



Freezer
User manual



2172 JEI - 2172 JEB



EN

Please read this manual before using the product!

Dear Customer,

We'd like you to make the best use of our product, which has been manufactured in modern facilities with care and meticulous quality controls.

Thus, we advise you to read the entire user manual before you use the product. In case the product changes hands, do not forget to hand the guide to its new owner along with the product.

This guide will help you use the product quickly and safely.

- Please read the user guide carefully before installing and operating the product.
- Always observe the applicable safety instructions.
- Keep the user guide within easy reach for future use.
- Please read any other documents provided with the product.

Keep in mind that this user guide may apply to several product models. The guide clearly indicates any variations of different models.

	Important information and useful tips.
	Risk of life and property.
	Risk of electric shock.
	The product's packaging is made of recyclable materials, in accordance with the National Environment Legislation.

INFORMATION



ENERGY



SUPPLIER'S NAME

A

MODEL IDENTIFIER

A

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.

<https://eprel.ec.europa.eu/>

1 Safety Instructions 4

-  1.1. Intended Use 4
-  1.2. Safety for children, vulnerable persons and pets 4
-  1.3. Electrical safety 5
-  1.4. Transportation safety 5
-  1.5. Installation safety 5
-  1.6. Operational safety 6
-  1.7. Maintenance and cleaning safety 8
-  1.8. HomeWhiz 8
-  1.9. Lighting 8

2 Environment instructions 9

- 2.1. Compliance with the WEEE Directive and Disposing of the Waste Product: .. 9
- 2.2. Compliance with RoHS Directive 9
- 2.3. Package information 9

3 Your Freezer 10

4 Installation 11

- 4.1. Appropriate Installation Location .11
- 4.2. Installing the Plastic Wedges 12
- 4.3. Adjusting the Feet 12
- 4.4. Electrical Connection 12

5 Preparation 13

6 Operating the product 14

- 6.1. Freezing fresh food 16
- 6.2. Recommendations for preserving the frozen food 17
- 6.3. Deep-freeze information 17
- 6.4. Placing the food 18
- 6.5. Changing the door opening direction 18


7 Maintenance and cleaning 19


- 7.1. Avoiding bad odours 19
- 7.2. Protecting the plastic surfaces 19


8 Troubleshooting 20


1 Safety Instructions

- This section contains safety instructions that will help get protected against risks of personal injury or property damage.
- Our company shall not be responsible for damages that may arise when these instructions are not followed.

 Installation and repair procedures must always be performed by the manufacturer, authorised service agent or a qualified person specified by the importer.

 Only use original parts and accessories.

 Do not repair or replace any part of the product unless specified expressly in the user manual.

 Do not make any technical modifications to the product.

1.1. Intended Use

- This product is not suitable for commercial use and it must not be used out of its intended use.

This product is designed to be used in houses and indoor places.

For example:

- Personnel kitchens in stores, offices and other working environments,
- Farm houses,
- Areas used by customers at hotels, motels and other types of accommodation,
- Bed&breakfast type hotels, boarding-houses,
- Catering and similar non-retail applications.

This product should not be used outdoors with or without a tent above it such as boats, balconies or terraces. Do not expose the product to rain, snow, sun or wind.

There is the risk of fire!

1.2. Safety for children, vulnerable persons and pets

- This product can be used by children at and above 8 years old and by persons with limited physical, sensory or mental capabilities or who lack experience and knowledge provided that they are supervised or trained on the safe use of the product and the risks it brings out.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating products.
- Electrical products are dangerous for children and pets. Children and pets must not play with, climb or enter the product.
- Cleaning and user maintenance should not be performed by children unless they are supervised by someone.
- Keep packaging materials away from children. There is the risk of injury and suffocation!
- Before disposing of the old or obsolete product:
 1. Unplug the product by gripping from the plug.
 2. Cut the power cable and remove it from the appliance together with its plug
 3. Do not remove the shelves or drawers so that it is harder for children to enter the product.
 4. Remove the doors.
 5. Keep the product in a way that it will not tip over.
 6. Do not allow children play with the old product.

Safety Instructions

- Never throw the product into fire for disposal. There is the risk of explosion!
- If there is a lock on the door of the product, the key should be kept out of the reach of children.

