. (Suitable for ice cube maker)**(*)**
- To prevent children from being entrapped, the keys must be keep out of reach of children and not in the vicinity of chest freezer (or refrigerator) (suitable for products with locks).**(*)**

(*): This feature varies depending on the model purchased.

WARNING

For EU standard:

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.

To avoid contamination of food, please respect the following instructions:

- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with food and accessible drainage systems.
- Clean water tanks if they have not been used for 48h; flush the water system connected to a water supply if water has not been drawn for 5 days. **(Note 1)(*)**
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making ice-cream and making ice cubes.**(Note 2)(*)**
- 1 star, 2 star and 3 star compartments are not suitable for the freezing of fresh food.**(note 3)(*)**
- For appliances without a 4-star compartment: this refrigerating appliance is not suitable for freezing foodstuffs. **(note 4)(*)**
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

Note 1,2,3,4: Please confirm whether it is applicable according to your product compartment type.

(*): This feature varies depending on the model purchased.


"4 star" symbol: Freezer at –18 °C or colder, and it has the ability of quick freezing a certain amount of food


"3 star" symbol: Freezer compartment at –18 °C or colder


"2 star" symbol: Freezer compartment at –12 °C or colder


"1 star" symbol: Freezer compartment with a target temperature and storage conditions of –6 °C

CAUTION

This product is not recommended for use with sockets or main switch with the AFCI/GFCI function, otherwise it may cause false tripping.

1. It's not pose a safety risk when tripped.
2. If tripping persists, it is recommended to replace the sockets or main switch without AFCI/GFCI function.

WARNING

Risk of child entrapment. Before you throw away your old refrigerator or freezer:

> Take off the doors.

> Leave the shelves in place so that children may not easily climb inside.

ENVIRONMENTAL PROTECTION

Disposing of old electrical devices in an environmentally-friendly manner



This crossed-out wheeled bin symbol indicates that waste electrical and electronic products (WEEE) should be disposed of separately from the municipal waste stream.

Old electrical products can contain hazardous substances so correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. Your old appliance may contain reusable parts that could be used to repair other products, and other valuable materials that can be recycled to conserve limited resources.

⚠CAUTION

Refrigerant and cyclopentane foaming material used for the refrigerator are flammable. Therefore, when the refrigerator is scrapped, it shall be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm.

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.

INSTALL INSTRUCTION

Before first use

Remove the exterior and interior packing, wipe the outside thoroughly with a soft dry cloth and the inside with a wet, lukewarm cloth.

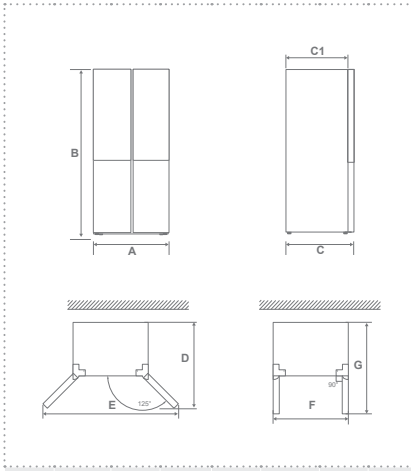
Avoid placing the cabinet in a narrow recess or near any heat source, direct sunlight, or moisture.

To ensure the normal operation of the refrigerator, enough space shall be reserved around the refrigerator to maintain air circulation.A distance greater than or equal to 8mm shall be reserved at the top of the refrigerator, and a distance greater than or equal to 4mm shall be reserved on both sides.

Before connecting your refrigerator to the power supply, check that the voltage stated on the rating label of your appliance corresponds to the voltage in your home. A different voltage could damage the appliance.

The appliance must be grounded. The manufacturer is not responsible for damages that may occur as a result of usage without grounding.

Space requirement diagram



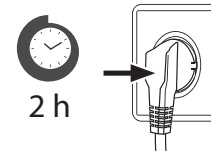
A	B	C	C1	D	E	F	G
833	1910	600	534	892	1280	833	978

Notice: All dimensions in mm

Connecting the appliance

After installing the product, please let it stay for more than 2 hours before turning on the power, otherwise it will lead to a decrease in cooling capacity or a damage to the product.

Need to allow the disconnection of the appliance from the mains supply after the installation, through an accessible plug or main switch



Allow the appliance to run empty for24 hours so the compartment can cool to the appropriate temperature.

