



Home Appliances

# SJ-SE197E01X-EN

Freezer

EN User Manual






**SHARP**

Be Original.

## Thank you for choosing this product.

This user manual contains important information on safety and instructions intended to assist you in the operation and maintenance of your appliance.

Please take the time to read this user manual before using your appliance and keep this book for future reference.

Icon	Type	Meaning
	<b>WARNING</b>	Serious injury or death risk
	<b>RISK OF ELECTRIC SHOCK</b>	Dangerous voltage risk
	<b>FIRE</b>	Warning; Risk of fire / flammable materials
	<b>CAUTION</b>	Injury or property damage risk
	<b>IMPORTANT</b>	Operating the system correctly

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# 1 SAFETY INSTRUCTIONS

## 1.1 General Safety Warnings

**Read this user manual carefully.**

**⚠ WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

**⚠ WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

**⚠ WARNING:** Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

**⚠ WARNING:** Do not damage the refrigerant circuit.

**⚠ WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.

**⚠ WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

**⚠ WARNING:** In order to avoid any hazards resulting from the instability of the appliance, it must be fixed in accordance with the instructions.

**⚠** If your appliance uses R600a as a refrigerant (this information will be provided on the label of the cooler) you should take care during transportation and installation to prevent the cooler elements from being damaged. R600a is an environmentally friendly and

natural gas, but it is explosive. In the event of a leak due to damage of the cooler elements, move your fridge away from open flames or heat sources and ventilate the room where the appliance is located for a few minutes.

- While carrying and positioning the fridge, do not damage the cooler gas circuit.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- This appliance is intended to be used in household and domestic applications such as:
  - staff kitchen areas in shops, offices and other working environments.
  - farm houses and by clients in hotels, motels and other residential type environments.
  - bed and breakfast type environments;
  - catering and similar non-retail applications.
- If the socket does not match the refrigerator plug, it must be replaced by the manufacturer, a service agent or similarly qualified persons in order to avoid a hazard.
- A specially grounded plug has been connected to the power cable of your refrigerator. This plug should be used with a specially grounded socket of 16 amperes. If there is no such socket in your house, please have one installed by an authorised electrician.

- 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.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances. Children are not expected to perform cleaning or user maintenance of the appliance, very young children (0-3 years old) are not expected to use appliances, young children (3-8 years old) are not expected to use appliances safely unless continuous supervision is given, older children (8-14 years old) and vulnerable people can use appliances safely after they have been given appropriate supervision or instruction concerning use of the appliance. Very vulnerable people are not expected to use appliances safely unless continuous supervision is given.
- If the supply cord is damaged, it must be replaced by the manufacturer, an authorised service agent or similar qualified persons, in order to avoid a hazard.
- This appliance is not intended for use at altitudes exceeding 2000 m.

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

- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with food and accessible drainage systems
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making ice cream and making ice cubes.
- One-, two- and three-star compartments are not suitable for the freezing of fresh food.
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

## 1.2 Installation warnings


Before using your freezer for the first time, please pay attention to the following points:

- The operating voltage for your freezer is 220-240 V at 50Hz.
- The plug must be accessible after installation.
- Your freezer may have an odour when it is operated for the first time. This is normal and the odour will fade when your freezer starts to cool.
- Before connecting your freezer, ensure that the information on the data plate (voltage and connected load) matches that of the mains electricity supply. If in doubt, consult a qualified electrician.
- Insert the plug into a socket with an efficient ground connection. If the socket has no ground contact or the plug does not match, we recommend you consult a qualified electrician for assistance.
- The appliance must be connected with a properly installed fused socket. The power supply (AC) and voltage at the operating point must match with the details on the name plate of the appliance (the name plate is located on the inside left of the appliance).
- We do not accept responsibility for any damages that occur due to ungrounded usage.
- Place your freezer where it will not be exposed to direct sunlight.
- Your freezer must never be used outdoors or exposed to rain.
- Your appliance must be at least 50 cm away from stoves, gas ovens and heater cores, and at least 5 cm away from electrical ovens.
- If your freezer is placed next to a deep freezer, there must be at least 2 cm between them to prevent humidity forming on the outer surface.
- Do not cover the body or top of freezer with lace. This will affect the performance of your freezer.
- Clearance of at least 150 mm is required


at the top of your appliance. Do not place anything on top of your appliance.

