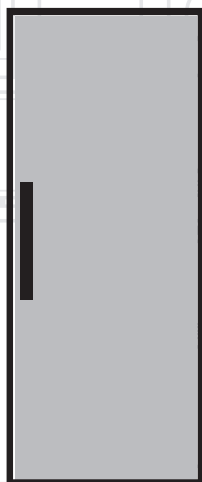


Freezer

User manual



BVF290W

EN |

beko

Please read this user manual first!

Dear Customer,

We hope that your product, which has been produced in modern plants and checked under the most meticulous quality control procedures, will provide you an effective service.

Therefore, read this entire user manual carefully before using the product and keep it as a reference. If you handover the product to someone else, give the user manual as well.

The user manual will help you use the product in a fast and safe way.

- Read the manual before installing and operating the product.
- Make sure you read the safety instructions.
- Keep the manual in an easily accessible place as you may need it later.
- Read the other documents given with the product.

Remember that this user manual is also applicable for several other models. Differences between models will be identified in the manual.

Explanation of symbols

Throughout this user manual the following symbols are used:



Important information or useful tips.



Warning against dangerous conditions for life and property.



Warning against electric voltage.

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1 Your Freezer



1. Control Panel
2. Flap
3. Drawers
4. Icematic
5. Adjustable front feet





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

2 Important Safety Warnings

Please review the following information. Failure to observe this information may cause injuries or material damage. Otherwise, all warranty and reliability commitments will become invalid.

Original spare parts will be provided for 10 years, following the product purchasing date.

Intended use

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



WARNING:

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

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

- staff kitchen areas in shops, offices and other working environments;
- farm houses and by clients in hotels, motels and other residential type environments;
- bed and breakfast type environments;
- catering and similar non-retail applications.

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

General safety

- When you want to dispose/ scrap the product, we recommend you to consult the Authorised Service Agent in order to learn the required information and authorized bodies.
- Consult your authorised

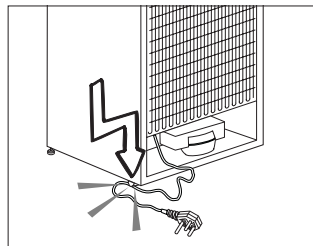
service agent for all your questions and problems related to the refrigerator. Do not intervene or let someone intervene to the refrigerator without notifying the authorised services.

- For products with a freezer compartment; Do not eat cone ice cream and ice cubes immediately after you take them out of the freezer compartment! (This may cause freezer burn.)
- For products with a freezer compartment; Do not put bottled and canned liquid beverages in the freezer compartment. Otherwise, these may burst.
- Do not touch frozen food by hand; they may stick to your hand.
- Unplug your refrigerator before cleaning or defrosting.
- Vapor and vaporized cleaning materials should never be used in cleaning and defrosting processes of your refrigerator. In such cases, the vapor may get in contact with the electrical parts and cause short circuit or electric shock.
- Never use the parts on your refrigerator such as the door as a means of support or step.
- Do not use electrical devices inside the refrigerator.
- Do not damage the parts, where the refrigerant is circulating, with drilling or cutting tools. The refrigerant that may escape when the gas channels of the evaporator, pipe extensions or surface coatings are punctured causing skin irritations and eye injuries.
- Do not cover or block the ventilation holes on your refrigerator with any material.
- Electrical devices must be repaired by only authorised persons. Repairs performed by incompetent persons create a risk for the user.
- In case of any failure or during maintenance or repair work, disconnect your refrigerator's mains supply by either turning off the power point or unplugging your appliance.
- Do not pull by the cable when pulling out the plug.
- Ensure highly alcoholic beverages are stored securely with the lid fastened and placed upright.
- Never store spray cans containing flammable and explosive substances in the refrigerator.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- This product is not intended to be used by persons with physical, sensory or mental disorders or unlearned or inexperienced people (including children) unless

they are attended by a person who will be responsible for their safety or who will instruct them accordingly for use of the product

