Montpellier

DOMESTIC APPLIANCES LTD

LAUNDRY DISHWASHING COOKING COOLING

# Installation & Operating Instructions

American Style Fridge Freezer

***MSBS442W/K/X*** White/Black/Inox

Please read these instructions carefully before attempting to install or use this appliance.
We recommend that you keep these instructions in a safe place for future reference.

# Welcome

## Thank you for choosing this Montpellier appliance.

Our appliances have been designed to provide you with the best combination of style, reliability and performance to give you years of trouble-free use.

You may be familiar with a similar product, but please take time to read these instructions carefully before installing or using your appliance to ensure you get the most from your purchase.

**We recommend that you keep this manual in a safe place for future reference.**

Your appliance is covered by a comprehensive two year Parts & Labour Guarantee. In the unlikely event that you experience a problem with your appliance, you can rest assured that you are fully protected against the cost of repairs for the first 24 months . Please note that any claim must be accompanied by the model reference number, serial number and proof of purchase.

To activate your guarantee, you will need your product serial number. This can be found inside your appliance.

**NB:** Please make sure that you keep a copy of your original sales invoice as this will be needed if any service call is required.

**There are three ways to register your Guarantee:**

- **Online:** Visit the Support page on our website and complete the online Product Registration form. **www.montpellier-appliances.com**
- **By Post:** Simply detach and fill in the form provided, attach a stamp and send it in the post. Don't forget to include your e-mail address so that we can send confirmation through to you.
- **By Phone:** Contact our warranty registration department on **0808 1961388**

**Thank you for choosing this product.**
This User Manual contains important safety information and instructions on 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.
The design and specifications are subject to change without prior notice for product improvement.

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# ⚠ IMPORTANT SAFETY INFORMATION

In the interest of your safety and to ensure the correct use of your appliance please read these instructions fully before installing and first using the appliance.

Included are hints tips and warnings. To avoid unnecessary mistakes and accidents it is important to ensure that all people using the appliance are thoroughly familiar with its operation and safety features.

Save these instructions and make sure that they remain with the appliance if it is moved or sold, so that everyone using it through its life will be properly informed on appliance use and safety.

For the safety of life and property heed the precautions of these user instructions as the manufacturer is not responsible for damages or injury caused by misuse or incorrect operation of the appliance.

## Children and vulnerable people safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure that they do not play with the appliance.
- Children aged from 3 to 8 years are allowed to load and unload this appliance.
- 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
- Very vulnerable people are not expected to use appliances safely unless continuous supervision is given.
- Keep all packaging well away from children. There is risk of suffocation.
- If you are discarding the appliance pull the plug out of the socket, cut the connection cord (as close to the appliance as you can) and remove the door to prevent children playing with the appliance suffering electric shock or to accidentally close themselves into it.

# ⚠ IMPORTANT SAFETY INFORMATION

- If this appliance featuring magnetic door seals is to replace an older appliance having a spring lock (latch) on the door or lid, be sure to make the spring lock/latch unusable before you discard the old appliance. This will prevent it from becoming dangerous for a child.
- The appliance needs to be stood upright for a minimum of 4 hours before it is turned on for the first time or if it is moved to another location.
- This appliance is intended to be used in household and domestic applications only.
- This refrigerating appliance is not intended to be used as a built-in appliance.
- When positioning the appliance, ensure the supply cord is not trapped or damaged. Any damage to the cord may cause a short circuit, fire and/or electric shock.
- Any electrical components (plug, power cord, compressor etc.) must be replaced by a certified service agent or qualified service personnel.
- In order to avoid any hazards resulting from the instability of the appliance, it must be fixed in accordance with the instructions.
- A specially grounded plug has been connected to the power cord of your refrigerator. This plug should be used with a specially grounded socket of 13 amperes (do not connect to any kind of extension lead). If there is no such socket in your house, please have one installed by an authorised electrician.
- If the socket does not match the refrigerator plug, it must be replaced by a service agent or similarly qualified persons in order to avoid a hazard.
- If the power plug socket is loose, do not insert the power plug. There is a risk of electric shock or fire.
- Power cord must not be lengthened. If the power cord is not long enough to safely reach your socket or damaged at all then it is advisable to have a qualified engineer fit a new cable of equivalent specification to the one supplied with the appliance.
- Make sure that you can access the mains plug of the appliance without having to move or touch the appliance.
- Do not pull on the mains cable.
- Do not locate multiple portable socket-outlets or portable power suppliers at the rear of the appliance.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

