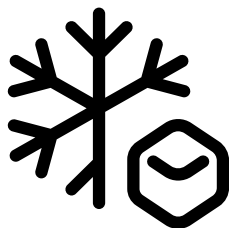




**Freezer**  
User manual



FFEP3791W



EN /

58 5166 0000/AC

# Please read these instructions first before using your appliance

Thank you for choosing a Beko appliance.

Please take some time to read this user manual before using your appliance, to ensure you know how to safely operate the controls and functions.

Carefully follow all unpacking and installation instructions to ensure the appliance is correctly connected and fitted prior to use.

Please write your product model and serial number on the last page of this user manual, and store in a safe location close to the appliance for easy future reference.


This user manual may also be applicable for several other models. Differences between models will be listed.

If you have any questions or concerns, please call our contact centre or find help and information online at [www.beko.co.uk](http://www.beko.co.uk)



## Symbols and their descriptions

This instruction manual contains the following symbols:










 Important information or useful usage tips.

 Warning against dangerous conditions for life and property.

 Warning against electric voltage.

 <b>INFORMATION</b>	
 The label shows the European Union flag, the word "ENERGY" with a lightning bolt, and a QR code. Below the label, there are two boxes: "SUPPLIER'S NAME" with a green arrow pointing right containing the letter "A", and "MODEL IDENTIFIER" with a black arrow pointing left containing the letter "A".	<p>The model information as stored in the product data base can be reached by entering following website and searching for your model identifier (*) found on energy label.</p> <p><a href="https://eprel.ec.europa.eu/">https://eprel.ec.europa.eu/</a></p>

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# 1 Safety Instructions

- This section contains safety instructions that will help get protected against risks of personal injury or property damage.
- Our company shall not be responsible for damages that may arise when these instructions are not followed.

 Installation and repair procedures must always be performed by the manufacturer, authorised service agent or a qualified person specified by the importer.

 Only use original parts and accessories.

 Do not repair or replace any part of the product unless specified expressly in the user manual.

 Do not make any technical modifications to the product.

## 1.1 Intended Use

- This product is not suitable for commercial use and it must not be used out of its intended use.

This product is designed to be used in houses and indoor places.

This product should not be used outdoors with or without a tent above it such as boats, balconies or terraces. Do not expose the product to rain, snow, sun or wind.

There is the risk of fire!

## 1.2 - Safety for children, vulnerable persons and pets

- This product can be used by children at and above 8 years old and by persons with limited physical, sensory

or mental capabilities or who lack experience and knowledge provided that they are supervised or trained on the safe use of the product and the risks it brings out.

- Children aged from 3 to 8 years are allowed to load and unload refrigerating products.
- Electrical products are dangerous for children and pets. Children and pets must not play with, climb or enter the product.
- Cleaning and user maintenance should not be performed by children unless they are supervised by someone.
- Keep packaging materials away from children. There is the risk of injury and suffocation!
- Before disposing of the old or obsolete product:
  1. Unplug the product by gripping from the plug.
  2. Cut the power cable and remove it from the appliance together with its plug
  3. Do not remove the shelves or drawers so that it is harder for children to enter the product.
  4. Remove the doors.
  5. Keep the product in a way that it will not tip over.
  6. Do not allow children play with the old product.
- Never throw the product into fire for disposal. There is the risk of explosion!
- If there is a lock on the door of the product, the key should be kept out of the reach of children.

# Safety and environment instructions

## **1.3 - Electrical safety**

- The product must be unplugged during installation, maintenance, cleaning, repairing and moving procedures.
- If the power cable is damaged, it must be replaced by a qualified person specified by the manufacturer, authorised service agent or importer in order to avoid potential dangers.
- Do not squeeze the power cable under or behind the product. Do not place heavy objects on the power cable. Power cable must not be bent excessively, pinched or get in contact with any heat source.
- Do not use extension cords, multi-sockets or adapters to operate the product.
- Portable multi-sockets or portable power sources can overheat and cause fire. Therefore, do not keep any multi-sockets behind or near the product.
- Plug must be easily accessible. If this is not possible, the electrical installation to which the product is connected must contain a device (such as a fuse, switch, circuit breaker, etc.) which conforms to the electrical regulations and disconnects all poles from the grid.
- Do not touch the power plug with wet hands.
- Remove the plug from the socket by gripping the plug and not the cable.