⚠ CAUTION

The refrigerator should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.
When positioning the appliance, ensure the supply cord is not trapped ordamaged.

Ambient Temperature

Depending on the climate class, this refrigerator is intended to be used at an ambient temperature range as specified in the following table.

The product may not operate properly at temperatures outside of the specific range.

You can find the climate class on the product label.

Climate Class	Ambient Temperature
SN	+10 °C to +32 °C
N	+16 °C to +32 °C
ST	+16 °C to +38 °C
T	+16 °C to +43 °C

If you have any doubts regarding installation, please turn to the vendor, to our customer service or to the nearest Authorised Service Centre.

ATTENTION

The cooling performance and power consumption of the refrigerator may be affected by the ambient temperature, the door-opening frequency, and the location of the refrigerator. We recommend adjusting the temperature settings as appropriate.

Leveling feet

To avoid vibration, the appliance must be leveled.

If required, adjust the leveling feet to compensate for the uneven floor.

The front should be slightly higher than the rear to aid in door closing.

Leveling feet can be turned easily by tipping the cabinet slightly.

Turn the leveling feet counter clockwise to raise the unit, clockwise to lower it.

Changing the light

Any replacement or maintenance of the LED lamps is intended to be made by the manufacturer, its service agent or similar qualified person.

This product contains two light sources: one of energy efficiency class F and one of energy efficiency class G.

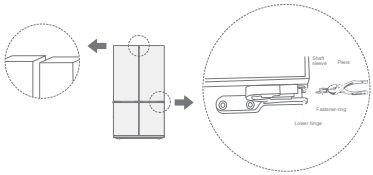
After connecting the power supply cord (or plug) to the outlet, wait 2 or 3 hours before you put food into the appliance. If you add food before the appliance has cooled completely, your food may spoil.

Moving the appliance

1. Remove all items from the appliance.
2. Pull the power plug out, insert and fix it into the power plug hook at the rear or on top of the appliance.
3. Tape parts such as shelves and the door to prevent from falling off while moving the appliance.
4. Move the appliance with more than two people carefully. When transporting the appliance over a long distance, keep the appliance upright.

Aligning the Doors

1. Raise the lower door up to the level of the higher door.
2. Using a pair of pliers, insert the supplied fastener ring into the gap between the hinge grommet and the lower hinge. The number of fasten rings you need to insert depends on the gap.



Tips for energy saving

Do not place the appliance near cookers, radiators or other heat sources. If the ambient temperature is high, the compressor will run more frequently and for longer, resulting in increased energy consumption.

Ensure that there is sufficient ventilation at the base of the appliance, on the sides of the appliance and at the back of the appliance.

Please also observe the spacing dimensions in the chapter “Installation”.

The arrangement of drawers, shelves and trays as shown in the product overview offers the most efficient use of energy and should be retained as far as possible.

To obtain a larger storage space (e.g. for large refrigerated/frozen goods), the middle drawers and shelves can be removed. The top and bottom drawers and shelves should be removed last if necessary.

An evenly filled refrigerator/freezer compartment contributes to optimal energy use.

Allow warm food to cool before placing it in the refrigerator/freezer compartment. Food that has already cooled down increases energy efficiency.

Allow frozen food to defrost in the refrigeration compartment The coldness of the frozen food reduces the energy consumption in the refrigerator compartment and thus increases the energy efficiency.