- Do not place heavy items on the appliance.
- Clean the appliance thoroughly before use (see Cleaning and Maintenance).
- Before using your freezer, wipe all parts with a solution of warm water and a teaspoon of sodium bicarbonate. Then, rinse with clean water and dry. Return all parts to the freezer after cleaning.
- The installation procedure into a kitchen unit is given in the installation manual. This product is intended to be used in proper kitchen units only.

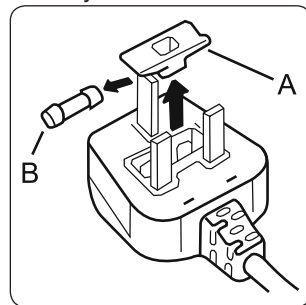
## 1.3 Electrical information (For UK type plug)

 **Warning!** This appliance must be earthed.

The mains lead of this appliance has been fitted with a specially earthed plug.

 **Important:** Do not use the appliance without the fuse cover in position. Should the fuse need to be replaced, it must be replaced with a 13A fuse, ASTA approved to BS1362.

The plug must be used with a specially earthed socket of 13 amperes. If there is no such socket in your house, please have one installed by an authorised electrician.



The mains lead of this appliance has been fitted with a BS 1363A 13A fused plug. To change a fuse in this type of plug, follow the steps below:

1. Remove the fuse cover and fuse.



2. Fit replacement 13A fuse, ASTA approved to BS 1362 type, into the fuse cover.
3. Replace fuse cover.

#### 1.4 During Usage

- Do not connect your freezer to the mains electricity supply using an extension lead.
- Do not use damaged, torn or old plugs.
- Do not pull, bend or damage the cord.
- Do not use plug adapter.
- This appliance is designed for use by adults. Do not allow children to play with the appliance or hang off the door.
- Never touch the power cord/plug with wet hands. This may cause a short circuit or electric shock.
- Do not place glass bottles or cans in your freezer as they will burst when the contents freeze.
- Do not place explosive or flammable material in your freezer.
- When removing ice from the ice-making compartment, do not touch it. Ice may cause frost burns and/or cuts.
- Do not touch frozen goods with wet hands. Do not eat ice-cream or ice cubes immediately after they are removed from the ice-making compartment.
- Do not re-freeze thawed frozen food. This may cause health issues such as food poisoning.

#### Old and Out-of-order Fridges

- If your old fridge or freezer has a lock, break or remove the lock before discarding it, because children may get trapped inside it and may cause an accident.
- Old fridges and freezers contain isolation material and refrigerant with CFC. Therefore, take care not to harm environment when you are discarding your old fridges.

#### CE Declaration of conformity

We declare that our products meet the applicable European Directives, Decisions and Regulations and the requirements

listed in the standards referenced.

#### Disposal of your old appliance

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 city office, your household waste disposal service or the shop where you purchased the product.



#### Packaging and the Environment

Packaging materials protect your machine from damage that may occur during transportation. The packaging materials are environmentally friendly as they are recyclable. The use of recycled material reduces raw material consumption and therefore decreases waste production.