- Do not operate a damaged refrigerator. Consult with the service agent if you have any concerns.
- Electrical safety of your refrigerator shall be guaranteed only if the earth system in your house complies with standards.
- Exposing the product to rain, snow, sun and wind is dangerous with respect to electrical safety.
- Contact your Authorised Service Agent or electrician when there is a power cable damage to avoid danger.
- Never plug the refrigerator into the wall outlet during installation. Otherwise, risk of death or serious injury may arise.
- This refrigerator is intended for only storing food items. It must not be used for any other purpose.
- **WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.
- **WARNING:** Do not use multiple portable socket-outlets or portable power supplies at the rear of the appliance

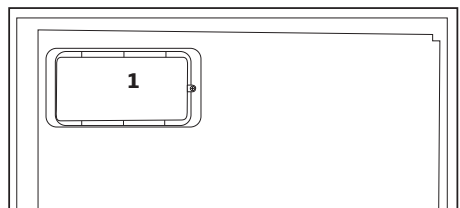
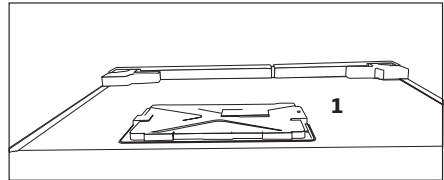
- Label of technical specifications is located on the left wall inside the refrigerator.
- Never connect your refrigerator to electricity-saving systems; they may damage the refrigerator.
- If there is a blue light on the refrigerator, do not look at the blue light with optical tools.
- For manually controlled refrigerators, wait for at least 5 minutes to start the refrigerator after power failure.
- This operation manual should be handed to the new owner of the product when it is given to others.
- Avoid causing damage to the power cable when transporting the refrigerator. Bending cable may cause fire. Never place heavy objects on power cable. Do not touch the plug with wet hands when plugging in the product



- Do not plug in the refrigerator if the wall outlet is loose.
- Water should not be sprayed on inner or outer parts of the product for safety purposes.

- Do not spray substances containing inflammable gases such as propane gas near the refrigerator to avoid fire and explosion risk.
- Never place containers filled with water on top of the refrigerator; in the event of spillages, this may cause electric shock or fire.
- Do not overload the refrigerator with food. If overloaded, the food items may fall down and hurt you and damage refrigerator when you open the door.
- Never place objects on top of the refrigerator; otherwise, these objects may fall down when you open or close the refrigerator's door.
- As they require a precise temperature, vaccines, heat-sensitive medicine and scientific materials and etc. should not be kept in the refrigerator.
- If not to be used for a long time, refrigerator should be unplugged. A possible problem in power cable may cause fire.
- Refrigerator may move if adjustable legs are not properly secured on the floor. Properly securing adjustable legs on the floor can prevent the refrigerator to move.
- When carrying the refrigerator, do not hold it by the door handle. Otherwise, it may break.

- When you have to place your product next to another refrigerator or freezer, the distance between devices should be at least 8cm. Otherwise, adjacent side walls may be humidified.
- The product should never be used while the compartment which is located on the top or back of your product which electronic boards are located (electronic board box cover) (1) is open.



For products with a water dispenser;

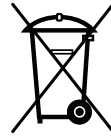
- Pressure for cold water inlet shall be maximum 90 psi (6.2 bar). If your water pressure exceeds 80 psi (5.5 bar), use a pressure limiting valve on your mains system. If you do not know how to check your water pressure, ask for the help of a professional plumber.

- If there is risk of water hammer effect in your installation, always use a water hammer prevention equipment in your installation. Consult Professional plumbers if you are not sure that there is no water hammer effect in your installation.
- Do not install on the hot water inlet. Take precautions against of the risk of freezing of the hoses. Water temperature operating interval shall be 33°F (0.6°C) minimum and 100°F (38°C) maximum.
- Use only potable water.

Child safety

- If the door has a lock, the key should be kept away from reach of children.
- Children must be supervised to prevent them from tampering with the product.