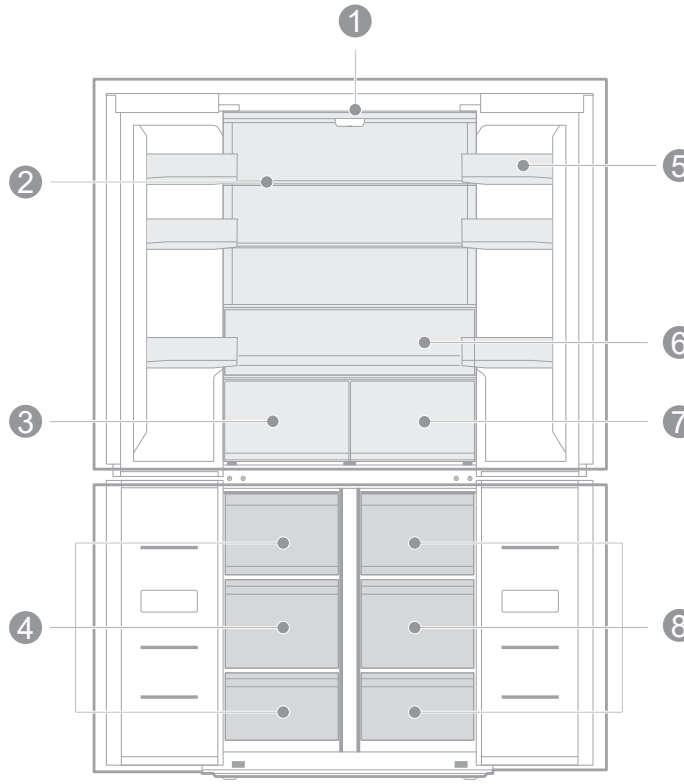
Open the door only as briefly as necessary to minimise cold loss. Opening the door briefly and closing it properly reduces energy consumption.

Setting the temperature no colder than necessary contributes to optimal energy use.

The door gaskets of your appliance must be perfectly intact so that the doors close properly and energy consumption is not increased unnecessarily.

PRODUCT OVERVIEW

Parts and functions



1	LED Light	4	Freezer Drawer	7	Biopure Zone
2	Shelf	5	Fridge Door tray	8	Freezer Drawer
3	Antiox Zone	6	Fresh Box		

> For the most efficient use of energy, please keep the all internal items such as trays, drawers, shelves and ice cube box on the position supplied by manufacturer.

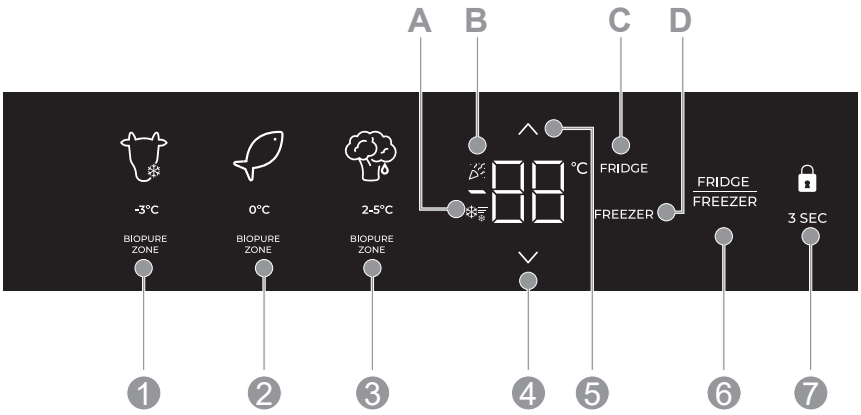
ATTENTION

The picture above is for reference only. The actual configuration will depend on the physical product or statement by the distributor.

OPERATION INSTRUCTIONS

Use and functions

Functions



	Display
A	Super freeze mode
B	Super cooling mode
C	Refrigerator
D	Freezer

	Button
1	Biopure zone (-3°C)
2	Biopure zone (0°C)
3	Biopure zone (2-5°C)
4	Temperature-down button
5	Temperature-up button
6	Temperature zone selection
7	Unlock/lock button

ATTENTION
The actual control panel may differ from model to model.

Unlock and lock

> Press and hold the unlock/lock button for 3 seconds, and the display panel will enter the unlocked or locked state, accompanied by a beep sound for reminder.

The following button operations must be performed in the unlocked state. If operated in the locked state, the unlock/lock icon will flash as a reminder

Refrigerator temperature setting

> Press the temperature zone selection button. The refrigerator temperature zone indicator light will light up. You can then press the "∧" or "∨" button to adjust the refrigerator temperature, with a setting range of 2 to 8°C. The setting will take effect after locking.

Freezer temperature setting

> Press the temperature zone selection button. The freezer temperature zone indicator light will light up. You can then use the "∧" or "∨" buttons to adjust the freezer temperature, with a setting range of -24 to -16°C. The setting will take effect after locking.

> When the freezer temperature is set to -24°C, continue to press the "∨" button to adjust the freezer temperature, and the set temperature of the freezer will jump to -30°C.

