User Manual

Products:

WTM3100,
WTM3400,
WTM4302,
WTM5002



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HAPPY TO HELP

Thank you for choosing Westinghouse. We have designed this product to make your life simpler and deliver impeccable performance for many years. Please spend a few minutes reading this document to get the best from your new Westinghouse appliance.

Visit our website to:

Get usage advice or service information:
www.westinghouse.com.au

Register your product for better service:
register.westinghouse.com.au

Buy Accessories, Consumables and Original spare parts for your appliance:
shop.westinghouse.com.au

CUSTOMER CARE AND SERVICE

Always use original spare parts.
When contacting our Authorised Service Centre, ensure that you have the following data available: Model, PNC, Serial Number.
The information can be found on the rating plate which is located inside the product.

⚠ Warning / Caution-Safety information.
ⓘ General information and tips.
Environmental information.

Subject to change without notice.

1. SAFETY INFORMATION

Note: *You must read these warnings carefully before installing or using the refrigerator.*
If you need assistance, contact your customer care center. The manufacturer will not accept liability, should these instructions or any other safety instructions incorporated in this book be ignored.

WARNING

- It is essential the electric outlet is properly earthed to ground. Consult a qualified electrician if you are unsure.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- Unplug the refrigerator before cleaning or moving it to avoid electric shock.
- Never unplug the refrigerator by pulling the electrical cord as this may damage it. Grip the plug firmly and pull straight out.
- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Don't use a steam cleaner. If live components come into contact with condensing steam, they may short-circuit or cause an electric shock.
- Do not store explosive substances such as aerosol cans with a flammable propellant this appliance. If pressurized aerosol containers bear the word 'flammable' and/or a small flame symbol, do not store them inside any refrigerator or freezer. If you do so you may cause an explosion.
- Do not damage the refrigerant circuit.
- This appliance contains insulation formed with flammable blowing gases. Avoid safety hazards by carefully disposing of this appliance.
- If you wish to discard this refrigerator, please contact your local authorities and ask for the correct method of disposal.
- When you dispose of your old refrigerators and freezers, remove any doors. Children can suffocate if they get trapped inside.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

WARNING

R600a refrigerant warning



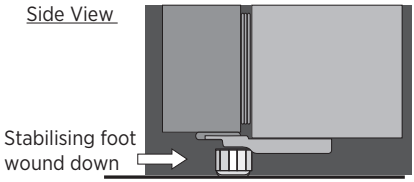
This appliance contains flammable R600a refrigerant. Avoid safety hazards by carefully installing, handling, servicing and disposing of this appliance.

- Ensure that the tubing of the refrigerant circuit is not damaged during transportation and installation.
- Leaking refrigerant may cause eye injuries or ignite.
- The room for installing appliance must be at least 1m^3 per 8g of refrigerant. The amount of refrigerant in the appliance can be found on the rating plate inside the appliance.
- If you are unsure of the refrigerant check the rating plate inside the refrigerator compartment.
- It is hazardous for anyone other than an Authorized Service Person to service this appliance. In Queensland Australia the Authorization Service Person **MUST** hold a Gas Work Authorization for hydrocarbon refrigerants to carry out servicing or repairs which involve the removal of covers.
- Keep ventilation openings in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

WARNING

Stable Footing

When your refrigerator is in place, you need to stabilize it. Lift the front of the refrigerator to take the weight off each stability foot and make small quarter turns to each foot until it is in firm contact with the floor. If you intend to move the refrigerator, remember to wind up each foot so that you can move it freely. Repeat the process of the foot adjustment once you have settled on the new location of the refrigerator.



GENERAL WARNINGS

Read the following carefully to avoid damage or injury. It is important to use your refrigerator safely. Check these safety points before using your refrigerator.

- The appliance must be plugged into its own dedicated electrical outlet.
- The plug must be accessible when the refrigerator is in position.
- It is essential the power point is properly earthed to ground. Consult a qualified electrician if you are unsure.
- Don't use extension cords or adapter plugs with this refrigerator.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Unplug the appliance before cleaning and before changing the light bulb(when fitted) to avoid electric shock.
- Never unplug the refrigerator by pulling the electrical cord as this may damage it. Grip the plug firmly and pull straight out.
- Choose a location for your refrigerator that isn't too cold. The ambient room temperature should be above 10°C.
- Stand your refrigerator in a dry place avoid areas of high moisture or humidity.
- Don't put the refrigerator in frosty or unprotected areas like a garage or on the verandah.
- Don't plug your refrigerator into a timer fitted to the powerpoint.
- Do not put the refrigerator in direct sunlight, near stoves, fires or heaters.
- Do not put the refrigerator on an uneven surface.
- Do not store flammable materials on or under the appliance, e.g. aerosols.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Never store fizzy drinks in the freezer compartment.
- Never try to repair the refrigerator yourself, only use a qualified or authorized service person for repairs.
- Never use electric heaters or dryers to defrost the freezer because you can receive an electric shock.
- When transporting and installing the refrigerator, care should be taken to ensure that no parts of the refrigerating circuit are damaged.
- Keep ventilation openings in the appliance enclosure or in the built-in structure clear of obstruction.
- When installed correctly, your refrigerator should:
  - Have adequate space at the back and sides for air circulation.
  - Be vertically aligned to the surrounding cupboards.
  - Have doors that will self-close from a partially open position.

NOTE: *You must read these warnings carefully before installing or using the refrigerator. If you need assistance, contact your Customer Care Department. The manufacturer will not accept liability, should these instructions or any other safety instructions incorporated in this book be ignored.*

Environmental information.

