

| Error | Problem | Cause or remedy | Process (service technician) |
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| | After being plugged in, the appliance fails to function. | <p># Check the connection of the appliance to the mains in accordance with the Operating Instructions and the electrical supply in the outlet.</p> <p># Check if the appliance is switch ON (ON/OFF button).</p> | <ul style="list-style-type: none"> •Supply cord and connector. •Connecting clamps. •Power board. •Logic board. |
| | The cooling system has been operating continuously for a long time. | <ul style="list-style-type: none"> • The temperature of the surroundings too high. • Door opened too often or for too long. • Door not closed correctly (possible impurities on door). • There is too much foodstuffs in the appliance. • The temperature sensor in the refrigerator is blocked with fresh food (some models only). <p># Enable, that air can circulate around the sensor.</p> <ul style="list-style-type: none"> • Insufficient cooling of the compressor and condenser. <p># Check the air circulation of the appliance and clean the condenser.</p> <p># Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).</p> | |
| | Excessive ice accumulation on the rear wall of the interior of the refrigerator. | <ul style="list-style-type: none"> • This is not a sign of failure and does not affect the lifetime of the appliance. • With every opening of the door, the humidity in the air enters the interior and accumulates on the coldest part of the appliance. Initially, this moisture is visible in the form of water droplets, and because of low temperatures these droplets freeze. After switching off the compressor, the ice-cold droplets are thawed and slip past the rear wall into the condensate drain opening into the condensate container. Due to the operation of the compressor, it is heated and consequently causes evaporation of the condensate in the condensate container. • Door opened too often or for too long. • Insertion of hot food in the refrigerator. • Touching the food or container of the rear interior wall of the refrigerator • Door doesn't seal well <p># If the seal is dirty or damaged, it should be cleaned or replaced.</p> <p># Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).</p> | <ul style="list-style-type: none"> • Gasket. • The door. • Installation of the appliance. |
| | Ice or frost build up in the interior of the freezer compartment. | <ul style="list-style-type: none"> • Door opened too often or for too long. • Door not closed correctly (possible impurities on door). • Door doesn't seal well. <p># If the seal is dirty or damaged, it should be cleaned or replaced.</p> <p># Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).</p> | <ul style="list-style-type: none"> • Gasket. • The door. • Installation of the appliance. |
| | Condensation on the shelves above the drawers. | <ul style="list-style-type: none"> • It is a transient phenomenon that can not be completely avoided in high temperature in the humidity of the environment. The phenomenon disappears when the temperature and humidity are normalized. <p># We recommend the drawers be cleaned more often and water drops be wiped occasionally.</p> <p># Open the humidity controller (only some models have this).</p> <p># Place the food in to bags or other airtight packaging.</p> | |
| | Water runs out of the refrigerator. | <ul style="list-style-type: none"> • Clogged water drain hole. • Touching the food or container of the rear inner wall of the refrigerator - defrost water drops past the groove for collecting water. | |

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| | Difficulties opening the door. | <ul style="list-style-type: none"> When opening the door, some cool air from the appliance is replaced with warm from the surrounding area. When cooling this air a negative pressure is created, which is the reason why the recently closed door is difficult to open. # After a few minutes, the situation returns to normal and the door can be easily opened. | |
| | Lighting does not work. | <ul style="list-style-type: none"> Repair is carried out by authorized Servis. | <ul style="list-style-type: none"> Lamp holder. Door switch. Supply cord and connector. |
| | When the compressor is turned ON, it sounds like a drone and a click. | <ul style="list-style-type: none"> This is not a sign of failure and does not affect the lifetime of the appliance. The compressor is subjected to the overcoming of certain mechanical forces when switched on. When it is running, it is also less audible and even more uniform. | <ul style="list-style-type: none"> Installation of the appliance. Touching the pipes. Rubber buffer (56372). compressor. |
| | Noisy - it sounds like gurgling, rustle, bubbling... | <ul style="list-style-type: none"> This is not a sign of failure and does not affect the lifetime of the appliance. A refrigerant circulating through the cooling system of the appliance changes its physical state. It moves from thinner to thicker pipes and opposite. It all sounds like mentioned sounds. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). | <ul style="list-style-type: none"> Refilling the cooling system. |
| | Noisy appliance. When I lean against it or press it with my hand, it stops. | <ul style="list-style-type: none"> This is not a sign of failure and does not affect the lifetime of the appliance. Most likely the refrigerator is not balanced, or it touches some part of the furniture. # It is recommended that you balance the appliance with the water balance, and adjust the adjustable feet to ensure that the appliance is firmly standing on a level and hard surface. | <ul style="list-style-type: none"> Installation of the appliance. Touching the pipes. Rubber buffer (56372). compressor. |
| | Sometimes the bang is heard in the appliance. | <ul style="list-style-type: none"> This is not a sign of failure and does not affect the lifetime of the appliance. The materials in the refrigerators are exposed to high temperature changes, so they stretch and shrink. The phenomenon sounds like cracking, which is not time consuming and occurs at certain time intervals. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). | |
| | Condensation builds up on the outside of the appliance. | <ul style="list-style-type: none"> The appearance can occur at elevated ambient temperature and increased humidity in the room. The appliance operates normally up to the humidity level of 75 %. Since we are unable to detect humidity it is recommended to perform a humidity measurement. # We recommend setting the temperature to a minimum. # Enable better circulation of air around the appliance. | <ul style="list-style-type: none"> Humidity measurement. |
| | There is water under the appliance. | <ul style="list-style-type: none"> Door opened too often or for too long. Door not closed correctly (possible impurities on door). The appearance can occur at elevated ambient temperature and increased humidity in the room. The appliance operates normally up to the humidity level of 75 %. Since we are unable to detect humidity it is recommended to perform a humidity measurement. # We recommend setting the temperature to a minimum. | <ul style="list-style-type: none"> Sealing (the door, gasket). Condensate container layouts. Condensate container. |
| | Foul-smelling interior. | <ul style="list-style-type: none"> An unpleasant smell is not a consequence of the lowering of the refrigerant. # Appliance interior can be cleaned with lukewarm water and with liquid non-aggressive detergent to which you can add some vinegar. | |

