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Fridge-freezer

KGN..

en Instructions for use

Fridge-freezer

3

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Safety and warning information

Before you switch ON the appliance

Please read the operating and installation instructions carefully! They contain important information on how to install, use and maintain the appliance. The manufacturer is not liable if you fail to comply with the instructions and warnings. Retain all documents for subsequent use or for the next owner.

Technical safety



Fire hazard

The tubes of the refrigeration circuit convey a small quantity of an environmentally friendly but flammable refrigerant (R600a). It does not damage the ozone layer and does not increase the greenhouse effect. If refrigerant escapes, it may injure your eyes or ignite.

If damage has occurred

- Keep naked flames and/or ignition sources away from the appliance,
- thoroughly ventilate the room for several minutes,

- switch off the appliance and pull out the mains plug,
- inform customer service.

The more refrigerant an appliance contains, the larger the room must be in which the appliance is situated. Leaking refrigerant can form a flammable gas-air mixture in rooms which are too small. The room must be at least 1 m³ per 8 g of refrigerant. The amount of refrigerant in your appliance is indicated on the rating plate inside the appliance.

When installing the appliance, ensure that the mains cable is not trapped or damaged.

If the power cord of this appliance is damaged, it must be replaced by the manufacturer, Customer Service or a similarly qualified person. Improper installations and repairs may put the user at considerable risk.

Repairs may be performed by the manufacturer, customer service or a similarly qualified person only.

Only original parts supplied by the manufacturer may be used. The manufacturer guarantees that only these parts satisfy the safety requirements.

Do not use multiple sockets, extension leads or adapters.



Fire hazard

Portable multiple outlets or power supplies may overheat, causing a fire.

Never leave portable multiple outlets or portable power supplies behind the appliance.

Important information when using the appliance

- Never use electrical appliances inside the appliance (e.g. heaters, electric ice makers, etc.). Risk of explosion!
- Never defrost or clean the appliance with a steam cleaner! The steam may penetrate electrical parts and cause a short-circuit. Risk of electric shock!
- Do not use additional means to accelerate the defrosting process other than those recommended by the manufacturer. Risk of explosion!
- Do not use pointed or sharp-edged implements to remove frost or layers of ice. You might damage the refrigerant tubes. Leaking refrigerant may cause eye injuries or ignite.
- Do not store products which contain flammable propellant (e.g. spray cans) or explosive substances in the appliance. Risk of explosion!
- Do not stand on or lean heavily against the base of the appliance, drawers, doors, etc.
- For defrosting and cleaning, pull out the mains plug or switch off the fuse. Do not pull out the mains plug by tugging on the power cord.
- Store high-percentage alcohol tightly sealed and in an upright position.
- Keep plastic parts and the door seal free of oil and grease. Otherwise, plastic parts and the door seal will become porous.
- Never cover or block the ventilation openings of the appliance.
- Do not store bottled or canned liquids (especially carbonated drinks) in the freezer compartment. Bottles and cans may burst!
- Never put frozen food straight from the freezer compartment in your mouth. Risk of low-temperature burns!

■ **Avoiding placing children and vulnerable people at risk:**

At risk here are children, people who have limited physical, mental or sensory abilities, as well as people who have inadequate knowledge concerning safe operation of the appliance.

Check that children and vulnerable people have understood the hazards.

A person responsible for safety must supervise or instruct children and vulnerable people who are using the appliance.

Only children aged 8 years and above may use the appliance.

Supervise children while the appliance is being cleaned or maintained.

Never allow children to play with the appliance.

- Avoid prolonged touching of frozen food, ice or the evaporator pipes, etc.
Risk of low-temperature burns!

Children in the household

- Keep children away from packaging and its parts.
Danger of suffocation from folding cartons and plastic film!
- Do not allow children to play with the appliance!
- If the appliance features a lock:
keep the key out of the reach of children!

General regulations

The appliance is suitable

- for refrigerating and freezing food,
- for making ice.

This appliance is intended for use in the home and the home environment.

The refrigeration circuit has been checked for leaks.

This appliance complies with the relevant safety regulations for electrical appliances and is fitted with noise suppression.

This appliance is intended for use up to a maximum height of 2000 metres above sea level.

Information concerning disposal

Disposal of packaging

The packaging protects your appliance from damage during transit. All utilised materials are environmentally safe and recyclable. Please help us by disposing of the packaging in an environmentally friendly manner.

Please ask your dealer or inquire at your local authority about current means of disposal.

Disposal of your old appliance

Old appliances are not worthless rubbish! Valuable raw materials can be reclaimed by recycling old appliances.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

Warning

Redundant appliances

1. Pull out the mains plug.
2. Cut off the power cord and discard with the mains plug.
3. Do not take out the trays and receptacles: children are therefore prevented from climbing in!
4. Do not allow children to play with the appliance once it has spent its useful life. Danger of suffocation!