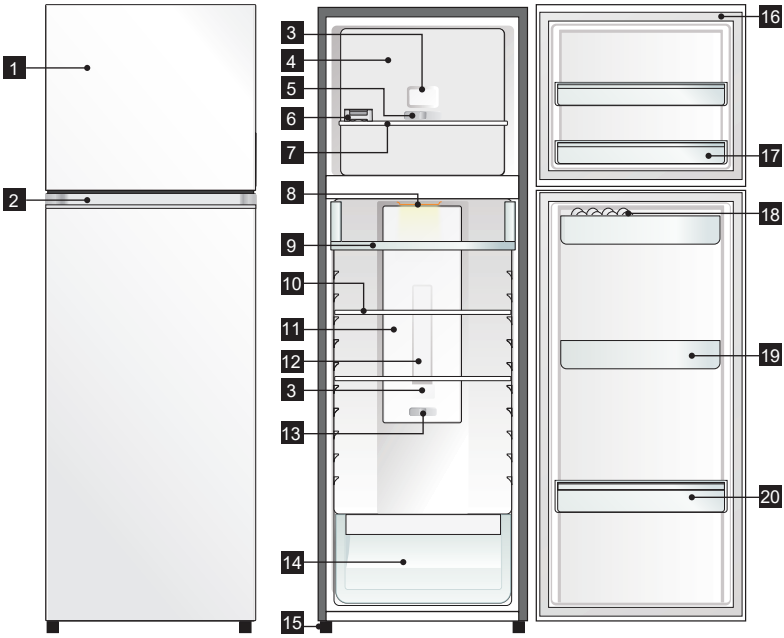
This appliance is intended to be used in household and similar applications such as,

- The kitchen areas in shops, offices and other working enviroments;
- Farm house and by clients in hotels, motels and other residential type enviroments;
- Bed and breakfast type environments;
- Catering and similar non-retail applications;

2. DESCRIPTION OF THE APPLIANCE

TOP MOUNT REFRIGERATOR FEATURES

- WTM3100WL/SL
- WTM3400WL



WTM3400 illustrated

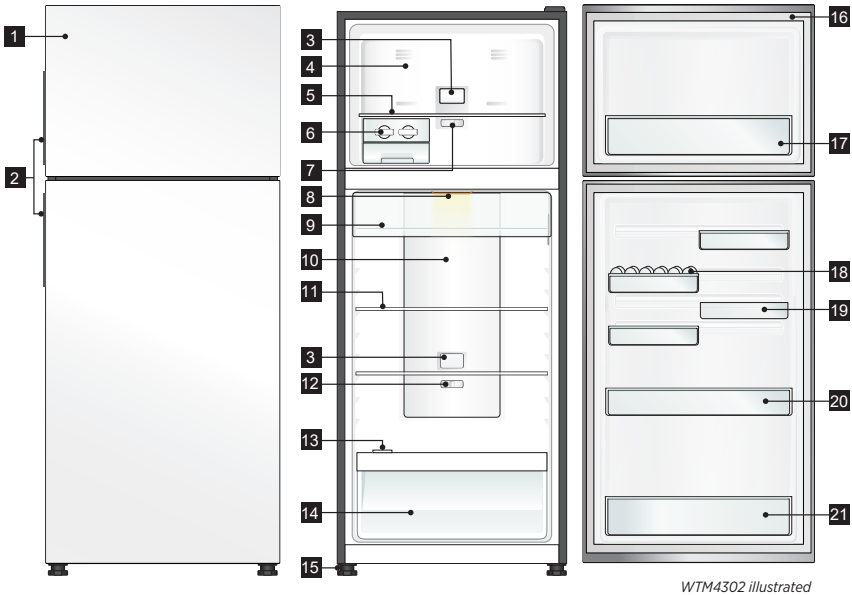
The details of the refrigerator feature:

1	Door
2	Door Handle
3	Cover Decoration
4	Evaporator Cover
5	Temperature Control (Freezer)
6	Ice Ball Tray
7	Freezer Shelf
8	Refrigerator Light
9	Chiller Tray
10	Adjustable Glass Shelves
11	Multi flow cover
12	Cover Decoration
13	Temperature Control (Refrigerator)
14	Sealed Crisper
15	Adjustable Feet
16	Gaskets
17	Freezer Door Bins
18	Egg Tray
19	Storage Door Bin
20	Bottle Door Bin

Features may vary depending on model. Not all models will have features listed.

TOP MOUNT REFRIGERATOR FEATURES

- WTM4302WD/SD



WTM4302 illustrated

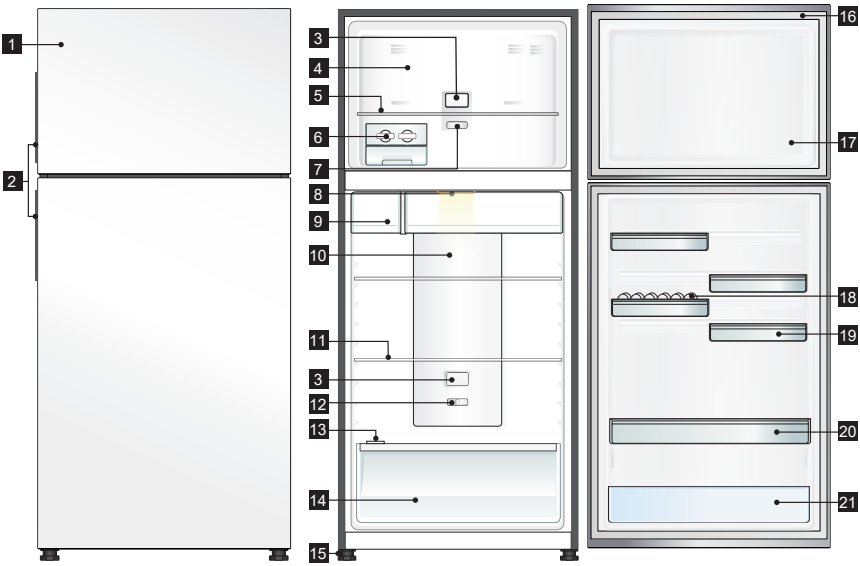
The details of the refrigerator feature:

1	Door
2	Door Handle
3	Cover Decoration
4	Evaporator Cover
5	Freezer Shelf
6	Twist Ice and Serve
7	Temperature Control (Freezer)
8	Refrigerator Ligh
9	Chiller Compartment
10	Multi flow cover
11	Adjustable Glass Shelves
12	Temperature Control (Refrigerator)
13	Humidity Crisper
14	Sealed Crisper
15	Adjustable Feet
16	Gaskets
17	Freezer Door Bins
18	Egg Tray
19	Door Bin
20	Storage Door Bin
21	Bottle Door Bin

Features may vary depending on model. Not all models will have features listed.