## **1.4 - Transportation safety**

- Product is heavy; do not move it alone.
- Do not hold its door when moving the product.

- Pay attention not to damage the cooling system or the piping during transportation. If the piping is damaged, do not operate the product and call the authorised service agent.

## **1.5 - Installation safety**

- To make the product ready for use, check the information in the user manual to make sure that the electricity and water installations are suitable. If they are not, call a qualified electrician and plumber to have the necessary arrangements made. Otherwise, there is the risk of electric shock, fire, problems with the product, or injury!
- Prior to installation, check if the product has any defects on it. If the product is damaged, do not have it installed.
- Place the product on a clean, flat and solid surface and balance it with adjustable feet. Otherwise, the product may tip over and cause injuries.
- The installation location must be dry and well ventilated. Do not place carpets, rugs or similar covers under the product. Insufficient ventilation causes the risk of fire!
- Do not cover or block the ventilation openings. Otherwise, power consumption increases and your product may get damaged.
- Product must not be connected to supply systems such as solar power supplies. Otherwise, your product may get damaged due to sudden voltage changes!
- The more refrigerant a refrigerator contains, the larger the installation location must be. If the installation

# Safety and environment instructions

location is too small, flammable refrigerant and air mixture will accumulate in cases of refrigerant leakage in cooling system. The required space for each 8 gr of refrigerant is 1 m<sup>3</sup> minimum. The amount of refrigerant in your product is indicated on the Type Label.

- Product must not be installed in places exposed to direct sunlight and it must be kept away from heat sources such as hobs, radiators, etc.

If it is inevitable to install the product close to a heat source, a suitable insulation plate must be used in between and the following minimum distances must be kept to the heat source:

- Minimum 30 cm away from heat sources such as hobs, ovens, heater units or stoves,
- Minimum 5 cm away from electric ovens.

- Protection class of your product is Type I. Plug the product in a grounded socket that conforms the voltage, current and frequency values stated on the type label of the product. The socket must be equipped with a 10 A - 16 A circuit breaker. Our company shall not be liable for any damages that will arise when the product is used without grounding and electrical connection in accordance with the local and national regulations.
- Product must not be plugged in during installation. Otherwise, there is the risk of electric shock and injury!
- Do not plug the product in sockets that are loose, dislocated, broken, dirty, greasy or bear the risk of getting in contact with water.

- Route the power cable and hoses (if any) of the product in a way that they do not cause risk of tripping over.
- Exposing the live parts or power cable to humidity may cause short circuit. Therefore, do not install the product in places such as garages or laundry rooms where humidity is high or water may splash. If the refrigerator gets wet with water, unplug it and call the authorised service agent.
- Never connect your refrigerator to energy saving devices. Such systems are harmful to your product.

## **1.6- Operational safety**

- Never use chemical solvents on the product. There is the risk of explosion!
- If the product malfunctions, unplug it and do not operate until it is repaired by the authorised service agent. There is the risk of electric shock!
- Do not place flame sources (lit candles, cigarettes, etc.) on or close to the product.
- Do not climb on the product. There is the risk of falling and getting injured!
- Do not damage the pipes of the cooling system with sharp or penetrating objects. The refrigerant that might come out when the refrigerant pipes, pipe extensions or surface coatings are punctured causes skin irritations and eye injuries.
- Unless recommended by the manufacturer, do not place or use electrical devices inside the refrigerator/deep freezer.
- Be careful not to trap your hands or any other part of your body in the moving parts inside the refrigerator. Pay attention not to squeeze your

# Safety and environment instructions

fingers between the door and the refrigerator. Be careful when opening and closing the door particularly if there are children around.

