

Combi Fridge Freezer

USER INSTRUCTIONS

GKF15810N

ENG

www.grundig.co.uk

GRUNDIG

ENG

Contents

1. Important instructions for safety and environment 5

1.1 General safety 5
1.1.1 HC warning 8
1.1.2 For products with a water dispenser 8
1.2 Intended use 8
1.3 Children's safety 8
1.4 Compliance with WEEE Directive and Disposing of the Waste Product: 9
1.5 Compliance with RoHS Directive: 9
1.6 Package information 9

2. Your Refrigerator 10

3. Installation 11

3.1 Appropriate installation location 11
3.2 Installing the plastic wedges 12
3.3 Electrical connection 12

4. Preparation 14

4.1 Things to be done for energy saving 14
4.2 Initial use 14

5. Using your appliance 17

5.1 Cooling 18
5.2 Placing the food 18
5.3 Defrosting of the appliance 18
5.4 Open door warning 19
5.5 Recommendations for freshfood compartment 19

6 . Maintenance and cleaning 20

6.1 Avoiding bad odours 20
6.2 Protecting the plastic surfaces 21

7. Troubleshooting 22

Please read this manual first!

Dear Customer,

We hope that your product, which has been produced in a 1st-class manufacturing facility and checked under the most meticulous quality control procedures, will provide you with years of good service.

For this, we recommend you to carefully read the entire manual of your product before using it and keep it at hand for future references.

This manual

- Will help you use your appliance in a fast and safe way.
- Read the manual before installing and operating your product.
- Follow the instructions, especially those for safety.
- Keep the manual in an easily accessible place as you may need it later.
- Also read any other documents provided with this product

Please note that this manual may be valid for other models as well.

Symbols and their descriptions

This instruction manual contains the following symbols:

	Important information or useful usage tips.
	Warning against dangerous conditions for life and property.
	Warning against electric voltage.
	Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations.

1. Important instructions for safety and environment

This section contains safety instructions that will help protect from risk of personal injury or property damage. Failure to follow these instructions shall void any warranty.

1.1 General safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical,sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Unplug the product if a failure occurs while it is in use.
- If the product has a failure, it should not be operated unless it is repaired by an Authorised Service Agent. There is the risk of electric shock!
- Connect the product to a grounded outlet protected by a fuse complying with the values in the rating plate. Have the grounding installation made by a qualified electrician. Our company shall not be liable for any damages that will arise when the product is used without grounding in accordance with the local regulations.
- Unplug the product when not in use.
- Never wash the product by spreading or pouring water onto it! There is the risk of electric shock!
- Never touch the plug with wet hands! Never unplug by pulling on the cable, always pull out by grabbing the plug.
- Do not plug the refrigerator if the wall outlet is loose.

- Never connect your refrigerator to electricity-saving devices . Such devices are harmful for the product.
- WARNING: When positioning the appliance ensure the supply cord is not trapped or damaged.
- Unplug the product during installation, maintenance, cleaning and repairing procedures.
- Always have repairs carried out by the **Authorised Service Agent**. The manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorised persons.
- Do not eat ice cream and ice cubes immediately after you take them out of the freezer compartment! This may cause frostbite in your mouth!
- Do not touch frozen food by hand! It may stick to your hand!
- Do not put bottled and canned liquid beverages in the freezer compartment. They may burst!
- Never use steam and steam assisted cleaning materials to clean or defrost the refrigerator. Steam will cause short circuit or electric shock since it would get into contact with the electrical parts in the refrigerator!
- Do not use mechanical devices or other methods to accelerate the defrosting process, other than those recommended by the manufacturer.
- Never use the parts on your refrigerator such as the door and drawer as a means of support or step. This will cause the product to tip over or parts of it to get damaged.
- Do not damage the cooling circuit, where the refrigerant is circulating, with drilling or cutting tools. The refrigerant that might blow out when the gas channels of the evaporator, pipe extensions or surface coatings are punctured may cause skin irritations and eye injuries.

