

# Operating Instructions

## REFRIGERATOR/FREEZER COMBINATION

GB

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English

FFM48X  
FFA46W

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 **Hotpoint**

# Installation

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! Before operating your new appliance, please read these operating instructions carefully. They contain important information for safe use, installation and care of the appliance.

! Please keep these operating instructions for future reference. Pass them on to possible new owners of the appliance.

## Positioning and connection

### Positioning

1. Place the appliance in a well-ventilated humidity-free room.
2. Do not obstruct the rear fan grills. The compressor and condenser give off heat and require good ventilation to operate correctly and save energy.
3. Leave a space of at least 10 cm between the top part of the appliance and any furniture above it, and at least 5 cm between the sides and any furniture/side walls.
4. Ensure the appliance is far away from any sources of heat (direct sunlight, electric stove, etc.).
5. In order to maintain the correct distance between the appliance and the wall behind it, fit the spacers supplied in the installation kit, following the instructions provided.

### Levelling

1. Install the appliance on a level and rigid floor.
2. If the floor is not perfectly horizontal, adjust the refrigerator by tightening or loosening the front feet.

### Electrical connections

After transportation of the appliance, carefully place it vertically and wait at least 3 hours before connecting it to the electricity mains. Before inserting the plug into the electrical socket ensure the following:

- The appliance is earthed and the plug is compliant with the law.
- The socket can withstand the maximum power of the appliance, which is indicated on the data plate located on the bottom left side of the fridge (e.g. 150 W).
- The voltage must be in the range between the values indicated on the data plate located on the bottom left side (e.g. 220-240V).
- The socket is compatible with the plug of the appliance.  
If the socket is incompatible with the plug, ask an authorised technician to replace it (*see Assistance*).  
Do not use extension cords or multiple sockets.

! Once the appliance has been installed, the power supply cable and the electrical socket must be easily accessible.

! The cable must not be bent or compressed.

! The cable must be checked regularly and replaced by authorised technicians only (*see Assistance*).

**! The manufacturer declines any liability should these safety measures not be observed.**

### Connection of the water supply

To carry this out, use the kit provided which contains all the necessary elements for connection to the water supply.

To improve the performance of the Aqua Care, we recommend that you fit a tap with a filter on the pipe for the connection to the water system: in this way it will be possible to manually interrupt the water supply during long periods in which Aqua Care is not used.

! The water pressure inside the water system must be between 0.8 bar and 8 bar.

! The appliance must only be connected to a water supply suitable for drinking.

Your appliance is supplied with a 13amp fused plug that can be plugged into a 13amp socket for immediate use. Before using the appliance please read the instructions below.

### WARNING:

**THIS APPLIANCE MUST BE EARTHED.**

### Replacing fuse covers:

When replacing a faulty fuse, a 13amp ASTA approved fuse to BS 1362 should always be used and the fuse cover re-fitted.

If the fuse cover is lost, the plug must not be used until a replacement is obtained.

### Replacement fuse covers:

If a replacement fuse cover is fitted, it must be of the correct colour as indicated by the coloured marking or the colour that is embossed in words on the base of the plug.

### Changing the plug:

#### Removing the plug

If your appliance has a non-rewireable moulded plug and you should wish to remove it to add a longer cable or to re-route the mains cable through partitions, units etc. please ensure that either:

- The plug is replaced by a fused 13amp re-wireable plug bearing the BSI mark of approval.

or

- The mains cable is wired directly into a 13amp cable outlet, controlled by a switch (in compliance with BS 5733) which is accessible without moving the appliance.

### Disposing of the plug

Cut off and dispose of the supplied plug if it does not fit your socket. The cable should be cut as close as possible to the moulded plug.

Remove the fuse.

WARNING:

**To avoid a shock hazard do not insert the discarded plug into a socket anywhere else.**


### Fitting a new plug

#### IMPORTANT:

WIRES IN THE MAINS LEAD ARE COLOURED IN ACCORDANCE WITH THE FOLLOWING CODE...

Green and Yellow - Earth  
Blue - Neutral  
Brown - Live

As the colours of the wires in the mains lead may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:

- Connect Green and Yellow wire to terminal marked 'E' or  or coloured Green and Yellow.
- Connect Brown wire to terminal marked 'L' or coloured red or brown.
- Connect Blue wire to terminal marked 'N' or coloured Black or Blue.

If a 13amp plug (BS 1363) is used it must be fitted with a 13amp fuse. A 15amp plug must be protected by a 15amp fuse, either in the plug or adaptor or at the distribution board.