Refrigerators contain refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally. Ensure that tubing of the refrigerant circuit is not damaged prior to proper disposal.

Scope of delivery

After unpacking all parts, check for any damage in transit.

If you have any complaints, please contact the dealer from whom you purchased the appliance or our customer service.

The delivery consists of the following parts:

- Free-standing appliance
- Interior fittings (depending on model)
- Bag containing installation materials
- Operating instructions
- Installation manual
- Customer service booklet
- Warranty enclosure
- Information on the energy consumption and noises

Installation location

A dry, well ventilated room is suitable as an installation location. The installation location should not be exposed to direct sunlight and not placed near a heat source, e.g. a cooker, radiator, etc. If installation next to a heat source is unavoidable, use a suitable insulating plate or observe the following minimum distances from the heat source:

- 3 cm to electric or gas cookers.
- 30 cm to an oil or coal-fired cooker.

The floor of the installation location must not give way; if required, reinforce floor. If the floor is uneven, compensate with supports.

Distance from wall

Fig. **3**

A gap is not required between the appliance and side wall. The containers and shelves are still fully extendable.

Observe ambient temperature and ventilation

Ambient temperature

The appliance is designed for a specific climate class. Depending on the climate class, the appliance can be operated at the following temperatures.

The climate class can be found on the rating plate. Fig. **11**

Climate class	Permitted ambient temperature
SN	+10 °C to 32 °C
N	+16 °C to 32 °C
ST	+16 °C to 38 °C
T	+16 °C to 43 °C

Note

The appliance is fully functional within the room temperature limits of the indicated climatic class. If an appliance of climatic class SN is operated at colder room temperatures, the appliance will not be damaged up to a temperature of +5 °C.

Ventilation

Fig. 4

The air on the rear panel and on the side panels of the appliance heats up. Conduction of the heated air must not be obstructed. Otherwise, the refrigerating unit must work harder. This increases power consumption. Therefore: Never cover or block the ventilation openings!

Connecting the appliance

After installing the appliance, wait at least 1 hour until the appliance is switched on. During transportation the oil in the compressor may have flowed into the refrigeration system.

Before switching on the appliance for the first time, clean the interior of the appliance (see chapter “Cleaning the appliance”).

Electrical connection

The socket must be near the appliance and also freely accessible following installation of the appliance.

Warning

Risk of electric shock!

If the length of the mains cable is inadequate, never use multiple sockets or extension leads. Instead, please contact Customer Service for alternatives.

The appliance complies with protection class I. Connect the appliance to 220–240 V/50 Hz alternating current via a correctly installed socket with protective conductor. The socket must be protected by a 10 A to 16 A fuse.

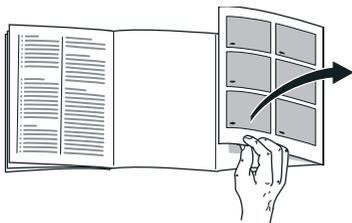
For appliances operated in non-European countries, check whether the indicated voltage and current type match the values of your electricity supply. This information can be found on the rating plate, Fig. 11.

Warning

Never connect the appliance to electronic energy saver plugs.

Our appliances can be used with mains and sine-controlled inverters. Mains-controlled inverters are used for photovoltaic systems which are connected directly to the national grid. Sine-controlled inverters must be used for isolated applications (e.g. on ships or in mountain lodges) which are not connected directly to the national grid.

Getting to know your appliance



Please fold out the illustrated last page. These operating instructions refer to several models.

The features of the models may vary.

The diagrams may differ.

Fig. 1

* Not all models.

- A Refrigerator compartment
- B Freezer compartment

- 1–4 Controls
- 5 Shelf for small bottles
- 6 Shelf for large bottles
- 7 Light
- 8 Temperature controller
- 9 Vegetable container
- 10* Freezer tray
- 11 Frozen food container (small)

Controls

Fig. 2

- 1 **Temperature selection button**
The required temperature is set with this button.
- 2 **“super” display (freezer compartment)**
Illuminates when super freezing is on.
- 3 **Temperature display freezer compartment**
The numbers correspond to the set freezer compartment temperatures in °C.
- 4 **Eco mode indicator**
This lights up when the eco mode is switched on.

Switching on the appliance

Fig. 2

1. Insert the plug in the socket.
2. A warning signal sounds. The temperature display 3 flashes.
3. Press the temperature setting button 1. The warning signal switches off.

When the freezer compartment has reached the set temperature, the temperature display 3 is lit.

The factory recommends the following settings:

- Refrigerator compartment: medium setting
- Freezer compartment: -18°C

Store delicate foods in the refrigerator compartment.

Operating tips

- When the appliance has been switched on, it may take several hours until the set temperatures have been reached.
- The fully automatic NoFrost system ensures that the freezer compartment remains free of ice. Defrosting is no longer required.
- The sides of the housing are sometimes heated slightly. This prevents condensation in the area of the door seal.
- If the freezer compartment door cannot be immediately re-opened after it has been closed, wait until the resulting low pressure has equalised.