Compliance with WEEE Directive and Disposing of the Waste Product:



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Therefore, do not dispose the product with normal domestic waste at the end of its service life. Take it to a collection point for the recycling of electrical and electronic equipment. Please consult your local authorities to learn the nearest collection point. Help protect the environment and natural resources by recycling used products. For children's safety, cut the power cable and break the locking mechanism of the door, if any, so that it will be non-functional before disposing of the product.

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.

Do not forget...

Any recycled substance is an indispensable matter for nature and our national asset wealth.

If you want to contribute to the re-evaluation of the packaging materials, you can consult to your environmentalist organizations or the municipalities where you are located.

HC warning

If your product's cooling system contains R600a:

This gas is flammable. Therefore, pay attention to not damaging the cooling system and piping during usage and transportation. In the event of damage, keep your product away from potential fire sources that can cause the product catch a fire and ventilate the room in which the unit is placed.

Ignore this warning if your product's cooling system contains R134a.

Type of gas used in the product is stated in the type label which is on the left wall inside the refrigerator.

Never throw the product in fire for disposal.

Things to be done for energy saving

- Do not leave the doors of your refrigerator open for a long time.
- Do not put hot food or drinks in your refrigerator.
- Do not overload your refrigerator so that the air circulation inside of it is not prevented.
- Do not install your refrigerator under direct sunlight or near heat emitting appliances such as ovens, dishwashers or radiators. Keep your refrigerator at least 30cm away from heat emitting sources and at least 5cm from electrical ovens.
- Pay attention to keep your food in closed containers.
- For products with a freezer compartment; You can store maximum amount of food items in the freezer when you remove the shelf or drawer of the freezer. Energy consumption value stated for your refrigerator has been determined by removing freezer shelf or drawer and under maximum load. There is no harm to use a shelf or drawer according to the shapes and size of food to be frozen.
- Thawing frozen food in fridge compartment will both provide energy saving and preserve the food quality.

3 Installation



In case the information which are given in the user manual are not taken into account, manufacturer will not assume any liability for this.

Points to be paid attention to when relocating the refrigerator

1. Your refrigerator should be unplugged. Before transportation of your refrigerator, it should be emptied and cleaned.

2. Before it is re-packaged, shelves, accessories, crisper, etc. inside your refrigerator should be fixed with adhesive tape and secured against impacts. Package should be bound with a thick tape or sound ropes and the transportation rules on the package should be strictly observed.

3. Original packaging and foam materials should be kept for future transportations or moving.

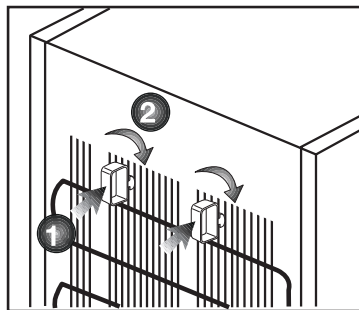
Before you start the refrigerator,

Check the following before you start to use your refrigerator:

1. Attach 2 plastic wedges as illustrated below. Plastic wedges are intended to keep the distance which will ensure the air circulation between your refrigerator and the wall. (The picture is drawn up as a representation and it is not identical with your product.)

2. Clean the interior of the refrigerator as recommended in the "Maintenance and cleaning" section.

3. Connect the plug of the refrigerator to the wall socket. When the fridge door is opened, fridge internal lamp will turn on.



4. When the compressor starts to operate, a sound will be heard. The liquid and gases sealed within the refrigeration system may also give rise to noise, even if the compressor is not running and this is quite normal.

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

Electrical connection

Connect your product to a grounded socket which is being protected by a fuse with the appropriate capacity.

Important:

The connection must be in compliance with national regulations.

- The power plug must be easily accessible after installation.
- Electrical safety of your refrigerator shall be guaranteed only if the earth system in your house complies with standards.

- The voltage stated on the label located at left inner side of your product should be equal to your network voltage.
- Extension cables and multi plugs must not be used for connection.



A damaged power cable must be replaced by a qualified electrician.



Product must not be operated before it is repaired! There is the risk of electric shock!

