# COMBI FRIDGE

Model:

**HC-HM313WDE++/HC-HM313XWDE++**



- Total capacity: 313 L
- Energy class: E

HEINNER

# 1. INTRODUCTION

Please read the instructions carefully and keep the manual for future information.
This manual is designed to give all necessary instructions concerning installation, use and maintenance of the unit. In order to operate the unit correctly and safely, please read this instruction manual carefully before installation and use.

# 2. CONTENT OF YOUR PACKAGE

- ➔ **Combi fridge**
- ➔ **User manual**
- ➔ **Certificate of warranty**

# 3. SAFETY INFORMATION

In the interest of your safety and to ensure the correct use, before installing and first using the appliance, read this user manual carefully, including its hints and warnings. To avoid unnecessary mistakes and accidents, it is important to ensure that all people using the appliance are thoroughly familiar with its operation and safety features. Save these instructions and make sure that they remain with the appliance if it is moved or sold, so that everyone using it through its life will be properly informed on appliance use and safety. For the safety of life and property keep the precautions of these user's instructions as the manufacturer is not responsible for damages caused by omission.

## Children and vulnerable people safety

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given super vision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
Children should be supervised to ensure that they do not play with the appliance.
Cleaning and user maintenance shall not be made by children unless they are aged from 8 years and above and supervised.
Keep all packaging well away from children. There is risk of suffocation.
If you are discarding the appliance pull the plug out of the socket, cut the connection cable (as close to the appliance as you can) and remove the door to prevent playing children to suffer electric shock or to close themselves into it.
If this appliance featuring magnetic door seals is to replace an older appliance having a spring lock (latch) on the door or lid, be sure to make that spring lack unusable before you discard the old appliance. This will prevent it from becoming a death trap for a child.
Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances (this clause applies only to the EU region).

## General safety

**WARNING!** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
**WARNING!** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
**WARNING!** Do not damage the refrigerant circuit.
**WARNING!** The refrigerant and insulation blowing gas are flammable. When disposing of the appliance, do so only at an authorized waste disposal centre. Do not expose to flame.
**WARNING!** When positioning the appliance, ensure the supply cord is not trapped or damaged.

## Safety information

**WARNING!** Do not use other electrical appliances (such as ice cream makers) inside of refrigerating appliances, unless they are approved for this purpose by the manufacture.
**WARNING!** Do not touch the light bulb if it has been on for a long period of time because it could be very hot.

- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- The refrigerant isobutane (R600a) is contained within the refrigerant circuit of the appliance, a natural gas with a high level of environmental compatibility, which is nevertheless flammable.
- During transportation and installation of the appliance, be certain that none of the components of the refrigerant circuit become damaged.
    - avoid open flames and sources of ignition
    - thoroughly ventilate the room in which the appliance is situated
- It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause a short circuit, fire and/or electric shock.
- This appliance is intended to be used in household and similar applications as:
    - staff kitchen areas in shops, offices and other working environments;
    - farm houses and by clients in hotels, motels and other residential type environments;
    - bed and breakfast type environments;
    - catering and similar non(retail applications.

**WARNING!** Any electrical components (plug, power cord, compressor and etc.) must be replaced by a certified service agent or qualified service personnel.
**WARNING!** The light bulb supplied with this appliance is a “special use lamp bulb” usable only with the appliance supplied. This “special use lamp” is not usable for domestic lighting (if there is a light in the compartment).

- Power cord must not be lengthened.
- Make sure that the power plug is not squashed or damaged by the back of the appliance. A squashed or damaged power plug may overheat and cause a fire.
- Make sure that you can come to the mains plug of the appliance. Do not pull the mains cable.
- If the power plug socket is loose, do not insert the power plug. There is a risk of electric shock or fire.
- You must not operate the appliance without the lamp.
- This appliance is heavy. Care should be taken when moving it.
- Do not remove nor touch items from the freezer compartment if you hands are damp/wet, as this could cause skin abrasions or frost/freezer burns.
- Avoid prolonged exposure of the appliance to direct sunlight.
- Do not pull the main cable.
- The fridge is only applied with power supply of single-phase alternating current of 220~240V/50Hz. If fluctuation of voltage in the district of user is so large that the voltage exceeds the above scope, for safety sake, be sure to apply A.C. Automatic voltage regulator of more than 350W to the fridge. The fridge must employ a special power socket instead of common one with other electric appliances. Its plug must match the socket with ground wire.

**WARNING!** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
**WARNING!** The illuminating lamps must not be replaced by the user! If the illuminating lamps is damaged, contact the customer helpline for assistance. This warning is only for refrigerators that contain illuminating lamps.

## Refrigerant

The refrigerant isobutene (R-600a) is contained within the refrigerant circuit of the appliance, a natural gas with a high level of environmental compatibility, which is nevertheless flammable. During transportation and

installation of the appliance, ensure that none of the components of the refrigerant circuit becomes damaged. The refrigerant (R-600a) is flammable.
**WARNING!** Refrigerators contain refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally as they may cause eye injuries or ignition. Ensure that tubing of the refrigerant circuit is not damage prior to proper disposal.

 **WARNING! Risk of fire**

If the refrigerant circuit should be damaged:

- Avoid opening flames and sources of ignition.
- Thoroughly ventilate the room in which the appliance is situated.

 **WARNING!** During using, service and disposal the appliance, please pay attention to symbol similar as left side, which is located on rear of appliance (rear panel or compressor) and with yellow or orange color. It's risk of fire warning symbol. There are flammable materials in refrigerant pipes and compressor. Please be far away fire source during using, service and disposal.

# 4. DAILY USE

Do not put hot on the plastic parts in the appliance.
Do not place food products directly against the rear wall.
Frozen food must not be re-frozen once it has been thawed out.
Store pre-packed frozen food in accordance with the frozen food manufacturer's instructions.
Appliances manufactures storage recommendations should be strictly adhered to. Refer to relevant instructions.
Do not place carbonated of fizzy drinks in the freezer compartment as it creates pressure on the container, which may cause it to explode, resulting in damage to the appliance.
Ice lollies can cause frost burns if consumed straight from the appliance.