TOP MOUNT REFRIGERATOR FEATURES

- WTM5002WD/SD



WTM5002 illustrated

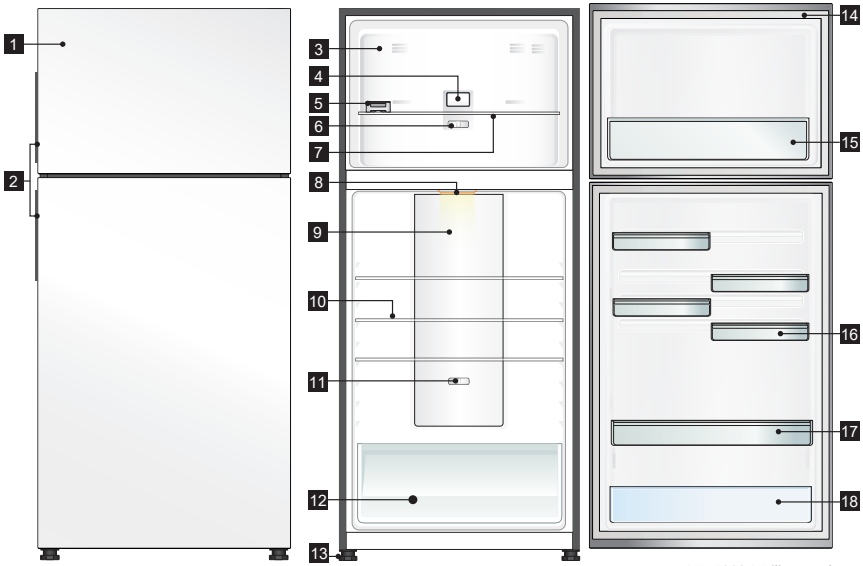
The details of the refrigerator feature:

1	Door
2	Door Handle
3	Cover Decoration
4	Evaporator Cover
5	Freezer Shelf
6	Twist Ice and Serve
7	Temperature Control (Freezer)
8	Refrigerator Light
9	Chiller Compartment
10	Multi flow cover
11	Adjustable Glass Shelves
12	Temperature Control (Refrigerator)
13	Humidity Crisper
14	Sealed Crisper
15	Adjustable Feet
16	Gaskets
17	Freezer Door Bins
18	Egg Tray
19	Door Bin
20	Storage Door Bin
21	Bottle Door Bin

Features may vary depending on model. Not all models will have features listed.

TOP MOUNT REFRIGERATOR FEATURES

- WTM5002WE



WTM5002WE illustrated

The details of the refrigerator feature:

1	Door
2	Door Handle
3	Evaporator Cover
4	Cover Decoration
5	Ice Ball Tray
6	Temperature Control (Freezer)
7	Freezer Shelf
8	Refrigerator Light
9	Multi flow cover
10	Adjustable Glass Shelves
11	Temperature Control (Refrigerator) With Quick Chill Mode
12	Crisper
13	Adjustable Feet
14	Gaskets
15	Freezer Door Bins
16	Door Bin
17	Storage Door Bin
18	Bottle Door Bin

Features may vary depending on model. Not all models will have features listed.

3. TEMPERATURE CONTROL

When you first turn on the refrigerator, set both the refrigerator and freezer temperature control to normal. Please refer to the below section for information on adjusting refrigerator and freezer temperature.

IMPORTANT

When you set a temperature, you set an average temperature for the whole refrigerator cabinet.

Checking the softness of ice cream is a good indication that your freezer is the right temperature, while checking the temperature of water kept in the refrigerator is a good way of checking the temperature of the food compartment.

Temperatures inside each compartment may vary, depending on how much food you store and where you place it.

High or low room temperature may also affect the actual temperature inside the refrigerator.

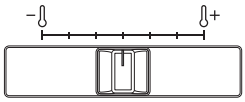
When you change the temperature settings, make small adjustments and wait 24 hours before assessing whether you need to make any further changes.

Freezer temperature adjustment

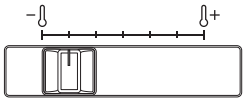
1. Select the freezer control.
2. Slide the control to − to set Colder.
3. Slide the control to + to set Less Cold.

Default setting

For WTM3100* & WTM3400* models



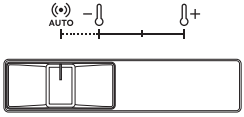
For WTM4302* & WTM5002* models



Refrigerator temperature adjustment

1. Select the refrigerator control.
2. Slide the control to − to set Colder.
3. Slide the control to + to set Less Cold.

Mode setting (AUTOSENSE) except model WTM5002WE



The AUTOSENSE function is an artificial intelligence incorporated into your refrigerator, which will record and process all information related to the use of product and use habits. To then automatically adjust the internal temperature of your refrigerator. Making this more efficient.

The function will be conditioned by the amount of food entered, the number of times the door is opened and prolonged periods of absence (without use), among other factors.

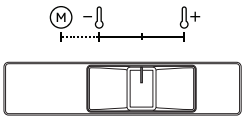
4. To select the AUTOSENSE , slide the control to AUTO left completely.

IMPORTANT

While entering the AUTOSENSE function, the temperature inside the Refrigerator/ Freezer will raise over the default temperature setting for approximately 1-3°c.

This function should be switch to default setting if you feel that the beverage is not cool enough or Ice cream become soft.

Mode setting (Quick chill) for model WTM5002WE



Use the Quick chill Mode when you add a large amount of food to the fridge or freezer compartments for rapid cooling.

4. To select the Quick chill mode, slide the control to (M) left completely. When this mode enabled, an alarm will beep 1time. Then, all operate as setting temperature at 2°C for 90 minutes.

To disable the Quick chill mode, have 2 options as below.

4.1 Manual disable: Slide the control to normal refrigerator temperature adjustment, an alarm will beep 1 time. Then, operation back to normal.