- Never eat ice cream, ice cubes or frozen food right after removing them from the refrigerator. There is the risk of frostbite!
- When your hands are wet, do not touch the inner walls or metal parts of the freezer or the food stored therein. There is the risk of frostbite!
- Do not place tins or bottles that contain carbonated drinks or freezable liquids in the freezer compartment. Tins and bottles may burst. There is the risk of injury and material damage!
- Do not place or use flammable sprays, flammable materials, dry ice, chemical substances or similar heat-sensitive materials near the refrigerator. There is the risk of fire and explosion!
- Do not store explosive materials that contain flammable materials, such as aerosol cans, in your product.
- Do not place containers filled with liquid onto the product. Splashing water on an electrical part may cause electric shock or the risk of fire.
- This product is not intended for storing medicines, blood plasma, laboratory preparations or similar medical substances and products subject to Medical Products Directive.
- Using the product against its intended purpose may cause the products stored inside it to deteriorate or spoil.
- If your refrigerator is equipped with blue light, do not look at this light with optical tools. Do not stare at UV LED lamp directly for a long time. Ultraviolet light may cause eye strain.
- Do not overload the product. Objects in the refrigerator may fall down when the door is opened, causing injury or damage. Similar problems may arise if any object is placed onto the product.
- To avoid injuries, make sure that you have cleaned all the ice and water that may have fallen or splashed on the floor.
- Change the position of the shelves/ bottle holders on the door of your refrigerator only when they are empty. There is the risk of injury!
- Do not place objects that can fall down/tip over onto the product. Such objects may fall down when the door is opened and cause injuries and/or material damage.
- Do not hit or exert excessive force on glass surfaces. Broken glass may cause injuries and/or material damage.
- Cooling system of your product contains R600a refrigerant: Type of the refrigerant used in the product is indicated on the type label. This refrigerant is flammable. Therefore, pay attention not to damage the cooling system or the piping while the product is in use. If the piping is damaged:
  - Do not touch the product or the power cable,
  - Keep away potential sources of fire that may cause the product to catch fire.
  - Ventilate the area where the product is located. Do not use fans.
  - Call the authorised service agent.
- If the product is damaged and you see refrigerant leak, please stay away from the refrigerant. Refrigerant may cause frostbite in case of skin contact.

# Safety and environment instructions

## For products with a Water Dispenser/Ice Machine

- Use only potable water. Do not fill the water tank with any liquids -such as fruit juice, milk, carbonated beverages or alcoholic drinks- that are not suitable for use in the water dispenser.
- There is the risk for health and safety!
- Do not allow children play with the water dispenser or ice machine (Icematic) in order to prevent accidents or injuries.
- Do not insert your fingers or other objects into the water dispenser hole, water channel or ice machine container. There is the risk of injury or material damage!

## **1.7- Maintenance and cleaning safety**

- Do not pull from the door handle if you need to move the product for cleaning purposes. Handle may break and cause injuries if you exert excessive force on it.
- Do not spray or pour water on or inside the product for cleaning purposes. There is the risk of fire and electric shock!
- Do not use sharp or abrasive tools when cleaning the product. Do not use household cleaning products, detergent, gas, gasoline, thinner, alcohol, varnish etc.
- Only use cleaning and maintenance products inside the product that are not harmful for food.

- Never use steam or steam assisted cleaners to clean or defrost the product. Steam gets into contact with the live parts in your refrigerator, causing short circuit or electric shock!
- Make sure that no water enters the electronic circuits or lighting elements of the product.
- Use a clean and dry cloth to wipe the foreign materials or dust on the pins of the plug. Do not use a wet or damp cloth to clean the plug. There is the risk of fire and electric shock!

## **1.8- HomeWhiz**

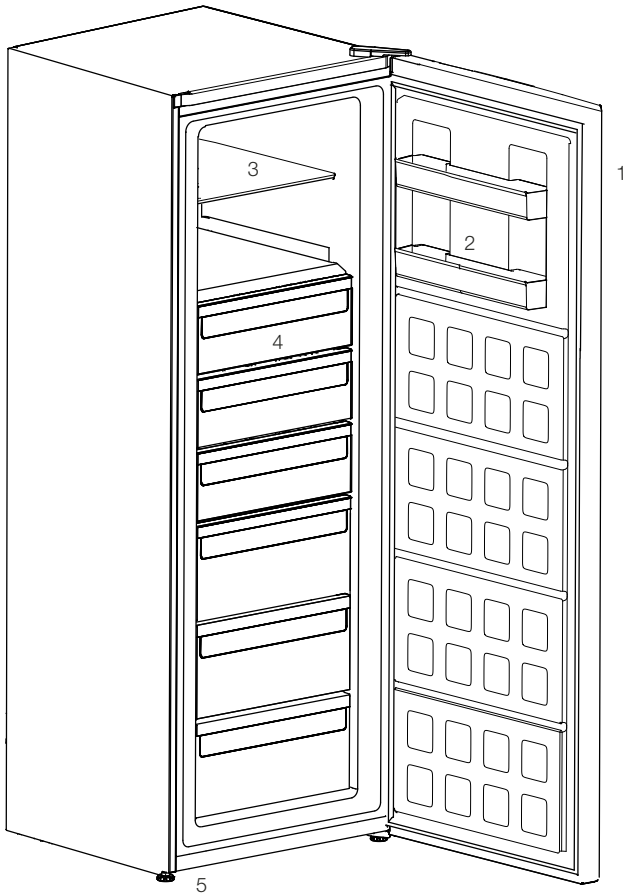
- When you operate your product through HomeWhiz application, you must observe the safety warnings even when you are away from the product. You must also follow the warnings in the application.