Setting the temperature

Refrigerator compartment

Turn temperature controller, Fig. **1**/8, to the required setting.

We recommend the setting in line with the marking.

Changing the setting clockwise will lower temperatures in the refrigerator compartment.

At a room temperature below 16°C, slightly increase the temperature setting in the appliance. At a room temperature above 32°C, slightly reduce the temperature setting in the appliance.

Select a very cold setting only temporarily if:

- door is opened frequently,
- large quantities of food are placed in the refrigerator compartment.

Freezer compartment

The temperature can be set from -18°C to -24°C.

Keep pressing temperature setting button 1 until the required freezer compartment temperature is set.

The last set value is saved. The set temperature is indicated on temperature display 3.

eco

The “eco” function switches the appliance to energy-saving mode.

The appliance automatically sets the following temperatures:

- Freezer compartment: -16°C

Switching on eco

Keep pressing the temperature setting button 1 until the eco indicator is highlighted.

Alarm functions

Fig. **2**

Door alarm

The door alarm (continuous sound) switches on if the appliance door is open for longer than one minute. Close the door to switch off the warning signal.

Temperature alarm

The temperature alarm switches on if the freezer compartment is too warm and the frozen food is at risk of thawing.

Temperature display, Fig. 2/3, is flashing.

The alarm may switch on without any risk to the frozen food:

- when the appliance is switched on,
- when large quantities of fresh food are placed in the appliance,
- if the freezer compartment door is open too long.

Note

Do not refreeze thawing or thawed food. Only ready meals (boiled or fried) may be refrozen.

No longer store the frozen produce for the max. storage period.

Switching off the alarm

Fig. 2

Press the temperature setting button 1 to switch off the warning signal.

Usable capacity

Information on the usable capacity can be found inside your appliance on the rating plate. Fig. 11

Fully utilising the freezer volume

To place the maximum amount of frozen food in the freezer compartment, you can remove the containers. You can then stack the food directly on the shelf and on the floor of the freezer compartment.

Note

Avoid contact between food and rear panel. Otherwise the air circulation will be impaired.

Food or packaging could freeze to the rear panel.

Removing the fittings

Pull out the frozen food container all the way, lift at the front and remove.

Fig. 7

Refrigerator compartment

The refrigerator compartment is the ideal storage location for meat, sausage, fish, dairy products, eggs, ready meals and pastries.

Storing food

- Store fresh, undamaged food. The quality and freshness will then be retained for longer.
- In the case of ready-made products and bottled goods, observe the best-before date or use-by date specified by the manufacturer.
- To retain aroma, colour and freshness, pack or cover food well before placing in the appliance. This will prevent the transfer of flavours and the discolouration of plastic parts in the refrigerator compartment.
- Allow warm food and drinks to cool down before placing in the appliance.

Note

Do not block air outlet openings with food, otherwise the air circulation will be impaired. Food which is stored directly in front of the air outlet openings may be frozen by the cold air flowing out.

Note the chill zones in the refrigerator compartment

The air circulation in the refrigerator compartment creates different chill zones:

- Coldest zone is in the upper area of the refrigerator compartment.

Note

Store perishable food (e.g. fish, sausage, meat) in the coldest zone.

- Warmest zone is at the very bottom of the door and in the vegetable container.

Note

Store e.g. hard cheese and butter in the warmest zone. Cheese can then continue to release its flavour and the butter will still be easy to spread.

Vegetable container

Fig. **11**/9

A high air humidity keeps leafy vegetables fresh for longer. Vegetables and fruit should be stored at a slightly lower air humidity.

The air humidity in the vegetable drawer depends on the amount of stored food.

Note

If the air humidity is too high, drips may form and cause decay.

Freezer compartment**Use the freezer compartment**

- To store deep-frozen food.
- To make ice cubes.
- To freeze food.

Note

Ensure that the freezer compartment door has been closed properly. If the door is open, the frozen food will thaw. The freezer compartment will become covered in thick ice. Also: waste of energy due to high power consumption!

Freezing capacity

Information on the freezing capacity can be found on the rating plate. Fig. **11**

Prerequisites for freezing capacity

- Switch on fast freezing 24 hours before placing fresh products in the compartment (see chapter “Fast freezing”).
- Preferably freeze large quantities of food in the bottom compartment. This is where food freezes particularly quickly and therefore also gently.

Freezing and storing food

Purchasing frozen food

- Packaging must not be damaged.
- Use by the “use by” date.
- Temperature in the supermarket freezer must be -18 °C or lower.
- If possible, transport deep-frozen food in an insulated bag and place quickly in the freezer compartment.

When loading products, please note:

- Freeze larger quantities of food preferably in the bottom frozen food container. This is where food freezes particularly quickly and therefore also gently.
- Distribute the food over the whole area of the compartments or the frozen food containers.