# ⚠ IMPORTANT SAFETY INFORMATION

- This product is a household refrigerator and is only suitable for the storage of foods. According to national standards, a household refrigerator shall not be used for other purposes, such as storage of blood, drugs or biological products.
- Do not use other electrical appliances inside of refrigerating appliances, unless they are approved for this purpose by the manufacturer.
- The light source supplied with this appliance(if applicable) is a “special use lamp/LED” usable only with the appliance supplied. This “special use lamp/LED” is not usable for domestic lighting and may become hot if left on for a long time. You must not operate the appliance without the lamp.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- It is dangerous to alter the specifications or modify this product in any way.
- While carrying and positioning the appliance, do not damage the cooler gas/refrigerant circuit.
- If your appliance uses R600a as a refrigerant (this information will be provided on the rating label) 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 appliance away from any open flames or heat sources
  - thoroughly ventilate the room in which the appliance is situated
- Refrigerant and cyclopentane foaming material used for the appliance are flammable. Therefore, when the appliance is scrapped, it shall be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm.
- This appliance is heavy. Care should be taken when moving it.
- Do not remove nor touch items from the freezer compartment if your hands are damp/wet, as this could cause skin abrasions or frost/ freezer burns.
- Avoid prolonged exposure of the appliance to direct sunlight or low ambient temperatures.
- Do not place flammable items near the refrigerator to avoid fires.

# Daily use

- Do not place hot food directly into the appliance, allow to cool to room temperature before placing in the appliance.
- Do not put anything hot on the plastic parts in the appliance.
- Do not place food products, containers or packaging directly against the rear wall of the fridge.
- Frozen food must not be re-frozen once it has been thawed out.
- Store pre-packed food in accordance with the food manufacturers instructions for chilled or frozen produce.
- Appliance manufactures storage recommendations should be strictly adhered to. Refer to relevant instructions.
- Do not place carbonated of fizzy drinks in the freezer compartment as it creates pressure on the container, which may cause it to explode, resulting in damage to the appliance.
- Take care as Ice lollies can cause frost burns if consumed straight from the freezer.

## 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
- Clean water tanks (only models with water dispenser) if they have not been used for 48h; flush the water system connected to a water supply if water has not been drawn for 5 days.
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or likely to drip onto other food.
- One-, two- and three -star compartments (if they are present in the appliance) are not suitable for the freezing of fresh food.
- Two-star frozen-food compartments (if they are present in the appliance) are suitable for storing pre-frozen food, storing ice-cream and making ice cubes.
- Only four star freezing compartments are suitable for the freezing of fresh food. The amount that can be safely frozen can be found on the rating label.
- 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.

# Energy Saving

- Place the appliance in the coolest area of a well ventilated room and within the ambient temperature range of the appliance to allow for energy efficient running. Refrigerating appliances might not operate consistently (possibility of defrosting of contents or temperature becoming too warm in the frozen food compartment) when set for an extended period of time below the cold end of the ambient temperature range for which the refrigerating appliance is designed.
- Do not place more than the recommended amount of fresh food that can be frozen within a 24hr period directly into the freezer.
- Do not place hot food directly into the appliance, allow to cool to room temperature before placing in the appliance.
- Appliance storage bins should not be lined with aluminum foil, wax paper, or paper toweling. Linings interfere with cold air circulation, making the appliance less efficient.
- Don’t pack food close together as this prevents air circulating.
- Make sure food doesn't touch the back walls of the compartment(s).
- Don't open the door(s) frequently.
- Don't keep the door(s) open for a long period of time. If loading the appliance after shopping it is advisable to remove salad/freezer boxes and sort them with the door of the appliance closed.
- Organize and label food to reduce door openings and extended searches. Remove as many items as needed at one time, and close the door as soon as possible.
- Do not exceed the storage time(s) recommended by the food manufacturers for any kind of food and particularly for commercially quick-frozen/chilled food found in frozen/chilled food storage compartments or cabinets of shops/supermarkets.
- Don't set the thermostat on exceedingly cold temperatures for prolong periods of time.
- All accessories, such as drawers, shelves balconies, should be kept in place as they are there for lower energy consumption.
- If electricity goes off, don't open the door(s).

