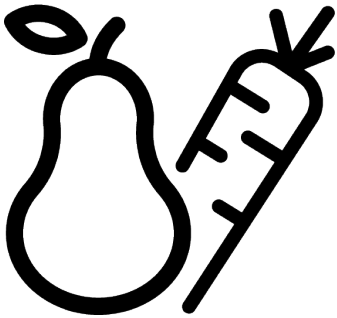
Hotpoint

Refrigerator

User Manual



HPG2 6514W XK5UK

15 7550 0488/ EN/ AE/ 12.11.2026 15:14
7293441086

CE

1 Safety Instructions 4

1.1 Important Safety Symbols 4
1.2 Intention of Use 4
1.3 Safety of Children, Vulnerable Persons and Pets 5
1.4 Electrical Safety 5
1.5 Handling Safety 6
1.6 Installation Safety 6
1.7 Operational Safety 9
1.8 Food Storage Safety 12
1.9 Maintenance and Cleaning Safety 13
1.10 Lighting 13
1.11 Disposal of the Old Product 13

2 Technical Information About Bluetooth + Wi-fi 14

2.1 HomeWhiz 15

3 Environmental Instructions 15

3.1 Compliance with the WEEE Directive and Disposing of the Waste Product 15

4 Your refrigerator 16

5 Installation 17

5.1 Right Place For Installation 17
5.2 Adjusting the Legs 17
5.3 Hot Surface Warning 17

6 Preparation 17

6.1 What To Do For Energy Saving 17
6.2 First Use 18
6.3 Climate Class and Definitions 18

7 Control Panel of the Product 19

8 Using The Product 21

8.1 Food Storage in Your Product 21
8.2 Replacing the Illumination Lamp .. 24
8.3 Door Open Alert 24

9 Product Features 24

9.1 Crisper Technologies 24
9.2 Egg holder 24
9.3 Using the Water Fountain 24
9.4 Movable Intermediate Compartment 27
9.5 Dairy Products Chill Compartment 28
9.6 Active Check 28
9.7 Humidity Controlled Crisper 28
9.8 Freezer Drawers 28
9.9 Energy Management 29
9.10 Artificial Intelligence (AI) Technology 30

10 Maintenance and Cleaning 30

11 Troubleshooting 31

Please read this manual first!

Our valued customer,

Thank you for choosing product. We want you to get the best results from your product, which is manufactured with high quality and technology. To do this, please read this entire manual and the other documents provided carefully before using the product.

Follow all the information and warnings in the user manual. This will protect you and your product from potential hazards. Keep the user manual. If you give the product to someone else, include the user manual with it.

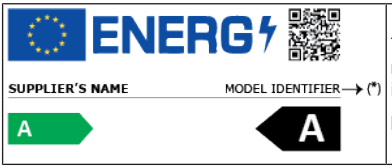
The following symbols appear in the user manual and on the product:



Read the user manual.



Hazard that may result in death or injury.



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

- This section includes the safety instructions necessary to prevent the risk of personal injury or material damage.
- Our company shall not be held responsible for damages that may occur if these instructions are not observed.
- Always have installation and repair operations performed by manufacturer, authorized service or a person who will be described by importer company.
- Use original spare parts and accessories only.
- Do not repair or replace any component of the product unless it is clearly specified in the user manual.
- Do not perform any modifications on the product.

1.1 Important Safety Symbols

Risk of electric shock!

Read the user manual.

Danger that may result in burns due to contact with hot surfaces.

Combustible material, warning against fire hazard.

Risk of injury due to contact with sharp surfaces!

Risk of UV-C radiation

1.2 Intention of Use

- This product is not suitable for commercial use and should not be used for a purpose other than its intended use.
- This product is intended for operating interiors, such as households or similar.

For example;

In the staff kitchens of the stores, offices and other working environments,

In farm houses,

In the units of hotels, motels or other resting facilities that are used by the customers,

In hostels, or similar environments,

In catering services and similar non-retail applications.

- This product shall not be used in open or enclosed external environments such as vessels, camper vans, balconies or terraces. Exposing the product to rain, snow, sunlight and wind may cause risk of fire.

1.3 Safety of Children, Vulnerable Persons and Pets

- This product may be used by children aged 8 years and older and persons with underdeveloped physical, sensory or mental capabilities or lack of experience and knowledge if they are being supervised or have been given instruction concerning use of the appliance in a safe way and the hazards involved.
- Children between 3 and 8 years are allowed to put and take out food into/from the cooler product.
- Children and pets must not play with, climb on, or get inside the product.
- Children and pets must be kept away from the cabin area (compressor) where electrical parts are located.
- Cleaning and user maintenance must not be performed by children unless there is someone overseeing them.
- Keep the packaging materials away from children. Risk of injury and suffocation.
- If there is a lock available on the product's door, keep the key out of children's reach.

1.4 Electrical Safety

- The product shall not be plugged into the outlet during installation, maintenance, cleaning, repair, and transportation operations.
- If the power cable is damaged, it must be replaced by the person sent by the manufacturer, authorized service provider or the importer to prevent any potential danger.
- Do not tuck the power cable under the product or to the rear of the product. Do not put heavy items on the power cable. The power cable should not be bent, crushed, and come into contact with any heat source.
- Use an original cable only. Do not use cut or damaged cables.
- Do not use an extension cord, multi-plug or adaptor to operate your product.
- Portable multi-plugs or portable power supplies may overheat and cause fire. Thus, do not have a multi-plug, portable power sources behind or in the vicinity of the product.

- Before plugging the product into the power source, please remove the power cable from the condenser hook (if available) during the installation.
- The user should not be able to reach the electrical parts after installation.
- Do not plug the product's power cord in a loose or damaged power outlet. These types of connections may overheat and cause fire.
- The plug shall be easily accessible. If this is not possible, a mechanism that meets the electrical legislation and that disconnects all terminals from the mains (fuse, switch, main switch, etc.) shall be available on the electrical installation.
- The product must not be operated with an external switching device such as a timer, or a remote controlled system.
- Do not use the product when your feet are bare or your body is wet.
- Do not touch the plug with wet hands.
- When unplugging the appliance, don't hold the power cable, but the plug.
- Make sure that the plug is not wet, dirty or dusty.
- Do not ever connect your product to power saving devices. These systems are harmful for the product.

1.5 Handling Safety

- Make sure to unplug the appliance before carrying the product.
- This product is heavy, do not handle it by yourself. Injuries may occur if the product falls on you. Do not bump into places or drop the product while transporting it.
- Always close the doors and do not hold the product by its doors while transporting it.
- Be careful not to damage the cooling system and the pipes while handling the product. Do not operate the product if the pipes are damaged, and contact an authorized service.

1.6 Installation Safety

- To prepare the product for use, see the information in the user and installation manual and make sure the electric and water utilities are as required. If not, call a qualified electrician and plumber to arrange the utilities as necessary.

- **Failure to do so may result in electric shock, fire, problems with the product, or injury.**
- Before starting the installation, switch off the fuse to de-energise the power line to which the product is connected.
- The product should be installed by two or more people. Use protective gloves while removing the product from the packaging and installation.
- This product is designed for use at a maximum altitude of 2000 metres above sea level.
- Keep children away from installation area.
- Check for any damage on the product before installing it. Do not have the product installed if it is damaged.
- Always use personal protective equipment (gloves, etc.) during product installation, maintenance and repair. Risk of injury.
- Do not install or leave the product in places where it may be exposed to external ambient temperatures.
- Place the product on a clean, level and hard surface and balance it with the adjustable legs (by rotating the front feet to the right or left). Otherwise, the refrigerator may tip over and cause injuries.
- Proceed with care to prevent causing any damage to the floors (tiling etc.) while moving the product. Install the product on a floor, or provide sufficient support depending on the size, weight and the use-case of the product. Ensure that the product is not near a heat source, and all four feet are stable and leaning against the floor. Install the product as necessary, and ensure that it is horizontal, using a bubble level. To ensure the complete efficiency of the refrigerant circuit, wait for at least two hours before operating the product.
- The product shall be installed in a dry and ventilated environment. Do not keep carpets, rugs or similar covers under the product. This may cause risk of fire as a result of inadequate ventilation!
- Do not block or cover ventilation holes. Otherwise, power consumption increases and your product may be damaged.
- Leave sufficient space by the sides and above to ensure adequate ventilation. The gap between the back panel and the wall behind the product must be a minimum of 50mm in order to prevent hot sur-

faces. Reducing this distance may increase the energy consumption of product.