4.2 Automatic disable: When Quick chill mode already reach 90 minutes, the Quick chill mode will automatically disable and temperature change to default setting. As long as slider stay on left completely position, the buzzer will beep 5 times in every 30 minutes, until user slide the control refrigerator temperature to the normal setting point.

IMPORTANT

Setting the freezer temperature to the lowest is not recommended for normal or very hot climate condition as this will limit the cooling capacity to other sections of the refrigerator. In a very cold climate, the freezer will need to be set colder.

4. INSTALLING YOUR NEW APPLIANCE

Unpacking

ENVIRONMENT

Most of the packing materials are recyclable. Please dispose of those materials through your local recycling depot or by placing them in appropriate collection containers.

Important – check for any damages or marks. If you find the refrigerator is damaged or marked, you must report it within 7 days should you wish to claim for damage/ marks under the manufacturers warranty. This does not affect your statutory rights.

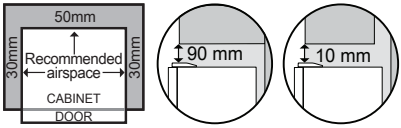
Clean the refrigerator thoroughly according to instruction, and wipe away any dust that has accumulated during shipping.

Check that the floor is level. If it is not then adjust the provided leveling leg so product is level and stable.

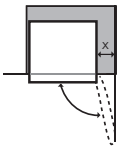
We recommend that you let your refrigerator run for two to three hours before you put any food in it. This will allow you to check that it is operating properly and that enough cool air is going to the freezer.

Clearance around your refrigerator;

- Allow a minimum of 30mm clearance on both sides of the refrigerator.
- Allow 50mm clearance at the back of the refrigerator.
- Allow a minimum of 10mm clearance above the hinge cover.
- If you do not have a cupboard with allowance for air flow above the refrigerator, the recommended clearance area on top increases to 90 mm.



Model	X
WTM3100* WTM3400*	350 mm
WTM4302*	430 mm
WTM5002*	455 mm



- When positioned in a corner area, spacing a minimum of Xmm (Distance depends on the model as per the table above)on the hinge side will allow the doors to open enough to enable the removal of bins and shelves.

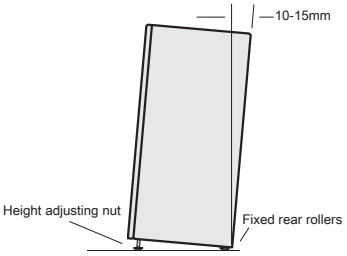
NOTE: *In installation where both sides and the rear of the refrigerator are not enclosed by cabinetry e.g. the refrigerator is placed against a wall, the clearance between the rear of refrigerator and the wall should not be greater than 75mm.*

You refrigerator uses energy efficient components that may produce different noises (Refer “Noises” page for examples) to your old refrigerator. Occasionally a gurgling sound of refrigerator flowing or the sound of parts expanding and contracting can be heard. These noises are quite normal.

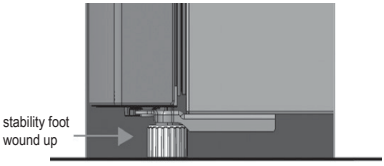
LOCATING THE REFRIGERATOR

Installing your refrigerator

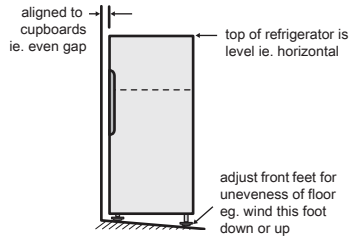
1. Roll the refrigerator into place.
   The rollers are designed for forward or backward movement only. They are not castors. Moving the refrigerator sideways may damage your floor and the rollers. Before moving your refrigerator ensure height adjusting nut and the stability foot are fully wound up off the floor.
2. Wind the large height adjusting nut under door hinge down until the refrigerator is tilted back by 10mm (see diagram).



3. Wind the large height adjusting nut on the handle side down until the refrigerator is level and stable. If you have difficulty winding the nut or height adjusting foot down, have someone tilt the refrigerator back so you have better access.

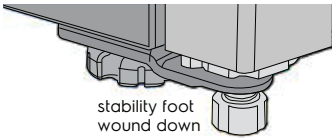


4. Check the alignment of the refrigerator to the surrounding cupboards to see if it is level. You can adjust the level as detailed in step 2 and 3.



5. If you find your refrigerator rocks from corner to corner, it means your floor is uneven. Find a piece of plastic or hardboard etc. and pack it firmly under the roller.
6. You may now need to fine-tune the installation by repeating steps 3, 4 and 5.
7. When you have the appliance in its final position, it needs to be stabilised. Wind the stability foot under the door hinge down to the floor until it just makes contact with the floor. Lift the front of the appliance to take the weight off the stability foot, then turn it half a turn further to ensure firm contact with the floor. Wind the large height adjusting nut back up to ensure all the weight is now on the front stability foot. Wind the large height adjusting nut back up to ensure all the weight is now on the front stability foot..

front view



8. Repeat step 7 for the stability foot on the handle side. Whenever you need to move the appliance, be sure to wind the feet back up so that the appliance can roll freely and be sure to reset it when reinstalling.
9. Plug your refrigerator straight into its own power point and never use a double adapter. If you need to roll the refrigerator to get to the socket, remember to raise the stability foot first.
10. Before you put any food in your refrigerator, it's recommended you leave it on for 2 or 3 hours to check it is running properly.

5. USING YOUR REFRIGERATOR

Refrigerators work by transferring heat from the food inside to the outside air. This operation makes the back and sides of the refrigerator feel warm or even hot particularly at start-up and on warm days – this is normal.

Avoid placing food against the air vents in the refrigerator as it affects efficient circulation. If the door is opened frequently, a light frosting will occasionally occur on the freezer's interior. This is normal and will clear after a few days. If the freezer door is accidentally kept open, a heavy frost will coat the inside walls and should be removed.