1.3. Electrical safety

- The product must be unplugged during installation, maintenance, cleaning, repairing and moving procedures.
- If the power cable is damaged, it must be replaced by a qualified person specified by the manufacturer, authorised service agent or importer in order to avoid potential dangers.
- Do not squeeze the power cable under or behind the product. Do not place heavy objects on the power cable. Power cable must not be bent excessively, pinched or get in contact with any heat source.
- Do not use extension cords, multi-sockets or adapters to operate the product.
- Portable multi-sockets or portable power sources can overheat and cause fire. Therefore, do not keep any multi-sockets behind or near the product.
- Plug must be easily accessible. If this is not possible, the electrical installation to which the product is connected must contain a device (such as a fuse, switch, circuit breaker, etc.) which conforms to the electrical regulations and disconnects all poles from the grid.
- Do not touch the power plug with wet hands.
- Remove the plug from the socket by gripping the plug and not the cable.

1.4. Transportation safety

- Product is heavy; do not move it alone.
- Do not hold its door when moving the product.
- Pay attention not to damage the cooling system or the piping during transportation. If the piping is damaged, do not operate the product and call the authorised service agent.

1.5. Installation safety

- Call the authorised service agent for installation of the product. To make the product ready for use, check the information in the user manual to make sure that the electricity and water installations are suitable. If they are not, call a qualified electrician and plumber to have the necessary arrangements made. Otherwise, there is the risk of electric shock, fire, problems with the product, or injury!
- Prior to installation, check if the product has any defects on it. If the product is damaged, do not have it installed.
- Place the product on a clean, flat and solid surface and balance it with adjustable feet. Otherwise, the product may tip over and cause injuries.
- The installation location must be dry and well ventilated. Do not place carpets, rugs or similar covers under the product. Insufficient ventilation causes the risk of fire!
- Do not cover or block the ventilation openings. Otherwise, power consumption increases and your product may get damaged.

Safety Instructions

- Product must not be connected to supply systems such as solar power supplies. Otherwise, your product may get damaged due to sudden voltage changes!
- The more refrigerant a refrigerator contains, the larger the installation location must be. If the installation location is too small, flammable refrigerant and air mixture will accumulate in cases of refrigerant leakage in cooling system. The required space for each 8 gr of refrigerant is 1 m³ minimum. The amount of refrigerant in your product is indicated on the Type Label.
- Product must not be installed in places exposed to direct sunlight and it must be kept away from heat sources such as hobs, radiators, etc.

If it is inevitable to install the product close to a heat source, a suitable insulation plate must be used in between and the following minimum distances must be kept to the heat source:

- Minimum 30 cm away from heat sources such as hobs, ovens, heater units or stoves,
- Minimum 5 cm away from electric ovens.

- Protection class of your product is Type I. Plug the product in a grounded socket that conforms the voltage, current and frequency values stated on the type label of the product. The socket must be equipped with a 10 A - 16 A circuit breaker. Our company shall not be liable for any damages that will arise when the product is used without grounding and electrical connection in accordance with the local and national regulations.
- Product must not be plugged in during installation. Otherwise, there

is the risk of electric shock and injury!

- Do not plug the product in sockets that are loose, dislocated, broken, dirty, greasy or bear the risk of getting in contact with water.
- Route the power cable and hoses (if any) of the product in a way that they do not cause risk of tripping over.
- Exposing the live parts or power cable to humidity may cause short circuit. Therefore, do not install the product in places such as garages or laundry rooms where humidity is high or water may splash. If the refrigerator gets wet with water, unplug it and call the authorised service agent.
- Never connect your refrigerator to energy saving devices. Such systems are harmful to your product.

1.6.Operational safety

- Never use chemical solvents on the product. There is the risk of explosion!
- If the product malfunctions, unplug it and do not operate until it is repaired by the authorised service agent. There is the risk of electric shock!
- Do not place flame sources (lit candles, cigarettes, etc.) on or close to the product.
- Do not climb on the product. There is the risk of falling and getting injured!
- Do not damage the pipes of the cooling system with sharp or penetrating objects. The refrigerant that might come out when the refrigerant pipes, pipe extensions or surface coatings are punctured causes skin irritations and eye injuries.
- Unless recommended by the manufacturer, do not place or use electrical devices inside the refrigerator/deep freezer.