- When placing the product, make sure that the supply cable is not damaged or pinched.
- The product must not be connected to supply systems and power sources which may cause sudden voltage changes (i.e. a portable solar-energy power source). Otherwise, damage to your product may occur as a result of the abrupt voltage fluctuations!
- The more refrigerant a refrigerator contains, the bigger its installation room shall be. In very small rooms, a flammable gas-air mixture may occur in case of a gas leak in the cooling system. At least 1 m³ of volume is required for each 8 grams of refrigerant. The amount of the refrigerant available in your product is specified in the Type Label.
- The product must never be placed in such a way that power cables, the metal hose of the gas stove, metal gas or water pipes come into contact with the product's rear wall (or the condenser).
- The installation place of the product must not be exposed to direct sunlight and it shall not be in the vicinity of a heat source such as stoves, radiators, etc. If you cannot prevent installation of the product in the vicinity of a heat source, use a suitable insulation plate and make sure the minimum distance to the heat source is as specified below:
  - At least 30 cm away from heat sources such as stoves, ovens, heating units and heaters, etc.,
  - And at least 5 cm away from electrical ovens.
- Your product has the protection class of I.
- Plug the product in a grounded socket that conforms with the Voltage, Current and Frequency values specified in the type label. The socket must have a 10A – 16A fuse. Our firm will not assume responsibility for any damages due to usage without earthing and without power connection in compliance with local and national regulations.

- The product's power cable must be unplugged during installation. Otherwise, risk of electric shock and injury may occur!
- Do not plug the product to loose, broken, dirty, greasy sockets or sockets that have come out of their seats or sockets with a risk of water contact. These types of connections may overheat and cause fire.
- Place the power cable and hoses (if any) of the product so that they shall not cause a risk of tripping over.
- Penetration of humidity and liquid to live parts or to the power cord may cause short circuit. Thus, do not use the product in humid environments or in areas where water may splash (e.g. garage, laundry room, etc.) If the refrigerator is wet by water, unplug it and contact an authorized service.
- Do not ever connect your refrigerator to power saving devices. These systems are harmful for the product.
- There is a risk of contact with electrical parts when removing the electronic board cover and the compressor rear cover (if fitted). Do not remove the electronic board cover and the compressor rear cover (if fitted). There is a risk of electrocution!

⚠ 1.7 Operational Safety

- Do not ever use chemical solvents on the product. These materials contain an explosion risk.
- In case of a failure of the product, unplug it (or de-energise the fuse to which it is connected), and do not operate until it is repaired by the authorized service. There is a risk of electric shock!
- Do not place flames (lighted candle, cigarette, etc.) or heat sources (iron, hob, oven, etc.) on or near the product. Do not place flammable/explosive materials near the product...
- Do not get on the product. Risk of falling and injury!
- Do not cause damage to the pipes of the cooling system using sharp and piercing tools. The refrigerant that sprays out in case of puncturing the gas pipes, pipe extensions or upper surface coatings may cause irritation of skin and injury to the eyes.
- Do not intervene in or damage the coolant circuit Risk of explosion.

- Do not place and operate electrical appliances inside the refrigerator/freezer unless it is advised by the manufacturer.
- Do not use any procedures other than those recommended by the manufacturer to speed up defrosting.
- Take due care not to jam any parts of your hands or your body to the moving parts inside the product. Be careful to prevent jamming of your fingers between the refrigerator and its door. Be careful while opening or closing the door if there are children around.
- Do not put ice cream, ice cubes or frozen food to your mouth as soon as you take them out of the freezer. Risk of frostbite!
- Do not touch the inner walls, metal parts of the freezer or food kept inside the freezer with wet hands. Risk of frostbite!
- Do not place soda cans or cans and bottles that contain fluids that may be frozen to the freezer compartment. Cans or bottles may explode. Risk of injury and material damage!
- Do not use or place materials sensitive against temperature such as flammable sprays, flammable objects, dry ice or other chemical agents in the vicinity of the refrigerator. Risk of fire and explosion!
- Do not store explosive materials such as aerosol cans with flammable materials inside the product.
- Do not place cans containing fluids over the product an open state. Splashing of water on an electrical part may cause an electric shock or a fire.
- Due to risk of breaking, do not store glass containers with liquid inside in the freezer compartment.
- This product is not intended for storage and cooling of medicines, blood plasma, laboratory preparations or similar materials and products that are subject to the Medical Products Directive.
- If the product is used against its intended purpose, it may cause damage to or deterioration of the products stored inside.
- If your refrigerator is equipped with blue light, do not look at this light with optical devices. Do not stare directly at UV LED light for a long time. Ultraviolet rays may cause eye strain.

- Do not fill the product with more contents than its capacity. Do not use any procedures other than those recommended by the manufacturer to speed up defrosting. Injuries or damages may occur if the contents of the refrigerator fall when the door is opened. Similar problems may also occur when an object is placed over the product.
- Ensure that you have removed any ice or water that may have fallen to the floor to prevent injuries.
- Change the locations of the racks/bottle racks on the door of your refrigerator only when the racks are empty. Danger of injury!
- Do not place objects that may fall/tip over on the product. These objects may fall while opening or closing the door and cause injuries and/or material damages.
- Do not hit or exert excessive pressure on glass surfaces. Broken glass may cause injuries and/or material damages.
- For products designed to use an air filter inside an accessible fan cover, the filter must always be in position when the refrigerator is in function.
- Do not block out the fan (if available) with food.
- Damaged gaskets should be replaced as soon as possible.
- The cooling system in your product contains R600a refrigerant. The refrigerant type used in the product is specified in the type label. This gas is flammable. Therefore, be careful not to damage the cooling system and the pipes while operating the product. In case of damage to the pipes;

1. Do not touch the product or the power cable.
2. Keep the product away from potential sources of fire that may cause the product to catch fire.
3. Ventilate the area where the product is placed. Do not use a fan.
4. Contact Authorized Service.

Before disposing of old products that shall not be used any more:

1. Unplug the power cord from the mains socket.
2. Cut the power cable and remove it from the appliance together with the plug.
3. Do not remove the racks and drawers from the product to prevent children from getting inside the appliance.
4. Remove the doors.

5. Store the product so that it shall not be tipped over.
6. Do not allow children to play with the scrapped product.
7. If the product is damaged and you observe gas leak, please stay away from the gas. Gas may cause frostbite if it contacts your skin.

- Do not dispose of the product by throwing it into fire. Risk of explosion.
- If there is a lock available on the product's door, keep the key out of children's reach.

1.8 Food Storage Safety

Please pay attention to the following warnings to avoid food spoilage:

- Leaving the doors open for a long time may cause the temperature inside the product to rise.
- Regularly clean the accessible drainage systems in contact with food.
- Clean the water tanks that have not been used for 48 hours and mains-fed water systems that have not been used for more than 5 days.
- Store raw meat and fish products in dairy/chill compartment within the product. Thus, it does not drip on or come into contact with other foods.
- Two-star compartments are used for storing pre-filled foods, making and storing ice and ice cream.
- One, two and three-star compartments are not appropriate for freezing fresh food.
- If the cooling product has been left empty for a long time, turn off the product, defrost, clean, and dry the product in order to protect the housing of the product.
- After the foods are placed, check if the compartment hatches, and especially the freezer door, are properly closed.
- Use the Crispers/Fresh food compartment for storing fresh foods, and the freezer compartment for storing frozen goods, freezing fresh foods and preparing ice cubes.
- Do not store foods without properly sealing them in the refrigerator and the freezer compartments, to prevent direct contact with the inner surfaces.