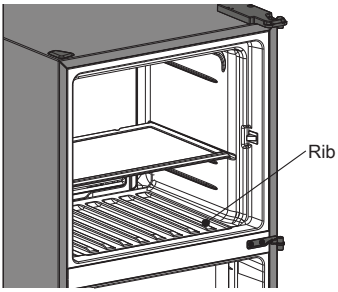
Your new refrigerator uses a high-speed compressor, along with other energy-efficient components, which may make unusual sounds and be more noticeable at night and quieter times. These sounds simply indicate your refrigerator is working how it should. They include:

- Compressor running noises; modern high-efficiency compressor run much faster than older models.
- Air movement noise from the small fan motor;
- A gurgling sound, similar to water boiling;
- A popping noise, heard during automatic defrosting; and
- A clicking noise, prior to compressor start-up. Further details can be found in the Troubleshooting Guide.

IMPORTANT

For top mount refrigerators (where the freezer is on top of the fresh food compartment).

- Don't place food forward of the ribs on the freezer floor, as it will obstruct the door from closing.

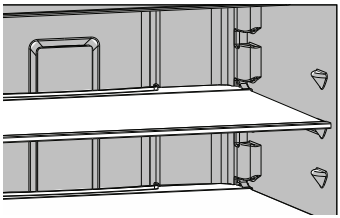


USING AND REMOVING FEATURES

Glass shelves

To remove the shelves, gently pull them forward until the shelf comes clear of the shelf guides.

To return the shelf, make sure there is nothing behind that may obstruct movement. Gently push the shelf, into the cabinet and back into position.

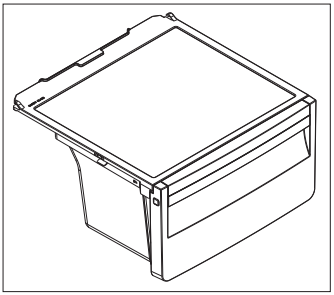


CAUTION

To avoid personal injury or property damage, handle tempered glass shelves carefully. Shelves may break suddenly if nicked, scratched, or exposed to sudden temperature change. Allow the glass shelves to stabilize to room temperature before cleaning. Do not wash in dishwasher.

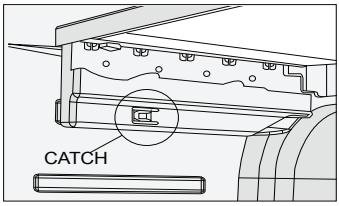
Crisper Drawer

Crisper drawer is designed for storing fruits, vegetables, and other fresh produce.



- To empty food from the crisper. On some models it will be necessary to remove the bottle storage bins.
- Remove the crisper by pulling forward, then up and forward again.

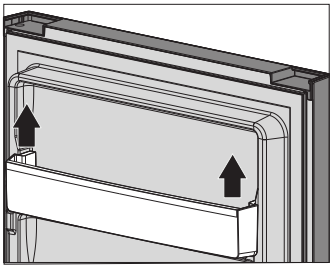
- Remove the crisper shelf by lifting the catches on the left and right underside of the shelf and pulling the shelf forward.



Door storage bins

Both the refrigerator and freezer have door storage bins.

You can adjust the refrigerator bins to meet different storage needs. All the door bins are completely removable for cleaning. If you want to remove or adjust a bin, lift and unlock from lugs to remove. To replace, lift up and push bin down until the support lugs lock it in place.



WARNING

LED lighting

Your appliance is fitted with long life LED lighting. In the unlikely event the LED lights should fail, then the LED lights should be serviced by the service agent, to avoid a safety hazard. Refer to the warranty page for contact details.

WARNING

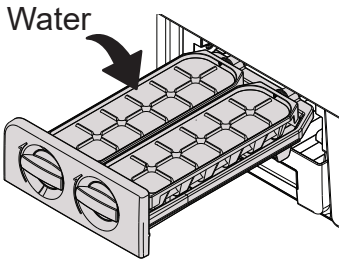
Ice-maker

Fill with potable water only.

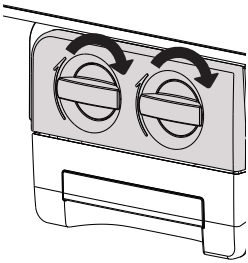
Twist & Serve Ice Bin

(For WTM4302*D ,WTM5002*D models only)

1. Prior the first use clean the ice tray.
2. Fill the water up to max level of the ice tray.

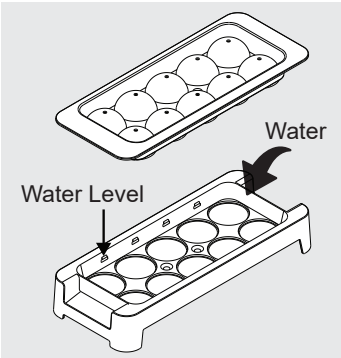


3. Put the ice tray in place.
4. Rotate ice twist clockwise to release the ice from ice tray.

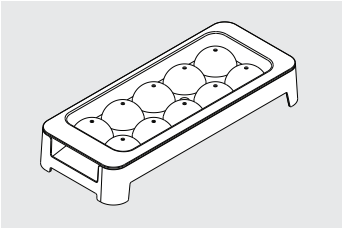


Ice ball tray (For WTM3100, WTM3400**, WTM5002WE models only)**

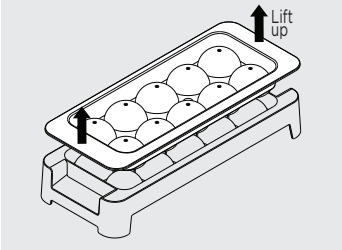
1. Prior to using the ice tray , clean it with water and dish detergent.
2. To make ice ball, fill the ice tray with water until the water level.



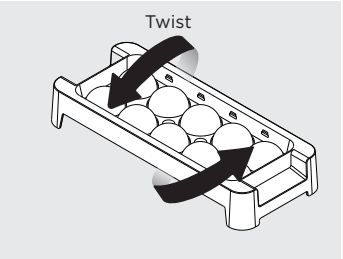
3. Close the ice tray with the top cover. Remove extra water by pressing the ice tray



4. Place the ice tray in freezer compartment.
5. To remove ice balls. Pull the lid handle out to open the tray.



6. Hold the tray at its ends and twist gently.



NOTE:

- *Place the ice ball tray on a flat surface in freezer compartment.*
- *The ice making time depends in your temperature setting.*

6. CLEANING YOUR REFRIGERATOR

WARNING

BEFORE CLEANING: Turn the refrigerator off at the power point and unplug the cord to prevent any chance of electrocuting yourself.

