

Error	Problem	Cause or remedy	Process (service technician)
	After being plugged in, the appliance fails to function.	# Check the connection of the appliance to the mains in accor # Check if the appliance is switch ON (ON/OFF button).	•Supply cord and connector. •Connecting clamps. •Power board. •Logic board.
	The cooling system has been operating continuously for a long	• 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 fre # Enable, that air can circulate around the sensor. • Insufficient cooling of the compressor and condenser. # Check the air circulation of the appliance and clean the cond # Manually defrost the appliance (turn OFF the appliance for 2	
	Excessive ice accumulation on the rear wall of the interior of th	• This is not a sign of failure and does not affect the lifetime of t • With every opening of the door, the humidity in the air enters • 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 r • Door doesn't seal well # If the seal is dirty or damaged, it should be cleaned or replac # Manually defrost the appliance (turn OFF the appliance for 2	• Gasket. • The door. • Installation of the appliance.
	Ice or frost build up in the interior of the freezer compartment.	• Door opened too often or for too long. • Door not closed correctly (possible impurities on door). • Door doesn't seal well. # If the seal is dirty or damaged, it should be cleaned or replac # Manually defrost the appliance (turn OFF the appliance for 2	• Gasket. • The door. • Installation of the appliance.
	Condensation on the shelves above the drawers.	• It is a transient phenomenon that can not be completely avoi # We recommend the drawers be cleaned more often and wat # Open the humidity controller (only some models have this). # Place the food in to bags or other airtight packaging.	
	Water runs out of the refrigerator.	• Clogged water drain hole. • Touching the food or container of the rear inner wall of the ref	
	Difficulties opening the door.	• When opening the door, some cool air from the appliance is r # After a few minutes, the situation returns to normal and the d	
	Lighting does not work.	• Repair is carried out by authorized Servis.	•Lamp holder. •Door switch. •Supply cord and connector.
	When the compressor is turned ON, it sounds like a drone and	• This is not a sign of failure and does not affect the lifetime of t • The compressor is subjected to the overcoming of certain me	• Installation of the appliance. •Touching the pipes. •Rubber buffer (56372). •compressor.
	Noisy - it sounds like gurgling, rustle, bubbling...	• This is not a sign of failure and does not affect the lifetime of t • A refrigerant circulating through the cooling system of the ap # Manually defrost the appliance (turn OFF the appliance for 2	•Refilling the cooling system.
	Noisy appliance. When I lean against it or press it with my han	• This is not a sign of failure and does not affect the lifetime of t • Most likely the refrigerator is not balanced, or it touches som # It is recommended that you balance the appliance with the w	• Installation of the appliance. •Touching the pipes. •Rubber buffer (56372). •compressor.
	Sometimes the bang is heard in the appliance.	• This is not a sign of failure and does not affect the lifetime of t • The materials in the refrigerators are exposed to high temper # Manually defrost the appliance (turn OFF the appliance for 2	
	Condensation builds up on the outside of the appliance.	• The appearance can occur at elevated ambient temperature • Since we are unable to detect humidity it is recommended to # We recommend setting the temperature to a minimum. # Enable better circulation of air around the appliance.	• Humidity measurement.

Error	Problem	Cause or remedy	Process (service technician)
	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 • Since we are unable to detect humidity it is recommended to # 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 t # Appliance interior can be cleaned with lukewarm water and 	
	Frozen in vegetables drawer.	<ul style="list-style-type: none"> • The temperature sensor in the refrigerator is blocked with fre • 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 appli 	<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 conn • 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.	<ul style="list-style-type: none"> # 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 mechanic # Disconnect the appliance from the power supply for 3 minute • Unsuitable room - ambient temperature too low. # To consider to the chapter Selecting the room. 	<ul style="list-style-type: none"> • Supply cord and connector. • Thermostat. • Connecting clamps. • compressor. • 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. • Thermostat. • Connecting clamps. • compressor. • The operation of cooling system elements (leakage).
	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 • Since we are unable to detect humidity it is recommended to 	
	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 # Appliance interior cleaned with lukewarm water to which you 	
	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 blocki • Mash gasket. # If the seal is dirty or damaged, it should be cleaned or replac # The appliance must stand flat or inclined slightly back, stable 	<ul style="list-style-type: none"> • Gasket. • The door. • Installation of the appliance.
	Doors do not close.	<ul style="list-style-type: none"> • Drawer not closed properly (it is possible something is blocki • Mash gasket. # If the seal is dirty or damaged, it should be cleaned or replac # The appliance must stand flat or inclined slightly back, stable 	<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. # We recommend a medium temperature setting. 	<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 som # It is recommended that you balance the appliance with the w 	<ul style="list-style-type: none"> • Installation of the appliance. • Touching the pipes. • Rubber buffer (56372). • compressor.