- Do not cover or block the ventilation holes on the refrigerator with any material.
- Keep beverages with a high alcohol content tightly closed and vertically.
- Do not use flammable sprays near the product since there is the risk of fire or explosion!
- Flammable items or products that contain flammable gases (e.g. spray) as well as the explosive materials should never be kept in the appliance.
- Do not place containers filled with liquid on top of the product. Spilling water on an electrical component may cause electric shocks or risk of fire.
- Do not store products (vaccines, heat-sensitive medicines, scientific materials and etc.) that require a precise temperature control in the refrigerator.
- If you will not operate the product for a long period of time, unplug and unload the food in it and keep the door ajar.
- If the product is equipped with blue light, do not look at the blue light with optical tools.
- Exposing the product to rain, snow, sun and wind is dangerous with respect to electrical safety.
- Do not overload the product. It may fall when the door is opened, and cause injury or damage. Similar problems may occur in case of putting things on top of the product.
- If the product's door is equipped with a handle, do not pull by the handle when moving the product. The handle may get loosened.
- Pay attention not to have your hand or any part of your body get caught by the moving parts inside the product.

1.1.1HC warning

- If the product is equipped with a cooling system containing R600a gas, pay attention not to damage the cooling system and piping during usage and transportation. This gas is flammable. If the cooling system is damaged, keep the product away from potential sources that can cause the system to catch fire and ventilate the room in which the unit is placed immediately.



- WARNING: Never dispose the product in fire.

1.1.2For products with a water dispenser

- Pressure of water mains should be minimum 1 bar and maximum 8 bars.
- Use only potable water.

1.2 Intended use

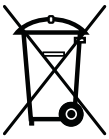
- This product has been designed for domestic use. It is not suitable for commercial use and it must not be used out of its intended use.
- Product must be used only for storing food.
- The manufacturer waives any responsibility arisen from incorrect usage or transportation.

1.3 Children's safety

- Packaging materials are dangerous for the children. Keep packaging materials in a safe place away from reach of the children.
- Electrical products are dangerous for the children. Keep children away from the product when it is in use.
- If the product's door is equipped with a lock, keep the keys away from reach of children.

1.4 Compliance with WEEE Directive and Disposing of the Waste Product:

This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with



normal domestic and other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

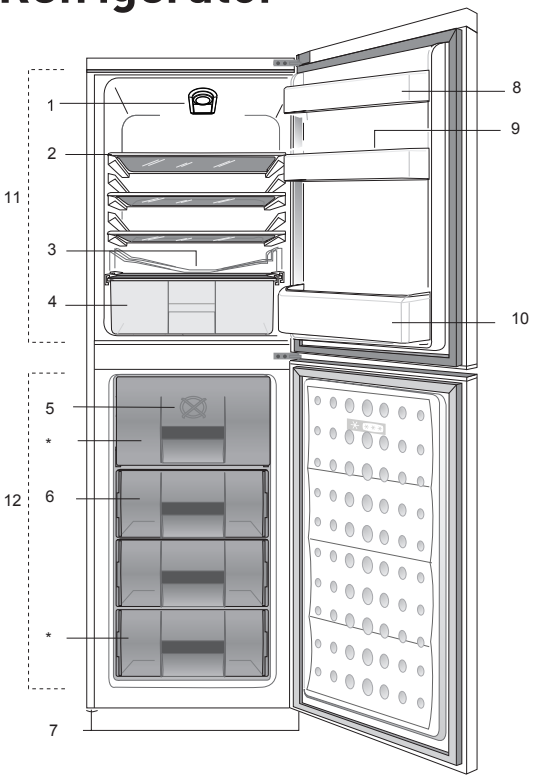
1.5 Compliance with RoHS Directive:

The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

1.6 Package information

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

2. Your Refrigerator



1. Temperature setting control
2. Cabinet shelves
3. Defrost water collection channel
4. Salad crisper
5. Freezer fan
6. Frozen food storage drawers
7. Adjustable feet
8. Dairy compartment
9. Egg tray
10. Door shelves
11. Fridge compartment
12. Freezer compartment

*** May not be available in all models**

Figures in this user manual are schematic and may not match the product exactly. If the subject parts are not included in the product you have purchased, then those parts are valid for other models.

