

**BEKO**

*installation, operation &  
food storage instructions*

**GNE60020X**



get the **best** from your new refrigerator

## **Please read this user manual first!**

Dear Customer,

We hope that your product, which has been produced in modern plants and checked under the most meticulous quality control procedures, will provide you an effective service.

Therefore, read this entire user manual carefully before using the product and keep it as a reference. If you handover the product to someone else, give the user manual as well.

## **The user manual will help you use the product in a fast and safe way.**

- Read the manual before installing and operating the product.
- Make sure you read the safety instructions.
- Keep the manual in an easily accessible place as you may need it later.
- Read the other documents given with the product.

Remember that this user manual is also applicable for several other models. Differences between models will be identified in the manual.

## **Explanation of symbols**

### **Throughout this user manual the following symbols are used:**

 Important information or useful tips.

 Warning against dangerous conditions for life and property.

 Warning against electric voltage.

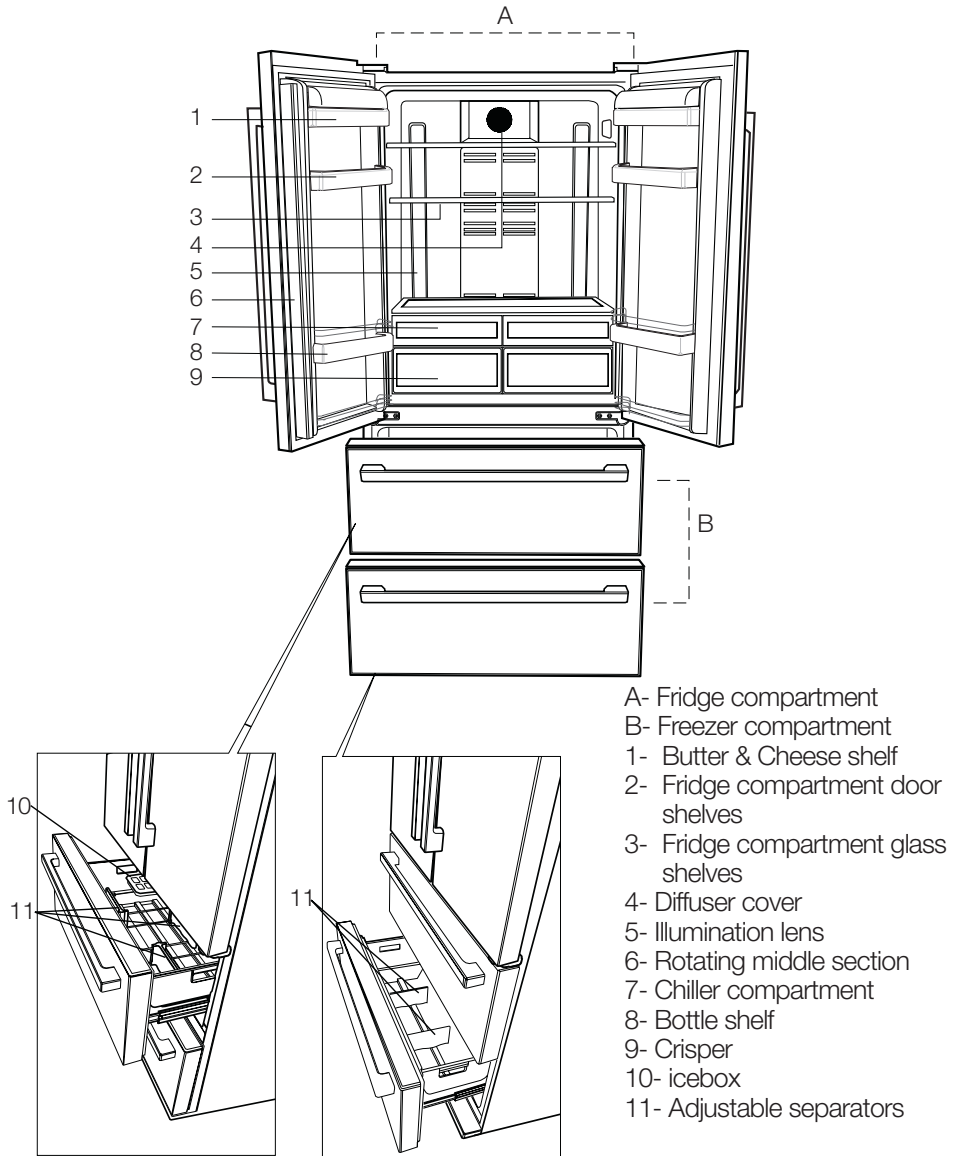
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# 1 The refrigerator

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



**i** Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

## 2 Warnings

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- Do not connect your appliance to the electricity supply until all packing and transit protectors have been removed.
- If transported horizontally leave to stand upright for at least 4 hours before switching on to allow compressor oil to settle
- If you are discarding an old refrigerator with a lock or latch fitted to the door, disable the lock/latch, ensure that it is left in a safe condition to prevent the entrapment of young children.
- This fridge/freezer must only be used for its intended purpose i.e the storing and freezing of edible foodstuff.
- Do not dispose of the appliance on a fire. At **BEKO**, the care and protection of our environment is an ongoing commitment. This appliance which is among the latest range introduced is particularly environment friendly. Your appliance contains non CFC / HFC natural substances in the cooling system (Called R600a) and in the insulation (Called cyclopentane) which are potentially flammable if exposed to fire. Therefore, take care not to damage, the cooling circuit / pipes of the appliance in transportation and in use. In case of damage do not expose the appliance to fire or potential ignition source and immediately ventilate the room where the appliance is situated.
- We suggest you contact your local authority for disposal information and facilities available.
- See Installation Instructions on page 8 for information on suitable location.
- To obtain the best possible performance and trouble free operation from your appliance it is very important to carefully read these instructions.
- On delivery, check to make sure that the product is not damaged and that all the parts and accessories are in perfect condition.
- Ensure that the plug remains readily accessible. Do not use multiple adapter or extension cable.
- Failure to observe these instructions may invalidate your right to free service during the guarantee period.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- We suggest you keep these instructions in a safe place for easy reference.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

- Children should be supervised to ensure that they do not play with the appliance.

