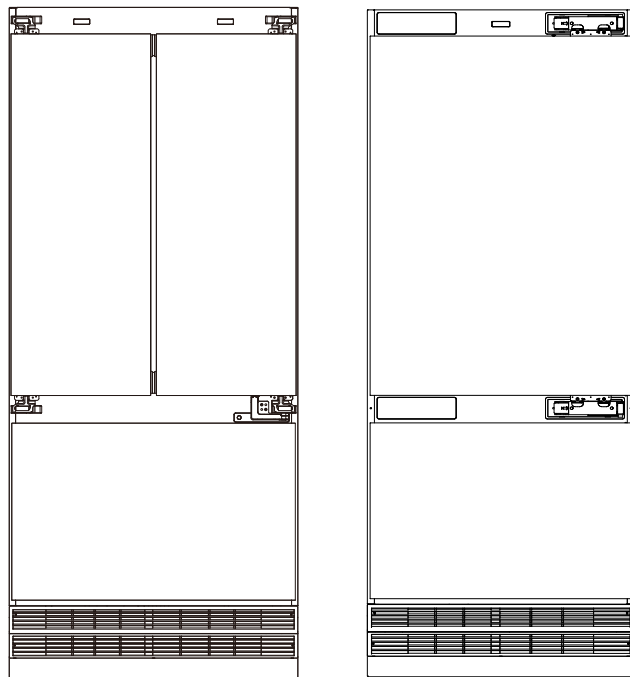


## USER MANUAL


KOOLMORE RESERVE

**Panel Ready Refrigerator and Freezer  
With Ice maker, Water dispenser**

**Models:** KM-RER36-FDPR, KM-RER36-SWPR



For any service related  
issues, please contact us:

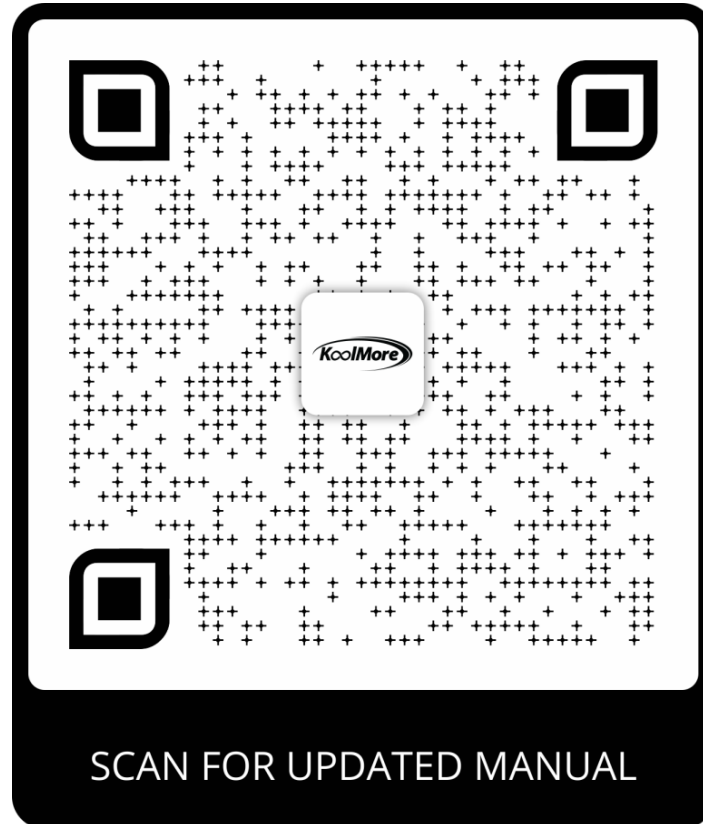
 **718-576-6342**

 **support@koolmore.com**

Before using, please read the operating instructions carefully to  
ensure proper application and achieve satisfactory results.

# Stay informed with the latest information for your KoolMore Reserve Appliance.

Scan the QR code above to access the most recent user manual on our website, which is constantly being updated and improved.



**If you need any assistance or have questions, our customer support team is here to help.**

**P- 718-576-6342 E- [Support@koolmore.com](mailto:Support@koolmore.com)**

Please write down the model number and serial number below for future reference. Both numbers are located on the rating label on the back of your unit or inside of the unit and are needed to obtain warranty service. You may also want to staple your receipt to this manual as it is the proof of your purchase and may also be needed for service under warranty.

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

To better serve you, please do the following before contacting customer service:

If you received a damaged product, immediately contact the retailer or dealer that sold you the product.

Read and follow this instruction manual carefully to help you install, use, and maintain your unit.

Refer to the Troubleshooting section of this manual as it will help you diagnose and solve many common issues.