1.9 Maintenance and Cleaning Safety

- Unplug the refrigerator or de-energise the fuse before cleaning it or starting to perform maintenance.
- Do not pull by the door or door handle if you are going to move the product for cleaning purposes. The door may cause injuries if the handle is pulled too hard.
- Do not place hands, feet or metal objects under or behind your product. Jamming may occur or any sharp edge may cause personal injuries.
- Do not wash the inside or outside of the product with a pressure washer, steam, spray water or pouring water. Risk of electric shock and fire.
- When cleaning the product, do not use sharp and abrasive tools or household cleaning agents, detergent, gas, gasoline, thinner, alcohol, varnish, and similar substances. Use only cleaning and maintenance agents that are not harmful for food inside the product.
- Do not use paper towels, kitchen sponges or other hard cleaning materials.
- Do not ever use steam or steamed cleaning materials for cleaning the product and thawing the ice inside it. Steam contacts the live areas in your refrigerator and causes short circuit or electric shock.
- Do not use any mechanical tools or any other tools than the recommendations of the manufacturer to speed up the thawing operation.
- Take care to keep water away from the ventilation holes, electronic circuits or lighting of the product. Otherwise, risk of fire or electric shock may occur.
- Use a clean, dry cloth to wipe the dust or foreign material on the tips of the plugs. Do not use a wet or damp piece of cloth to clean the plug. Otherwise, risk of fire or electric shock may occur.

1.10 Lighting

Contact an authorized service when you shall replace the LED / bulb using for lighting.

1.11 Disposal of the Old Product

When disposing of your old product follow the instructions below:

- To prevent children from accidentally locking themselves into the product, if there is door lock, disable it.

- Splash of coolant is harmful to the eyes. Do not damage any part of the cooling system while disposing of the product.
- It may be fatal if the compressor oil is swallowed or if it penetrates the respiratory tract.
- Cooling system of your product includes R600a gas as specified in the type label. This gas is flammable. Do not dispose of the product by throwing it into fire. Risk of explosion!
- C -Pentane is used as a blowing agent in insulation foam and it is a flammable substance. Do not dispose of the product by throwing it into fire.

2 Technical Information About Bluetooth + Wi-fi

Frequency Band:	2.4GHz (Wi-fi or bluetooth function)
Max. Transferring Power:	< 100mW (Wi-fi or bluetooth function)
Software Details:	Quartz_WiFi.XXX

SIMPLIFIED EU DECLARATION OF CONFORMITY:

Hereby, Arçelik A.Ş. declares that the radio equipment is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:parts-selfservice.europeanappliances.com

This product collects and transmits usage data when connected to the internet (e.g. temperature settings, usage duration, error codes **etc.**). In accordance with the EU Data Act (Regulation EU 2023/2854), you have the right to access and manage this data.

For details on what data is collected, how it is used, and how to access it, please visit:

www.homewhiz.com/eu-data-act-policy

This product may include Artificial Intelligence (AI) features, depending on the model, SKU, configuration, and available connectivity. Where supported, these features are designed to improve appliance performance, energy efficiency, and user experience by optimizing cooling operation, monitoring appliance performance, detecting potential anomalies, and estimating energy consumption using operational data generated by the refrigerator’s internal sensors and control systems. AI-generated

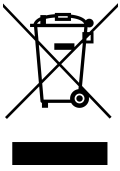
recommendations and notifications are provided for informational purposes only. Users can enable or disable connectivity-dependent AI features through the HomeWhiz. All safety-critical functions operate independently of the AI features and cannot be overridden by them. These transparency measures are provided in accordance with Article 50 of the EU AI Act.

2.1 HomeWhiz

- Follow the safety warnings even if you are away from the product while operating the product via HomeWhiz app. Also, pay attention to the warnings in the app.

3 Environmental Instructions

3.1 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 puchased. 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.

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.

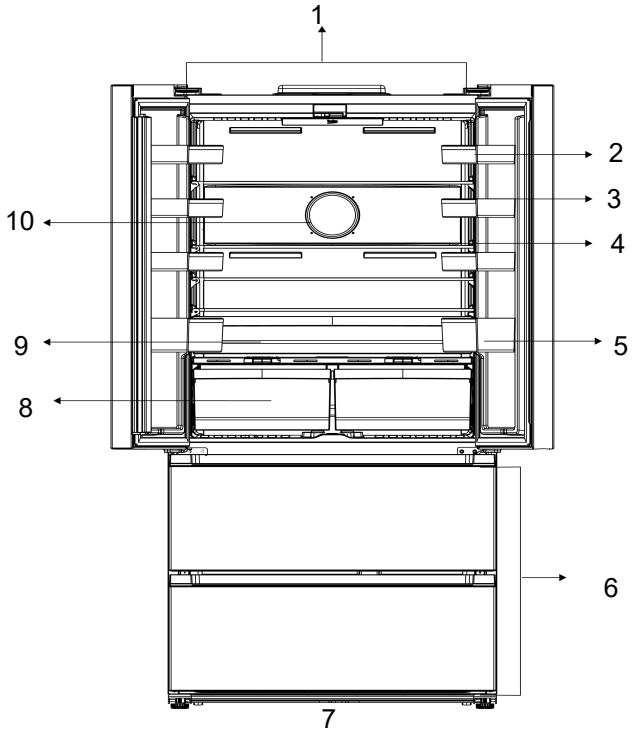
Package information

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.

Conformity with standards and test information / Declaration of EC conformity

Development, manufacture and sales stages of this product conform to the safety rules in all relevant guidelines of the European Community. 2014/35/EU, 2014/30/EU, 93/68/EC, IEC 60436/DIN 44990, EN 50242

4 Your refrigerator



1 **Refrigerator compartment**

2 Refrigerator compartment door shelves

3 Egg Tray

4 Refrigerator compartment glass shelves

5 Bottle rack

6 Frozen food storage compartments

7 Adjustable feet

8 *Refrigerated compartment drawers / Vegetable drawers

9 *Cold Compartment / Cold storage drawer

10 Fan

**Optional:The figures in this instruction manual are schematic and may not be exactly the same as your product. If the relevant parts are not available in the product you purchased, these figures are applicable to other models.

**If your product has a cold zone, the chiller drawer consists of all areas except for that cold zone.

5 Installation

First, read the "Safety Instructions"!

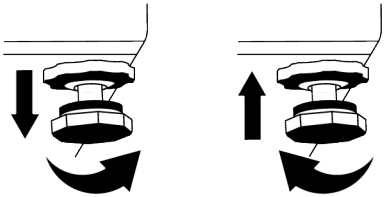
5.1 Right Place For Installation

Contact the Authorized Service for the product's installation. To prepare the product for installation, see the information in the user manual and make sure the electric and water utilities are as required. If not, call an electrician and plumber to arrange the utilities as necessary.

- Place the product on a flat surface to avoid vibration
- Place the product at least 30 cm away from the heater, stove and similar sources of heat and at least 5 cm away from electric ovens.
- When placing two coolers in adjacent position, leave at least 4 cm distance between the two units.
- Keep the product out of direct sunlight and in a dry place.
- For the product to function efficiently, there must be adequate air circulation around it. If you are installing the product in a recessed area of a wall, ensure there is at least a 5 cm gap between it and the ceiling and side walls.

5.2 Adjusting the Legs

If the product is not in balanced position, adjust the front adjustable legs by rotating them to right or left.



5.3 Hot Surface Warning

The side walls of your product are equipped with cooler pipes to enhance the cooling system. High pressure fluid may flow through these surfaces, and cause hot surfaces on the side walls. This is normal and it does not require servicing.

6 Preparation

Read the “Safety Instructions” first!

6.1 What To Do For Energy Saving

- This refrigerating appliance is not intended to be used as a built in appliance.
- When loading the food, leave enough space inside the refrigerator to allow sufficient air circulation for cooling.
- 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. Under these circumstances, functions and components such as compressor, fan, heater, defrost, lighting, display and so on will operate according to the needs by consuming minimum energy.
- In case that multiple options are present, glass shelves must be placed so that the air outlets at the rear wall are not blocked and preferably, in a way that air outlets remain below the glass shelf. This combination may help improving air distribution and energy efficiency.
- Using the below drawer when storing is strongly recommended.
- For optimum performance, Quick Freezing can be used (if available), 24 hours prior to placing fresh foods in the freezer.
- In most cases, 24 hours is enough for the Quick Freezing function after fresh foods are placed in the freezer. After some time, Quick Freezing function will deactivate automatically.
- When freezing a small amount of food, Quick Freezing function can be deactivated after some time to ensure energy saving.
- Depending on the product’s features; defrosting frozen foods in the refrigerator compartment will ensure energy saving and preserve food quality.