Safety Instructions

- Be careful not to trap your hands or any other part of your body in the moving parts inside the refrigerator. Pay attention not to squeeze your fingers between the door and the refrigerator. Be careful when opening and closing the door particularly if there are children around.
- Never eat ice cream, ice cubes or frozen food right after removing them from the refrigerator. There is the risk of frostbite!
- When your hands are wet, do not touch the inner walls or metal parts of the freezer or the food stored therein. There is the risk of frostbite!
- Do not place tins or bottles that contain carbonated drinks or freezable liquids in the freezer compartment. Tins and bottles may burst. There is the risk of injury and material damage!
- Do not place or use flammable sprays, flammable materials, dry ice, chemical substances or similar heat-sensitive materials near the refrigerator. There is the risk of fire and explosion!
- Do not store explosive materials that contain flammable materials, such as aerosol cans, in your product.
- Do not place containers filled with liquid onto the product. Splashing water on an electrical part may cause electric shock or the risk of fire.
- This product is not intended for storing medicines, blood plasma, laboratory preparations or similar medical substances and products subject to Medical Products Directive.
- Using the product against its intended purpose may cause the products stored inside it to deteriorate or spoil.
- If your refrigerator is equipped with blue light, do not look at this light with optical tools. Do not stare at UV LED lamp directly for a long time. Ultraviolet light may cause eye strain.
- Do not overload the product. Objects in the refrigerator may fall down when the door is opened, causing injury or damage. Similar problems may arise if any object is placed onto the product.
- To avoid injuries, make sure that you have cleaned all the ice and water that may have fallen or splashed on the floor.
- Change the position of the shelves/ bottle holders on the door of your refrigerator only when they are empty. There is the risk of injury!
- Do not place objects that can fall down/tip over onto the product. Such objects may fall down when the door is opened and cause injuries and/or material damage.
- Do not hit or exert excessive force on glass surfaces. Broken glass may cause injuries and/or material damage.
- Cooling system of your product contains R600a refrigerant: Type of the refrigerant used in the product is indicated on the type label. This refrigerant is flammable. Therefore, pay attention not to damage the cooling system or the piping while the product is in use. If the piping is damaged:
 - Do not touch the product or the power cable,
 - Keep away potential sources of fire that may cause the product to catch fire.
 - Ventilate the area where the product is located. Do not use fans.
 - Call the authorised service agent.

Safety Instructions

- If the product is damaged and you see refrigerant leak, please stay away from the refrigerant. Refrigerant may cause frostbite in case of skin contact.

For products with a Water Dispenser/Ice Machine

- Use only potable water. Do not fill the water tank with any liquids -such as fruit juice, milk, carbonated beverages or alcoholic drinks- that are not suitable for use in the water dispenser.
- There is the risk for health and safety!
- Do not allow children play with the water dispenser or ice machine (Icematic) in order to prevent accidents or injuries.
- Do not insert your fingers or other objects into the water dispenser hole, water channel or ice machine container. There is the risk of injury or material damage!

1.7.Maintenance and cleaning safety

- Do not pull from the door handle if you need to move the product for cleaning purposes. Handle may break and cause injuries if you exert excessive force on it.
- Do not spray or pour water on or inside the product for cleaning purposes. There is the risk of fire and electric shock!
- Do not use sharp or abrasive tools when cleaning the product. Do not use household cleaning products, detergent, gas, gasoline, thinner, alcohol, varnish etc.

- Only use cleaning and maintenance products inside the product that are not harmful for food.
- Never use steam or steam assisted cleaners to clean or defrost the product. Steam gets into contact with the live parts in your refrigerator, causing short circuit or electric shock!
- Make sure that no water enters the electronic circuits or lighting elements of the product.
- Use a clean and dry cloth to wipe the foreign materials or dust on the pins of the plug. Do not use a wet or damp cloth to clean the plug. There is the risk of fire and electric shock!

1.8. HomeWhiz

- When you operate your product through HomeWhiz application, you must observe the safety warnings even when you are away from the product. You must also follow the warnings in the application.

1.9.Lighting

- Call the authorised service when it is required to replace the LED/bulb used for lighting.

