

# **REFRIGERATION**

WHE6200S

# CONGRATULATIONS

Dear customer,

Congratulations and thank you for choosing our refrigerator. We are sure you will find your new refrigerator a pleasure to use. Before you use the refrigerator, we recommend that you read through the entire user manual, which provides the description of the refrigerator and its functions.

To avoid the risks that are always present when you use an electrical appliance, it is important that the refrigerator is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards.

We recommend that you keep this instruction booklet for future reference and pass it on to any future owners.

After unpacking the refrigerator, please check that it is not damaged. If in doubt, do not use the refrigerator but contact your local customer care centre.

## Conditions of use

This refrigerator is designed and intended to be used in normal domestic applications only.



### IMPORTANT

Important – check for any damage or marks

If you find the refrigerator is damaged or marked, you must report it within 7 days if you wish to claim for damage/marks under the manufacturers warranty. This does not affect your statutory rights.



### ENVIRONMENTAL

Information on disposal for users

- Most of the packing materials are recyclable. Please dispose of those materials through your local recycling depot or by placing them in appropriate collection containers.
- If you wish to discard this product, please contact your local authorities and ask for the correct method of disposal.

**Please ensure you read the instruction manual fully before you call for service, or a full service fee could be applicable.**

Record model and serial number here:

Model number:.....

Serial number:.....

PNC:.....

# CONTENTS

- Important safety instructions.....3
- General warnings..... 4
- Product description .....5
- Installing your new refrigerator ..... 6
- Ventilation around your refrigerator..... 6
- Installing your refrigerator ..... 6
- Fitting the handles .....7
- Initial start-up..... 8
- Electronic display controls ..... 9
- Controlling the temperature ..... 9
- Changing the temperature ..... 9
- Shopping function ..... 9
- Holiday mode..... 9
- Quick freeze function..... 9
- Drinks chill timer.....10
- Combination buttons .....10
- Using your refrigerator ..... 11
- SpillSafe™ glass shelves ..... 11
- Door storage bins ..... 11
- LED lighting – electronic models ..... 11
- Crisper bin ..... 11
- Twist ice & serve .....12
- Care and maintenance.....13
- Troubleshooting.....14
- Warranty.....19

# SAFETY INSTRUCTIONS

Please read the user manual carefully and store in a handy place for later reference. Pass the user manual on to new owners of the refrigerator.

The symbols you will see in this booklet have these meanings:



## WARNING

This symbol indicates information concerning your personal safety



## CAUTION

This symbol indicates information on how to avoid damaging the refrigerator



## IMPORTANT

This symbol indicates tips and information about use of the refrigerator



## ENVIRONMENTAL

This symbol indicates tips and information about economical and ecological use of the refrigerator



## WARNING

- When you dispose of your old refrigerators and freezers, remove any doors. Children can suffocate if they get trapped inside.
- This refrigerator is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the refrigerator by a person responsible for their safety. Children should be supervised to ensure that they do not play with the refrigerator.
- Don't use a steam cleaner. If live components come into contact with condensing steam, they may short-circuit or cause an electric shock.
- Do not use mechanical devices or other means to accelerate the defrosting process other than those recommended by the manufacturer
- This refrigerator contains insulation formed with flammable blowing gases. Avoid safety hazards by carefully disposing of this refrigerator'.
- If pressurised aerosol containers bear the word 'flammable' and/or a small flame symbol, do not store them inside any refrigerator or freezer. If you do so you may cause an explosion.



## R600a refrigerant warning

- This refrigerator may contain flammable R600a refrigerant. Avoid safety hazards by carefully installing, handling, servicing and disposing of this refrigerator. If your refrigerator contains R600a it will be indicated on the rating plate inside the refrigerator.
- Ensure that the tubing of the refrigerant circuit is not damaged during transportation and installation.
- In the event any damage accidentally occurs, keep the refrigerator away from open fires and any devices that produce sparks or arcs and luminaries during normal or abnormal operation, and unplug the refrigerator at the power point. Call authorised service for necessary action and advice.
- Leaking refrigerant may ignite vent area if leak occurs.
- The room for installing refrigerator must be at least 1m<sup>3</sup> per 8g of refrigerant. The amount and type of refrigerant in the refrigerator can be found on the rating plate inside the refrigerator.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the refrigerator, unless they are of the type recommended by the manufacturer.



## WARNING

It is hazardous for anyone other than an authorised service person to service this refrigerator. In Queensland the authorised service person MUST hold a gas work authorisation for hydrocarbon refrigerants to carry out servicing or repairs which involve the removal of covers.