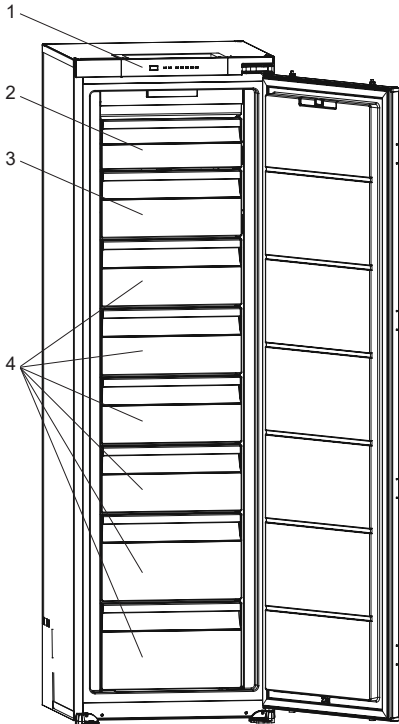



#### Notes:

- Please read the instruction manual carefully before installing and using your appliance. We are not responsible for the damage occurred due to misuse.
- Follow all instructions on your appliance and instruction manual, and keep this manual in a safe place to resolve the problems that may occur in the future.
- This appliance is produced to be used in homes and it can only be used in domestic environments and for the specified purposes. It is not suitable for commercial or common use. Such use will cause the guarantee of the appliance to be cancelled and our company will not be responsible for **any losses incurred**.
- This appliance is produced to be used in houses and it is only suitable for cooling / storing foods. It is not suitable for commercial or common use and/or

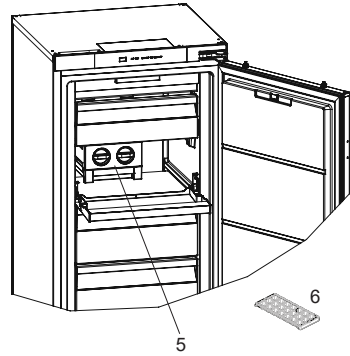
for storing substances except for food.  
Our company is not responsible for **any losses incurred by inappropriate usage of the appliance.**

## 2 DESCRIPTION OF THE APPLIANCE

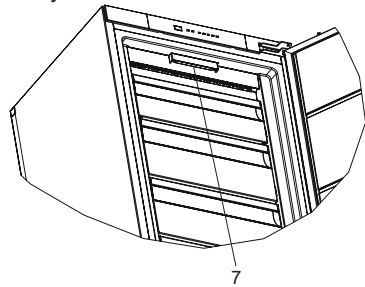


 This presentation is only for information about the parts of the appliance. Parts may vary according to the appliance model.

- 1) Control panel
- 2) Freezer upper room flap
- 3) Freezer bottom room flap / Freezer compartment drawer
- 4) Freezer compartment drawers



- 5) Icematic \*
- 6) Ice tray \*



- 7) Freezer LED strip \*

*\* In some models*

### **General notes:**

**Freezer Compartment (Freezer):** Most Efficient use of energy is ensured in the configuration with the drawers and bins are on stock position.

## 2.1 Dimensions

# 3 USING THE APPLIANCE

## 3.1 Information on No-Frost technology

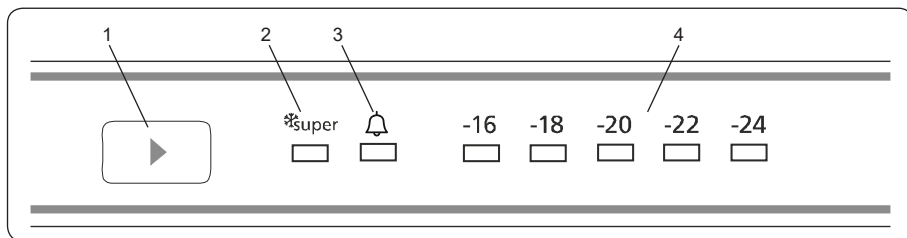
No-frost freezers differ from other static freezers in their operating principle.

In normal freezers, the humidity entering the freezer due to opening the door and the humidity inherent in the food causes freezing in the freezer compartment. To defrost the frost and ice in the freezer compartment, you are periodically required to turn off the freezer, place the food that needs to be kept frozen in a separately cooled container and remove the ice gathered in the freezer compartment.

The situation is completely different in no-frost freezers. Dry and cold air is blown into the freezer compartment homogeneously and evenly from several points via a blower fan. Cold air dispersed homogeneously and evenly between the shelves cools all of your food equally and uniformly, thus preventing humidity and freezing.

Therefore your no-frost freezer allows you ease of use, in addition to its huge capacity and stylish appearance.

## 3.2 Display and Control Panel



### Using the Control Panel

1. Freezer temperature set button
2. Super freeze symbol (Super freeze LED)
3. Alarm symbol (Alarm LED)
4. Freezer adjusted temperature indicator

### 3.3 Operating your Freezer

#### Lighting (If available)

When the product is plugged in for the first time, the interior lights may turn on 1 minute late due to opening tests.