2 Environment instructions

2.1. Compliance with the 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 symbol indicates that this product shall not be disposed with other household wastes at the end of its service life.

Used device must be returned to official collection point for recycling of electrical and electronic devices. To find these collection systems please contact to your local authorities or retailer where the product was purchased. Each household performs important role in recovering and recycling of old appliance. Appropriate disposal of used appliance helps prevent potential negative consequences for the environment and human health.

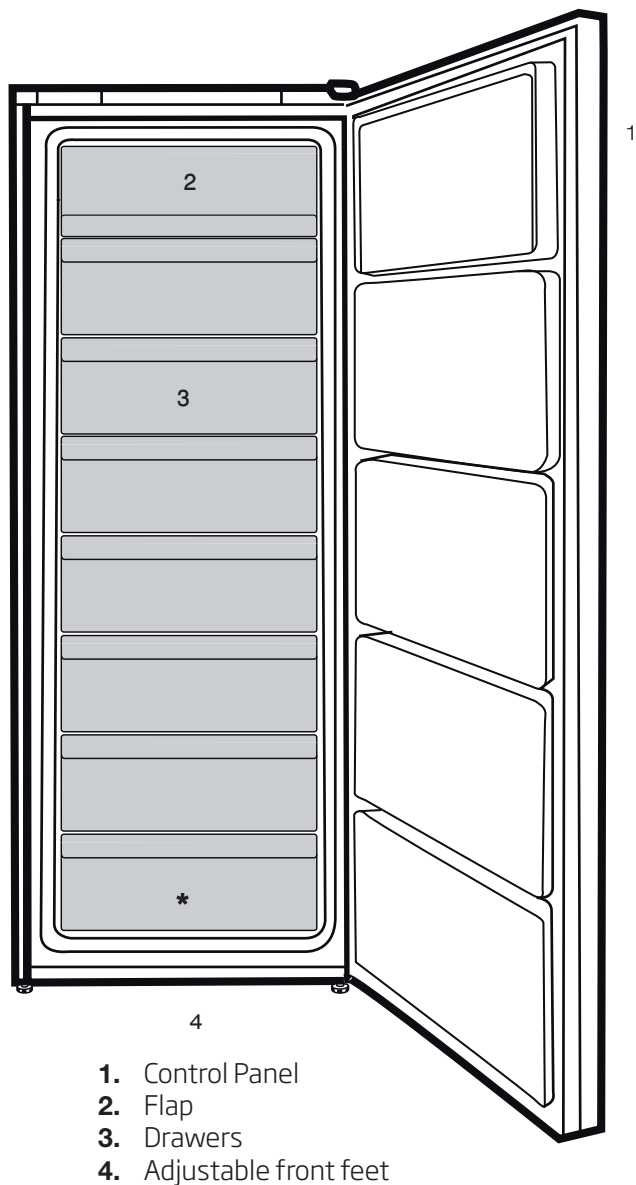
2.2. Compliance with RoHS Directive

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.


2.3. 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.



Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

 Read the "Safety Instructions" section first!

4.1. Appropriate Installation Location

Contact an Authorized Service for the installation of the product. In order to prepare the product for use, refer the information in the user manual and ensure that electrical installation and water installation are appropriate. If not, call a qualified electrician and technician to have any necessary arrangements carried out.

	WARNING: Manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorized persons.
	WARNING: Product must not be plugged in during installation. Otherwise, there is the risk of death or serious injury!
	WARNING: If the door clearance of the room where the product shall be placed is so tight to prevent passing of the product, remove the door of the room and pass the product through the door by turning it to its side; if this does not work, contact the authorized service.

- Place the product on an even floor surface to prevent jolts.
- Install the product at least 30 cm away from heat sources such as hobs, 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

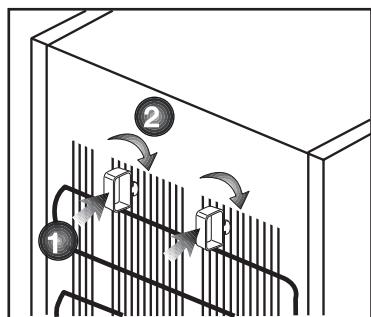
- places.
- Appropriate air ventilation must be provided around your product in order to achieve an efficient operation. If the product is to be placed in a recess in the wall, pay attention to leave at least 5 cm distance with the ceiling and side walls.
- Your product requires adequate air circulation 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.