# Contents

|                              |           |
|------------------------------|-----------|
| <b>Safety</b> .....          | <b>4</b>  |
| <b>Parts List</b> .....      | <b>7</b>  |
| <b>Operation</b> .....       | <b>9</b>  |
| <b>Maintenance</b> .....     | <b>18</b> |
| <b>Troubleshooting</b> ..... | <b>20</b> |
| <b>Warranty</b> .....        | <b>22</b> |

# Safety

- This product is suitable for use by children aged 8 and older, and individuals with limited physical, sensory, or mental capabilities, provided they have received proper instruction on safe usage under supervision with risks mitigated.
- Children must not play with the product. Cleaning and care by children is only permitted under adult supervision.
- Unplug the product immediately if you notice any failure during operation.
- Do not use the product if it malfunctions; it must be repaired by an authorized service provider to avoid risk of electric shock.
- Plug the product into a grounded outlet that has a fuse matching the specifications on the product's nameplate. Ensure a qualified electrician grounds the product correctly.
- Our company is not responsible for any damages from using the product without proper grounding as per local regulations.
- Always unplug the product when it's not in use.
- Never clean the product by spreading or pouring water on it to prevent risk of electric shock. Do not use wet hands to clean or touch the product.
- Do not pull on the cable to unplug the product; always grasp the plug itself.
- Do not connect the refrigerator to a loose wall outlet.
- Avoid connecting your refrigerator to energy-saving devices; they can harm the product.
- Unplug the product before any installation, cleaning, or repair procedures. Only authorized service providers should install the product and establish its electrical connections.
- The manufacturer is not liable for damages caused by unauthorized repairs.
- Do not consume ice cream or ice cubes directly from the freezer to avoid frostbite. Avoid touching frozen items with wet hands as they might stick. Do not store bottled or canned beverages in the freezer as they might burst.
- Never use steam or steam cleaners to clean or defrost the refrigerator. Steam gets into contact with the live parts in your refrigerator, causing short circuit or electric shock!
- DANGER - Risk of fire or explosion. Flammable refrigerant used. Do not use mechanical devices to defrost refrigerator.
- Do not puncture refrigerant tubing.
- Never use the parts in your refrigerator such as the door and drawer as a means of support or step. This may cause the product to tip over or damage the parts of it.
- Do not damage the parts where the refrigerant is circulating with drilling or cutting tools. The refrigerant that might blow out when the gas channels of the evaporator, pipe extensions or surface coatings are punctured causes skin irritations and eye injuries.
- Do not cover or block the ventilation holes in your refrigerator with any object.
- Place the beverage with higher proofs tightly closed and vertically.
- Do not use gaseous sprays near the product since there is the risk of fire or explosion!
- Flammable items or products that contain flammable gases (e.g., spray) as well as explosive materials should never be kept in the appliance.
- Do not place vessels filled with liquid onto the product. Spilling water on an electrical part may cause electric shock or the risk of fire.
- Do not store items that need precise temperature adjustment (e.g., vaccines, heat-sensitive medication, science materials etc.) in the refrigerator.
- If you are not going to use the product for a long time, unplug it and remove the food in it.

- If there is a blue light on the refrigerator, do not look at this light with optical tools.
- Exposing the product to rain, snow, sun or wind is dangerous in terms of electrical safety.
- In products with mechanical control (thermostat), wait for 5 minutes to plug in the product again after unplugging.
- Do not overload the refrigerator. 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.
- If the product has a door handle, do not pull the handle when re-locating the product. The handle might be loose.
- Be careful not to jam your hand or any other body part in the moving parts of the refrigerator.
- Do not put your hand or any other foreign materials into the ice machine while it is operating.

## **Intended Use**

This product has been designed for residential use, it is not suitable for commercial use and it must not be used out of its intended use.

It must be used only for storing food.

The manufacturer will not take any responsibility for damages resulting from improper use or transport.

Original spare parts will be available for 10 years after the purchase date of the product.

## **Children's Safety**

**CAUTION** - To Prevent A Child From Being Entrapped, Keep Out Of Reach Of Children And Not In The Vicinity Of Freezer (Or Refrigerator).

If there is a lock on the door of the product, the key should be kept out of the reach of children.

Do not let children play with the product.

## **WARNING:**

Risk of child entrapment. Before you throw away your old refrigerator or freezer:

Take off the doors.

Leave the shelves in place so that children may not easily climb inside.

This product has been manufactured from high quality parts and materials which can be reused and are suitable for recycling.

Therefore, do not dispose the product with normal domestic waste or other waste at the end of its service life.

Take it to a collection center for recycling electrical and electronic equipment.

Please consult local authorities to learn about the locations of such collection center.

## **Packaging Information**

Packaging materials of the product have been manufactured from recyclable materials in accordance with our National Environment Regulations.

Do not dispose the packaging materials with normal domestic waste or other types of waste.

Take these materials to a recycling point designated by local authorities.

## **DANGER: Risk of Fire or Explosion**

This product uses flammable refrigerant.

Do not use mechanical devices to defrost the refrigerator.

Do not use chemicals for cleaning.

Do not pierce the refrigerant pipe.

If the refrigerant pipe is pierced, it must be repaired only by licensed service personnel.

If the product is damaged, have the refrigerant system repaired before cleaning the product.

All safety instructions must be followed.

Dispose the product according to federal or local regulations.