**If you are in any doubt about the electrical supply to your machine, consult a qualified electrician before use.**

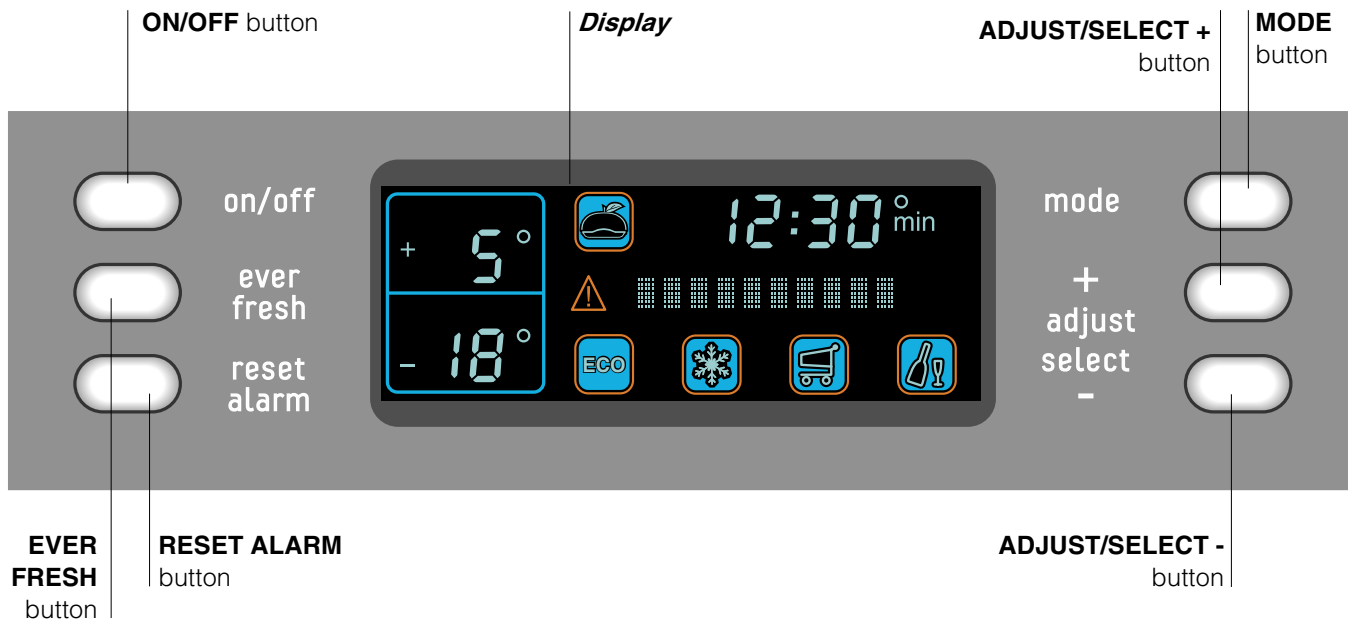
**CE Marking certifies that this appliance conforms to the following EEC directives :**

