

EVAKOOL

TROUBLESHOOTING GUIDE

In the unlikely instance that you come across an issue with your EvaKool fridge/freezer, we've created this handy refrigeration guide to help you troubleshoot and get your fridge back up and running on your own.



Troubleshooting

There are a range of issues that can arise that may cause your fridge/freezer to not work correctly or show an error. Please use the following troubleshooting guide to find a solution.

The appliance is not turning on:

- Check the power supply.
- Check your lead is in good/working condition
- Check whether the plug and the socket have a good connection.
- Check whether the fuse has been burned out.
- Check whether the appliance has been turned on (press and hold ON/OFF button).

The food inside is frozen:

- The setting temperature is too low.
- Thermostat override or emergency switch is enabled.

Bad performance in refrigeration:

- Too much food has been placed inside the refrigerator.
- The lid is unlocked/or open.
- The lid seal is broken.
- Problems arising from poor ventilation.
- There is too much warm product inside.
- There is no room around the fridge and vents.
- There is a heat source near the unit.
- The temperature setting is inappropriate.

Hear the sound of water or gurgling from inside the unit:

- This is normal, due to the flow of the refrigerant.

Unusual noise when refrigerator is working:

- The refrigerator is not placed on a level surface.
- Some part has come loose inside the refrigeration compartment (see a service agent).

Important notes:

- Your refrigerator requires good ventilation, especially around the vents of the refrigerator.
- Avoid humidity; humidity inside the appliance can form frost and impair cooling. Do not allow frost to build up.
- Never wash the appliance using a hose or running water and never submerge the unit, as water will damage the electronics.
- Avoid placing your refrigerator near a heat source. A cooler environment helps the refrigerator to work more efficiently and keeps the contents cool.
- Place the refrigerator on a flat surface and away from any edges. When using the fridge in a vehicle, please use fastening device to secure it.
- Don't put in direct sunlight.
- Requires good 12V power supply - if you aren't driving daily - get a solar panel to keep your batteries charged.

Your refrigerator is equipped with an electronic fault finding system. The 'error' light will flash 1 to 5 times every 5 seconds. The codes are listed below.

Flashing Errors					Other Issues	
Error Code 1 or 1 Flash	Error Code 2 or 2 Flash	Error Code 3 or 3 Flash	Error Code 4 or 4 Flash	Error Code 5 or 5 Flash	Fridge Not Working On 240V	Fridge Running & Not Cooling
<p>The most common cause for this fault is a voltage supply issue to the fridge. The most common cause for this fault is a flat battery.</p> <p>Remember: to determine whether your battery voltage is sufficient to run the fridge, it must be checked under load (while the fridge is running).</p>	<p>The most common cause for this fault is a result of an error caused by error 1.</p> <p>To fix this issue run your fridge on 240V in emergency mode for 15 minutes. Switch off and monitor. If resolved, ensure your battery is charged.</p> <p>If you don't have access to 240V, you can perform the same steps on 12V with a fully charged battery.</p> <p>Alternately this error can be caused by a fault in the fan.</p> <p>Please refer this directly to EvaKool or your closest service agent.</p>	<p>The most common cause for this fault is the compressor inside the fridge starting and stopping too frequently, or not being given enough time to rest.</p>	<p>The most common cause for this fault is a very high ambient temperature. It is a minimum motor speed error.</p> <p>This error is often caused by the fridge being in direct sunlight without adequate airflow or inside a canopy / small space with limited ventilation.</p>	<p>The most common cause for this fault is a very high ambient temperature. It is an over-temperature error.</p> <p>This error is often caused by the fridge being in direct sunlight without adequate airflow or inside a canopy / small space with limited ventilation.</p>	<p>The most common cause for this fault is a blown fuse.</p> <p>Please check the fuse located at the AC socket on the fridge.</p> <p>If the fuse is OK, then it is likely to be an electronic issue. If so, please refer to EvaKool .</p>	<p>This is likely a refrigerant related issue.</p> <p>Please refer this directly to EvaKool.</p>
<ul style="list-style-type: none"> • Check battery voltage supply to the fridge • Check lead powering fridge is not damaged • Check length of lead from fridge to battery (anything over 6m requires 10mm² cable, anything under is OK to run 6mm²) 		<ul style="list-style-type: none"> • Turn the fridge off and disconnect it from all power sources. • Leave the fridge unplugged for 15 minutes and then plug the fridge back in and turn it on and monitor to see if the error resolves. 	<ul style="list-style-type: none"> • Turn the fridge off and move it to a shady area with clear airflow around all sides of the fridge. • Leave the fridge turned off for 15 minutes before turning it back on and monitor to see if the error resolves. 	<ul style="list-style-type: none"> • Turn the fridge off and move it to a shady area with clear airflow around all sides of the fridge. • Leave the fridge turned off for 15 minutes before turning it back on and monitor to see if the error resolves. 		
<p>If the above did not resolve the issue, please refer to EvaKool.</p>		<p>If the above did not resolve the issue, please refer to EvaKool.</p>	<p>If the above did not resolve the issue, please refer to EvaKool.</p>	<p>If the above did not resolve the issue, please refer to EvaKool.</p>		

Helpful Hint! Try running the fridge on a different power source or on 240V. This will determine whether or not there is an issue with your battery or wiring system.

Warranty Process

If you completed the troubleshooting process and you were unable to find a solution you may want to talk to our service agents or lodge a warranty claim. Please visit EvaKool HQ and our service and warranty team will be able to assist you with any issue. Alternatively visit our website to find your closest service agent.

If you need to process a warranty claim, please use the following steps:

1. Email EvaKool at warranty@evakool.com with the following information:

- Your name
- Your contact information (phone number and email address)
- Fridge model
- Fridge serial number
- Copy of proof of purchase (this must be a receipt with the original date of purchase on it - a bank statement is not sufficient)
- Description of the fault and what troubleshooting steps have been taken
- Brief description of the condition of the unit and any existing cosmetic defects or photos

* Failure to provide this information initially will result in a delay in processing the claim.

2. Evakool will endeavour to respond to your email in a timely manner with a proposed course of action.