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| | The appliance cannot be operated. | <ul style="list-style-type: none"> • Communication failure between power and logic module. # Disconnect the appliance from the power supply for 3 minutes. | <ul style="list-style-type: none"> •Supply cord and connector. •Power board. •Logic board. |
| | Frozen in vegetables drawer. | <ul style="list-style-type: none"> • The temperature sensor in the refrigerator is blocked with fresh food (some models only). • Setting the appliance to the coldest. # We recommend a medium temperature setting. | <ul style="list-style-type: none"> • Check the installation of air duct in refrigerator compartment. •Temperature sensor. |
| | Switch OFF the protective (FID) switch. | <ul style="list-style-type: none"> • Improper electrical installation. # Turn on the protected switch (FID) and connect another appliance. | <ul style="list-style-type: none"> •Supply cord and connector. • Measurements of the electrical parts of the appliance. |
| | The fuse is switch OFF. | <ul style="list-style-type: none"> • Too many appliances (consuming too much power) are connected to one fuse. • Improper electrical installation. • The appliance is in short circuit. # Re-switch ON the appliance. # Turn on the fuse and connect another appliance. | <ul style="list-style-type: none"> •Supply cord and connector. • Measurements of the electrical parts of the appliance. |
| | It does not cool, the lighting works. | # Check if the appliance is switch ON (ON/OFF button). # Hold down the power button for at least 3 seconds. <ul style="list-style-type: none"> • Physical pressure is required as the button can be mechanical and not touch. # Disconnect the appliance from the power supply for 3 minutes. <ul style="list-style-type: none"> • Unsuitable room - ambient temperature too low. # To consider to the chapter Selecting the room. | <ul style="list-style-type: none"> • Supply cord and connector. • Door switch. • Temperature sensor. • Thermal fuse (option). • Defrosting heater (option). • Connecting clamps. • compressor. • Air damper duct. • The operation of cooling system elements (leakage). |
| | The compressor works, it does not cool down. | <ul style="list-style-type: none"> • Repair is carried out by authorized Servis. | <ul style="list-style-type: none"> •Supply cord and connector. •Door switch. •Temperature sensor. •Thermal fuse (option). •Defrosting heater (option). •Connecting clamps. •compressor. •The operation of cooling system elements (leakage). |
| | Display does not work. | <ul style="list-style-type: none"> • Communication failure between power and logic module. # Disconnect the appliance from the power supply for 3 minutes. | <ul style="list-style-type: none"> •Supply cord and connector. •Power board. •Logic board. |
| | The phenomenon of spot/corrosion. | <ul style="list-style-type: none"> • Cleaning the appliance with aggressive cleaners. • The appearance can occur at elevated ambient temperature and increased humidity in the room. The appliance operates normally up to the humidity level of 75 %. • Since we are unable to detect humidity it is recommended to perform a humidity measurement. | |
| | There are traces of sticky substances on the door. | <ul style="list-style-type: none"> • Clean the appliance using a soft cloth. # Clean the exterior of the appliance with water or a mild soap solution. # Appliance interior cleaned with lukewarm water to which you can add some vinegar. | |
| | Noisy fan. | <ul style="list-style-type: none"> • Sound like windmill is the normal sound of the fan. • The fan stop if the door is opened. | <ul style="list-style-type: none"> • Installing the fan. •Fan. |
| | The door itself opens. | <ul style="list-style-type: none"> • Drawer not closed properly (it is possible something is blocking the drawer). • Mash gasket. # If the seal is dirty or damaged, it should be cleaned or replaced. # The appliance must stand flat or inclined slightly back, stable, on a sufficiently solid basis. | <ul style="list-style-type: none"> •Gasket. •The door. • Installation of the appliance. |

