

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 accordance with the local regulations. # 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 time.	• 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 frost. # 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).	
	Excessive ice accumulation on the rear wall of the interior of the refrigerator.	• 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 refrigerator. • 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 # If the seal is dirty or damaged, it should be cleaned or replaced. # Manually defrost the appliance (turn OFF the appliance for 24 hours).	• 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 replaced. # Manually defrost the appliance (turn OFF the appliance for 24 hours).	• Gasket. • The door. • Installation of the appliance.
	Condensation on the shelves above the drawers.	• It is a transient phenomenon that can not be completely avoided. # We recommend the drawers be cleaned more often and water be removed. # 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 refrigerator.	
	Difficulties opening the door.	• When opening the door, some cool air from the appliance is released. # After a few minutes, the situation returns to normal and the door can be opened again.	
	Lighting does not work.	• Repair is carried out by authorized Service.	•Lamp holder. •Door switch. •Supply cord and connector.
	When the compressor is turned ON, it sounds like a drone and the appliance vibrates.	• 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 stresses.	• 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 the appliance. • A refrigerant circulating through the cooling system of the appliance. # Manually defrost the appliance (turn OFF the appliance for 24 hours).	•Refilling the cooling system.
	Noisy appliance. When I lean against it or press it with my hand, it sounds like a bang.	• 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 something. # It is recommended that you balance the appliance with the leveling feet.	• 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 the appliance. • The materials in the refrigerators are exposed to high temperatures. # Manually defrost the appliance (turn OFF the appliance for 24 hours).	
	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 use a dehumidifier. # We recommend setting the temperature to a minimum. # Enable better circulation of air around the appliance.	• Humidity measurement.

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	There is water under the appliance.	<ul style="list-style-type: none"> <li>• Door opened too often or for too long.</li> <li>• Door not closed correctly (possible impurities on door).</li> <li>• The appearance can occur at elevated ambient temperature</li> <li>• Since we are unable to detect humidity it is recommended to</li> </ul> # We recommend setting the temperature to a minimum.	<ul style="list-style-type: none"> <li>• Sealing (the door, gasket).</li> <li>• Condensate container layouts.</li> <li>• Condensate container.</li> </ul>
	Foul-smelling interior.	<ul style="list-style-type: none"> <li>• An unpleasant smell is not a consequence of the lowering of t</li> </ul> # Appliance interior can be cleaned with lukewarm water and	
	The appliance cannot be operated.	<ul style="list-style-type: none"> <li>• Communication failure between power and logic module.</li> </ul> # Disconnect the appliance from the power supply for 3 minute	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Power board.</li> <li>• Logic board.</li> </ul>
	Frozen in vegetables drawer.	<ul style="list-style-type: none"> <li>• The temperature sensor in the refrigerator is blocked with fre</li> <li>• Setting the appliance to the coldest.</li> </ul> # We recommend a medium temperature setting.	<ul style="list-style-type: none"> <li>• Check the installation of air duct in refrigerator compartment.</li> <li>• Temperature sensor.</li> </ul>
	Switch OFF the protective (FID) switch.	<ul style="list-style-type: none"> <li>• Improper electrical installation.</li> </ul> # Turn on the protected switch (FID) and connect another appli	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Measurements of the electrical parts of the appliance.</li> </ul>
	The fuse is switch OFF.	<ul style="list-style-type: none"> <li>• Too many appliances (consuming too much power) are conn</li> <li>• Improper electrical installation.</li> <li>• The appliance is in short circuit.</li> </ul> # Re-switch ON the appliance. # Turn on the fuse and connect another appliance.	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Measurements of the electrical parts of the appliance.</li> </ul>
	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"> <li>• Physical pressure is required as the button can be mechanic</li> </ul> # Disconnect the appliance from the power supply for 3 minute <ul style="list-style-type: none"> <li>• Unsuitable room - ambient temperature too low.</li> </ul> # To consider to the chapter Selecting the room.	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Door switch.</li> <li>• Temperature sensor.</li> <li>• Thermal fuse (option).</li> <li>• Defrosting heater (option).</li> <li>• Connecting clamps.</li> <li>• compressor.</li> <li>• Air damper duct.</li> <li>• The operation of cooling system elements (leakage).</li> </ul>
	The compressor works, it does not cool down.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Door switch.</li> <li>• Temperature sensor.</li> <li>• Thermal fuse (option).</li> <li>• Defrosting heater (option).</li> <li>• Connecting clamps.</li> <li>• compressor.</li> <li>• The operation of cooling system elements (leakage).</li> </ul>
	Display does not work.	<ul style="list-style-type: none"> <li>• Communication failure between power and logic module.</li> </ul> # Disconnect the appliance from the power supply for 3 minute	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Power board.</li> <li>• Logic board.</li> </ul>
	The phenomenon of spot/corrosion.	<ul style="list-style-type: none"> <li>• Cleaning the appliance with aggressive cleaners.</li> <li>• The appearance can occur at elevated ambient temperature</li> <li>• Since we are unable to detect humidity it is recommended to</li> </ul>	
	There are traces of sticky substances on the door.	<ul style="list-style-type: none"> <li>• Clean the appliance using a soft cloth.</li> </ul> # 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"> <li>• Sound like windmill is the normal sound of the fan.</li> <li>• The fan stop if the door is opened.</li> </ul>	<ul style="list-style-type: none"> <li>• Installing the fan.</li> <li>• Fan.</li> </ul>
	The door itself opens.	<ul style="list-style-type: none"> <li>• Drawer not closed properly (it is possible something is blocki</li> <li>• Mash gasket.</li> </ul> # 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"> <li>• Gasket.</li> <li>• The door.</li> <li>• Installation of the appliance.</li> </ul>