Disposing of the packaging

The packing materials may be dangerous for children. Keep the packing materials out of the reach of children or dispose of them by classifying them in accordance with the waste instructions stated by your local authorities. Do not throw away with regular house waste, throw away on packaging pick up spots designated by the local authorities.

The packing of your refrigerator is produced from recyclable materials.

Disposing of your old refrigerator

Dispose of your old refrigerator without giving any harm to the environment.

- You may consult your authorized dealer or waste collection center of your municipality about the disposal of your refrigerator.

Before disposing of your refrigerator, cut off the electric plug and, if there are any locks on the door, make them inoperable in order to protect children against any danger.

Placing and Installation

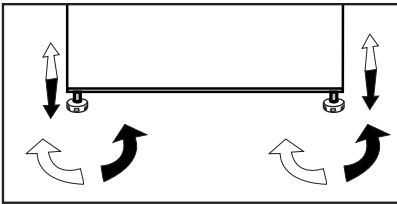
1. Install your refrigerator to a place that allows ease of use.
2. Keep your refrigerator away from heat sources, humid places and direct sunlight.
3. There must be appropriate air ventilation around your refrigerator in order to achieve an efficient operation. If the refrigerator is to be placed in a recess in the wall, there must be at least 5 cm distance with the ceiling and at least 5 cm with the wall. Do not place your product on the materials such as rug or carpet.
4. Place your refrigerator on an even floor surface to prevent jolts.

4 Preparation

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

Adjusting the legs

If your refrigerator is unbalanced;
You can balance your refrigerator by turning its front legs as illustrated in the figure. The corner where the leg exists is lowered when you turn in the direction of black arrow and raised when you turn in the opposite direction. Taking help from someone to slightly lift the refrigerator will facilitate this process.