Super cooling/super freeze mode setting

> **Super cooling mode setting:** Press the temperature zone selection button, and the refrigerator temperature zone indicator light will light up. Press and hold the "∨" button to enter the super cooling mode. The setting will take effect after locking.

> **Super freeze mode setting:** Press the temperature zone selection button, and the freezer temperature zone indicator light will light up. Press and hold the "∨" button to enter the super freeze mode. The setting will take effect after locking.

Door opening reminder function Instruction of enabling/disabling function and alarm sound

> Press and hold both the "∧" and "∨" buttons for 3 seconds to enable or disable the door opening reminder. The refrigerator will sound a short alarm sound when the refrigerator door is not closed for 120 seconds, indicating that the door is not closed. Please close the door in time or tap any button in the operation area of the display panel to disable the alarm sound.

Antiox zone

> When the refrigerator door is open, the Antiox zone function is automatically disabled after 5 seconds of enabling by default. When the refrigerator door is closed, the Antiox zone function will operate in a cycle of enabling for 5 minutes and disabling for 55 minutes, with the timing restarting when the refrigerator door is opened again.

> It is suitable for storing berries, green leafy vegetables, and other food ingredients. Through the irradiation of specific red and blue light spectra, it can regulate the secondary metabolism of berries, green leafy vegetables, and other food ingredients and enhance the nutrition of fruits and vegetables.

Biopure zone (-3°C)

> After unlocking, tap the Biopure zone (-3°C) button, the function icon lights up, and it takes effect after locking.

Biopure zone (0°C)

> After unlocking, tap the Biopure zone (-0°C) button, the function icon lights up, and it takes effect after locking.

Biopure zone (2-5°C)

> After unlocking, tap the Biopure zone (2-5°C) button, the function icon lights up, and it takes effect after locking.

Handle ambient light function setting

- The handle ambient light is controlled by a human sensing function. When it senses someone walking close, the handle ambient light will light up.
- **Tip:** The human sensing function utilizes a pyroelectric sensor to detect the human body by sensing the temperature difference between the measured object and the environment. When the ambient temperature approaches that of the human body, there may be a decrease in sensitivity, which is not a human sensing failure and does not affect the normal use of the refrigerator.

ATTENTION

The super freeze function is designed to maintain the nutritional value of the food in the freezer. It can freeze the food in the shortest time. If a large amount of food is frozen at one time, it is recommended that the user turn on the super freeze function and put the food in. At this time, the freezing speed of the freezer compartment is increased, which can quickly freeze the food, effectively lock the nutrition of the food, and facilitate storage.

Fault Indication

The following warnings appearing on the control panel indicate corresponding faults of the refrigerator. Though the refrigerator may still have refrigerator and freezing function with the following faults, the user shall contact a maintenance specialist for maintenance, so as to ensure normal use of the refrigerator.

Fault code	Fault Description
E1	The temperature sensor in the refrigerating chamber fault
E2	The temperature sensor in the freezer chamber fault
E3	Biopure zone compartment sensor fault
E5	The defrosting sensor in the freezer chamber fault
E6	The communication between display board and main control board fault
E7	The ambient temperature sensor fault
EH	The ambient humidity sensor fault
EE	EEPROM fault

Storing food

Freezer compartment

The freezer compartment is designated for the low-temperature freezing of food, long-term storage of frozen food, and for the production of ice cubes.

Pay attention to the star classifications (4 star, 2 star and 1 star) in the freezer compartment and the resulting storage periods for frozen food.

Do not put fresh and frozen food next to each other. The frozen food may thaw.

When freezing large amounts of fresh food (such as meat, fish or chopped meat), please divide them into several small pieces before putting in, so that they can be quickly frozen and pick up easily.

Abide by the storage times recommended by food manufacturers on the packages, there is no information on the packaging, food should not be stored frozen for longer than three months from the date of purchase.

When purchasing frozen food, make sure that it was frozen at a suitable temperature and that the packaging is not damaged.

Frozen food should be kept in suitable individual packages to ensure that adjacent food cannot be contaminated.Consume thawed and defrosted foods immediately, do not refreeze them.

In case of prolonged power failure or malfunction of the appliance, remove the stored frozen food and check whether they are still edible, then store them in a sufficiently cool place or in another appliance.

To defrost food, remove it from the freezer and let it defrost at room temperature or in the refrigerator. To defrost food quickly, you can use the defrost function on your microwave, for example.