## Electrical requirements

Before you insert the plug into the wall socket make sure that the voltage and the frequency shown on the rating plate inside the appliance corresponds to your electricity supply.

Rating label is on the left hand side of fridge inner liner.

We recommend that this appliance be connected to the mains supply via a suitable switched and fused socket.

The appliance must be positioned so that the plug is accessible.

Should the mains lead of the appliance become damaged or should it need replacing at any time, it must be replaced by a special purpose made mains lead which can only be obtained from a **BEKO** authorised service agent.

## Warning! This appliance must be earthed

If the fitted moulded plug is not suitable for your socket, then the plug should be cut off and an appropriate plug fitted. Destroy the old plug which is cut off as a plug with bared cord could cause a shock hazard if inserted into a socket elsewhere in the house.

The moulded plug on this appliance incorporates a 13 A fuse. Should the fuse need to be replaced an ASTABEAB approved BS 1362 fuse of the same rating must be used. Do not forget to refit the fuse cover. In the event of losing the fuse cover the plug must not be used until a replacement fuse cover has been fitted.

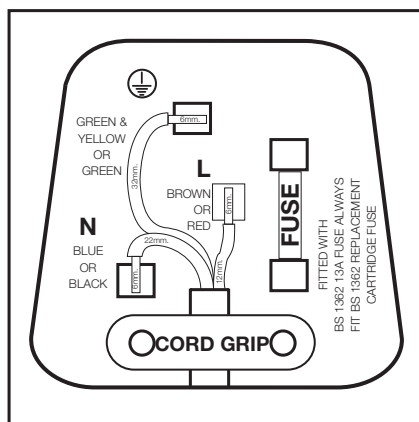
Colour of the replacement fuse cover must be the same colour as that visible on the pin face of the plug. Fuse covers are available from any good electrical store.

## Important! Fitting A Different Plug

As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug proceed as follows: (See diagram).

1. Connect the green-yellow or green (Earth) wire to the terminal in the plug marked 'E' or with the symbol  $\oplus$  or coloured green and yellow or green.
2. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.
3. Connect the brown (Live) wire to the terminal in the plug marked 'L' or coloured red.

With alternative plugs a 13 A fuse must be fitted either in the plug or adaptor or in the main fuse box. If in doubt contact a qualified electrician.



## Energy saving tips

1. Ensure your appliance is installed in a well ventilated area.
2. Ensure the time between buying chilled/frozen food and placing them in your appliance is kept at minimum, particularly in summer. We recommend you use a cool bag or a special carrier bag to carry perishable food.
3. Do not leave the door (s) of your appliance open longer than necessary and ensure they are closed properly after each opening.
4. Defrost frozen food in the fridge compartment, so that frozen food acts as an ice pack to assist cooling in the fridge.
5. Energy consumption of this appliance is measured while freezer compartment is loaded without use of top shelf lid and the drawers except the bottom drawer. It is advised that freezer compartment is loaded without use of drawers except the bottom drawer in order to achieve maximum loading capacity.

## Compliance with WEEE Directive and Disposing of the Waste Product:

This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE). This product has been manufactured with



high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with normal domestic and other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

## Compliance with rohs directive:

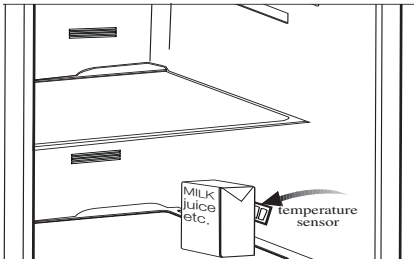
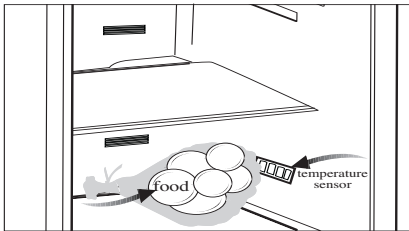
The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

## Package information

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

## Recommendations for freshfood compartment

- Please do not let any foodstuff to come to contact with the temperature sensor in freshfood compartment. In order to maintain freshfood compartment at ideal storage temperature, the sensor must not be blocked by foodstuffs.
- Do not place hot foodstuff in your appliance.





### 3 Installation

**i** Please remember that the manufacturer shall not be held liable if the information given in the instruction manual is not observed.

#### Points to be considered when re-transporting your refrigerator

1. Your refrigerator must be emptied and cleaned prior to any transportation.
2. Shelves, accessories, crisper and etc. in your refrigerator must be fastened securely by adhesive tape against any jolt before repackaging.
3. Packaging must be adequate and the rules of transportation printed on the package must be followed.

#### **i** Always remember...

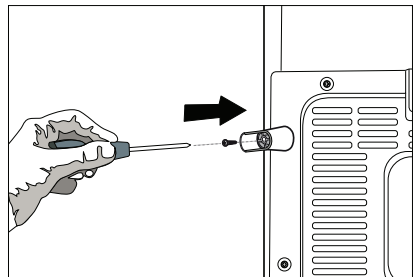
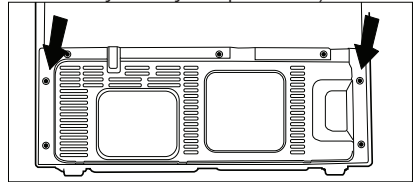
Every recycled material is an indispensable source for the nature and for our national resources. If you wish to contribute to recycling the packaging materials, you can get further information from the environmental bodies or local authorities.