**Low Voltage Equipment - 73/23/EEC & 93/68 EEC  
Electromagnetic Compatibility 89/336/EEC, 92/31/EEC  
& 93/68/EEC**

# Description of the appliance

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## Control panel

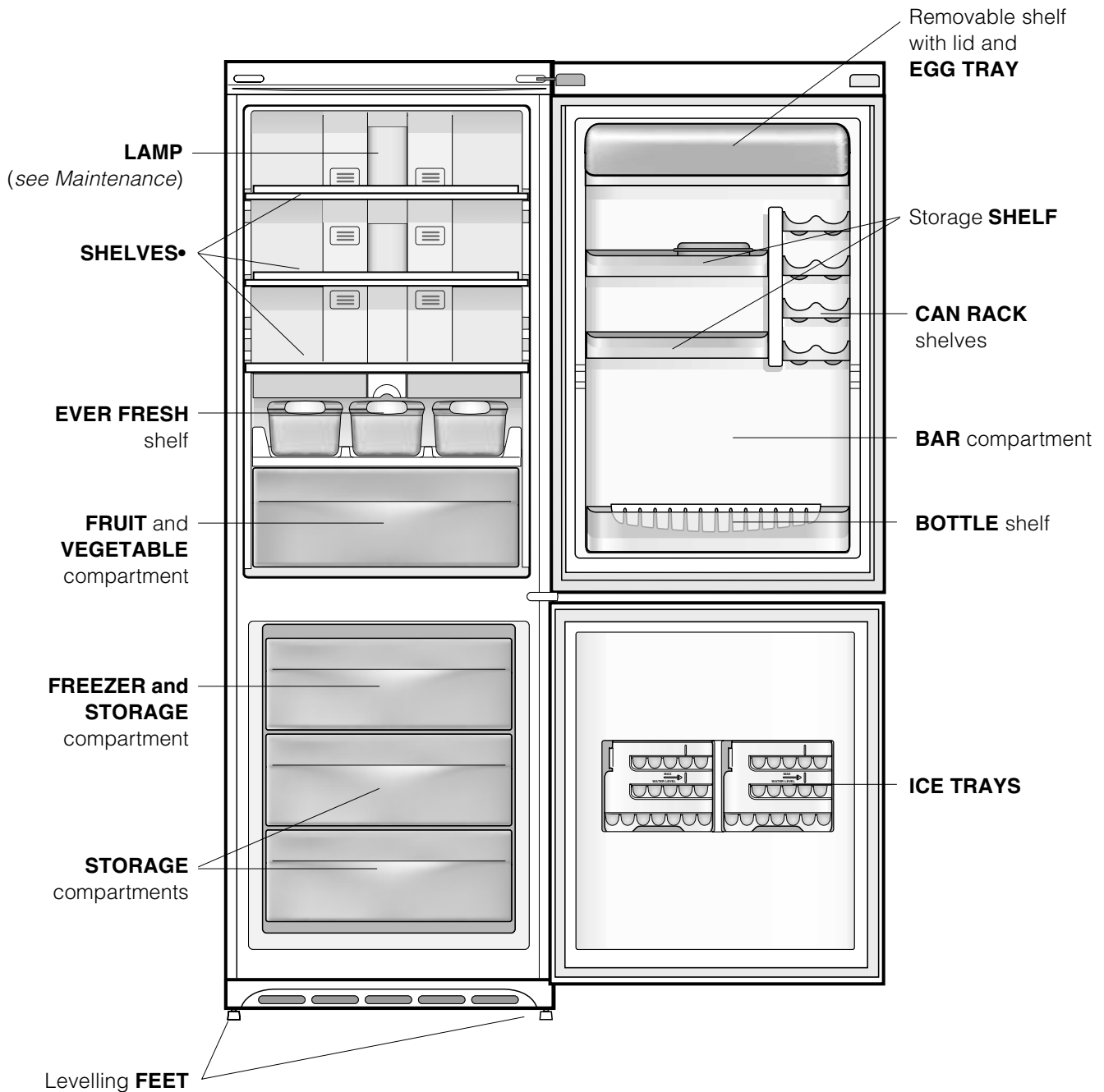


- **ON/OFF** button switches the whole appliance on and off (refrigerator compartment and freezer compartment). Press and hold for at least 2 seconds. See *Start-up and use* and *Maintenance and care*.
- **EVER FRESH** button activates and deactivates the **EVER FRESH** function.
- **RESET ALARM** button switches off the sound alarm (press once) and deletes the alarm messages from the scrolling text on the display (press a second time). See *Troubleshooting*.
- **MODE** button selects the various display settings and functions. See *Display* and *Start-up and use*.
- **ADJUST/SELECT +** button activates the functions and modifies the temperature, time, date and language settings. See *Display* and *Start-up and use*.
- **ADJUST/SELECT -** button deactivates the functions and modifies the temperature, time, date and language settings. See *Display* and *Start-up and use*.
- **Display** programmes the appliance and controls its operation. See *Display*.

# Description of the appliance

## Overall view

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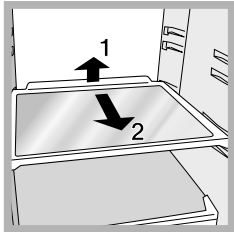


• Number and/or position may vary.

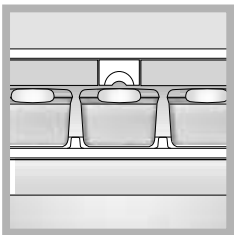
# Accessories

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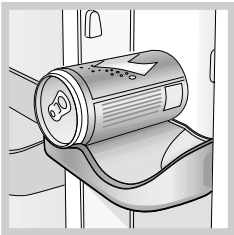
## Refrigerator compartment



**SHELVES\***: the shelves are removable and their height may be adjusted thanks to special rails (see *diagram*), allowing easy storage of large containers and bulky food. The height may be adjusted without removing the shelf completely.



**EVER FRESH**: shelf dedicated to storing food in vacuum-packed containers. Food keeps for longer when stored in the containers provided.



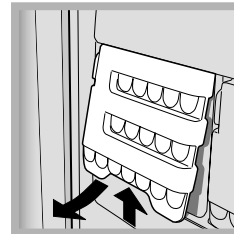
**CAN RACK** shelf: stores cans horizontally (see *diagram*). Yoghurt, butter or general containers may also be stored here.



**ODOUR FILTER\***: some models are fitted with a new active carbon odour filter, which ensures better air quality inside the refrigerator. The filter is located on the bottom right-hand side, inside the ventilation opening. To activate it, remove the sticker from the opening (see *diagram*).

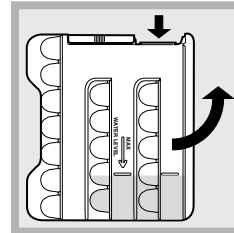
## Freezer compartment

**ICE TRAYS**: for making ice.

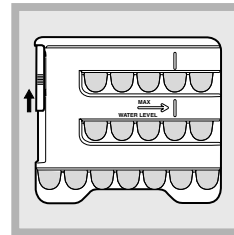


1. Take out the tray by pushing it up and then outwards (see *diagram*).

Check that the tray is completely empty and fill it with water using the opening provided.



2. Take care not to exceed the level indicated (MAX WATER LEVEL). Excess water prevents the ice cubes from being dispensed (if this happens, wait for the ice to melt and empty the tray).



3. Turn the tray 90°: the water fills up the moulds (see *diagram*). Close the opening with the lid and replace. When the ice has formed (minimum time approximately 8 hours), knock the tray against a hard surface.