## GENERAL WARNINGS

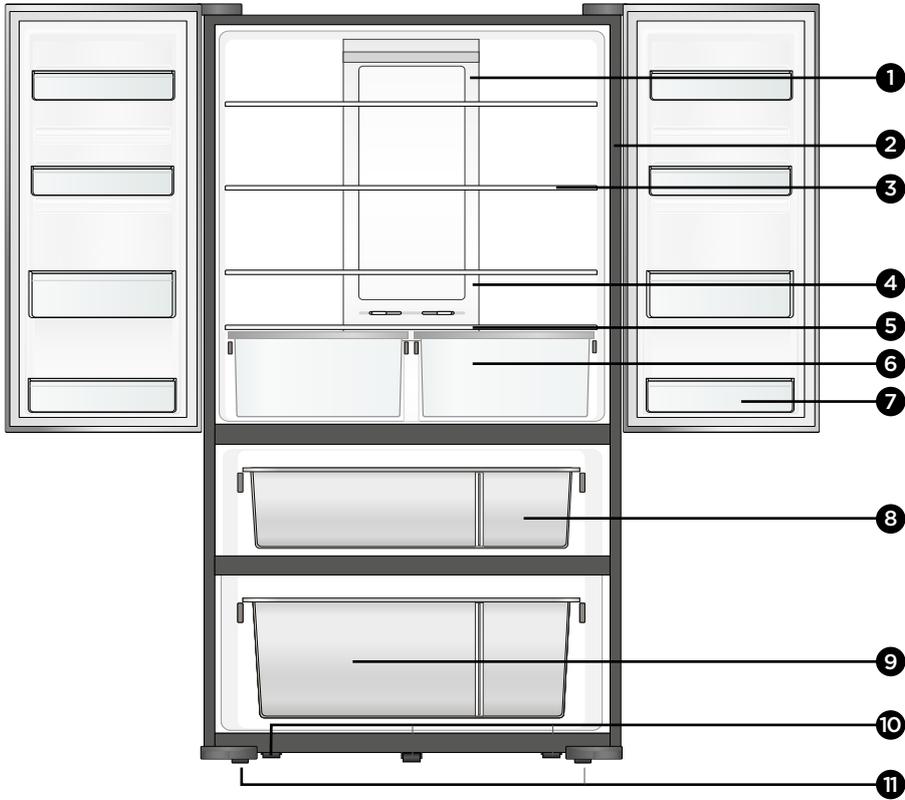
Read the following carefully to avoid damage or injury

It is important to use your refrigerator safely. Check these safety points before using your refrigerator.

- The refrigerator must be plugged into its own dedicated 220-240V, 50Hz AC electrical outlet.
- The plug must be accessible when the refrigerator is in position.
- It is essential the power point is properly earthed to ground. Consult a qualified electrician if you are unsure.
- Don't use extension cords or adapter plugs with this refrigerator.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Unplug the refrigerator before cleaning and before changing the light bulb to avoid electric shock.
- Never unplug the refrigerator by pulling the electrical cord as this may damage it. Grip the plug firmly and pull straight out.
- Choose a location for your refrigerator that isn't too cold. The ambient room temperature should be above 10°C.
- Stand your refrigerator in a dry place – avoid areas of high moisture or humidity.
- Don't put the refrigerator in frosty or unprotected areas like a garage or on the verandah.
- Don't plug your refrigerator into a timer fitted to the power point.
- Do not put the refrigerator in direct sunlight, near stoves, fires or heaters.
- Do not put the refrigerator on an uneven surface.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this refrigerator.
- Never use the refrigerator in frosty or unprotected areas.
- Never store fizzy drinks in the freezer compartment.
- Never try to repair the refrigerator yourself, only use a qualified or authorised service person for repairs.
- Never use electric heaters or dryers to defrost the freezer because you can receive an electric shock.
- When transporting and installing the refrigerator, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- Keep ventilation openings in the refrigerator enclosure or in the built-in structure clear of obstruction.
- When installed correctly, your refrigerator should:
  - Have adequate space at the back and sides for air circulation (refer to page 6).
  - Be vertically aligned to the surrounding cupboards.
  - Have doors that will self-close from a partially open position.

*Note! You must read these warnings carefully before installing or using the refrigerator. If you need assistance, contact your Customer Care Department. The manufacturer will not accept liability, should these instructions or any other safety instructions incorporated in this book be ignored.*

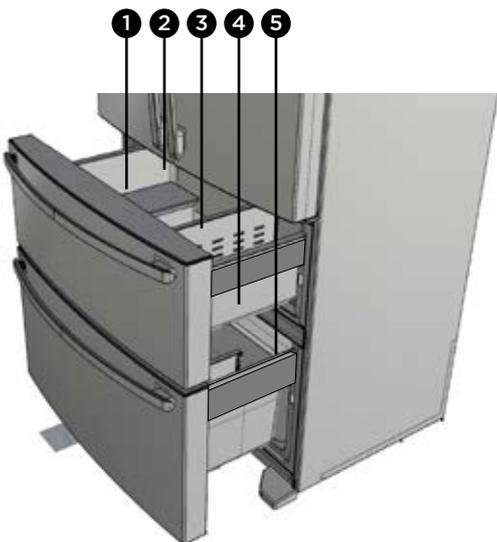
# PRODUCT DESCRIPTION



## Electronic controls



- ❶ Refrigerator Lighting
- ❷ Electronic Controls
- ❸ Adjustable Spillsafe Glass
- ❹ Multiflow
- ❺ Humidity controls
- ❻ Crisper on telescopic rails
- ❼ Bottle/Can bins
- ❽ Shallow freezer bin
- ❾ Deep freezer bin
- ❿ Rollers
- ⓫ Stability feet



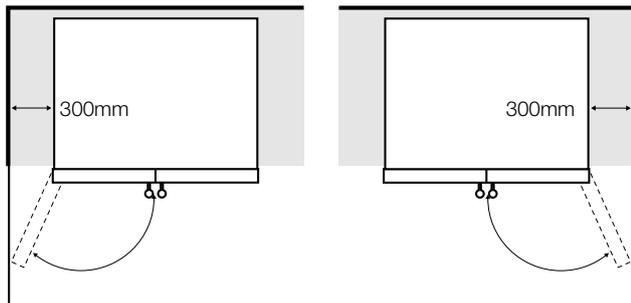
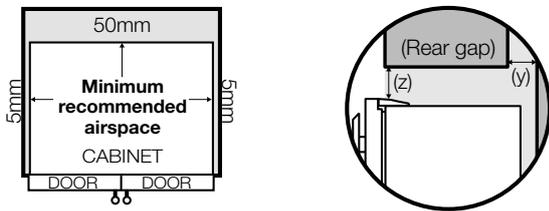
- ❶ Twist ice & serve box
- ❷ Freezer lighting
- ❸ Freezer divider
- ❹ Removable shallow freezer bin mounted on telescopic pull out drawer
- ❺ Removable deep freezer bin mounted on telescopic pull out drawer

# INSTALLATION OF WHE6200

## Adequate ventilation around your refrigerator.

The diagram below shows the recommended airspace to allow for ventilation of your refrigerator.