# 5. CLEANING AND MAINTENANCE

Before maintenance, switch off the appliance and disconnect the mains plug from the mains socket.
Do not clean the appliance with metal objects.
Do not use sharp objects to remove frost from the appliance. Use a plastic scraper (if there is a freezer compartment).
Regularly examine the drain in the refrigerator for defrosted water. If necessary, clean the drain. If the drain is blocked, water will collect in the bottom of the appliance (if there is a fresh food storage compartment).

# 6. INSTALLATION

**Important!**
For electrical connection carefully follow the instructions given in specific paragraphs.
Unpack the appliance and check if there are damages on it. Do not connect the appliance if it is damaged. Report possible damages immediately to the place you bought it. In that case retain packing.
It is advisable to wait at least four hours before connecting the appliance to allow the oil to flow back in the compressor.
Adequate air circulation should be around the appliance, lacking this leads to overheating. To achieve sufficient ventilation, follow the instructions relevant to installation.
Wherever possible the spacers of the product should be against a wall to avoid touching or catching warm parts (compressor, condenser) to prevent possible burn.
The appliance must not be located close to radiators or cookers.
Make sure that the mains plug is accessible after the installation of the appliance.

# 7. SERVICE AND ENERGY SAVING

Any electrical work required to do the servicing of the appliance should be carried out by a qualified electrician or competent person.
This product must be serviced by an authorized Service Center, and only genuine spare parts must be used.
Do not put hot food in the appliance.
Do not pack food close together as this prevents air circulating.
Make sure food do not touch the back of the compartment(s).
If electricity goes off, do not open the door(s).
Do not open the door(s) frequently.
Do not keep the door(s) open for too long time.
Do not set the thermostat on exceeding cold temperatures.
All accessories, such as drawers, shelves, door balconies should be kept in original place for lower energy consumption.

# 8. ENVIRONMENT PROTECTION

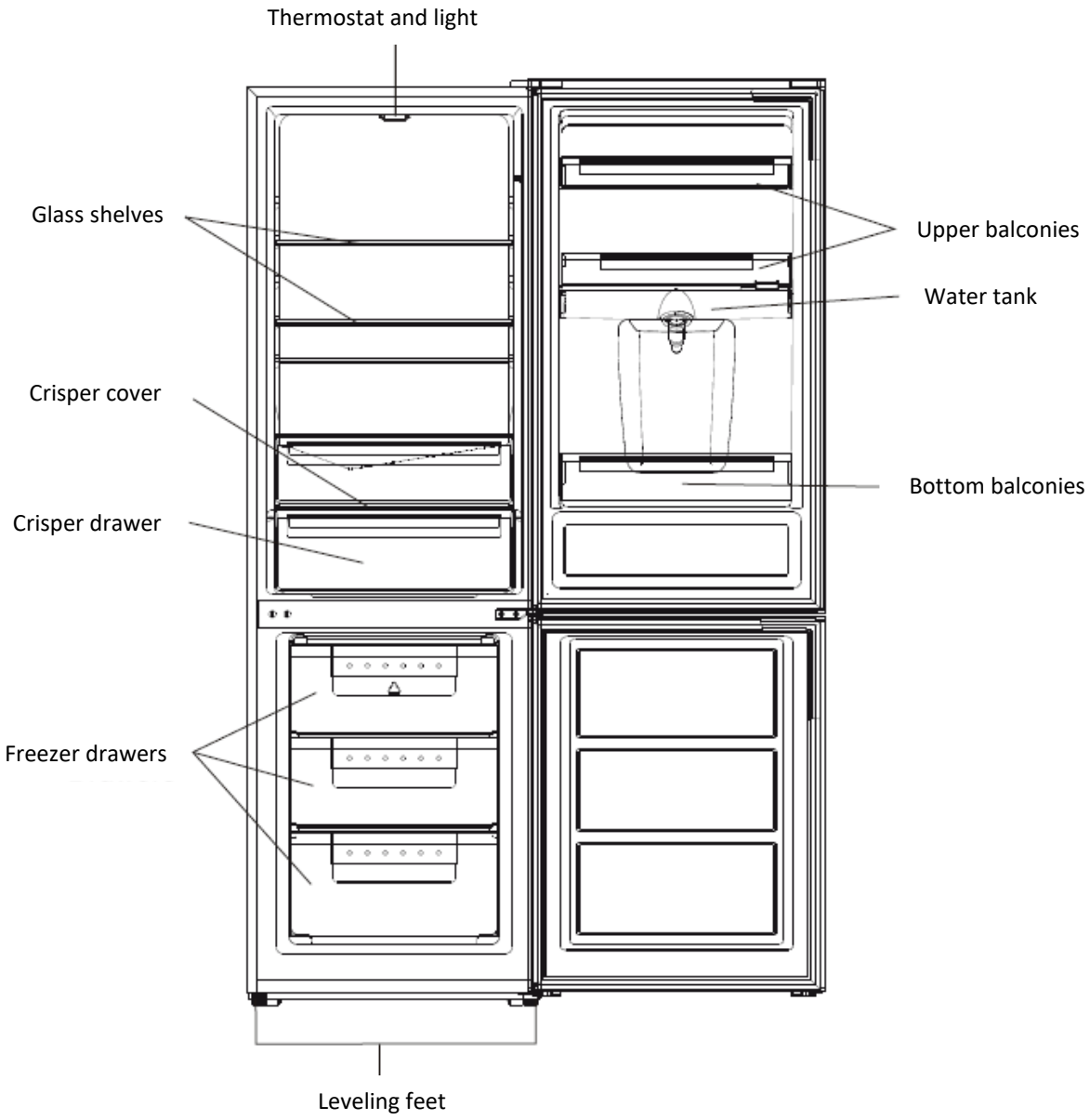
## Packaging materials

This appliance does not contain gasses which could damage the ozone layer, in either its refrigerant circuit or insulation materials. The appliance shall not be discarded together with the urban refuse and rubbish. The insulation foam contains flammable gases: the appliance shall be disposed according to the appliance regulations to obtain from your local authorities. Avoid damaging the cooling unit, especially the heat exchanger. The materials used on this appliance marked by the symbol ♺ are recyclable.
The materials with the symbol are recyclable.
Dispose the packaging in a suitable collection container to recycle it.