Installation

4.2. Installing the Plastic Wedges

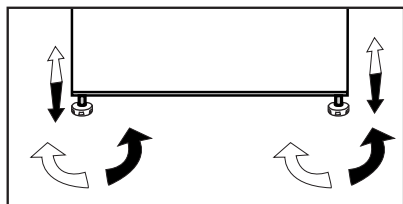
Plastic wedges supplied with the product are used to create the distance for the air circulation between the product and the rear wall.

1. To install the wedges, remove the screws on the product and use the screws supplied together with the wedges.
2. Insert the 2 plastic wedges onto the rear ventilation cover as illustrated in the figure.



4.3. Adjusting the Feet

If the product stands unbalanced after installation, adjust the feet on the front by rotating them to the right or left.



4.4. Electrical Connection

	WARNING: Do not make connections via extension cables or multi-plugs.
	WARNING: Damaged power cable must be replaced by the Authorized Service Agent.
	If two coolers are to be installed side by side, there should be at least 4 cm distance between them.

- Our company shall not be liable for any damages that will arise when the product is used without grounding and electrical connection in accordance with the national regulations.
- Power cable plug must be within easy reach after installation.
- Connect your refrigerator to a grounded outlet rated for a voltage value of 220-240V /50 Hz. Outlet shall have 10 to 16A fuse.
- Do not extension cords or cordless multiple outlets between your product and the wall outlet.

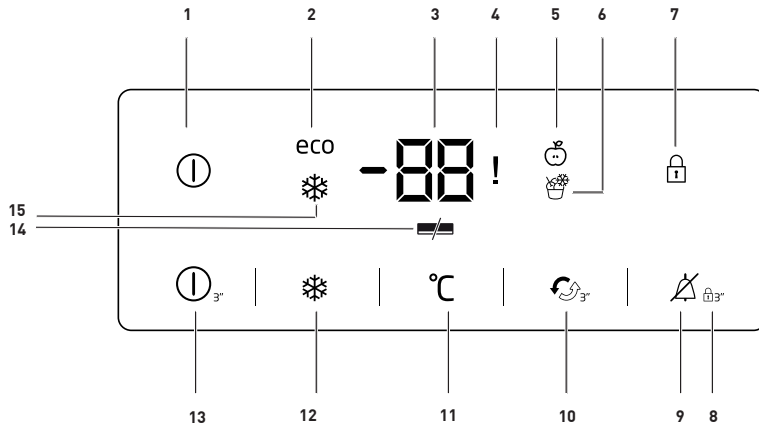
5 Preparation



Read the "Safety Instructions" section first!

- For a freestanding appliance; 'this refrigerating appliance is not intended to be used as a built-in appliance';
- Your refrigerator should be installed at least 30 cm away from heat sources such as hobs, ovens, central heater and stoves and at least 5 cm away from electrical ovens and should not be located under direct sunlight.
- The ambient temperature of the room where you install your refrigerator should at least be -15°C. Operating your refrigerator under cooler conditions is not recommended with regard to its efficiency.
- Please make sure that the interior of your refrigerator is cleaned thoroughly.
- If two refrigerators are to be installed side by side, there should be at least 2 cm distance between them.
- When you operate your refrigerator for the first time, please observe the following instructions during the initial six hours.
- The door should not be opened frequently.
- It must be operated empty without any food in it.
- Do not unplug your refrigerator. If a power failure occurs out of your control, please see the warnings in the "Recommended solutions for the problems" section.
- Original packaging and foam materials should be kept for future transportations or moving.
- The baskets/drawers that are provided with the chill compartment must always be in use for low energy consumption and for better storage conditions.
- Food contact with the temperature sensor in the freezer compartment may increase energy consumption of the appliance. Thus any contact with the sensor(s) must be avoided.
- In some models, the instrument panel automatically turns off 5 minutes after the door has closed. It will be reactivated when the door has opened or pressed on any key.
- Due to temperature change as a result of opening/closing the product door during operation, condensation on the door/body shelves and the glass containers is normal.
- 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.