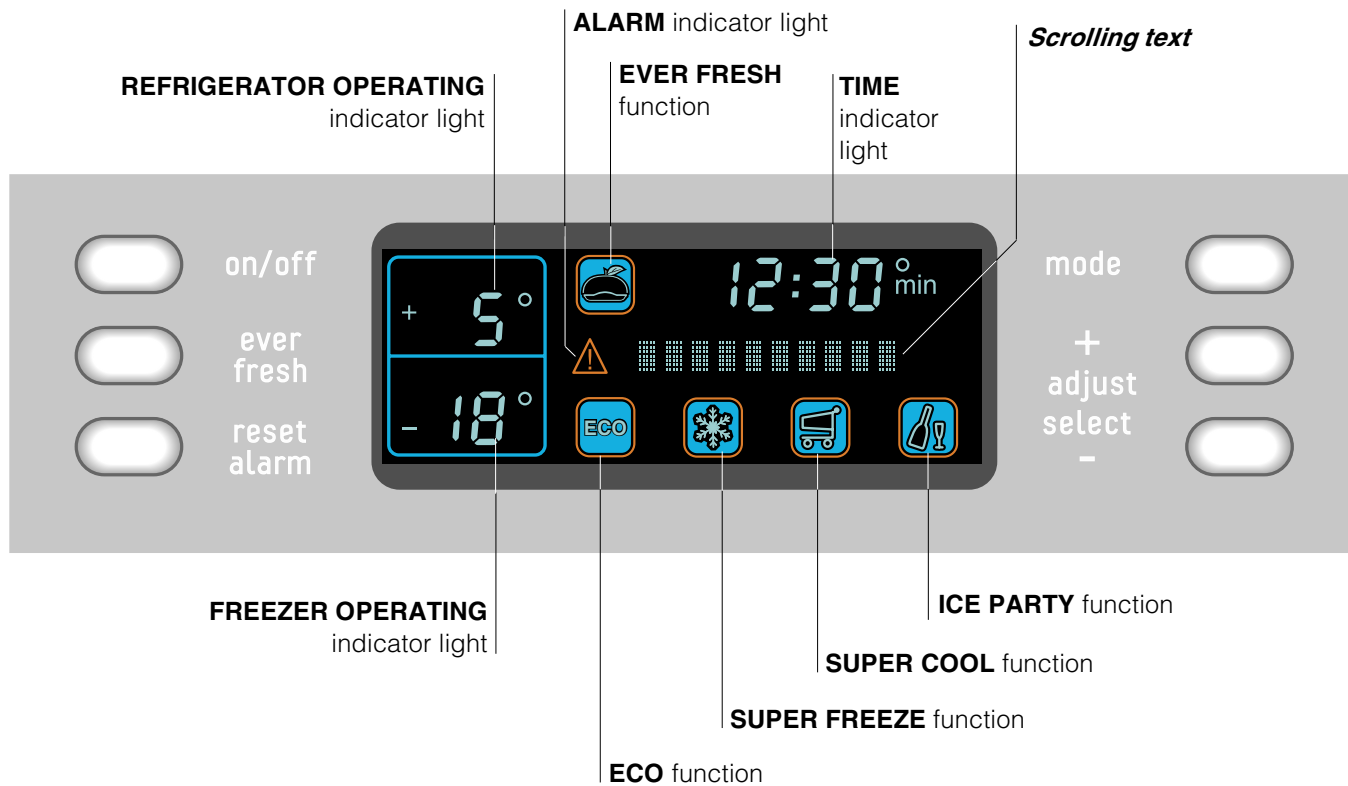
**ICE PARTY**: ensures bottles of sparkling wine or champagne reach the right temperature. Place the bottle in the bucket provided inside the FREEZER and STORAGE compartment. The bucket may be used to serve the bottle and keeps it cool outside the appliance.

• Number and/or position may vary.

\* Available only in certain models.

## Display description

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- **REFRIGERATOR OPERATING** indicator light: displays the set temperature (static digit) or the temperature that is being set (flashing digit) for the refrigerator compartment. OFF indicates that the compartment is off.
- **ALARM** indicator light: when this switches on a critical situation is indicated (door open, high temperature). *See Troubleshooting.*
- **ECO** function: displays the function status. Automatically sets the optimal temperature for food storage while minimizing energy consumption.
- **TIME** indicator light: displays the time. This is also used to set the date and time.
- **Scrolling text**: displays information on the status of the appliance and on how to use the display. It is also used to set the language.
- **FREEZER OPERATING** indicator light: displays the set temperature (static digit) or the temperature that is being set (flashing digit) for the freezer compartment. OFF indicates that the compartment is off.
- **SUPER COOL** function: displays the function status. This is the rapid cooling function of the refrigerator compartment. It deactivates automatically. *See Start-up and use.*
- **SUPER FREEZE** function: displays the function status. This is the rapid cooling function of the freezer compartment. It deactivates automatically. *See Start-up and use.*
- **EVER FRESH** function: displays the function status. The central position of the special shelf enables air to be sucked out of the containers provided.
- **ICE PARTY** function: displays the function status. It reduces the temperature of the freezer for the period of time required to cool a bottle. A buzzer sounds when the correct temperature has been reached. *See Accessories.*

! The function symbols light up in various ways to indicate their status (deactivated, selected or activated).

## Using the display

### Setting the temperature

When the appliance is switched on, the standard storage temperatures are automatically set:

- +5°C for the refrigerator compartment
- -18°C for the freezer compartment.

The temperatures may be set in the following ranges:

- between +2°C and +8°C for the refrigerator compartment
- between -18°C and -26°C for the freezer compartment

To set the temperature:

1. Press the MODE button until the value flashes on the refrigerator or freezer compartment display.

2. To increase the temperature, press the ADJUST/SELECT+ button.

To decrease the temperature, press the ADJUST/SELECT- button.

Each time the button is pressed, the value increases or decreases by 1°C.

3. Confirm the choice by pressing the MODE button within ten seconds: the value will stop flashing: If the choice is not confirmed, the previous set temperature will appear on the display.

! The ECO function reduces the possible adjustments: from +4°C to +6°C for the refrigerator and from -18°C to -20°C for the freezer.

### Function status



function activated  
(green symbol with blue inside lights up)



function selected  
(green symbol with red border lights up)



function deactivated  
(green symbol only lights up)

### Activating and deactivating the SUPER COOL, ECO, SUPER FREEZE, ICE PARTY functions.

1. Press the MODE button until the desired function is selected.
2. To activate it, press the ADJUST/SELECT + button. To deactivate it, press the ADJUST/SELECT - button.
3. Confirm the choice by pressing the MODE button within ten seconds. If the choice is not confirmed, the previously set function will appear on the display. Once the operation has finished, the red border switches off.

If the function has been activated: the green symbol with blue inside lights up. If the function has been deactivated: only the green symbol lights up.