## **Hydrocarbon (HC) Warning**

- Your product's cooling system contains R-600a.
- R-600a is flammable.
- Therefore, pay attention not to damage the cooling system or piping during use and transportation.
- If damaged, keep the product away from potential fire sources that may cause it to catch fire and ventilate the room where the product is placed.

If the product is damaged and if you see gas leak, please keep away from the gas. It may cause frost-bite when it gets into contact with the skin (including R134a). Ignore this warning if the cooling system of your product contains R134a.

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

**WARNING:** Never throw the product into fire for disposal.

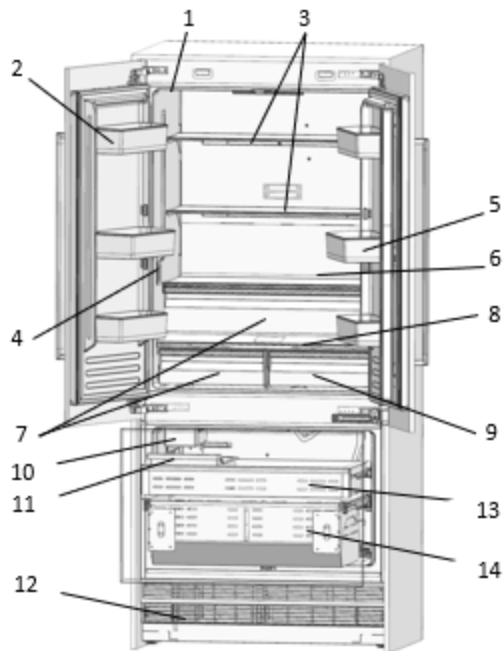
## **For Products with a Water Dispenser/Service Machine**

- Operating pressure for cold water inlet is between 1-5.5 bars.
- If your mains water pressure exceeds 80 psi (5.5 bars), install a pressure limiting valve to your mains water system (if necessary).
- If the mains pressure is lower than 1 bar, you can use an auxiliary pump to compensate the low pressure.
- If you do not know how to check the water pressure, please consult a professional plumber.
- If there is a risk of water impact in your installation, always use a water impact protection equipment in that installation.
- Please consult professional plumbers if you are not sure there is water impact in your installation.
- Do not make installation on the hot water inlet.
- Take the necessary measures against the freezing risk of the hoses.
- The water temperature operating range must be 0.6°C (33°F) minimum and 38°C (100°F) maximum.

*WARNING: Never connect the product to a cold water mains with a pressure of 5.5 bars (80 psi) and above*

# Parts List

KM-RER36-FDPR

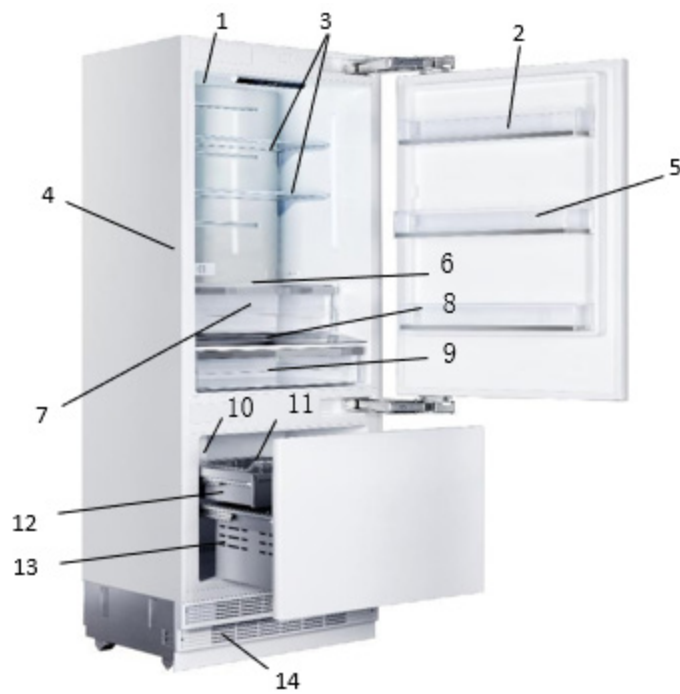


- |                                   |                                        |
|-----------------------------------|----------------------------------------|
| 1. Water filter (if applicable)   | 9. Control display                     |
| 2. Door bin                       | 10. Special temperature compartment    |
| 3. Body shelf (adjustable height) | 11. Ice machine (if applicable)        |
| 4. Water dispenser                | 12. Icebox applies to high spec models |
| 5. Gallon door bin                | 13. Condenser                          |
| 6. (adjustable height)            | 14. Upper drawer                       |
| 7. Odour filter                   | 15. Lower drawer                       |
| 8. Crisper                        |                                        |