If you only want to defrost part of a pack, remove the portion you need and immediately close the rest of the pack. In this way, you will avoid "freezer burn" and will reduce ice formation on the remaining foods.

Cooling compartment

To reduce moisture and subsequent ice build-up, never put liquid into the fridge compartment in unsealed containers. Frost tends to concentrate in the coolest parts of the evaporator. Storing uncovered liquids results in a more frequent need for defrosting.

Never put warm foods in the fridge compartment. These should first cool down at room temperature and then be placed so as to ensure adequate air circulation in the fridge compartment.

Foods or food containers should not touch the back wall of the fridge because they could freeze to the wall. Do not keep regularly opening the door of the refrigerator.

Meat and clean fish (packed in a package or plastic foil) can be placed in the fridge compartment, which can be used in 1–2 days.

Fruit and vegetables without packaging can be placed in the part designated for fresh fruit and vegetables

ATTENTION

Storage of too much food during operation after the initial connection to power may adversely affect the freezing effect of the refrigerator.

Storage times and temperature

Note: Overlong storage or storage at inappropriate freezing temperature may cause a quality loss or spoiled foods, which causes food waste, is inedible and may cause food poisoning. The minimum temperature in most cases should be -18°C or colder. Follow the maximum recommended storage times below:

> Stew, ice cream, sausages, bread: 2-6 months.

> Fish, shrimp, lamb, meat: 4-8 months.

> Vegetables, fruits, poultry, beef: 6-12 months.

MAINTENANCE AND CLEANING

⚠ CAUTION

Disconnect the appliance from the electrical supply before ndertaking any routine maintenance. Allow at least 5 minutes before restarting the appliance, as frequent starting may damage the compressor.

Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

Do not try to repair, disassemble or modify the appliance by yourself. In case of repair please contact our customer service.

Eliminate the dust on the back of the unit at least once in the year to avoid hazard by fire, as well as increased energy consumption.

Check the door gasket regularly to make sure there are no debris. Clean the door gasket with a soft cloth dampened with soapy water or diluted detergent.

The interior of the product should be cleaned regularly to avoid odor.

Use a soft cloth or sponge to clean the inside of the product, with two tablespoons of baking soda and a quart of warm water. Then rinse with water and wipe clean. After cleaning, open the door and let it dry naturally before turning on the power.

For areas that are difficult to clean in the product (such as narrow sandwiches, gaps or corners), it is recommended to wipe them regularly with a soft rag, soft brush, etc. and when necessary, combined with some auxiliary tools (such as thin sticks) to ensure no contaminants or bacterials accumulation in these areas.

Wipe the outer surface of the product with a soft cloth dampened with soapy water, detergent, etc., and then wipe dry.

Do not use hard brushes, clean steel balls, wire brushes, abrasives (such as toothpastes), organic solvents (such as alcohol, acetone, isoamyl acetate , etc.), boiling water, acid or alkaline items, which may damage the fridge surface and interior. Boiling water and organic solvents such as benzene may deform or damage plastic parts.



Do not rinse directly with water or other liquids during cleaning to avoid short circuits or affect electrical insulation after immersion.

ATTENTION

The appliance shall run continuously once it is started. Generally, the operation of the appliance shall not be interrupted;otherwise the service life may be impaired

Defrosting

Although this appliance automatically defrosts, a layer of frost may occur on the freezer compartment's interior walls if the freezer door is opened frequently or kept open too long. If the frost is too thick, choose a time when the supply of food stocks are low and proceed as follows:

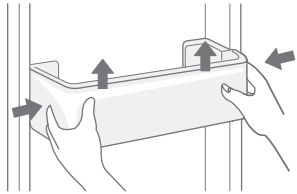
1. Remove existing food and accessories baskets, unplug the appliance from the mains power and leave the doors open. Ventilate the room thoroughly to accelerate the thawing process.
2. When defrosting is completed, clean your freezer as described above.

CAUTION! Don't use sharp objects to remove frost from the freezer. Only after the interior completely dry should the appliance be switched back on and plugged back into the mains socket.

Cleaning the Door Tray

According to the direction arrow in the figure below, use both hands to squeeze the tray, and push it upward, then you can take it out.