If 5mm side clearance, the fridge cabinet must sit at least 5mm proud of kitchen cabinetry for doors to open. A 5mm side clearance requires 50mm rear clearance. If you do not have a cupboard above the refrigerator with a rear gap of minimum 100 (Y), recommended clearance at the top of the refrigerator are as follows: If gap (Y) is not a minimum 100mm, then gap (Z) increases from 50mm to 90mm min. When positioned in a corner area, spacing of at least 300mm on the sides will allow the doors to open enough to enable the removal of bins and shelves.



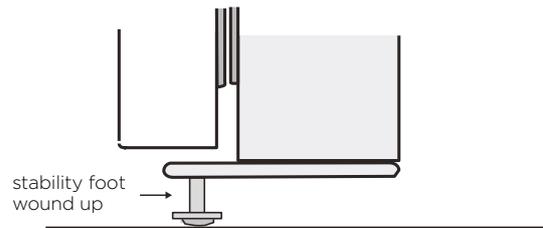
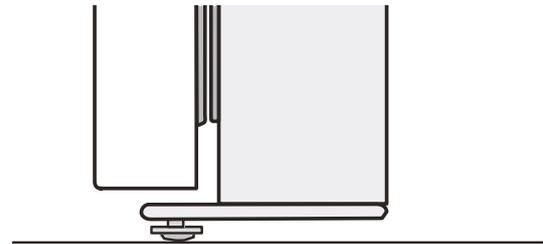
*NOTE: Doors are designed to sit proud of cabinetry (not flush). The clearances shown above are the recommended minimum clearances. The clearance at the rear must not exceed 75mm.*

## Installing your refrigerator

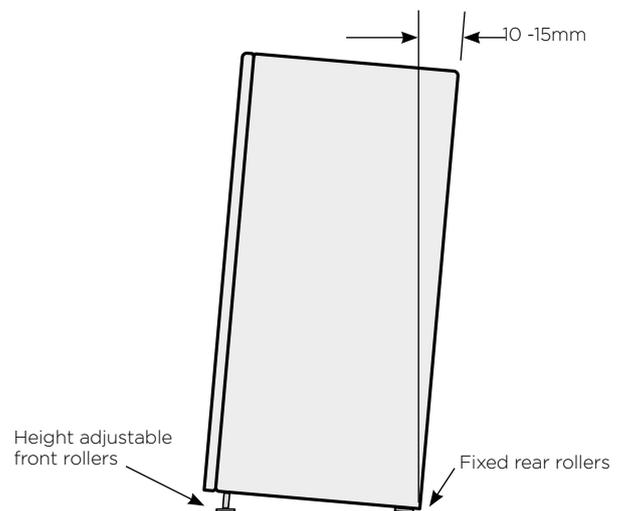
Your refrigerator should be levelled using front adjustable stability feet ensuring it does not rock.

### CAUTION

The rollers are designed for forward or backward movement only. They are not castors. Moving the refrigerator sideways may damage your floor and the rollers. Before moving the refrigerator, wind up the two front adjustable stability feet.

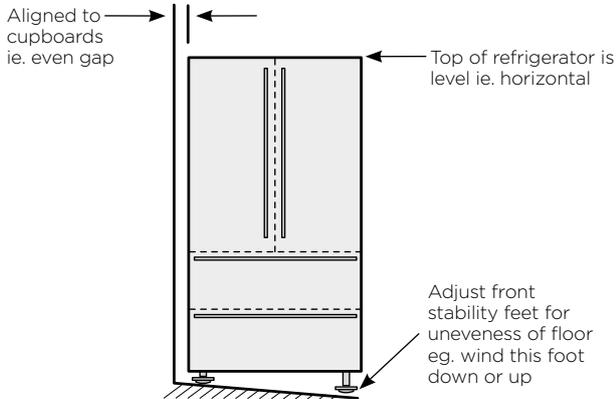


1. Roll the refrigerator into place.
2. The top of the refrigerator should be tilted back by 10mm (see diagram on below). This will allow the doors to self-close providing a consistent door seal.
3. If the refrigerator isn't tilted back, you can adjust the two front stability feet (see diagram above). If you have difficulty turning the stability feet, have someone tilt the refrigerator back, so you have better access.

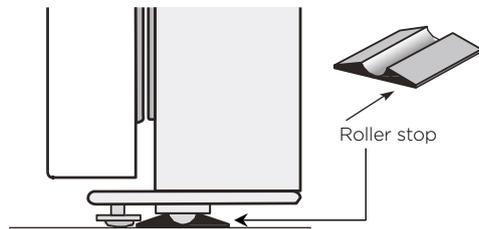


## INSTALLATION OF WHE6200 (CONTINUED)

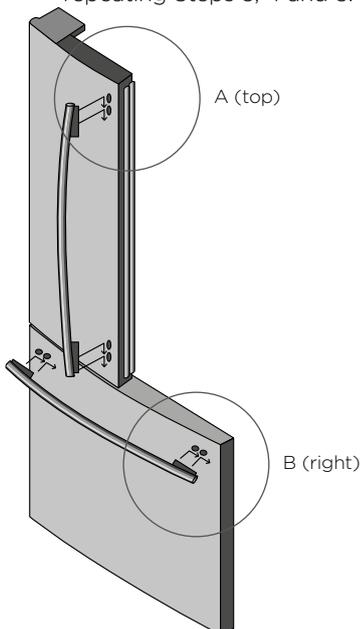
4. Check the alignment of the refrigerator to the surrounding cupboards to see if it is level. You can adjust the level with the stability feet as detailed in step 3.