Note: May not be available in all models

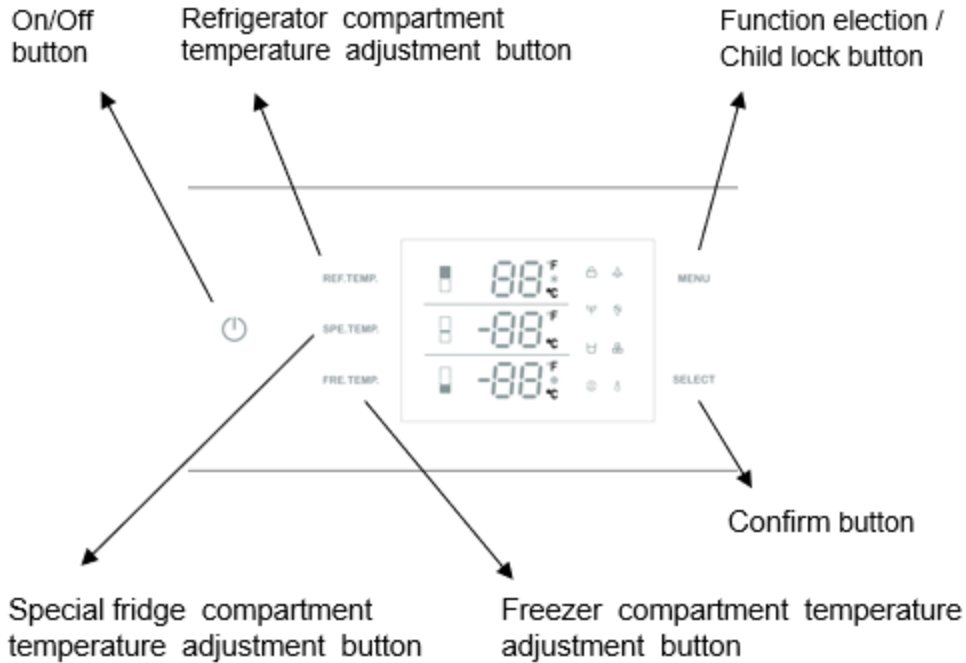
Note: Figures in this user manual are schematic and may not match the product exactly. If your product does not have the relevant parts, the information applies to other models.

## KM-RER36-SwPR



- |                                        |                                        |
|----------------------------------------|----------------------------------------|
| 1. Water filter (if applicable)        | 9. Special temperature compartment     |
| 2. Door bin                            | 10. Ice machine (if applicable)        |
| 3. Body shelf (adjustable height)      | 11. Icebox applies to high spec models |
| 4. Water dispenser                     | 12. Upper drawer                       |
| 5. Gallon door bin (adjustable height) | 13. Lower drawer                       |
| 6. Odour filter                        | 14. Condenser                          |
| 7. Crisper                             |                                        |
| 8. Control display                     |                                        |

# Operation



Note: May not be available in all models

Note: Figures in this user manual are schematic and may not match the product exactly. If your product does not have the relevant parts, the information applies to other models.

## 1. On/Off button

Serves to switch the whole appliance On and Off. Press the button to switch on the product, the product will be switched on in 5 seconds. Press the on/off button for 1.5 seconds to switch off.

## 2. Function election / Child lock button

The child lock is a feature for preventing children from changing the product settings. by pressing MENU button for 3 seconds, you may lock/unlock the control panel.

The lock symbol will illuminate on the display when this function is enabled.

## 3. Refrigerator compartment temperature adjustment button

Press the REF TEMP button to adjust the temperature from 36°F (2°C) to 46°F (8°C)

The best temperature for fresh food compartment is 39°F (4°C).

## 4. Special fridge compartment temperature adjustment button

Press the SPE TEMP button to change the special fridge compartment temperature from 30°F (-1°C) to 41°F (5°C)

## 5. Freezer compartment adjustment button

Press the FRE TEMP button to change the freezer compartment temperature from 5°F (-15°C) to -11°F (-24°C)

\* Super freezing function will be enabled if keep pressing after -11°F (-24°C) .

When the snow symbol illuminate on the display the super freezer function will be enabled.

*NOTE : The defaulted temperature setting is 41°F (5°C) for fridge compartment, 36°F (2°C) for special fridge compartment and 0°F (-18°C) for freezer compartment*

## 6. Vacation Mode

Press the MENU button till the vacation symbol illuminates, then press the SELECT button to enable the function.

When the Vacation Mode function is enabled, the fridge temperature will be set at 63°F (17°C) and freezer temperature set at 0°F (-18°C) automatically.

*NOTE: Do not place food in the fresh food compartment when Vacation Mode is enabled.*

## 7. Shabbat Mode

Press the MENU button till the Shabbat mode symbol illuminates, then press the SELECT button to enable the function. When the Shabbat mode function is enabled, all lights, buzzers, display panels will be switch off.

## 8 Eco Mode

Press the MENU button till the Eco Mode illuminates, then press the SELECT button to enable the function. When the Eco Mode function is enabled, the fridge temperature will be set at 46 °F (8 °C) and freezer temperature set at 5 °F (-15 °C) automatically

## 9. Water Dispenser

Press the MENU button till the water dispenser symbol illuminates, then press the SELECT button to enable the function. When the water dispensing function is enabled, fresh water can be provided from the dispenser fitted on the internal wall.