# Disposal, Recycling and the Environment.

## Packaging

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.

## Recycling 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.

This appliance does not contain gasses which could damage the ozone layer, in either its refrigerant circuit or insulation materials. Refrigerant and cyclopentane foaming material used for the refrigerator however are flammable. Therefore, when the refrigerator is scrapped, it shall be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm.

When the refrigerator is scrapped, cut off the mains cable and discard, disassemble the doors, remove the gasket from the door and remove all shelves. Put the doors and shelves in a safe place, so as to prevent trapping of or hurting any child.

## Care and cleaning

- **Caution!** The appliance must not be connected to the mains during cleaning due to danger of electrical shock! Before cleaning, switch the appliance off and remove the plug from the mains, or turn off the circuit breaker or remove the fuse.
- For hygienic reasons the appliance interior, including interior accessories, should be cleaned regularly.
- Remove the food from the freezer. Store in a cool place, well covered.
- Clean the appliance and the interior accessories with a cloth and lukewarm water. After cleaning wipe with fresh water and rub dry.
- Do not use any abrasive cleaners.
- Do not clean the appliance with metal objects.
- Never clean the appliance with a steam cleaner. Moisture could accumulate in electrical components which could cause an electrical shock and/or damage the appliance itself! Hot vapors can lead to the damage of plastic parts.
- Do not use sharp objects to remove any frost that may have formed inside the appliance. Use a plastic scraper.
- **Important!** Ethereal oils and organic solvents can attack plastic parts, e.g. lemon juice or the juice for orange peel, butyric acid, cleanser that contain acetic acid. Do not allow such substances to come into contact with the appliance parts.
- The appliance must be dry before it is placed back into service.

# Installation

## Location/Positioning.

**Important!**
Unpack the appliance and check for any damage to the appliance internally or externally. Do not connect the appliance if it is damaged. Report possible damages immediately to the place you bought it and make sure to retain all packaging.

Freestanding appliances are not intended to be used as a built-in appliance.

- Adequate air circulation should always be left around the whole of the appliance.
- Lack of ventilation will not only cause overheating and potential wear and tear on the appliance but it will also effect the appliances overall energy efficiency and potentially invalidate your guarantee.
- To achieve sufficient ventilation, follow the instructions relevant to installation and ventilation in this manual.
- Install this appliance in a location where the ambient temperature corresponds to the climate class indicated on the rating plate of the appliance

| Class | Symbol | Ambient temperature range °C |
|---|---|---|
| Extended temperate | SN | + 10 to + 32 |
| Temperate | N | + 16 to + 32 |
| Subtropical | ST | + 16 to + 38 |
| Tropical | T | + 16 to + 43 |

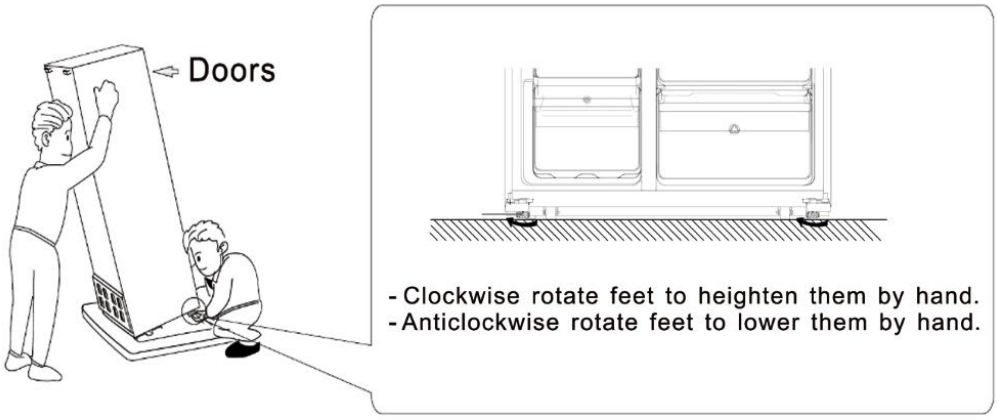
**NOTE**

The cooling performance and power consumption of the refrigerator may be affected by the ambient temperature, the door-opening frequency, and the location of the refrigerator. We recommend adjusting the temperature settings as appropriate.
If your appliances has multiple class symbols then you should always take the range as the lowest and highest temperature listed. For example SN/ST would be +10° to + 38°C

- If the appliance is positioned below an overhanging wall unit, the minimum distance between the top of the appliance and the wall unit must be at least 100mm, however, the appliance ideally should not be positioned below overhanging wall units.
- Do not place anything on the top of the appliance.
- Accurate leveling is ensured by one or more of the front adjustable feet at the base of the cabinet.