#### Before operating your refrigerator

Before starting to use your refrigerator check the following:

1. Is the interior of the refrigerator dry and can the air circulate freely in the rear of it?

2. You can install the 2 plastic wedges as illustrated in the figure. Plastic wedges will provide the required distance between your refrigerator and the wall in order to allow the air circulation. (The illustrated figure is only an example and may not match exactly with your product.)



3. Clean the interior of the refrigerator as recommended in the "Maintenance and cleaning" section.
4. Plug the refrigerator into the wall outlet. When the door is open the respective interior light will come on.
5. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, even if the compressor is not running and this is quite normal.
6. Front edges of the refrigerator may feel warm. This is normal. These areas are designed to be warm to avoid condensation.

## Electric connection

Connect your refrigerator to a grounded socket which is being protected by a fuse with the appropriate capacity.

Important:

- ⚠ The connection must be in compliance with national regulations.
- ⚠ The power cable plug must be easily accessible after installation.
- ⚠ The specified voltage must be equal to your mains voltage.
- ⚠ Extension cables and multiway plugs must not be used for connection.
- ⚠ A damaged power cable must be replaced by a qualified electrician.
- ⚠ A faulty appliance must not be operated until it is repaired! There is danger of electric shock!
- ⚠ Warning against electric voltage.

## Disposing of the packaging

⚠ The packing materials may be dangerous for children. Keep the packing materials out of the reach of children or dispose them of by classifying them in accordance with the waste instructions. Do not dispose them of along with the normal household waste.

The packing of your refrigerator is produced from recyclable materials.

## Disposing of your old refrigerator

Dispose of your old machine without giving any harm to the environment.

- ⚠ You may consult your authorised dealer or waste collection center of your municipality about the disposal of your refrigerator.
- ⚠ Before disposing of your refrigerator, cut off the electric plug and, if there are any locks on the door, make them inoperable in order to protect children against any danger.

## Placing and Installation

⚠ Caution: Never plug the refrigerator into the wall outlet during installation. Otherwise, risk of death or serious injury may arise.

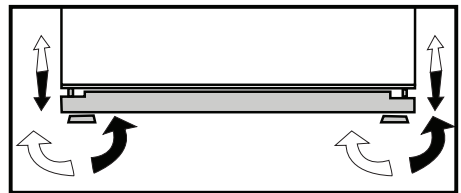
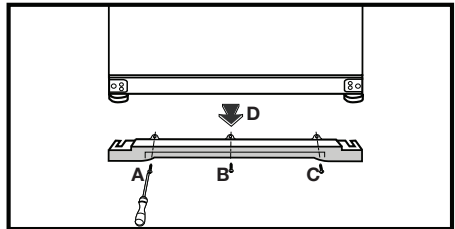
⚠ If the entrance door of the room where the refrigerator will be installed is not wide enough for the refrigerator to pass through, then carefully remove the doors of your refrigerator and pass it sideways through the door.

1. Install your refrigerator to a place that allows ease of use.
2. Keep your refrigerator away from heat sources, humid places and direct sunlight.
3. There must be appropriate air ventilation around your refrigerator in order to achieve an efficient operation. If the refrigerator is to be placed in a recess in the wall, there must be at least 5 cm distance with the ceiling and at least 5 cm with the wall. If the floor is covered with a carpet, your product must be elevated 2.5 cm from the floor.
4. Place your refrigerator on an even floor surface to prevent jolts.

## Floor balance adjustment

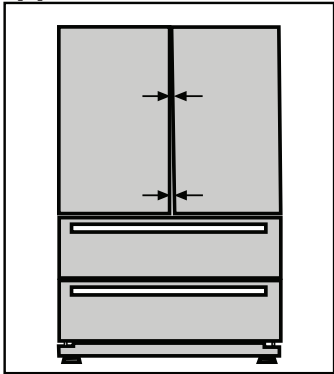
⚠ If your refrigerator is unbalanced;  
1- Ventilation cover is removed by unscrewing its screws as illustrated in the figure before the procedure. You can balance your refrigerator by turning the front legs of it as illustrated in the figure. The corner where the leg exists is lowered when you turn in the direction of black arrow and raised when you turn in the opposite direction. Taking help from someone to slightly tilt the refrigerator will facilitate this process.

2. After the balance issue is remedied, install back the ventilation cover and fasten the screws.

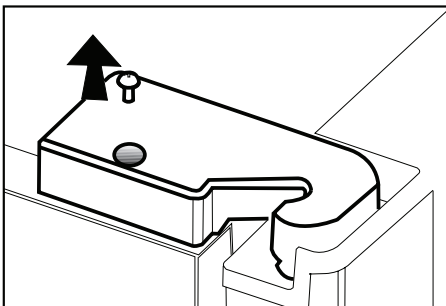


3. Remove the screws fastening the lower ventilation cover using a Phillips screwdriver.

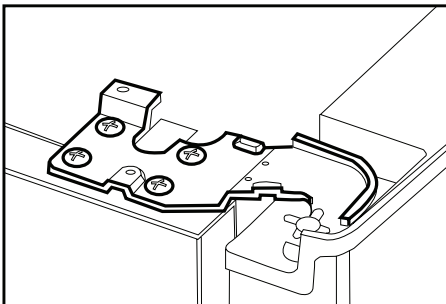
## Adjusting the gap between the upper door



**i** You can adjust the gap between the fridge compartment doors as illustrated in the figures. Door shelves should be empty when adjusting the door height.

