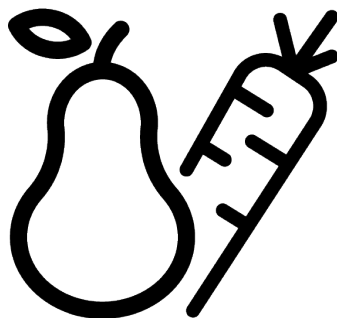




## Refrigerator

### User Manual



WHG2 6513 XK4UK

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RECYCLED &  
RECYCLABLE PAPER

# Please read this manual first!

## Dear Customer

Thank you for choosing this product.

Please register your products on [www.register10.eu](http://www.register10.eu)



We would like you to achieve the optimal efficiency from this high quality product which has been manufactured with state of the art technology. To do this, carefully read this manual and any other documentation provided before using the product.

Heed all information and warnings in the user manual. This way, you will protect yourself and your product against the dangers that may occur. Keep the user manual. Include this manual with the product if you hand it over to someone else.

**The following symbols are used in the user manual and on the product:**



Read the user manual.


 <b>ENERGY</b> 	<p>The model information as stored in the product data base can be reached by entering following website and searching for your model identifier (*) found on energy label.</p> <p><a href="https://eprel.ec.europa.eu/">https://eprel.ec.europa.eu/</a></p>
<p>SUPPLIER'S NAME                      MODEL IDENTIFIER → (*)</p> <div><div>A</div><div>A</div></div>	



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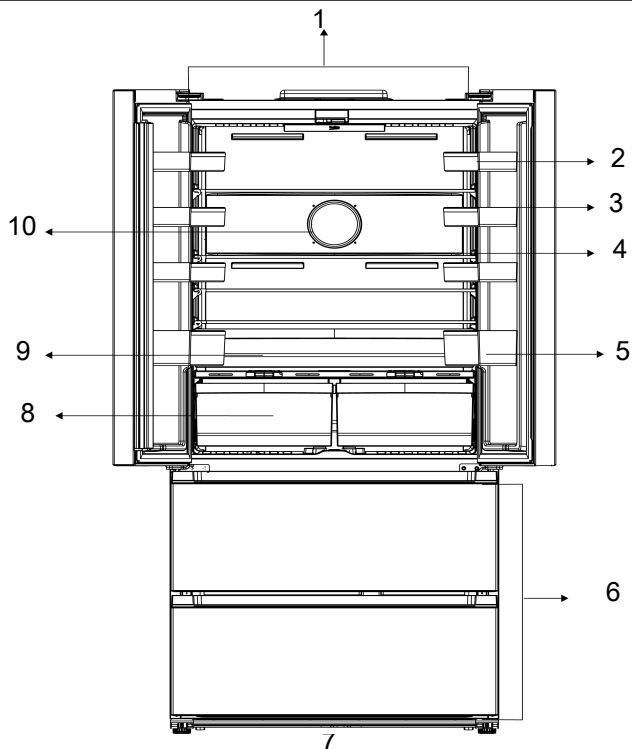
## 1 Environmental Instructions

### 1.1 Disposal Of Packaging Materials

The packaging material is recyclable and is marked with the recycle symbol .

The various parts of the packaging must therefore be disposed of responsibly and in full compliance with local authority regulations governing waste disposal.

## 2 Your Refrigerator



- 1 Cooler compartment
- 3 Egg holder
- 5 Bottle shelf
- 7 Adjustable legs
- 9 \* Cold Storage Drawer

- 2 Cooler compartment door shelves
- 4 Cooler compartment glass shelves
- 6 Frozen food storing compartments
- 8 Crispers
- 10 Fan

**\*Optional:** Figures in this user manual are schematic and may not exactly match your product. If your product does not comprise the relevant parts, the information pertains to other models.

## 3 Installation

Read the "Safety Instructions" first!

### 3.1 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.
- Your product requires adequate air circulation to function efficiently. If you place the product 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.

### 3.2 Electrical Connection



Do not use extension cables or multi sockets in power connection.

