

The image features the Hisense logo in a bold, white, sans-serif font. Below it, the tagline "life reimagined" is written in a smaller, lowercase, white font. The background consists of a dark grey vertical bar on the left, transitioning into a white area with three thick, curved, grey lines that sweep upwards and to the right, creating a sense of motion and modernity.

Hisense

life reimagined

USER'S OPERATION MANUAL

Before operating this unit, please read this manual thoroughly, and retain for future reference

English

HRCF297

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SAFETY AND WARNING INFORMATION



For your safety and correct usage, before installing and first using the appliance, read this user manual carefully, including its hints and warnings. To avoid unnecessary mistakes and accidents, it is important to make sure that all people using the appliance are thoroughly familiar with its operation and safety features. Save these instructions and be sure that they remain with the appliance if it is moved or sold, so that anyone using it throughout its life will be properly informed on usage and safety notices.

For the safety of life and property, keep the precautions of these user's instructions as the manufacturer is not responsible for damages caused by omission.

Safety for children and others who are vulnerable

- According to EN standard
This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

- According to IEC standard
This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction

concerning use of the appliance by a person responsible for their safety.

- Keep all packaging away from children as there is risk of suffocation
- If you are discarding the appliance, pull the plug out of the socket, cut the connection cable (as close to the appliance as you can) and remove the door to prevent children playing from suffering an electric shock or from closing themselves inside.
- If this appliance, featuring a magnetic door seals, is to replace an older appliance having a spring lock (latch) on the door or lid, be sure to make the spring lock unusable before you discard the old appliance. This will prevent it from becoming a death trap for a child

General safety



This appliance is intended to be used in households 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 nonretail applications

- WARNING — Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- WARNING —If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- WARNING — Keep ventilation openings in the appliance enclosure or in any 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 — The refrigerant and insulation are flammable. When disposing of the appliance, do so only at an authorized waste disposal center. Do not expose to flame.
- WARNING —When positioning the appliance, ensure the supply cord is not trapped or damaged.
- WARNING —Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- WARNING —Damaged supply cord must be replaced by a special cord or assembly available from the manufacturer or its service agent.

Replacing the LED light:

- WARNING — The LED light must not be replaced by the user! If the LED light is damaged, contact the customer helpline for assistance.

Refrigerant

The refrigerant isobutene (R600a) is contained within the refrigerant circuit of the appliance, a natural gas with a high level of environmental compatibility, which is nevertheless flammable. During transportation and installation of the appliance, ensure that none of the components of the refrigerant circuit becomes damaged. The refrigerant (R600a) is flammable.

- WARNING — Refrigerators contain refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally as they may cause eye injuries or ignition. Ensure that tubing of the refrigerant circuit is not damaged prior to proper disposal.




Warning: risk of fire/ flammable materials
If the refrigerant circuit is damaged:
-Avoid naked flames and sources of ignition.
-Thoroughly ventilate the room in which the appliance is situated.

It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause a short circuit, fire, and/or electric shock.

Electrical safety

1. The power cord must not be lengthened.
2. Make sure that the power plug is not crushed or damaged. A crushed or damaged power plug may overheat and cause a fire.
3. Make sure that you can access the main plug of the appliance.
4. Do not pull the main cable.
5. If the power plug socket is loose, do not insert the power plug. There is a risk of electric shock or fire.
6. You must not operate the appliance without the interior lighting lamp cover.
7. The fridge is only supplied with power supply of single phase alternating current of 220 ~ 240 V/50Hz. If fluctuation of voltage in the district of user is so large that the voltage exceeds the above scope, for safety sake, be sure to apply A.C.

Automatic voltage regulator of more than 350W to the fridge. The fridge must employ a special power socket instead of common one with other electric

 appliances. Its plug must match the socket with ground wire.

Daily use

- Do not store flammable gas or liquids in the appliance. There is a risk of an explosion.
- Do not operate any electrical appliances in the appliance (e.g. electric ice cream makers, mixers etc.).
- When unplugging always pull the plug from the mains socket, do not pull on the cable.
- Do not place hot items near the plastic components of the fridge.
- Do not place food products directly against the air outlet on the rear wall.
- Store pre-packed frozen food in accordance with the frozen food manufacturer's instructions.
- The manufactures storage recommendations should be

strictly adhered to. Refer to relevant instructions for storage.