## Disposal of the appliance

1. Disconnect the mains plug from the mains socket.
2. Cut off the mains cable and discard it.

# 9. PRODUCT DESCRIPTION



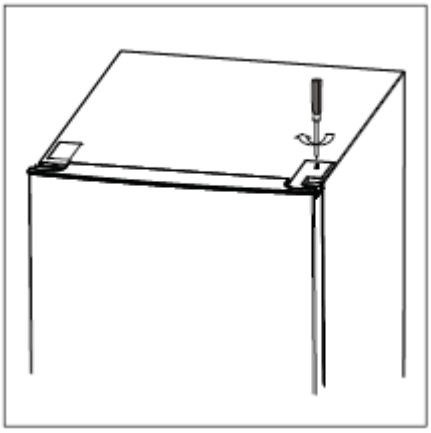

This refrigerating appliance is not intend to be used as a built-in appliance.
To get the best energy efficiency of this product, please place all shelves, drawers on their original position as the illustration.
This illustration is only for hinting, the detail please check your appliance.

# 10. REVERSE DOOR AND INSTALLATION

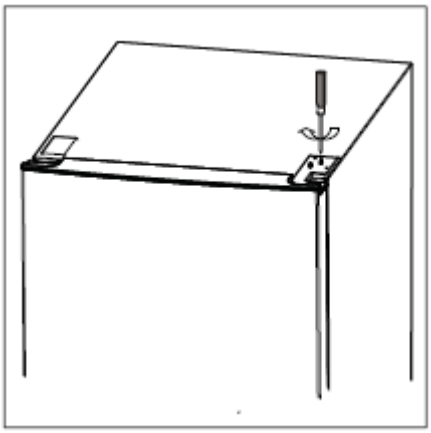
Tool required: Philips screwdriver, Flat bladed screwdriver, Hexagonal spanner.

- Ensure the unit is unplugged and empty.
- To take the door off, it is necessary to tilt the unit backwards. You should rest the unit on something solid so that it will not slip during the door reversing process.
- All parts removed must be saved to do the reinstallation of the door.
- Do not lay the unit flat as this may damage the coolant system.
- It's better that 2 people handle the unit during assembly.

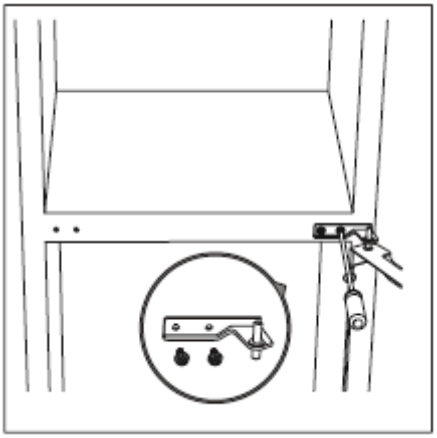
1. Unscrew and remove the hinge cover.



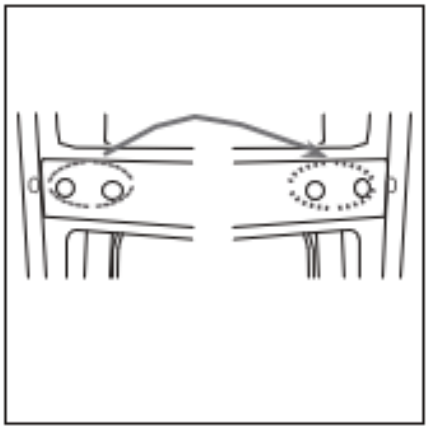
2. Unscrew and remove the hinge.



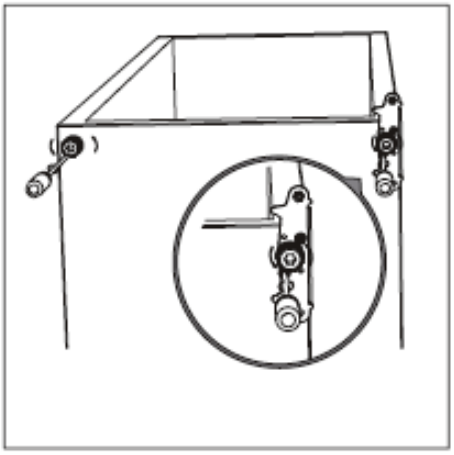
3. Unscrew middle hinge. Then lift lower door and place it on a soft pad to avoid scratch.



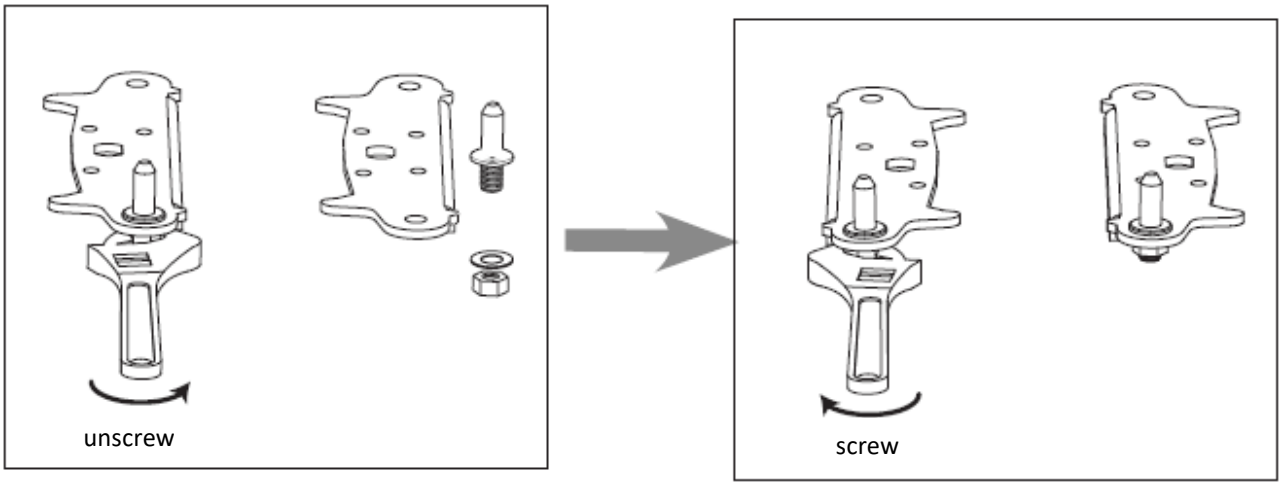
4. Move the hinge hole covers from left side to right side.