Note

Food which is already frozen must not come into contact with the food which is to be frozen. If necessary, re-stack frozen food in the frozen food containers.

- To ensure air circulation in the appliance, push the frozen food container all the way in.

Storing frozen food

Insert frozen food container all the way to ensure unrestricted air circulation.

Freezing fresh food

Freeze fresh and undamaged food only.

To retain the best possible nutritional value, flavour and colour, vegetables should be blanched before freezing. Aubergines, peppers, zucchini and asparagus do not require blanching.

Literature on freezing and blanching can be found in bookshops.

Note

Keep food which is to be frozen away from food which is already frozen.

- The following foods are suitable for freezing:
 - Cakes and pastries, fish and seafood, meat, game, poultry, vegetables, fruit, herbs, eggs without shells, dairy products such as cheese, butter and quark, ready meals and leftovers such as soups, stews, cooked meat and fish, potato dishes, soufflés and desserts.
- The following foods are not suitable for freezing:
 - Types of vegetables, which are usually consumed raw, such as lettuce or radishes, eggs in shells, grapes, whole apples, pears and peaches, hard-boiled eggs, yoghurt, soured milk, sour cream, crème fraîche and mayonnaise.

Packing frozen food

To prevent food from losing its flavour or drying out, place in airtight containers.

1. Place food in packaging.
2. Remove air.
3. Seal the wrapping.
4. Label packaging with contents and date of freezing.

Suitable packaging:

Cling wrap, tubular film made of polyethylene, aluminium foil, freezer containers.

These products are available from specialist outlets.

Unsuitable packaging:

Wrapping paper, greaseproof paper, cellophane, bin liners and used shopping bags.

Items suitable for sealing packaged food:

Rubber bands, plastic clips, string, cold-resistant adhesive tape, etc.

Bags and tubular film made of polyethylene (PE) can be sealed with a film heat sealer.

Shelf life of frozen food

Storage duration depends on the type of food.

At a temperature of -18 °C:

- Fish, sausage, ready meals and cakes and pastries:
up to 6 months
- Cheese, poultry and meat:
up to 8 months
- Vegetables and fruit:
up to 12 months

Super freezing

Food should be frozen solid as quickly as possible in order to retain vitamins, nutritional value, appearance and flavour.

The appliance runs constantly when super freezing has been switched on. The freezer compartment temperatures are much lower than in normal operation.

Several hours before placing fresh food in the freezer compartment, switch on super freezing to prevent an unwanted temperature rise.

If the freezing capacity according to the rating plate is to be used, switch on super freezing 24 hours before the fresh products are placed in the freezer compartment.

Smaller quantities of food (up to 2 kg) can be frozen without "super freezing".

Note

When super freezing is switched on, increased operating noises may occur.

Switching on and off

Fig. 2

Keep pressing the temperature selection button 1 until the Super display 2 is lit.

Super freezing automatically switches off after approx. 2½ days.

Thawing frozen food

Depending on the type and application, select one of the following options:

- at room temperature
- in the refrigerator
- in an electric oven, with/without fan assisted hot-air
- in the microwave

Caution

Do not refreeze thawing or thawed food. Only ready meals (boiled or fried) may be refrozen.

No longer store the frozen produce for the max. storage period.

Interior fittings

You can reposition the shelves inside the appliance and the door shelves as required:

- Pull shelf forwards, lower and swing out to the side. Fig. **6**
- Raise the door shelf and remove. Fig. **5**

Special features

(not all models)

Butter and cheese compartment

To open the butter compartment, gently press in the middle of the butter compartment flap.

To clean the compartment, lift it at the bottom and take out.

Ice pack

The ice pack can be removed to cool food temporarily, e.g. in a cold bag.

If a power failure or malfunction occurs, the ice pack can be used to slow down the thawing process.

Ice cube tray

Fig. **8**

1. Fill the ice cube tray $\frac{3}{4}$ full of drinking water and place in the freezer compartment.
2. If the ice tray is stuck to the freezer compartment, loosen with a blunt implement only (spoon-handle).
3. To loosen the ice cubes, twist the ice tray slightly or hold briefly under flowing water.

Breakfast set

Fig. **9**

The containers for the breakfast set can be taken out and filled individually.

Bottle shelf

Fig. **10**

Bottles can be stored securely on the bottle shelf.

Sticker “OK”

(not all models)

The sticker “OK” lets you check whether the refrigerator compartment achieves the safe temperature ranges of +4 °C or colder recommended for food. If the sticker does not indicate “OK”, gradually reduce the temperature.

Note

When the appliance is switched on, it may take up to 12 hours until the set temperature is reached.



Correct setting

Switching off and disconnecting the appliance

Switching off the appliance

Pull out mains plug or switch off fuse.
Refrigerating unit switches off.