3. Installation

To make the product ready for use, make sure that the electricity installation is appropriate before calling the Authorised Service Agent. If not, call a qualified electrician to have any necessary arrangements carried out.

	Preparation of the location and electrical installation at the place of installation is under customer's responsibility.
	Product must not be plugged in during installation. Otherwise, there is the risk of death or serious injury!
	**WARNING:** Manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorised persons.
	**WARNING:** Prior to installation, visually check if the product has any defects on it. If so, do not have it installed. Damaged products cause risks for your safety.

	Make sure that the power cable is not pinched or crushed while pushing the product into its place after installation or cleaning procedures.

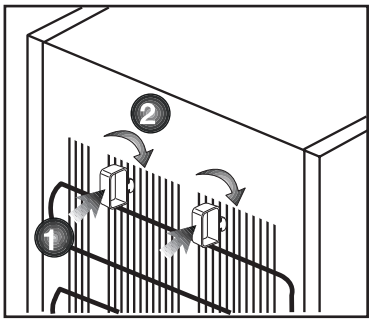
3.1 Appropriate installation location

- Choose a place at where you can access the product comfortably.
- Install the product at least 30 cm away from heat sources such as hobs, ovens, heater cores and stoves and at least 5 cm away from electrical ovens. Product must not be subjected to direct sun light and kept in humid places after installation.
- Appropriate air ventilation must be provided around your product in order to achieve an efficient operation. If the product is to be placed in a recess in the wall, pay attention to leave at least 5 cm distance with the ceiling and side walls.
- Do not place the product on materials such as rugs or carpets.
- Place the product on an even floor surface to prevent jolts.

- Your product can operate in ambient temperatures between +5°C to +43°C.

3.2 Installing the plastic wedges

Plastic wedges are used to create the distance for the air circulation between the product and the rear wall. Insert the 2 plastic wedges onto the rear ventilation cover as illustrated in the figure. To install the wedges, push and twist a quarter of a turn.



3.3 Electrical connection

Connect the product to a grounded outlet protected by a fuse complying with the values in the rating plate. Our company shall not be liable for any damages that will arise when the product is used without grounding in accordance with the local regulations.

- Electrical connection must comply with national regulations.
- Power cable plug must be within easy reach after installation.
- The voltage and allowed fuse or breaker protection are specified in the Rating Plate which is affixed to interior of the product. If the current value of the fuse or breaker in the house does not comply with the value in the rating plate, have a qualified electrician install a suitable fuse.
- The specified voltage must be equal to your mains voltage.
- WARNING: Do not locate extension sockets or charging transformers/power supplies or Lithium-Iron battery operated products adjacent to the compressor as they could overheat.
- Do not make connections via extension cables or multi-plugs.



WARNING: Damaged power cable must be replaced by the Authorised Service Agents.



WARNING: If the product has a failure, it should not be operated unless it is repaired by the Authorised Service Agent! There is the risk of electric shock!

4. Preparation

4.1 Things to be done for energy saving



Connecting the product to electric energy saving devices is risky as it may cause damage on the product.

- Do not leave the doors of your appliance open for a long time.
- Do not put hot food or drinks in your refrigerator.
- Do not overload the appliance. Cooling capacity will fall when the air circulation inside is hindered.
- Do not place the appliance in places subject to direct sunlight. Install the product at least 30 cm away from heat sources such as hobs, ovens, heater cores and stoves and at least 5 cm away from electrical ovens.
- Pay attention to store your food in Freezer in closed containers.
- You can load maximum amount of food to the freezer compartment of the Freezer by removing the freezer compartment drawers. Declared energy consumption value of the refrigerator was determined with the freezer compartment drawers. There is no risk in removing a shelf or drawer to make suitable for the shapes and sizes of the foods to be frozen.
- Thawing frozen food in fridge compartment will both provide energy saving and preserve the food quality.

