

Error	Problem	Cause or remedy	Process (service technician)
	The appliance does not work.	# Disconnect the appliance from the mains and connect it back again. # Check that there is an electrical voltage in the socket or on the phase connections respectively.	# Checking the tightness of the screws and jumpers in the connection clip. # Control of the electrical voltage between phases and zero line. # Test appliance on any other electric socket (other phase). # Please check that all connectors and fastons in the terminal box, filter module and power module are properly connected. • LIN cable set between filter module and power module. • Filter module/Induction module.
	The cooling system has been operating continuously for a long time.	• Ambient temperature too high. • Opening the door frequently, or leaving the door open for too long. • Door not closed correctly (possible impurities on door). # Checking if the door is well closed. • There is too much foodstuffs in the appliance. # Place the food in to bags or other airtight packaging. • We recommend a medium temperature setting. • The temperature sensor in the refrigerator is blocked with the food. • Insufficient cooling of the compressor and condenser. # Check if the appliance is switch ON (ON/OFF button). # Check the air circulation of the appliance and clean the condenser. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).	• insufficient refrigerant. • Refilling the cooling system, • Compressor. • Temperature sensor.
	Excessive ice accumulation on the rear wall of the interior of the refrigerator. 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. • Opening the door frequently, or leaving the door open for too long. # Checking if the door is well closed. • Insertion of hot food in the refrigerator. • Touching the food or container of the rear inner wall of the refrigerator - defrost water drops past the groove for collecting water • Door doesn't seal well # If the seal is dirty or damaged, it should be cleaned or replaced. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). # The appliance is placed in an unsuitable space.	• Gasket. • The door. • Setting up the appliance.

Error	Problem	Cause or remedy	Process (service technician)
	Ice forms inside the freezer compartment.	• Opening the door frequently, or leaving the door open for too long. • Door not closed correctly (possible impurities on door). # Has the door been disassembled / has the direction of opening been changed? Rotate the seal 180 degrees. See service manual 4-017-2450 • Door doesn't seal well. # If the seal is dirty or damaged, it should be cleaned or replaced. • 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 is placed in an unsuitable space.	• Gasket. • The door. • Setting up the appliance. • Magnet on/in the door.
	Condensation on the shelves above the drawers.	• 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. # We recommend the drawers be cleaned more often and water drops be wiped occasionally. # Open the humidity controller (only some models have this). # Place the food in to bags or other airtight packaging. • Door sealing. # Rotate the seal 180 degrees. # Gently heat the seal to return it to its original condition/position. # Please check if the door gasket is damaged. # See service manual 4-017-2450	
	Water leaking from the fridge.	• Clogged water drain hole. # Clean the drain hole. • Touching the food or container of the rear inner wall of the refrigerator - defrost water drops past the groove for collecting water. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).	
	It smells / smells burnt.	• 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. # The appliance cannot be connected to an extension cord.	• Power supply cable • Electrical installation
	Switch OFF the protective (FID) switch.	• Improper electrical installation. # In the case that you have several devices connected at the same time, find out by the method of elimination which device actually causes the problem. # Turn on the protected switch (FID) and connect another appliance.	• Wiring harness damaged. • Supply cord and connector. • Measurements of the electrical parts of the appliance.

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	Water at the bottom of the refrigerator.	• Condensation builds up on the interior of the rear wall. • Clogged water drain hole. # Clean the drain hole. • Touching the food or container of the rear inner wall of the refrigerator - defrost water drops past the groove for collecting water. • Door was not properly closed. # Has the door been disassembled / has the direction of opening been changed?. Rotate the seal 180 degrees. See technical information: 4-017-2450	
	Difficult opening of the door.	• 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.	• The door • Gasket • Hinge
	Lighting does not work.	• Check if the appliance is switch ON (ON/OFF button). # Switch on appliance with on/off button if appliance is not switched on. # Check the supply voltage. # Has the door been disassembled / has the direction of opening been changed?. • Missing magnet or magnetic switch of refrigerating or freezing compartment does not work. # The magnet has to be placed on the opposite side of the door hinge. (only some models have). # 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). • Repair is carried out by authorized Service.	• Lamp holder. • LED light. • Door switch. • Supply cord and connector.
	Loud - buzzing, rumbling.	• Ice around the freezer fan. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).	• Sealing (the door, gasket). • Fan. • Temperature sensor. • Thermal fuse (option). • Defrost heater.
	It does not cool, the lighting works.	• Unsuitable room - ambient temperature too low. # Follow the instructions in the section Choosing a room. • Check if the appliance is switch ON (ON/OFF button). # Hold down the power button for at least 3 seconds. # Physical pressure is required as the button can be mechanical and not touch. # Disconnect the appliance from the power supply for 3 minutes. # Can you hear if the compressor is operating?. • The temperature setting is not suitable. # We recommend a medium temperature setting. • Appliance installation. # Please refer to the installation instructions. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).	• Supply cord and connector. • Thermostat. • Connecting clamps. • Compressor. • The operation of cooling system elements (leakage). • Door switch. • Temperature sensor. • Thermal fuse (option). • Air damper duct. • Defrosting heater (option).
	The compressor works, it does not cool down.	• There is too much foodstuffs in the appliance. # Place the food in to bags or other airtight packaging. • Repair is carried out by authorized Service. # 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).