6 Operating the product



1.On/Off Indicator:

This icon (ⓘ) come on when the refrigerator is turned off. All the other icons turn off.

2.Economic Usage Indicator:

This icon (**eco**) (comes on when the Freezer Compartment is set to -18°C which is the most economical set value. Economic Usage Indicator turns off when the Quick Fridge or Quick Freeze function is selected.

3.Freezer Compartment Temperature Setting Indicator:

Indicates the temperature set for the Freezer Compartment.

4.Power failure/High temperature / error warning indicator :

This indicator (!) illuminates in case of power failure, high temperature and error warnings.

When the temperature of the freezer compartment is heated up to a critical level for the frozen food, the maximum value reached by the freezer compartment temperature flashes on the digital indicator.

Check the food in the freezer compartment.

This is not a malfunction. The warning may be deleted by pressing any button or on the alarm off button. (Cancelling by pressing any button is not applicable for every model.)


This indicator (!) illuminated when a sensor failure occurs, too. When this indicator is illuminated, "E" and figures such as "1,2,3..." are displayed alternatively on the temperature indicator. These figures on the indicator inform the service personnel about the error.




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.

Operating the product

5. Fridge Compartment Icon

While refrigerator works like fridge, this icon () lights on.


6. Freezer Compartment Icon

While refrigerator works like freezer, this icon () lights on.


7. Key Lock Indicator:

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

8. Key Lock Mode:

Press Key Lock () button continuously for 3 seconds. Key lock icon 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 continuously for 3 seconds again. Key lock icon will turn off and the key lock mode will be exited.

9. Termination of the High Temperature Warning:

In case of power failure/high temperature warning, you may delete the warning () by pressing any button on the indicator or alarm off button for 1 second after checking the food inside the freezer compartment.

Note: Cancelling by pressing any button is not applicable for every model.

10. Refrigerator cooling mode selector


With pressing that button for 3 seconds, there can be changed refrigerator cooling mode as fridge mode and freezer mode. Working mode is showed on the display with related icons.

11. Freezer Set Function:

This function (°C) allows you to change the Freezer compartment temperature setting. If the refrigerator is being used as a cooler, it can be set to the values of 1, 2, 3, 4, 5, 6, 7, 8.


Press this button to set the temperature of the freezer compartment to -18, -19, -20, -21, -22, -23 and -24, respectively.

12. Quick Freeze Function:


Quick Freeze indicator () turns on when the Quick Freeze function is on. Press Quick Freeze button again to cancel this function. Quick Freeze indicator will turn off and normal settings will be resumed.

Quick Freeze function will be cancelled automatically 3-4 hours later if you do not cancel it manually. If you want to freeze plenty amount food, press Quick Freeze button before you place the food into the freezer compartment.

13. On/Off Function:

This function () allows you to make the Fridge turn off when pressed for 3 seconds. The fridge could be turned on by pressing On/Off button for 3 seconds again.

14. Energy Saving Indicator :

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.

Operating the product

Energy saving function is activated during delivery from factory and cannot be canceled.

15.Quick Freeze Indicator :

This icon (❄) comes on when the Quick Freeze function is on.

6.1.Freezing fresh food

- In order to preserve the quality of the food, it shall be frozen as quickly as possible when it is placed in the freezer compartment, use the fast freezing feature for this purpose.
- You may store the food longer in freezer compartment when you freeze them while they are fresh.
- Pack the food to be frozen and close the packing so that it would not allow entrance of air.
- Ensure that you pack your food before putting them in the freezer. Use freezer containers, foils and moisture-proof papers, plastic bags and other packing materials instead of traditional packing papers.
- Label each pack of food by adding the date before freezing. You may distinguish the freshness of each food pack in this way when you open your freezer each time. Store the food frozen before in the front side of compartment to ensure that they are used first.



The freezer compartment defrosts automatically.

- Frozen food must be used immediately after they are thawed and they should not be re-frozen.
- Do not freeze too large quantities of food at one time.

Operating the product

Freezer Compartment Setting	Fridge compartment Setting	Remarks
-18°C	4°C	This is the normal recommended setting.
-20,-22 or -24°C	4°C	These settings are recommended when the ambient temperature exceeds 30°C.
Quick Freeze	4°C	Use when you wish to freeze your food in a short time. Your product 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.