- Do not place carbonated or fizzy drinks in the freeze compartment as it creates pressure on the container, which may cause it to explode, resulting in damage to the appliance .
- Frozen food can cause frost burns if consumed straight from the freezer compartment.
- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with food and accessible drainage systems.
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- If the **refrigerating appliance** is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.
- Do not place the appliance in direct sunlight.

- Keep burning candles, lamps and other items with naked flames away from the appliance so that do not set the appliance on fire.
- The appliance is intended for keeping food and/or beverages in normal households as explained in this instruction booklet. The appliance is heavy. Care should be taken when moving it.
- Do not remove or touch items from the freezer compartment if your hands are damp/wet, as this could cause skin abrasions or frost/freezer burns.
- Never use the base, drawers, doors etc. to stand on or as supports.
- Frozen food must not be refrozen once it has been thawed out.
- Do not consume ice popsicles or ice cubes straight from the freezer as this can cause freezer burn to the mouth and lips.
- To avoid items falling and causing injury or damage to the appliance, do not overload the door racks or put too much food in the crisper drawers.

Caution!

Care and cleaning

- Before maintenance, switch off the appliance and disconnect the mains plug from the mains socket.
- Do not clean the appliance with metal objects, steam cleaner, ethereal oils, organic solvents or abrasive cleansers.
- Do not use sharp objects to remove frost from the appliance. Use a plastic scraper.

Installation important!

- For electrical connection carefully, follow the instructions given in this manual.
- Unpack the appliance and check if there are damages on it. Do not connect the appliance if it is damaged. Report possible damages immediately to the place you bought it. In this case retain packing.
- It is advisable to wait at least four hours before connecting the appliance to allow the oil to flow back in the compressor.

- Adequate air circulation should be allowed around the appliance reducing the risk of overheating. To achieve sufficient ventilation, follow the instructions relevant to installation.
- Wherever possible the back of the product should not be close to a wall to avoid touching or catching warm parts (compressor, condenser) to prevent the risk of a fire, follow the instructions relevant to installation
- The appliance must not be locate close to radiators or cookers.
- Make sure that the mains plug is accessible after the installation of the appliance.

Service

- This Appliance employs Hydrocarbon Refrigerant type R600a. It is hazardous for anyone other than an Authorized Service Person to service this application. In Queensland the Authorized Service Person MUST hold a Gas Work Authorization for hydrocarbon refrigerants to carry out servicing or repairs which involve removal of covers.

To avoid contamination of food, please respect the following instructions

Note: Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.(This clause applies only to the EU region.)

When refrigerating food, please be careful not to contact the surface of the inner box directly.

When frozen food, in order to prevent moisture loss, prevent the odor, should separate the different food sealed storage, and can only use non-toxic, tasteless, impermeable, waterproof sealing material.

Hot food should be cooled to room temperature first, then put into the freezer, otherwise it will affect the storage status of other foods and increase the power consumption.

Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making icecream and making ice cubes.

One-, two- and three-star compartments are not suitable for the freezing of fresh food.

Order	Compartments TYPE	Target storage temp.[°C]	Appropriate food
1	Fridge	+2 ~ +6	Eggs, cooked food, packaged food, fruits and vegetables, dairy products, cakes, drinks and other foods are not suitable for freezing.
2	Refrigerator	0 ~ +4	Fresh pork,beef,fish,chicken,cooked food,etc. (Recommended to eat within the same day, preferably no more than 3days)
3	(**)-Freezer	≤-18	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 3 months, the longer the storage time, the worse the taste and nutrition), suitable for frozen fresh food.
4	***-Freezer	≤-18	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 3 months, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food.
5	** -Freezer	≤-12	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 2 months, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food.
6	*-Freezer	≤-6	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 1 months, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food.

Note: please store different foods according to the compartments or target storage temperature of your purchased products.

- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

WARNING! Food needs to be packed in bags before putting into the refrigerator, and liquids need to be packed in bottles or capped containers to avoid the problem that the product design structure is not easy to clean.