5. If you find your refrigerator rocks from corner to corner, it means your floor is uneven. Find a piece of plastic or hardboard etc. and pack it firmly under the foot.
6. On certain floor surfaces the refrigerator may roll forward during operation. A "Roller Stop", can be placed under the front roller. If Roller Stop is required, contact our customer care team.

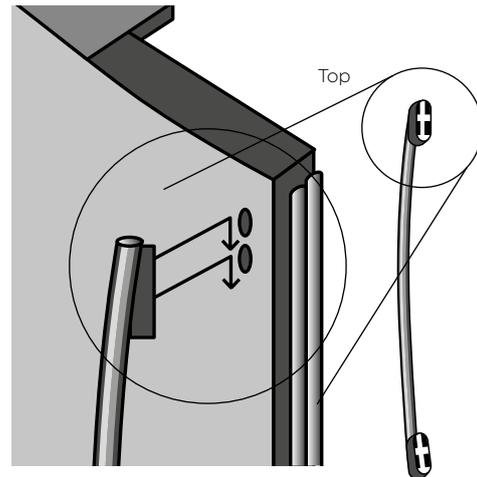


7. You may now need to fine-tune the installation by repeating Steps 3, 4 and 5.



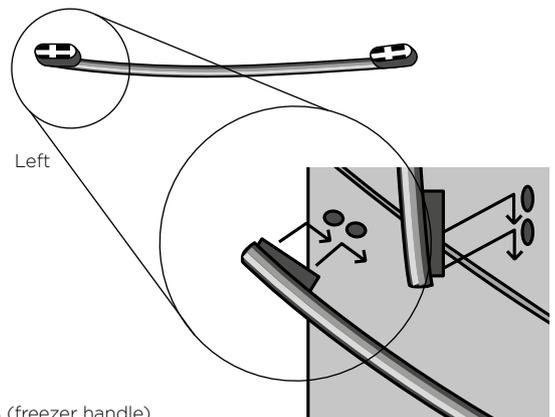
### Fitting the handles

1. Remove the handles from the packaging
2. Fit the refrigerator handle by aligning the handle with its upper and lower mounting locations on the door with the handle top end facing upward (as shown in the below illustration).
3. Pull the handle down until you hear a "click"
4. Repeat this with the other refrigerator handle.



A (refrigerator handles)

5. Next, fit the freezer handle (B).



B (freezer handle)

6. Align the freezer handle with the mounting location on the freezer door (as shown in the above illustration).
7. Pull the handle to the right until you hear a "click"
8. Clean your refrigerator thoroughly following the instructions on page 12 and wipe off any dust that has accumulated during shipping.
9. Plug your refrigerator straight into its own power point and never use a double adapter.
10. Before you put any food in your refrigerator, it is recommended you leave it on for 2 or 3 hours to check it is running properly and the appropriate temperature is reached.

## INITIAL START-UP

Congratulations! You have successfully installed your new refrigerator.

Refrigerators work by transferring heat from the food inside to the outside air. This operation makes the back and sides of the refrigerator (particularly at start-up) feel warm – which is normal.

A cooling coil is located behind the rear wall of the freezer section. This coil cools and removes moisture from the air inside.

Avoid placing food against the air vents in the refrigerator, as it affects the efficient circulation. If the door is opened frequently, a light frosting will occasionally occur on the freezer's interior. This is normal and will clear after a few days. If the freezer door is accidentally kept open, a heavy frost will coat the inside walls and should be removed.

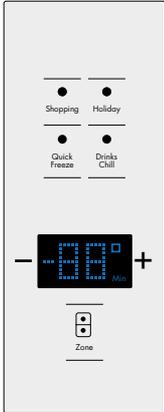
Your new refrigerator uses a variable-speed compressor, along with other energy-efficient components, which may make unusual sounds. These sounds simply indicate your refrigerator is working how it should. They include:

- Compressor running noises;
- Air movement noise from the small fan motor;
- A gurgling sound, similar to water boiling;
- A popping noise, heard during automatic defrosting; and
- A clicking noise, prior to compressor start-up.

# ELECTRONIC DISPLAY CONTROLS

The panel has a blue backlight and 7 touch buttons.

When the power is first turned on, you will see the default settings, with the backlighting on.



## Controlling the temperature

We recommend that when you start your refrigerator for the first time, the temperature for the refrigerator is set to 4°C and the freezer to -18°C. If you want to change the temperature, follow the instructions below. Make only small adjustments and wait 24 hours to see if it's correct.

Checking the softness of ice cream is a good indication if your freezer is the right temperature, while feeling the coldness of water kept in the refrigerator is a good way of checking the temperature of the food compartment.

NOTE: When you set a temperature, you set an average temperature for the whole refrigerator cabinet.

Temperatures inside each compartment may vary, depending on how much food you store and where you place it. High or low room temperature may also affect the actual temperature inside the refrigerator.

If no button has been pressed for some time there may be a delay of up to 2 seconds before the display responds, this is normal and is a part of the display design to reduce the chance of accidental changes.

