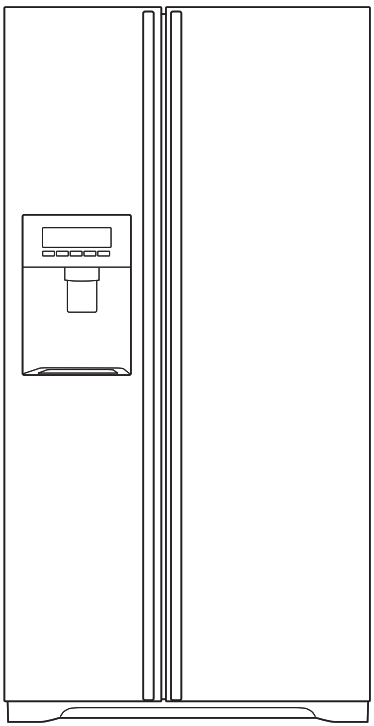
JLAFF2010
SXS Refrigerator

Instruction Manual



John Lewis

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Guide to use the instruction manual

The following symbols will be found in the text to guide you throughout the instructions:

 Safety instructions

 Hints and tips

 Environmental information

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⚠ Important safety information

It is most important that this instruction book should be retained with the appliance for future reference. Should the appliance be sold or transferred to another owner, or should you move house and leave the appliance, always ensure that the book is supplied with the appliance in order that the new owner can get to know the functionality and the relevant warnings.

These warnings have been provided in the interest of safety. You MUST read them carefully before installation or use. If you are unsure of the meanings of these warnings contact the John Lewis branch from which you purchased the appliance.

Installation

- Before it is used, this refrigerator must be properly installed and located in accordance with the installation instructions in this document.
- Never unplug your refrigerator by pulling on the power cord. Always grip plug firmly and pull it straight out from the outlet.
- When moving your appliance away from the wall, be careful not to roll over the power cord or to damage it in any way.
- After your refrigerator is in operation, do not touch the cold surfaces in the freezer compartment, particularly when your hands are damp or wet. Skin could adhere to these extremely cold surfaces.
- Unplug the power cord from the power outlet for cleaning or other maintenance. Never touch the appliance with wet hands as you may receive an electric shock or injure yourself.
- Never damage, press, severely bend, pull or twist the power cord as damage to the cord may cause fire or electric shock. Never touch the cord if you are uncertain if the appliance is correctly earthed.
- Never place glass items in the freezer as they may break due to expansion of their contents on freezing.
- Never put your hands into the storage bin of the automatic ice maker as you could be injured during its operation.
- It is advised that this appliance should be connected through an independent power socket to prevent it and other appliances from overloading the circuit and causing a power outage.
- The appliance should be positioned so that the supply plug is easily accessible for quick disconnection should an accident occur.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard; contact our extended warranty administrators on 0844 871 7771 who will give you details for your local service engineer.

Child safety

- Before you dispose of your old refrigerator please remove doors but leave the shelves in place so that children cannot climb inside.
- Young children should be supervised to ensure that they do not play with the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

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• Never allow anyone to climb, sit, stand or hang on the refreshment centre door. These actions may damage the refrigerator and even tip it over, causing severe personal injury.

Use

• This Refrigerator is intended for domestic indoor use only.
• Do not store or use gasoline or other flammable vapour and liquids in the vicinity of this or any other appliance.
• In the event of an electric short circuit, grounding (earthing) reduces the risk of electric shock by providing an escape wire for the electric current.
• In order to prevent possible electric shock this appliance must be earthed. Improper connection of the earthing plug can cause electric shock. Consult a qualified electrician or service engineer if the earthing instructions are not completely understood, or if you have doubts as to whether the appliance is properly earthed.

Warning!

• Keep ventilation openings in the room where the appliance is installed clear of obstruction.
• Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
• Do not damage the refrigerant circuit.
• Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
• Disposal procedures. If disposing of this appliance, please consult with a service agent or a similarly qualified person for more details.

Safety precautions for isobutane

• This appliance may contain (Check the rating/comliance label for the refrigerant type and amount. Applicable to some models only) a small amount of isobutane refrigerant (R600a), natural gas with high environmental compatibility, but it is also combustible.
When transporting and installing the appliance, care should be taken to ensure that no parts of the refrigerating circuit are damaged. Refrigerant squirting out of the pipes could ignite or cause an eye injury. If a leak is detected, avoid any naked flames or potential sources of ignition and air the room in which the appliance is standing for several minutes.
• In order to avoid the creation of a flammable gas air mixture if a leak in the refrigerating circuit occurs, the size of the room in which the appliance may be sited depends on the amount of refrigerant used. The room must be 1m^2 in size for every 8g of R600a refrigerant inside the appliance. The amount of refrigerant in your particular appliance is shown on the identication plate inside the appliance. Never start up an appliance showing any signs of damage. If in doubt, consult your dealer.

Service

• This product should be serviced by an authorised service engineer, and only genuine spare parts should be used.
• Under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunction.