HOW TO USE

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

BEFORE USE

- Remove shipping package, tape, etc. and leave doors open for a while in order to ventilate the appliance.
- The unit is cleaned before shipment. However, it is recommended to clean the compartment interior once after delivery.
- Please insert power supply plug into the wall outlet, type "grounded single-phase 220-240 V".
- Allow the unit to operate for about 1 hour to cool the compartment before placing items into the appliance.

WAIT 5 MINUTES OR MORE BEFORE RE-STARTING

- Restarting the unit immediately after it has been turned off may cause fuses to blow and activate the circuit-breaker, the compressor may become overloaded, and/or other damage may occur.

EFFICIENT USE

Please follow the following instructions, in order to save energy consumption.

- To prevent cold air escaping from the chest freezer, open and close the door quickly and keep the door opened for as short time period as possible.
- Please install the unit in a well-ventilated location.
- Do not use the unit to store water or food that requires water as a storage medium. Never place fresh seafood containing water directly into the unit.

CHECKS

To ensure the safety, perform the following checks after cleaning the unit:

- Is the power cord plug firmly inserted into a dedicated wall outlet? Confirm that the plug is not abnormally hot.
- Check the power cord for cracks and damage. Should the slightest irregularity be observed, contact the dealer from whom you purchased this unit or our customer service department.

CLEANING AND DEFROSTING

To prevent any electrical shock hazards or injury by the rotating circulation fan, disconnect the power cord plug from the wall outlet before cleaning.

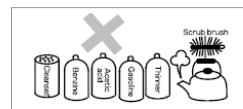
EXTERIOR

Wipe with a soft, dry cloth. If very soiled, wipe with a cloth that has been moistened with detergent. Then wipe with a cloth that has been dipped in clean water.

WARNING:

Do not splash water directly onto the chest freezer and do not wash with water. A short-circuit and/or electrical shock could be caused.

- Clean the cooler regularly to keep it clean at all times.
- Never use polishing powder, soap powder, benzene, oil or hot water as these will damage the painting and plastic components.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Open the door and wipe clean with a dry cloth.



DEFROSTING/FIRST USE AND INSTALLATION

You should defrost the freezer compartment two or three times a year when the ice is about 4 mm thick. To defrost, follow these steps:

- Set the thermostat to the direction of 8 for at least 12 hours before defrosting.
- After this period has elapsed, switch off the freezer compartment by removing the plug from the main power supply.
- Remove all food from the freezer and wrap them in paper and store them in a cold place and leave the door open.
- When the defrosting is finished, the compartment must be cleaned and wiped dry.
- Switch the appliance back on using the thermostat set to "the direction of 8" and, wait at least one hour before replacing the foodstuffs.
- After a few hours the thermostat can be set back to the original position.
- **Melted water may form during the switching process from freezer to refrigerator, please clean the compartment and wipe dry before using it as a refrigerator.**

WARNING:

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

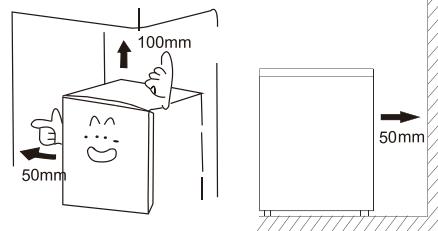
WARNING:

Do not use electrical appliance inside the food storage compartment of the appliances, unless they are of the type recommended by the manufacturer.

Cleaning before use

Before using the appliance for the first time, wash the interior and all internal accessories with lukewarm water and some neutral soap so as to remove the typical smell of a brand new product, then dry thoroughly.

Important! It is necessary to have good ventilation around the freezer to allow for the dissipation of heat, high efficiency, and low power consumption. For this reason, sufficiently cleared space should be available around the freezer. It is advisable for there to be 50mm separating the back of the freezer to the wall and at least 50mm of space on its two sides, a height of over 100mm from its top.



Climate class	Ambient temperature
SN	+10°C to +32°C
N	+16°C to +32°C
ST	+16°C to +38°C
T	+16°C to +43°C

Appliances must not be exposed to rain. Sufficient air must be allowed to circulate in the lower rear section of the appliance, as poor air circulation can affect performance.