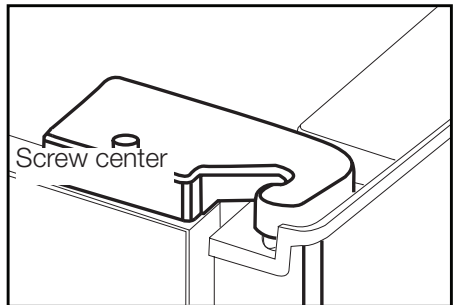
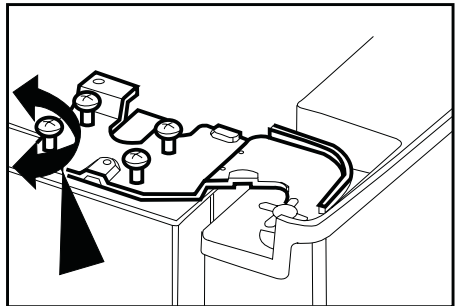


**i** Using a screwdriver, remove the screw of upper hinge cover of the door you want to adjust.



**i** Adjust the door by loosening the screws.

**i** Fix the door you have adjusted by tightening the screws without changing the position of the door.



**i** Replace the hinge cover and fix with the screw.

## 4 Preparation

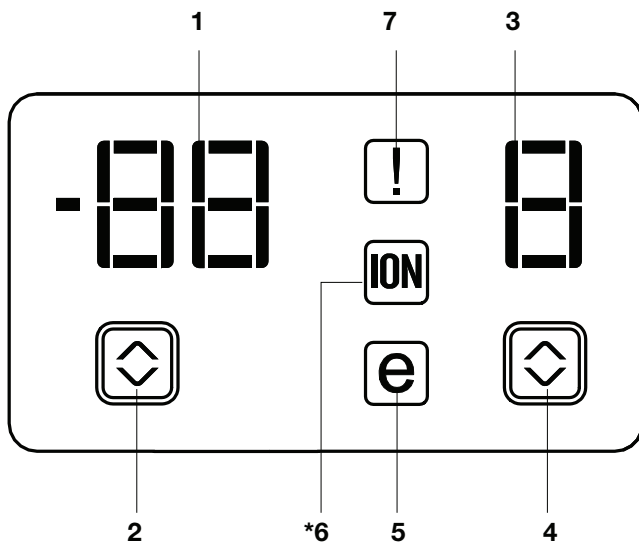
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- Your refrigerator should be installed at least 30 cm away from heat sources such as hobs, ovens, radiators and stoves and at least 5 cm away from electrical ovens and should not be located under direct sunlight.
- The ambient temperature of the room where you install your refrigerator should at least be 5°C.
- The refrigerator will operate under colder conditions (to -5°C) but is not recommended with regard to its efficiency.
- Please make sure that the interior of your refrigerator is cleaned thoroughly.
- If two refrigerators are to be installed side by side, there should be at least 2 cm distance between them.
- When you operate your refrigerator for the first time, please observe the following instructions during the initial six hours.
- The door should not be opened frequently.
- It must be operated empty without any food in it.
- Do not unplug your refrigerator. If a power failure occurs out of your control, please see the warnings in the "Recommended solutions for the problems" section.
- Original packaging and foam materials should be kept for future transportations or moving.

## 5 Using your refrigerator

### Indicator Panel

Indicator panel aids in using your refrigerator with its audio and visual functions.



1. Freezer Compartment Temperature Indicator
2. Error Status Indicator
3. Fridge Compartment Temperature Indicator
4. Fridge Compartment Temperature Setting Button
5. Economy Mode Indicator
6. Ioniser Indicator
7. Freezer Compartment Temperature Setting Button

**ⓘ** Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

## 1. Freezer Compartment Temperature Indicator

It indicates the temperature set for Freezer Compartment.

## 2. Error Status Indicator

If your refrigerator does not cool adequately or if there is a sensor failure, this indicator will be activated. When this indicator is active, Freezer Compartment Temperature indicator will display "e" and Fridge Compartment Temperature Indicator will display numbers such as "1, 2, 3...". These numbers on the indicator provides information about the error to the service personnel.

## 3. Fridge Compartment Temperature Indicator

Indicates the temperature set for Fridge Compartment.

## 4. Fridge Compartment Temperature Setting Button

Press this button to set the temperature of the fridge compartment to 8, 6, 4, 2, 8... respectively. Press this button to set the desired temperature for the Fridge Compartment.

## 5. Economy Mode Indicator

Indicates that the refrigerator is running in energy-efficient mode.

## 6. Ioniser Indicator

Indicator light lights up continuously. This light indicates that your refrigerator is protecting against bacteria.

## 7. Freezer Compartment Temperature Setting Button

Press this button to set the temperature of the freezer compartment to -18, -20, -22, -24, -18... respectively. Press this button to set the desired temperature for the Freezer Compartment.

## Egg tray

You can install the egg holder to the desired door or body shelf.

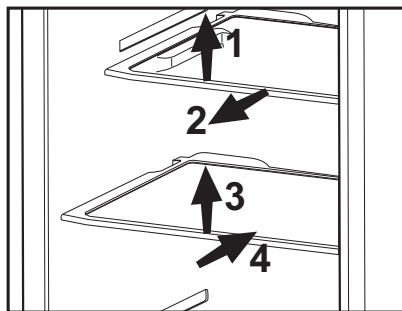
Never store the egg holder in the freezer compartment

## Sliding Body Shelves

Sliding body shelves can be pulled by slightly lifting up from the front and moved back and forth. They come to a stop point when pulled towards front to allow you reach the foods placed at the back of the shelf; when it is pulled after slightly lifted upwards at the second stop point, the body shelf will be released.