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Ecological hint

To save water and energy and help protect the environment, we recommend that you follow these hints:

- Do not install the appliance close to sources of heat such as a boiler or radiator.
- Locate the appliance in a well ventilated room and make sure that any air openings of the appliance are not obstructed.
- Pack all foods into airtight packages before placing them into the freezer compartment.
- Food which is to be frozen (when cool) should be placed in the fridge compartment before being transferred to the freezer.
- Try to avoid keeping the door open for long periods or opening the door too frequently as warm air will enter the cabinet and cause the compressor to switch on unnecessarily often.
- Ensure there are no obstructions preventing the door from closing properly

Environmental information

- After installation, please dispose of the packaging with due regard to safety and the environment.
- Materials marked with the symbol ♺ are recyclable.
- When the appliance is to be scrapped, cut off the power supply cable and remove the door, to prevent young children from being trapped inside.
- The symbol  on the product or on its packaging indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local council, your household waste disposal service or the John Lewis branch where you purchased the product.

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Installation

This instruction manual provides general operating instructions for your model. Use the refrigerator only as instructed in this instruction manual. **Before starting the refrigerator, follow these important first steps.**

Where to install

- Place your appliance where it is easy to use.
- Avoid placing the unit near heat sources, direct sunlight or moisture. Do not operate the appliance outdoors where it can be exposed directly, or indirectly to sun, wind and rain.
- To ensure proper air circulation around the fridge -freezer, please maintain sufficient space on both the sides as well as top and **maintain at least 2 inches (5cm) from the rear wall.**
- To avoid vibrations, the appliance must be levelled.
- Do not install the appliance in temperatures of less than 5°C as the performance may be affected.

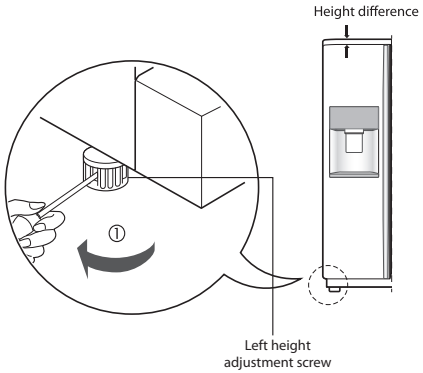
Climatic class

- Place your appliance where it is easy to use.
- Avoid placing the unit near heat sources, direct sunlight or moisture. Do not operate the appliance outdoors where it can be exposed directly, or indirectly to sun, wind

Climate class	Ambient temperature
SN	+10°C to +32°C
N	+16°C to +32°C
ST	+16°C to +36°C
T	+16°C to +43°C

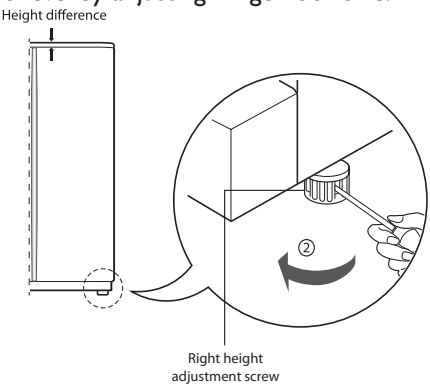
Levelling and door adjustment

- To level by adjusting freezer door side:



Level the door by inserting flat (– type) driver into the groove of the left height adjusting screw and rotate it clockwise (①).

- To level by adjusting fridge door side:



Level the door by inserting flat (– type) driver into the groove of the right height adjusting screw and rotate it clockwise (②).

After levelling

The refrigerator doors will close smoothly by adjusting the front side using the height adjustment screw. If the doors do not close correctly, performance may be affected.

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Electrical connection

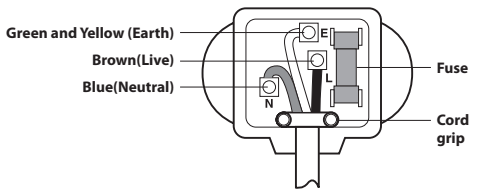
Any electrical work required to install this appliance should be carried out by a qualified electrician or competent person.

Warning! THIS APPLIANCE MUST BE EARTHED.

Should the appliance power supply cable need to be replaced, this must be carried out by an approved service engineer. The manufacturer declines any liability should this safety measure not be observed.

Before switching on, make sure the electricity supply voltage is the same as that indicated on the appliance's rating plate.
The appliance is supplied with a 13amp plug.
In the event of having to change the fuse in the plug supplied, a 13amp ASTA approved BS 1363/A fuse must be used.
Should the plug need to be replaced for any reason, proceed as described below.
The wires in the mains lead are coloured in accordance with the following code:

GREEN AND YELLOW	EARTH
BLUE	NEUTRAL
BROWN	LIVE



As the colours of the wires in the mains lead of this apparatus may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:
The wire which is coloured Green and Yellow must be connected to the terminal in the plug which is marked with the letter E or by the earth symbol(⏚) or coloured Green or Green and Yellow.
The wire which is coloured Blue must be connected to the terminal which is marked with the letter N or coloured Black.
The wire which is coloured Brown must be connected to the terminal which is marked with the letter L or coloured Red.
If a 13 amp(BS 1363) plug is used, fit a 13 amp BS 1362 fuse.

Warning! A cut off plug inserted into a 13 amp socket is a serious safety (shock) hazard.

Ensure that the cut off plug is disposed of safely.

Warning! The plug must still be accessible after the appliance has been installed.

Warning! The appliance should not be connected to the electrical supply by means of an extension cable.

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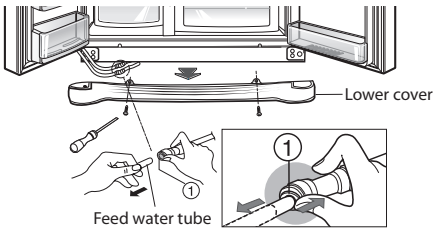
Removing the doors

Warning! Electric Shock Hazard
Disconnect electrical supply to refrigerator before installing. Failure to do so could result in death or serious injury.