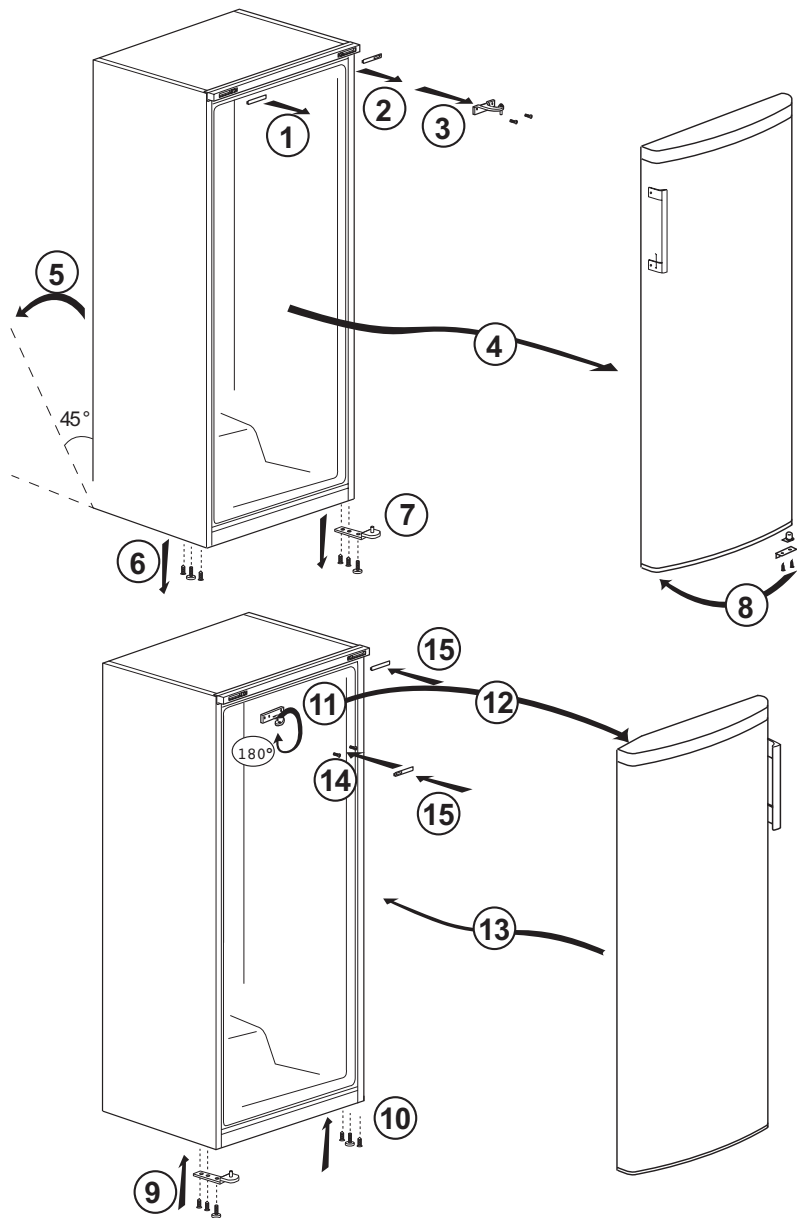
Door Open Warning

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

An audio warning signal will be given when the door of your product is left open for at least 1 minute. This warning will be muted when the door is closed or any of the display buttons (if any) are pressed.

Reversing the doors

Proceed in numerical order .



5 Using your freezer



1. On/Off Indicator:

When the fridge is off, (On/Off) symbol is lit. All the other symbols are turned off.

2. Freezer compartment temperature setting button

Press this button to set the temperature of the freezer compartment to -18,-19,-20,-21, -22, -23,-24, -18... respectively. Press this button to set the freezer compartment temperature to the desired value. (SET)

3. Quick freeze function button

Press this button to activate or deactivate the quick freeze function. When you activate the function, the freezer compartment will be cooled to a temperature lower than the set value. (Quick) To turn on or off the icematic, press and hold it for 3 seconds.



Use the quick freeze function when you want to quickly freeze the food placed in freezer compartment. If you want to freeze large amounts of fresh food, activate this function before putting the food into the product.



If you do not cancel it, Quick Freeze will cancel itself automatically after 4 hours at the most or when the fridge compartment reaches to the required temperature.



This function is not recalled when power restores after a power failure.

4. Alarm off warning

In case of power failure/high temperature alarm, after checking the food located in the freezer

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

compartment, press the alarm off button (A) to clear the warning.

5. Eco fuzzy

Press and hold the eco fuzzy button for 1 seconds to activate the eco fuzzy function. The freezer will start to operate in the most economic mode at least 6 hours later and the economic usage indicator will be on. (eco3") Press and hold the eco fuzzy function button for 3 seconds to disable the eco fuzzy function. This indicator becomes on 6 hours later while the eco fuzzy function is on.

Freezing fresh food

- It must be preferred to wrap or cover the food before placing them in the refrigerator.
 - Hot food must cool down to the room temperature before putting them in the refrigerator.
 - The foodstuff that you want to freeze must be fresh and in good quality.
 - Foodstuff must be divided into portions according to the family/s daily or meal based consumption needs.
 - The foodstuff must be packaged in an airtight manner to prevent them from drying even if they are going to be kept for a short time.
 - Materials to be used for packaging must be tear-proof and resistant to cold, humidity, odor, oils and acids and they must also be airtight. Moreover, they must be well closed and they must be made from easy-to-use materials that are suitable for deep freeze usage.
- Frozen food must be used immediately after they are thawed and they should never be re-frozen.
 - Please observe the following instructions to obtain the best results.
 1. Do not freeze too large quantities of food at one time. The quality of the food is best preserved when it is frozen right through to the core as quickly as possible.
 2. Placing warm food into the freezer compartment causes the cooling system to operate continuously until the food is frozen solid.
 3. Take special care not to mix already frozen food and fresh food.

Recommendations for preservation of frozen food

- Prepacked commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions for a  (4 star) frozen food storage compartment.
- To ensure that the high quality achieved by the frozen food manufacturer and the food retailer is maintained, the following should be remembered:
 1. Put packages in the freezer as quickly as possible after purchase.
 2. Ensure that contents are labeled and dated.
 3. Do not exceed "Use By", "Best Before" dates on the packaging.