- In order to load the maximum quantity of food into the freezer compartment of your appliance, the upper drawers should be taken out and the food should be placed onto the wire/glass shelves.
- Store food in refrigerator according to proper storage conditions to save energy.
- Food packages shall not be in direct contact with the temperature sensor located in the freezer compartment.

6.2 First Use

Before using your product make sure the necessary preparations are made in line with the instructions in "Safety Instructions" and "Installation" sections.

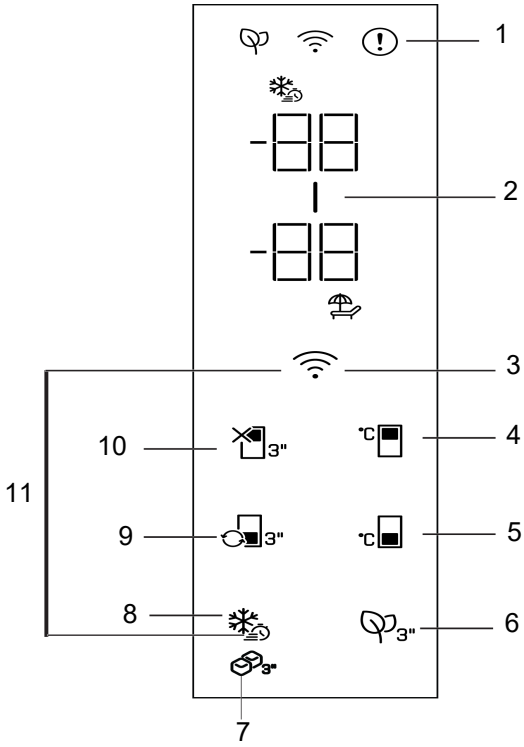
- Wait for at least 2 hours before operating the product, to ensure the complete efficiency of refrigeration.
- Keep the product running without placing any food inside for 6 hours and the product door should be kept as closed as possible.
- The temperature change caused by opening and closing of the door while using the product may normally lead to condensation on door/body shelves and glassware placed in the product.
- A sound will be heard when the compressor is engaged. It is normal for the product to make noise even if the compressor is not running, as fluid and gas may be compressed in the cooling system.
- It is normal for the front edges of the product to be warm. These areas are designed to warm up in order to prevent condensation
- For some models, indicator panel turns off automatically 1 minute after the door closes. It will be reactivated when the door is opened or any button is pressed.

6.3 Climate Class and Definitions

Please refer to the Climate Class on the rating plate of your device. One of the following information is applicable to your device according to the Climate Class.

- **SN:** Long Term Temperate Climate: This cooling device is designed for use at ambient temperatures between 10 °C and 32 °C.
- **N:** Temperate Climate: This cooling device is designed for use at ambient temperatures between 16°C and 32 °C.
- **ST:** Subtropical Climate: This cooling device is designed for use at ambient temperatures between 16°C and 38°C.
- **T:** Tropical Climate: This cooling device is designed for use at ambient temperatures between 16°C and 43°C.

7 Control Panel of the Product



1 Error Status Indicator
2 Energy Saving (Display Off) Indicator
3 *Wireless Button
4 Temperature Adjustment Button for Refrigerator Compartment
5 Temperature Adjustment Button for Freezer Compartment
6 *Odor Eliminator Module Button
7 *Ice maker on/off switch
8 *Quick Freeze Button
9 *Cabin Conversion Button
10 *Refrigerator Compartment Shut-down (Holiday) Function Button
11 *Wireless Connection Settings Reset Button

Read the "Safety Instructions" first!
The audio and visual functions on the indicator panel help you use your product.
***Optional**The functions shown are optional; the functions on your product's indicator panel may differ in shape and location.

1. Error Status Indicator
This indicator will activate when the refrigerator is unable to cool sufficiently or when a sensor error occurs. The letter “E” will appear on the freezer compartment temperature display, and numbers such as

1, 2, 3, etc., will appear on the refrigerator compartment temperature display. These numbers on the display inform the service technician about the error. The exclamation mark may briefly illuminate if you load hot food into the freezer compartment or leave the door open for an extended period. This is not a malfunction; the warning will disappear once the food has cooled or any button has been pressed.

2. Energy Saving (Display Off) Indicator

When the product's doors are not being opened or closed, energy saving mode is automatically activated and the energy saving symbol illuminates. When the energy saving function is activated, all icons on the screen except the energy saving symbol turn off. If any button is pressed or a door is opened while the energy saving function is active, the function is deactivated and the icons on the screen return to normal. The energy saving function is a factory default function and cannot be deactivated.

3.*Wireless Button

When the wireless connection is disabled, pressing and holding the button (for 3 seconds) will cause the wireless connection icon on the screen/display to blink slowly (at 0.5-second intervals). This initiates the alternative setup of the home network for the product.

Once a wireless connection is established with the product, the wireless connection icon will remain constantly lit. After the initial setup is complete, the wireless connection is activated by briefly pressing the button. While the wireless connection is active, pressing and holding the button (for 3 seconds) will deactivate the connection.

The wireless connection icon will blink rapidly (at 0.2-second intervals) until a connection is established. Once the connection is active, the wireless network icon will remain lit continuously. If a connection is not established for an extended period, check your connection settings and refer to the “Troubleshooting” section in the user manual. The HomeWhiz app must be used for wireless connection. Setup steps are explained via the app during installation. You can access the app by scanning the QR code on the HomeWhiz label on the product. The app is available on the App Store for iOS devices and the Play Store for Android devices. For detailed information... **https://www.homewhiz.com/** Visit the address **.**

4. Refrigerator Compartment Temperature Adjustment Button

The temperature for the refrigerator compartment is adjusted. When the button is pressed, the refrigerator compartment temperature can be set to 8°C, 7°C, 6°C, 5°C, 4°C, 3°C, 2°C, and 1°C.

5. Freezer Compartment Temperature Adjustment Button

The temperature for the freezer compartment is adjusted. When the button is pressed, the freezer compartment temperature can be set to -18°C, -19°C, -20°C, -21°C, -22°C, -23°C, -24°C.

6. Odor Eliminator Module Button

To activate/deactivate the odor removal feature, press and hold this button for 3 seconds. The odor removal module icon will light up when the feature is active. The odor removal module will operate periodically while the feature is active.

7.*Ice Maker On/Off Button

Pressing this button for 3 seconds activates the ice making process and the Ice Maker On/Off icon will light up. Pressing the button again for 3 seconds cancels the ice making process, but previously prepared ice cubes can still be used even after the function is canceled.

8.*Quick Freeze Button

When the quick freeze button is pressed, the quick freeze icon lights up and the quick freeze function is activated. The freezer compartment temperature is set to -27 °C. To cancel the function, the button must be pressed again. The quick freeze function cancels itself automatically. If you want to freeze a large quantity of fresh

food, press the quick freeze button before placing the food in the freezer compartment.

9.*Cabin Conversion Button

Pressing the cabinet conversion button for 3 seconds cycles through refrigerator, off, and freezer modes. When operating as a refrigerator, the compartment temperature is set to 4°C. In off mode, the cabinet temperature display will show "- -".

10.*Refrigerator Compartment Shutdown (Holiday) Function Button

Press the button for 3 seconds to activate the holiday function. Holiday mode will be activated and the holiday symbol will light up. The refrigerator compartment temperature display will show "- -" and the refrigerator compartment will not be actively cooling. It is not advisable to keep food in the refrigerator compartment while this function is activated. The other compartments will continue to cool according to their set temperatures. To deactivate this function, press the button again for 3 seconds.

11.*Wireless Connection Settings Reset Button

To reset wireless settings, press and hold the Quick Freeze and Wireless buttons simultaneously for 3 seconds. Resetting/returning wireless settings to factory defaults will erase all user information previously entered on the product.