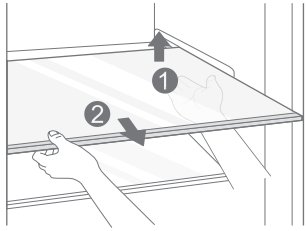
After washing the tray having been taken out, you can adjust its installing height in accordance with your requirement.



Cleaning of Glass shelf

As the innermost part of the refrigerator liner where contacting the shelves has a backstop, you shall raise the shelves upward, then you can be able to take it out.

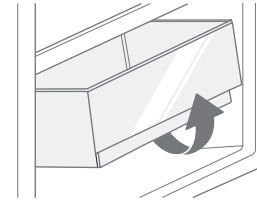
Adjust or clean the shelves according to your requirement.



Cleaning the Drawers

Remove the contents of the drawer. Hold the handle of the vegetable drawer and pull it out completely until it stops.

Lift the vegetable drawer up and remove it by pulling it out.



ATTENTION

Differences: Due to technical changes and different models, some of the illustrations in this manual may differ from your model.

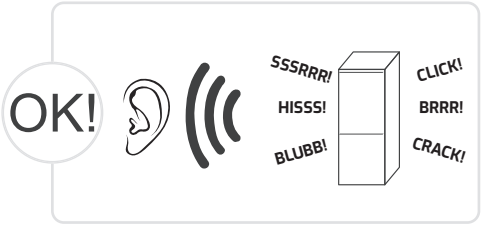
TROUBLESHOOTING

The following simple issues can be handled by the user. Please call the after-sale service department if the issues are not solved.

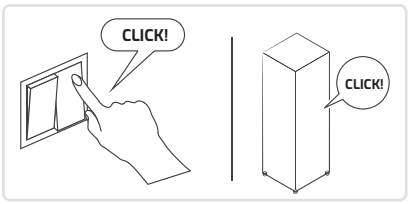
Problem	Possible Causes	Solution
Not operate	· The power supply is not turned on and the plug is not firmly inserted. · Low voltage, power failure or part of the circuit tripped.	· Insert the power cord plug firmly. · Check the power supply at home.
Light not on	· The appliance is not powered on. · The light is broken.	· Unplug and re-plug the power cord. · Replace the light with a new one.
Fruits or vegetables are frozen	· Has the food been placed at the back of the fridge? The area near the back wall is where the temperatures are coldest. · Fruits or vegetables are stored in the Fresh/Chill zone.	· Not placing food which may freeze easily at the back of the fridge compartment. · The Fresh/Chill zone is only for meat/ fish.
Fridge/freezer is over-cooling	· Temperature control is not set correctly.	· Set the temperature higher.
Compressor working for a long time	· High ambient temperature causing long working time. · Putting too much food in at one time. · Food is put in before it has cooled down. · Opening the door too often. · The frost layer inside is too thick.	· This is normal. · Do not put too much food in at one time. · Wait until the food has cooled down before putting it in. · Do not open the door too often. · Need to defrost.
Door does not close properly	· Door is stuck with objects. · Too much food in. · Door gasket deformed.	· Do not put in too much food. · Place the appliance stably. · Heat the door gasket, then cool it for restoration (with an electrical drier or hot water for heating).
Outer wall is hot	· When the appliance is operating, heat is dissipated to the outside through the metal tubes inside the cabinet. · Higher ambient temperatures in the summer cause the temperature of the outer wall to rise.	· Higher temperature on the outer wall is normal. · Increase the heat dissipation space, or put the appliance in a ventilated and cool place.
Cross or vertical beams are hot	· There are metal tubes inside the beams, and the heat released from the tubes prevents condensation.	· This is normal.
Odors	· Spoiled food · Food with strong odors · The interior compartment is dirty.	· Clean and remove any spoiled food. · Make sure strong smelling food is wrapped airtight. · Clean the interior compartment.
The actual temperature differs from the set temperature	· When warm food is put in, the temperature will rise temporarily. · After setting a new temperature, it will take some time for the temperature in the compartment to reach the set temperature when the door is not opened. · After the temperature stability, the actual temperatures at different locations within the compartment are different, with a deviation of about ±3°C.	· This is normal. · Wait for some time before testing the actual temperature.
Condensation forms on the outside	· Condensation may form when the humidity in the room is high.	· This is normal. Wipe off the condensation using a dry cloth.