When the temperature zone is selected, you can adjust the temperature by touching the “-” or “+” button (with the digit minus or plus one per time correspondingly), with the settings available. You can change the digital numbers in a fast manner by long pressing the “-” or “+” (minus or plus).

## Family mode

Family Mode calculates the frequency of door opening in the day so that the refrigerator remembers when the peak times of usage are.

When the door is opened for a prolonged period of time, the temperature in the compartments will rise. Before peak usage times, the temperature in the compartment will drop to compensate for the loss of cold air due to the door opening.

Family mode cannot be controlled or seen by the user and runs in the background.

## Changing temperature zone

You can select the temperature zone by touching this button, with the indicator lamp of the corresponding temperature zone going On. When changing the temperature zone, you can touch this button again, and then the indicator lamp of the next temperature zone goes on.

## Shopping function

Use the Shopping function when you add a large amount of food to the fridge compartment.

When you touch the “shopping” button, the quick-cooling function will be enabled; and when you touch it again, this function will not be disabled until you touch the ‘shopping’ button again or after the function is in operation for 1.5 hours or manually set the fresh food compartment temperature warmer.

The Shopping function chills the food quickly but does not affect the temperature in the freezer compartment.

## Holiday mode

Use this button when you go on holiday or leave the house for long periods of time. To put the refrigerator into holiday mode press the holiday mode button once.

After the holiday mode is enabled, the refrigerator goes to the default setting temperature if the temperature was set colder than the default temperature and minimize defrosting to save energy.

The holiday mode will operate until the button is pressed again or the refrigerator door is opened after the holiday mode is enabled for 30 minutes.

## Quick freeze

Use the quick freeze function when you add a large amount of food to the freezer compartment. This freezes the food quickly but does not affect the temperature in the refrigerator compartment. To use this function, press the quick freeze button once. An animated icon will light up. This function will not be disabled until you touch the button again or after the function is in operation for 1.5 hours or manually set the freezer temperature warmer.

## ELECTRONIC DISPLAY CONTROLS (CONTINUED)

### Drinks chill

The drinks chill timer is used to quickly chill a bottle.

When you touch the “Drinks Chill” button, the default time of 20 minutes will be displayed. You can adjust the time by touching the button “+” or “-” (with 5 minutes plus or minus for each touch). When the drinks chilling time is up, alert will be issued, which will not stop until you open the door.

You can change the time or turn the timer off even after the countdown has started.

If your drink is not cold enough, reset the drinks chill function (remembering the drink is already partially chilled).

Suggested chilling times:

- 10 minutes for cans of drink
- 20 minutes for bottles of wine
- 30 minutes for bottles of soft drink.

*NOTE: After the 'Drinks Chill' mode is activated, if you press the 'Zone' button, the preset temperature will display for the corresponding compartment, the temperature setting can be adjusted by pressing the button '+' or '-'; or If within 5 seconds no button is pressed the display will return to the previous setting.*

### Combination buttons

- Demo Mode

The system can enter into the Demo Mode if the combination buttons of “holiday + shopping” are pressed for 3 seconds (when you can hear the prompt beep) within 10 minutes of the system getting booted, with “dE” displayed for 2 seconds. Once enabled, the Demo Mode will not exit unless the refrigerator power supply gets disconnected. This mode is used for showroom demonstration of the user display and LED lighting, with no refrigeration active.

*NOTE: Display malfunctions may be due to brief power supply interruptions. If this occurs, turn the refrigerator off at the power point and wait 5 minutes. The refrigerator pressure will need time to equalise before you turn the refrigerant on again.*

### Door alarm

If the freezer door or fresh food door is left open for longer than 2 minutes, a buzzer will sound until any button on the panel is pressed. If 8 minutes after any button is pressed and the door is still left open, the buzzer will sound again. If no button is pressed to terminate the buzzer, the buzz will last for 1 hour, and after 1 hour the buzz will stop with the following error codes displayed:

- R1 (fresh food door 1 open)
- R2 (fresh food door 2 open)
- F1 (freezer door 1 open)
- F2 (freezer door 2 open)

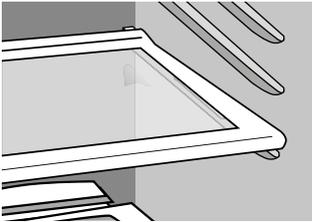
The error code will disappear on display after the corresponding door is closed.

# USING YOUR REFRIGERATOR

## Features

This section tells you how to make the most of the many useful features - cleaning instructions can be found on page 13.

### SpillSafe™ glass shelves



Spillsafe™ glass shelves keep spills on the shelf. A shelf retaining system minimises accidental movement of shelves and they can be adjusted to various heights. Spillsafe™ glass shelves are not to be used as slide out shelves. To remove the shelves, gently pull them forward until the shelf comes out.

### Door storage bins

The door storage bins can be adjusted to meet different storage needs. All the door bins are completely removable for cleaning. If you want to remove or adjust a bin, lift it over the support lugs on the inner door panel. To replace, push the bin down over the support lugs to lock it in place.

### Crisper bin

Use the crisper bin to store vegetables, fruit or smallgoods. Change the humidity by sliding the humidity control.

### Storing vegetables

Store vegetables in the crisper bin and remember to set the humidity control to more humid (closed).