4.2 Initial use

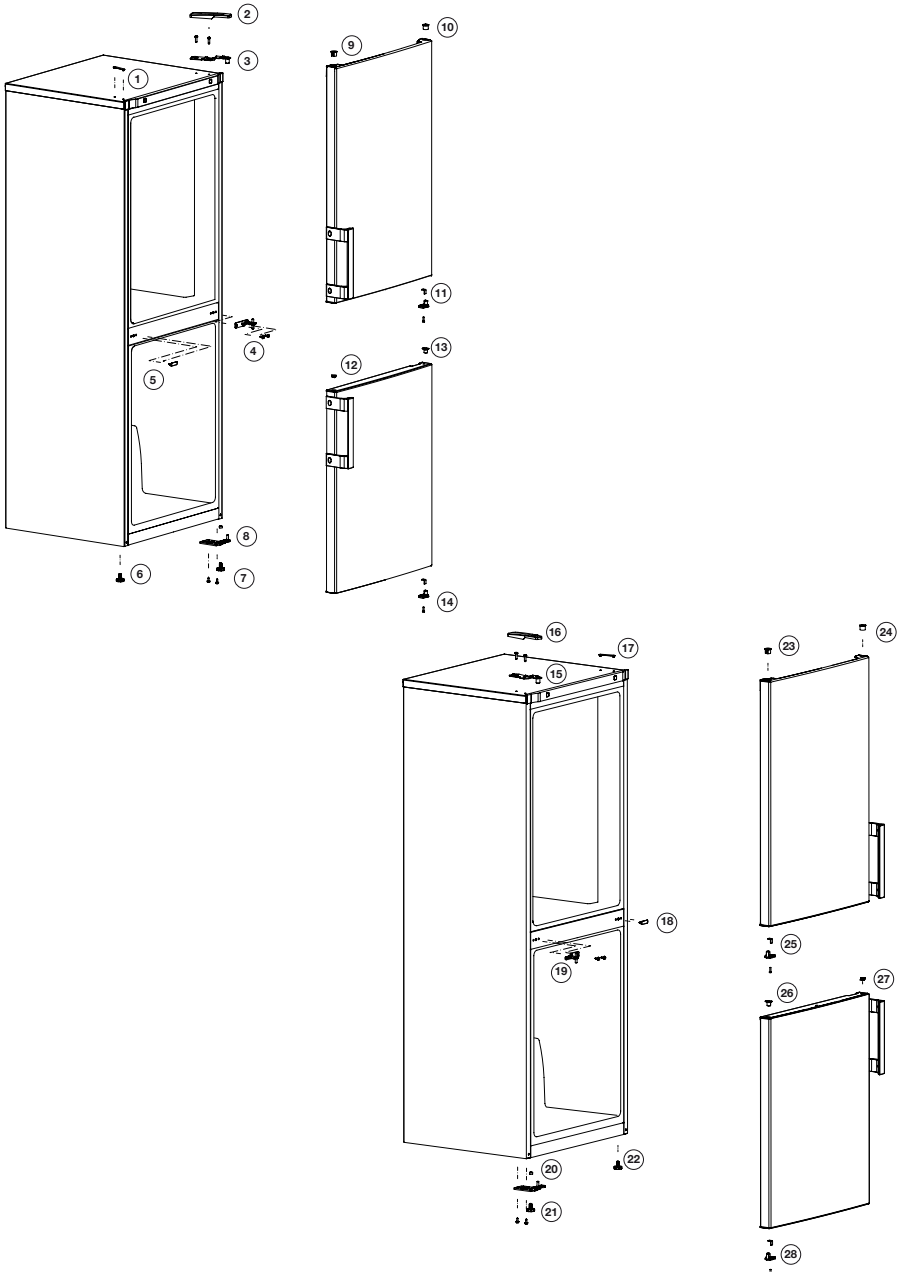
Before starting to use the product, check that all preparations are made in accordance with the instructions in sections "Important instructions for safety and environment" and "Installation".