Doors and exterior (white and silver):

You should only clean the doors with lukewarm soapy water and a soft cloth.

Interior

Clean the inside of your refrigerator regularly with a soft cloth, unscented mild soap and lukewarm water. Thoroughly dry all surfaces and removable parts and avoid getting water on the controls. Replace removable parts, plug power cord in and switch the power on before returning the food.

Door seals

Always keep door seals clean by washing them with a mild detergent and warm water, followed by a thorough drying.

Sticky food and drink can cause seals to stick to the cabinet and tear when you open the door.

CAUTION

Never use hot water, solvents, commercial kitchen cleaners, aerosol cleaners, metal polishes, caustic or abrasive cleaners, or scourers to clean your refrigerator. Many commercially available cleaning products and detergents contain solvents that will damage your refrigerator. Use only a soft cloth with an unscented mild soap and lukewarm water.

To clean a crisper or freezer bin with telescopic extension slides, simply wipe with a damp cloth and warm soapy water. Never immerse the cover in water, as this could affect the operation of the slide.

Switching off your refrigerator

If you switch off your refrigerator for an extended period, follow these steps to reduce the chances of mould:

1. Remove all food.
2. Remove the power plug from the power point.
3. Thoroughly clean and dry the Interior.
4. Ensure that all the doors are wedged open slightly for air circulation.

7. FOOD STORAGE GUIDE

Category	Product	Recommended storage times for fresh foods*		Storage tips
		Refrigerator	Freezer	
Meat	Sausages and Mince	1-2 Days	2-3 Months	Keep cold meat at the back of the refrigerator where it is coldest. Plastic can cause meat to sweat if stored in refrigerator for more than a day. Roast can take up to 48 hours to defrost properly, transfer frozen roast to the refrigerator 2 days before use.
	Chops and Steak	3-4 Days	4-6 Months	
	Cold Meats	3-5 Days	4-6 Months	
	Roasts	3-5 Days	12 Months	
Poultry	Chicken	1-2 Days	2 Months	If poultry takes on a smell or colour you are unsure about it is best to throw it out. Whole eggs are not suitable for freezing, slightly beaten eggs may be frozen for four months.
	Roast Chicken	3-5 Days	12 Months	
	Eggs	6 Weeks	Not Suitable	
Seafood	Whole fish and fillets	2-3 Days	2 Months	Store in an airtight container or foil. Never freeze prawns in salty water as this will dehydrate the flesh.
	Lobster and Crab	1-2 Days	2 Months	
	Prawns	1-2 Days	2 Months	
Dairy	Milk	Until Expiry Date	Not Suitable	If dairy takes on a smell or colour and you are unsure about it, it is best to throw it out. Depending on the variety hard cheese can last from 2 weeks to 2 months. * Texture may change depending of the type of soft cheese
	Yogurt	7- 10 Days	Not Suitable	
	Hard Cheeses	2 Weeks – 2 Months	2 Months (Grated)	
	Soft Cheeses	1-2 Weeks	Not Suitable	
	Butter	8 Weeks	12 Months	
Fruit & Vegetables	Every fruit and vegetable has a different shelf life. Some stay fresh for a couple of days e.g. beans, others can last for a couple of months e.g. onions.		8-12 Months When freezing chop and blanch in small portions.	Keep vegetables in the crisper and away from the air vents to avoid freezing.
				If you wash fruit and vegetables before storing them make sure they are dry or wrap in absorbent paper before storing in the refrigerator as this can make them susceptible to rotting.
				Try to keep fruit and vegetables separated as fruits that give off high levels of ethylene (the ripening agent) can prematurely ripen and spoil surrounding vegetables
Left Overs	Homemade meals	3-4 Days	2-6 Months	Store in sealed container.
				Freeze meal in small portion sizes to limit wastage.

IMPORTANT

Please note, use this information as a guide only, actual storage times will vary depending on how you use your refrigerator, climatic conditions and the freshness of the food.

8. TROUBLESHOOTING

Appliance does not operate at desired temperature
In a modern frost free refrigerator / freezer, cold air is circulated around the various compartments through air vents using a high efficiency fan.

CONCERN	WHAT TO DO
Refrigerator is too warm	• Adjust the refrigerator to a colder setting • Ensure food is allowed to cool before placing inside the refrigerator. • Ensure the appliance is set up as per instructions • Ensure that contents are not obstructing the cooling vents. • Ensure the door is not held open or is being opened too frequently.
Freezer is too warm	• Adjust temperature to a colder setting. • Ensure food is allowed to cool before placing inside the freezer. • Ensure the appliance is set up as per instructions • Ensure that contents are not obstructing the cooling vents. • Ensure the door is not held open or is being opened too frequently.
Food is freezing in the refrigerator	• Adjust temperature to a less cold setting. • Ensure that fruit and vegetables are stored in the crisper. Items with a high water content should not be placed near the cooling vents.
Unable to change temperature settings	• Refer to sections “temperature control” .

Crisper Operation

CONCERN	WHAT TO DO
Excess moisture build up in crisper It is normal for there to be some moisture and humidity in the crisper bin.	• Ensure that the crisper is not over packed. • Adjust crisper humidity slides.
Crisper bin can not be removed	• If crisper bin interferes with the door bins, remove door bins before removing crisper. • Position cabinet so that the door can be fully opened.
Freezing items in the crisper	• Adjust temperature to a less cold setting.

Appliance noise

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 actually are. The following describes the kinds of sounds and what may be making them.