Error	Problem	Cause or remedy	Process (service technician)
	It does not cool down, it does not freeze.	<ul style="list-style-type: none"> • Unsuitable room - ambient temperature too low. # To consider to the chapter Selecting the room. • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> •Supply cord and connector. •Thermostat. •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 • Since we are unable to detect humidity it is recommended to # We recommend setting the temperature to a minimum. 	<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. # We recommend a medium temperature setting. 	<ul style="list-style-type: none"> • Temperature in the appliance. •Supply cord and connector. •Thermostat.
	Too frozen.	<ul style="list-style-type: none"> • Setting the appliance to the coldest. # We recommend a medium temperature setting. 	<ul style="list-style-type: none"> • Temperature in the appliance. •Supply cord and connector. •Thermostat.
	Noisy squeaky, ...	<ul style="list-style-type: none"> • This is not a sign of failure and does not affect the lifetime of t • A refrigerant circulating through the cooling system of the ap # Manually defrost the appliance (turn OFF the appliance for 2 	<ul style="list-style-type: none"> • Installation of the appliance. • Touching the pipes. • Fan. • Rubber buffer (56372). • compressor. • Refilling the cooling system.
	Gasket fluted, deformed, jammed, poorly positioned.	<ul style="list-style-type: none"> # If the seal is dirty or damaged, it should be cleaned or replac • Changed the direction of opening the door. # Rotate the seal 180 degrees. 	<ul style="list-style-type: none"> •Gasket. •Hinge. •The door.
	It operates NON-STOP.	<ul style="list-style-type: none"> # Manually defrost the appliance (turn OFF the appliance for 2 • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> • Supply cord and connector. • Thermostat. • Compressor. • The operation of cooling system elements (leakage).
	The compressor does not work, the lighting works.	<ul style="list-style-type: none"> # Check if the appliance is switch ON (ON/OFF button). # Disconnect the appliance from the power supply for 3 minute 	<ul style="list-style-type: none"> •Supply cord and connector. •Thermostat. •Connecting clamps. •compressor. •The operation of cooling system elements (leakage).
	The freezer compartment does not freeze.	<ul style="list-style-type: none"> • Unsuitable room - ambient temperature too low. # To consider to the chapter Selecting the room. • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> •Supply cord and connector. •Thermostat. •Connecting clamps. •compressor. •The operation of cooling system elements (leakage).
	Inside, droplets are collected and frozen.	<ul style="list-style-type: none"> • This is not a sign of failure and does not affect the lifetime of t • With every opening of the door, the humidity in the air enters # Manually defrost the appliance (turn OFF the appliance for 2 	
	The appliance will not be in use for a longer time.	<ul style="list-style-type: none"> # Switch OFF the appliance and disconnect the power supply. # Empty the contents, defrost the appliance, clean it and leave 	
	The meaning of the star * on the door.	<ul style="list-style-type: none"> • The number of stars indicates the temperature in the freezer • * -6°C. • ** -12°C. • *** -18°C. • **** -18°C and the ability to freeze fresh foods. 	
	The gasket is torn, damaged, broken.	<ul style="list-style-type: none"> # If the seal is dirty or damaged, it should be cleaned or replac • Changed the direction of opening the door. # Rotate the seal 180 degrees. 	<ul style="list-style-type: none"> •Gasket. •Hinge. •The door.

Error	Problem	Cause or remedy	Process (service technician)
	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 t • With every opening of the door, the humidity in the air enters	
	The appliance does not work.	# Check the connection of the appliance to the mains in accor # Check if the appliance is switch ON (ON/OFF button).	•Supply cord and connector. •Thermostat. •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 ref	
	Do not cool enough.	# Check if the appliance is switch ON (ON/OFF button). # Disconnect the appliance from the power supply for 3 minute • Setting the appliance to the warmest. # We recommend a medium temperature setting. # Manually defrost the appliance (turn OFF the appliance for 2	• Supply cord and connector. • Thermostat. • 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 o • On the shelves of the door and in the upper part of the applia • In vegetable drawer is 2 to 3 °C warmer. • Above the vegetables drawer in some appliances fresh draw # We recommend a medium temperature setting.	