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	Appearance of spots/corrosion.	• 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.	
	Noisy fan.	• The sound like a windmill is the normal sound of a fan running. • The fan stops if the door is opened. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).	• Installing the fan. • Fan.
	Door does not close.	• Drawer not closed properly (it is possible something is blocking the drawer). • Crumpled gasket. # If the seal is dirty or damaged, it should be cleaned or replaced. # The appliance must be standing flat or tilted slightly backwards, stable, on a sufficiently firm surface.	• Gasket. • The door. • Setting up the appliance.
	Too cold.	• The appliance is set to the lowest temperature. # We recommend a medium temperature setting. • Normal operation of the appliance # See service manual 4-017-1873	• Temperature in the appliance. • Supply cord and connector.
	Noisy compressor.	• 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.	• Setting up the appliance. • Touching the pipes. • Rubber buffer (56372). • Compressor.
	Ice on the gasket.	• Drawer not closed properly (it is possible something is blocking the drawer). # The drawer remained open. • Door not closed correctly (possible impurities on door). # Checking if the door is well closed. • Crumpled gasket. # If the seal is dirty or damaged, it should be cleaned or replaced. # The appliance must be standing flat or tilted slightly backwards, stable, on a sufficiently firm surface. # Has the door been disassembled / has the direction of opening been changed?. Rotate the seal 180 degrees. See technical information: 4-017-2450	• Gasket. • Hinge. • The door. • Setting up the appliance.
	It does not cool down, it does not freeze.	• Unsuitable room - ambient temperature too low. # Follow the instructions in the section Choosing a room. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). • Repair is carried out by authorized Service.	• Supply cord and connector. • Door switch. • Temperature sensor. • Thermal fuse (option). • Defrosting heater (option). • Connecting clamps. • Compressor. • The operation of cooling system elements (leakage).
	It operates NON-STOP.	• The inverter compressor is not switching off like the ON/OFF compressor. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). • Repair is carried out by authorized Service.	• Supply cord and connector. • Door switch. • Inverter. • Temperature sensor. • Thermal fuse (option). • Defrosting heater (option). • Compressor. • The operation of cooling system elements (leakage).