CONCERN	WHAT TO DO
Motor noise (compressor)	Nothing. This is normal as your new refrigerator uses a high-speed compressor which switches on and off during operation. Note that the compressor noise may seem louder at the start of the on cycle.
Motor noise (compressor);	These refrigerators are fitted with a variable speed compressor and fan. At start up and on warm days they run at a higher speed to provide additional cooling. When less cooling is required the compressor and fan will run at a lower speed. As a result it is normal for sound levels to change depending on operating conditions.
A clicking noise heard just before the compressor starts.	Nothing. This is normal as your new refrigerator has an automatic switching action of the temperature control, turning the compressor on and off.
Occasional gurgling, similar to water boiling.	Nothing. As each cycle ends, you may hear a gurgling sound due to the refrigerant flowing in your refrigerator system. Nothing, this is normal as your new refrigerator uses high efficiency fans to circulate air. Fan speed and noise may increase during periods of heavy usage or hot weather.
Rattling and other noises.	• Ensure that the cabinet is level and stable, refer to Installation Instructions • Check the surrounds of the appliance to ensure there is nothing touching or placed on top of the appliance. • Ensure that contents of the appliance are not placed in such a way that they are vibrating (such as bottles).

Refrigerator operation

CONCERN	WHAT TO DO
Appliance will not run It is normal for the freezer fan not to operate during the automatic defrost cycle, or for a short time after the appliance is switched on.	• Ensure that the cord is plugged into a live power outlet and outlet is switched on. • Ensure that the household circuit breaker has not tripped or that the fuse has not blown. • The appliance maybe in defrost mode, check again in half an hour.
Compressor motor seems to run too long At normal room temperatures, expect your motor to run about 40% to 80% of the time. Under warmer conditions, expect it to run more often.	• Ensure that the doors are not held open. • Check that large amounts of warm food have not just been placed inside the appliance. • Note that the appliance will run more than normal just after you install it or when adjusting the temperature setting changes.

CONCERN	WHAT TO DO
Compressor motor seems to run too long . These appliances use a variable speed compressor, which by design can run for long periods of time, this is normal	• The variable speed compressor and fan that at start up and on warm days, runs at high speeds to provide additional cooling. When less cooling is required the compressor and fan will run at a lower speed, but still may not switch off. This is normal. • It is possible that the only time the compressor and fan will stop is when the refrigerator is defrosting which is approximately once per day.
The exterior of the appliance is warm or hot to touch This is normal because the appliance transfers heat from the inside out through the outer panels and the divider between the doors.	• Ensure the appliance has the external clearances recommended in the section “Installing your new appliance”. • The exterior of the cabinet will be much warmer on warmer days it may even feel hot to touch, as the appliance is working harder.
Alarms Sounding	• Check that all doors are fully closed. • Ensure that the over temperature alarm is not being activated by hot food placed in the freezer.
Frost build up	• Check that all doors are fully closed. • Ensure that the doors are not opened too often. • Ensure that the return air vents are not blocked with packaging. • Ensure the seals are clean and not obstructed.
Odours	• The interior may need cleaning, refer to cleaning guide. • Ensure that food is stored correctly as some food, containers and wrapping can produce odours. • Check appliance for old or unusual food.
Lights not working The LED lighting is designed to turn on gradually. The LED lighting is designed to dim automatically if the door is left opened for more than 5 minutes and turn off completely if the door is open for more than 7 minutes. Closing the door will reset the timer.	• Ensure that the cord is plugged into a live power outlet and outlet is switched on. • Ensure that the household circuit breaker has not tripped or that the fuse has not blown. • Check that the Refrigerator Temp setting is not in Sabbath Mode, refer to control instructions.

Door operation

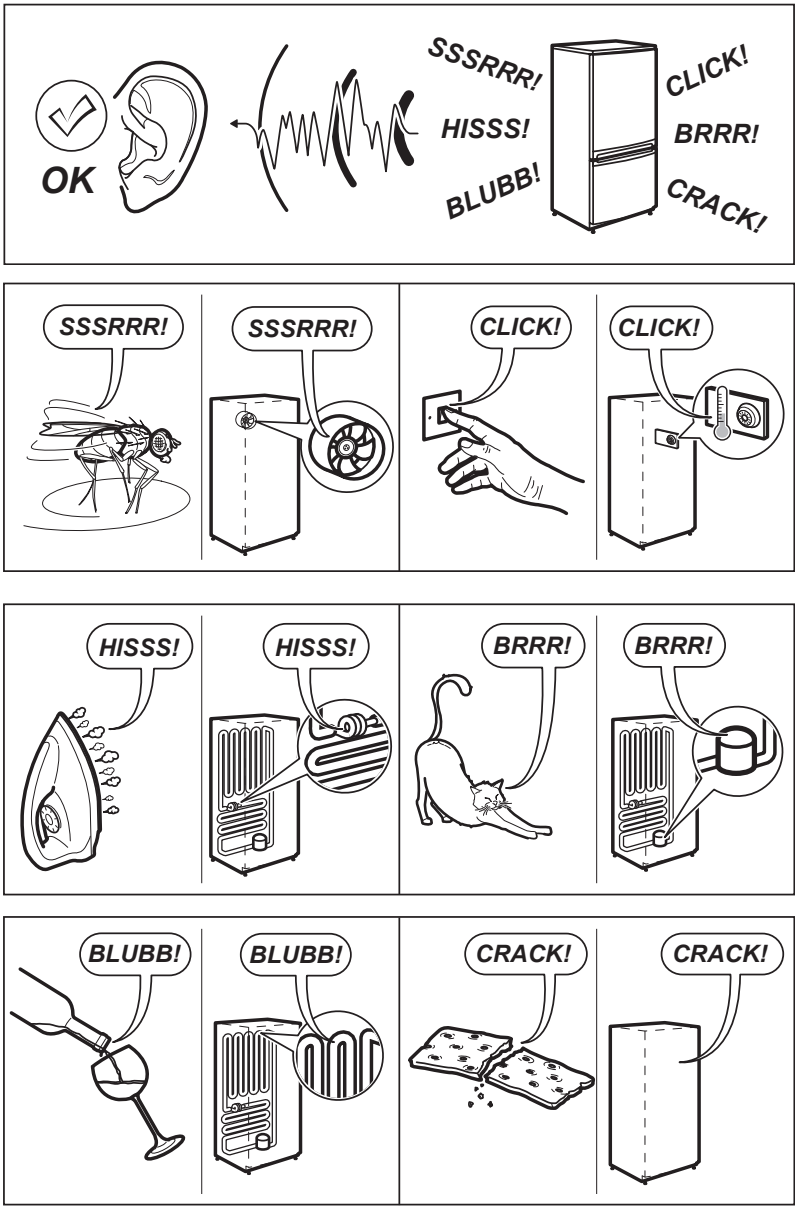
CONCERN	WHAT TO DO
Freezer door pops open.	• This is normal and should re-close. This happens when the refrigerator door is closed too quickly. • If the freezer door stays open, it indicates that the appliance needs to be tilted backwards a little further. Refer to section “Installing your new appliance”.
Self close not working.	• Check if your appliance has self closing hinges as not all models do. • It indicates that the appliance needs to be tilted backwards a little further. Refer to section “Installing your new appliance”.
Door not sealing properly	• Ensure there is nothing that is preventing the door from closing such as appliance contents or items placed near the appliance. • Ensure that the crisper/freezer bin is closed completely. Refit if required as referred to in the section “Using your refrigerator”. • Ensure the appliance is set up as per recommendations.
Door difficult to open and close	• If the door is difficult to open just after you have closed it this is due to the pressure equalising, the door will open normally after a few minutes.