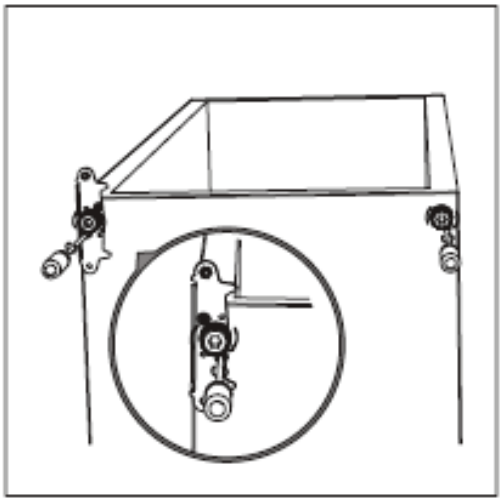
5. Unscrew bottom hinge. Then remove the adjustable feet from both side.



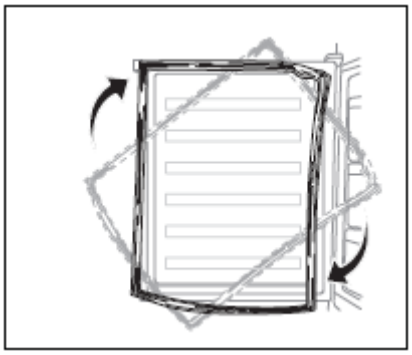
6. Unscrew and remove the bottom hinge pin, turn the bracket over and replace it.



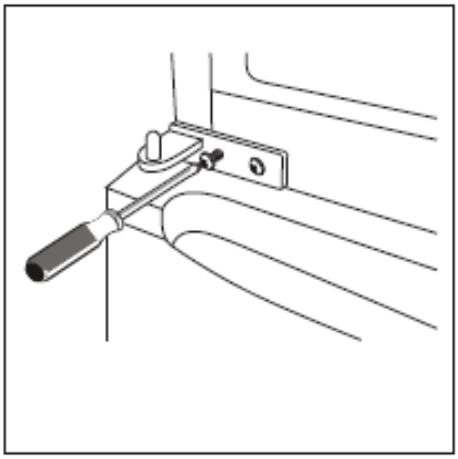
7. Refit the bracket fitting the bottom hinge pin. Replace both adjustable feet. Transfer the lower door to the property position.



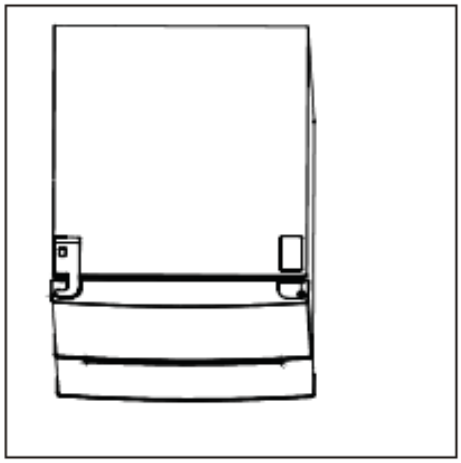
8. Detach the fridge and the freezer door gaskets and then attach them after rotating.



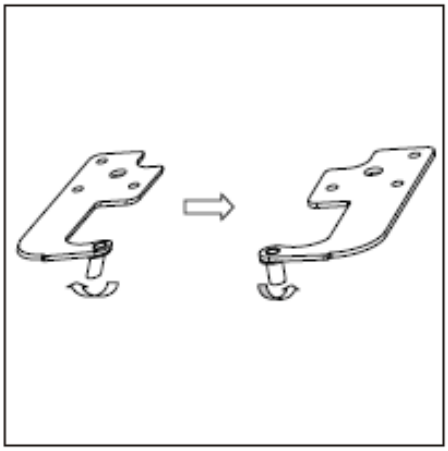
9. Make the middle hinge reverse the direction180°C, then transfer it to the left property position. Make the middle hinge pin in the upper hole of the lower door, then tight the bolts.



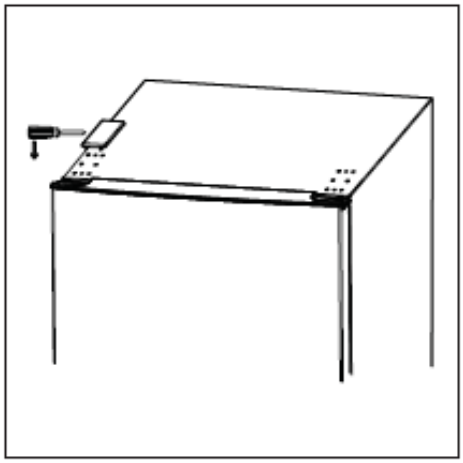
10. Place the upper door back on. Ensure the door is aligned horizontally and vertically so that the seal are closed on all sides before finally tightening the top hinge. Then inert the hinge and screw it to the front of the unit.