## 4 Preparation

Read the "Safety Instructions" first!



Damaged power cable must be replaced by Authorized Service.



When placing two coolers in adjacent position, leave at least 4 cm distance between the two units.

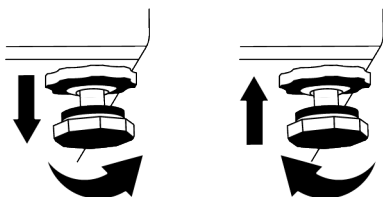


Before transport or use, never open the control board cover on the product. Risk of electric shock and fire!

- Our firm will not assume responsibility for any damages due to usage without earthing and without power connection in compliance with national regulations.
- The power cable plug must be easily accessible after installation.
- Do not use multi-group plug with or without extension cable between the wall socket and the refrigerator.

### 3.3 Adjusting the Legs

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



### 3.4 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.

### 4.1 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 cooler compartment will ensure energy saving and preserve food quality.
- In order to load the maximum quantity of food into the freezer compartment of your refrigerator, the upper drawers should be taken out and the food should be placed onto the wire/glass shelves.
- Store food in the cooler or chill compartment 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.

## 4.2 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.

## 4.3 Climate Class and Definitions

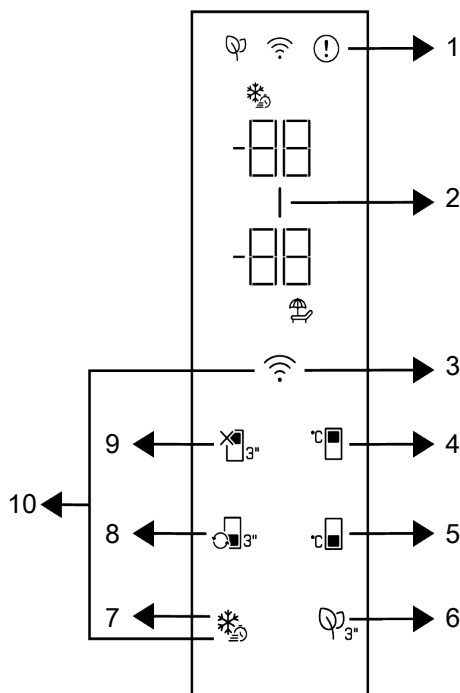
Please refer to the Climate Class on the rating plate of your device. One of the following information is applicable to your device according to the Climate Class.

- **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.

## 5 Control Panel of the Product



1 \* Error Status Indicator

3 \*Wireless Key

5 \* Freezer Compartment Temperature Setting Key

7 \* Quick Freezing Key

9 \* Cooler Compartment OFF (Vacation) Function

2 \* Energy Saving (Display Off) Indicator

4 \* Cooler Compartment Temperature Setting Key

6 \* Deodoriser Module Key

8 \*Compartment Conversion Key

10 \*Key for Resetting Wireless Connection Settings

Read the "Safety Instructions" first!  
Auditory and visual functions on the indicator panel will assist you when using the product.

**\*Optional:** Shown functions are optional, there may be differences of shape and location in functions found on your appliance's indicator panel.

## 1. Error Condition Indicator

This indicator shall be active when your refrigerator cannot perform adequate cooling or in case of any sensor error. "E" will be displayed on the freezer compartment temperature indicator and figures such as 1,2,3... will be displayed on the cooler compartment temperature indicator. These figures on the indicator provide information to the authorized service about the error that has occurred. Exclamation mark may be displayed when you load warm food to the freezer compartment or keep the door open for a long period of time. This is not a fault, this warning shall be removed when the food is cooled down or when any key is pressed.

## 2. Energy Saving (Display Off) Indicator

Energy saving function is enabled automatically and the energy saving symbol lights up when the door of the product is not opened or closed for some period of time. When the energy saving function is active, all symbols on the display except the energy saving symbol shall be turned off. When the energy saving function is active, pressing any key or opening the door will deactivate the energy saving function and the display signals will return to normal. The energy saving function is a function activated ex-factory and cannot be cancelled.