#### 3.3.1 Freezer Temperature Set Button

This button allows setting temperature of the freezer. In order to set values for freezer partition, press this button. Use this button also to activate super freeze mode.

#### 3.3.2 Alarm symbol (Alarm LED)

In case of a problem within the freezer, the alarm led will release red light.

#### 3.3.3 Super Freezer Mode

##### When Would It Be Used?

- To freeze huge quantities of food.
- To freeze fast food.
- To freeze food quickly.
- To store seasonal food for a long time.

##### How To Use?

- Press temperature set button until super freezing light comes on.
- Super freezing led will light during this mode.
- Maximum amount of fresh food (in kilograms) to be frozen within 24 hours is shown on the appliance label.
- For optimal appliance performance in maximum freezer capacity, set the

appliance to active super freeze mode 24 hours before you put the fresh food into the freezer.

#### During This Mode:

If you press temperature set button, the mode will be cancelled and the setting will be restored from -16.



Super freeze mode will automatically cancel after 30 hours, depending on the environmental temperature or when the freezer sensor reaches a sufficiently low temperature.

#### 3.3.4 Freezer Temperature Settings

- The initial temperature of the setting display is -18 °C.
- Press freezer setting button once.
- Every time you press the button, the setting temperature will decrease. (-16 °C, -18 °C, -20 °C,... super freezing)
- If you press freezer setting button until super freezer symbol is displayed on freezer.
- Settings display and you do not press any button within the following 3 seconds, super freezing will blink.
- If you keep on pressing, it will restart from last value.

#### Recommended Temperature Values for Freezer

When to adjust	Inner Temperature
For minimum freezing capacity	-16 °C, -18 °C
In normal usage	-18 °C, -20 °C, -22 °C
For maximum freezing capacity	-24 °C

**Note:** Some built-in appliances may have a stand-by mode.

### 3.3.5 Stand-By Mode

How To Activate ?

Set “-16” set value and push set button until all leds are blink three times.

How It Works?

In stand-by mode; all components will be disabled. If user push set button while in stand-by mode, all leds will blink three times to show stand-by mode is active.

How To Deactivate ?

Push and hold set button until display returns to normal working. After the mode is deactivated, the “Alarm LED” may light on the display because the product may be hot. The “Alarm LED” will turn off when the product reaches normal temperature.

### 3.4 Temperature Settings Warnings

- Your appliance is designed to operate in the ambient temperature ranges stated in the standards, according to the climate class stated in the information label. It is not recommended that your fridge is operated in the environments which are outside of the stated temperature ranges. This will reduce the cooling efficiency of the appliance.
- Temperature adjustments should be made according to the frequency of door openings, the quantity of food kept inside the appliance and the ambient temperature in the location of your appliance.
- When the appliance is first switched on, allow it to run for 24 hours in order to reach operating temperature. During this time, do not open the door and do not keep a large quantity of food inside.
- A 5 minute delay function is applied to prevent damage to the compressor

of your appliance when connecting or disconnecting to mains, or when an energy breakdown occurs. Your appliance will begin to operate normally after 5 minutes.

#### Climate class and meaning:

**T (tropical):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 43 °C.

**ST (subtropical):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 38 °C.

**N (temperate):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 32 °C.


**SN (extended temperate):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 10 °C to 32 °C.

### 3.5 Temperature indicator

In order to help you better set your refrigerator, we have equipped it with a temperature indicator located in the coldest area.

To better store the food in your refrigerator, especially in the coldest area, make sure the message “OK” appears on the temperature indicator. If « OK » does not appear, this means temperature has not been set properly

It may be difficult to see the indicator, make sure it is properly lit. Each time the temperature setting device is changed, wait for the stabilisation of the temperature inside the appliance before proceeding, if necessary, with a new temperature setting. Please change the position of the temperature setting device progressively and wait at least 12 hours before starting a new check and potential change.