Built-in appliances should be positioned away from heat sources such as heaters and direct sunlight.

Leveling

The appliance should be level in order to eliminate vibration.

To make the appliance level, it should be upright and both adjusters should be in stable contact with the floor.

You can also adjust the level by unscrewing the appropriate level adjustment in the front (use your fingers or a suitable spanner).

IN CASE THE FOLLOWING OCCURS



Warning! Before trouble-shooting, disconnect the power supply. Only a qualified electrician or other person must carry out the trouble-shooting that is not in the manual.

Important!

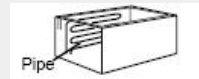
Repairs to the appliance may only be performed by competent service engineers. Improper repairs can give rise to significant hazards for the user. If your appliance needs repairing, please contact your specialist dealer or your local Customer Service Center.

Problem	Solution
POWER FAILURE	Keep the opening and closing of the door for a minimum time to prevent cold air from escaping.
	Avoid placing new items in the cooler as this will raise the temperature inside the compartment.
	In case of a long power suspension, place dry ice in the freezer
Melted Water	Melted water may form during the switching process from freezer to refrigerator, please clean the compartment and wipe dry before using it as a refrigerator.
POWER CORD PROBLEMS	If the supply cord is damaged. It must be replaced by a special cord or assembly available from the manufacturer or the service agent.
	The showcase must be positioned so that the plug is accessible to the wall outlet.
WHEN NOT USED FOR A LONG PERIOD	Remove all items from the compartment and disconnect the power cord plug from the wall outlet.
	Clean the compartment interior and wipe away all water.
	To prevent mold formation and foul odors, leave the door open to dry the compartment completely.
TRANSPORTATION	Disconnect the power cord plug from the wall outlet.
	When moving the appliance, make sure that the feet do not damage the power cord.
	Do not let the feet hit against floor steps, thresholds, etc.
TEMPORARY STORAGE	Put piece of wood or other similar item between the door and main unit to prevent complete closing of the door.
	Be sure not to store the unused chest freezer in a location where children play.
	Should a child enter the compartment and the door is closed, the child may not be able to open the door from the inside.

Please check the following if you encounter problems with the unit. If the problem continues after taking the proper remedial actions, disconnect the power cord plug from the wall outlet. Transfer the items stored in the cooler to a box or other container. Then contact the dealer from whom you purchased this unit ,and be ready to provide information as listed in the "REQUIRED INFORMATION" below.

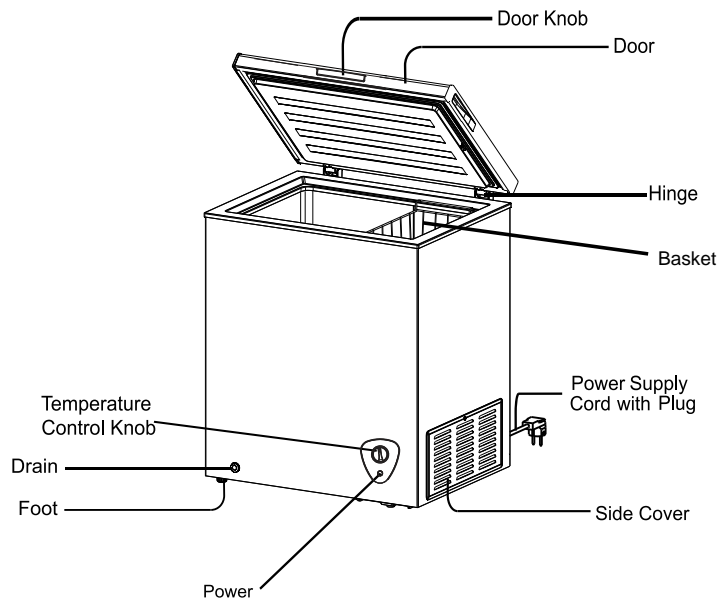
To prevent any electrical shock hazards, do not disconnect the power cord plug from the wall outlet with wet hands.