## 3. Wireless Key

This key is utilized to connect wirelessly to your appliance through HomeWhiz mobile application. If the key is pressed for a long time (3 seconds), the wireless connection symbol on the display/indicator will blink slowly (in 0.5 second intervals). The home network is initialized on the product this way. After achieving wireless connection with the product, wireless connection symbol illuminates continuously. You may activate/deactivate the connection after the first setting is completed by pressing this key. The wireless connection symbol will flash quickly (at 0.2 second intervals) until

the connection is established. When the connection becomes active, wireless connection symbol flashes continuously. If the connection cannot be established for a long period, check your connection settings and refer to the "Troubleshooting" section provided in the user manual. Use HomeWhiz application for wireless connection. The installation steps are described on the application during installation. You may access the application by reading the QR code available on the HomeWhiz label on the product. The application can be obtained from App Store for IOS devices or from Play Store for Android devices. For details visit <https://www.homewhiz.com/> address.

## 4. Cooler Compartment Temperature

### Setting Key

Allows setting of temperature for cooler compartment. Pressing the key will enable the cooler compartment temperature to be set at 8 °C, 7 °C, 6 °C, 5 °C, 4 °C, 3 °C, 2 °C, and 1 °C.

## 5. Freezer Compartment Temperature

### Setting Key

Temperature setting is made for freezer compartment. Pressing the key will enable the freezer compartment temperature to be set at -18 °C, 19°C, -20 °C, -21 °C, -22 °C, -23 °C, and -24 °C.

## 6. Deodoriser Module Key

Press this key for 3 seconds to activate/deactivate the deodoriser feature. When the deodoriser feature is active, the deodoriser module icon is illuminated. When the feature is active, the deodoriser module will be operated periodically.

## 7. Quick Freezing Key

When the quick freezing key is pressed the quick freezing symbol shall be illuminated and the quick freezing function shall be activated. The freezer compartment temperature is set to -27 °C. Press the key again to cancel the function. The quick freezing



function will be cancelled automatically. To freeze a large amount of fresh food, press the quick freezing key before placing the food in the freezer compartment.

### 8. Compartment Conversion Key

When the compartment conversion key is pressed for 3 seconds, the freezer compartment switches between cooler, off and freezer modes, respectively. When it is operated as cooler compartment, the compartment temperature is set as 4 °C. In OFF mode, compartment temperature indicator shall display “- -”.

### 9. Cooler Compartment Off (Vacation)

#### Function Key

Press the key for 3 seconds to activate the vacation function. Vacation mode is activated and the vacation symbol is illuminated. “- -” expression is displayed on the cooler compartment temperature indicator and the cooler compartment does not perform active cooling operation. It is not suitable to keep your food in the cooler com-

partment when this function is activated. The other compartments continue to cool according to temperatures set before. Press the key for 3 seconds again to cancel this function.

### 10. Key for Resetting Wireless Connection Settings

To reset wireless connection settings, Quick freezing and Wireless connection keys should be pressed simultaneously for 3 seconds. All user information recorded previously are removed on the product where wireless connection settings are reset/restored to factory defaults.

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

## 6 Using The Product



Read the “Safety Instructions” section first!

### 6.1 Storing Food in the Freezer and Cooler Compartment

#### Storing food in the freezer compartment

- You can activate Quick Freezing function 4-6 hours before freezing function and perform a faster cooling.
- Bring hot meals to the room temperature before placing them in the freezer compartment.
- Foods to be frozen must be divided into portions according to a size to be consumed, and frozen in separate packages.
- It is recommended to pack the foods before placing them in the freezer.
- In order to prevent expiration of storage time, write the freezing date, time and name of the product on the package according to the storage times of different foods.

- Consume the foods you have defrosted quickly. Defrosted foods cannot be frozen again unless they are cooked. It is not safe to consume the refrozen fresh foods without cooking after they are defrosted.
- As you freeze fresh foods, do not bring them in contact with already frozen foods. Otherwise, frozen foods will be defrosted.