- Spare enough space for convenient opening of the doors and drawers.
- Do not put the refrigerator in damp places or where it may easily be splashed with water so as not to affect the electrical insulation properties of the refrigerator. Also placing appliances in a damp/moist area may cause rust or reduction of the insulating effect.
- Wherever possible the spacers of the product (if supplied) should be fitted to avoid warm parts(compressor, condenser) at the rear of the appliance coming into contact with the wall. This is not only for ventillation purposes but also for safety reasons, constant contact with the wall behind could possibly damage or burn the wall.
- **Warning!** It must be possible to disconnect the appliance from the mains power supply; the plug must therefore be easily accessible after installation of the appliance.

## Levelling the unit



## **Electrical connection** (For UK Type Plug)

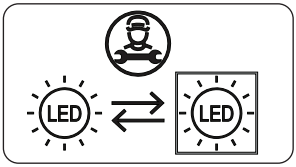
**Warning!** This appliance must be earthed.
The mains lead of this appliance has been fitted with a specially earthed plug.

**Important**! Before plugging in, ensure that the voltage and frequency shown on the rating plate correspond to your domestic power supply.
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 available, please have one installed by an authorised electrician.

The manufacturer declines all responsibility if the above safety precautions are not observed.
This appliance complies with the E.E.C. Directives.

### **Replacing LED Lighting.**

To replace any of the LEDs, please contact our service provider. Phone number is found on the guarantee page at the back of the manual.
This product contains a light source of energy efficiency class (G).



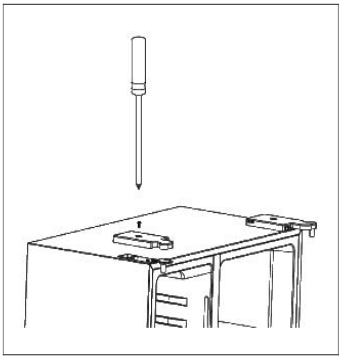
# Removing the doors.

Due to the size of the appliance it may require the removal of the doors to allow positioning.

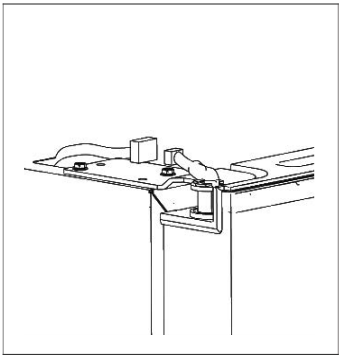
**Tools Required:** Philips screwdriver, flat bladed screwdriver.

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

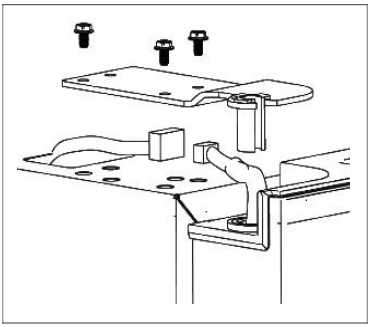
1. Unscrew hinge cover by Philips screwdriver



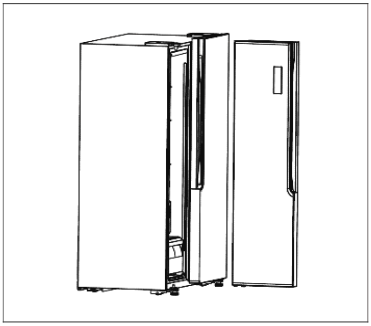
2. Disconnect the harness.



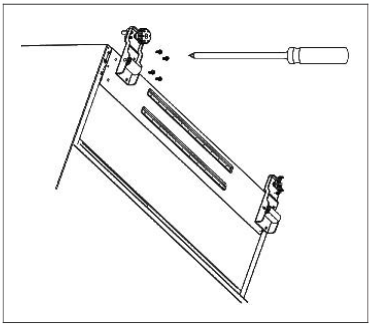
3. Unscrew the top hinges.