If your front door is too narrow to get the refrigerator into the house,
remove the refrigerator doors and pass the appliance through laterally.

Remove lower cover

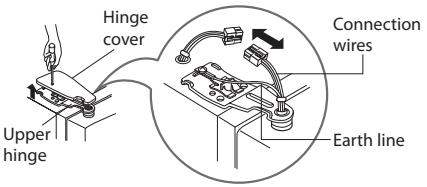
Remove the lower cover by loosening all the screws. Then push in the feed water tube while depressing the connector , as shown in the illustration:



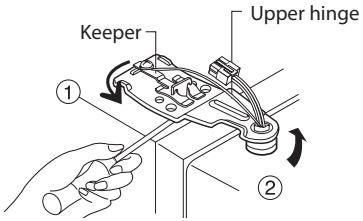
Note If a tube end is deformed or abraded, trim the end with sharp knife until perfectly round.

Remove the freezer compartment door

1. Remove the hinge cover by loosening the screws. Then separate all connection wires except for the earth.

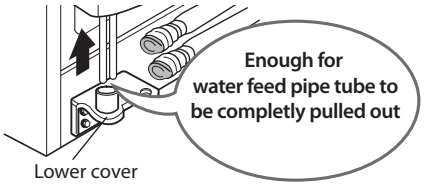


2. Remove the keeper by rotating it counter clockwise (①) and then lifting the upper hinge up (②).



Note When removing the upper hinge, be careful that the door does not fall forwards.

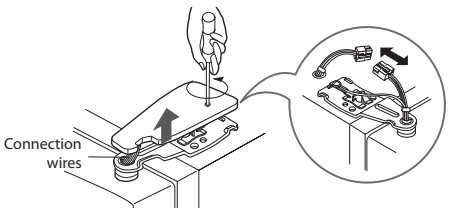
3) Remove the freezer compartment door by lifting it upward. The door should be lifted high enough for the feed water pipe tube to be completely pulled out.



Note If you have removed the refrigerator compartment door to pass the appliance through an access door, lay the door down, but be careful not to damage the feed water pipe tube.

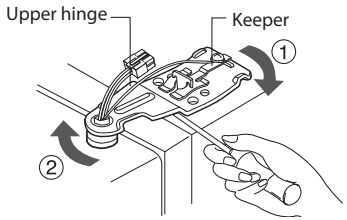
Remove the refrigerator compartment door

1. Loosen the hinge cover screws and remove the cover. Remove connection wires, if any, except for the earth line.

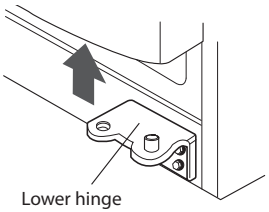


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2. Remove keeper by rotating it clockwise (①) and then remove the upper hinge by lifting it up (②).

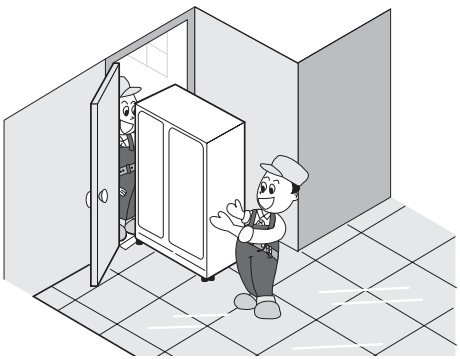


3. Remove the refrigerator compartment door by lifting it up.



Pass the refrigerator

Pass the refrigerator laterally through the access door as illustrated.



Door replacement

Once the fridge is through the access door, remount the fridge doors by following the door removal instructions in reverse.

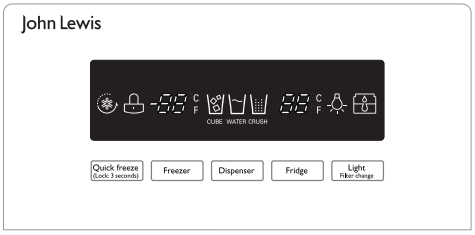
Feed water pipe installation

- Automatic ice maker operation needs water pressure of 147~834kPa (1.5~8.5kgf/cm^2) (The pressure is correct when an instant paper cup (180cc) is filled in 3 sec.).
- If water pressure does not reach the rating 147kPa(1.5kgf/cm^2) or below, it is necessary to purchase a separate pressure pump for normal automatic icing and cool water feed.
- Keep the total length of the feed water pipe tube within 8m and be careful that the tube does not bend. If the tube is 8m or longer it may cause water feed problems owing to the drain water pressure.
- Install the feed water pipe tube at a place free from heat.
- Connect to drinking water supply only.
- Refer to instructions with water filter kit for installation.

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Controls

Display icons



Change filter

There is a replacement indicator light for the water filter cartridge on the dispenser.



- The water filter should be replaced every six months.
- The filter light comes on as a reminder to let you know when to replace filter.
- After replacing the filter, press and hold the filter button:

  Light
  Filter change

  for more than 3 seconds to reset the indicator.

Lock

This button locks the other buttons



- Locking or Release is repeated whenever the lock button:

  Quick freeze
  (Lock: 3 seconds)

  is pressed for more than 3 seconds.
- If you use the lock button, none of the other buttons will work until you unlock them.