#### Storing the foods, which are sold frozen

- When storing food, follow the time periods specified in these instructions.
- In order to protect the quality of the food, keep the time interval between purchasing transaction and storing as short as possible.
- Buy frozen food which are stored at -18 °C or lower temperatures.

- Avoid buying foods whose packages are covered with ice etc. This means that the product could be partially defrosted and refrozen. Temperature impacts the quality of the food.
- Do not exceed the storing time recommended by the food producer. Remove only the food as much as you need from the freezer.
- Except the cases where extreme circumstances are available in the environment, if your product (on the recommended set values table) is set to the specified set values, the food keep their freshness for a longer time both in the fresh product compartment and freezer compartment.
- If fresh food compartment is set to a lower temperature, fresh fruits and vegetables may be partially frozen.

### Recommended set values table

Freezer Compartment Setting	Fridge Compartment Setting	Remarks
-22°C	4°C	If there is a double drawer in your cooler compartment, it is the recommended set value.
-20°C	4°C	If there is only one drawer in your cooler compartment, it is the recommended set value.
Quick Freeze	4°C	Use when you want to freeze your food in a short time. When the process ends, the product's settings will return to previous position.
-22°C or colder	2°C	Use these settings if you believe the cooler compartment is not cold enough due to ambient temperature or frequently opening the door.

### Quick freezing

1. Activate the quick freezing function 24 hours before placing your fresh foods.
2. After 24 hours after pressing the button, place your food that you want to freeze on the upper shelf with higher freezing capacity.
3. The quick freezing function is automatically cancelled after a period of time.

### Freezer details

As per the IEC 62552 standards, the freezer must have the capacity to freeze 4,5 kg of food items at -18°C or lower temperatures at 25°C room temperature in 24 hours for each 100 litres of freezer compartment volume.

Food products can only be preserved for extended periods at or below temperature of -18 °C.

You can keep the foods fresh for months (in freezer at or below temperatures of -18 °C).

The food products to be frozen must not contact the already-frozen food inside to avoid partial defrosting.

Boil the vegetables and filter the water to extend the frozen storage time. Place the food in air-tight packages after filtering and place in the freezer. Bananas, tomatoes, lettuce, celery, boiled eggs, potatoes and similar food items should not be frozen. In case these foods are frozen, only nutritional values and eating qualities will be negatively affected. A rotting that would threaten human health is not in question.

### Placing the food

**Freezer compartment shelves:** Different frozen foods like meat, fish, ice cream, vegetables etc.

**Cooler compartment shelves:** Food items inside pots, capped plate and capped cases, eggs (in closed case)

**Cooler compartment door shelves:** Small and packaged food or beverages

**Crisper:** Vegetables and fruits

**Fresh food compartment:** Delicatessen (breakfast food, meat products to be consumed in short time)

## Storing food in the cooler compartment

- Compartment temperatures rise prominently if compartment door is opened and closed frequently and kept open for a long time, this can reduce the life span of the food and cause the food to spoil.
- In order not to cause odour and taste changes, the food should be stored in the closed containers.
- Do not store too much food in your refrigerator. To achieve a better and homogeneous cooling, place the food separately in a way that cold air can wander through them.
- Provide air flow by leaving a space between the food and internal wall. If you lean the food against the rear wall, the food may freeze.
- Bring cooked hot meals to the room temperature before placing them in the refrigerator. Then, you can place the tepid meal in the lower shelves of your refrigerator. Do not place the tepid meals close to the foods which may easily spoil.
- Defrost your frozen food in the fresh food compartment. Thereby, you can cool fresh food compartment by using frozen food and save energy.
- Storing unripe tropical fruits (mango, melon varieties, papaya, banana, pineapple) in the refrigerator may speed up the ripening process. This is not recommended because it will cause shorter storage time.
- You should store onions, garlicks, gingers and other root vegetables in dark and cold room conditions, not in the refrigerator.
- If you notice that a food has spoiled in the refrigerator, throw away that food and clean the accessories which have come into contact with it.
- In order to cool the meals like soups and stews, which are cooked in the large pots, quickly, you can put them in the refrigerator by separating them into their own shallow containers.
- Do not place unpackaged food close to eggs.
- Keep the fruits and vegetables separately and store each variety together (for example; apples with apples, carrots with carrots).
- Take green vegetables out of the plastic bag and place them in the refrigerator after wrapping them in a paper towel or drying cloth. If you wash this type of food before placing them in the refrigerator, remember to dry them.
- You can both create a damp environment and provide an air flow by keeping fruits and vegetables, which are prone to drying, in the perforated or unsealed plastic bags.
- Except the cases where extreme circumstances are available in the environment, if your product (on the recommended set values table) is set to the specified set values, the food keep their freshness for a longer time both in the fresh product compartment and freezer compartment.