## 10. Ice Making

Press the MENU button till the ice making symbol illuminates, then press the SELECT button to enable the function.

When the ice making function is enabled, ice maker will be automatically operating, and the ice cubes will be accumulated in the ice tray.

*NOTE: Prepare the water filter for use before using the ice. After connecting the refrigerator to a water source or after replacing the water filter, fill and discard two full containers of ice.*

### **11. Water filter replacement (if applicable)**

The water filter symbol flashes and beeps to advise the user to replace the water filter. After the replacement is completed, press the SELECT button for 5 seconds to reset. The set replacement time is 130 days.

### **12. Celsius and Fahrenheit selection**

Press the MENU button till the Celsius and Fahrenheit selection symbol illuminates to change between Celsius and Fahrenheit. After that press the SELECT button to confirm.

## Before Using the Refrigerator

### Energy Saving Tips

**WARNING:** Connecting your refrigerator to energy-saving devices can be dangerous and may damage the appliance.

- Keep the refrigerator doors closed as much as possible. Don't leave them open for long periods.
- Let hot foods and drinks cool down to room temperature before placing them in the refrigerator.
- Avoid overloading the fridge. Overfilling can hinder air circulation and reduce cooling efficiency.
- Keep your refrigerator out of direct sunlight.
- Position the refrigerator at least 12 inches away from heat sources like stovetops, ovens, heaters, and at least 2 inches from electric ovens.
- Store food in sealed containers inside the refrigerator.
- You can remove the drawer shelf in the freezer to maximize space for food storage.
- The energy consumption rating of this refrigerator was determined with the freezer shelf or drawer removed and the fridge fully stocked. Adjusting shelves and drawers to accommodate various food sizes is fine.
- Thaw frozen foods in the fridge compartment; it's energy-efficient and helps maintain food quality.
  - *NOTE: The room where your refrigerator is located should be at least 50°F. Operating your refrigerator in cooler conditions isn't recommended for optimal efficiency.*
  - *NOTE: Clean the inside of your refrigerator thoroughly on a regular basis.*
  - *NOTE: If you're installing two refrigerators side by side, keep at least 1.5 inches of space between them.*

### Fresh Food Compartment Recommendations

Ensure food doesn't block the temperature sensor in the fresh food compartment. For the compartment to maintain its ideal storage temperature, the sensor needs to be unobstructed. Never place hot foods or beverages directly into the refrigerator.

### Initial Use

Before you start using your refrigerator, make sure all preparations have been completed according to the instructions provided in the "Important Instructions Regarding Safety and Environment" and "Installation Instructions" sections.

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

Before you start the refrigerator, ensure that the interior is dry.

Plug the refrigerator into a grounded outlet. Note that the interior light will turn on when you open the refrigerator door.

Run the refrigerator for 6 hours without placing any food inside, and avoid opening the door unless necessary.

You will hear a noise when the compressor starts up. This is normal. The sealed liquids and gases within the refrigerator system may also generate noise, even when the compressor isn't running. This is also normal.

The front edges of the refrigerator might feel warm. This is normal because these areas are designed to stay warm to prevent condensation.

### **Dual Cooling System**

Your refrigerator is equipped with two separate cooling systems to cool the fresh food compartment and freezer compartment. Thus, the air and odor in the fresh food compartment and the frozen food compartment do not get mixed.

Thanks to these two separate cooling systems, cooling speed is much higher than that of other refrigerators. Also additional power saving is provided since the defrosting is performed separately.

### **Tips For Freezing Fresh Food**

- Wrap the foods or place them in a covered container before putting them in the refrigerator.
- Hot foods and beverages must cool down to room temperature before you put them in the refrigerator.
- The foodstuff that you want to freeze must be fresh and in good quality.
- Divide the food into portions according to your family's daily or meal based consumption needs.
- Pack the foods in an airtight manner to prevent them from drying even if they are going to be stored for a short time.
- Materials to be used for packaging must be tear-proof and resistant to cold, humidity, odor, oils and acids and they must also be airtight. Moreover, they must be well closed and they must be made from easy-to-use materials that are suitable for deep-freezers.
- Frozen food must be used immediately after they are thawed and they should never be re-frozen.
- Do not freeze too large quantities of food at one time. The quality of the food is best preserved when it is frozen right through to the core as quickly as possible.
- Placing warm food into the freezer compartment causes the cooling system to operate continuously until the food is frozen solid.

### **Recommendations for Storing Frozen Food**

- Frozen foods you purchase must be stored according to the conditions and temperature determined by the food manufacturer.
- Note the following to ensure that the high quality achieved by the frozen food manufacturer and the food retailer is maintained:
- Put packages in the freezer as quickly as possible after purchase.
- Make sure that the contents of the package are labeled and dated.
- Check whether the "Use By" or "Best Before" date on the packaging is expired or not.