### Setting the date and time

The settings are in series and it is not possible to adjust the date if the time has not been set before:

1. Press the MODE button repeatedly until SET TIME [+/-] appears on the scrolling text.
2. To scroll forward one hour press the ADJUST/SELECT+ button. To scroll back one hour press the ADJUST/SELECT- button.
3. Confirm the choice by pressing the MODE button within ten seconds. If the choice is not confirmed, the previously set time will appear on the display. Once the hours have been set, the minutes, days, months and years can be set by following steps 1-3.

### Setting the language

1. Press the MODE button repeatedly until the language setting screen appears on the scrolling text display.
2. To scroll forward, press the ADJUST/SELECT + button. To scroll back, press the ADJUST/SELECT - button.
3. Confirm the choice by pressing the MODE button within ten seconds. If the choice is not confirmed, the previously set language will appear on the display.

! The first time the appliance is switched on, the language setting request screen appears automatically on the display: follow the above procedure.

### Switching off the audio and visual alarms

Press the RESET ALARM button: by pressing it once, the audio alarms are switched off; by pressing it a second time, the alarm messages are deleted from the scrolling text on the display.

! The open door alarm stops automatically when the door is closed. (See *Troubleshooting*).

! If DEMO MODE appears on the display, the appliance is in exhibition mode, i.e. it does not cool despite the fact that the display and the internal lamp are on. To exit this mode, press the MODE, ADJUST/SELECT+ and ADJUST/SELECT- buttons and hold for at least three seconds.



## Starting the appliance

**! Before starting the appliance, follow the installation instructions** (see *Installation*).

**!** Before connecting the appliance, clean the compartments and accessories well with lukewarm water and bicarbonate of soda.

**!** The appliance comes with a motor protection control system which means that the compressor starts up approximately 8 minutes after being switched on. The compressor also starts each time the power supply is cut off, whether voluntarily or involuntarily (power cut/blackout).

Insert the plug into the electrical socket and, if OFF appears on both indicator displays (refrigerator and freezer), switch the appliance on by holding the ON/OFF button down for at least two seconds:

- the refrigerator will be set at a temperature of +5°C
- the freezer will be set at a temperature of -18°C.

To cool the two compartments more rapidly, activate the SUPER COOL and SUPER FREEZE functions (see *Display*).

## Chiller system

The appliance is fitted with the following chiller system:



### No Frost

This system can be recognised by the aeration cells located on the back walls of each compartment.

The No Frost system circulates cold air continuously to collect humidity and prevent ice and frost formation. The system maintains

an optimal humidity level in the compartment, preserving the original quality of the food, preventing the food from sticking together and making defrosting a thing of the past.

**!** Do not block the aeration cells by placing food or containers in direct contact with the refrigerating back panel.

**!** Close bottles and wrap food tightly.

## Using the refrigerator to its full potential

- Adjust the temperature using the display.
- Activate the SUPER COOL function to lower the temperature quickly, for example, when you place a large number of new food items inside a fridge and the internal temperature rises slightly. This function quickly cools the groceries by temporarily reducing the temperature until it reaches the ideal level.
- Place only cold or lukewarm foods in the compartment, never hot foods (see *Precautions and tips*).
- Remember that cooked foods do not last longer than raw foods.
- Do not store liquids in open containers: they will increase the level of humidity in the refrigerator and cause condensation to form.

## Using the freezer to its full potential

- Adjust the temperature using the display.
- When you wish to freeze a lot of food at once, activate the SUPER FREEZE function. The function is automatically disabled after 24 hours or once the optimal temperature has been reached.
- Do not refreeze food that has been defrosted or that is defrosting; this food must be eaten within 24 hours or may be frozen again after it has been cooked.
- Fresh food that needs to be frozen must not come into contact with food that has already been defrosted. Fresh food must be packed in the top FREEZER compartment where the temperature drops below -18°C and guarantees rapid freezing.
- Do not place glass bottles containing liquids or bottles that are corked or hermetically sealed in the freezer as they may break.
- The maximum quantity of food that may be frozen each day is indicated on the plate containing the technical properties located on the bottom left side of the refrigerator compartment (for example: Kg/24h 4).

! Do not open the door during the freezing process.

! Do not open the freezer door if there is a power cut or malfunction. This will help maintain the temperature inside the freezer, ensuring that foods are conserved for at least 9 -14 hours.

### Ever Fresh

The absence of air inside the containers ensures that food is preserved for longer periods of time while maintaining its original appearance, taste and nutritional characteristics.

Food	In normal conditions	With EVER FRESH*
General cooked dish	2 days	10 days
Ready-made rice or pasta dish	2 days	10 days
Fresh fish	2-3 days	4-5 days
Fresh raw meat	3 days	9 days
Hard cheese	15 days	60 days
Raw vegetables	5 days	21 days
Fresh fruit	10 days	21 days
Dry biscuits	180 days	365 days
Pastries with cream/custard	2 days	10 days
Other desserts/pastries	5 days	20 days

\* The above table is indicative and refers to food storage in the refrigerator at temperatures ranging between 3°C and 5°C. The length of time food lasts for will, however, depend on the initial freshness of the products, preparation and storage methods, and correct use of the Ever Fresh function.

! The food's tendency to spoil and use-by date must always be borne in mind when using the Ever Fresh food storage system. This method of storing food does not change any of the characteristics of the food.

! Use only the containers that come with the product to store food in the Ever Fresh system. Do not use any other type of container.

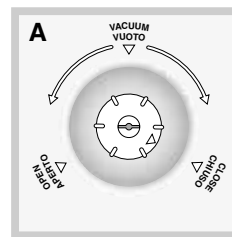
### Ever Fresh system

The **Ever Fresh** system is activated and deactivated by means of a button on the refrigerator shelf, an external button on the display and a knob on the cover of each container.