Disconnecting the appliance

If you do not use the appliance for a prolonged period:

1. Pull out the mains plug or switch off the fuse.
2. Clean the appliance.
3. Leave appliance doors open.

Cleaning the appliance

Caution

- Do not use abrasive, chloride or acidic cleaning agents or solvents.
- Do not use scouring or abrasive sponges.
The metallic surfaces could corrode.
- Never clean shelves and containers in the dishwasher.
The parts may become deformed!

The cleaning water must not get into the following areas:

- Controls
- Illumination
- Ventilation openings
- Openings in the separating plate

Proceed as follows:

1. Pull out the mains plug or switch off the fuse.
2. Take out the frozen food and store in a cool location. Place ice pack (if available) on the food.
3. The rinsing water must not drip into the controls, lighting, ventilation openings or the openings in the partition!
Clean the appliance with a soft cloth, lukewarm water and a little pH-neutral washing-up liquid.
4. Wipe the door seal with clear water only and then wipe dry thoroughly.
5. After cleaning reconnect the appliance.
6. Put the frozen food back into the appliance.

Interior fittings

All variable parts of the appliance can be taken out for cleaning.

Take out shelves in the door

Fig. 5

Lift shelves upwards and take out.

Take out glass shelves

Pull the glass shelves forwards and take out.

Removing the container

Fig. 7

Pull out the container all the way, lift at the front and remove.

Taking out the frozen food container

Fig. 7

Pull out the frozen food container all the way, lift at the front and remove.

Light (LED)

Your appliance features a maintenance-free LED light.

These lights may be repaired by customer service or authorised technicians only.

Tips for saving energy

- Install the appliance in a dry, well ventilated room! The appliance should not be installed in direct sunlight or near a heat source (e.g. radiator, cooker).
If required, use an insulating plate.
- Allow warm food and drinks to cool down before placing in the appliance.
- Thaw frozen food in the refrigerator compartment and use the low temperature of the frozen food to cool refrigerated food.
- Open the appliance as briefly as possible.
- To achieve the lowest energy consumption, leave a small wall gap at the side.
- The arrangement of the fittings does not affect the energy rating of the appliance.

Operating noises

Quite normal noises

Note

When super freezing is switched on, increased operating noises may occur.

Droning

Motors are running (e.g. refrigerating units, fan).

Bubbling, humming or gurgling noises

Refrigerant is flowing through the tubing.

Clicking

Motor, switches or solenoid valves are switching on/off.

Cracking

Automatic defrosting is running.

Preventing noises

The appliance is not level

Please align the appliance with a spirit level. Use the height-adjustable feet or place packing underneath them.

The appliance is not free-standing

Please move the appliance away from adjacent units or appliances.

Containers or storage areas wobble or stick

Please check the removable parts and re-insert them correctly if required.

Bottles or receptacles are touching each other

Move the bottles or receptacles slightly away from each other.

Eliminating minor faults yourself

Before you call customer service:

Please check whether you can eliminate the fault yourself based on the following information.

Customer service will charge you for advice – even if the appliance is still under guarantee!

Fault	Possible cause	Remedial action
Temperature differs greatly from the set value.		<p>In some cases it is adequate to switch off the appliance for 5 minutes.</p> <p>If the temperature is too high wait a few hours and check whether the temperature has approached the set value.</p> <p>If the temperature is too low check the temperature again the next day.</p>
A warning signal sounds. Temperature display flashes. Fig. 2/3	Fault - the freezer section is too warm!	To switch off the warning signal, press temperature setting button Fig. 2/1.
	Frozen food is at risk.	
	Appliance is open.	Close the appliance.
	Ventilation openings are covered up.	Ensure that there is adequate ventilation.
	Too much food was placed in the freezer at once.	Do not exceed the freezing capacity.
The temperature in the freezer section is too warm.	Appliance opened frequently.	Do not open the appliance unnecessarily.
	The ventilation openings have been covered.	Remove obstructions.
	Large quantities of fresh food are being frozen.	Do not exceed the freezing capacity.
The side panels of the appliance are warm.	Pipes run into the side panels which heat during the cooling process.	<p>That is normal behaviour for the appliance and not a fault.</p> <p>Furniture touching the appliance will not be damaged by the heat.</p>