The shelf should be held tightly from the bottom as well in order to prevent it from tipping over. The body shelf is placed on the rails at the sides of the refrigerator body by bringing it to one lower or one upper level.

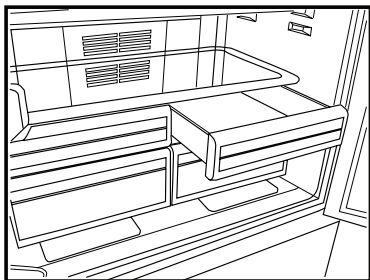
The body shelf should be pushed backwards to seat it completely.



## Chiller compartment

Chiller compartments enable the foods to be frozen become ready for freezing. You can also use these compartments to store your food at a temperature a few degrees below the fridge compartment.

You can increase the inner volume of your refrigerator by removing any of the chiller compartments. To do this, pull the compartment towards yourself; the compartment will lean against the stopper and stop. This compartment will be released when you lift it about 1 cm and pull it towards yourself.



## Door Open Warning

An audio warning signal will be given when the door of your product is left open for at least 1 minute. This warning will be muted when the door is closed or any of the display buttons (if any) are pressed.

## Dual cooling system:

Your refrigerator is equipped with two separate cooling systems to cool the fresh food compartment and freezer compartment. Thus, air in the fresh food compartment and freezer compartment do not get mixed. Thanks to these two separate cooling systems, cooling speed is much higher than other refrigerators. Odours in the compartments do not get mixed. Also additional power saving is provided since the defrosting is performed individually.




Freezer Compartment Adjustment	Fridge Compartment Adjustment	Explanations
-18°C	4°C	This is the normal recommended setting.
-20,-22 or -24°C	4°C	These settings are recommended when the ambient temperature exceeds 30°C.
Quick Freeze	4°C	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.
-18°C or colder	2°C	If you think that your fridge compartment is not cold enough because of the hot conditions or frequent opening and closing of the door.
-18°C or colder	Quick Fridge	You can use it when your fridge compartment is overloaded or if you wish to cool down your food rapidly. It is recommended that you activate quick fridge function 4-8 hours before placing the food.

## Freezing fresh food

- It must be preferred to wrap or cover the food before placing them in the refrigerator.
- Hot food must cool down to the room temperature before putting them in the refrigerator.
- The foodstuff that you want to freeze must be fresh and in good quality.
- Foodstuff must be divided into portions according to the family's daily or meal based consumption needs.
- The foodstuff must be packaged in an airtight manner to prevent them from drying even if they are going to be kept for a short time.
- Materials to be used for 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 freeze usage.
- Frozen food must be used immediately after they are thawed and they should never be re-frozen.
- Please observe the following instructions to obtain the best results.

1. 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.
2. Placing warm food into the freezer compartment causes the cooling system to operate longer and is not recommended.
3. Take special care not to mix already frozen food and fresh food.

## Recommendations for preservation of frozen food

- Prepacked commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions for a  (4 star) frozen food storage compartment.
- To ensure that the high quality achieved by the frozen food manufacturer and the food retailer is maintained, the following should be remembered:
  1. Put packages in the freezer as quickly as possible after purchase.
  2. Ensure that contents are labelled and dated.
  3. Do not exceed "Use By", "Best Before" dates on the packaging.

## Defrosting

The freezer compartment defrosts automatically.

## Placing the food

Freezer compartment shelves	Various frozen food such as meat, fish, ice cream, vegetables and etc.
Egg tray	Eggs
Fridge compartment shelves	Food in covered plates and closed containers
Fridge compartment door shelves	Small and packaged food or drinks (such as milk, fruit juice and beer)
Crisper	Vegetables and fruits
Freshzone compartment	Delicatessen products (cheese, butter, salami and etc.)

## Deep-freeze information

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

The TSE norm requires (according to certain measurement conditions) the refrigerator to freeze at least 4.5 kg of foodstuff at 32°C ambient temperature to -18°C or lower within 24 hours for every 100-liters of freezer volume.

It is possible to keep the food for a long time only at -18°C or lower temperatures.

You can keep the freshness of food for many months (at -18°C or lower temperatures in the deep freeze).

### **WARNING!** ⚠

- Foodstuff must be divided into portions according to the family's daily or meal based consumption needs.
- Foodstuff must be packaged in an airtight manner to prevent them from drying even if they are going to be kept for a short time.