Quick freeze

Please select this function for fast freezing



- OFF⇨ON⇨OFF is repeated whenever pressing:

  Quick freeze
  (Lock: 3 seconds)
- The arrow graphic remains ON after flickering 4 times when selecting Quick freeze.
- Quick freeze will automatically turn off after a fixed time passes.

Dispenser light

This button turn the dispenser light ON and OFF.



The dispenser light function is turned ON or OFF by pressing:

Light
Filter change

Dispenser use

Choose from crushed ice, water, and cubed ice and depress the dispenser switch with a glass or other container.

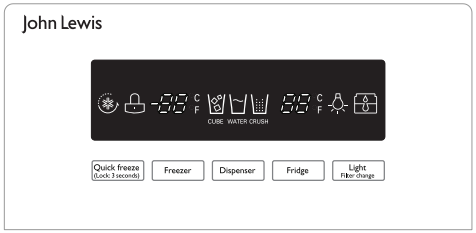
Dispenser ⇨ 

- Cubed Ice
  Select cubed ice by pressing the selection button, which will be highlighted
- Water
  Select water by pressing the selection button, which will be highlighted.
- Crushed Ice
  Select crushed ice by pressing the selection button, which will be highlighted.

Note! Please wait for 2-3 seconds before removing the cup from beneath the dispenser to ensure it has finished dispensing the ice or water.

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Setting temperatures



Freezer Compartment temperature adjustment

Press the Freezer button

Freezer

to adjust the temperature to the desired setting. Whenever you press the button, the temperatures change as below sequence.



Fridge Compartment temperature adjustment

Press the Fridge button

Fridge

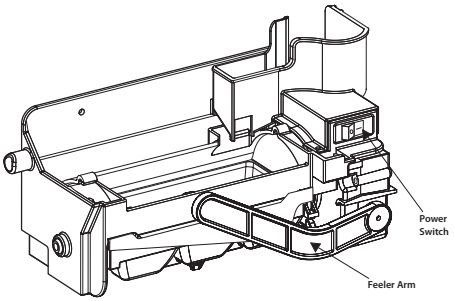
to adjust the temperature to the desired setting. Whenever you press the button, the temperatures change as below sequence.



- The actual inner temperature varies depending on the food status. The indicated temperature is a target temperature, not the actual temperature within the refrigerator
- Until your refrigerator has settled from transit, it will not perform at its optimum. It takes 2 or 3 days for the fridge to stabilise. During this period, please adjust the temperature as above.

Door mounted automatic icemaker

Freezer Compartment temperature adjustment



The icemaker automatically makes 6 cubes of ice at any one time, which equals approximately 50-60 cubes per day. These quantities, however, may vary according to climatic conditions. E.g. the duration and amount of times the refrigerator door is opened.

- Icemaking stops when the ice storage bin is full.
- If you don't want to use the automatic icemaker, turn the icemaker switch to OFF. If you want to use automatic icemaker again, change the switch to ON.

Note! The sound produced when the ice drops into the ice storage bin is normal, and is not caused by a defect.

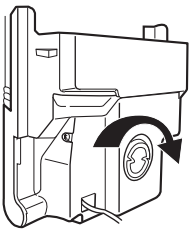
Warning!

- Do not put your hands into the Ice maker during operation. You may injure yourself.
- Do not store ice (cubes) for longer than two weeks., they can cause the dispenser to malfunction as the ice cubes clump together.

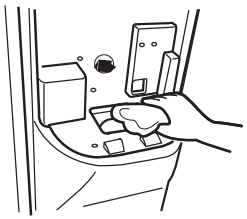
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Precautions when using the dispenser

- **To get cold water**
  The dispensed water will not be icy cold, but just cool or cold. If you want colder water, dispense ice before dispensing water.
- **If you have difficulty in replacing the ice storage bin**
  Rotate the rotary gear in 1/4 cycle as shown in the illustration and then push it back.

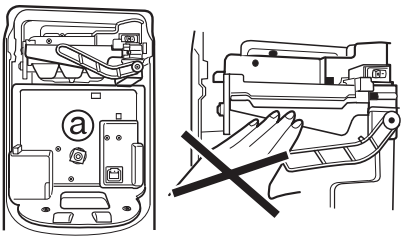


- **When the ice dispenser will not operate properly**
  It is normal that the ice maker will not operate correctly when there is only a small amount of ice left in the storage bin. Allow approximately one day for the ice maker to restock.
  If the ice forms into a solid lump and interrupts the operation of the automatic ice maker mechanism, remove the ice storage bin, separate the ice, discard the inseparable ice, and put the usable ice pieces back into the bin. The intermittent dispensing of ice is normal. However, since ice may get stuck and block the ice chute, regularly check the ice chute and clear any obstacles.



Warning!

- Never insert your hand or any other object into the ice chute as this may damage dispenser parts or cause injury to the hand.
- If ice is discoloured, stop using the dispenser and call the service centre.
- Do not touch the blade ⓐ as it may injure the hand.
- Never insert your hands into the ice maker during operation. It may cause injury.
- Do not allow your children to hang off the ice dispenser or the ice storage bin. This could cause injury.



- **Ice is lumped together**
  When ice is lumped together, take the ice lumps out of the ice storage bin, break them into small pieces, and place them back into the ice storage bin.
  When the ice maker produces small or lumped together ice, the amount of water supplied to the ice maker may need to be adjusted. Contact the service centre.
  If ice is not used frequently, it may lump together.
- **Power failure**
  Ice may melt and drop into the freezer compartment. Take the ice storage bin out and discard all the ice then dry it and place it back. After the machine is powered again, crushed ice will be automatically selected.
- **The unit is newly installed**
  It takes about 12 hours for a newly installed refrigerator.