11. Unscrew the hinge pin and reverse the hinge, then reinstall the hinge pin.



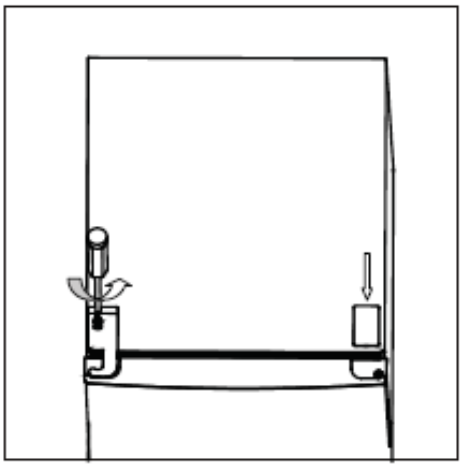
12. Prise the hinge hole cover.



13. Fix the hinge on the left.

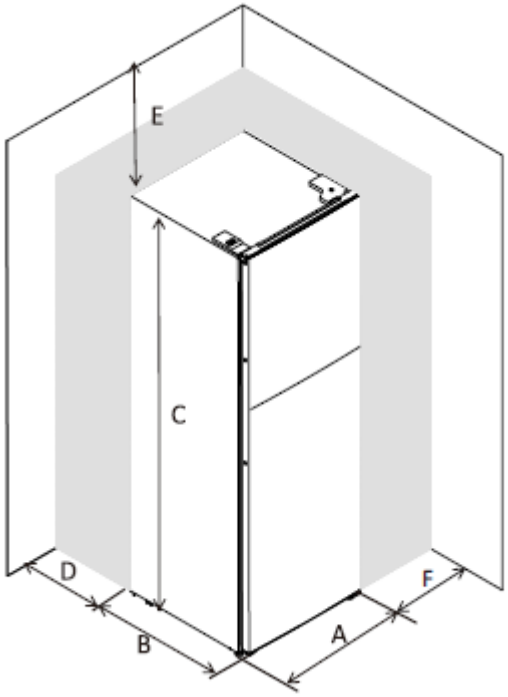


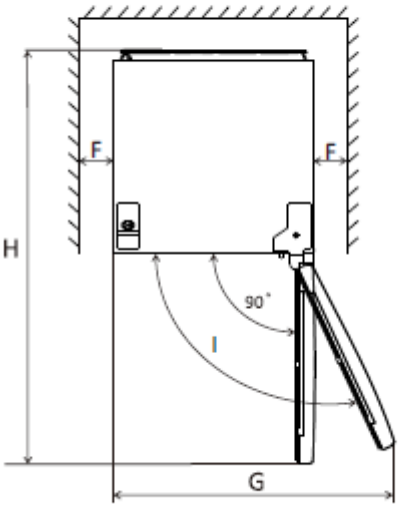
14. Fix the hinge cover on the left and the hinge hole cover on the right.



## Space requirement

Keep enough space of door open.
Keep at least 50 mm gap at two sides and back.

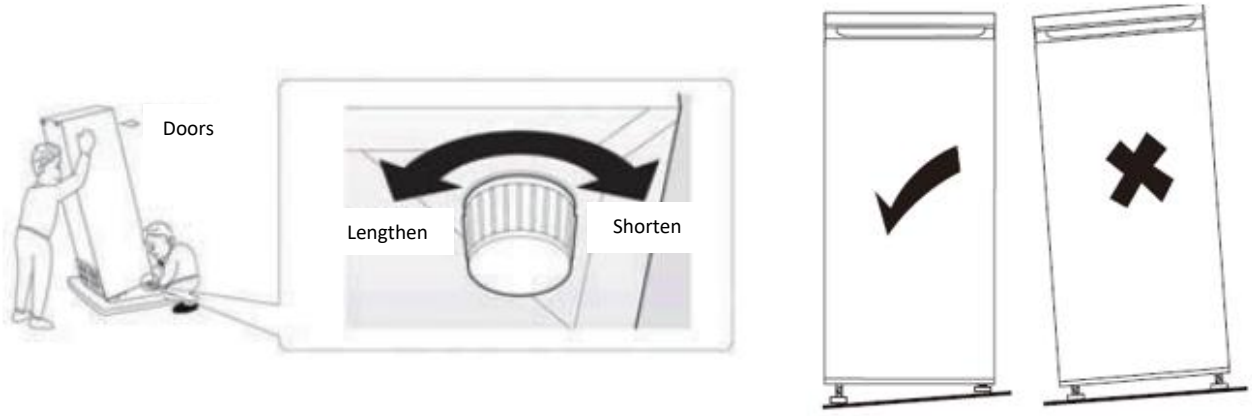



| | |
|---|---|
| A | 600 |
| B | 605 |
| C | 1858 |
| D | min=50 |
| E | min=50 |
| F | min=50 |
| G | 1200 |
| H | 1205 |
| I | 135° |

## Levelling the unit

To do this adjust the two levelling feet at front of the unit. If the unit is not level, the doors and magnetic seal alignments will not be covered properly.




## Positioning

Install this appliance at a location where the ambient temperature corresponds to the climate class indicated on the rating plate of the appliance:
For refrigerating appliances with climate class:

- extended temperate: this refrigerating appliance is intended to be used at ambient temperatures ranging from 10 °C to 32 °C (SN);
- temperate: this refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 32 °C (N);
- subtropical: this refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 38 °C (ST);
- tropical: this refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 43 °C (T);

## Location

The appliance should be installed well away from sources of heat such as radiators, boilers, direct sunlight etc. Ensure that air can circulate freely around the back of the cabinet. To ensure best performance, if the appliance is positioned below an overhanging wall unit, the minimum distance between the top of the cabinet and the wall unit must be at least 50 mm. Ideally, however, the appliance should not be positioned below overhanging wall units. Accurate leveling is ensured by one or more adjustable feet at the base of the cabinet.
**Warning!** It must be possible to disconnect the appliance from the mains power supply; the plug must therefore be easily accessible after installation.

