TOP MOUNT REFRIGERATOR

USER MANUAL

MODEL

CTM255NW2

Customer Service 1300 796 688

www.chiq.com.au

INSTALLATION INSTRUCTIONS

Before Using the Refrigerator

- Remove the exterior and interior packing.
- Before connecting the refrigerator to a power source, let the unit stand upright for approximately 4 hours to mitigate the possibility of a malfunction in the cooling system from improper handling during transportation.
- Clean the interior surface with warm water using a soft cloth.

Installing the Refrigerator

- This appliance is designed to be free standing only, and should not be recessed or built-in.
- **Allow at least 5cm of space between the back and sides of the refrigerator to allow proper air ventilation.** Insufficient space will result in cooling and working life issue and voiding warranty.
- Place the refrigerator on a **leveled/even** floor surface that is strong enough to support the weight of the refrigerator when it is fully loaded to prevent vibrations.
- **Place the refrigerator on a concrete, tile floor or waterproof floor is recommended. The fridge will produce defrost water or condensation moisture, it might cause water damage in some extreme circumstances.**
- **The front feet can be adjusted to level the appliance properly.** Adjust the two front feet to keep the refrigerator leveled or elevated.
- Situate the refrigerator away from direct sunlight and sources of direct heat (stove, heater, radiator, etc.). Direct sunlight may also affect the acrylic coating and heat sources may cause an increase power consumption.
- This unit is not designed for outside installation.
- Avoid situating the refrigerator in moist OR **pest infestation** areas.
- Plug the refrigerator into dedicated, properly installed-grounded wall outlet. Do not under any circumstances cut or remove the third (ground) prong from the power cord. Any questions concerning power and/or grounding should be directed toward a certified electrician or an authorized service center.
- After plugging the appliance into a wall outlet, turn the unit on and allow the unit to cool down for 4-6 hours before placing food in the refrigerator.
- Do not place heavy items on the top of this appliance.

ENERGY SAVING TIPS

- Allow hot foods to cool to room temperature before placing in the refrigerator. Overloading the refrigerator forces the compressor to work harder. Foods that freeze too slowly may lose quality, or spoil.
- Be sure to wrap foods properly, and wipe containers dry before placing them in the refrigerator. This cuts down on frost build-up inside the refrigerator.
- Organize and label food to reduce door openings and extended searches. Remove as many items as needed at one time, and close the door as soon as possible.

OPERATING INSTRUCTIONS

START

When the refrigerator has power on for the first time, the indicator lights of display area fully illuminated for 2 seconds. After that, the refrigerator will run at setting 3 by default.

Door-open overtime alarm

When the fridge door keeps opening for more than 3 minutes,
alarm sounds will be active.
Pressing "SET" control key will suspend the alarm for 3 minutes. When the fridge door is closed, the alarm will be turned off.

Fridge temperature adjustment

Temperature can be adjusted by pressing the SET key. In the case of temperature adjustment, the indicator light of the corresponding temperature mode gets flashing; and if no key operation within 5s, the setting will be validated. The temperature adjustment cycles in the following manner: Mode 3→2→1FAST COOL→5→4→3.

FAST COOL

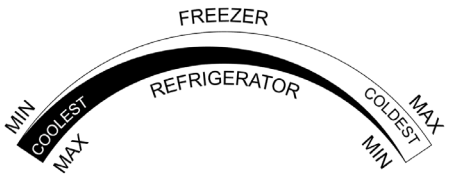
The refrigerator temperature is cooled down in a quick manner, so as to ensure food nutrition gets not lost and tastes are fresh.
The Fast Cool function keeps working for a maximum period of 30 hours. After that, it will automatically exit, with the temperature mode restored to that set before the Fast Cool function is enabled.
TEMPERATURE SELECTION

COLDEST ↕ COLD	5	When the user needs a colder temperature.
	4	
	3	When in normal use.
	2	When the user does not need a colder temperature.
	1	

Failure alarm

When the indicator light of Mode 5 or Mode 3 or Mode 1 keeps flashing, it indicates the refrigerator failure. Please contact the after-sales service personnel for visiting service as soon as possible

Freezer temperature adjustment



- When the temperature mode keeps unchanged, adjust the air regulating rod from left to right, the fridge temperature gets increased while the freezer temperature decreased.
- When the temperature mode keeps unchanged, adjust the air regulating rod from right to left, the fridge temperature gets decreased while the freezer temperature increased .
- It is recommended to adjust the air regulating rod in the middle position. When the user needs a lower freezer temperature, adjust the air regulating rod to the right properly, then the freezer temperature decreases while the fridge temperature rises. When the temperature meets the requirement, adjust the air regulating rod back to the middle position again in a timely manner.

During the actual use, the freezer air adjustment knob may get frozen as a result of high humidity or frequent opening of the door. In such case, do not adjust the air lever by force. Instead, you are suggested to heat the air adjustment knob using a hot towel to make the frozen knob thaw before adjusting it, so as to avoid it from being damaged.

Humidity control

The crisper has a Humidity control on the front, set it to high will keep more moisture inside and set it to Low position will reduce the moisture.

If too much moisture or condensation under the crisper glass cover. Please put leafy greens, like arugula, spinach, and herbs into a plastic or paper bag before putting the crisper.

Changing the lamp

The LED lamp is used by the refrigerator for lighting, which features low energy consumption and long service life. In case of any abnormality, please contact the after-sales personnel for visiting service.The LED lamps can only be replaced by the after-sales personnel.

Notes

Large quantities of food stored in the appliance or directly in front of the air vent will hinder the cooling efficiency of the appliance as this can affect the airflow.

Change the thermostat settings in the fridge or freezer compartment, allow 6 hours for temperature to stabilize between adjustments.