## **1.9- Lighting**

- Call the authorised service when it is required to replace the LED/bulb used for lighting.



Congratulations on your choice of a **Beko** quality Appliance which has been designed to give you service for many years.



1. Control Panel
2. Door shelf
3. Glass shelves
4. Drawers
5. Adjustable front feet



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.

### 3.1 Appropriate Installation Location

In order to prepare the product for use, refer the information in the user manual and ensure that electrical installation and water installation are appropriate. If not, call a qualified electrician and technician to have any necessary arrangements carried out.

⚠	<b>WARNING:</b> Manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorised persons.
⚠	<b>WARNING:</b> Product must not be plugged in during installation. Otherwise, there is the risk of death or serious injury!
⚠	<b>WARNING:</b> If the door clearance of the room where the product shall be placed is so tight to prevent passing of the product, remove the door of the room and pass the product through the door by turning it to its side; if this does not work, contact the authorised service.

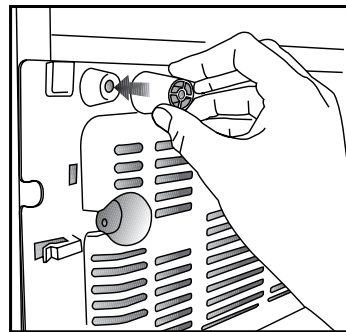
- Place the product on an even floor surface to prevent jolts.
- Install the product at least 30 cm away from heat sources such as hobs, heater cores and stoves and at least 5 cm away from electrical ovens.
- Product must not be subjected to direct sun light and kept in humid places.

- Appropriate air ventilation must be provided around your product in order to achieve an efficient operation. If the product is to be placed in a recess in the wall, pay attention to leave at least 5 cm distance with the ceiling and side walls.

### 3.2 Installing the Plastic Wedges

Plastic wedges supplied with the product are used to create the distance for the air circulation between the product and the rear wall.

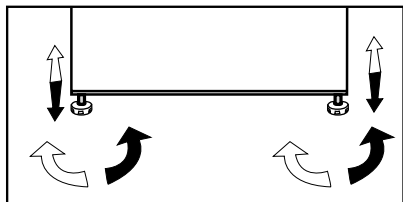
1. To install the wedges, remove the screws on the product and use the screws supplied together with the wedges.
2. Insert the 2 plastic wedges onto the rear ventilation cover as illustrated in the figure.



## Installation

### 3.3 Adjusting the Feet

If the product stands unbalanced after installation, adjust the feet on the front by rotating them to the right or left.



### 3.4 Electrical Connection

	<b>WARNING:</b> Do not make connections via extension cables or multi-plugs.
	<b>WARNING:</b> Damaged power cable must be replaced by the Service Agent.
	If two coolers are to be installed side by side, there should be at least 4 cm distance between them.

- Our company shall not be liable for any damages that will arise when the product is used without grounding and electrical connection in accordance with the national regulations.
- Power cable plug must be within easy reach after installation.
- Connect your refrigerator to a grounded outlet rated for a voltage value of 220-240V /50 Hz. Outlet shall have 10 to 16A fuse.
- Do not extension cords or cordless multiple outlets between your product and the wall outlet.

### 3.5 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.

### 3.6 Changing the illumination lamp

To change the Bulb/LED used for illumination of your refrigerator, call your AuthorisedService.

The lamp(s) used in this appliance is not suitable for household room illumination. The intended purpose of this lamp is to assist the user to place foodstuffs in the refrigerator/freezer in a safe and comfortable way. The lamps used in this appliance have to withstand extreme physical conditions such as temperatures below -20 °C.

(only chest and upright freezer)

### 3.7 Changing the door opening direction

Door opening direction of your refrigerator can be changed according to the place you are using it.