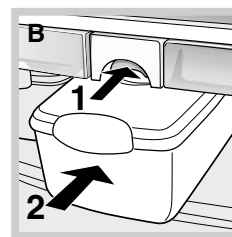
! There is a pump in the centre of the Ever Fresh shelf which sucks the air out of the containers.

### Activating and deactivating Ever Fresh

1. Fill the container. Make sure that the food inside leaves room for the container to be closed properly.
2. Put the lid on the container.

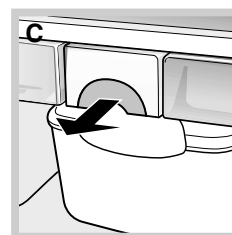


3. Close the handles on either side of the container and turn the knob on the lid of the container all the way to the CLOSE position. Then turn the knob anticlockwise to the VACUUM position (see figure A).



4. Press the button on the shelf and place the container in the central position (see figure B).

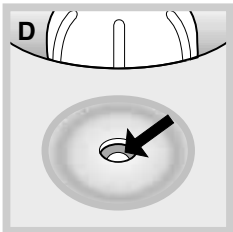
5. Lock the container into position by pulling the button on the shelf (see figure C).



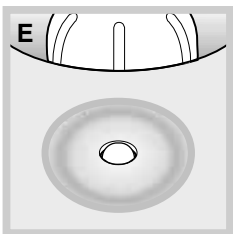
6. Activate the Ever Fresh function by pressing the relevant button on the external display (the Ever Fresh icon will light up). A slight noise can be heard while the Ever Fresh system is in operation.

7. Wait for the signal that the operation has finished (the Ever Fresh icon will switch off).

8. Unlock the container from its position by pressing the button on the shelf.



9. Take it out of the refrigerator and turn the knob clockwise to the CLOSE position to avoid accidental opening (see figure A). The absence of air inside the container is indicated by the valve at the bottom (see figure D).



10. To open the container, turn the knob anticlockwise to the OPEN position (see figure A): this will allow air to enter the container and make it easy to open. The valve will move upwards as air enters the container (see figure E).

! The lid of the container is provided with a circular valve. When the valve is low (figure D) there is no air inside the container. When the valve is high (figure E) air is present inside the container.

! If, after you have created a vacuum (instructions 1-9), the valve moves upward (see figure E) within three days, check the lid has been put on the container properly and/or that the container is intact. Check the storage status of the food before repeating the vacuum storage operation.

! The Ever Fresh function is equipped with a safety device that switches off the pump in case of malfunction (if the container is missing or incorrectly positioned, for example). If the safety device is activated, the RESET ALARM button must be pressed twice to restore normal operation.

## Using Ever Fresh to its full potential

The following information is a guide on how to get the best from the Ever Fresh system and the food it stores.

### Ever Fresh containers

- The maximum fill level marked on the container must be respected when storing liquids of any kind. Vacuuming actual liquid from the container may damage the Ever Fresh pump.
- Repeated opening of the vacuumed containers may disturb the storage conditions of the food inside.
- Before using the system, make sure there is no visible damage on any part of the container.
- The container valve has a built-in security system. If, after you have created a vacuum, the valve moves upward within three days, check the lid has been put on the container properly and/or that the container is intact. Check the storage status of the food before repeating the vacuum storage operation. See *Activating and deactivating Ever Fresh*.
- The containers were designed to come into direct contact with food.
- Do not use the containers for any type of cooking (in the microwave or oven, on an electric plate, over a flame, etc.).
- Do not put the containers in the freezer.
- Do not clean the lids in a dishwasher.

### Vacuum storage

- Pre-packed foods stored using the vacuum system must still be consumed before the use-by date.
- Repeatedly storing these vacuum-packed foods does not change their natural tendency to spoil.
- Do not store defrosted foods using the vacuum system unless they have been cooked already.
- Stored food should be prepared while fresh (chopped, sliced, peeled, cooked) and should be in perfect condition.
- Perishable foods stored using the vacuum system must still be stored inside the refrigerator.
- Cooked foods must be left to cool before being stored using the vacuum system.

# Maintenance and care

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## Switching the appliance off

During cleaning and maintenance it is necessary to disconnect the appliance from the electricity supply:

1. Hold the ON/OFF button down for more than two seconds until OFF appears on both indicator displays (refrigerator and freezer).
2. Pull the plug out of the socket.

! If this procedure is not followed, the alarm may sound. This alarm does not indicate a malfunction. To restore normal operation, hold the ON/OFF button down for more than two seconds. To disconnect the appliance, follow points 1 and 2 above.

## Cleaning the appliance

- The external and internal parts and the rubber seals may be cleaned using a sponge that has been soaked in lukewarm water and bicarbonate of soda or neutral soap. Do not use solvents, abrasive products, bleach or ammonia.
- The removable accessories may be soaked in warm soapy water or dishwashing liquid. Rinse and dry them carefully.
- The back of the appliance may collect dust. This can be removed by carefully using the hose of a vacuum cleaner set on medium power. The appliance must be switched off and the plug disconnected from the electricity mains before it is cleaned.