If you still require service
If you have a problem, and the problem persists after you have made the checks mentioned, contact your nearest Electrolux approved Service Centre or the dealer you bought the refrigerator from. Be ready to quote the model number, the 9-digit PNC and 8-digit serial number, which is stated on the label inside the refrigerator compartment.

9. NOISES

Appliance noise

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 actually are. The following describes the kinds of sounds and what may be making them.



Electrolux Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND
APPLIANCE: WESTINGHOUSE REFRIGERATORS AND FREEZERS

This document sets out the terms and conditions of the product warranties for Westinghouse Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should there be a manufacturing defect in your Appliance. This warranty is in addition to other rights you may have under the Australian Consumer Law.

1. **In this warranty:**
   (a) 'ACL' or 'Australian Consumer Law' means Schedule 2 to the Competition and Consumer Act 2010;
   (b) 'Appliance' means any Electrolux product purchased by you and accompanied by this document;
   (c) 'ASC' means Electrolux's authorised serviced centres;
   (d) 'Westinghouse' is the brand controlled by Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively "Electrolux") of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
   (e) 'Warranty Period' means the period specified in clause 3 of this warranty;
   (f) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. **Application:** This warranty only applies to new Appliances, purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) other rights and remedies under a law to which the Appliances or services relate, including any non-excludable statutory guarantees in Australia and New Zealand.
3. **Warranty Period:** Subject to these terms and conditions, this warranty continues for in Australia for a period of 24 months and in New Zealand for a period of 24 months, following the date of original purchase of the Appliance. Specific components are warranted against manufacturing defects in Australia and New Zealand for the periods listed below;
   - Compressor – Further 3 years
   - External Condenser – Further 3 years
   - Evaporator – Further 3 years
   - Drier – Further 3 years
4. **Repair or replace warranty:** During the Warranty Period, Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux may, in its absolute discretion, choose whether the remedy offered for a valid warranty claim is repair or replacement. Electrolux or its ASC may use refurbished parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux.
5. **Travel and transportation costs:** Subject to clause 7, Electrolux will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. Travel and transportation will be arranged by Electrolux as part of any valid warranty claim.
6. **Proof of purchase** is required before you can make a claim under this warranty.
7. **Exclusions:** You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:
   (a) light globes, batteries, filters or similar perishable parts;
   (b) parts and Appliances not supplied by Electrolux;
   (c) cosmetic damage which does not affect the operation of the Appliance;
   (d) damage to the Appliance caused by:
   (i) negligence or accident;
   (ii) misuse or abuse, including failure to properly maintain or service;
   (iii) improper, negligent or faulty servicing or repair works done by anyone other than an Electrolux authorised repairer or ASC;
   (iv) normal wear and tear;
   (v) power surges, electrical storm damage or incorrect power supply;
   (vi) incomplete or improper installation;
   (vii) incorrect, improper or inappropriate operation;
   (viii) insect or vermin infestation;
   (ix) failure to comply with any additional instructions supplied with the Appliance;

   In addition, Electrolux is not liable under this warranty if:
   (a) the Appliance has been, or Electrolux reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purpose;
   (b) the Appliance is modified without authority from Electrolux in writing;
   (c) the Appliance's serial number or warranty seal has been removed or defaced.
8. **How to claim under this warranty:** To enquire about claiming under this warranty, please follow these steps:
   (a) carefully check the operating instructions, user manual and the terms of this warranty;
   (b) have the model and serial number of the Appliance available;
   (c) have the proof of purchase (e.g. an invoice) available;
   (d) telephone the numbers shown below.
9. **Australia:** For Appliances and services provided by Electrolux in Australia: Electrolux goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the ACL.
10. **New Zealand:** For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.
11. **Confidentiality:** You accept that if you make a warranty claim, Electrolux and its agents including ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

Important Notice

Before calling for service, please ensure that the steps listed in clause 8 above have been followed.

AUSTRALIA	**FOR SERVICE** or to find the address of your nearest authorised service centre in Australia **PLEASE CALL 13 13 49** For the cost of a local call	**FOR SPARE PARTS** or to find the address of your nearest spare parts centre in Australia **PLEASE CALL 13 13 50** For the cost of a local call
NEW ZEALAND	**FOR SERVICE** or to find the address of your nearest authorised service centre in New Zealand **PLEASE CALL 0800 10 66 10**	**FOR SPARE PARTS** or to find the address of your nearest spare parts centre in New Zealand **PLEASE CALL 0800 10 66 20**

For more information on all Westinghouse appliances, or for dimension and installation information, call into your retailer, phone or email our customer care team or visit our website:

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AUSTRALIA

service: 13 13 49
spare parts: 13 13 50
email: customercare@electrolux.com.au
web: westinghouse.com.au

NEW ZEALAND

phone: 0800 436 245
email: customercare@electrolux.com.nz
web: westinghouse.com.nz

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