## 4 Preliminary preparation

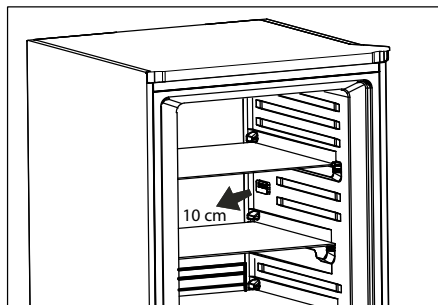
### 4.1. What to do for energy saving



Connecting the product to electronic energy-saving systems is harmful, as it may damage the product.

- For a freestanding appliance; 'this refrigerating appliance is not intended to be used as a built-in appliance.
- Do not keep the refrigerator doors open for long periods.
- Do not place hot food or beverages into the refrigerator.
- Do not overfill the refrigerator; blocking the internal air flow will reduce cooling capacity.
- In order to load the maximum quantity of food into the cooler compartment of your refrigerator, the upper drawers should be taken out and the food should be placed onto the wire/glass shelves. Net volume and energy consumption information declared in the energy label of your refrigerator was tested by taking out the upper drawers in the cooler department and the ice bucket, which is easily removable by hand.

- Food packages should not be in direct contact with the heat sensor located in the cooler compartment. The food should be 10 cm away from the sensor. In case of contact with the sensor, energy consumption of the device may increase.



### 4.2. First Use

Before using your refrigerator, make sure the necessary preparations are made in line with the instructions in "Safety and environment instructions" and "Installation" sections.

- Keep the product running without placing any food inside for 6 hours and do not open the door, unless absolutely necessary.
- The temperature change caused by opening and closing of the door while using the product may normally lead to frost deposit, icing and condensation on food placed on door/body shelves and glass containers placed in the product.



A sound will be heard when the compressor is engaged. It is normal to hear sound even when the compressor is inactive, due to the compressed liquids and gasses in the cooling system.



It is normal for the front edges of the refrigerator to be warm. These areas are designed to warm up in order to prevent condensation.

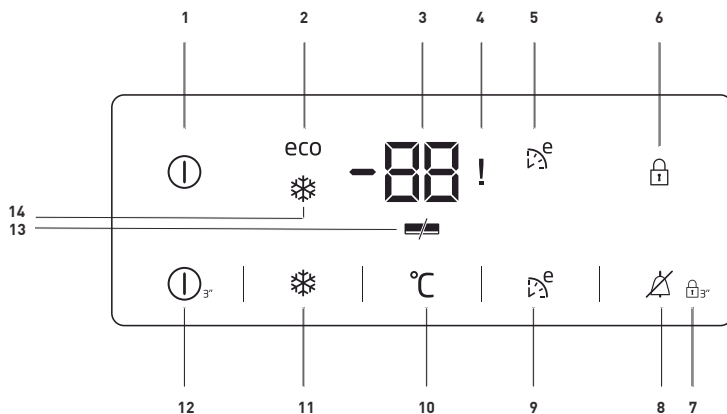


For some models, indicator panel turns off automatically 1 minutes after the door closes. It will be reactivated when the door is open or any button is pressed.

- Since hot and humid air will not directly penetrate into your product when the doors are not opened, your product will optimize itself in conditions sufficient to protect your food. Functions and components such as compressor, fan, heater, defrost, lighting, display and so on will operate according to the needs to consume minimum energy under these circumstances.

## 5 Operating the product

### 5.1 Indicator panel



#### 1. On/Off Indicator:

This icon (Ⓜ) come on when the freezer is turned off. All the other icons turn off.

#### 2. Economic Usage Indicator:

This icon (eco) (comes on when the Freezer Compartment is set to -18°C which is the most economical set value. Economic Usage Indicator turns off when the Quick Fridge or Quick Freeze function is selected.

#### 3. Freezer Compartment Temperature Setting Indicator:

Indicates the temperature set for the Freezer Compartment.

#### 4. Power failure/High temperature / error warning indicator :

This light (⚡) illuminates during power failure, high temperature failures and error warnings. During sustained power failures, the highest temperature that the freezer compartment reaches will flash on the digital display.

#### 5. Eco Extra Indicator:

This icon (❄️<sup>e</sup>) lights up when this Function is active.

#### 6. Key Lock Indicator:


This icon (🔒) lights up when the Key Lock mode is activated.




Figures in this user manual are schematic and may not match the product exactly. If the subject parts are not included in the product you have purchased, then those parts are valid for other models.