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| | Doors do not close. | <ul style="list-style-type: none"> • Drawer not closed properly (it is possible something is blocking the drawer). • Mash gasket. <p># If the seal is dirty or damaged, it should be cleaned or replaced.</p> <p># The appliance must stand flat or inclined slightly back, stable, on a sufficiently solid basis.</p> | <ul style="list-style-type: none"> •Gasket. •The door. • Installation of the appliance. |
| | It's too cold. | <ul style="list-style-type: none"> • Setting the appliance to the coldest. <p># We recommend a medium temperature setting.</p> | <ul style="list-style-type: none"> • Temperature in the appliance. •Supply cord and connector. |
| | Noisy compressor. | <ul style="list-style-type: none"> • Most likely the refrigerator is not balanced, or it touches some part of the furniture. <p># It is recommended that you balance the appliance with the water balance, and adjust the adjustable feet to ensure that the appliance is firmly standing on a level and hard surface.</p> | <ul style="list-style-type: none"> • Installation of the appliance. •Touching the pipes. •Rubber buffer (56372). •compressor. |
| | It does not cool down, it does not freeze. | <ul style="list-style-type: none"> • Unsuitable room - ambient temperature too low. <p># To consider to the chapter Selecting the room.</p> <ul style="list-style-type: none"> • Repair is carried out by authorized Servis. | <ul style="list-style-type: none"> •Supply cord and connector. •Door switch. •Temperature sensor. •Thermal fuse (option). •Defrosting heater (option). •Connecting clamps. •compressor. •The operation of cooling system elements (leakage). |
| | Water under the appliance. | <ul style="list-style-type: none"> • Overflow of the condensate tank. • Door opened too often or for too long. • Door not closed correctly (possible impurities on door). • The appearance can occur at elevated ambient temperature and increased humidity in the room. The appliance operates normally up to the humidity level of 75 %. • Since we are unable to detect humidity it is recommended to perform a humidity measurement. <p># We recommend setting the temperature to a minimum.</p> | <ul style="list-style-type: none"> • Sealing (the door, gasket). • Condensate container layouts. •Condensate container. |
| | Noisy fan. | <ul style="list-style-type: none"> • Repair is carried out by authorized Servis. | <ul style="list-style-type: none"> • Installing the fan. •Fan. |
| | The cooling compartment freezes. | <ul style="list-style-type: none"> • Setting the appliance to the coldest. • The temperature sensor in the refrigerator is blocked with fresh food (some models only). <p># We recommend a medium temperature setting.</p> | <ul style="list-style-type: none"> • Temperature in the appliance. •Supply cord and connector. •Temperature sensor. |
| | The display goes OFF. | <ul style="list-style-type: none"> • Communication failure between power and logic module. <p># Disconnect the appliance from the power supply for 3 minutes.</p> | <ul style="list-style-type: none"> •Supply cord and connector. •Power board. •Logic board. |
| | The display loses contact. | <ul style="list-style-type: none"> • Communication failure between power and logic module. <p># Disconnect the appliance from the power supply for 3 minutes.</p> | <ul style="list-style-type: none"> •Supply cord and connector. •Power board. •Logic board. |
| | Too frozen. | <ul style="list-style-type: none"> • Setting the appliance to the coldest. <p># We recommend a medium temperature setting.</p> | <ul style="list-style-type: none"> • Temperature in the appliance. •Supply cord and connector. •Temperature sensor. |
| | Noisy squeaky, ... | <ul style="list-style-type: none"> • This is not a sign of failure and does not affect the lifetime of the appliance. • A refrigerant circulating through the cooling system of the appliance changes its physical state. It moves from thinner to thicker pipes and opposite. It all sounds like mentioned sounds. <p># Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).</p> | <ul style="list-style-type: none"> • Installation of the appliance. • Touching the pipes. • Fan. • Rubber buffer (56372). • compressor. • Refilling the cooling system. |