Problem	Possible Causes	Solution
Condensation forms inside the fridge and drawers	· The fridge maintains a high humidity to keep vegetables and other food items fresh. · Humidity is too high in the room and doors have been opened frequently. · The door gasket are not tight.	· Wipe off the condensation using a dry cloth. · Do not open doors as frequently or do not keep them open too long. · Check the door gasket, clean or correct position.
Frost around the vents	· Door is not closed properly. · The door gasket are not tight.	· Make sure food does not block the door. · Check the door gasket, clean or correct position.
Hard to open the door	· The difference in air pressure between the inside and outside of the compartment may sometimes make it hard to open the freezer door.	· Wait a few moments, and then try to open the door slowly.

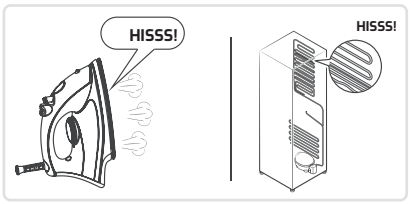
Do you hear these abnormal sounds as below? Usually these sounds are normal.



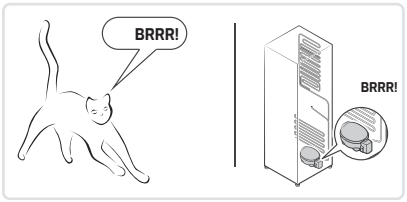
CLICK: Some electrical parts in the refrigerator, such as electric valve will make this noise when working. This is normal.



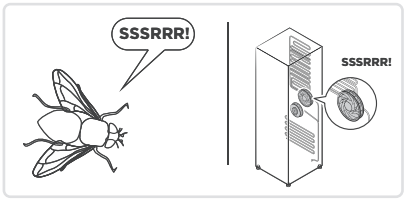
HISSS: When the refrigerant flows into the evaporator, it will make this noise. This is normal.



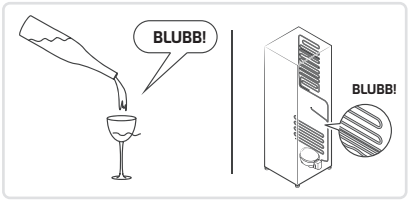
BRRR: The compressor will make this noise when working, and the buzzes are loud particularly upon start or stop. This is normal.



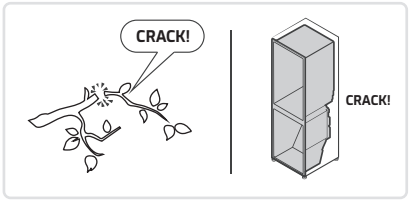
SSSRRR: The fan motor in the No Frost refrigerator will make this noise when working. This is normal.



BLUBB: Refrigerant flowing through the pipes in the refrigerator will make this noise. This is normal.



CRACK: Cracking sound or broken ice sound: the overall structure of the refrigerator, air duct frost will be with the thermal expansion and contraction of the expansion sound, these are also normal physical phenomenon.



APPENDIX

Special for new European standard

The ordered parts in the following table can be acquired from Service provider channel

Ordered part	Provided by	Minimum time required for Provision
Thermostats	Professional maintenance personnel	At least 7 years after the last model is launched on the market
Temperature sensors	Professional maintenance personnel	At least 7 years after the last model is launched on the market
Printed circuit boards	Professional maintenance personnel	At least 7 years after the last model is launched on the market
Light sources	Professional maintenance personnel	At least 7 years after the last model is launched on the market
Door handles	Professional repairers and final users	At least 7 years after the last model is launched on the market
Door hinges	Professional repairers and final users	At least 7 years after the last model is launched on the market
Trays	Professional repairers and final users	At least 7 years after the last model is launched on the market
Baskets	Professional repairers and final users	At least 7 years after the last model is launched on the market
Door gaskets	Professional repairers and final users	At least 10 years after the last model is launched on the market

Dear customer

1. If you want to return or replace the product, please contact the store where you buy.

(Remember to bring the purchase invoice)

2. If your product breaks down which needs to repair, please contact after-sales service provider.

ATTENTION

The model information inthe product database, as well as the model identifier, can be obtained througha weblink scanned by a QR code, if any, on the energy efficiency label of the product.
For more information about the energy efficiency of the appliance, visit https://ec.europa.eu and search using the model name.
The model name can be found on the rating label of the appliance.



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