No refrigeration at all	Is the power supply interrupted?
	Is the power cord plug disconnected from the wall outlet?
	Are the shop's power fuses blown and/or the circuit breaker activated?
	Is the temperature control turned to OFF?
Inadequate refrigeration	Is the place of installation ventilated?
	Is the freezer exposed to direct sunlight, placed near a heater or stove?
	Are the lids opened and closed frequently?
	Are items stocked beyond the load line?
	Is the temperature control dial in the direction of Colder . If it is too cold, turn dial in direction of Cold .
	Is a lot of frost forming in the freezer compartment?
Excessive noise	Is the floor underneath the freezer sturdy enough?
	Is the unit shaking and/or rattling?
	Is the rear panel of the unit in contact with a wall, etc.?
	Is there a container or something behind the freezer? The compressor will generate a rather loud sound for a while after operation is started. The noise will cease together with refrigeration.
Condensation on cooler exterior	Condensation may condense on the exterior of the unit and the door during hot and humid days or depending on the place of installation. This occurs when the humidity is high and water particles in the cold surfaces. This is normal. Wipe away condensation with a dry cloth.
The circumference of chest freezer feels hot	Especially in summer or in the period of starting running, the circumference of the chest freezer feels hot because the Chest freezer inside has a pipe for radiating and preventing condensation. The heat does not affect inside goods.



PARTS NAME AND FUNCTION

Model NO: HRCF297



⚠ Never touch the interior of the freezer Chamber or frozen foods in the compartment with wet hands as this could result in frostbite.

⚠ The above image is for reference only, configuration is subject to actual product.

SPECIFICATIONS

Product Name	Chest Freezer		
Product No.	HRCF297		
Net Dimensions (mm)	Width	Depth	Height
	1114	630	847
Performance	Freezer compartment temperature: - 18 °C ; Conditions: Ambient temperature T /43°C (ST/38 °C) , unloaded state, not exposed to direct sunlight.		
Net Weight	41kg		

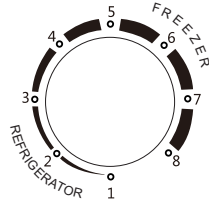


The specifications may change, please refer to the circuit name plate on the back of your chest freezer.

TEMPERATURE ADJUSTMENT AND DISCRPTION OF APPLIANCE

TEMPERATURE ADJUSTMENT

- To adjust the temperature inside the freezer compartment, adjust the temperature control dial on front-bottom side of the chest freezer.
- "1,2,3,4,5,6,7,8" do not represent a specific temperature. The smaller the number the higher the temperature. "8" is the coldest temperature setting.
If the cooling performance is inadequate, turn the temperature control dial in the direction of **8**. If it is too cold, turn the dial in the direction of **2**.
- When you need the unit to stop running temporarily, please unplug the power cord of the freezer or turn off the power outlet.



- 1-2: Refrigerator
- 3-4: Appliance will be entering Freezer mode while turning the knob from 3 to 4.
- 5-8: Freezer

*To achieve a better result of refrigeration or freezing, please refer to the recommended positions as above.

DISCRPTION OF APPLIANCE

INSTALLATION

Any electrical work that is required to install this appliance **MUST** be carried out by a qualified Electrician

Warning: THIS APPLIANCE MUST BE GROUNDED

Before making any electrical connections, ensure the following:
Electrical connection

Electrical safety is only guaranteed when the grounding system of your house is in accordance with the related local regulations.

Do not damage the refrigerant circuit.

Do not bend, stretch or pull the supply cable to avoid electric shock.

Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

Ensure the power socket is suitable for the maximum power of the machine (fuses in the power circuit must be 13 amp).

The supply voltage should be the same as that indicated in the technical specifications and the appliance rating plate.

The appliance should be grounded and in compliance with the applicable laws.

When installed, the power socket must be within easy reach.

If the socket outlets in your home are not suitable for the plug supplied with this unit check with a qualified electrician for replacement.

The use of adapters, multiple connectors or extension cables is not recommended.

The appliance must be connected to a 220-240 volt 50Hz AC supply by means of a three-pin socket, suitably grounded and protected by a 13 amp fuse.

The plug contains a removable fuse cover that must be refitted when the fuse is replaced. If the fuse cover is lost or damaged, the plug must not be used until a replacement cover has been fitted or the plug is replaced.