## Operating the product

### 7.Key Lock Mode:


Press Key Lock () button continuously for 3 seconds. Key lock icon will light up and key lock mode will be activated. Buttons will not function if the Key Lock mode is active. Press Key Lock button continuously for 3 seconds again. Key lock icon will turn off and the key lock mode will be exited.

### 8- Alarm off warning:


In case of power failure/high temperature alarm, after checking the food located in the freezer compartment press the alarm off button () to clear the warning.

High Temperature Alarm may also be cleared by other keys than the On/Off key.


### 9.Eco Extra Function:

Press the Eco Extra button () for 3 seconds to activate Eco Extra Function when going on holiday for instance. Freezer will start operating in the most economic mode at around 6 hours later and the economic usage indicator will turn on when the function is active.

### 10.Freezer Set Function:


This function () allows you to change the Freezer compartment temperature setting. Press this button to set the temperature of the freezer compartment to -18, -19, -20, -21, -22, -23 and -24, respectively.

### 11.Quick Freeze Function:


Quick Freeze indicator () turns on when the Quick Freeze function is on. Press Quick Freeze button again to cancel this function. Quick Freeze indicator will turn off and normal settings will be resumed.

Quick Freeze function will be cancelled automatically 52 hours later if you do not cancel it manually. If you want to freeze plenty amount food, press Quick Freeze button before you place the food into the freezer compartment.

### 12.On/Off Function:

This function () allows you to make the Fridge turn off when pressed for 3 seconds. The fridge could be turned on by pressing On/Off button for 3 seconds again.


### 13.Energy Saving Indicator :

If the product doors are kept closed for a long time energy saving function is automatically activated and energy saving symbol is illuminated. ()

When energy saving function is activated, all symbols on the display other than energy saving symbol will turn off. When the Energy Saving function is activated, if any button is pressed or the door is opened, energy saving function will be cancelled and the symbols on display will return to normal.

Energy saving function is activated during delivery from factory and cannot be cancelled.

### 14.Quick Freeze Indicator :

This icon () comes on when the Quick Freeze function is on.

## Operating the product

### 5.2 Freezing fresh food

- Wrap or cover the food before placing them in .
  - 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.
  - 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 packagings must be resistant to cold and humidity and they must be airtight. The packaging material of the food must be at a sufficient thickness and durability. Otherwise the food hardened due to freezing may puncture the packaging. It is important for the packaging to be closed securely for safe storage of the food.
  - 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. Activate the fast freezing function by pressing the «Fast Freeze» button 24 hours before loading the food to be frozen.
  2. 24 hours after pressing the button, place your hot food in the first and second shelves of the product.
  3. The fast freezing function will be automatically inactivated after 52 hours.
  4. Do not try to freeze a large quantity of food at a time. Within 24 hours, this product can freeze the maximum food quantity specified as «Freezing Capacity ... kg/24 hours» on its type label. It is not convenient to put more unfrozen/fresh foods than the quantity specified on the label.
  5. When you put unfrozen food in the product, place them in a way that they do not contact with frozen food. A cool-pack may be placed on foods on the 3rd shelf from top to bottom to prevent heating.
  6. Ensure that raw food do not contact with cooked food in the refrigerator.



## Operating the product

Cooler Compartment Settings	Remarks
-20°C	This is the default, recommended setting.
-21, -22, -23 or -24°C	These settings are recommended when the ambient temperature is higher than 30°C or when you think the refrigerator is not cool enough due to frequent opening and closing of the door.
Fast Freezing	Use when you want to freeze your food in a short time. Recommended for maintaining the quality of meat and fish products.

### 5.3 Recommendations for preservation of frozen food

• Pre-packed commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions in a frozen food storage compartment.

• To ensure that the high quality supplied by the frozen food manufacturer and the food retailer is maintained, following points should be noted:

1. Put packages in the freezer as quickly as possible after purchase.
2. Ensure that contents of the package are labeled and dated.
3. Do not exceed "Use By", "Best Before" dates on the packaging.

### Defrosting

The freezer compartment defrosts automatically.

### 5.4 Deep-freeze information

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

It is possible to preserve 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, dour, 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. Thawed out food must be consumed and must not be frozen again.

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 bi-carbonate in half litre of water. Soak a cloth with the solution and wring 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 bi-carbonate 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 service. 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 service.

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

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

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

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

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

## Troubleshooting

- 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.
- Any items placed on the product may cause noise. >>> Remove any items placed on the product.