**Store different food in different places according to their properties.**

Food	Location
Egg	Door Shelf
Dairy products (butter, cheese)	If available, zero degree (for breakfast food) compartment
Fruits, vegetables and greenery	Fruit-vegetable compartment, crisper or EverFresh+ compartment (if available)
Fresh meat, poultry, fish, sausage etc. Cooked foods	If available, zero degree (for breakfast food) compartment
Ready to serve foods, packaged products, canned foods and pickles	Top shelves or door shelf
Beverages, bottles, spices and snacks	Door Shelf

## 6.2 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.

## 6.3 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.

## 7 Product Features

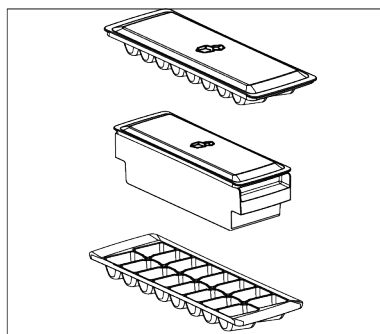
### 7.1 The ice storage area

#### Ice Container

Ice bucket allows you take ice easily from the refrigerator.

#### Using the ice bucket

1. Take the ice bucket out of the freezer compartment.
2. Fill the ice bucket with water.
3. Place the ice bucket into the freezer compartment. The ice will be ready after approximately two hours.
4. Take the ice bucket from the freezer compartment and bend in slightly over the holder that you are going to serve. Ice will easily pour into the serving holder.



### 7.2 Egg holder

You can place the egg holder on the door or body shelf you wish.

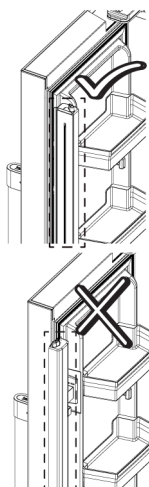
If the egg holder is to be placed on the body shelf, we recommend you to choose colder lower shelves.

- Never place the egg holder on the freezer compartment.

### 7.3 Movable Intermediate Compartment

Movable intermediate compartment is a part that has been designed to prevent the cold air in the refrigerator from escaping out.

1. When the cooler compartment doors are closed, tightness is enabled as the gaskets on the door come into contact with the surface of movable intermediate compartment.
2. Another reason for using movable intermediate compartment in your refrigerator is ensuring that the net volume of the cooler compartment is increased. Standard intermediate compartments occupy some unserviceable volume in the refrigerator.
3. As the left door of the cooler compartment is open, movable intermediate compartment is in a closed state.
4. It should not be opened manually. As the door is closed, it moves according to the guidance of the plastic part on the body.



### 7.4 Dairy Products Cold Storage Area

#### Cold Air Storage Compartment

This compartment provides lower temperature inside the refrigerator. Use this bin to store delicatessen (salami, sausages, dairy products and etc. ) that requires lower storage temperature or meat, chicken or fish products for immediate consumption. Do not store fruits and vegetables inside this bin.

### 7.5 Humidity Controlled Crisper

With the humidity controlled crisper, you can store vegetables and fruits for a longer period at an environment with ideal humidity conditions.