## Electrical connection

Before plugging in, ensure that the voltage and frequency shown on the rating plate correspond to your domestic power supply. The appliance must be earthed. The power supply cable plug is provided with a contact for this purpose. If the domestic power supply socket is not earthed, connect the appliance to a separate earth in compliance with current regulations, consulting a qualified electrician.
The manufacturer declines all responsibility if the above safety precautions are not observed. This appliance complies with the E.E.C. Directives.

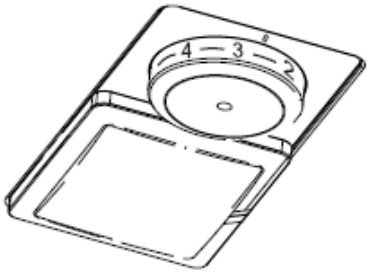
# 11. DAILY USE

## First use - Cleaning the interior

Before using the appliance for the first time, wash the interior and all internal accessories with lukewarm water and some neutral soap so as to remove the typical smell of a brand new product, then dry thoroughly. **Important!** Do not use detergents or abrasive powders, as these will damage the finish.

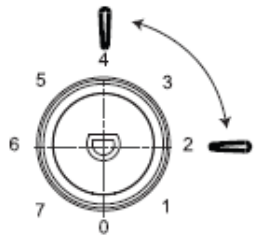
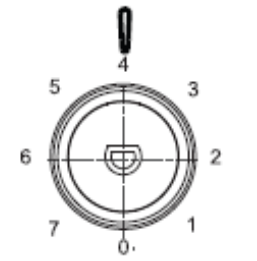
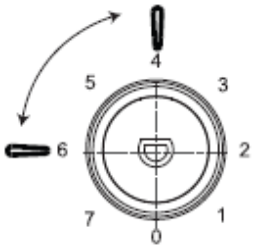
## Temperature setting

- Plug on your appliance. The internal temperature is controlled by a thermostat. There are 8 settings. 1 is warmest setting and 7 is coldest when set is 0, the appliance is switched off. When set is max, compressor will not stop.
- The appliance may not operate at the correct temperature if it is in a particularly hot or if you open the door often.




Position different food in different compartments according to be below table:

| Refrigerator compartments | Type of food |
|---|---|
| Door or balconies of fridge compartment | Foods with natural preservatives, such as jams, juices, drinks, condiments.<br>Do not store perishable foods. |
| Crisper drawer (salad drawer) | Fruits, herbs and vegetables should be placed separately in the crisper bin.<br>Do not store bananas, onions, potatoes, garlic in the refrigerator |
| Fridge shelf – middle | Dairy products, eggs |
| Fridge shelf – top | Foods that do not need cooking, such as ready-to-eat foods, deli meats, leftovers. |
| Freezer drawer(s)/shelf | Foods for long-term storage.<br>Bottom drawer/shelf for raw meat, poultry, fish.<br>Middle drawer/shelf for frozen vegetables, chips.<br>Top drawer/shelf for ice cream, frozen fruit, frozen baked goods |

| Temperature setting recommendation | | |
|---|---|---|
| Environment temperature | Freezer compartment | Fridge compartment |
| Warm<br>29°C - 38°C | / | <br><br>Set on 2-4 |
| Normal<br>21°C - 28°C | / | <br><br>Set on 4 |
| Cold<br>16°C - 20°C | / | <br><br>Set on 4-6 |

## Impact on food storage

- Under recommended setting, the best storage time of fridge is no more than 3 days.
- Under recommended setting, the best storage time of freezer is no more than 1 month.
- The best storage time may reduce under other settings.

**Note:** High temperature setting will accelerate food waste.

## Door open alarm

If miss to close fridge door for 60s, the LED light will flash 3 times and then light for 5s, repeating this cycle until the door is closed.

## Freezing fresh food

The freezer compartment is suitable for freezing fresh food and storing frozen and deep-frozen food for a long time.
Place the fresh food to be frozen in the freezer compartment.
The maximum amount of food that can be frozen in 24 hours is specified on the rating plate.
The freezing process lasts 24 hours: during this period do not add other food to be frozen.

## Storing frozen food

When first starting-up or after a period out of use, before putting the product in the compartment let the appliance run at least 2 hours on the higher settings.
Important! In the event of accidental defrosting, for example the power has been off for longer than the value shown in the technical characteristics chart under “rising time”, the defrosted food must be consumed quickly or cooked immediately and then re-frozen (after cooked).

## Thawing

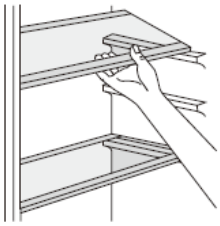
Deep-frozen or frozen food, prior to be used, can be thawed in the fridge compartment or at room temperature, depending on the time available for this operation.
Small pieces may even be cooked still frozen, directly from the freezer. In this case, cooking will take longer.

## Ice-cube

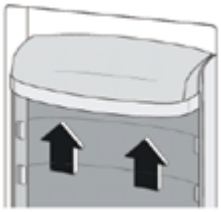
This appliance may be equipped with one or more ice-cube to produce ice.

## Accessories

**Movable shelves**
The walls of the refrigerator are equipped with a series of runners so that the shelves can be positioned as desired.

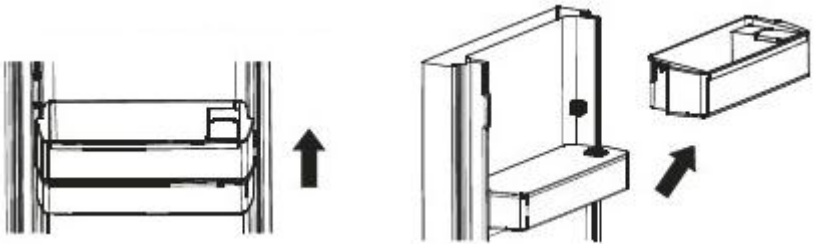


**Positioning the door balconies**
To permit storage of food packages of various sizes, the door balconies can be placed at different heights. To make these adjustments proceed as follows: gradually pull the balcony in the direction of the arrows until it comes free, then reposition as required.