 **NOTE:** Following repeated openings (or prolonged opening) of the door or after putting fresh food into the appliance, it is normal for the indication “OK” not to appear in the temperature setting indicator. If there is an abnormal build up of ice



crystals of ice crystals (bottom wall of the appliance) on the refrigerator compartment, evaporator (overloaded appliance, high room temperature, frequent door openings), put the temperature setting device on a lower position until compressor off periods are obtained again.

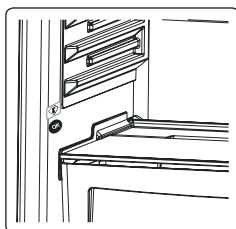
### Store food in the coldest area of the refrigerator.



Your foods will be better stored if you put them in the most appropriate cooling area. The coldest area is just above the crisper.

The following symbol indicates the coldest area of your refrigerator.

To be sure to have a low temperature in this area, make sure the shelf is located at the level of this symbol, as shown in the illustration.



The upper limit of the coldest area is indicated by the lower side of the sticker (head of the arrow). The coldest area upper shelf must be at the same level with the arrow head. The coldest area is below this level.

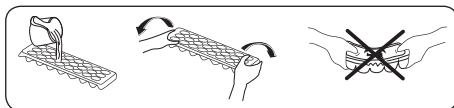
As these shelves are removable, make sure they are always at the same level with these zone limits described on the stickers, in order to guarantee temperatures in this area.

## 3.6 Accessories

**Visual and text descriptions in the accessories section may vary according to the model of your appliance.**

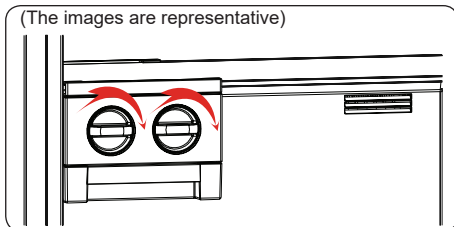
### 3.6.1 Ice Tray (In some models)

- Fill the ice tray with water and place in the freezer compartment.
- After the water has completely frozen, you can twist the tray as shown below to remove the ice cubes.



### 3.6.2 The Icematic (In some models)

(The images are representative)

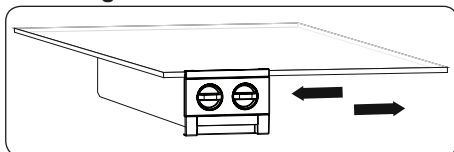


- Pull the lever towards you and remove the ice maker tray
- Fill with water to the marked level
- Hold the left end of the lever and set the ice-tray on the icebox
- When ice cubes have formed, twist the lever to drop the ice cubes into the icebox.

#### Note:

- Do not fill the icebox with water in order to make ice. It can be broken.
- The movement of the ice maker may be difficult while the refrigerator is running. In such a case should be cleaned by removing the glass shelves.

#### Removing the icemaker



- Take out of the freezer glass shelves
- Remove the icemaker by dragging left or right on the shelf.

You can remove the icemaker to use a larger volume of the freezer compartment.

**Visual and text descriptions in the accessories section may vary according to the model of your appliance.**

## 4 FOOD STORAGE

## 4.1 Freezer Compartment

For normal operating conditions, set the temperature of the freezer compartment to -18 or -20 °C.


- The freezer is used for storing frozen food, freezing fresh food, and making ice cubes.
- Food in liquid form should be frozen in plastic cups and other food should be frozen in plastic folios or bags. For freezing fresh food; wrap and seal fresh food properly, that is the packaging should be air tight and shouldn't leak. Special freezer bags, aluminum foil polythene bags and plastic containers are ideal.
- Do not store fresh food next to frozen food as it can thaw the frozen food.
- Before freezing fresh food, divide it into portions that can be consumed in one sitting.
- Consume thawed frozen food within a short period of time after defrosting
- Always follow the manufacturer's instructions on food packaging when storing frozen food. If no information is provided food, should not be stored for more than 3 months from the date of purchase.
- When purchasing frozen food, make sure that it has been stored under appropriate conditions and that the packaging is not damaged.
- Frozen food should be transported in appropriate containers and placed in the freezer as soon as possible.
- Do not purchase frozen food if the packaging shows signs of humidity and abnormal swelling. It is probable that it has been stored at an unsuitable temperature and that the contents have deteriorated.
- The storage life of frozen food depends on the room temperature, the thermostat setting, how often the door is opened, the type of food, and the length of time required to transport the product from


the shop to your home. Always follow the instructions printed on the packaging and never exceed the maximum storage life indicated.