High Temperature Alert

If the freezer compartment is too hot, the refrigerator temperature display will flash the '- -' set values, sounding an alarm. This can happen if the freezer becomes too hot after a power outage. In this case, the warmest temperature in the freezer compartment will be displayed until any button is pressed. If the display is an electronic screen, the actual temperature will be shown. Otherwise, the '- -' set values will flash and the alarm will sound. To deactivate the alarm, press any display button.

*WARNING

The temperature can be set between 1-8°C for the refrigerator and between -24 and -15°C for the freezer. Adjustable temperature values may vary provided that they are within these ranges according to product specifications.

8 Using The Product

Read the "Safety Instructions" section first!

8.1 Food Storage in Your Product

Storing food in the freezer compartment

- You can cool faster by activating the Fast Freeze function 4-6 hours before freezing.
- Bring hot foods to room temperature before placing them in the freezer compartment.
- Foods to be frozen should be divided into portions large enough to be consumed each time and frozen in separate packages.
- It is recommended that you wrap food before putting it in the freezer.
- To prevent the storage period from exceeding, write the freezing date, duration and name of the food on the package according to the storage periods of different foods.
- Eat thawed foods quickly. Thawed foods cannot be refrozen unless cooked. It is not safe to consume fresh foods that have been thawed and refrozen without cooking.
- When freezing fresh food, do not allow it to come into contact with already frozen food. Otherwise, the frozen food will thaw.

Storing frozen foods

- When storing food, comply with the times specified in these instructions.

- To preserve the quality of food, try to keep the time between purchase and storage as short as possible.
- Buy frozen foods stored at –18°C or below.
- Avoid buying foods with ice, etc., in their packaging. This means the product may have partially thawed and refrozen. Temperature affects food quality.
- Do not exceed the storage time recommended by the food manufacturer. Remove only the amount of food you need from the freezer.
- Except in cases of extreme environmental conditions, if your product is set to the set values specified in the recommended set value table, food will remain fresh for longer in both the fresh food compartment and the freezer compartment.
- If the fresh food compartment is set to a lower temperature, fresh fruits and vegetables may partially freeze.

Recommended set value table

Freezer Compartment Setting	Refrigerator Compartment Setting	Explanations
-22°C	5°C	If your refrigerator compartment has two drawers, this is the recommended set value.
Quick Freeze	4°C	Use it when you want to freeze your food quickly. Once the process is complete, your food will return to its previous state.
-22°C or colder	2°C	If you think your refrigerator compartment is not cold enough due to hot weather or frequent opening and closing of the door, use these settings.

Fast freezing

1. Activate the fast freezing function 24 hours before loading the fresh food you will freeze.
2. Place the food you want to freeze 24 hours after pressing the button on the upper shelf, which has a higher freezing capacity.
3. The fast freezing function will be automatically cancelled after a certain period of time.

Deep freezer information

According to IEC 62552 standards, for every 100 liters of freezer compartment volume, the product must be able to freeze 4.5 kg of food at 25°C room temperature in 24 hours at -18°C or lower temperatures.

Long-term preservation of food is only possible at temperatures of -18°C and below.

You can preserve the freshness of food items (in the deep freezer at temperatures of -18°C and below) for months.

Food items to be frozen should not be allowed to come into contact with previously frozen foods to prevent them from partially thawing.

To extend the storage life of frozen vegetables, boil them and drain them. After draining, place them in airtight containers and place them in the freezer. Bananas, tomatoes, lettuce, celery, hard-boiled eggs, potatoes, etc., are not suitable for freezing. Freezing these foods will only negatively affect their nutritional value and eating quality. There is no risk of spoilage that poses a health risk.

Placement of foods

Freezer compartment shelves: Various frozen foods such as meat, fish, ice cream, vegetables, etc.

Refrigerator compartment shelves: Food in pots, covered dishes and covered containers, eggs (in a covered container)

Refrigerator compartment door shelves: Small packaged food or drinks

Vegetable bin: Vegetables and fruits

Fresh food compartment: Deli products (breakfast items, meat products to be consumed quickly)

- **Food Storage in Refrigerators and Cold Compartments**
- If the compartment door is opened and closed frequently and left open for long periods of time, the compartment temperatures will increase significantly, which may reduce the life of the food and cause the food to spoil.
- To avoid any change in odor or taste, foods should be stored in closed containers.
- Do not store too much food in your product. To achieve better and more even cooling, place the food items spaced apart so that cold air can circulate between them.
- Leave space between the food and the inside wall to allow air flow. Food placed against the back wall can freeze.
- Bring hot cooked food to room temperature before placing it in the refrigerator. Then, place the warm food on the lower shelves of your refrigerator. Avoid placing warm food near perishable foods.
- Defrost your frozen food in the fresh food compartment. This way, you can use the frozen food to cool the fresh food compartment and save energy.
- Storing unripe tropical fruits (mango, various types of melon, papaya, banana, pineapple) in your produce can accelerate the ripening process. This is not recommended as it will result in a shorter shelf life.
- Onions, garlic, ginger, and other root vegetables should be stored in a dark, cool room, not in your produce container.
- If you notice that any food inside the product has spoiled, discard that food and clean any accessories that came into contact with it.
- To quickly cool large pot dishes like soups and stews, you can divide them into shallow containers and place them in the product.
- Do not place unwrapped foods near eggs.
- Keep fruits and vegetables separate from each other and store each type together (e.g. apples with apples, carrots with carrots).
- Remove the greens from the plastic bag, wrap them in paper towels or a dishcloth, and place them in the refrigerator. If you wash these types of foods before adding them to your refrigerator, remember to dry them afterwards.
- You can create a humid environment and allow air flow by storing fruits and vegetables that are prone to drying in perforated or open-mouthed plastic bags.
- Except in cases of extreme environmental conditions, if your product is set to the set values specified (in the recommended set value table), the food will remain fresh for longer in both the fresh food compartment and the freezer compartment.

Food Storage in the Cold Compartment

In the cold compartment, the temperature of the food being stored can vary between +3°C and -3°C. Temperatures may drop below 0°C in the cold compartment, therefore it is not suitable for storing fresh fruits/vegetables. If you need to store fresh food in the cold compartment, make sure you set the refrigerator setting to 5°C or warmer.

Store different foods in different places according to their characteristics.

Food	Location
Egg	Door shelf
Dairy products (butter, cheese)	Zero degree (breakfast) compartment, if available
Fruits, vegetables and greens	Fruit and vegetable compartment, vegetable bin or EverFresh+ compartment (if available)

Food	Location
Fresh meat, poultry, fish, sausage derivatives Cooked foods	Zero degree (breakfast) compartment, if available
Ready-to-eat foods, packaged goods, canned goods and pickles	Top shelves or door shelf
Beverages, bottles, condiments and snacks	Door shelf

8.2 Replacing the Illumination Lamp

Call the Authorized Service when the Bulb/ LED used for lighting in your refrigerator will be replaced.
Lamp(s) used in this appliance cannot be used for house lighting. Intended use of this lamp is to help the user place food into the refrigerator / freezer safely and comfortably.

8.3 Door Open Alert

The door open alert system of your refrigerator may differ depending on the model.

Version 1;
If the door of the product remains open for a certain time (between 60 s and 120 s), an audio warning signal sounds; depending on the product model, a visual warning signal (light flash) can also be displayed. If you close the door of the device or press a button on the screen of the device, if any, the warning sound will stop.

Version 2;
If the door of the device remains open for a certain period of time (between 60 s and 120 s), the door open alert is sounded. The door open alert is sounded gradually. First, an audible warning starts to sound. After 4 minutes, if the door is still not closed, a visual warning (lighting flash) is activated. The door open alert will be delayed for a certain period of time (between 60 s and 120 s) when any key on the product screen, if any, is pressed. Then the process will start again. When the device door is closed, the door open alert will be cancelled.

9 Product Features

9.1 Crisper Technologies

VitalCare
Fruits and vegetables stored in vegetable drawers illuminated with VitalCare technology retain their antioxidant values for longer thanks to blue, green, and red lights and dark cycles that simulate the day cycle. With this innovative technology, we not only use the power of colors to preserve food quality but also transform it into a visual experience. Each time the door of your product is opened, the vegetable drawer will be illuminated with Red, Yellow, Green, Purple, or Orange colors in sequence, providing both easy visibility in the dark and a vibrant and dynamic visual experience for the user. The dark period will continue when you close your product, representing the night period in the day cycle.