- Activate "quick freeze function" at least 24 hour before loading fresh food.

- Put 2 pcs ice packs (if available) inside the bottom drawer.
- Place fresh food on the shelves of 2 nd&3rd from the bottom.(maximum capacity can be achieved by removing the drawers

Defrosting

The freezer compartment defrosts automatically.

Placing the food

| | |
|---------------------------------|------------------------------------------------------------------------|
| Freezer compartment shelves | Various frozen food such as meat, fish, ice cream, vegetables and etc. |
| Egg tray | Egg |
| Fridge compartment shelves | Food in pans, covered plates and closed containers |
| Fridge compartment door shelves | Small and packaged food or drinks (such as milk, fruit juice and beer) |
| Crisper | Vegetables and fruits |
| Freshzone compartment | Delicatessen products (cheese, butter, salami and etc.) |

Deep-freeze information

Food must be frozen as rapidly as possible when they are put in a freezer in order to keep them in good quality.

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

You can keep the freshness of food

for many months (at -18°C or lower temperatures in the deep freeze).

WARNING!

- Foodstuff must be divided into portions according to the family's daily or meal based consumption needs.
- Foodstuff must be packaged in an airtight manner to prevent them from drying even if they are going to be kept for a short time.
- Materials necessary for packaging:
- Cold resistant adhesive tape
- Self adhesive label
- Rubber rings
- Pen

Materials to be used for packaging the foodstuff must be tear-proof and resistant to cold, humidity, odour, oils and acids.

Foodstuff to be frozen should not be allowed to come in contact with the previously frozen items to prevent their partial thawing.

Frozen food must be used immediately after they are thawed and they should never be re-frozen.

6 Maintenance and cleaning

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



WARNING:

Unplug the product before cleaning it.

- Never use gasoline, benzene or similar substances for cleaning purposes.
- Never use any sharp and abrasive tools, soap, household cleaners, detergent and wax polish for cleaning.
- For non-No Frost products, water drops and frosting up to a fingerbreadth occur on the rear wall of the Fridge compartment. Do not clean it; never apply oil or similar agents on it.
- Only use slightly damp microfiber cloths to clean the outer surface of the product. Sponges and other types of cleaning cloths may scratch the surface
- Dissolve one teaspoon of bicarbonate in half litre of water. Soak a cloth with the solution and wrung it thoroughly. Wipe the interior of the refrigerator with this cloth and the dry thoroughly.
- Make sure that no water enters the lamp housing and other electrical items.
- If you will not use the refrigerator for a long period of time, unplug it, remove all food inside, clean it and leave the door ajar.
- Check regularly that the door gaskets are clean. If not, clean them.
- To remove door and body shelves, remove all of its contents.
- Remove the door shelves by pulling them up. After cleaning, slide them from top to bottom to install.
- Never use cleaning agents or water that contain chlorine to clean the outer surfaces and chromium coated parts of the product. Chlorine causes corrosion on such metal surfaces.

6.1 Avoiding bad odours

- Materials that may cause odour are not used in the production of our refrigerators. However, due to inappropriate food preserving conditions and not cleaning the inner surface of the refrigerator as required can bring forth the problem of odour. Pay attention to following to avoid this problem:
- Keeping the refrigerator clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the refrigerator with bicarbonate dissolved in water every few months. Never use detergents or soap.
- Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.
- Never keep the food that have passed best before dates and spoiled in the refrigerator.

6.2 Protecting the plastic surfaces

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

7 Troubleshooting

Check this list before contacting the Authorised Service Agent. Doing so will save you time and money. This list includes frequent complaints that are not related to faulty workmanship or materials. Certain features mentioned herein may not apply to your product.

The refrigerator is not working.

- The power plug is not fully settled. >>> Plug it in to settle completely into the socket.
- The fuse connected to the socket powering the product or the main fuse is blown. >>> Check the fuses.

Condensation on the side wall of the cooler compartment (MULTI ZONE, COOL, CONTROL and FLEXI ZONE).