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	Doors do not close.	<ul style="list-style-type: none"> <li>• Drawer not closed properly (it is possible something is blocki</li> <li>• Mash gasket.</li> </ul> <p># If the seal is dirty or damaged, it should be cleaned or replac # The appliance must stand flat or inclined slightly back, stable</p>	<ul style="list-style-type: none"> <li>•Gasket.</li> <li>•The door.</li> <li>• Installation of the appliance.</li> </ul>
	It's too cold.	<ul style="list-style-type: none"> <li>• Setting the appliance to the coldest.</li> </ul> <p># We recommend a medium temperature setting.</p>	<ul style="list-style-type: none"> <li>• Temperature in the appliance.</li> <li>•Supply cord and connector.</li> </ul>
	Noisy compressor.	<ul style="list-style-type: none"> <li>• Most likely the refrigerator is not balanced, or it touches som</li> </ul> <p># It is recommended that you balance the appliance with the w</p>	<ul style="list-style-type: none"> <li>• Installation of the appliance.</li> <li>•Touching the pipes.</li> <li>•Rubber buffer (56372).</li> <li>•compressor.</li> </ul>
	It does not cool down, it does not freeze.	<ul style="list-style-type: none"> <li>• Unsuitable room - ambient temperature too low.</li> </ul> <p># To consider to the chapter Selecting the room.</p> <ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>•Supply cord and connector.</li> <li>•Door switch.</li> <li>•Temperature sensor.</li> <li>•Thermal fuse (option).</li> <li>•Defrosting heater (option).</li> <li>•Connecting clamps.</li> <li>•compressor.</li> <li>•The operation of cooling system elements (leakage).</li> </ul>
	Water under the appliance.	<ul style="list-style-type: none"> <li>• Overflow of the condensate tank.</li> <li>• Door opened too often or for too long.</li> <li>• Door not closed correctly (possible impurities on door).</li> <li>• The appearance can occur at elevated ambient temperature</li> <li>• Since we are unable to detect humidity it is recommended to</li> </ul> <p># We recommend setting the temperature to a minimum.</p>	<ul style="list-style-type: none"> <li>• Sealing (the door, gasket).</li> <li>• Condensate container layouts.</li> <li>•Condensate container.</li> </ul>
	Noisy fan.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>• Installing the fan.</li> <li>•Fan.</li> </ul>
	The cooling compartment freezes.	<ul style="list-style-type: none"> <li>• Setting the appliance to the coldest.</li> <li>• The temperature sensor in the refrigerator is blocked with fre</li> </ul> <p># We recommend a medium temperature setting.</p>	<ul style="list-style-type: none"> <li>• Temperature in the appliance.</li> <li>•Supply cord and connector.</li> <li>•Temperature sensor.</li> </ul>
	The display goes OFF.	<ul style="list-style-type: none"> <li>• Communication failure between power and logic module.</li> </ul> <p># Disconnect the appliance from the power supply for 3 minute</p>	<ul style="list-style-type: none"> <li>•Supply cord and connector.</li> <li>•Power board.</li> <li>•Logic board.</li> </ul>