A damaged plug should be cut off as close to the plug body as possible, the fuse should be removed and the plug disposed of safely.

Plug replacement (UK & Ireland only)

Should you need to replace the plug, the wires in the power cable are coloured in the following way:

Blue – Neutral 'N'

Brown – Live 'L'

Green & Yellow – Earth 'E'

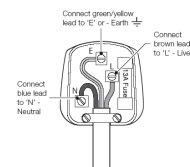
As the colours of the wires in the power cable may not correspond with the coloured markings identifying the terminals in your plug, and proceed as follows:

The green & yellow wire must be connected to the terminal in the plug that is marked with the letter E or by the earth symbol.

The blue wire must be connected to the terminal that is marked with the letter 'N'.

The brown wire must be connected to the terminal that is marked with the letter 'L'.

If power supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similar qualified person in order to avoid a hazard.



The specifications may change, please refer to the circuit name plate on the back of your chest.

DISPOSAL OF THE APPLIANCE

Disposal of the appliance


It is prohibited to dispose of this appliance in domestic household waste.

Packaging materials

Packaging materials with the recycle symbol are recyclable. Dispose of the packaging in a suitable waste collection container to recycle it.

Before disposal of appliance.

1. Disconnect the main plug from the main socket.
2. Cut off the main cable and discard it.

	Correct disposal of this product
	<p>This symbol on the product, or in its packaging, indicates that this product may not be treated as household waste. Instead, it should be taken to the appropriate waste collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by the inappropriate waste handling of this product. For more detailed information about the recycling of this product, please contact your local council, your household waste disposal service, or the store where you purchased the product.</p>

HISENSE

Refrigerator, Freezer, Clothes Washer, Dishwasher and Clothes Dryer Manufacturer's Warranty – Australia and New Zealand

Congratulations on your purchase. This Refrigerator, Freezer, Washer and Dryer Manufacturer's Warranty – Australia and New Zealand (Warranty) sets out the terms and conditions on which Hisense Australia Pty Ltd ABN 55 105 022 080 of 1A Millennium Court, Knoxfield, Victoria 3180 (Hisense) will repair or replace defective refrigerators, freezers, washers and clothes dryers. The benefits to the consumer given by this Warranty are in addition to other rights and remedies of the consumer under law in relation to the goods to which this Warranty relates (including the Australian Consumer Law (for Australian customers) or the Consumer Guarantees Act 1993 (for New Zealand customers)).

What is covered by this Warranty?