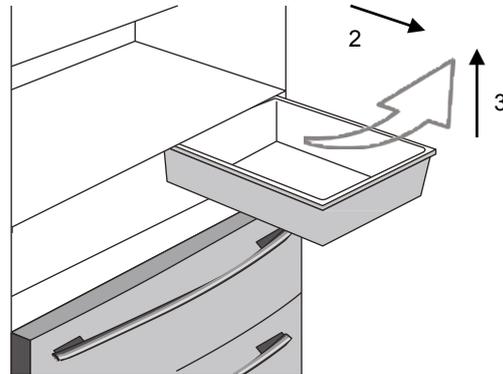
### Storing fruit & smallgoods

Store fruit and smallgoods in the crisper bin and remember to set the humidity control to less humid (open).

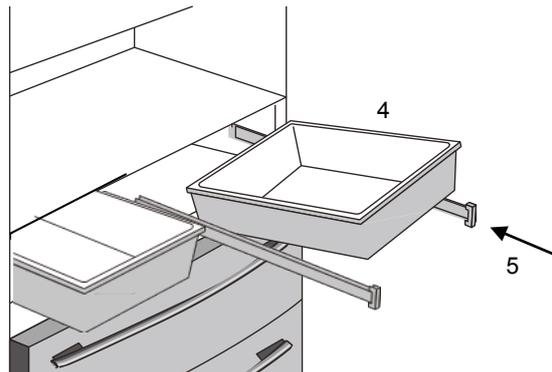
*NOTE: Crisper temperature can be adjusted by opening or closing the vent using the rails provided. Close the vents if the vegetable temperature is too cold.*

## Removal

1. Empty food from the crisper.
2. Pull the crisper forward so that it is fully extended.
3. Lift the crisper to unhook from the rails.



4. Remove the crisper.
5. Push the rails back into the refrigerator so that they are fully closed.



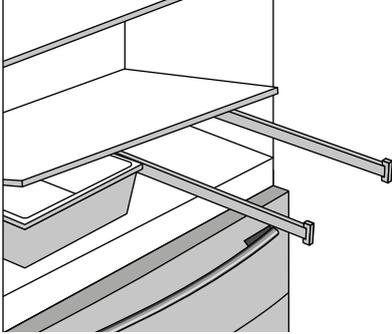
## WARNING

Never close the door while the telescopic rails are extended. It may damage the rail and/or the refrigerator or cause the rail to become disengaged from the refrigerator.

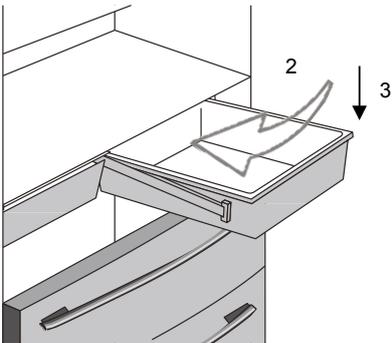
## USING YOUR REFRIGERATOR (CONTINUED)

### To refit

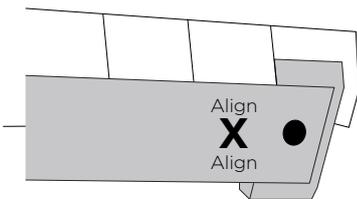
1. Pull out the rails completely.



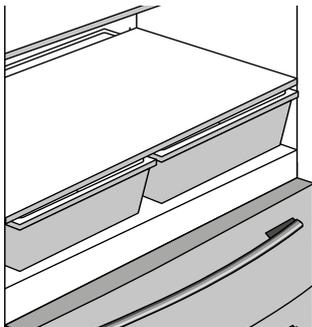
2. Place the crisper on the rail. When the crisper slides to the position indicated below,
3. Push the crisper bin down so that the two parts can connect.



4. Ensure that the crisper is fully engaged with the rubber block and aligned as shown in the image.



5. Once both crispers are installed, check to ensure the crisper cover is fixed into place, and that clearances between the crisper and the crisper cover are even



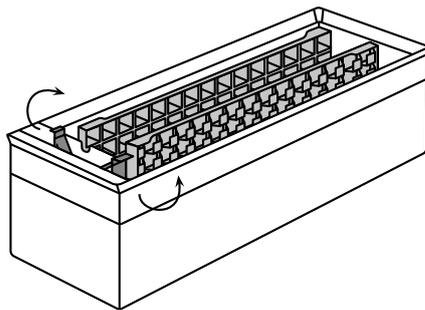
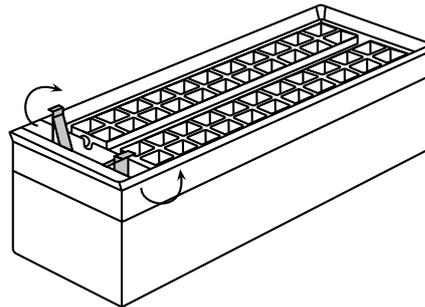
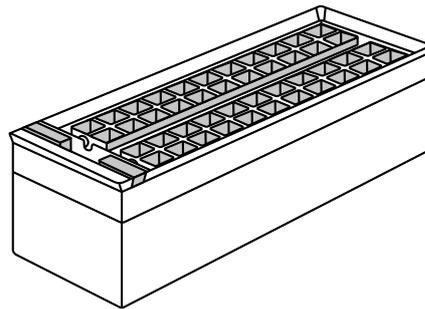
### Twist ice and serve box

To use, remove the box, fill with water and place back in the freezer. Once ice has formed (approximately 3 hours), simply pull the box out and twist the two levers together so that ice drops into the tray.



### WARNING

Fill with potable water only.



## CARE AND MAINTENANCE

### LED lighting



#### CAUTION

Your refrigerator is fitted with long life LED lighting. In the unlikely event the LED lights should fail, then the LED lights should be serviced by the manufacturer, it's service agent or similarly qualified technician. Refer to the warranty page for contact details.