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How ice/cold water is supplied

Water is cooled while stored in the water tank in the refrigerator compartment, and then sent to the dispenser. Ice is made in the automatic ice maker and is then sent to the dispenser as either crushed or cubed ice.

Note!
It is normal that at first the water is not very cold. If you want colder water, add ice to the glass.

Before the first use of dispenser

- Throw away the first ice (about 20 pieces) and the first water (about 7 glasses) passing through the appliance when the refrigerator is initially installed.
  The first ice and water may include particles or odour from the feed water pipe or the feed water box. The should also be done if the refrigerator has not been used for a long time.
- Keep children away from the dispenser. Children may push the dispenser switch incorrectly, or damage the dispenser by breaking associated parts. It may also cause them injury.
- Always ensure that food does not block the ice chute.
  If foods are placed at the entrance of the ice chute, ice may not be dispensed. The ice chute may become covered with ice powder if crushed ice is most commonly used. Remove the accumulated ice powder.
- Never store beverage cans or other foods in the ice storage bin for rapid cooling. This may damage the automatic ice maker.
- Never use fine crystal glasses or crockery to collect ice. Such glasses or containers may be broken.
- Put ice into a glass before filling with water or other beverages.
  Water may be splashed if ice is added after the drink.
- Never touch the ice outlet either with hands or any implement.
  Touching the ice outlet may cause a breakage or hand injury.
- Never remove the ice maker cover. It might be necessary from time to time to level the ice so the storage bin can fill to capacity.
  If ice is allowed to pile up near the ice maker, the ice maker may think that it is already full and it will stop producing ice.
- If discolored ice is dispensed, stop using the appliance and contact your service centre immediately. Ice may be jammed in ice chute causing the refrigerator to fail.
- Never use narrow or deep glassware when using the icemaker as ice can back up into the ice chute and cause a malfunction.

Keep the glass at a proper distance from ice outlet. A glass too close to the outlet may hinder ice from coming out.

The other functions

- **Door open warning**
  A warning bleep will sound 3 times every 30 seconds if the main or minibar door is left open or ajar for more than a minute. Please contact your local service centre if the warning continues to sound when the door is closed.
- **Diagnosis (failure detection) function**
  The diagnosis function automatically detects the problem when a failure is found whilst using of refrigerator.
  If a fault occurs, and none of the refrigerator buttons or functions are working, do not turn power off but immediately contact your local service centre. Once powered off it may not be possible for a service engineer to use the diagnosis function to detect what caused the original fault.

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• **Two stars section**



• Two stars means the temperature in the section is -12°C~ -18°C.
• Freezer foods for short-term storage.

Storing foods.

• Store fresh food in the refrigerator compartment. How food is frozen and thawed is an important factor in maintaining its freshness and flavour.
• Do not store food which goes bad easily at low temperatures, such as bananas, and melons.
• Allow hot food to cool prior to storing. Placing hot food in a refrigerator could spoil other food, and lead to higher energy consumption.
• When storing food, cover it with vinyl wrap or store in a container with a lid. This prevents moisture from evaporating, and helps food to keep its taste and nutrients.
• Do not block air vents with food. Smooth circulation of chilled air keeps refrigerator temperatures even.
• Do not set the temperature of fridge-freezer lower than needed. Do not put the food near the temperature sensor.
• Do not open the door frequently. Opening the door lets warm air enter the refrigerator and causes temperatures to rise.
• Never keep too much food in the door rack as it may push against the inner racks so that the door cannot fully close.

Freezer Compartment

• Do not store bottles in the freezer compartment - they may break when frozen.
• Do not refreeze food that has been thawed. This causes loss of taste and nutrients.
• When storing frozen food like ice cream for a long period, place it on the freezer shelf, not in the door rack.
• Do not touch cold foods or containers - especially metallic containers - with wet hands or place glass products in the freezer compartment.
• You may get chill blains, and glass containers may break when frozen, causing personal injury.

Refrigerator Compartment

• Avoid placing sauces on top refrigerator shelves, which could freeze on direct contact with chilled air.
• Always clean food prior to refrigeration. Vegetables and fruits should be washed and wiped, and packed food should be wiped, to prevent adjacent food from spoiling.
• When storing eggs in their storage rack or box, ensure that they are fresh, and always store them in an upright position, which keeps them fresh longer.

Suggestion for energy saving

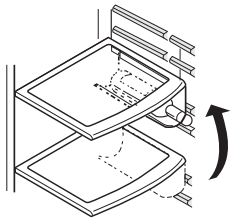
• Please do not keep the door open for a long time, close door in the shortest time.
• Too much food are not advised to be put in. Enough space should be kept for cool air circulating freely.
• Do not set the temperature of refrigerator lower than needed. Do not put the food near the temperature sensor.
• Allow hot food to cool prior to storing. Placing hot food in the fridge-freezer could spoil other food, and lead to higher electric bills.
• Do not block air vents with food. Smooth circulation of cold air keeps fridge-freezer temperature even.
• Do not open the door frequently. Opening the door lets warm air enter the fridge-freezer, and cause temperature to rise.

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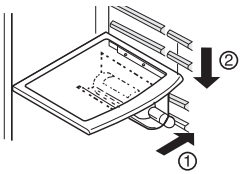
Operation

Wine holder

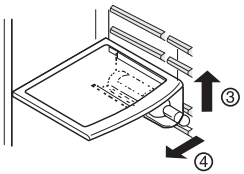
Bottles can be stored laterally with this wine corner. This can be attached to any shelf.