	The display loses contact.	<ul style="list-style-type: none"> <li>• Communication failure between power and logic module.</li> </ul> <p># Disconnect the appliance from the power supply for 3 minute</p>	<ul style="list-style-type: none"> <li>•Supply cord and connector.</li> <li>•Power board.</li> <li>•Logic board.</li> </ul>
	Too frozen.	<ul style="list-style-type: none"> <li>• Setting the appliance to the coldest.</li> </ul> <p># We recommend a medium temperature setting.</p>	<ul style="list-style-type: none"> <li>• Temperature in the appliance.</li> <li>•Supply cord and connector.</li> <li>•Temperature sensor.</li> </ul>
	Noisy squeaky, ...	<ul style="list-style-type: none"> <li>• This is not a sign of failure and does not affect the lifetime of t</li> <li>• A refrigerant circulating through the cooling system of the ap</li> </ul> <p># Manually defrost the appliance (turn OFF the appliance for 2</p>	<ul style="list-style-type: none"> <li>• Installation of the appliance.</li> <li>• Touching the pipes.</li> <li>• Fan.</li> <li>• Rubber buffer (56372).</li> <li>• compressor.</li> <li>• Refilling the cooling system.</li> </ul>
	Gasket fluted, deformed, jammed, poorly positioned.	<p># If the seal is dirty or damaged, it should be cleaned or replac</p> <ul style="list-style-type: none"> <li>• Changed the direction of opening the door.</li> </ul> <p># Rotate the seal 180 degrees.</p>	<ul style="list-style-type: none"> <li>•Gasket.</li> <li>•Hinge.</li> <li>•The door.</li> </ul>
	It operates NON-STOP.	<p># Manually defrost the appliance (turn OFF the appliance for 2</p> <ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Door switch.</li> <li>• Temperature sensor.</li> <li>• Thermal fuse (option).</li> <li>• Defrosting heater (option).</li> <li>• compressor.</li> <li>• The operation of cooling system elements (leakage).</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	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 minute	•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 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.	# 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.	• 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.	# 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.	•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.
	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. •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 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. • 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.	

Error	Problem	Cause or remedy	Process (service technician)
	Uneven temperature in the appliance.	<ul style="list-style-type: none"><li>• The appliance keeps the set temperature which, depending o</li><li>• On the shelves of the door and in the upper part of the applia</li><li>• In vegetable drawer is 2 to 3 °C warmer.</li><li>• Above the vegetables drawer in some appliances fresh draw</li></ul> # We recommend a medium temperature setting.	

Error	Problem	Cause or remedy	Process (service technician)
	Lighting does not work.	• Magnet is missing or magnetic switch of the cooling compart # Magnet with cover on the door of the cooling compartment (it	• Magnet with cover on the door of the cooling compartment (it • Refrigerator and freezer compartment door switch.