9.2 Egg holder

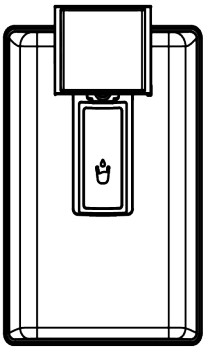
You can place the egg holder on the door or body shelf you wish.
If the egg holder is to be placed on the body shelf, we recommend you to choose colder lower shelves.

- Never place the egg holder on the freezer compartment.

9.3 Using the Water Fountain

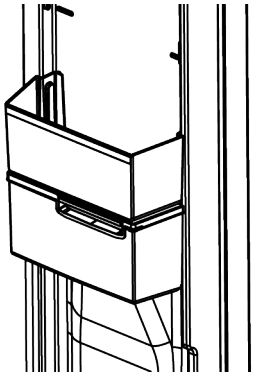
- It's normal for the first few glasses of water from the spring to be lukewarm.
- If you haven't used the water fountain for a long time, pour out the first few glasses of water to get clean water.
- For the first use, you need to wait approximately 24 hours for the water to cool down.

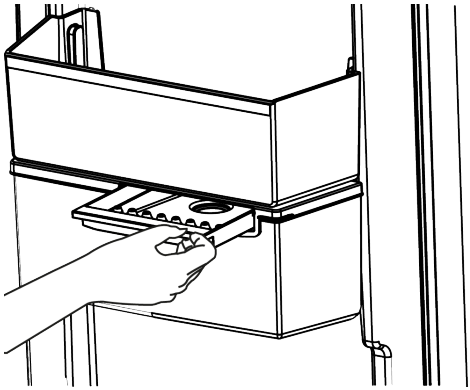
- Press down on the arm of the water dispenser with your cup. If you are using a soft plastic cup, it will be easier to press down on the arm with your hand.
- Once you've filled your glass with as much water as you like, release the lever.
- The amount of water that flows from the dispenser depends on how much pressure you apply to the lever. As the water level in your glass/cup rises, slightly reduce the amount of pressure on the lever to prevent overflow. If you apply too little pressure, water will drip; this is perfectly normal and not a malfunction.



Filling the water reservoir of the water spring

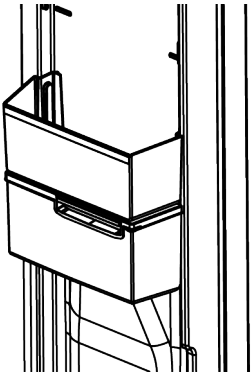
- As shown in the diagram, pull the water filling mechanism located on the water tank lid towards you. Begin filling when the water filling mechanism stops. Fill with pure and clean drinking water. Fill the water up to the maximum level indicated on the water tank; do not overfill. After filling, push the water filling mechanism back into its original position within the tank lid.
- Do not fill the water tank with any liquids other than water, such as fruit juice, carbonated drinks, or alcoholic beverages, which are unsuitable for use with the water dispenser. Using such liquids will cause the water dispenser to malfunction and suffer irreparable damage. The warranty does not cover such use. Some chemicals and additives in such beverages/liquids can also damage the water tank material.
- Use only clean drinking water.

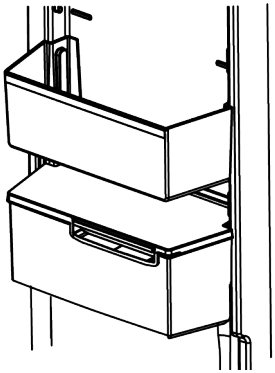


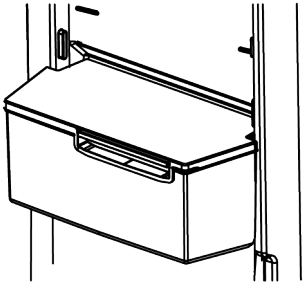


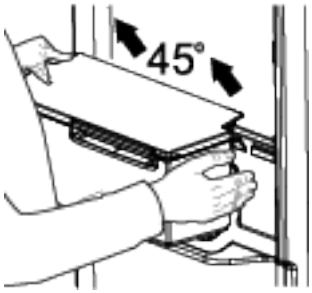
Cleaning the water reservoir of the water fountain

- Remove the door shelf on top of the water tank by holding it from both sides.
- Remove the water tank by holding it from both sides and turning it at a 45° angle.



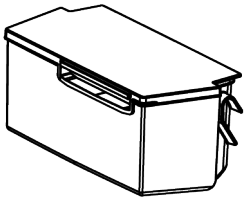


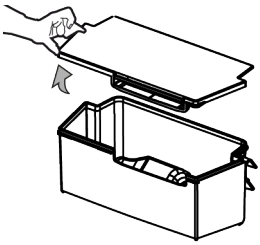


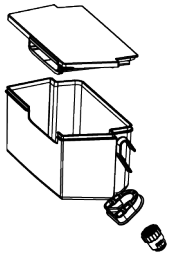


Cleaning the water reservoir of the water fountain

- Remove the water tank cap and clean it. The water tank cap and water filling chamber are assembled together. When you want to clean the water filling chamber, remove it from the water tank cap and clean it.
- Do not wash the water tank and water dispenser components in the dishwasher.

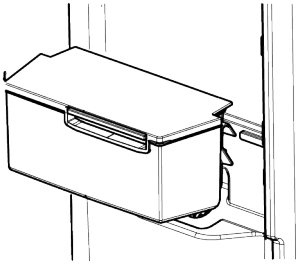


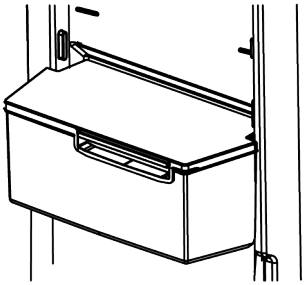


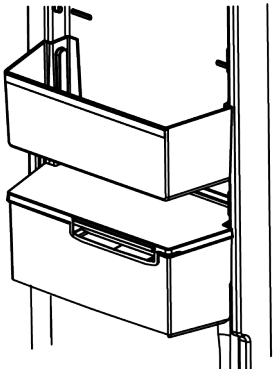


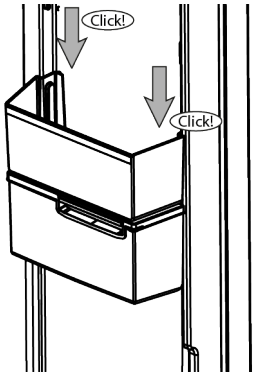
Reinstalling the water fountain's water tank after cleaning.

- After cleaning, attach the water tank cap to the water tank. Ensure it is securely seated. Then, holding the water tank from both sides, reattach it at a 45° angle. Make sure it is fully seated.
- Next, hold the door shelf from both sides and snap it into place.
- Check the child lock before use.



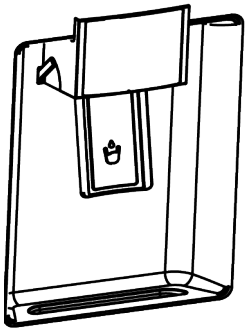




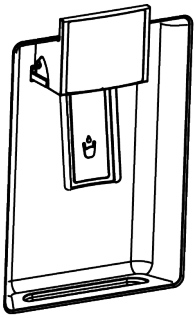


Checking the child lock

- Before using the water dispenser on the product, check if the child lock is engaged. Refer to the images for information regarding the child lock ON/OFF positions. When the child lock is set to the OFF position, ensure it closes completely as shown in the image.



The child lock is in the open position like this.



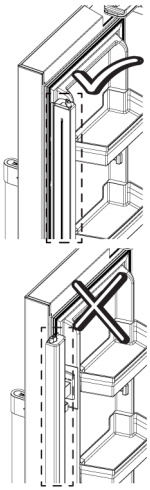
The child lock is in the closed position like this.

9.4 Movable Intermediate Compartment

The movable divider is a component designed to prevent cold air from escaping from inside your product.