- If the freezer door has been left open for a long time or not closed properly, frost will form and can prevent efficient air circulation. To resolve this, unplug the freezer and wait for it to defrost. Clean the freezer once it has fully defrosted.
- The freezer volume stated on the label is the volume without baskets, covers, and so on.
- Do not refreeze thawed food. It may pose a danger to your health and cause problems such as food poisoning.

**NOTE:** If you attempt to open the freezer door immediately after closing it, you will find that it will not open easily. This is normal. Once equilibrium has been reached, the door will open easily.

- Use the fast freezing shelf to freeze home cooking (and any other food which needs to be frozen quickly) more quickly because of the freezing shelf's greater freezing power. Fast freezing shelf is the **bottom** drawer of the freezer compartment.

 The table below is a quick guide to show you the most efficient way to store the major food groups in your freezer compartment.

Meat and fish	Preparation	Maximum storage time (months)
<b>Steak</b>	Wrap in foil	6 - 8
<b>Lamb meat</b>	Wrap in foil	6 - 8
<b>Veal roast</b>	Wrap in foil	6 - 8
<b>Veal cubes</b>	In small pieces	6 - 8
<b>Lamb cubes</b>	In pieces	4 - 8
<b>Minced meat</b>	In packaging without using spices	1 - 3
<b>Giblets (pieces)</b>	In pieces	1 - 3
<b>Bologna sausage/salami</b>	Should be kept packaged even if it has a membrane	1 - 3
<b>Chicken and turkey</b>	Wrap in foil	4 - 6
<b>Goose and duck</b>	Wrap in foil	4 - 6
<b>Deer, rabbit, wild boar</b>	In 2.5 kg portions or as fillets	6 - 8
<b>Freshwater fish (Salmon, Carp, Crane, Catfish)</b>	After cleaning the bowels and scales of the fish, wash and dry it. If necessary, remove the tail and head.	2
<b>Lean fish (Bass, Turbot, Flounder)</b>		4
<b>Fatty fishes (Tuna, Mackerel, Bluefish, Anchovy)</b>		2 - 4
<b>Shellfish</b>	Clean and in a bag	4 - 6
<b>Caviar</b>	In its packaging, or in an aluminium or plastic container	2 - 3
<b>Snails</b>	In salty water, or in an aluminium or plastic container	3
 <b>NOTE:</b> Thawed frozen meat should be cooked as fresh meat. If the meat is not cooked after defrosting, it must not be re-frozen.		

Vegetables and Fruits	Preparation	Maximum storage time (months)
<b>String beans and beans</b>	Wash, cut into small pieces and boil in water	10 - 13
<b>Beans</b>	Hull, wash and boil in water	12
<b>Cabbage</b>	Clean and boil in water	6 - 8
<b>Carrot</b>	Clean, cut into slices and boil in water	12
<b>Pepper</b>	Cut the stem, cut into two pieces, remove the core and boil in water	8 - 10
<b>Spinach</b>	Wash and boil in water	6 - 9
<b>Cauliflower</b>	Remove the leaves, cut the heart into pieces and leave it in water with a little lemon juice for a while	10 - 12
<b>Eggplant</b>	Cut into pieces of 2cm after washing	10 - 12
<b>Corn</b>	Clean and pack with its stem or as sweet corn	12
<b>Apple and pear</b>	Peel and slice	8 - 10
<b>Apricot and Peach</b>	Cut into two pieces and remove the stone	4 - 6
<b>Strawberry and Blackberry</b>	Wash and hull	8 - 12






Vegetables and Fruits	Preparation	Maximum storage time (months)
Cooked fruits	Add 10 % of sugar to the container	12
Plum, cherry, sourberry	Wash and hull the stems	8 - 12