With the humidity setting system with 3 options in front of your crisper, you may control the humidity inside the compartment as per the food you store. We recommend you to store your food by selecting vegetable option when you store vegetables only, fruit option when you store fruit only and mixed option when you store mixed food.

We recommend that the vegetables and fruits shall not be stored in bags to improve the storage period of the food and to better benefit from the humidity control system. Leaving them in plastic bags causes vegetables to rot in a short time. We recommend that cucumbers and broccolis, in particular, are not stored in closed bags. 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.

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. 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 ethyl-

ene gas coming out of these fruits might cause other vegetables and fruits to mature faster and rot in a shorter period of time.

## 7.6 Freezer Drawers

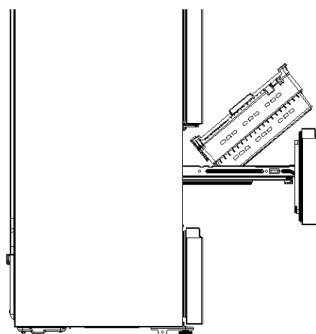
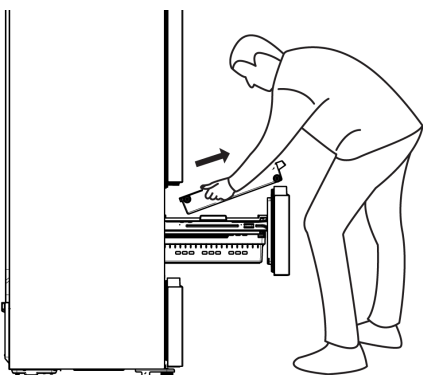
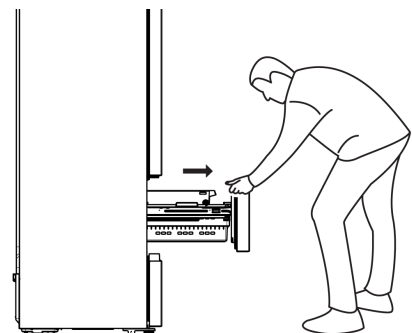
Drawers may be removed and mounted solely for cleaning purposes. After the drawers are loaded with food when removed, they cannot be grouped into place.



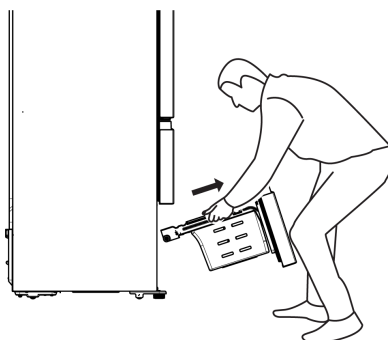
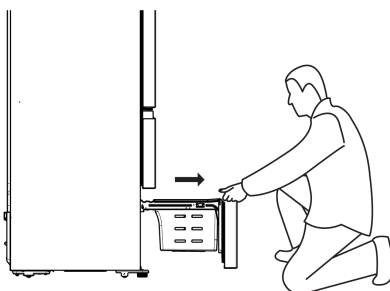
Be careful not to trap your hands, feet etc. body parts between moving parts while using the drawer in order to avoid any injuries.

When you need to clean it, you can remove the compartment inside the drawer as shown in the picture.

**Removing the sliding tray on the upper drawer and the drawer;**



**Removing the lower drawer;**



## 8 Maintenance and Cleaning

Read the "Safety Instructions" first!

Before cleaning your product, unplug it or de-energize the fuse to which it is connected.

Do not place your hands, feet or metal objects under the refrigerator or between the refrigerator and the floor for whatsoever reason. Jamming may occur or any sharp edge may cause personal injuries.