1. When the refrigerator compartment doors are closed, the sealing process is achieved by the gaskets on the door pressing against the movable partition surface.

2. Another reason for using a movable divider in your product is to increase the net volume of the refrigerator compartment. Standard dividers occupy a certain amount of unused space inside the product.
3. The movable partition is closed when the left door of the refrigerator compartment is open.
4. It should not be opened manually. When closing, the door moves guided by the plastic piece located on the body.



9.5 Dairy Products Chill Compartment

Chill Compartment

The chill compartment provides a lower temperature inside the product. Use this compartment to store deli products (salami, sausages, dairy products, etc.) or meat, chicken, and fish products that need to be kept at a lower temperature for immediate consumption. Do not store fruits and vegetables in this compartment.

9.6 Active Check

Active Check is a smart control feature that constantly monitors your product's status using artificial intelligence, identifying potential problems before they even occur and notifying you. This ensures your product's performance is always secure and prevents unexpected malfunctions. For Active Check to work, your product must be connected to the internet via the HomeWhiz app.

9.7 Humidity Controlled Crisper

With the humidity controlled crisper feature, the humidity of vegetables and fruits is kept under control and the food is kept fresh for a longer period of time.

We recommend that you place leafy vegetables such as lettuce, spinach and similar vegetables that are sensitive to moisture loss in the crisper, not upright on their roots, but as horizontally as possible.

When placing the vegetables, place heavy and hard vegetables at the bottom and light and soft ones on the top, taking into account the specific weights of vegetables.

Never leave vegetables in plastic bags in the crisper. Leaving them in plastic bags causes vegetables to rot in a short time.

In situations where contact with other vegetables is not preferred, use packaging materials such as paper that has a certain level of porosity in terms of hygiene.

Do not put fruits that have a high ethylene gas production such as pear, apricot, peach and particularly apple in the same crisper with other vegetables and fruits. The ethylene gas coming out of these fruits might cause other vegetables and fruits to mature faster and rot in a shorter period of time.

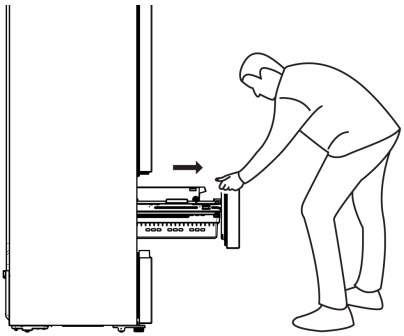
9.8 Freezer Drawers

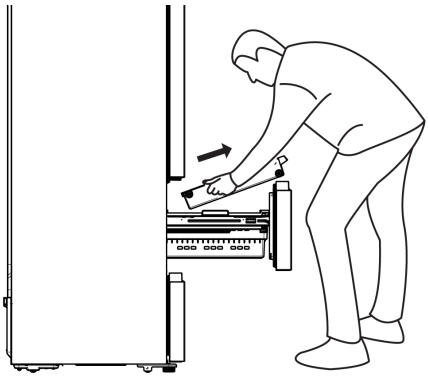
The drawers can only be removed and reattached for cleaning purposes. There is no possibility of grouping food back into place after loading it outside the drawers.

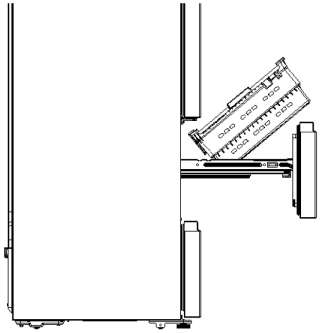
- To avoid any injury, be careful not to trap your hands, feet, or other limbs between the moving parts of the drawer when using it.

When cleaning is necessary, you can remove the divider inside the drawer as shown in the picture.

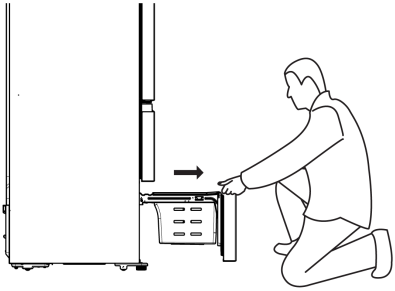
Removing the sliding tray and drawer on the top drawer;

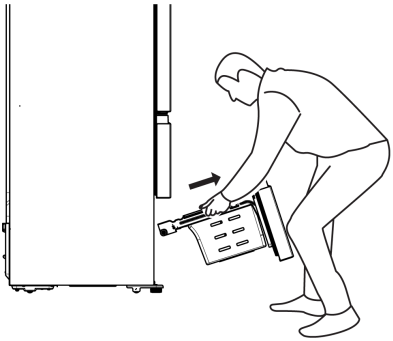






Removing the bottom drawer;





9.9 Energy Management

Your product has an energy consumption management feature. For this feature to work, your product must be added to the HomeWhiz application and connected to the internet.

You can track your appliance's consumption information using the HomeWhiz Energy Management panel.

You can view the consumption information of your smart product according to different time periods. ***** You can monitor it and save money by following suggestions to reduce your consumption.

***** The consumption values stated on the product label are obtained under standard laboratory conditions. The consumption values shown in the HomeWhiz app are for informational purposes only and may differ from actual consumption values depending on customer usage conditions and climate.

9.10 Artificial Intelligence (AI) Technology



Artificial Intelligence Feature

Your product features Artificial Intelligence. For this feature to work, your product must be added to the HomeWhiz app and connected to the internet.

In the HomeWhiz app, you can turn the AI feature on or off from the helper functions page for your specific product.

Thanks to its autonomous technology, your product adapts to your usage habits and offers high energy efficiency. * It provides savings of up to 20%.

* The stated savings figures are obtained under standard laboratory conditions. Your savings figures may vary depending on customer usage conditions and climate.

10 Maintenance and Cleaning

Read the "Safety Instructions" first!

- Unplug your appliance before cleaning it.
- The dust on the ventilation grille on the back of the product should be removed (without opening the lid) at least once a year. Cleaning should be done with a dry cloth.
- Be careful not to let water get into the lamp housing and other electrical parts.
- Clean the door with a damp cloth. Remove all contents to take out the door and body shelves. Lift the door shelves upwards to remove them. After cleaning and drying, slide them back in place from top to bottom.
- Never use chlorine-containing water or cleaning agents for cleaning the exterior surface of the product or chrome-plated parts. Chlorine causes rust on these types of metal surfaces.
- To prevent the prints on the plastic part from peeling off or deforming, do not use sharp, abrasive tools, soap, household cleaning products, detergents, gasoline, polish, etc. For cleaning, use a soft cloth with lukewarm water and dry.
- In products without No Frost technology; water droplets and up to a finger's thickness of frost will form on the back wall of the cooling compartment. Do not clean it, and absolutely do not apply oil or similar substances.
- Use only a slightly damp microfiber cloth for cleaning the exterior surface of the product. Sponges and other types of cleaning cloths may cause scratches.
- To clean the interior surfaces of the product, wash all removable parts with a mild solution of soap, water, and baking soda. Rinse thoroughly and dry completely. Prevent water from getting into the lights and control panel.
- Do not use vinegar, rubbing alcohol, or other alcohol-based cleaners on any interior surfaces.

Stainless Steel Exterior Surfaces

Use a non-abrasive stainless steel cleaner and apply it with a lint-free, soft cloth. To polish, gently wipe the surface with a microfiber cloth dampened with water and use a dry polishing pad. Always follow the grain of the stainless steel.

Preventing Bad Odors

No substances that could cause odor are used in the production of your product. However, odors may arise due to improper food storage and failure to properly clean the product's interior surface.

- To prevent this problem, clean with baking soda water every 15 days.
- Store food in sealed containers, as microorganisms released from open food can cause bad odors.
- Never store expired or spoiled food in your product.

Protection of Plastic Surfaces

If oil spills on plastic surfaces, clean them immediately with warm water, as the oil can damage the surface.

Clean plastic surfaces with a soft cloth using lukewarm water and a neutral pH, non-abrasive cleaning product suitable for plastic surfaces. Avoid direct contact of products containing acid, solvents, alcohol, essential oils, or corrosive substances with the plastic surface.