	Maximum storage time (months)	Thawing time at room temperature (hours)	Thawing time in oven (minutes)
Bread	4 - 6	2 - 3	4-5 (220-225 °C)
Biscuits	3 - 6	1 - 1,5	5-8 (190-200 °C)
Pastry	1 - 3	2 - 3	5-10 (200-225 °C)
Pie	1 - 1,5	3 - 4	5-8 (190-200 °C)
Phyllo dough	2 - 3	1 - 1,5	5-8 (190-200 °C)
Pizza	2 - 3	2 - 4	15-20 (200 °C)

Dairy products	Preparation	Maximum storage time (months)	Storage conditions
Packet (Homogenized) Milk	In its own packet	2 - 3	Pure Milk – in its own packet
Cheese - excluding white cheese	In slices	6 - 8	Original packaging may be used for short-term storage. Keep wrapped in foil for longer periods.
Butter, margarine	In its packaging	6	

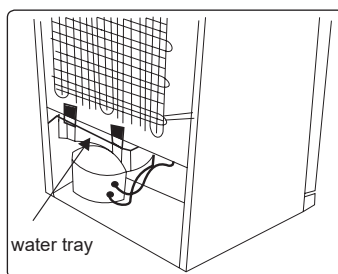
## 5 CLEANING AND MAINTENANCE

-  Disconnect the unit from the power supply before cleaning.
-  Do not wash your appliance by pouring water on it.
-  Do not use abrasive products, detergents or soaps for cleaning the appliance. After washing, rinse with clean water and dry carefully. When you have finished cleaning, reconnect the plug to the mains supply with dry hands.

- Make sure that no water enters the lamp housing and other electrical components.
- The appliance should be cleaned regularly using a solution of bicarbonate of soda and lukewarm water.
- Clean the accessories separately by hand with soap and water. Do not wash accessories in a dish washer.
- Clean the condenser with a brush at least twice a year. This will help you to save on energy costs and increase productivity.

  The power supply must be disconnected during cleaning.

### 5.1 Defrosting




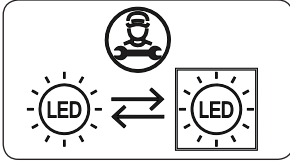
- Your appliance performs automatic defrosting. The water formed as a result of defrosting passes through the water collection spout, flows into the water tray behind your appliance and evaporates there.
- Make sure you have disconnected the plug of your appliance before cleaning the water tray.
- Remove the water tray from its position

by removing the screws (if it has screws).  
Clean it with soapy water at specific time intervals. This will prevent odours from forming.

### Replacing LED Lighting

To replace any of the LEDs, please contact the nearest Authorised Service Centre.

 **Note:** The numbers and location of the LED strips may change according to the model.



### If product equipped with LED lamp

This product contains a light source of energy efficiency class <E>.


### If product equipped with LED Strip(s) or LED card(s)

This product contains a light source of energy efficiency class <F>.

## 6 SHIPMENT AND REPOSITIONING

### 6.1 Transportation and Changing Positioning


- The original packaging and foam may be kept for re-transportation (optional).
- Fasten your appliance with thick packaging, bands or strong cords and follow the instructions for transportation on the packaging.
- Remove all movable parts or fix them into the appliance against shocks using bands when re-positioning or transporting.

 Always carry your appliance in the upright position.

## 7 BEFORE CALLING AFTER-SALES SERVICE

### Errors

Your appliance will warn you if the temperature(s) is/are at improper levels or if a problem occurs with the appliance. In case of a problem within the appliance, the alarm led will release red light.

Alarm indicator LED is turning on	MEANING	WHY	WHAT TO DO
	"Failure" Warning	There is/are some part(s) out of order or there is a failure in the cooling process. The product is plugged for the first time or a long-time power interruption for 1 hour.	Check the door is open or not and check if the product working 1 hour. If the door is not open and the product had worked 1 hour, call service for assistance as soon as possible.

If you are experiencing a problem with your **appliance**, please check the following before contacting the after-sales service.

#### Your appliance is not operating

##### Check if:

- There is power
- The plug is correctly placed in the socket
- The plug fuse or the mains fuse has blown
- The socket is defective. To check this, plug another working appliance into the same socket.