1. This Warranty automatically applies to any new Hisense refrigerator, freezer, clothes washer or clothes dryer that is purchased in Australia or New Zealand (**Product**) from a company or person that is authorised by Hisense to sell the Product (**Authorised Retailer**).
2. Subject to the terms of this Warranty, Products are warranted to be **free from defects in materials and workmanship (defects)** for the applicable time period specified below (**Warranty Period**).
3. During the Warranty Period, if requested by the original purchaser of the Product (**you**) in accordance with this Warranty, Hisense will repair or replace, at its option and cost, the Product or any part of the Product that Hisense determines to be defective.
4. **Replacement products and parts:** Hisense can, at its option, choose to repair or replace a defective Product or any part of that Product with a product/part of a like kind and quality. **Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.** Replacement products and parts may cost less than the original Product purchased. No charges or refunds will be made based on the replacement Product or part cost difference.
5. **Service Coverage Area:** If the Product is located within 25km of an Authorised Retailer (**Service Coverage Area**), then Hisense may (at its option):
 - a. arrange for a qualified repair technician (**Authorised Repairer**) to attend that location;
 - b. arrange for the Product to be delivered from that location to an Authorised Repairer or Authorised Retailer, and for the Product (or a replacement product) to be returned to you at that location; or
 - c. request that you deliver the Product to an Authorised Repairer or Authorised Retailer and collect the Product (or a replacement product) from an Authorised Repairer or Authorised Retailer,
 and Hisense will be responsible for all reasonable costs relating to the transportation and travel expenses to and from that location under clauses 5.a or 5.b (except in the circumstances relating to inverter motors contemplated below). If the Product is located outside the Service Coverage Area, you must reimburse Hisense and pay on demand all reasonable costs and expenses (including costs of transportation and travel expenses) incurred by Hisense in relation to any Authorised Repairer attending the location of the Product, arranging for the Product to be transported to an Authorised Repairer or Authorised Retailer and/or arranging for the Product (or a replacement product) to be returned to you. When Hisense is required under this Warranty to repair or replace an inverter motor in a Product that is a washing machine located outside the Service Coverage Area, the previous sentence will apply. However, when Hisense is required under this Warranty to repair or replace an inverter motor in a Product that is a washing machine located within the Service Coverage Area:
 - d. you will be responsible for (and must reimburse Hisense on demand) all labour costs (including transportation and travel expenses) associated with the Authorised Repairer removing, repairing and/or replacing the inverter motor; and
 - e. Hisense will be responsible for all other costs associated with the repair and/or replacement of that inverter motor.
 You will not be entitled to claim any costs or expenses from Hisense in relation to making a claim under this Warranty, including any costs that you incur in delivering the Product to (or collecting the Product from) an Authorised Repairer or Authorised Retailer under clause 5.c (or otherwise).
6. **Service Coverage Hours:** Hisense makes no representation or warranty in relation to how long a claim under this Warranty will take to be finalised. Without limiting the preceding sentence, if you require an Authorised Repairer to inspect or repair the Product outside Hisense's standard warranty service hours of 9am to 5pm on Monday to Friday (regardless of whether the Product is inside or outside the Service Coverage Area), and Hisense agrees to provide warranty services outside of those times, Hisense will be entitled to charge an additional fee for that "out of hours" service.
7. **Plumbed Products:** Where the user guide for a Product specifies that the installation or the water connection for that Product must be completed by a qualified plumber, the installation or water connection (as applicable) for that Product (**Plumbed Product**) must be completed by a licensed plumber in accordance with the user guide for that Product.
8. **Australian Consumer Law (Australian customers):** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Terms used in this clause 8 and clause 4 which are not defined in this Warranty, have the meaning given to them in the Australian Consumer Law.
9. **Consumer Guarantees Act 1993 (CGA) (New Zealand customers):** If you are purchasing the Product for personal use, then this Warranty applies in addition to your rights under the CGA. If you are purchasing the Product for business purposes, then this Warranty will apply but you agree that the CGA will not apply.

How long does the Warranty last for?

10. Subject to clause 11, the applicable Warranty Period is **3 years** from date that you purchased the Product (as shown on your original invoice) (**purchase date**), except:
 - a. for inverter motors in Products that are washing machines or refrigerators, where the applicable Warranty Period is **11 years** from the purchase date; or
 - b. where the Product has been purchased or used for business purposes and Hisense reasonably determines that there has been excessive or abnormal use of the Product, in which case the applicable Warranty Period for the Product (including inverter motors of washing machines and refrigerators) is **12 months** from the purchase date.
 - c. for accessories forming part of a Product (e.g., shelves, racks, drawers, crispers, etc), wherein the warranty period will be 12 months.
11. The Warranty is automatically **voided** if:
 - a. the Product's original serial number is removed, damaged or modified;
 - b. the original purchaser sells, transfers or rents the Product to another person;
 - c. there is any unauthorised access to the internal hardware or firmware of the Product;
 - d. the Product was repaired or tampered with by a person who is not authorised by Hisense; or
 - e. you fail to pay any money owed in relation to any non-Warranty work on the Product that has been requested by you.
12. References in clause 10 and clause 5 to "inverter motors" are limited to the inverter motors only (and do not extend to the controller boards associated with those inverter motors).

What is not covered by the Warranty (exclusions)?