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| | Gasket fluted, deformed, jammed, poorly positioned. | # If the seal is dirty or damaged, it should be cleaned or replaced. • Changed the direction of opening the door. # Rotate the seal 180 degrees. | •Gasket. •Hinge. •The door. |
| | It operates NON-STOP. | # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). • Repair is carried out by authorized Servis. | • Supply cord and connector. • Door switch. • Temperature sensor. • Thermal fuse (option). • Defrosting heater (option). • compressor. • The operation of cooling system elements (leakage). |
| | The compressor does not work, the lighting works. | # Check if the appliance is switch ON (ON/OFF button). # Disconnect the appliance from the power supply for 3 minutes. | •Supply cord and connector. •Door switch. •Temperature sensor. •Thermal fuse (option). •Defrosting heater (option). •Connecting clamps. •compressor. •The operation of cooling system elements (leakage). |
| | The freezer compartment does not freeze. | • Unsuitable room - ambient temperature too low. # To consider to the chapter Selecting the room. • Repair is carried out by authorized Servis. | •Supply cord and connector. •Door switch. •Temperature sensor. •Thermal fuse (option). •Defrosting heater (option). •Connecting clamps. •compressor. •The operation of cooling system elements (leakage). |
| | Inside, droplets are collected and frozen. | • This is not a sign of failure and does not affect the lifetime of the appliance. • With every opening of the door, the humidity in the air enters the interior and accumulates on the coldest part of the appliance. Initially, this moisture is visible in the form of water droplets, and because of low temperatures these droplets freeze. After switching off the compressor, the ice-cold droplets are thawed and slip past the rear wall into the condensate drain opening into the condensate container. Due to the operation of the compressor, it is heated and consequently causes evaporation of the condensate in the condensate container. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). | |
| | The appliance will not be in use for a longer time. | # Switch OFF the appliance and disconnect the power supply. # Empty the contents, defrost the appliance, clean it and leave the door slightly open and place it in a dry and regularly ventilated room. | |
| | The meaning of the star * on the door. | • The number of stars indicates the temperature in the freezer compartment. • * -6°C. • ** -12°C. • *** -18°C. • **** -18°C and the ability to freeze fresh foods. | |
| | The gasket is torn, damaged, broken. | # If the seal is dirty or damaged, it should be cleaned or replaced. • Changed the direction of opening the door. # Rotate the seal 180 degrees. | •Gasket. •Hinge. •The door. |

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| | The door is damaged, curled, poorly installed. | # If the door is dirty or damaged, clean or replace it. • Changed the direction of opening the door. # Rotate the seal 180 degrees. | •Hinge. •The door. |
| | The hinge is damaged, curled, bent, poorly installed. | • Repair is carried out by authorized Servis. | •Hinge. •The door. |
| | Condensation builds up on the interior of the rear wall | • This is not a sign of failure and does not affect the lifetime of the appliance. • With every opening of the door, the humidity in the air enters the interior and accumulates on the coldest part of the appliance. Initially, this moisture is visible in the form of water droplets, and because of low temperatures these droplets freeze. After switching off the compressor, the ice-cold droplets are thawed and slip past the rear wall into the condensate drain opening into the condensate container. Due to the operation of the compressor, it is heated and consequently causes evaporation of the condensate in the condensate container. | |
| | The appliance does not work. | # Check the connection of the appliance to the mains in accordance with the Operating Instructions and the electrical supply in the outlet. # Check if the appliance is switch ON (ON/OFF button). | •Supply cord and connector. •Door switch. •Temperature sensor. •Thermal fuse (option). •Defrosting heater (option). •Connecting clamps. •Compressor. •The operation of cooling system elements (leakage). |
| | Water at the bottom of the refrigerator. | • Clogged water drain hole. • Touching the food or container of the rear inner wall of the refrigerator - defrost water drops past the groove for collecting water. | |
| | Do not cool enough. | # Check if the appliance is switch ON (ON/OFF button). # Disconnect the appliance from the power supply for 3 minutes. • Setting the appliance to the warmest. # We recommend a medium temperature setting. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). | • Supply cord and connector. • Door switch. • Temperature sensor. • Thermal fuse (option). • Defrosting heater (option). • Connecting clamps. • Compressor. • The operation of cooling system elements (leakage). |
| | The drawer is damaged, curled, poorly installed. | # If the drawer is dirty or poorly installed, clean or install it. | |
| | Uneven temperature in the appliance. | • The appliance keeps the set temperature which, depending on the condition in which the appliance is altering (cooling, defrosting). • On the shelves of the door and in the upper part of the appliance is 1 to 2 °C warmer. • In vegetable drawer is 2 to 3 °C warmer. • Above the vegetables drawer in some appliances fresh drawer is 1 to 2 °C colder. # We recommend a medium temperature setting. | |

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| | Lighting does not work. | <ul style="list-style-type: none"> • Magnet is missing or magnetic switch of the cooling compartment does not work. # Magnet with cover on the door of the cooling compartment (it can be located on the door of the freezer compartment-rotate the magnet with cover). | <ul style="list-style-type: none"> • Magnet with cover on the door of the cooling compartment (it can be located on the door of the freezer compartment-rotate the magnet with cover). • Refrigerator and freezer compartment door switch. |