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

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

## Troubleshooting

### **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. Do not try to repair the product.

# BEKO UK AND IRELAND STANDARD MANUFACTURER GUARANTEE TERMS AND CONDITIONS

Your new Beko product is guaranteed against faulty materials, defective components or manufacturing defects.

The standard guarantee starts from the date of original purchase of the product, and lasts for a period of twelve (12) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.

If you have purchased an American style Fridge freezer, the standard guarantee starts from the date of original purchase of the product, and lasts for a period of twenty four (24) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.

If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our contact centre on

**0333 207 971** (UK and Northern Ireland) or **01 862 3411** (Republic of Ireland)

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

## What is covered by this guarantee?

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Beko Approved Engineer to carry out the repair.

## What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
  - Accidental damage, misuse or abuse of a product.
  - An attempted repair of a product by anyone other than a Beko Approved Engineer (the "Engineer").
  - Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.
- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product. To the extent permitted by law, the Manufacturer does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

### **Important Notes**

- 1.** Your product is designed and built for domestic household use only.
- 2.** The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
- 3.** The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
- 4.** Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
- 5.** Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
- 6.** This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
- 7.** This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.
- 8.** This guarantee does not apply to graded sales (where the product is purchased as a "second").
- 9.** Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Call Centre on the number set out above.
- 10.** The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
- 11.** Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

## Does Beko offer replacements?

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model but when this is not possible, a model of similar specification will be provided. The Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

## When will the repair take place?

Our Engineers work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Engineers will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

## Will there be any charge for the repairs?

It is your responsibility to provide evidence to the Engineer that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.
- Where a service call has been made and the engineer finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Engineer providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the English Courts, save where you live in another part of the United Kingdom, in which case the law and courts of that location will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have jurisdiction.



This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8QU.

Beko plc is registered in England and Wales with company registration number 02415578

## **BEKO UK AND IRELAND BUILT-IN APPLIANCES GUARANTEE TERMS AND CONDITIONS**

If you have purchased a built-in or integrated appliance, and registered it within 90 days of purchase by completing the online registration form, then the standard 12 month guarantee will be extended to 24 months, under the same terms and conditions as detailed in our Standard Guarantee Terms and Conditions.

### **HOW TO OBTAIN SERVICE FOR YOUR APPLIANCE**

Please keep your purchase receipt or other proof of purchase details in a safe place; you will need to have this documentation available should the product require attention under guarantee.

Please take a few moments to complete the details below, as you will need this information when you call us, or to use our online services. When you call us you may be required to input your serial number into your telephone keypad. For help please visit [beko.co.uk/support/model-finder](http://beko.co.uk/support/model-finder)

- The product model number is printed on the Operating Instruction Booklet / User guide
- The product model and serial number is printed on the Rating Label affixed to the appliance.
- The Retailer (Purchased from) and Date of purchase will be printed on your purchase receipt or other proof of purchase paperwork

Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for requesting service under guarantee.

Model number	Serial number	Purchased from	Date of purchase

### **For service under guarantee or for product advice please call our Contact centre**

Before requesting service please check the troubleshooting guide in the Operating Instructions booklet, as a charge may be levied where no fault is found, and even though your product may still be under guarantee.

After arranging service the area around the product must be easily accessible to the Engineer, without the need for cabinets or furniture to be removed or moved.

It is your responsibility to ensure our Engineers have a clean and safe environment to carry out any repairs.

Please have your Model number and Serial number available when you call us, as you may be required to input your serial number into your telephone keypad during your call.

**UK Mainland & Northern Ireland:**

**0333 207 9710**

Landline or mobile calls to 0333 numbers cost no more than calls to geographic numbers 01 or 02, and are charged at the basic rate. Calls from landlines and mobiles are included in free call packages but please check with your telephone service provider for exact call charges.

**Republic of Ireland:**

**01 862 3411**

**Service once the manufacturers guarantee has expired**

If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document, otherwise please call us using the appropriate number above, where service can be obtained at a charge.

Should you experience any difficulty in obtaining service please call us on **0333 207 9710** or **01 862 3411**

**Contact us though our website**

Send us a secure message through our online contact us form. Please visit our website, click Contact Us and choose a product support topic from the list of options. Complete the required details and click send message.

**Product registrations**

For UK registrations please visit [beko.co.uk/register](http://beko.co.uk/register) and for the Republic of Ireland visit [beko.ie/register](http://beko.ie/register).

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