- Do not use sharp or abrasive tools to clean the product. Do not use materials such as household cleaning agents, soap, detergents, gas, gasoline, thinner, alcohol, wax, etc.
- The dust shall be removed from the ventilation grill on the rear of the product at least once a year (without opening the cover). Clean the product with a dry cloth.
- Take care to keep water away from the lamp's cover and other electrical parts.
- Clean the door with a damp cloth. Remove all contents to remove the door and body racks. Remove the door racks by lifting them upwards. Clean and dry the shelves, then attach back in place by sliding from above.
- Do not use chlorinated water or cleaning products on the exterior surface and chrome coated parts of the product. Chlorine will cause rust on such metallic surfaces.
- Do not use sharp and abrasive tools, soap, house cleaning materials, detergents, gas, gasoline, varnish and similar substances to prevent deformation of and removal of prints on the plastic part. Use warm water and a soft cloth for cleaning, and then dry it.
- On the products without a No-Frost feature, water droplets and icing up to a thickness of a finger may occur on the

rear wall of the cooler compartment. Do not clean, and never apply oils or similar materials.

- Use only a mildly dampened micro-fibre cloth to clean the external surface of the product. Sponges and other types of cleaning clothes may cause scratches.
- To clean all removable components during the cleaning of the interior surface of the product, wash these components with a mild solution consisting of soap, water and carbonate. Wash and dry thoroughly. Prevent contact of water with illumination components and the control panel.
- Do not use vinegar, rubbing alcohol or other alcohol based cleaning agents on any interior surface.

### Stainless Steel External Surfaces

Use a non-abrasive stainless steel cleaning agent and apply it with a soft lint-free cloth. To polish, gently wipe the surface with a micro-fibre cloth dampened with water and use dry polishing chamois. Always follow the veins of the stainless steel.

### Preventing Odours

The product is manufactured free of any odorous materials. However, inappropriately storing food and improper cleaning of internal surfaces may lead to odours.

- To avoid this, clean the inside with carbonated water every 15 days.
- Keep the foods in sealed holders, as micro-organisms arising from foods kept in unsealed containers will cause bad odour.
- Do not keep expired and spoilt foods in the refrigerator.

### Protecting Plastic Surfaces

Oil spilled on plastic surfaces may damage the surface and must be cleaned immediately with warm water.

## 9 Troubleshooting

Read the "Safety Instructions" first!

Check this list before contacting the service. Doing so will save you time and money. This list includes frequent com-

plaints that are not related to faulty workmanship or materials. Certain features mentioned herein may not apply to your product.

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.

#### **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 fuse.

#### **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 a very cool temperature. >>> Set the thermostat to an appropriate temperature.

#### **Compressor is not working.**

- In case of sudden power failure or pulling the power plug off and putting back on, the gas pressure in the product's cooling system is not balanced, which triggers the compressor thermic safeguard. The product will restart after approximately 6 minutes. If the product does not restart after this period, contact the service.
- Defrosting is active. >>> This is normal for a fully-automatic defrosting product. The defrosting is carried out periodically.
- The product is not plugged in. >>> Make sure the power cord is plugged in.

- The temperature setting is incorrect. >>> Select the appropriate temperature setting.
- The power is out. >>> The product will continue to operate normally once the power is restored.

#### **The refrigerator's operating noise is increasing while in use.**

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

#### **The refrigerator runs too often or for too long.**

- The new product may be larger than the previous one. Larger products will run for longer periods.
- The room temperature may be high. >>> The product will normally run for long periods in higher room temperature.
- The product may have been recently plugged in or a new food item is placed inside. >>> The product will take longer to reach the set temperature when recently plugged in or a new food item is placed inside. This is normal.
- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.
- The doors were opened frequently or kept open for long periods. >>> The warm air moving inside will cause the product to run longer. Do not open the doors too frequently.
- The freezer or cooler door may be ajar. >>> Check that the doors are fully closed.
- The product may be set to a temperature that is 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 gasket.



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 cooler 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 cooler compartment temperature to a higher degree and check again.