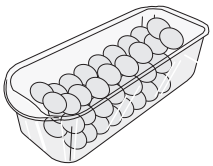
- **Inserting the wine holder:**
  Pull the wine holder downward as in ② after inserting it into the side anchoring part of the shelf as in ① by catching it upward as in ①.



- **Separating the wine holder:**
  Pull the wine holder inward as in ③ after holding it upward as in ④ by catching it.



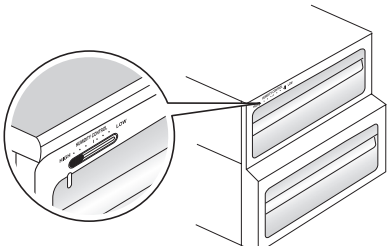
- **Egg Box**



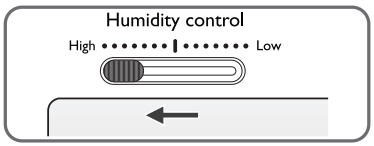
Note!

- Never use the egg box as an ice storage bin. It can be broken.
- Never store the egg box in the freezer compartment or fresh compartment.

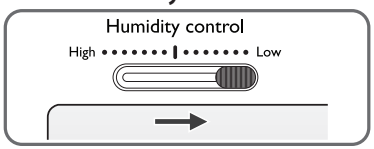
- **Humidity control in the vegetable compartment**
  The humidity can be controlled by adjusting the humidity control switch to the left/right when storing vegetables or fruits.



High humidity

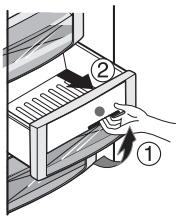


Low humidity



- **Vacuum zone**
  It helps to keep the vegetables and fruits fresher by allowing the drawer to have a partial vacuum due to a hermatical sealing.
- Pressing the button on the drawer allows the air to be pushed out and the seal to be effective.
- Put your hand inside to lift the button up and pull forward to ①, then open ② Drawer. When closing drawer, push it until you hear clicking.





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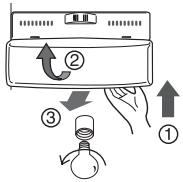
Care and cleaning

Replacing light bulbs

To replace freezer light bulbs:

Unplug your refrigerator's power cord before following the below.

Separate the lamp by pulling it out ③ while slightly pressing ① and rotating ② the lamp cover. Turn the bulb counterclockwise.



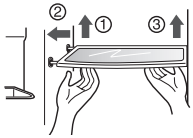
Note!
Use only 12VDC LED bulb which can be purchased at a service centre.

To replace refrigerator light panel please contact to your service centre:

Note!
The dispenser lights are LEDs that can not be changed.

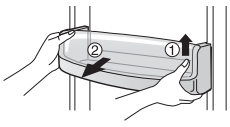
Freezer compartment shelf

To remove a shelf, push the shelf to the left ②, lift the left part of the shelf a bit ①, lift the right part up ③, and take it out.



Door rack and support

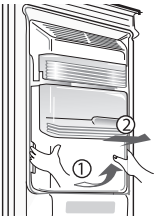
Lift the door rack holding both sides ① and pull it out ②.



Ice storage bin

Hold the ice storage bin as shown in the right figure and pull it out ② while slightly lifting it ①.

- Do not dismantle the ice storage bin unless it is necessary.
- Use both hands to remove the ice bin to avoid dropping it.

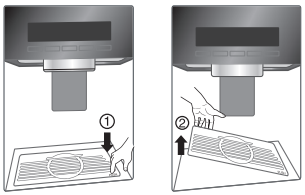


After dispenser is used

Note!
The water collector has no self-draining function. It should be cleaned regularly.

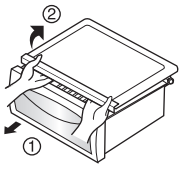
First take out the water collector cover. Press the cover where PUSH marked ① to lift the water collector cover up.

Take out the water collector cover as illustrated ②.



Vegetable drawer cover

To remove the vegetable compartment cover, pull out the vegetable compartment a bit to the front ①, lift the front part of the vegetable compartment cover as shown by ②, and take it out.



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Cleaning

- It is important that your refrigerator be kept clean to prevent undesirable odours. Spilled food should be wiped up immediately, since it may acidify and stain plastic surfaces if allowed to settle.
- Use a luke warm solution of mild soap or detergent to clean the durable finish of your refrigerator. Wipe with a clean damp cloth and then dry.
- Regular cleaning is recommended. Wash all compartments with a baking soda solution or a mild detergent and warm water. Rinse and dry.
- Please verify that the power cord is not damaged, power plug is not overheated, or power plug is well inserted into the wall outlet socket.
- Always remove power cord from the wall outlet prior to cleaning near to electrical equipment (lamps, switches, controls, etc.). Wipe up excess moisture with a sponge or cloth to prevent water or liquid from getting into any electrical part and causing an electric shock. Never use metallic scouring pads, brushes, coarse abrasive cleaners, strong alkaline solutions, flammable or toxic cleaning liquids on any surface. Do not touch frozen surfaces with wet or damp hands, because damp object will stick to extremely cold surfaces.

Vacation time

During average length vacations, you will probably find it best to leave the refrigerator in operation. Place freezable items in freezer for longer life. When you plan not to operate, remove all food, disconnect the power cord, clean the interior thoroughly, and leave each door OPEN to prevent odour formation.