When the door is left open for 15 minutes, the LED light will dim to 50% brightness to conserve energy and prolong the life of the LED. If the door is left open for a further 15 minutes, the light will automatically turn off. Close and reopen the door again to turn the light back on.

### Cleaning the refrigerator



#### WARNING

Before cleaning: Turn refrigerator off at the power point, then remove power cord from socket. This will make sure there is no chance of getting an electric shock.

- Doors – stainless steel

This stainless steel has a special advanced protective coating that eases the removal of marks such as finger prints and water spots. To keep your stainless steel refrigerator looking at its best, you should clean it regularly. You should only clean the stainless steel doors with luke-warm soapy water and a soft cloth, rinsing with clean water and then wipe the surface with clean water and a soft clean cloth to remove soap residue.

- Doors - cabinet & painted doors

An occasional wipe over with a clean, damp cloth will help remove finger marks. You should only clean the doors with lukewarm, soapy water and a soft cloth. Rinse with clean water and then wipe the surface with a soft, clean cloth to remove any soapy residue.

*NOTE: Only wash plastic parts or decorative trim with warm (not hot) water using an unscented detergent.*



#### CAUTION

Do not use stainless steel cleaners, abrasive pads or other cleaners as they are likely to scratch the surface. Damage to this product after delivery is not covered by your warranty.

- Interior

You should clean the refrigerator interior regularly. It will be easiest to clean when the food supply is low. Wash the interior with a soft cloth and use an unscented mild soap with lukewarm water. Thoroughly dry all surfaces and removable parts. Avoid getting water on refrigerator controls. If you have taken out any removable parts, replace them and switch the power on before re-stocking the refrigerator with food. Naturally, you should keep the interior of your refrigerator hygienic by promptly and thoroughly wiping up any food spills.

Do not use a steam cleaner. If live components come into contact with condensing steam, they may short-circuit or cause an electric shock.

- Door seals

Take care to keep door seals clean. Sticky food and drink can cause seals to stick to the cabinet and tear when you open the door. Wash seal with a mild detergent and warm water. Rinse thoroughly and dry.



#### CAUTION

Never use hot water, solvents, commercial kitchen cleaners, aerosol cleaners, metal polishes, caustic or abrasive cleaners, or scourers to clean this refrigerator, as they will damage it. Many commercially available cleaning products and detergents contain solvents that will damage your refrigerator. When cleaning, use only a soft cloth with an unscented mild soap and lukewarm water.

## TROUBLESHOOTING

If you think something may be wrong with your refrigerator, you can carry out some easy checks before calling for service. You may locate the problem, sparing yourself from inconvenience, saving time and money.

PROBLEM	SOLUTION
Refrigerator is not operating	<ul style="list-style-type: none"> <li>• Check that the power cord is plugged into the power outlet properly and that the outlet is switched 'ON'.</li> <li>• Try running another appliance from the power outlet. If no power is coming from the outlet you may have blown a fuse or tripped a circuit of your household power supply.</li> <li>• Try adjusting the temperature control to a slightly "colder" position.</li> <li>• It is normal for the freezer fan NOT to operate during the automatic defrost cycle, or for a short time after the refrigerator is switched on.</li> </ul>
When there is refrigerator/freezer noise	<p>Modern refrigerators/freezers with increased storage capacity use high speed compressors. These can provide a seemingly high level of sound which is quite normal. Normal operational sounds include:</p> <ul style="list-style-type: none"> <li>• Occasional gurgling, similar to water boiling.</li> <li>• Air flow noise (air circulates because of a small fan).</li> <li>• A popping noise heard during automatic defrost.</li> <li>• A clicking noise heard just before the compressor starts (this is just the automatic switching action of the temperature control, turning the compressor on or off).</li> </ul> <p>Other strange sounds may mean that you need to check and take action. For example, noises may mean that:</p> <ul style="list-style-type: none"> <li>• The cabinet is not level.</li> <li>• The floor is uneven or weak.</li> <li>• Bottles are badly placed and rattling.</li> <li>• There are vibrations from an object on top of or behind or beside the refrigerator.</li> <li>• The back of the refrigerator cabinet is touching the wall.</li> </ul> <p>Remember it is quite normal for noise to seem louder when the refrigerator starts operating, or during quieter periods such as night time.</p>
If there are odours inside the refrigerator	<ul style="list-style-type: none"> <li>• The interior may need cleaning.</li> <li>• Some foods produce odours.</li> <li>• Some containers and wrapping can cause odours.</li> <li>• Ask yourself if the odour started about the same time you started storing something unusual.</li> </ul>
When the motor seems to run more than expected	<p>Your new refrigerator has a large fridge and freezer section to keep cool. So it is normal to frequently hear the sound of the motor. However, to keep operation to a minimum check the following:</p> <ul style="list-style-type: none"> <li>• Are doors kept open too long or too often?</li> <li>• Are controls set too cold? See 'Controlling the temperature' on pages 9.</li> <li>• Have large amounts of warm food just recently been stored? Summer, festive seasons and holidays usually mean a lot more work for your refrigerator.</li> <li>• If the day is hot or the room is very warm, the refrigerator will need to run more than normal.</li> <li>• The refrigerator will run more than normal just after you install it or when it has been turned off for a long time.</li> </ul>