## Placing the food

| Location                           | Recommended for                                                                  |
|------------------------------------|----------------------------------------------------------------------------------|
| Freezer compartment shelves        | Various frozen food such as meat, fish, ice cream, vegetables etc.               |
| Egg tray                           | Eggs                                                                             |
| Fridge compartment shelves         | Food in pans, covered plates and closed containers                               |
| Door shelves of fridge compartment | Small and packaged foods or beverages (such as milk, fruit juice, beer and etc.) |
| Crisper                            | Vegetables and fruits                                                            |
| Special fridge compartment         | Delicatessen products (cheese, butter, salami etc.)                              |

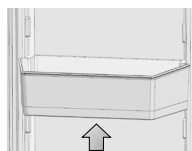
## Operating temperature

| Freezer               | Fridge      | Remarks                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| -18°C / 0°F           | 4°C / 39°F  | This is the recommended normal setting.                                                                                                                                                                                                                                                                                                                                                |
| -20°C / -4°F          | 3°C / 37°F  | These settings are recommended when the ambient temperature is above 30°C (86°F). Use when you wish to freeze your food in a short time. Your refrigerator will return to its previous mode when the process is over.                                                                                                                                                                  |
| Quick Freeze          | 4°C / 39°F  | Use these settings if you think that your fridge compartment is not cold enough because of the hot ambient conditions or frequent opening and closing of the door. Use this function when you place too much food into the fridge compartment or when you need to cool your food quickly. It is recommended that you activate Quick Fridge function 4-8 hours before placing the food. |
| -24°C / -12°F         | 2°C / 35°F  |                                                                                                                                                                                                                                                                                                                                                                                        |
| -18°C / 0°F or colder | QuickFridge |                                                                                                                                                                                                                                                                                                                                                                                        |

### Recommended Operating Temperature:

Fridge: 4°C / 39°F, Freezer: -18°C / 0°F

## Door bin



To remove, lift up the door bin and then pull out straight.

## Glass shelves

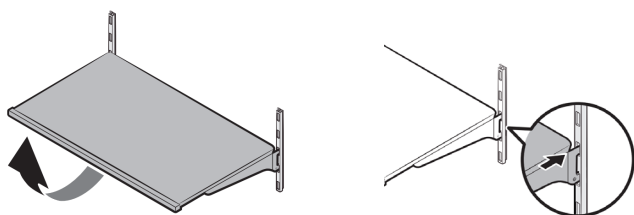
### To remove a shelf:

1. Fully open the corresponding door.
2. Hold the front of the shelf, and then gently lift up and slide out to release it.

### To reinsert:

1. Hold the shelf at an angle so the front is higher than the back, and then insert the top hook into the top shelf notch.
2. Push down the front slightly.

**IMPORTANT NOTE:** Use care when handling glass shelves to prevent breakage or scratching the interior.



**ATTENTION:** Glass shelves must be unloaded.

**ATTENTION:** You must wait for the glass shelves to reach room temperature before immersing them in water for cleaning.

**ATTENTION:** The door may not be closed if the door shelves are positioned at the same level as glass shelves. Make sure that the door is closed after placing the shelves.

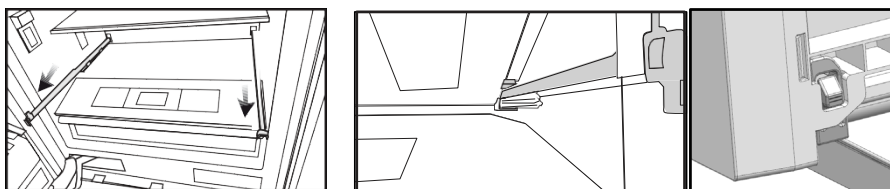
## Crisper compartment

### To remove the crisper

1. Pull the crisper until it stops.
2. Slightly unclip the front section of the drawer and take it out completely.

### To install the crisper

1. Pull the rails completely.
2. Place the gap at the rear corners of the crisper to the detail located at the rear corners of the rails.
3. Push the crisper slowly down until you feel it clip front onto the rails.



- Make sure that the details at the right and left-hand sides are fixed when installing the crisper.
- Never leave the vegetables in their plastic bags in the crisper. If they are left in their plastic bags they will rot in a short period of time.

The crisper compartment preserves the humidity of your vegetables, allowing you to store them for a long time without having to keep them in their bags.

If you do not prefer the vegetables to get into contact with other vegetables due to hygienic reasons, you can use perforated paper, foam or a similar material instead of plastic bags.

While the vegetables are being replaced, their specific weights should be taken into consideration.

Heavy and hard vegetables must be placed at the bottom of the crisper and light and soft vegetables must be on the upper part.

Pears, kiwis, tomatoes, cucumbers, apricots, peaches, broccolis, lettuces, cabbages, parsley and spinach are fruits and vegetables that emit ethylene gas.

Do not place them into the same crisper with other fruits and vegetables. The ethylene gas emitted by these foods cause other fruits and vegetables to ripen sooner and to rot in a shorter span of time.

Do not remove the main body of the crisper from the refrigerator separately unless you have to do so.

Note: Diagrams mentioned in the text have been represented by placeholders since I cannot generate or display images directly.

### **Special fridge compartment**

You can control the temperature in this section to store your food such as fish, meat, vegetables and delicatessen products for a long time.

