

Fout	Probleem	Oorzaak of oplossing	Proces (service monteur)
	The cooling system has been operating continuously for a long time.	<ul style="list-style-type: none"> • Ambient temperature too high. • Opening the door frequently, or leaving the door open 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). # 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 condenser. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). 	
	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. • Opening the door frequently, or leaving the door open for too long. • 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). 	<ul style="list-style-type: none"> • Gasket. • The door. • Setting up the appliance.
	Difficult opening of 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. 	
	When the compressor is switched on, there is a buzz 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, the action is also less audible and more consistent. 	<ul style="list-style-type: none"> • Setting up the appliance. • Touching the pipes. • Rubber buffer (56372). • Compressor.
	Loud - sounds like rustling, humming, 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.

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	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. <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"> Setting up 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. <p># Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).</p>	
	Condensation accumulates 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. <p># We recommend setting the temperature to a minimum. # Enable better circulation of air around the appliance.</p>	<ul style="list-style-type: none"> Humidity measurement.
	Water under the appliance.	<ul style="list-style-type: none"> Opening the door frequently, or leaving the door open 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 tank layouts. Condensate container.
	It smells / smells burnt.	<ul style="list-style-type: none"> An unpleasant smell is not a consequence of the lowering of the refrigerant. <p># Appliance interior can be cleaned with lukewarm water and with liquid non-aggressive detergent to which you can add some vinegar.</p>	
	The appliance cannot be operated.	<ul style="list-style-type: none"> Miscommunication between power supply and control 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.
	Switch OFF the protective (FID) switch.	<ul style="list-style-type: none"> Improper electrical installation. <p># Turn on the protected switch (FID) and connect another appliance.</p>	<ul style="list-style-type: none"> Supply cord and connector. Measurements of the electrical parts of the appliance.
	Switching off the fuse of an electrical installation.	<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. <p># Disconnect the plug from the main and connect it again. # Turn on the fuse and connect another appliance.</p>	<ul style="list-style-type: none"> Supply cord and connector. Measurements of the electrical parts of the appliance.

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	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 mechanical and not touch. # Disconnect the appliance from the power supply for 3 minutes. • 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 error.	<ul style="list-style-type: none"> • Miscommunication between power supply and control 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.
	Appearance of spots/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. 	
	Traces of sticky substances are visible 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 can be cleaned with lukewarm water and with liquid non-aggressive detergent to which you can add some vinegar. 	
	Noisy fan.	<ul style="list-style-type: none"> • 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). 	<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). • 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. 	<ul style="list-style-type: none"> •Gasket. •The door. • Setting up the appliance.
	Door does not close.	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> •Gasket. •The door. • Setting up 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.

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	Water under the appliance.	<ul style="list-style-type: none"> • Overflow of the condensate tank. • Opening the door frequently, or leaving the door open 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 tank 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). # We recommend a medium temperature setting. 	<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"> • Miscommunication between power supply and control 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 display loses contact.	<ul style="list-style-type: none"> • Miscommunication between power supply and control module. # Disconnect the appliance from the power supply for 3 minutes. # Has the door been disassembled / has the direction of opening been changed? 	<ul style="list-style-type: none"> • Supply cord and connector. • Power board. • Logic board.
	Loud - rattling, squeaking, ...	<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"> • Setting up the appliance. • Touching the pipes. • Fan. • Rubber buffer (56372). • Compressor. • Refilling the cooling system.
	Gasket wrinkled, stuck, deformed, wedged, poorly fitted.	<ul style="list-style-type: none"> # 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. 	<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 24 hours and open the both doors). • 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). • Compressor. • The operation of cooling system elements (leakage).

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	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 appliance will not be in use for a longer time.	# Disconnect appliances from 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 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.
	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.
	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).
	All or only some of the LED lights do not work.	• Repair is carried out by authorized Servis.	• Connecting cable and connector. • Door switch. • Lighting.
	Appliance installation	• Repair is carried out by authorized Servis # Check the user instructions. # Follow the installation manual.	• Appliance installation
	A part is missing	• Repair is carried out by authorized Servis	
	Mechanical damage. Part fell off, deformed, in malfunction, broken, rusted.	• Repair is carried out by authorized Servis.	
	Cracked housing (inside)	• Repair is carried out by authorized Servis	

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E0	E0 on display.	<ul style="list-style-type: none"> Miscommunication between power supply and control module. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Power board. Logic board.
E1	E1 on display.	<ul style="list-style-type: none"> Wifi modul error Repair is carried out by authorized Servis 	<ul style="list-style-type: none"> Wi-Fi module
F1	F1 on display.	<ul style="list-style-type: none"> Failure of fan in refrigerator compartment. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Fan.
F2	F2 on display.	<ul style="list-style-type: none"> Error of the condenser fan motor. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Fan.
T1	T1 on display.	<ul style="list-style-type: none"> Temperature sensor error outdoors. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Temperature sensor.
t2	t2 on display.	<ul style="list-style-type: none"> Temperature sensor error. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Temperature sensor.
H1	H1 on display.	<ul style="list-style-type: none"> Failure of humidity sensor. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Humidity sensor.
A1	A1 on display.	<ul style="list-style-type: none"> Automatic door opening error. The appliance continues to work, basic function guaranteed. Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> Door sensor. Automatic door opening mechanism.
A2	A2 on display.	<ul style="list-style-type: none"> Automatic door opening error. The appliance continues to work, basic function guaranteed. Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> Door sensor. Automatic door opening mechanism.
A3	A3 on display.	<ul style="list-style-type: none"> Automatic door opening overload error. The automatic door opening system is jamming. The appliance continues to work, basic function guaranteed. Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> Door sensor. Automatic door opening mechanism.
81	81 on display.	<ul style="list-style-type: none"> Wifi modul error. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Wi-Fi module.
E8	E8 on display.	<ul style="list-style-type: none"> Miscommunication between power supply and control module. The appliance continues to work, basic function guaranteed. Repair is carried out by authorized Servis 	<ul style="list-style-type: none"> Connecting cable and connector. Logic board. Power board.
E9	E9 on display.	<ul style="list-style-type: none"> Failure of door switch. The appliance continues to work, basic function guaranteed. 	<ul style="list-style-type: none"> Connecting cable and connector. Door switch.