Fault	Possible cause	Remedial action
The light does not function.	<p>The LED light is defective.</p> <hr/> <p>Appliance was open too long.</p> <p>Light is switched off after approx. 10 min.</p>	<p>See chapter "Light (LED)" section.</p> <hr/> <p>When the appliance is closed and opened, the light is on again.</p>
Controls have reduced luminosity.	<p>When the appliance is not used for some time, the display on the fascia switches to energy saving mode.</p>	<p>As soon as the appliance is again used, e.g. the door is opened, the display switches back to normal illumination.</p>
Displays do not illuminate.	<p>Power failure; the fuse has been switched off; the mains plug has not been inserted properly.</p>	<p>Connect mains plug. Check whether the power is on, check the fuses.</p>
Appliance is not cooling, temperature display and light are lit.	<p>Showroom mode is switched on.</p>	<p>Hold down temperature selection button fig. 2/1 for 10 seconds until an acknowledgement signal sounds.</p> <p>After a short time check whether your appliance is cooling.</p>
Freezer compartment door was open for a long time; temperature is no longer reached.	<p>The evaporator (refrigeration generator) in the NoFrost system is covered in thick ice and can no longer be defrosted fully automatically.</p>	<p>To defrost the evaporator, remove the frozen food with the compartments, insulate well and store in a cool location.</p> <p>Switch off the appliance and move it away from the wall. Leave the appliance door open.</p> <p>After approx. 20 min. the condensation begins to run into the evaporation pan, at the rear of the appliance.</p> <p>To prevent the evaporation pan from overflowing in this case, mop up the condensation with a sponge.</p> <p>The evaporator is defrosted when the water stops running into the evaporation pan. Clean the interior. Switch the appliance back on again.</p>
Condensation accumulates on the surface of the appliance and on the shelves inside.	<p>The effect is reinforced if ambient temperatures are warm and humid.</p>	<p>Wipe away the water with a soft, dry cloth.</p> <ul style="list-style-type: none"> ■ Open the appliance as briefly as possible ■ Make sure that the appliance is always closed properly.

Customer service, product / production number and technical data

Customer service

If you have any queries, are unable to rectify faults on the appliance yourself or if your appliance needs to be repaired, contact Customer Service.

You can solve many problems yourself by consulting the information on troubleshooting in these instructions or on our website. If this is not the case, contact our Customer Service.

We will always find an appropriate solution and try to avoid unnecessary visits being made by a Customer Service technician.

With any warranty claims, we will make sure that your appliance is repaired by trained Customer Service technicians using genuine spare parts, including after the manufacturer's warranty has expired.

For safety reasons, repairs to the appliance should only be carried out by trained specialist staff. The warranty claim becomes void if repairs or interventions have been carried out by persons not authorised by us for that purpose or if our appliances have been fitted with spare, supplementary or accessory parts that were not genuine parts and then resulted in a defect.

Function-relevant genuine spare parts according to the corresponding Ecodesign Directive can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area.

Note

Under the terms of the manufacturer's warranty applicable to the location, the use of Customer Service is free of charge. The minimum duration of the warranty (manufacturer's warranty for private consumers) in the European Economic Area is 2 years (except for Denmark and Sweden, where it is 1 year) according to the terms of warranty applicable to the location. The terms of warranty do not affect other rights or claims held by yourself under local legislation.

Detailed information about the warranty period and terms of warranty in your country are available from Customer Service, your dealer or our website.

When contacting after-sales service, you will need the product number (E no.) and the production number (FD no.) of your appliance.

The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

Product number (E no.) and production number (FD no.)

The product number (E no.) and the production number (FD no.) can be found on the rating plate of the appliance. Fig. **11**

Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

Technical data

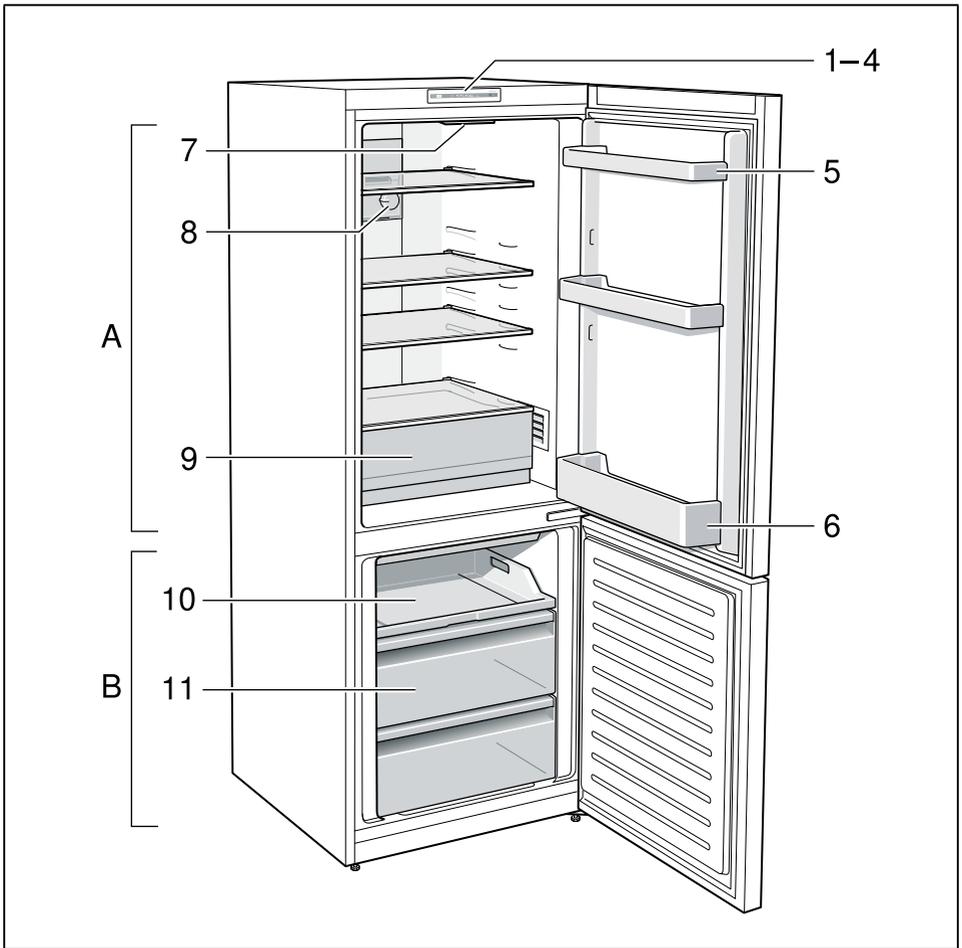
Refrigerant, net volume and further technical specifications can be found on the rating plate. Fig. **11**