Power failure

Most power failures that are corrected in an hour or two will not affect your refrigerator temperatures. However, you should minimize the number of door openings while the power is off.

If you move

Remove or securely fasten down all loose items inside the refrigerator. To avoid damaging the height adjusting screws, turn them all the way into the base.

Anti condensation pipe

The outside wall of the refrigerator cabinet may sometimes get warm, especially just after installation. Don't be alarmed. This is due to the anti-condensation pipe, which pumps through the refrigerator to prevent "sweating" on the outer cabinet wall.

Understanding sounds you may hear

Your new refrigerator may make sounds that your old one didn't make. Because the sounds are new to you, you might be concerned about them. Most of the new sounds are normal. Hard surfaces, like the floor, walls and cabinets, can make the sounds seem louder than they describes the kinds of actually are. The following sounds and what may be making them:

- The defrost timer will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control, depending on the model) will also click when cycling on and off.
- Rattling noises may come from the flow of refrigerant,the water line, or items stored on top of the refrigerator.
- Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, and you may hear a pulsating or high-pitched sound.

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Important safety information

Before calling for service, review this list. It may save you both time and expense.
This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.

Occurrence	Possible cause	Solution
Running of refrigerator	Refrigerator control is off.	Set refrigerator control. See setting the controls.
Refrigerator compressor does not run.	Refrigerator is in defrost cycle.	This is normal for a fully automatic defrosting refrigerator. The defrost cycle occurs periodically.
	Plug at wall outlet is disconnected.	Make sure plug is tightly pushed into outlet.
	Power outage. Check house lights.	Call your electricity supplier.
	Refrigerator is larger than the previous one you owned.	This is normal. Larger, more efficient units run longer in these conditions.
	Room or outside weather is hot.	It is normal for the refrigerator to work harder under these conditions.
Refrigerator compressor runs too often or too long.	Refrigerator has recently been disconnected for a period of time.	It takes some hours for the refrigerator to cool down completely.
	Large amounts of warm or hot food may have been stored recently.	Warm food will cause the refrigerator to run longer until the desired temperature is reached.
	Doors are opened too frequently or too long.	Warm air entering the refrigerator causes it to run longer. Open the door less often.
	Refrigerator or freezer door may be slightly open.	Make sure the refrigerator is level. It is normal for the refrigerator to have a slight lean backwards. Keep food and containers from blocking door. See problem section OPENING/CLOSING of doors.
	Refrigerator control is set too cold.	Set the refrigerator control to a warmer setting until the refrigerator temperature is satisfactory.
	Refrigerator or freezer gasket is dirty, worn, cracked, or poorly fitted.	Clean or change gasket. Leaks in the door seal will cause refrigerator to run longer in order to maintain desired temperatures.

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	Thermostat is keeping the refrigerator at a constant temperature.	This is normal. Refrigerator goes on and off to keep the temperature constant.

Refrigerator compressor does not run	Thermostat is keeping the refrigerator at a constant temperature.	Set refrigerator control. See setting the controls.
Temperatures are too cold		
Temperature in the freezer is too cold but refrigerator temperature is satisfactory.	Freezer control is set too cold	Set freezer control to a warmer setting until the freezer temperature is satisfactory.
Temperature in the refrigerator is too cold but freezer temperature is satisfactory.	Refrigerator control is set too cold	Set refrigerator control to a warmer setting until the refrigerator temperature is satisfactory.
Food stored in drawers freezes.	Refrigerator control is set too cold	See above solution.
Meat stored in fresh meat drawer freezes.	Meat should be stored at a temperature just below the freezing point of water (32F, 0oC) for maximum fresh storage time.	It is normal for ice crystals to form due to the moisture content of meat.
Temperatures are too warm		
Temperatures in the refrigerator or freezer are too warm.	Freezer control is set too warm.	Set the refrigerator control to a colder setting until the freezer or refrigerator temperature is satisfactory.
	Refrigerator control is set too warm. Refrigerator control has some effect on freezer temperature.	Set the refrigerator control to a colder setting until the freezer or refrigerator temperature is satisfactory.
	Doors are opened too frequently or too long.	Warm air enters the refrigerator/ freezer whenever the door is opened. Open the door less often.
	Door is slightly open.	Close the door completely
	Large amounts of warm or hot food may have been stored recently.	Wait until the refrigerator or freezer has a chance to reach its selected temperature.

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	Refrigerator has recently been disconnected for a period of time.	A refrigerator requires some hours to cool down completely. Do not place food items inside the refrigerator until it has initially reached it's set temperature, or has cooled down considerably.
Temperature in the refrigerator is too warm but the freezer temperature is satisfactory.	Refrigerator control is set too warm.	Set the refrigerator control to a colder setting.