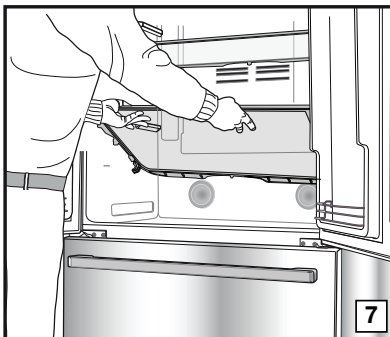
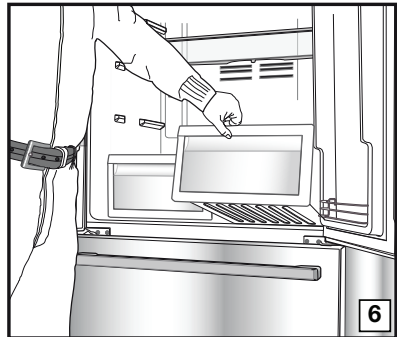
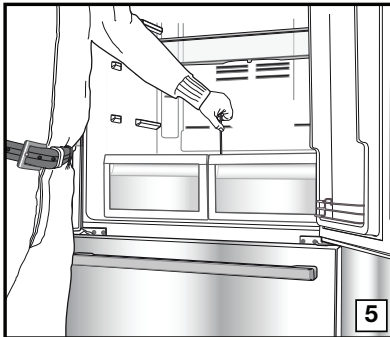
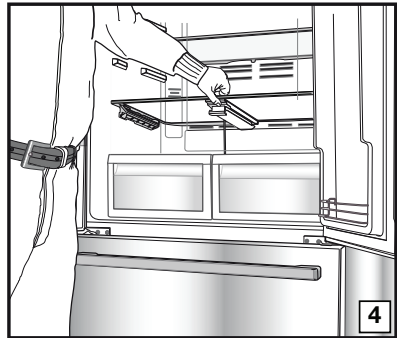
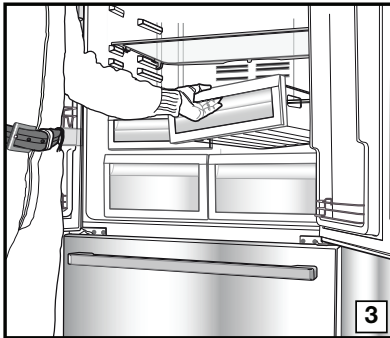
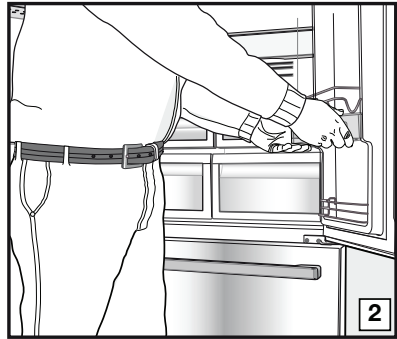
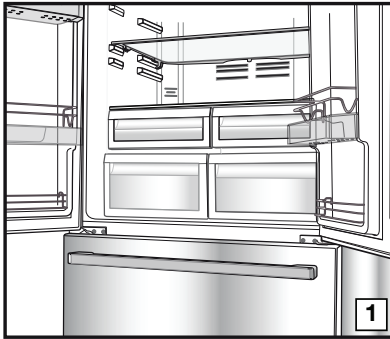
Materials necessary for packaging:

- Cold resistant adhesive tape
- Self adhesive label
- Rubber bands
- Pen

Materials to be used for packaging the foodstuff must be tear-proof and resistant to cold, humidity, odour, oils and acids.

Foodstuff to be frozen should not be allowed to come in contact with the previously frozen items to prevent their partial thawing.

Frozen food must be used immediately after they are thawed and they should never be re-frozen.



## Crisper

Crisper of your refrigerator is designed specially to keep your vegetables freshly without losing their humidity. For this purpose, cool air circulation occurs around the crisper in general. Remove the door shelves that align with the crisper before removing the crisper. You can remove the crisper as illustrated in the figure.

## Rotating Middle Section

Rotating middle section is intended to prevent the cold air inside your refrigerator from escaping outside.

1- Sealing is provided when the gaskets on the door presses on the surface of the rotating middle section while the fridge compartment doors are closed.

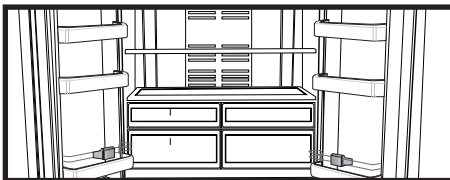
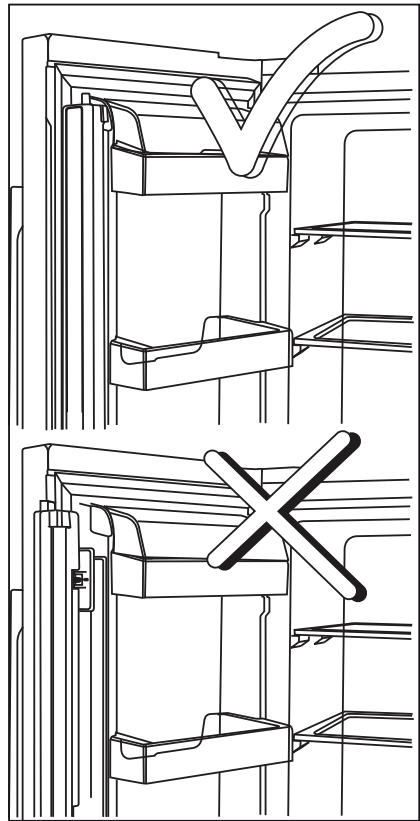
2- Another reason that your refrigerator is equipped with a rotating middle section is that it increases the net volume of the fridge compartment. Standard middle sections occupy some non-usable volume in the refrigerator.

3- Rotating middle section is closed when the left door of the fridge compartment is closed.

4- It must not be opened manually. It moves under the guidance of the plastic part on the body while the door is closed.

## Blue light

Foodstuff stored in the crispers that are enlightened with a blue light continue their photosynthesis by means of the wavelength effect of blue light and helps preserve their freshness and increase their vitamin content.

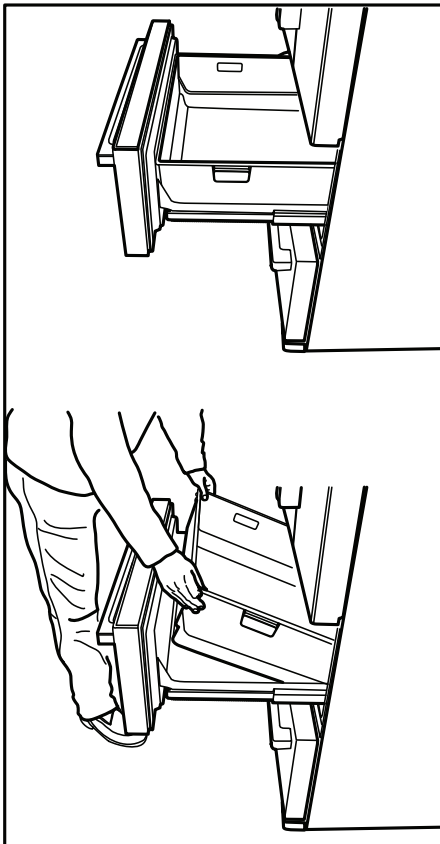


## Telescopic Drawer

Pay attention not to squeeze any parts of your body such as hands, feet and etc. between the moving parts while the drawer is in use in order to avoid any injury.

