

Fout	Probleem	Oorzaak of oplossing	Proces (service monteur)
	It smells / smells burnt.	<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. 	
	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.
	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.
	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"> • 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. # Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors). 	
	Noisy compressor.	<ul style="list-style-type: none"> • 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"> • Setting up the appliance. • Touching the pipes. • Rubber buffer (56372). • Compressor.

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	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. • We recommend a medium temperature setting. • The temperature sensor in the refrigerator is blocked with fresh food. • insufficient refrigerant. <p># 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).</p>	
	It operates NON-STOP.	<p># Manually defrost the appliance (turn OFF the appliance for 24 hours and open the both doors).</p> <ul style="list-style-type: none"> • 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).
	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 <p># 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).</p>	<ul style="list-style-type: none"> • Gasket. • The door. • Setting up the appliance.
	Ice forms inside the freezer compartment.	<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). • Door doesn't seal well. <p># 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).</p>	<ul style="list-style-type: none"> • Gasket. • The door. • Setting up the appliance.
	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).

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	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. •Door switch. •Temperature sensor. •Thermal fuse (option). •Defrosting heater (option). •Connecting clamps. •Compressor. •The operation of cooling system elements (leakage).
	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 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. •Door switch. •Temperature sensor. •Thermal fuse (option). •Defrosting heater (option). •Connecting clamps. •Compressor. •The operation of cooling system elements (leakage).
	Not cooling enough.	<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 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). 	<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).
	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. •Thermostat. •Connecting clamps. •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 minutes. 	<ul style="list-style-type: none"> •Supply cord and connector. •Thermostat. •Connecting clamps. •Compressor. •The operation of cooling system elements (leakage).
	The appliance does not work.	<ul style="list-style-type: none"> # Check that there is an electrical voltage in the socket or on the phase connections respectively. 	
	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.
	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. • Air damper duct.
	Ice on the gasket.	<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. •Hinge. •The door. • Setting up the appliance.

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	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.
	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 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). 	
	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. •Temperature sensor.
	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. 	
	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.
	Doors do 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.
	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. # 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. 	

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	Condensation builds up on the interior of the rear wall	<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. 	
	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. 	
	Water at the bottom 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. 	
	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. # We recommend setting the temperature to a minimum. # Enable better circulation of air around the appliance. 	<ul style="list-style-type: none"> • Humidity measurement.
	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.
	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. 	
	Lighting does not work.	<ul style="list-style-type: none"> # Check the supply voltage. # Check if the appliance is switch ON (ON/OFF button). • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> • Lamp holder. • Door switch. • Supply cord and connector.
	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. # Disconnect the plug from the main and connect it again. # 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.

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	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. 	
	The door does not seal, Inside, ice accumulates.	<ul style="list-style-type: none"> • Drawer not closed properly (it is possible something is blocking the drawer). # 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. # 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. •Hinge. • Setting up the appliance.
	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.
	The gasket is torn, damaged, broken.	<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.
	The door is damaged, curled, poorly installed.	<ul style="list-style-type: none"> # If the door is dirty or damaged, clean or replace it. • Changed the direction of opening the door. # Rotate the seal 180 degrees. 	<ul style="list-style-type: none"> •Hinge. •The door.
	The hinge is damaged, curled, bent, poorly installed.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> •Hinge. •The door.
	The drawer is damaged, curled, poorly installed.	<ul style="list-style-type: none"> # If the drawer is dirty or poorly installed, clean or install it. 	
	Uneven temperature in the appliance.	<ul style="list-style-type: none"> • 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. 	
	The appliance will not be in use for a longer time.	<ul style="list-style-type: none"> # 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. 	
	Meaning of the asterisk * on the door.	<ul style="list-style-type: none"> • 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. 	
	Freezer compartment is not cold enough..	<ul style="list-style-type: none"> • Compressor does not work. • Error on the inverter. • Fan error. # Check if freezer door is close well. • Opening the door frequently, or leaving the door open for too long. • Heater defect. 	<ul style="list-style-type: none"> • Compressor. • Inverter module. • Fan motor. • Temperature sensor. • Heater.

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	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).
	Condensation in fridge compartment.	<ul style="list-style-type: none"> • Gap between the door and cabinet is too large. • Opening the door frequently, or leaving the door open for too long. 	<ul style="list-style-type: none"> • Door and cabinet. • Stored food.
	Food in the refrigerator compartment is frozen out.	<ul style="list-style-type: none"> • Opening the door frequently, or leaving the door open for too long. • Gap between the door and cabinet is too large. 	<ul style="list-style-type: none"> • Door and cabinet. • Stored food.
	Compressor failure.	<ul style="list-style-type: none"> # Check if the appliance is switch ON (ON/OFF button) # Check if the ambient temperature is too low. # Set the appliance to lower temperature setting (higher number on mechanical thermostat). • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> • Supply cord and connector. • Connecting clamps. • PTC starter and protector. • Power board. • Compressor.
	All or only some of the LED lights do not work.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> • Connecting cable and connector. • Door switch. • Lighting.
	Door switch error.	<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. • Power board. • LED light.
	Appliance installation	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis # Check the user instructions. # Follow the installation manual. 	<ul style="list-style-type: none"> • Appliance installation
	A part is missing	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis 	
	Mechanical damage	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	
	Cracked housing (inside)	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis 	