11 Troubleshooting

Read the "Safety Instructions" first!

If you are unable to resolve the problem even after following the instructions in this section, contact the retailer or authorized service center where you purchased the product. Never attempt to repair the malfunctioning product yourself.

The refrigerator does not work.

- The plug is not fully seated in the socket. >>> Insert the plug so that it is fully seated in the socket.
- The fuse in the outlet the product is plugged into, or the main fuse, has blown. >>> Check the fuse.

Condensation on the side wall of the refrigerator compartment.

- The door has been opened and closed too frequently. >>> Please be careful not to open and close the product's door too often.
- The environment is very humid. >>> Do not install the product in very humid environments.
- Foods containing liquids may be stored in open containers. >>> Store foods containing liquids in closed containers.
- The product door was left open. >>> Do not leave the product door open for a long time.
- The thermostat is set to too cold. >>> Adjust the thermostat to the appropriate setting.

The compressor is not working.

- In the event of a sudden power outage or when the plug is removed and reinserted, the compressor's protective thermal switch will trip because the gas pressure in the product's cooling system has not yet equalized. The product should start working again after approximately 6 minutes. If the product does not start working after this time, call for service.
- It is in the defrost cycle. >>> This is normal for a fully automatic defrosting product. The defrost cycle occurs periodically.
- The product is not plugged into the power outlet. >>> Please make sure the plug is plugged into the power outlet.
- The temperature settings are incorrect. >>> Select the appropriate temperature setting.
- The power has been cut off. >>> The product will continue to function normally once the power is restored.

The refrigerator's operating noise increases when it's running.

- The product's performance may vary depending on changes in ambient temperature. This is normal and not a malfunction.

The refrigerator is running too often or for too long.

- The new product may be larger than the old one. Larger products last longer.
- The room temperature may be high. >>> It is normal for it to operate for longer periods in hot environments.
- The product may have been recently plugged in or new food may have been added. >>> When the product is newly plugged in or new food is added, it takes longer to reach the set temperature. This is normal.
- The product may have recently been served with large quantities of hot food. >>> Do not serve hot food in this product.

- The doors have been opened frequently or left open for extended periods. >>> The warm air entering causes the product to operate longer. Do not open the doors too often.
- The refrigerator door may have been left ajar. >>> Check if the doors are completely closed.
- The product is set to a very low temperature. >>> Adjust the product's temperature to a higher setting and wait for it to reach that temperature.
- The refrigerator door seal may be dirty, worn, broken, or not properly seated. >>> Clean or replace the seal. A damaged/ broken door seal will cause the appliance to run longer to maintain its current temperature.

The freezer temperature is too low, but the refrigerator temperature is adequate.

- The freezer compartment temperature is set to a very low value. >>> Adjust the freezer compartment temperature to a higher setting and check.

The refrigerator temperature is too low, but the freezer temperature is adequate.

- The refrigerator compartment temperature is set to a very low value. >>> Adjust the refrigerator compartment temperature to a higher setting and check.

Food stored in refrigerator drawers freezes.

- The refrigerator compartment temperature is set to a very low value. >>> Adjust the refrigerator compartment temperature to a higher value and check.

The temperature in the refrigerator or freezer is too high.

- The refrigerator compartment temperature may be set too high. The refrigerator compartment temperature setting affects the freezer compartment temperature. Try adjusting the refrigerator or freezer compartment temperature and wait until the temperature in either compartment reaches a satisfactory level.
- The doors have been opened frequently or left open for too long. >>> Don't open the doors too often.
- The door might be ajar. >>> Close the door completely.
- The product may have been recently plugged in or new food may have been added. >>> This is normal. When the product is newly plugged in or new food is added, it takes longer than usual to reach the set temperature.
- The product may have recently been served with large quantities of hot food. >>> Do not serve hot food in this product.

Shaking or noise.

- The floor is not level or stable. >>> If the product wobbles when moved slowly, adjust its feet to balance it. Also, make sure the floor is stable enough to support the product's weight.
- Items placed on the product may be causing noise. >>> Remove any items from the product.
- The product is making sounds such as liquid leaking or spraying.
- Due to the product's operating principles, liquid and gas flows occur. >>>This is normal and not a malfunction.

The product is making a wind noise.

- A fan is used to perform the cooling process of the product. This is normal and not a malfunction.

Condensation is forming on the inner walls of the product.

- Hot and humid weather increases icing and condensation. This is normal and not a malfunction.
- The doors have been opened frequently or left open for too long. >>> Don't open the doors too often, and close them if they are open.
- The door might be ajar. >>> Close the door completely.

Condensation is forming on the outside of the product or between the doors.

- The air may be humid, which is quite normal in humid weather. Condensation disappears when the humidity decreases.

The inside of the product smells bad.

- Regular cleaning has not been performed. >>> Regularly clean the inside of the product with a sponge, warm water, or baking soda solution.
- Some containers or packaging materials may have odors. >>> Use odor-free containers or packaging materials.
- The food items were placed in open containers. >>> Store food in closed containers. Microorganisms released from food stored in open containers can cause unpleasant odors.
- Remove any expired or spoiled food from the product.

The door won't close.

- Food packages might be preventing the door from closing. >>> Move any packages that are blocking the doors.
- The product may not stand completely upright on the ground. >>> Adjust the legs to balance the product.
- The floor is not level or stable. >>> Ensure the floor is level and stable enough to support the product.

The vegetable drawers are cramped.

- Food items may be touching the top of the drawer. >>> Organize the food in the drawer.

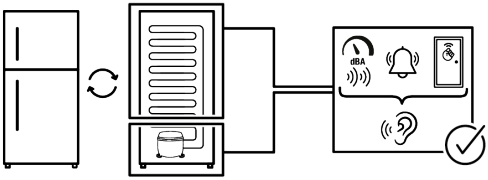
There is heat on the product surface.

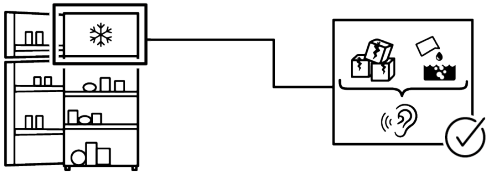
- While your product is operating, you may experience high temperatures between the two doors, on the side panels, and in the rear grille area. This is normal and does not require any servicing.

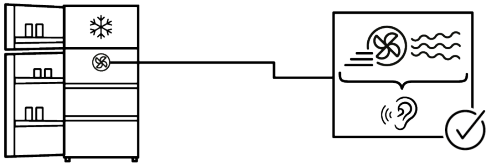
The fan continues to run when the door is opened.

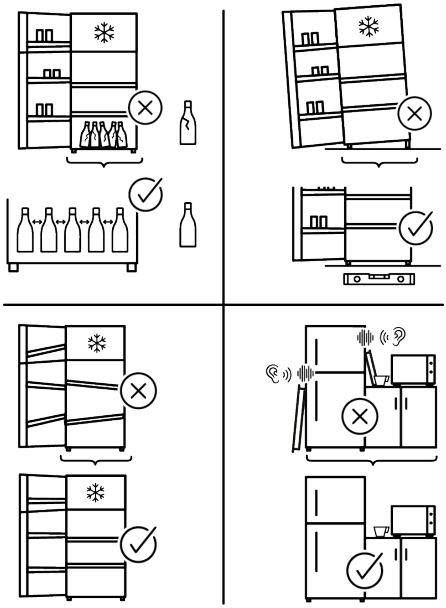
- The fan may continue to operate even when the freezer door is opened.

If you are unable to resolve the problem even after following the instructions in this section, contact the retailer or authorized service center where you purchased the product. Do not attempt to repair the malfunctioning product yourself. This is normal.


dBA







DISCLAIMER

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) Hotpoint **shall void the guarantee.**

Self-Repair

Self-repair can be done by the end-user with regard exclusively to the following spare parts:door handles,door hinges, trays, baskets and door gaskets (an updated list is also available parts-selfservice.europeanappliances.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 selfrepair or which are available in parts-selfservice.europeanappliances.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 parts-selfservice.europeanappliances.com, might give raise to safety issues not attributable to Hotpoint, 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 repairer.