You can remove the partition in the drawer as illustrated when you want to clean it.

You can remove the drawers only for cleaning. It is not possible to group the drawers in their places after loading them with food when they are removed.



## 6 Maintenance and cleaning

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- ⚠ Never use gasoline, benzene or similar substances for cleaning purposes.
- ⚠ We recommend that you unplug the appliance before cleaning.
- ⚠ Never use any sharp abrasive instrument, soap, household cleaner, detergent and wax polish for cleaning.
- ℹ Use lukewarm water to clean the cabinet of your refrigerator and wipe it dry.
- ℹ Use a damp cloth wrung out in a solution of one teaspoon of bicarbonate of soda to one pint of water to clean the interior and wipe it dry.
- ⚠ Make sure that no water enters the lamp housing and other electrical items.
- ⚠ If your refrigerator is not going to be used for a long period of time, unplug the power cable, remove all food, clean it and leave the door ajar.
- ℹ Check door seals regularly to ensure they are clean and free from food particles.
- ⚠ To remove door racks, remove all the contents and then simply push the door rack upwards from the base.

- ⚠ Never use cleaning agents or water that contain chlorine to clean the outer surfaces and chromium coated parts of the product. Chlorine causes corrosion on such metal surfaces.

### Protection of plastic surfaces

- ℹ Do not put the liquid oils or oil-cooked meals in your refrigerator in unsealed containers as they damage the plastic surfaces of your refrigerator. In case of spilling or smearing oil on the plastic surfaces, clean and rinse the relevant part of the surface at once with warm water.

## 7 Troubleshooting

Please review this list before calling the service. It will save your time and money. This list includes frequent complaints that are not arising from defective workmanship or material usage. Some of the features described here may not exist in your product.

The refrigerator does not operate.

- The plug is not inserted into the socket correctly. >>>Insert the plug into the socket securely.
- The fuse of the socket which your refrigerator is connected to or the main fuse have blown out. >>>Check the fuse.

Condensation on the side wall of the fridge compartment (MULTIZONE, COOL CONTROL and FLEXI ZONE).

- Ambient is very cold. >>>Do not install the refrigerator in places where the temperature falls below 5 °C.
- Door has been opened frequently. >>>Do not open and close the door of refrigerator frequently.
- Ambient is very humid. >>>Do not install your refrigerator into highly humid places.
- Food containing liquid is stored in open containers. >>>Do not store food with liquid content in open containers.
- Door of the refrigerator is left ajar. >>>Close the door of the refrigerator.
- Thermostat is set to a very cold level. >>>Set the thermostat to a suitable level.

• Compressor is not running

- Protective thermic of the compressor will cut 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. Please call the service if the refrigerator does not startup at the end of this period.
- The fridge is in defrost cycle. >>>This is normal for a full-automatically defrosting refrigerator. Defrosting cycle occurs periodically.
- The refrigerator is not plugged into the socket. >>>Make sure that the plug is fit into the socket.
- Temperature settings are not made correctly. >>>Select the suitable temperature value.
- There is a power outage. >>>Refrigerator returns to normal operation when the power restores.

The operation noise increases when the refrigerator is running.

- The operating performance of the refrigerator may change due to the changes in the ambient temperature. It is normal and not a fault.

The refrigerator is running frequently or for a long time.

- New product may be larger than the previous one. Larger refrigerators operate for a longer period of time.
- The room temperature may be high. >>>It is normal that the product operates for longer periods in hot ambient.
- The refrigerator might be plugged in recently or might be loaded with food. >>>When the refrigerator is plugged in or loaded with food recently, it will take longer for it to attain the set temperature. This is normal.
- Large amounts of hot food might be put in the refrigerator recently. >>>Do not put hot food into the refrigerator.
- Doors might be opened frequently or left ajar for a long time. >>>The warm air that has entered into the refrigerator causes the refrigerator to run for longer periods. Do not open the doors frequently.
- Freezer or fridge compartment door might be left ajar. >>>Check if the doors are closed completely.
- The refrigerator is adjusted to a very low temperature. >>>Adjust the refrigerator temperature to a warmer degree and wait until the temperature is achieved.
- Door seal of the fridge or freezer may be soiled, worn out, broken or not properly seated. >>>Clean or replace the seal. Damaged/broken seal causes the refrigerator to run for a longer period of time in order to maintain the current temperature.

Freezer temperature is very low while the fridge temperature is sufficient.

- The freezer temperature is adjusted to a very low value. >>>Adjust the freezer temperature to a warmer degree and check.

Fridge temperature is very low while the freezer temperature is sufficient.

- The fridge temperature is adjusted to a very low value. >>>Adjust the fridge temperature to a warmer degree and check.

Food kept in the fridge compartment drawers is frozen.

- The fridge temperature is adjusted to a very low value. >>>Adjust the fridge temperature to a higher value and check.

Temperature in the fridge or freezer is very high.