13. The Warranty does not apply to:
 - a. any **damage or failure** caused by:
 - i. use that is not in accordance with the Product's user guide, including not adequately servicing the Product to manufacturer recommendations;
 - ii. physical force, including any damage or failure cause by an accident, neglect, misuse, or an "act of God";
 - iii. excessive use or "fair wear and tear";
 - iv. incorrect or poor installation, including (without limitation) installation or water connection of a Plumbed Product by a person who is not a licensed plumber;
 - v. repairs carried out by a person who is not a company or person that is authorised by Hisense to service the Product or the use of defective or incompatible parts or accessories in relation to the Product;
 - vi. interference from or to other products and/or sources;
 - vii. environmental conditions, including dirt, dust, rodents, insects, rust, corrosion and salt build-up;
 - viii. overheating due to incorrect positioning of the Product (e.g. inadequate provision for ventilation and a dust-free environment, or incorrect drainage); or
 - ix. power surges or spikes, incorrect power current, voltage fluctuation or, amperage fluctuation;
 - b. any costs relating to the **installation or maintenance** of the Product or any connected equipment;
 - c. the cost of **replacing consumables** (for example bulbs/globes and batteries);
 - d. **cosmetic or structural items** (for example shelves and doors); or
14. **Non-Warranty repairs:** Repairs or services that are outside the terms of the Warranty can be carried out at your request and cost. Costs and payment methods will be agreed prior to the commencement of any non-Warranty repairs.

15. **No loan products:** Hisense does not provide loan products or equipment while a warranty claim is being assessed or resolved.

Making a claim under the Warranty

16. **Warranty Claims Procedure:** The Warranty Claims Procedure is overleaf. To make a claim under this Warranty, you must provide proof of original purchase (invoice) and, in respect of a Plumbed Product, proof of installation or water connection by a licensed plumber (as required) (e.g. receipt or certificate of compliance (as applicable) issued by the licensed plumber) and ensure that the original serial number is attached to the Product. You may be charged a **call-out fee of AUD125 including GST** (for Australian customers) or **NZD125 including GST** (for New Zealand customers) if you do not provide proof of original purchase, proof of installation by a licensed plumber (if applicable) or the original serial number is not attached.
17. **Hisense liability:** To the maximum extent permitted by law, Hisense accepts no liability for any loss or damage: (a) to any items that are lost, damaged, or stolen as a result of freight, transport or storage; (b) to third party hardware or software; or (c) arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage (irrespective of whether the loss or damage is caused by or relates to breach of contract, statute, tort (including negligence) or otherwise, and irrespective of whether Hisense or any other person was previously notified of the possibility of the loss or damage). To the extent permitted by law, any warranty, guarantee, condition, representation, undertaking or other right that would be guaranteed or implied in this Warranty or is otherwise imposed by statute, common law, equity, trade, custom or usage, and which is not expressly included in this Warranty, is excluded.

What happens if no defect is found?

18. **No Fault Found Fee:** If Hisense determines, acting reasonably, that the Product does not contain a defect, or the repair or fault is not covered by the Warranty, then you will be charged a "No Fault Found Fee" of **at least AUD125 including GST** (for Australian customers) or **NZD125 including GST** (for New Zealand customers). Additional charges may apply for third party device configuration.

WARRANTY CLAIMS PROCEDURE

Please retain this portion for your records

3 YEARS REPAIR WARRANTY*

Upon calling the Hisense Warranty centre, you will be issued a JOB NUMBER, along with the details of your nearest Hisense Authorised Repairer.

**11 years for the inverter motor of washing machines and refrigerators (replacement parts only, excludes control boards and labour costs).*

Any questions call our hotlines

PLEASE REFER TO THE TROUBLESHOOTING GUIDE AT THE END OF USER MANUAL

Service Procedure

When calling, please be in front of the product and ensure you have:

- 1. Proof of purchase;**
- 2. Proof of installation by a licensed plumber (as required for the proper installation of your Product);**
- 3. The Product's serial number; and**
- 4. The physical address where the Product is located.**

You are required to email or post a copy of your original proof of purchase and proof of installation (if applicable) prior to your Warranty claim being processed.

Call **1800 447 367** (for Australian customers) or **0800 447 367** (for New Zealand customers) between **8:30AM – 7:00 PM Mon. to Fri. and 9AM – 5PM Sat and Sun** exc public holidays.

Email service.au@hisense.com

Address **PO Box 360, Ferntree Gully, Victoria 3156** (for both Australian and New Zealand customers)

The times above are times in Melbourne, Victoria, Australia

Hisense