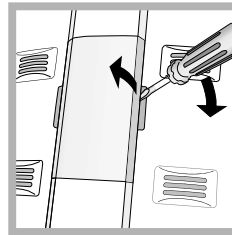
## Ever Fresh

- Use a clean dry cloth to clean the opening of the vacuum system in the centre of the Ever Fresh shelf. Do not use water or solvents.
- The opening in the centre of the Ever Fresh shelf should not come into contact with water or any other liquids.
- Wash and dry the containers before using them.
- Do not clean the lids in a dishwasher.
- Before closing the containers make sure that the edges are clean. Traces of dirt may affect the sealing process and consequently the length of time food may be stored.
- If the knob on the cover needs to be cleaned, turn it anticlockwise until it comes off and wash it using water and neutral detergent. After drying it thoroughly, screw it back on.
- If you wish to take the Ever Fresh shelf out and clean it, you must first disconnect the tube at the back of the shelf. Make sure it is reattached properly in order to avoid blockages and system malfunctions. The Ever Fresh shelf should not come into contact with water or other liquids as these may damage the system.

## Avoiding mould and unpleasant odours

- The appliance is manufactured with hygienic, odour free materials. Food should be wrapped well and containers closed properly in order to maintain this hygiene. This will also prevent the formation of stains.
- If you wish to switch the appliance off for an extended period of time, clean the inside and leave the doors open.

## Replacing the light bulb

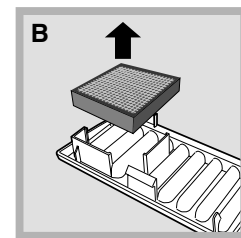
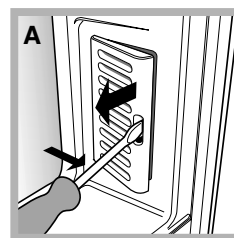


To replace the light bulb in the refrigerator compartment, disconnect the plug from the electricity mains.

Access the light bulb as shown (see diagram) and replace it with a similar light bulb, the power of which should not exceed 10 W.

## Changing the odour filter

The filter should be replaced approximately 6-8 months after it has been activated. This period may vary depending on the type of food stored inside the refrigerator. For information on where a replacement filter may be purchased, contact Assistance (see Assistance). To replace the filter, follow the instructions (see diagrams A and B).



! The appliance was designed and manufactured in compliance with international safety standards. The following warnings are provided for safety reasons and must be read carefully.



This appliance complies with the following Community Directives:

- 73/23/EEC of 19/02/73 (Low Voltage) and subsequent amendments;



- 89/336/EEC of 03.05.89 (Electromagnetic Compatibility) and subsequent amendments;  
- 2002/96/CE.

## General safety

- The appliance was designed for domestic use inside the home and is not intended for commercial or industrial use.
- The appliance must be used to store and freeze food products by adults only and according to the instructions in this manual.
- The appliance must not be installed outdoors, even in covered areas. It is extremely dangerous to leave the appliance exposed to rain and storms.
- Do not touch the appliance with bare feet or with wet or moist hands and feet.
- Do not touch the internal cooling elements: this could cause skin abrasions or frost/freezer burns.
- When unplugging the appliance always pull the plug from the mains socket, do not pull on the cable.
- Before cleaning and maintenance, always switch off the appliance and disconnect it from the electrical supply. It is not sufficient to set the temperature adjustment knobs on "0" (appliance off) to eliminate all electrical contact.
- In the case of a malfunction, under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons may cause injury or further malfunctioning of the appliance.
- Do not use devices or tools other than the special scraper provided inside the compartments.
- Do not put ice cubes taken directly from the freezer into your mouth.
- Do not allow children to tamper with the controls or play with the appliance. Under no circumstance should they be allowed to sit on the bins or to hang from the door.
- Keep packaging material out of the reach of children! It can become a choking or suffocation hazard.

## Disposal

- Observe local environmental standards when disposing packaging material for recycling purposes.
- The European Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in the normal unsorted municipal waste stream. Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment. The crossed out "wheeled bin" symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.

## Respecting and conserving the environment

- Install the appliance in a fresh and well-ventilated room. Ensure that it is protected from direct sunlight and do not place it near heat sources.
- Try to avoid keeping the door open for long periods or opening the door too frequently in order to conserve energy.
- Do not fill the appliance with too much food: cold air must circulate freely for food to be preserved properly. If circulation is impeded, the compressor will work continuously.
- Do not place hot food directly into the refrigerator. The internal temperature will increase and force the compressor to work harder and will consume more energy.
- Defrost the appliance if ice forms (*see Maintenance*). A thick layer of ice makes cold transference to food products more difficult and results in increased energy consumption.
- Regularly check the door seals and wipe clean to ensure they are free of debris and to prevent cold air from escaping (*see Maintenance*).

# Troubleshooting

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If the appliance does not work, before calling for Assistance (*see Assistance*), check for a solution from the following list.