*Note: Removal/installation procedures of the special fridge compartment are same as that of the crisper.*

### **Freezer Crisper**

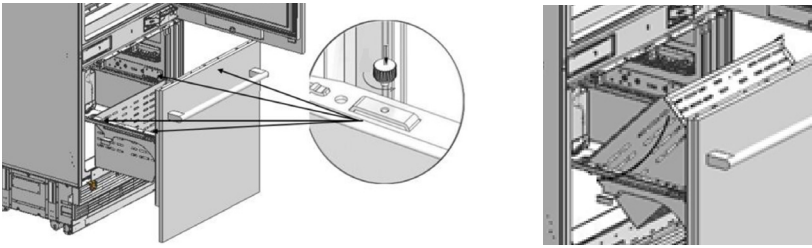
The freezer compartment store your foods at a temperature between -24°C and -18°C to keep them fresh for a long time.

#### **To remove the crisper**

1. Open the freezer door until it stops.
2. Unscrew drawer fixing screw and take it out carefully.

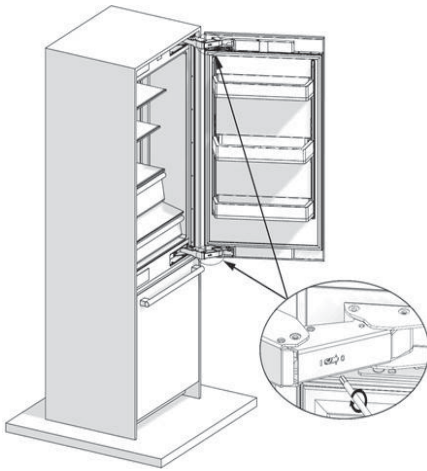
#### **To install the crisper**

1. Open the freezer door until it stops.
2. Push the crisper slowly down and screw drawer fixing bolt.



## Hinge Adjustment

When adjusting the hardness of the hinge: Hardness of the lower and upper door hinges of the fresh food compartment is performed with the help of a drill. Set the hinge adjustment screw to position "1" from position "0".



## Changing the Direction of the Door

Please see the installation instructions provided in the bag.

Note: The diagrams mentioned in the text are represented by placeholders since I cannot generate or display images directly.

# Maintenance

## Care and Cleaning

Service life of the product will extend and frequently encountered problems will decrease if the product is cleaned periodically.

- Never use gasoline, benzene or similar substances for cleaning purposes.
- Never use any sharp abrasive instruments, soap, household cleaners, detergent or wax, polish for cleaning.
- Dissolve one teaspoon of carbonate in half liter of water. Soak a cloth in the solution and wring it thoroughly. Wipe the interior of the refrigerator with this cloth and dry thoroughly.
- Make sure that no water enters the lamp housing or other electrical parts.
  
- If you will not use the refrigerator for a long 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.
- Take out all items in the product to remove the door and body shelves.
- Remove the door shelves by pulling them up. Slide the shelves downwards to re-install them after cleaning.

**WARNING:** Do not use chloric cleaning agents or water to clean outer surfaces or chrome-coated parts of the product. Chlorine causes abrasion on such metal surfaces.

## Avoiding Bad Odors

Materials that may cause odor are not used in the production of our refrigerators. However, odor may be emitted if foods are stored improperly or if the inner surface of the product is not cleaned as required.

- Please consider the following to avoid this problem:
- It is important that the refrigerator is kept clean.
- Food residuals, stains, etc. can cause odor.
- For this reason, clean your refrigerator with carbonate solved in water every 15 days. Never use detergents or soap.
- Keep your foods in closed vessels. Microorganisms emitted from vessels without a cover may cause unpleasant odors.
- Never keep expired or spoiled foods in your refrigerator.

## 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 your refrigerator.

If oil is spilled or smeared onto the plastic surfaces, clean and rinse the relevant part of the surface with warm water immediately.

**WARNING:** Switch off the product before cleaning.

**WARNING:** It is recommended to clean the condenser every six months using gloves. You must not use vacuum cleaners.

### **Cleaning the Inner Surface**

To clean the inner surfaces and all removable parts, wash them with a mild solution comprising soap, water and carbonate. Rinse and dry thoroughly.

Prevent the water from contacting the lighting means and control panel.

### **Stainless Steel Outer Surfaces**

Use a stainless steel cleaning agent that is non-abrasive and apply it with a lint-free, soft cloth.

For polishing, wipe the surface softly with a damp microfiber cloth and use dry wash-leather.

Always follow the strands of the stainless steel.