- Clean the interior of the appliance as recommended in the “Maintenance and cleaning” section. Check that inside of it is dry before operating it.
- Plug the appliance into the grounded wall outlet. When the door is opened the interior illumination will turn on.
- Run the Freezer without putting any food for 6 hours and do not open its door unless certainly required.

	You will hear a noise when the compressor starts up. The liquids and gases sealed within the refrigeration system may also give rise to noise, even if the compressor is not running and this is quite normal.
	Front edges of the appliance may feel warm. This is normal. These areas are designed to be warm to avoid condensation.
	For energy efficiency testing, it is recommmended to remove top shelf and load food on the shelf below.Net volume of your appliance is declared without top two flaps and the top shelf in place.Place two ice pack (if provided) directly on the top of frozen food to be stored on top shelf.

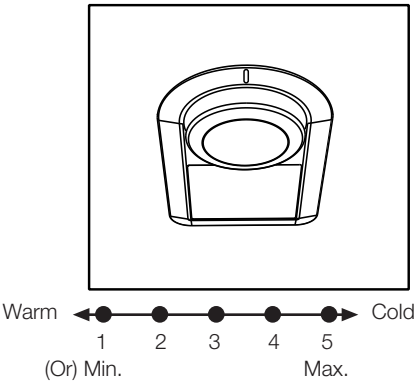
Reversing the doors

Proceed in numerical order



5. Using your appliance

The operating temperature is regulated by the temperature control.



0=System cooling is off.

1=Lowest cooling setting (Warmest setting).

5=Highest cooling setting (Coldest setting).

The average temperature inside the fridge should be around +5°C.
Please choose the setting according to the desired temperature.
Please note that there will be different temperatures in the cooling area.

The coldest region is immediately above the vegetable compartment.
The interior temperature also depends on ambient temperature, the frequency with which the door is opened and the amount of foods kept inside.
Frequently opening the door causes the interior temperature to rise.
For this reason, it is recommended to close the door again as soon as possible after use.
The interior temperature of your refrigerator changes for the following reasons;

- Seasonal temperatures,
- Frequent opening of the door and leaving the door open for long periods,
- Food put into the refrigerator without cooling down to the room temperature,
- The location of the refrigerator in the room (e.g. exposing to sunlight).

Figures in this user manual are schematic and may not match the product exactly. If the subject parts are not included in the product you have purchased, then those parts are valid for other models.

- You may adjust the varying interior temperature due to such reasons by using the thermostat. Numbers around the thermostat button indicates the cooling degrees.
- If the ambient temperature is higher than 32°C, turn the thermostat button to maximum position.
- If the ambient temperature is lower than 25°C, turn the thermostat button to minimum position.

5.1 Cooling

Food storage

The fridge compartment is for the short-term storage of fresh food and drinks.
Store milk products in the intended compartment in the cooler/freezer.
Bottles can be stored in the bottle holder or in the bottle shelf of the door.
Raw meat is best kept in a polyethylene bag in the compartment at the very bottom of the cooler/freezer.
Allow hot foods and beverages to cool to room temperature prior to placing them in the cooler/freezer.

- Attention

Store concentrated alcohol only standing upright and tightly closed.

- Attention

Do not store explosive substances or containers with flammable propellant gases (canned cream, spray cans etc.) in the device. There is a danger of explosion.

5.2 Placing the food

Egg tray	Egg
Fridge compartment shelves	Food in pans, covered plates and closed containers
Fridge compartment door shelves	Small and packaged food or drinks (such as milk, fruit juice and beer)
Crisper	Vegetables and fruits

5.3 Defrosting of the appliance

The appliance defrosts automatically.