## Malfunctions:

**The display is off.**

**The motor does not start.**

**The display is on but it is dim.**

**The alarm sounds and the lamp in the refrigerator compartment flashes.**

**The alarm sounds and a message appears on the scrolling text of the display.**

**The alarm sounds and a message appears on the scrolling text of the display.**

**The alarm icon flashes, the Ever Fresh icon switches off and a message appears on the display.**

**The refrigerator and the freezer do not cool well.**

**The food inside the refrigerator is beginning to freeze.**

**The motor runs continuously.**

**The appliance makes a lot of noise.**

**The functions end earlier than they should.**

## Possible causes / Solutions:

- The plug has not been inserted into the electrical socket, or not far enough to make contact, or there is no power in the house.
- The appliance is equipped with a motor protection control system (*See Start-up and use*).
- Pull the plug out and check it before putting it back in the socket.
- The refrigerator door has been open for more than two minutes. The buzzer stops when the door is closed or when the RESET ALARM button is pressed. It could also be that the correct switching-off procedure was not followed (*see Maintenance*).
- The temperature of the freezer is too high. The freezer will maintain a temperature of around 0°C so that the food will not refreeze, allowing you to eat it within 24 hours or to refreeze it after it has been cooked.
- The temperature of the freezer is dangerously high: the food inside must not be eaten. The freezer will return to a temperature of -18°C. To switch off the buzzer, press the RESET ALARM button. Press again to delete the message on the display and restore normal operation.
- The Ever Fresh safety lock has intervened during prolonged use of the vacuum pump. To restore normal operation, check the ever Fresh system and press the Reset Alarm button twice (*see Display*).
- Make sure that the tube at the back of the Ever Fresh shelf is connected to the base of the refrigerator unit correctly.
- The doors do not close properly or the seals are damaged.
- The doors have been opened too frequently.
- The set temperature is too high (*see Start-up and use*).
- The refrigerator or freezer has been over-filled.
- The set temperature is too low (*see Start-up and use*).
- The SUPER COOL and/or SUPER FREEZE and/or ICE PARTY functions have been activated.
- The door is not closed properly or has been open continuously.
- The ambient temperature outside the appliance is very high.
- The appliance has not been installed on a level surface (*see Installation*).
- The appliance has been installed between cabinets that vibrate and make noise.
- The internal refrigerant gas makes a slight noise even when the compressor is off. This is not a defect, it is normal.
- There is electrical network disturbance or the power supply has been interrupted briefly.

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## Guarantee

### 12 Months Parts and Labour Guarantee

Your appliance has the benefit of our manufacturer's guarantee, which covers the cost of breakdown repairs for twelve months from the date of purchase.

This gives you the reassurance that if, within that time, your appliance is proven to be defective because of either workmanship or materials, we will, at our discretion, either repair or replace the appliance at no cost to you.

#### **This guarantee is subject to the following conditions:**

- The appliance has been installed and operated correctly and in accordance with our operating and maintenance instructions.
- The appliance is used only on the electricity or gas supply printed on the rating plate.
- The appliance has been used for normal domestic purposes only.
- The appliance has not been altered, serviced, maintained, dismantled, or otherwise interfered with by any person not authorised by us.
- Any repair work must be undertaken by us or our appointed agent.
- Any parts removed during repair work or any appliance that is replaced become our property.
- The appliance is used in the United Kingdom or Republic of Ireland.

#### **The guarantee does not cover:**

- Damage resulting from transportation, improper use, neglect or interference or as a result of improper installation.
- Replacement of any consumable item or accessory . These include but are not limited to: plugs, cables, batteries, light bulbs, fluorescent tubes and starters, covers and filters.
- Replacement of any removable parts made of glass or plastic.

**THIS GUARANTEE WILL NOT APPLY IF THE APPLIANCE HAS BEEN USED IN COMMERCIAL OR NON-DOMESTIC PREMISES.**

### 5 Year Parts Guarantee

Hotpoint also offers you a free 5 year parts guarantee. This additional guarantee is conditional on you registering your appliance with us and the parts being fitted by one of our authorised engineers. There will be a charge for our engineer's time. To activate the extra parts warranty on your appliance, simply call our registration line on 0870 6092094 (ROI 01 230 0800).

### Extended Guarantees

We offer a selection of repair protection plans that enable you to fully cover yourself against the expense of repair bills for the life of your policy. To find the ideal plan for you please call our advice line on 08709 088 088 (ROI 01 230 0233).

### Free Helpdesk Service

We have a dedicated team who can provide free advice and assistance with your appliance if you experience any technical difficulties within the first 90 days of ownership. Simply call our Hotpoint Service Hotline on 08709 066 066 (ROI 0818 313 413) for telephone assistance, or, where necessary, to arrange for an engineer to call. If we cannot resolve the technical problem we will replace your machine or, if you prefer, give you your money back.

## After Sales Service

No one is better placed to care for your Hotpoint appliance during the course of its working life than us - the manufacturer.

### Essential Contact Information

#### Hotpoint Service

We are the largest service team in Europe offering you access to 400 skilled telephone advisors and 1100 fully qualified engineers on call to ensure you receive fast, reliable, local service.

**UK: 08709 066 066**

**Republic of Ireland: 0818 313 413**

**[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)**

Please note: Our advisors will require the following information:

Model number:

Serial number:

#### Parts and Accessories

We supply a full range of genuine replacement parts as well as accessory products that protect and hygienically clean your appliance to keep it looking good and functioning efficiently throughout its life.

**UK: 08709 077 077**

**Republic of Ireland: 0818 313 413**

**[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)**

#### Appliance Registration

We want to give you additional benefits of Hotpoint ownership. To activate your free 5 year parts guarantee you must register your appliance with us.

**UK: 0870 6092094**

**Republic of Ireland: 01 230 0800**

**[www.hotpointservice.co.uk](http://www.hotpointservice.co.uk)**

**Indesit Company UK Ltd. Morley Way, Peterborough, PE2 9JB**

Indesit Company Unit 49 Airways Industrial Estate, Dublin 17

## Recycling & Disposal Information

As part of Hotpoint's continued commitment to helping the environment, Hotpoint reserves the right to use quality, recycled components to keep down customer costs and minimise material wastage.

Please dispose of packaging and old appliances carefully. To minimise the risk of injury to children, remove the door, plug and cut the mains cable off flush with the appliance. Dispose of these parts separately to ensure that the appliance can no longer be plugged into a mains socket, and the door cannot be locked shut.



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