4. Lift the door and place it on a soft pad. Then remove the other door using the same process.



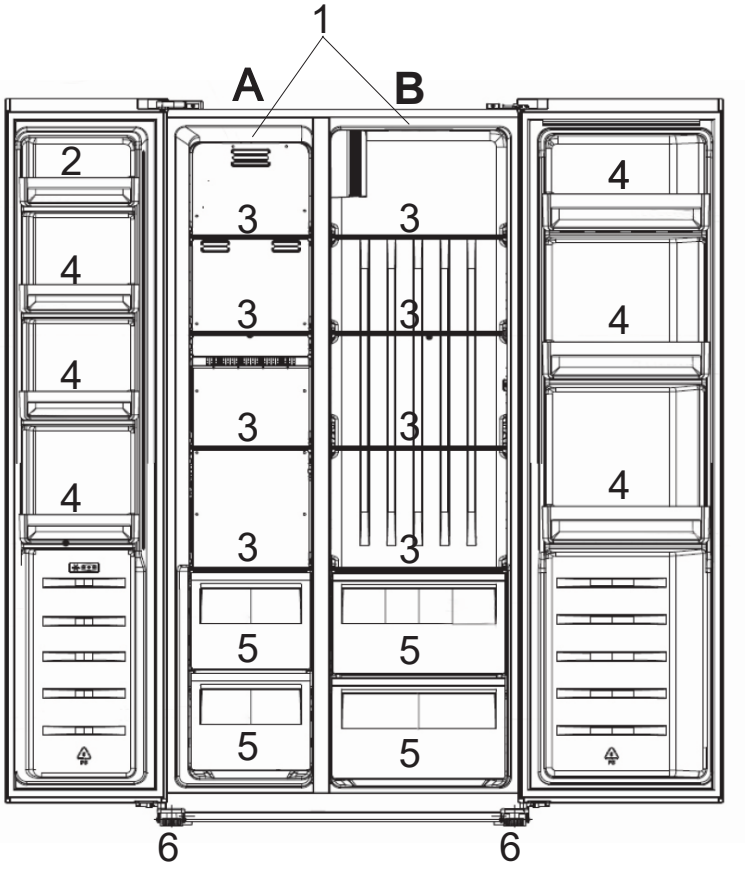
5. Unscrew the bottom hinges.



6. After the appliance is positioned, install the doors following the reversed process.

# DESCRIPTION OF THE APPLIANCE

This appliance is not intended to be used as a built-in appliance.