Sound and noise		
Louder sound levels when refrigerator is on.	Today's refrigerators have increased storage capacity and maintain more even temperatures.	It is normal for sound levels to be higher.
Louder sound levels when compressor comes on.	Refrigerator operates at higher pressures during the start of the ON cycle.	This is normal. The sound will level o¸ as the refrigerator continues to run.
Vibrating or rattling noise.	Floor is uneven or weak. Refrigerator rocks on the floor when it is moved slightly.	Be sure floor is level and solid and can adequately support refrigerator.
	Refrigerator control is set too cold	See above solution.
	Items placed on the top of the refrigerator are vibrating.	Remove items.
	Dishes are vibrating on the shelves in the refrigerator.	It is normal for dishes to vibrate slightly. Move dishes slightly. Make sure refrigerator is level and firmly set on floor. It is normal for the refrigerator to have a slight lean backwards.
	Refrigerator is touching wall or cabinets.	Move refrigerator so that it does not touch the wall or refrigerator.
Water/Moisture/ Ice inside refrigerator		
Moisture collects on the inside walls of the refrigerator.	The weather is hot and humid which increases the rate of frost buildup and internal sweating.	This is normal.
	Door is slightly open.	See problem section opening/closing of doors.
	Door is opened too often or too long.	Open the door less often.

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Water/Moisture/ Ice outside refrigerator		
Moisture forms on the outside of the refrigerator or between doors.	Weather is humid.	This is normal in humid weather. When humidity is lower, the moisture should disappear.
	Door is slightly open,causing cold air from the inside the refrigerator to meet warm air from the outside.	This time, close the door completely.

Odours in refrigerator		
	Interior needs to be cleaned.	Clean interior with sponge,warm water and baking soda.
	Food with strong odour is in the refrigerator.	Cover food completely.
	Some containers and wrapping materials produce odours.	Use a different container or brand of wrapping materials.
Opening/Closing of doors/Drawers		
Door(s) will not close.	Food package is keeping door open.	Move packages that keep door from closing.
	Door was closed too hard, causing other door to open slightly	Close both doors gently.
	Refrigerator is not level. It rocks on the floor when it is moved slightly.	Adjust the height adjusting screw.
	Floor is uneven or weak. Refrigerator rocks on the floor when it is moved slightly.	Be sure floor is level and can adequately support refrigerator. Contact carpenter to correct sagging or sloping floor. It is normal for the refrigerator to have a slight lean backwards.
	Refrigerator is touching wall or cabinets.	Move refrigerator.
Drawers are difficult to move.	Food is touching shelf on top of the drawer.	Keep less food in drawer.
	Track that drawer slides on is dirty.	Clean drawer and track.
Dispenser		
Dispenser will not dispense ice	Ice storage bin is empty.	When the first supply of ice is dropped into the bin, the dispenser should operate.

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	Freezer temperature is set too warm.	Turn the freezer control to a higher setting so that ice cubes will be made. When the first supply of ice is made,the dispenser should operate.
	Household water line valve is not open.	Open household water line valve and allow sufficient time for ice to be made. When ice is made, dispenser should operate.
	Refrigerator or freezer door is not closed.	Be sure both doors are closed.

Dispenser will not dispense ice.	Ice has melted and frozen around auger due to infrequent use, temperature fluctuations and/or power outrages.	Remove ice storage bin, and thaw and the contents. Clean bin, wipe dry and replace in proper position. When new ice is made, dispenser should operate.
Ice dispenser is jammed.	Ice cubes are jammed between the icemaker arm and back of the bin.	Remove the ice cubes that are jamming the dispenser.
	Ice cubes are frozen together.	Only the ice cubes made by the ice maker should be used with the dispenser.
	Ice cubes that have been purchased or made in some other way have been used in the dispenser.	Use a different container or brand of wrapping materials.
Dispenser will not dispense water.	Household water line valve is not open. See problem "Ice maker is not making any ice."	Open household water line valve.
	Refrigerator or freezer door is not closed.	Be sure both doors are closed.
Water has an odd taste and/or odour.	Water has been in the tank for too long.	Dispense and discard 7 glasses of water to freshen the supply. Dispense and discard an additional 7 glasses to completely rinse out tank.
	Unit not properly connected to cold water line.	Connect unit to cold water line which supplies water to kitchen tap.
Sound of ice dropping	This sound is normally made when automatically made ice is dropped into ice storage bin. Volume may vary according to refrigerator's location.	
Sound of water supply	This sound is normally made when ice maker is supplied with water after dropping the automatically made ice.	
Other	Please thoroughly read 'Automatic ice maker and dispenser' in this manual.	
Display shows the word OFF	The refrigerator control has been put into the store Demo(Demonstration) Mode. The Demonstration Mode disables the cooling system,only lamps and display work normally. To disable Demo Mode open one door, then press EXPRESS FRZ. and REF. TEMP buttons at the same time for 5 seconds. You will see the previous value setting you had on display when Demo Mode is deactivated.	

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Repairs - after sales service

Your appliance comes with a free three year warranty. If it is not working correctly; consult the fault finding guides within this instruction book (Something not working). If a fault occurs which you can not resolve through following the advice and information contained within this instruction manual, the next step is to contact our extended warranty administrators on:

0844 871 7771

They will give you details for your local service engineer.

When you contact your local service engineer you will need to give the following details:

1. Your name, address and post code
2. Your telephone number
3. Clear and concise details of fault
4. The purchase date as found on your receipt
5. The model and serial number of the appliance. So that you always have these numbers at hand, we recommend you to make a note of them here:

Mod : .....

PNC : ….....

S.N. : .....

IMPORTANT: If you call out an engineer to a fault listed below, or to repair a fault caused by incorrect use or installation, a charge will be made even if the appliance is under guarantee.

Spare parts

Always insist on genuine spare parts.

An authorised service engineer should service this product, and only genuine spare parts should be used.

Under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning.

Contact your local John Lewis branch.

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John Lewis partnership
171 Victoria Street
London SW1E 5NN
www.johnlewis.com

ANC Number XXX XXX XXX Date 0111

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