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

- The cooler compartment temperature is set to a very high degree. >>> Temperature setting of the cooler compartment has an effect on the temperature in the freezer compartment. Wait until the temperature of relevant parts reach the sufficient level by changing the temperature of cooler or freezer compartments.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently.
- The door may be ajar. >>> Fully close the door.
- The product may have been recently plugged in or a new food item is placed inside. >>> This is normal. The product will take longer to reach the set temperature when recently plugged in or a new food item is placed inside.
- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.

**Shaking or noise.**

- The surface is not flat or durable >>> If the product is shaking when moved slowly, adjust the stands to balance the product. Also make sure the ground is sufficiently durable to bear the product.
- Any items placed on the product may cause noise. >>> Remove any items placed on the product.
- The product is making noise of liquid flowing, spraying etc.
- The product's operating principles involve liquid and gas flows. >>> This is normal and not a malfunction.

**There is sound of wind blowing coming from the product.**

- The product uses a fan for the cooling process. This is normal and not a malfunction.

**There is condensation on the product's internal walls.**

- Hot or humid weather will increase icing and condensation. This is normal and not a malfunction.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently; if open, close the door.
- The door may be ajar. >>> Fully close the door.

**There is condensation on the product's exterior or between the doors.**

- The ambient weather may be humid, this is quite normal in humid weather. >>> The condensation will dissipate when the humidity is reduced.

**The interior smells bad.**

- The product is not cleaned regularly. >>> Clean the interior regularly using sponge, warm water and carbonated water.
- Certain holders and packaging materials may cause odour. >>> Use holders and packaging materials without free of odour.

- The foods were placed in unsealed holders. >>> Keep the foods in sealed holders. Micro-organisms may spread out of unsealed food items and cause bad odour.
- 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 surface is not flat or durable >>> Make sure the surface is flat and sufficiently durable to bear the product.

**The crisper is jammed.**

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

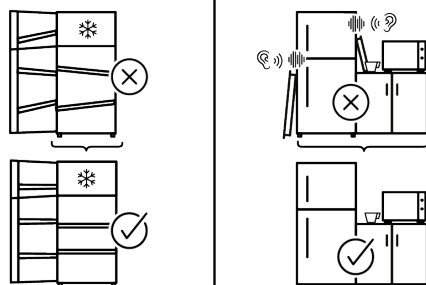
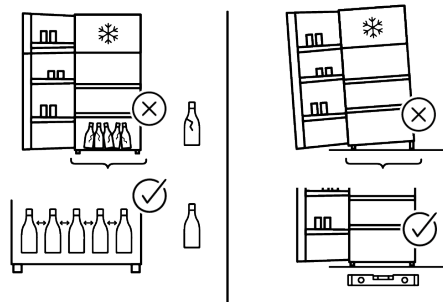
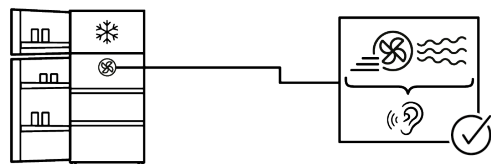
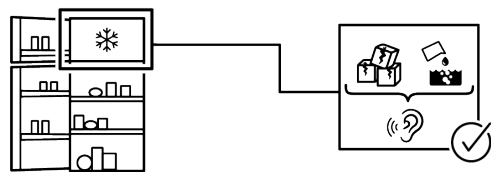
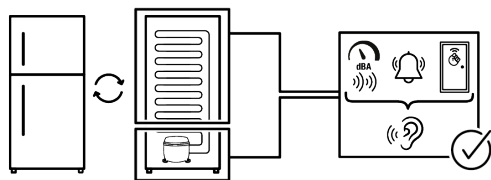
**Temperature on the product surface.**

- High temperature may be observed between two doors, on the side panels and on the rear grill area while your product is operated. This is normal and it does not require servicing.

**Fan continues to operate when the door is opened.**

- Fan may continue to operate when the freezer door is open.

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. This is normal.



## 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) Whirlpool 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 <https://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 self-repair or which are available in <https://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 manu-

als for self-repair or which are available in <https://parts-selfservice.europeanappliances.com>, might give rise to safety issues not attributable to Whirlpool, 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.