- The door is opened too frequently >>> Take care not to open the product's door too frequently.
- The environment is too humid. >>> Do not install the product in humid environments.
- Foods containing liquids are kept in unsealed holders. >>> Keep the foods containing liquids in sealed holders.
- The product's door is left open. >>> Do not keep the product's door open for long periods.
- The thermostat is set to too low temperature. >>> Set the thermostat to appropriate temperature.

Compressor is not working.

- In case of sudden power failure or pulling the power plug off and putting back on, the gas pressure in the product's cooling system

is not balanced, which triggers the compressor thermic safeguard.

The product will restart after approximately 6 minutes. If the product does not restart after this period, contact the Authorised Service Agent.

- Defrosting is active. >>> This is normal for a fully-automatic defrosting product. The defrosting is carried out periodically.
- The product is not plugged in. >>> Make sure the power cord is plugged in.
- The temperature setting is incorrect. >>> Select the appropriate temperature setting.
- The power is out. >>> The product will continue to operate normally once the power is restored.

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

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

The refrigerator runs too often or for too long.

- The new product may be larger than the previous one. Larger products will run for longer periods.
- The room temperature may be high. >>> The product will normally run for long periods in higher room temperature.
- The product may have been recently plugged in or a new food item is placed inside. >>> The product will take longer to reach the set temperature when recently plugged in or a new food item is

placed inside. This is normal.

- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.
- The doors were opened frequently or kept open for long periods. >>> The warm air moving inside will cause the product to run longer. Do not open the doors too frequently.
- The freezer or cooler door may be ajar. >>> Check that the doors are fully closed.
- The product may be set to temperature too low. >>> Set the temperature to a higher degree and wait for the product to reach the adjusted temperature.
- The cooler or freezer door washer may be dirty, worn out, broken or not properly settled. >>> Clean or replace the washer. Damaged / torn door washer will cause the product to run for longer periods to preserve the current temperature.

The freezer temperature is very low, but the cooler temperature is adequate.

- The freezer compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

The cooler temperature is very low, but the freezer temperature is adequate.

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree

and check again.

The food items kept in cooler compartment drawers are frozen.

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

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

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

Shaking or noise.

- The ground is not level or durable. >>> If the product is shaking when moved slowly, adjust the stands to balance the product. Also make sure the ground is sufficiently durable to bear the product.

items placed on the product.

The product is making noise of liquid flowing, spraying etc.

- The product's operating principles involve liquid and gas flows. >>> This is normal and not a malfunction.

There is sound of wind blowing coming from the product.

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

There is condensation on the product's internal walls.

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

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

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

The interior smells bad.

- The product is not cleaned regularly. >>> Clean the interior regularly using sponge, warm water and carbonated water.
- Certain holders and packaging materials may cause odour. >>> Use holders and packaging materials without free of odour.
- The foods were placed in unsealed holders. >>> Keep the foods in sealed holders. Micro-organisms may spread out of unsealed food items and cause malodour. Remove any expired or spoilt foods from the

product.

The door is not closing.

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

The vegetable bin is jammed.

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

If The Surface Of The Product Is Hot.

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



WARNING:

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

8 Beko Customer Care

Before you call Beko for service or assistance...
Refer to your User Guide and check the following:

1. Your Appliance is correctly installed.
2. Your Appliance is connected to power.
3. You are familiar with its normal mode of operation
4. You have read the 'Recommended solutions for the problems'

If after checking the points above, the problem still exists, please call our Beko Customer Care hotline as listed below:-

If calling from Australia...

Beko Customer Care and talk to one of our consultants.

Toll Free Toll Free 1300AUBEKO 1300 282 356

Email: Beko.care@Beko.com * **Fax:** (07) 55493546

If calling from New Zealand...

Beko Customer Care and talk to one of our consultants.

Toll Free 0800NZBEKO 0800 69 2356

Email: Beko.care@Beko.com * **Fax:** (+617) 55493546

* If you contact us by Email please provide the following details:

Your name and Address

Date of Purchase

Model Number

Serial Number

Complete description of the problem or request



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