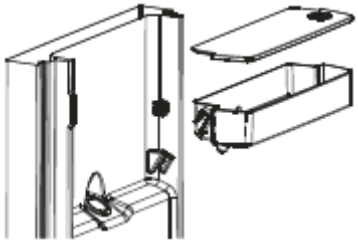


## Using the water dispenser

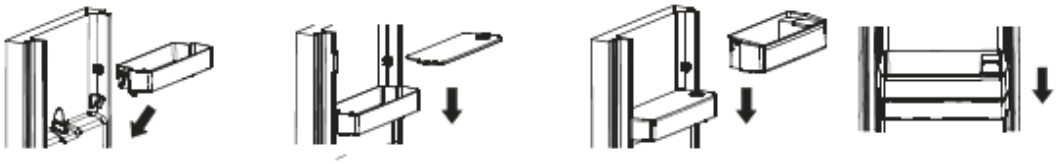
Before using the water dispenser for the first time, remove and clean the water tank located inside the refrigeration compartment.
1. Lift and remove the tank balcony.



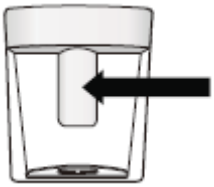
2. Remove the water tank. Detach the top cover and wash and clean both the tank and the cover.



3. After cleaning, reposition water tank, cover and tank balcony as below



4. Clean the dispenser lever outside the refrigerator door.

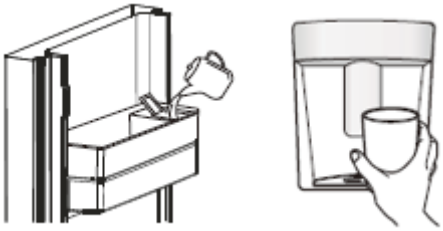


**Filling the water tank**

1. Open the small lid in the top of the tank balcony.
2. Fill the water tank with drinkable water up to the 2L line.
3. Close the lid. Ensure it is firmly shut.

**Dispensing water**

Push the dispenser lever gently with a glass or container. To stop the flow, pull the glass away from the lever.



**Caution!**

Do not fill water tank with any liquid other than drinking water, beverages such as fruit juice, carbonated fizzy soda drinks, alcoholic drinks are not suitable for use with water dispenser. If such liquids are filled, the water dispenser may be malfunction and may be damaged beyond repair. Some chemical ingredients and additives in such drinks/beverages may also attack and damage water tank.
Only use clean pure drinking water.
Capacity of the tank is 2 L, do not over fill.

# 12. STORING THE FOOD

## Hints for freezing

To help you make the most of the freezing process, here are some important hints:

- the maximum quantity of food which can be frozen in 24 hrs. is shown on the rating plate;
- the freezing process takes 24 hours. No further food to be frozen should be added during this period;
- only freeze top quality, fresh and thoroughly cleaned, foodstuffs;
- prepare food in small portions to enable it to be rapidly and completely frozen and to make it possible subsequently to thaw only the quantity required;
- wrap up the food in aluminium foil or polythene and make sure that the packages are airtight;
- do not allow fresh, unfrozen food to touch food which is already frozen, thus avoiding a rise in temperature of the latter;
- lean foods store better and longer than fatty ones; salt reduces the storage life of food;
- water ices, if consumed immediately after removal from the freezer compartment, can possibly cause the skin to be freeze burnt;
- it is advisable to show the freezing in date on each individual pack to enable you removal from the freezer compartment, can possibly cause the skin to be freeze burnt;
- it is advisable to show the freezing in date on each individual pack to enable you to keep tab of the storage time.

## Hints for storage of frozen food

To obtain the best performance from this appliance, you should:
make sure that the commercially frozen foodstuffs were adequately stored by the retailer;
be sure that frozen foodstuffs are transferred from the food store to the freezer in the shortest possible time;
not open the door frequently or leave it open longer than absolutely necessary.
Once defrosted, food deteriorates rapidly and cannot be refrozen.
Do not exceed the storage period indicated by the food manufacture.

## Hints for fresh food refrigeration

To obtain the best performance:

- Do not store warm food or evaporating liquids in the refrigerator
- Do cover or wrap the food, particularly if it has a strong flavour
- Make (all types): wrap in polythene bags and place on the glass shelves above the vegetable drawer.
- For safety, store in this way only one or two days at the most.
- Cooked foods, cold dishes, etc...: these should be covered and may be placed on any shelf.
- Fruit and vegetables: these should be thoroughly cleaned and placed in the special drawer(s) provided.
- Butter and cheese: these should be placed in special airtight containers or wrapped in aluminum foil or polythene bags to exclude as much air as possible.
- Milk bottle: these should have a cap and should be stored in the balconies on the door.
- Bananas, potatoes, onions and garlic, if not packed, must not be kept in the fridge.

To avoid contamination of food, please respect the following instructions:

- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with food and accessible drainage systems.
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making ice cream and making ice cubes.

- One-, two- and three-star compartments are not suitable for the freezing of fresh food.

Note: Please store different foods according to the compartments or target storage temperature of your purchased products.