Do not keep opening and closing the door which will increase the temperature in the unit.

Please note different sections of refrigerator compartment may be warmer or cooler than others – typically the back wall and bottom lowest shelf will be the coolest, the top door rack will be the warmest. To avoid frost bite, please don't put raw vegetables too close to the coolest area.

GENERAL CARE AND MAINTENANCE

Cleaning the Refrigerator

- Upon installation of your new appliance, it is recommended that it be cleaned thoroughly and properly maintained thereafter.
- Turn off the refrigerator and then unplug the unit from the wall outlet.
- Remove all food content before washing the inside with a damp cloth soaked in lukewarm water and dishwasher liquid. **Don't use any chemical detergent which might damage the fridge.**
- Be sure to keep the door gasket (seal) clean to keep the unit running efficiently as improper cleaning can cause the seal to dislodge and tear.
- Dry the interior and exterior with a soft cloth.

Vacation Time

- Turn off the refrigerator first and then unplug the unit from the power point.
- Remove all food.
- Clean the refrigerator.
- Leave the lid open slightly to avoid possible formation of condensation, mold, or odors.
- Use extreme caution in the case of children. The unit should not be accessible to child's play.
- **Short vacations:** Leave the refrigerator operating during vacations of less than three weeks.
- **Long vacations:** If the appliance will not be used for several months, remove all food and unplug the power cord. Clean and dry the interior thoroughly. To prevent odour and mold growth, leave the door open slightly: blocking it open if necessary.

Repositioning and Relocating the Refrigerator

- Unplug the power cord from the wall outlet.
- Remove all the food and drinks.
- Securely tape down all loose items inside your refrigerator.
- Tape the doors to be closed securely.
- It is recommended that the refrigerator stays in the upright position during transportation. But if it is laid down for transport purpose, please lift it up immediately after the job is done. Please wait for at least 24 hours before putting the power.

Changing the light

- The LED lamp is used by the refrigerator for lighting, which features low energy consumption and long service life. In case of any abnormality, please contact the after-sales personnel for visiting service.The LED lamps can only be replaced by the after-sales personnel.

- In the case of the LED light flashing, it indicates the refrigerator gets failed. Please co ntact the after-sales staff for on-site service as soon as possible.

TROUBLESHOOTING GUIDE

Problem	Solution
The fridge has no power	➢ Power cord isn't plugged in properly. ➢ The circuit breaker tripped or a blown fuse. ➢ Try a different power point.
The light is not working.	➢ There is no light in freezer compartment, only fridge compartment has light. ➢ Make sure the power is connected to the unit.
Compressor runs all the time	➢ The room temperature is hotter than normal. ➢ A large amount of food has been added to the refrigerator. ➢ The door is opened too often. ➢ The door is not closed completely. ➢ The temperature control is not set correctly. ➢ The door gasket does not seal properly. ➢ The refrigerator does not have the correct clearances. ➢ The refrigerator has recently been disconnected for a period of time. 6+ hours are required for the refrigerator to cool down completely pending on operating conditions.
Freezer is too cold and refrigerator is too warm	➢ Change freezer air flow setting to min position ➢ **The fridge might need a manual defrost due to too much moisture went into the freezer part and blocked the air channel.** **To do so,** **Keep food in a container with ice bag or another fridge if it is available.** **Keep both doors opening and unplug the power cord for 24 hours.** **Then turn on the unit and it will work properly again.**

Temperature inside the refrigerator is too warm.	➢ Temperature control is set incorrectly. Turn the control to a cooler setting and allow several hours for the temperature to stabilize. ➢ Change freezer air flow setting to min position. ➢ Door is kept open too long or is opened too frequently. Warm air enters the refrigerator every time the door is opened). Open the door less often. ➢ The door is not closed completely. ➢ The door gasket does not seal properly.
Temperature inside the refrigerator is too cold.	➢ Freezer control incorrectly set. Set back to mid position. ➢ Temperature control is set too cold. Turn the control to a warmer setting and allow several hours for the temperature to stabilize.
Temperature of external refrigerator side walls are warm.	➢ The exterior refrigerator walls can be as much as 15-20 degrees warmer than room temperature. This is normal while the compressor works to transfer heat from inside the refrigerator cabinet to the condenser behind the refrigerator side walls.
Popping or cracking sound when compressor comes on.	➢ Metal parts undergo expansion and contraction, as in hot water pipes. This is normal. Sound will level off or disappear as refrigerator continues to run.
Bubbling or gurgling sound, like water boiling.	➢ Refrigerant (used to cool refrigerator) is circulating throughout the system. This is normal operation.
Vibrations.	➢ Check the refrigerator is on a level/even surface. ➢ Refrigerator rocks on the floor when it is moved slightly. Be sure floor can adequately support refrigerator. ➢ Level the refrigerator by putting wood or metal shims under part of the refrigerator. ➢ The refrigerator is touching the wall. Re-level the refrigerator and move it from the wall. See “Installation Instructions”.
Moisture forms on inside refrigerator walls.	➢ Weather is hot and humid, which increases internal rate of frost build-up. This is normal. ➢ Door is slightly open. ➢ Door is kept open too long, or is opened too frequently. Open the door less often. ➢ The door is not sealed properly.
Moisture forms on outside of refrigerator.	➢ Door is slightly open, causing cold air from inside the refrigerator to meet warm moist air from the outside.

The doors will not close properly.	➢ The refrigerator is not on a level surface. ➢ The gasket/s may be dirty or not properly maintained. Clean the seals and make sure they are dry before closing the door/s. ➢ The storage basket and/or shelves are out of position.

For any enquiries, please call the CHiQ Cusotmer care on: 1300 796 688

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