More information about your model can be found online at <https://www.bsh-group.com/energylabel> (only applies to countries in the European Economic Area). This web address is linked to the official EU EPREL product database. At the time of printing its web address had not yet been published. Please then follow the instructions on how to search for models. The model identifier is made up of the characters before the slash in the product number (E no.) on the rating plate. Alternatively you can also find the model identifier in the first line of the EU energy label.

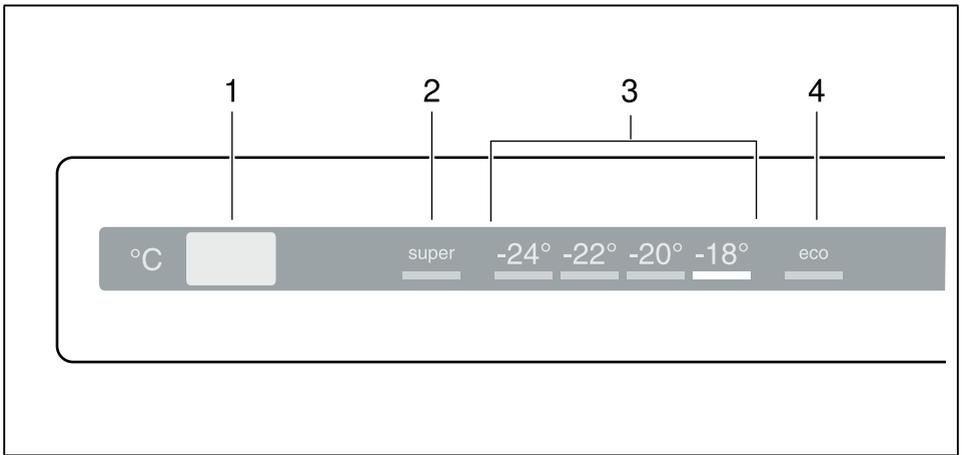
Repair order and advice on faults

Contact information for all countries can be found on the enclosed customer service list.

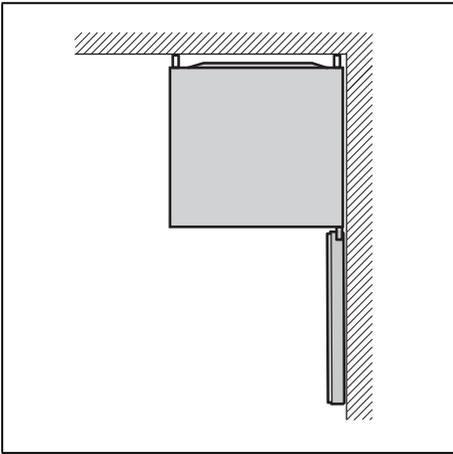
GB	0344 892 8979	Calls charged at local or mobile rate.
IE	01450 2655	0.03 € per minute at peak. Off peak 0.0088 € per minute.
US	800 944 2904	toll-free