- If the appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

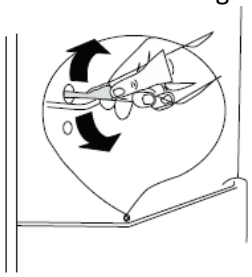
Water dispenser cleaning (special for water dispenser products): Clean water tanks if they have not been used for 48 h; flush the water system connected to a water supply if water has not been drawn for 5 days.

| Order | Compartments TYPE | Target storage temp. [℃] | Appropriate food |
|---|---|---|---|
| 1 | Fridge | +2≤+6 | Eggs, cooked food, packaged food, fruits and vegetables, dairy products, cakes, drinks and other foods are not suitable for freezing. |
| 2 | (***)*-Freezer | ≤-18 | Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 3 months, the longer the storage time, the worse the taste and nutrition), suitable for frozen fresh food. |
| 3 | ***-Freezer | ≤-18 | Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 3 months, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food. |
| 4 | **-Freezer | ≤-12 | Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 2 months, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food. |
| 5 | *-Freezer | ≤-6 | Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 1 months, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food. |
| 6 | 0-star | -6≤0 | Fresh pork, beef, fish, chicken, some packaged processed foods, etc. (Recommended to eat within the same day, preferably no more than 3 days). Partially encapsulated processed foods (non-freezable foods) |
| 7 | Chill | -2≤+3 | Fresh/frozen pork, beef, chicken, freshwater aquatic products, etc.(7 days below 0 ℃ and above 0 ℃ is recommended for consumption within that day, preferably no more than 2 days). Seafood (less than 0 for 15 days, it is not recommended to store above 0 ℃). |
| 8 | Fresh Food | 0≤+4 | Fresh pork, beef, fish, chicken, cooked food, etc. (Recommended to eat within the same day, preferably no more than 3 days). |
| 9 | Wine | +5≤+20 | Red wine, white wine, sparkling wine, etc. |

# 13. CLEANING AND DEFROSTING THE FREEZER

## Cleaning

For hygienic reasons the appliance interior, including interior accessories, should be cleaned regularly.
**Caution!** The appliance may not be connected to the mains during cleaning. Danger of electrical shock!
Before cleaning switch off the appliance and remove the plug from the mains, or switch off or turn out the circuit breaker or fuse. Never clean the appliance with a steam cleaner. Moisture could accumulate in electrical components, danger of electrical shock! Hot vapors can lead to the damage of plastic parts. The appliance must be dry before it is placed back into service.
**Important!** Ethereal oils and organic solvents can attack plastic parts, e.g. lemon juice or the juice form orange peel, butyric acid, cleanser that contain acetic acid.
Clean drain hole.
To avoid defrost water overflowing into the fridge, periodically clean the drain hole at back of fridge compartment. Use a cleaner to clean the hole as showed in right picture.



Do not allow such substances to come into contact the appliance parts.
Do not use any abrasive cleaners
Remove the food from the freezer. Store them in a cool place, well covered.
Switch the appliance off and remove the plug from the mains or switch off or turn out the circuit breaker of fuse.
Clean the appliance and the interior accessories with a cloth and lukewarm water. After cleaning wipe with fresh water and rub dry.
After everything is dry place appliance back into service.

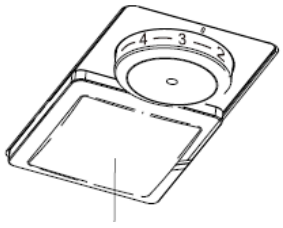
## Defrosting of the freezer

The freezer compartment, however, will become progressively covered with frost. This should be removed.
Never use sharp metal tools to scrape off frost from the evaporator as you could damage it.
However, when the ice becomes very thick on the inner liner, complete defrosting should be carried out as follows:

- pull out the plug from the socket.
- remove all stored food, wrap it in several layers of newspaper and put it in a cool place.
- keep the door open, and placing a basin underneath of the appliance to collect the defrost water.
- when defrosting is completed, dry the interior thoroughly
- replace the plug in the power socket to run the appliance again.

## Replace the lamp

The internal light is a LED type. To replace the lamp, please contact qualified technician.




# 14. TROUBLESHOOTING

**Caution!** Before troubleshooting, disconnect the power supply. Only a qualified electrician of competent person must do the troubleshooting that is not in this manual.
**Important!** There are some sounds during normal use (compressor, refrigerant circulation).

| Problem | Possible Cause | Solution |
|---|---|---|
| Appliance does not work | Temperature regulation knob is set at number "0" | Set the knob at other number to switch on the appliance. |
| | Mains plug is not plugged in or is loose | Insert mains plug |
| | Fuse has blown or is defective | Check fuse, replace if necessary |
| | Socket is defective | Mains malfunctions are to be corrected by an electrician. |
| The food is too warm | Temperature is not properly adjusted. | Please look in the initial Temperature Setting section |
| | Door was open for an extended period | Open the door only as long as necessary |
| | A large quantity of warm food was placed in the appliance within the last 24 hours | Turn the temperature regulation to a colder setting temporarily. |
| | The appliance is near a heat source | Please look in the installation location section |
| Appliance cools too much | Temperature is set too cold | Turn the temperature regulation knob to a warmer setting temporarily |
| Unusual noises | Appliance is not level | Re-adjust the feet |
| | The appliance is touching the wall or other objects. | Move the appliance slightly |

| | | |
|---|---|---|
| | A component, e.g. a pipe, on the rear of the appliance is touching another part of the appliance or the wall | If necessary, carefully bend the component out of the way. |
| Water on the floor | Water drain hole is blocked | See the Cleaning section |
| Side panel is hot | Condenser is inside the panel | It's normal |

**CUSTOMER CARE AND SERVICE**

Always use original spare parts.

When contacting our Authorised Service Centre, ensure that you have the following data available: Model and Serial Number.

The information can be found on the rating plate. Subject to change without notice.

**TECHNICAL DATA**

The technical information is situated in the rating plate on the internal side of the appliance and on the energy label.

The QR code on the energy label supplied with the appliance provides a web link to the information related to the performance of the appliance in the EU EPREL database.

Keep the energy label for reference together with the user manual and all other documents provided with this appliance.

It is also possible to find the same information in EPREL using the link https:// eprel.ec.europa.eu and the model name and product number that you find on the rating plate of the appliance.

To access information about your product in the EPREL portal, you can scan the codes below:

HC-HM313WDE++

HC-HM313XWDE++

Thank you for purchasing this product. If you need support with your product, visit our website using the links below.

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**Environment friendly disposal**

You can help protect the environment!

Please remember to respect the local regulations: hand in the non-working electrical equipment's to an appropriate waste disposal center.

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