5.4 Open door warning

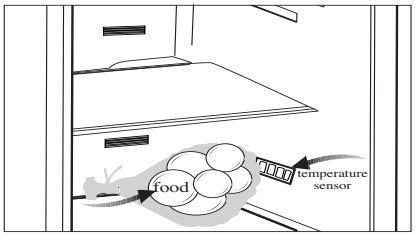
*** May not be available in all models**

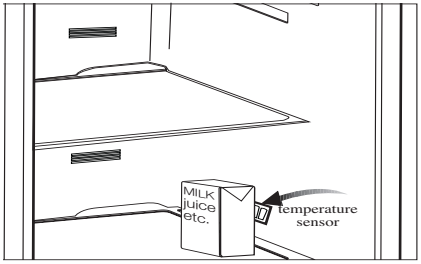
An audio warning will be given when the fridge compartment door of your product is left open for a certain period of time. This audio warning signal will mute when any button on the indicator is pressed or when the door is closed.

5.5 Recommendations for freshfood compartment

*** May not be available in all models**

Please do not let any foodstuff come into contact with the temperature sensor in the freshfood compartment. In order to maintain the freshfood compartment at an ideal storage temperature, the sensor must not be blocked.





6 . Maintenance and cleaning

Service life of the product extends and frequently faced problems decrease if cleaned at regular intervals.



WARNING: Unplug the product before cleaning it.

- Never use gasoline, benzene or similar substances for cleaning purposes.
- Never use any sharp and abrasive tools, soap, household cleaners, detergent and wax polish for cleaning.
- Dissolve one teaspoon of carbonate in half litre of water. Soak a cloth with the solution and wrung it thoroughly. Wipe the interior of the appliance with this cloth and the dry thoroughly.
- Make sure that no water enters the lamp housing and other electrical items.
- If you will not use the appliance for a long period of time, unplug it, remove all food inside, clean it and leave the door ajar.
- Check regularly that the door gaskets are clean. If not, clean them.
- To remove door and body shelves, remove all of its contents.
- Remove the door shelves by pulling them up. After cleaning, slide them from top to bottom to install.
- Never use cleaning agents or water that contain chlorine to clean the outer surfaces and chromium coated parts of the product. Chlorine causes corrosion on such metal surfaces

6.1 Avoiding bad odours

Materials that may cause odour are not used in the production of our appliance. However, due to inappropriate food preserving conditions and not cleaning the inner surface of the appliance as required can bring forth the problem of odour. Pay attention to following to avoid this problem:

- Keeping the appliance clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the appliance with Sodium Bicarbonate dissolved in water every few months. Never use detergents or soap.

- Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.
- Never keep the food that have passed the best before dates and spoiled in the appliance.

6.2 Protecting the plastic surfaces

Do not put liquid oils or oil-cooked meals in your appliance in unsealed containers as they damage the plastic surfaces of the appliance. If oil is spilled or smeared onto the plastic surfaces, clean and rinse the relevant part of the surface at once with warm water.

7. Troubleshooting

Please review this list before calling the service. It will save your time and money. This list includes frequent complaints that are not arising from defective workmanship or material usage. Some of the features described here may not exist in your product.

The appliance does not operate.

- The plug is not inserted into the socket correctly. >>> Insert the plug into the socket securely.
- The fuse of the socket which your Freezer is connected to or the main fuse have blown out. >>> Check the fuse.

Condensation on the side wall of the appliance compartment.

- Ambient is very cold. >>> When you install the appliance in places where the temperature falls below 10 °C.
- Door has been opened frequently. >>> Do not open and close the door of appliance frequently.
- Ambient is very humid. >>> Do not install your appliance into highly humid places.
- Food containing liquid is stored in open containers. >>> Store food with liquid content in closed containers.
- Door of the appliance is left ajar. >>> Do not leave the doors of your appliance open for a long time.
- Thermostat is set to a very cold level. >>> Set the thermostat to a suitable level.