#### The appliance performs poorly

##### Check if:

- The appliance is overloaded
- The appliance door is closed properly
- There is any dust on the condenser
- There is enough space near the rear and side walls.

#### Your appliance is operating noisily

##### Normal noises

##### Cracking noise occurs:

- During automatic defrosting
- When the appliance is cooled or warmed (due to expansion of appliance material).

**Short cracking noise occurs:** When the thermostat switches the compressor on/off.

**Motor noise:** Indicates the compressor is operating normally. The compressor

may cause more noise for a short time when it is first activated.

##### **Bubbling noise and splash occurs:**

Due to the flow of the refrigerant in the tubes of the system.

**Water flowing noise occurs:** Due to water flowing to the evaporation container. This noise is normal during defrosting.

**Air blowing noise occurs:** In some models during normal operation of the system due to the circulation of air.

##### **The edges of the appliance in contact with the door joint are warm**

Especially during summer (warm seasons), the surfaces in contact with the door joint may become warmer during the operation of the compressor, this is normal.

##### **There is a build-up of humidity inside the appliance**

##### Check if:

- All food is packed properly. Containers must be dry before being placed in the **appliance**.
- The **appliance** door is opened frequently. Humidity of the room enters the **appliance** when the doors are opened. Humidity increases faster when the doors are opened more frequently, especially if the humidity of the room is high.

## The door does not open or close properly

### Check if:

- There is food or packaging preventing the door from closing
- The door joints are broken or torn
- Your **appliance** is on a level surface.
- The compressor can run loudly or the noise of the compressor/refrigerator may increase in some models during operating in some conditions such that the product is plugged in for the first time, depending on change in the ambient temperature or change of usage. That is normal; when the refrigerator reaches the required temperature, the noise decreases automatically.

## 8 TIPS FOR SAVING ENERGY

1. Install the appliance in a cool, well-ventilated room, but not in direct sunlight and not near a heat source (such as a radiator or oven) otherwise an insulating plate should be used.
2. Allow warm food and drinks to cool before placing them inside the appliance.
3. Place thawing food in the refrigerator compartment if available. The low temperature of the frozen food will help cool the refrigerator compartment while the food is thawing. This will save energy. Frozen food left to thaw outside of the appliance will result in a waste of energy.
4. Drinks or other liquids should be covered when inside the appliance. If left uncovered, the humidity inside the appliance will increase, therefore the appliance uses more energy. Keeping drinks and other liquids covered helps preserve their smell and taste.
5. Avoid keeping the doors open for long periods and opening the doors too frequently as warm air will enter the appliance and cause the compressor to switch on unnecessarily often.

6. Keep the covers of the different temperature compartments (such as the crisper and chiller if available) closed.
7. The door gasket must be clean and pliable. **In case of wear, replace the gasket.**

## 9 TECHNICAL DATA

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

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

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

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

See the link [www.theenergylabel.eu](http://www.theenergylabel.eu) for detailed information about the energy label.

## 10 INFORMATION FOR TEST INSTITUTES

Appliance for any EcoDesign verification shall be compliant with EN 62552.

Ventilation requirements, recess dimensions and minimum rear clearances shall be as stated in this User Manual at **Chapter 2**. Please contact the manufacturer for any other further information, including loading plans.

## 11 CUSTOMER CARE AND SERVICE

Always use original spare parts.

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

The information can be found on the rating plate. **You can find the rating label inside the fridge zone on the left lower side.**

The original spare parts for some specific components are available for a minimum of 7 or 10 years, based on the type of component, from the placing on the market of the last unit of the model.

Visit our website to:  
[www.sharphome.eu](http://www.sharphome.eu)



# Service & Support

## Visit Our Website

[www.sharphome.eu](http://www.sharphome.eu)

### **UK Technical Support - Large Appliances**

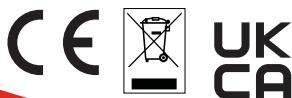
[helpdesk.GB@sharphomeappliances.com](mailto:helpdesk.GB@sharphomeappliances.com)  
0333 5777230

### **Republic Of Ireland Technical Support- Large Appliances**

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