## TROUBLESHOOTING

If the temperature in the refrigerator is too warm	<ul style="list-style-type: none"> <li>• Check that the refrigerator has enough clearance at the sides, back and top. Refer to the installation instructions on page 6.</li> <li>• Refer to 'Controlling the temperature' on pages 9.</li> <li>• You may have kept the door open too long or too frequently.</li> <li>• Food containers or packaging may be holding a door open.</li> </ul>
If the temperature in the refrigerator is too cold	<ul style="list-style-type: none"> <li>• Refer to 'Controlling the temperature' on page 9.</li> <li>• Increase the temperature to avoid high energy consumption.</li> </ul>
If heavy frosting occurs in the freezer	Make sure you fully close the freezer and fridge doors. If the doors are left open, a heavy frost will coat the inside of the freezer. If a frost develops, remove it and take care to properly close the doors.
If water drips on the floor	The defrost water tray, (located at the back or underneath of the cabinet) may not be properly positioned, or the drain tube may not be properly positioned to direct water into this tray. You may need to pull the refrigerator away from the wall to check the tray and tube.
Fridge does not exit holiday mode	Turn refrigerator off at the power point. Leave off for three (3) minutes for the memory to clear, then turn back on.
If the doors will not close	<ul style="list-style-type: none"> <li>• Check whether the top of the refrigerator is tilted back 10-15mm to allow the doors to self close.</li> <li>• Check whether something is holding the door open.</li> </ul> <p>It is normal for the french doors to momentarily open and re-close when the food storage compartment door is closed. If the french doors stay open, the refrigerator needs to be tilted backwards a little further. If you call a service person to solve this problem you will be charged for the cost of the service call, this is not a warranty fault.</p> <p>Check bins are positioned correctly on rails after cleaning.</p>
When temperature is hot/warm on the outside and rear side of the refrigerator	In normal operation, the refrigerator transfers heat from inside to outside of the cabinet. It is normal for the side and rear of the refrigerator to feel warm/hot while operating. This will be more noticeable during start up and hot ambient conditions.

### If you still require service

If you have a problem, and the problem persists after you have made the checks mentioned above, contact your nearest Electrolux approved Service Centre or the dealer you bought the refrigerator from. Be ready to quote the model number, 9-digit PNC and 8-digit serial number, which is stated on the label inside the refrigerator compartment.







**This document sets out the terms and conditions of the product warranties for Electrolux Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.**

1. In this warranty:
  - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Schedule 2 to the Competition and Consumer Act 2010;
  - (c) 'Appliance' means any Electrolux product purchased by you and accompanied by this document;
  - (d) 'ASC' means Electrolux authorised service centres;
  - (e) 'Electrolux' means Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively 'Electrolux') of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Electrolux, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means the Appliance is warranted against manufacturing defects in Australia and New Zealand for 24 months and for the Appliance's compressor, condenser, evaporator and drier, an additional 36 months parts only warranty applies, following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia or New Zealand and used in normal domestic applications and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia or New Zealand.
3. During the Warranty Period Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux or its ASC may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Electrolux are not covered by this warranty.
5. To the extent permitted by law, you will bear the cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Electrolux or its ASC.

In all instances, unless the Appliance is transported by Electrolux or an Electrolux authorised representative, the Appliance is transported at the owner's cost and risk while in transit to and from Electrolux or its ASC.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Electrolux is not liable in the following situations (which are not exhaustive):
  - (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Electrolux in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Electrolux, an authorised repairer or ASC.
8. This warranty, the contract to which it relates and the relationship between you and Electrolux are governed by the law applicable where the Appliance was purchased. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.
9. To the extent permitted by law and subject to your non-excludable statutory rights and warranties, Electrolux excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Electrolux in Australia, the Appliances come with a guarantee by Electrolux that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Electrolux shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act.
13. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Electrolux and its ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

### Important Notice

Before calling for service, please ensure that the steps listed in clause 13 above have been followed.

<p><b>FOR SERVICE</b> or to find the address of your nearest state service centre in Australia <b>PLEASE CALL 13 13 49</b> For the cost of a local call (Australia only)</p>	<p><b>SERVICE AUSTRALIA</b>  <b>Electrolux</b> ELECTROLUX HOME PRODUCTS electrolux.com.au</p>	<p><b>FOR SPARE PARTS</b> or to find the address of your nearest state spare parts centre in Australia <b>PLEASE CALL 13 13 50</b> For the cost of a local call (Australia only)</p>
<p><b>FOR SERVICE</b> or to find the address of your nearest authorised service centre in New Zealand <b>FREE CALL 0800 10 66 10</b> (New Zealand only)</p>	<p><b>SERVICE NEW ZEALAND</b>  <b>Electrolux</b> ELECTROLUX (NZ) Limited electrolux.co.nz</p>	<p><b>FOR SPARE PARTS</b> or to find the address of your nearest state spare parts centre in New Zealand <b>FREE CALL 0800 10 66 20</b> (New Zealand only)</p>

**For more information on all Westinghouse appliances, or for dimension and installation information, call into your retailer, phone or email our customer care team or visit our website:**

### **AUSTRALIA**

phone: 1300 363 640

fax: 1800 350 067

email: [customercare@electrolux.com.au](mailto:customercare@electrolux.com.au)

web: [westinghouse.com.au](http://westinghouse.com.au)

### **NEW ZEALAND**

phone: 0800 436 245

fax: 0800 225 088

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web: [westinghouse.co.nz](http://westinghouse.co.nz)



### **TOP SERVICE**

Top Service encompasses the after sales service provided by The Electrolux Group to consumers including delivery, home service and spare parts.

**Westinghouse. We are part of the Electrolux family.**  
Share more of our thinking at [electrolux.com.au](http://electrolux.com.au)

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ABN 51 004 762 341  
WMAN\_FDFR1\_Sep15