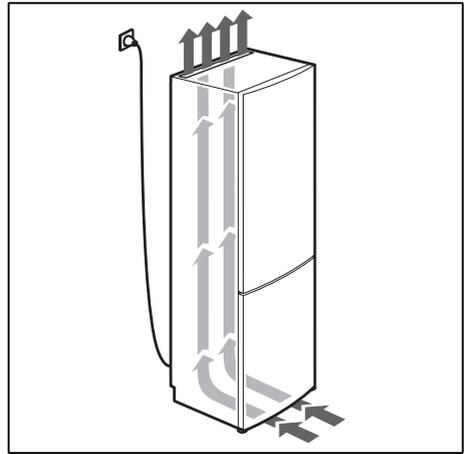
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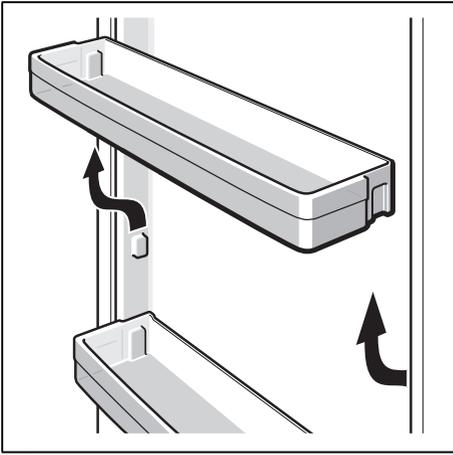
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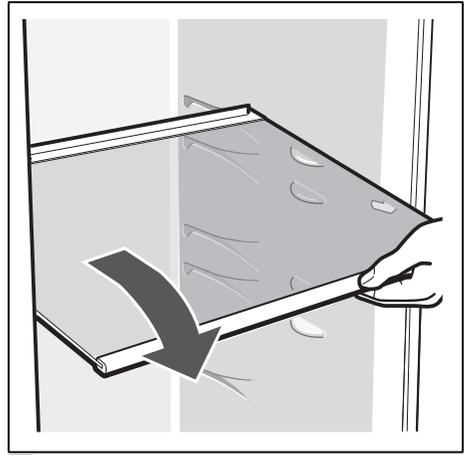
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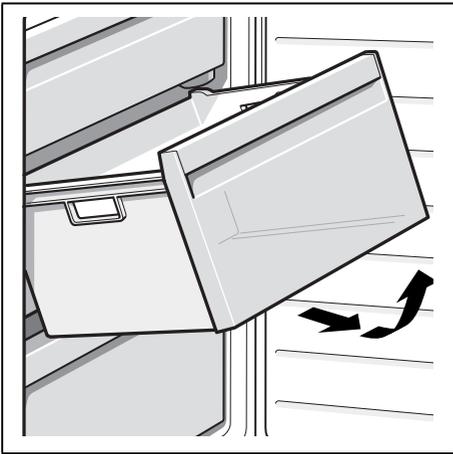
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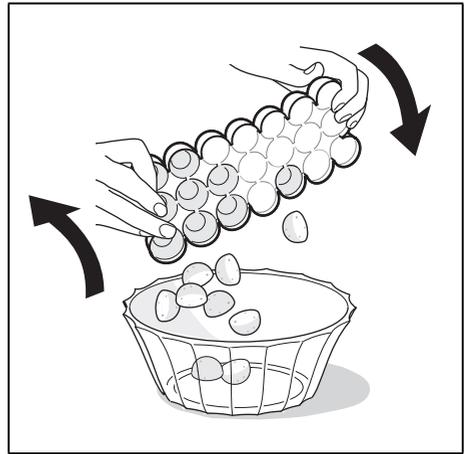
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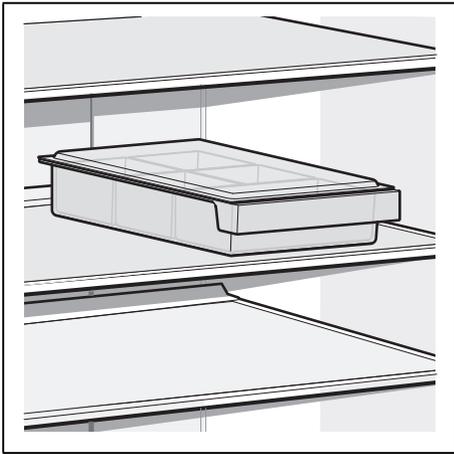
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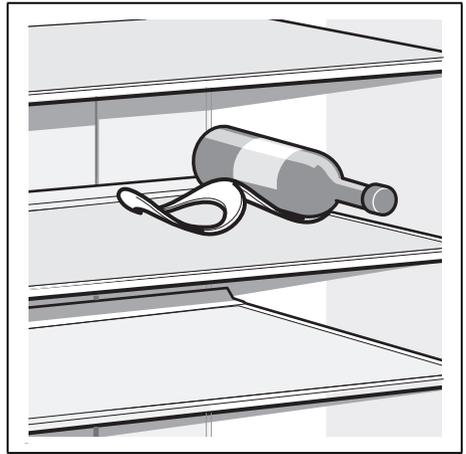
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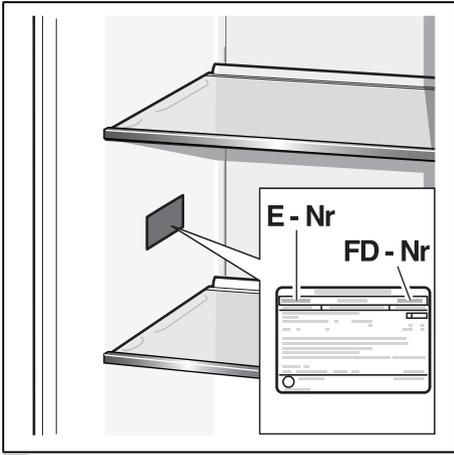
8



9



10



11



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Contact data of all countries are listed in the attached service directory.

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en