- The fridge temperature is adjusted to a very high value. >>>Fridge compartment temperature setting has an effect on the temperature of the freezer. Change the temperatures of the fridge or freezer and wait until the relevant compartments attain a sufficient temperature.
- Doors are opened frequently or left ajar for a long time. >>>Do not open the doors frequently.
- Door is ajar. >>>Close the door completely.
- The refrigerator is plugged in or loaded with food recently. >>>This is normal. When the refrigerator is plugged in or loaded with food recently, it will take longer for it to attain the set temperature.
- Large amounts of hot food might be put in the refrigerator recently. >>>Do not put hot food into the refrigerator.



<ul style="list-style-type: none"> <li>• Vibrations or noise.</li> </ul>
<ul style="list-style-type: none"> <li>• The floor is not level or stable. &gt;&gt;&gt; If the refrigerator rocks when moved slowly, balance it by adjusting its feet. Also make sure that the floor is strong enough to carry the refrigerator, and level.</li> <li>• The items put onto the refrigerator may cause noise. &gt;&gt;&gt;Remove the items on top of the refrigerator.</li> </ul>
There are noises coming from the refrigerator like liquid flowing, spraying, etc.
<ul style="list-style-type: none"> <li>• Liquid and gas flows occur in accordance with the operating principles of your refrigerator. It is normal and not a fault.</li> </ul>
Whistle comes from the refrigerator.
<ul style="list-style-type: none"> <li>• Fans are used in order to cool the refrigerator. It is normal and not a fault.</li> </ul>
Condensation on the inner walls of refrigerator.
<ul style="list-style-type: none"> <li>• Hot and humid weather increases icing and condensation. It is normal and not a fault.</li> <li>• Doors are opened frequently or left ajar for a long time. &gt;&gt;&gt;Do not open the doors frequently. Close them if they are open.</li> <li>• Door is ajar. &gt;&gt;&gt;Close the door completely.</li> </ul>
Humidity occurs on the outside of the refrigerator or between the doors.
<ul style="list-style-type: none"> <li>• There might be humidity in the air; this is quite normal in humid weather. When the humidity is less, condensation will disappear.</li> </ul>
Bad odour inside the refrigerator.
<ul style="list-style-type: none"> <li>• No regular cleaning is performed. &gt;&gt;&gt;Clean the inside of the refrigerator regularly with a sponge, lukewarm water or carbonate dissolved in water.</li> <li>• Some containers or package materials may cause the smell. &gt;&gt;&gt;Use a different container or different brand packaging material.</li> <li>• Food is put into the refrigerator in uncovered containers. &gt;&gt;&gt;Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.</li> <li>• Remove the foods that have expired best before dates and spoiled from the refrigerator.</li> </ul>
The door is not closing.
<ul style="list-style-type: none"> <li>• Food packages are preventing the door from closing. &gt;&gt;&gt;Replace the packages that are obstructing the door.</li> <li>• The refrigerator is not completely even on the floor. &gt;&gt;&gt;Adjust the feet to balance the refrigerator.</li> <li>• The floor is not level or strong. &gt;&gt;&gt;Make sure that the floor is level and capable to carry the refrigerator.</li> </ul>
Crispers are stuck.
<ul style="list-style-type: none"> <li>• The food is touching the ceiling of the drawer. &gt;&gt;&gt;Rearrange food in the drawer.</li> </ul>

## GUARANTEE DETAILS

Your new Beko product is guaranteed against the cost of breakdown repair for one year from the date of the original purchase.

### What is covered?

- Repairs necessary as a result of faulty materials, defective components or manufacturing defect.
- The cost of functional replacement parts, but excluding consumable items.
- The labour costs of a Beko approved repairer to carry out the repair.

### What is not covered?

- Transit, delivery or accidental damage or misuse and abuse.
- Cabinet or appearance parts, including control knobs, flaps, handles or container lids.
- Accessories or consumable items including but not limited to, ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs required as a result of unauthorised repair or inexperienced installation that fails to meet the requirements contained in the user instruction book.
- Repairs to products used on commercial or non-residential household premises.
- Loss of frozen food in freezers or fridge/freezers. (Food loss insurance is often included within your household contents insurance policy, or may be available separately from your retailer).

### Important notes.

- Your Beko product is designed and built for domestic household use only.
  - The guarantee will be void if the product is installed or used in commercial or non-residential domestic household premises.
  - The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided.
  - Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers
  - Gas Cookers must only be installed by a Gas Safe (or BORD GAIS) registered Gas Installer.
  - The guarantee is given only within the boundaries of the United Kingdom and the Republic of Ireland.
  - The guarantee is applicable only to new products and is not transferable if the product is resold.
  - Beko disclaims any liability for incidental or consequential damages.
- The guarantee does not in any way diminish your statutory or legal rights.

## HOW TO OBTAIN SERVICE

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

You should also complete the details below; it will help us assist you when requesting service. (The model number is printed on the Instruction Booklet and the serial number is printed on the Rating Label affixed to the appliance)

**Model No:      Serial No:      Retailer:      Date of purchase:**

**For service under guarantee simply telephone the appropriate number below**

### **UK Mainland & Northern Ireland**

Fridges & Freezers	0845 6004903
Electric Cookers	0845 6004902
Gas & Dual Fuel Cookers	0845 6004905
Washing Machines & Dishwashers	0845 6004906

### **Republic of Ireland**

All Refrigeration, All Cookers Washing Machines & Dishwashers	01 862 3411
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**Before requesting service please check the trouble-shooting guide in the Operating Instructions as a charge may be levied where no fault is found even though your product may still be under guarantee.**

### **Service once the manufacturers guarantee has expired.**

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

Should you experience any difficulty in obtaining service please contact the Beko Customer Help-Line. Tel: 0845 6004911 e-mail: [service@beko.co.uk](mailto:service@beko.co.uk)

# BEKO



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