Compressor is not running

- Protective thermic of the compressor will blow out during sudden power failures or plug-out plug-ins as the refrigerant pressure in the cooling system of the appliance has not been balanced yet. The appliance will start running approximately after 6 minutes. Please call the Authorised Service Agent if the appliance does not start at the end of this period.
- The appliance is in defrost cycle. >>> This is normal for a full-automatically defrosting appliance. Defrosting cycle occurs periodically.
- The appliance is not plugged into the socket. >>> Make sure that the plug is fit into the socket.
- Temperature settings are not made correctly. >>> Select the suitable temperature value.
- There is a power outage. >>> Appliance returns to normal operation when the power restores.

The operation noise increases when the appliance is running.

- The operating performance of the appliance may change due to the changes in the ambient temperature. It is normal and not a fault.

The appliance is running frequently or for a long time.

- New product may be bigger than your previous one. Larger appliance operate for a longer period of time.
- The room temperature may be high. >>> It is normal that the product operates for longer periods in hot ambient.
- The appliance might be plugged in recently or might be loaded with food. >>> When the appliance is plugged in or loaded with food recently, it will take longer for it to attain the set temperature. This is normal.
- Large amounts of hot food might be put in the appliance recently. >>> Do not put hot food into the appliance.
- Doors might be opened frequently or left ajar for a long time. >>> The warm air that has entered into the appliance causes the appliance to run for longer periods. Do not open the doors frequently.
- Freezer or fridge compartment door might be left ajar. >>> Check if the doors are closed completely.
- The appliance is adjusted to a very low temperature. >>> Adjust the appliance temperature to a warmer degree and wait until the temperature is achieved.
- Door seal of the fridge or freezer may be soiled, worn out, broken or not properly seated. >>> Clean or replace the seal. Damaged/broken seal causes the refrigerator to run for a longer period of time in order to maintain the current temperature.

Freezer temperature is very low while the fridge temperature is sufficient.

- The freezer temperature is adjusted to a very low value. >>> Adjust the freezer temperature to a warmer degree and check.

Fridge temperature is very low while the freezer temperature is sufficient.

- The fridge temperature is adjusted to a very low value. >>> Adjust the fridge temperature to a warmer degree and check.

Food kept in the fridge compartment drawers is frozen.

- The fridge temperature is adjusted to a very high value. >>> Adjust the fridge temperature to a lower value and check.

Temperature in the fridge or freezer is very high.

- The fridge temperature is adjusted to a very high value. >>> Fridge compartment temperature setting has an effect on the temperature of the freezer. Change the temperatures of the fridge or freezer and wait until the relevant compartments attain a sufficient temperature.
- Doors are opened frequently or left ajar for a long time. >>> Do not open the doors frequently.
- Door is ajar. >>> Close the door completely.
- The Freezer is plugged in or loaded with food recently. >>> This is normal. When the Freezer is plugged in or loaded with food recently, it will take longer for it to attain the set temperature.
- Large amounts of hot food might be put in the refrigerator recently. >>> Do not put hot food into the Freezer.

Vibrations or noise.

- The floor is not level or stable. >>> If the appliance rocks when moved slowly, balance it by adjusting its feet. Also make sure that the floor is strong enough to carry the appliance, and level.
- The items put onto the appliance may cause noise. >>> Remove the items on top of the appliance.

There are noises coming from the appliance like liquid flowing, spraying, etc.

- Liquid and gas flows occur in accordance with the operating principles of your appliance. >>>It is normal and not a fault.

Whistle comes from the Freezer.

- Fans are used in order to cool the Freezer. It is normal and not a fault.

Condensation on the inner walls of Fridge.

- Hot and humid weather increases icing and condensation. It is normal and not a fault.
- Doors are opened frequently or left ajar for a long time. >>> Do not open the doors frequently. Close them if they are open.
- Door is ajar. >>> Close the door completely.