**ATTENTION:** Do not use vinegar, rubbing alcohol or other alcohol-based cleaning agents on any of the inner surfaces.

# Troubleshooting

| Issue                                                                   | Possible Cause                                                                                                                                                                                        | Solution                                                                                                  |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>The refrigerator is not operating</b>                                | The refrigerator may not be plugged in properly.                                                                                                                                                      | Plug in the product properly.                                                                             |
|                                                                         | The fuse of the socket to which the refrigerator is connected may have blown.                                                                                                                         | Check the fuse of the socket.                                                                             |
|                                                                         | The main fuse may have blown.                                                                                                                                                                         | Check the main fuse.                                                                                      |
| <b>Condensation on the fridge compartment door</b>                      | The door may have been opened/closed frequently.                                                                                                                                                      | Do not open/close the refrigerator door frequently.                                                       |
|                                                                         | The environment may be too humid.                                                                                                                                                                     | Do not install the refrigerator at locations with a very high level of humidity.                          |
|                                                                         | Foods containing liquid may have been placed into the refrigerator in open vessels.                                                                                                                   | Place liquid foods in sealed vessels.                                                                     |
|                                                                         | The door of the refrigerator may have been left ajar.                                                                                                                                                 | Do not keep the doors of your refrigerator open for a long time.                                          |
| <b>The compressor is not operating</b>                                  | Protective thermal of the compressor will blow out during sudden power failures or plug-out/plug-ins as the refrigerant pressure in the cooling system of the refrigerator has not been balanced yet. | The refrigerator will start running approximately after 6 minutes.                                        |
|                                                                         | The refrigerator will start running automatically after 6 minutes.                                                                                                                                    | Please call the Authorized Service Provider if the refrigerator does not start at the end of this period. |
| <b>The freezer is in defrosting cycle</b>                               | This is normal for a refrigerator that performs full-automatic defrosting.                                                                                                                            | Defrosting cycle is performed periodically.                                                               |
| <b>The refrigerator may not be plugged in</b>                           | The refrigerator may not be plugged in.                                                                                                                                                               | Make sure that the plug fits the socket.                                                                  |
| <b>Temperature settings may be incorrect</b>                            | Temperature settings may be incorrect.                                                                                                                                                                | Select the correct temperature value.                                                                     |
| <b>Possible power failure</b>                                           | Possible power failure.                                                                                                                                                                               | The refrigerator will start to operate normally when power restores.                                      |
| <b>Operating performance increases when the refrigerator is running</b> | This is normal and not a fault.                                                                                                                                                                       | No action required.                                                                                       |
| <b>Vibration or noise</b>                                               | The floor may not be stable or level.                                                                                                                                                                 | If the refrigerator shakes when moved slightly, feed to balance it.                                       |
|                                                                         | Objects placed onto the refrigerator may cause noise.                                                                                                                                                 | Make sure that the floor is level and capable of carrying the refrigerator.                               |
|                                                                         |                                                                                                                                                                                                       | Remove the objects on the refrigerator.                                                                   |
| <b>Noises from the refrigerator like liquid spilling or spraying</b>    | Liquid and gas flows occur in accordance with the operating principles of the refrigerator.                                                                                                           | This is normal and not a fault.                                                                           |
| <b>Whistle is heard from the refrigerator</b>                           | There are fans that are used to cool the refrigerator.                                                                                                                                                | This is normal and not a fault.                                                                           |

|                                                                                      |                                                                                                                           |                                                                                  |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <b>Damp accumulates on the inner walls of refrigerator</b>                           | Hot and humid weather increases icing and condensation.                                                                   | This is normal and not a fault.                                                  |
| <b>Damp accumulates on the inner walls of refrigerator</b>                           | The doors may have been opened frequently or left ajar for a long time.                                                   | Do not open the door frequently. Close the doors, if open.                       |
|                                                                                      | The door may have been left ajar.                                                                                         | Close the door completely.                                                       |
| <b>Humidity occurs on the outer surface of the refrigerator or between the doors</b> | Air might be humid. This is quite normal in humid weather.                                                                | When the humidity level decreases, the condensation will disappear.              |
|                                                                                      | There might be external condensation at the section between two doors of the refrigerator if you use your product rarely. | This is normal. Condensation will disappear upon frequent use.                   |
| <b>There is a bad odour inside the refrigerator</b>                                  | No regular cleaning may have been performed.                                                                              | Clean the inside of the refrigerator sponge, lukewarm water or carbonated water. |
|                                                                                      | Some vessels or packaging materials may cause the odour.                                                                  | Use another vessel or packaging materials from another brand.                    |
|                                                                                      | Foods may have been placed into the refrigerator in open vessels without covers.                                          | Store the foods in closed vessels.                                               |
|                                                                                      | Microorganisms emitted from vessels without a cover may cause unpleasant odors.                                           |                                                                                  |
|                                                                                      | Foods may have been left expired or spoiled.                                                                              | Take out expired or spoiled foods from the refrigerator.                         |
| <b>The door cannot be closed</b>                                                     | Food packages may be preventing the door from closing.                                                                    | Relocate the packages obstructing the door.                                      |
|                                                                                      | The refrigerator may be unstable on the floor.                                                                            | Adjust the refrigerator feet as required.                                        |
|                                                                                      | The floor may not be level or solid.                                                                                      | Make sure that the floor is level and capable of carrying the refrigerator.      |
| <b>Crispers are stuck</b>                                                            | Foods may be touching the upper wall of the crisper.                                                                      | Re-organize the foods in the crisper.                                            |