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	The freezer compartment does not freeze.	• Unsuitable room - ambient temperature too low. # Follow the instructions in the section Choosing a room. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). • Convert function switched on. # Switch off the Convert function. • Repair is carried out by authorized Service.	• Supply cord and connector. • Fan. • Door switch. • Temperature sensor. • Thermal fuse (option). • Defrosting heater (option). • Connecting clamps. • Compressor. • The operation of cooling system elements (leakage).
	The gasket is torn, damaged, broken.	# If the seal is dirty or damaged, it should be cleaned or replaced. # Has the door been disassembled / has the direction of opening been changed?. Rotate the seal 180 degrees. See service manual 4-017-2450	• Gasket. • Hinge. • The door.
	The door is damaged, curled, poorly installed	# If the door is dirty or damaged, clean or replace it. # Has the door been disassembled / has the direction of opening been changed?. See service manual: 4-017-2459 (depends on model).	• Hinge. • The door.
	The hinge is damaged, curled, bent, poorly installed.	• Door hinges are defective. • Repair is carried out by authorized Service. # Has the door been disassembled / has the direction of opening been changed?. See service manual: 4-017-2459 (depends on model).	• Hinge. • The door.
	Cool, it does not freeze.	• Ice at the rear part of freezer compartment evaporator. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).	• Sealing (the door, gasket). • Fan. • Temperature sensor. • Thermal fuse (option). • Defrost heater. • Remove fan and defrosting the evaporator.
	Not cooling enough.	# Check if the appliance is switch ON (ON/OFF button). # Disconnect the appliance from the power supply for 3 minutes. • The temperature settings are too high. • Check the installation of air duct in refrigerator compartment. • NTC positioned on the air deflector. # The temperature sensor in the refrigerator is blocked with the food. # We recommend a medium temperature setting. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).	• Air duct. • 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 door is falling	• Repair is carried out by authorized Service	• Hinge
	Appliance sides are warm	# This is normal, there are pipes and tubes installed in the appliance sides, which tend to heat up during appliance operation # See service manual 4-017-1872	
	Air bubbles	• Door replacement • Repair is carried out by authorized Service	• The door
	The door squeaks	• The hinge is damaged, curled, bent, poorly installed • The door is damaged, curled, poorly installed # 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 # Check if there is a seal on the door # Try fitting the seal	• Hinge • Gasket • Door catch
	Flashing lights on the PCB	• Repair is carried out by authorized Service	• Power board

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	Appliance installation	# Check the user instructions. # Follow the installation manual. # Please send a picture of the problem.	• Appliance installation
	A part is missing	• Repair is carried out by authorized Service	
	Mechanical damage. Part fell off, deformed, in malfunction, broken, rusted.	• Mechanical damage caused by improper use is not part of the warranty repair. # Please send a picture of the problem. • Repair is carried out by authorized Service.	
	Cracked housing (inside)	• Repair is carried out by authorized Service	
	Disassembly	# Door sealing 4-017-2450 # Drawer replacement 4-017-2452 # Door container replacement 4-017-2453 # Expandable drawer replacement 4-017-2454 # Shelf replacement 4-017-2455 # Bottle holder replacement 4-017-2456 # Tray replacement 4-017-2457 # Door handle replacement 4-017-2458 # Door hinge replacement 4-017-2459	

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E0	E0 on display.	• Miscommunication between power supply and control module. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Power board. • Logic board.
E8	E8 on display.	• Miscommunication between power supply and control module. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Power board. • Logic board.
E9	E9 on display.	• Failure of the door switch refrigerator compartment. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Supply cord and connector. • Magnet on/in the door. • Logic board. • Door switch.
F9	F9 on display.	• Failure of the door switch freezer compartment. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Supply cord and connector. • Magnet on/in the door. • Door switch.
F1	F1 on display.	• Freezer compartment fan error. • The appliance cannot operate normally. # Move food to a cool place and turn off the appliance. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Fan.
F2	F2 on display.	• Condenser fan error. • The appliance cannot operate normally. # Move food to a cool place and turn off the appliance. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Fan.
F3	F3 on display.	• Failure of fan in refrigerator compartment. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Fan.
t1	t1 on display.	• Temperature sensor error in the cooling compartment. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Temperature sensor. • Power board.
t2	t2 on display.	• Freezer temperature sensor defective. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Temperature sensor. • Power board.
t3	t3 on display.	• Temperature error in the Durafresh compartment. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Connecting cable and connector. • Temperature sensor in Durafresh compartment • Power board.
t4	t4 on display.	• Ambient temperature sensor error. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Ambient temperature sensor. • Connecting cable and connector. • Power board.
t5	t5 on display.	• Failure of temperature sensor on evaporator in refrigerator compartment. • The appliance cannot operate normally. • Repair is carried out by authorized Service.	• Evaporator temperature sensor in refrigerator compartment. • Supply cord and connector.
t6	t6 on display.	• Failure of temperature sensor on evaporator in freezer compartment. • The appliance cannot operate normally. • Repair is carried out by authorized Service.	• Temperature sensor on the evaporator heater. • Supply cord and connector.
L1	L1 on display.	• Ambient light sensor error. • The appliance continues to work, basic function guaranteed. • Repair is carried out by authorized Service.	• Ambient light sensor. • Supply cord and connector. • Power board.
81	81 on display.	• Wifi modul error. • The appliance continues to work, basic function guaranteed.	• Connecting cable and connector. • Wi-Fi module.