6.2.Recommendations for preserving the frozen food

Compartment shall be set to -18°C at least.

1. Put packages in the freezer as quickly as possible after purchase without allowing the to thaw.

2. Check whether the "Use By" and "Best Before" dates on the packaging are expired or not before freezing it.

3. Ensure that the package of the food is not damaged.

6.3.Deep-freeze information

According to IEC 62552 standards, the product shall freeze at least 4.5 kg of food at 32°C ambient temperature to -18°C or lower within 24 hours for every 100-litres of freezer volume.

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

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

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

Boil the vegetables and drain their water in order to store vegetables for a longer time as frozen. After draining their water, put them in air-proof packages and place them inside the freezer. Food such as bananas, tomatoes, lettuce, celery, boiled eggs, potatoes are not suitable for freezing. When these foods are frozen, only their nutritional value and taste shall be affected negatively. They shall not be spoiled so that they would create a risk for human health.

6.4.Placing the food

Freezer compartment shelves	Various frozen food such as meat, fish, ice cream, vegetables and etc.
Refrigerator compartment shelves	Food in pans, covered plates and closed containers, eggs (in closed container)
Door shelves of fridge compartment	Small and packaged food or beverage
Crisper	Vegetables and fruits
Fresh zone compartment	Delicatessen (breakfast food, meat products that shall be consumed in a short time)

6.5.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.

Above description is a general expression.For information on changing the opening direction of the door, you must refer to the warning label located on the inner side of the door.

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



WARNING: Unplug the product before cleaning it.

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

7.1.Avoiding bad odours

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

- Keeping the refrigerator clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the refrigerator with bi-carbonate 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 best before dates and spoiled in the refrigerator.

7.2.Protecting the plastic surfaces

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

8 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.

Troubleshooting

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.

Troubleshooting

The temperature in the cooler or the freezer is too high.

- The cooler compartment temperature is set to a very high degree. >>> Cooler compartment temperature setting has an effect on the freezer compartment temperature. Change the temperature of the cooler or freezer compartment and wait until the temperature of the related compartments come to the adequate level.
- 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.

Troubleshooting

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. Microorganisms may spread out of unsealed food items and cause malodour.
- Remove any expired or spoiled foods from the product.

The door is not closing.

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

The vegetable bin is jammed.

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



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

DISCLAIMER/WARNING

Some (simple) malfunctions may be repaired by end users without creating any safety issue or causing unsafe usage provided that they are carried out under the following instructions.

(Please see the section "I Want to Repair Myself".)

For this reason, except for parts specified at the section "I Want to Repair Myself" as could be repaired by end users, repair by an authorized service station is definitely suggested for the purpose of preventing any safety issues and this is required so that Beko product warranty may continue.

I WANT TO REPAIR MYSELF

Repair that will be carried out by end users can be performed within the following spare parts: Door Handles and Door Hinges, Door Joints and peripheral Trays, Baskets, Racks. (You may have access to current list of spare parts from <https://www.beko.com.tr/destek> as of 1 March 2021)

Further, in order to ensure product safety and to prevent risk of severe injuries, repair has to be carried out according to instructions from user manual or <https://www.beko.com.tr/destek>. For your own safety, please unplug product prior to carrying out any repair.

Beko may not be held responsible for safety issues that may arise because of repairs or attempts not carried out in accordance with instructions specified at user manuals or located at <https://www.beko.com.tr/destek> and performed on parts other than parts contained at current list of parts accessed from <https://www.beko.com.tr/destek>. In such a case, Beko product warranty will be invalid.

For this reason, we strongly recommend end users to avoid carrying out repairs for parts other than above-mentioned spare parts themselves and apply to an authorized service station in case of requirement. Such repair attempts by end users may cause safety issues, may damage product and may cause fire, flood, electrocution and severe personal injuries afterwards.

Including but not limited to the listed items, repairs of the following parts have to be performed by authorized service stations: Compressor, Cooling system elements, Motherboard, Inverter card, Display card, etc.

Manufacturer/dealer may not be held responsible for any circumstances where end users fail to act in accordance with the foregoing.

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.