Humidity occurs on the outside of the Freezer or between the doors.

- There might be humidity in the air; this is quite normal in humid weather. >>> When the humidity is less, condensation will disappear.

Bad odour inside the appliance.

- No regular cleaning is performed. >>> Clean the inside of the appliance regularly with a sponge, lukewarm water or carbonate dissolved in water.
- Some containers or package materials may cause the smell. >>> Use a different container or different brand packaging material.
- Food is put into the appliance in uncovered containers. >>> Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.
- Remove the foods that have expired best before dates and spoiled from the appliance.

The door is not closing.

- Food packages are preventing the door from closing. >>> Replace the packages that are obstructing the door.
- The appliance is not completely even on the floor. >>> Adjust the feet to balance the refrigerator.
- The floor is not level or strong. >>> Also make sure that the floor is level and strong enough to carry the refrigerator.

Crispers are stuck.

- The food is touching the ceiling of the drawer. >>> Rearrange food in the drawer.



WARNING: If you cannot eliminate the problem although you follow the instructions in this section, consult your dealer or the Authorised Service Agent. Never try to repair a non-functional product yourself.

GUARANTEE DETAILS

Your new Grundig product is guaranteed against faulty materials, defective components or manufacturing defects. The guarantee starts from the date of original purchase of the product for a period of three (3) years unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing. If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our Call Centre on 0333 207 9920.

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any question about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

What is covered by this guarantee?

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Grundig Approved Engineer to carry out the repair.

What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:

- Accidental damage, misuse or abuse of a product.
- An attempted repair of a product by anyone other than a Grundig Approved Engineer (the "Engineer").
- Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.

• Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product.

To the extent permitted by law, Beko plc (the "Manufacturer") does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

Important Notes

- Your product is designed and built for domestic household use only.
- The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
- The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
- Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
- Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
- This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
- This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.

- This guarantee does not apply to graded sales (where the product is purchased as a "second").
- Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Call Centre on the number set out above.
- The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
- Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

Does Grundig offer replacements?

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model, but when this is not possible, a model of similar specification will be provided. The Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

When will the repair take place?

Our Engineers work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Engineers will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

Will there be any charge for the repairs?

It is your responsibility to provide evidence to the Engineer that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.
- Where a service call has been made and the engineer finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Engineer providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the English Courts, save where you live in another part of the United Kingdom, in which case the law and courts of that location will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have jurisdiction.

HOW TO OBTAIN SERVICE

Please keep your purchase receipt or other proof of purchase in a safe place; you will need to have it should the product require attention under guarantee.

It will be useful if you complete the details below, as it will help us assist you when requesting service (the model number is printed on the Instruction Booklet and the serial number is printed on the Rating Label affixed to the appliance). Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for under guarantee service.

The area around the product must be easily accessible to the Engineer without the need for cabinets or furniture being removed.

It is your responsibility to ensure our Engineers have a clean and safe environment to carry out any repairs.

.....

Model No:
Serial No:
Retailer:
Date of purchase:

.....

For service under guarantee simply telephone the appropriate number below

UK Mainland & Northern Ireland 0333 207 9920 or customerservice@support.grundig.co.uk

Republic of Ireland: 01 691 0203

Register your appliance at: grundig.co.uk/support/register

Before requesting service please check the troubleshooting guide in the Operating Instructions as a charge may be levied where no fault is found even though your product may still be under guarantee.

Service once the manufacturers guarantee has expired

If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document, otherwise please call the appropriate number above where service can be obtained at a charge.

Should you experience any difficulty in obtaining service contact the Grundig Customer Helpline on Tel: 0333 207 9920 or e-mail: customerservice@support.grundig.co.uk

.....

This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Herts, WD18 8QU. Beko plc is registered in England and Wales with company registration number 02415578.

Notes

Notes

GRUNDIG

www.grundig.co.uk

57 8454 0000/ AC