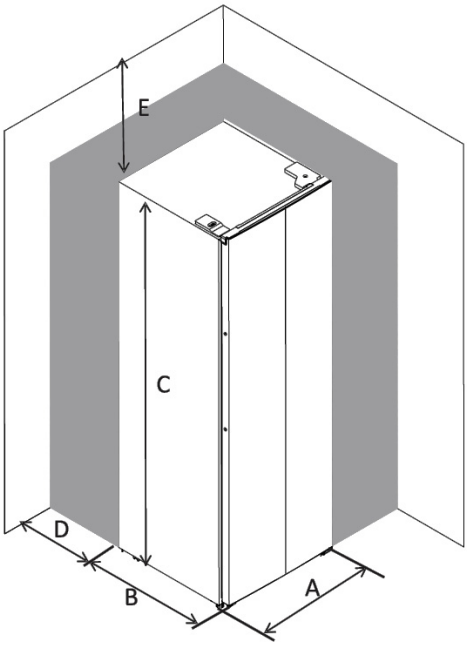


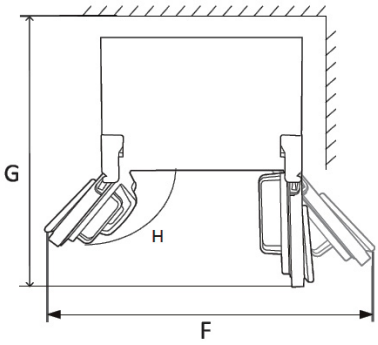

**A) Freezer Compartment**
**B) Fridge Compartment**

1. LED Light
2. 2* Door Balcony
3. Glass Shelf
4. Door Balcony (4* Freezer)
5. Drawers
6. Leveling Feet

# Dimensions

Keep at least 50mm gap at two sides and the back

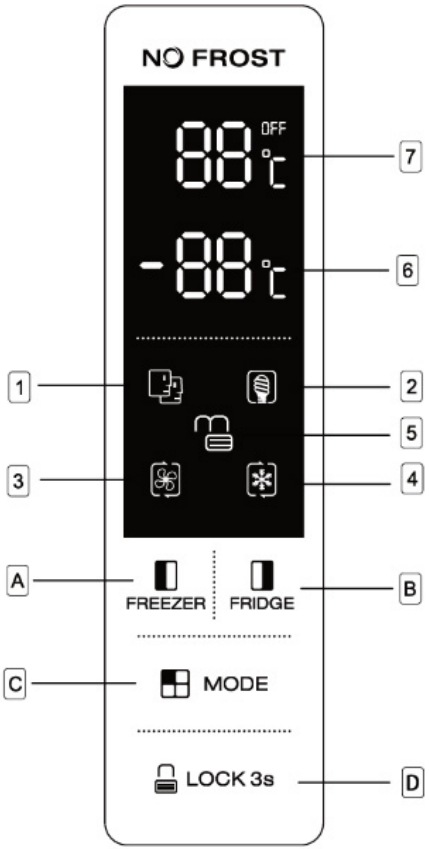



| | |
|---|---|
| A | 910 |
| B | 590 |
| C | 1770 |
| D | min=50 |
| E | min=50 |
| F | 1810 |
| G | 1495 |
| H | 135° |

# Using the appliance.

## Control Panel




**Buttons**

A. Press to adjust temperature of freezer compartment (left side) from -14℃ to -22℃.

B. Press to adjust temperature of fridge compartment (right side) from 2℃ to 8℃.

C. Press to select running mode from **SMART, ECO, SUPER COOLING, SUPER FREEZING** and **USER'S SETTING** (no symbol on display)

D. Press **3 SEC**. button and hold for 3 seconds to lock other three buttons. Press it and hold it for 1 second to unlock other three buttons.

**Display**

1. **SAMRT** mode, the refrigerator sets the temperature of two compartments automatically according to internal temperature and ambient temperature.

2. **ECO** mode, the refrigerator runs in the lowest energy consumption setting.

3. **SUPER COOLING** mode cools the fridge compartment to the lowest temperature as designed. After approx. 2.5 hours, the temperature setting would be restored to the previous user setting mode.

**4. SUPER FREEZING** mode cools the freezer compartment to the lowest temperature as designed. After approx. 50 hours, the temperature setting would be restored to the previous user setting mode.

**5. LOCK:** this symbol will light if buttons are locked.

**6.** Display the setting temperature of freezer compartment.

**7.** Display the setting temperature of fridge compartment.

**8.** Child lock will fail when there is power failure. Child lock will be valid automatically after 25 seconds from the last operation. Display panel will turn off automatically after 2 minutes from the last operation.

# Functions

**ECO mode:** Select this mode when you want to save power.

**Super cooling mode:** This mode allows you to cool foods quickly and will be automatically deactivated after 2.5 hours of operation.

**Super freezing mode:** This mode allows you to freeze foods quickly will be automatically deactivated after 50 hours of operation.

**Door open alarm:**
When any door is left open or not closed completely for about 60 seconds, the appliance will sound an alarm. Close the fridge door then the alarm will stop. If the door is not well closed, then the alarm will sound every 35 seconds until the doors are well closed.
If doors are open for 10 continuous minutes without closing, the internal LED light would be turned off automatically.

| Mode | Indicator light | Freezer temperature display | Fridge temperature display |
|---|---|---|---|
| Smart | | The temperature display for freezer and fridge will change based on ambient temperature (see the table below). | |
| ECO | | -15°C | +8°C |
| Super cooling | | No change | +2°C |
| Super freezing | | -25°C | No change |

**Child safety lock.**
This function is designed to prevent children from operating the appliance.

To activate the function, press and hold

for about 3 seconds. The lock indicator light will illuminate indicating the safety lock function is activated.

To deactivate the function, press and hold

for about 3 seconds. The unlock indicator light will illuminate indicating the safety lock function is deactivated.

# Temperature setting recommendation

| Temperature Setting Recommendation | | |
|---|---|---|
| Freezer Compartment | Fridge Compartment | Remarks |
| -18°C | 4°C | For regular use and best performance. |
| -20°C, -22°C or -24°C | 4°C | Recommended when environmental temperatures exceed 30°C |
| Super Freeze mode -25°C | 4°C | To be used when you wish to freeze food in a short period of time, especially fresh food. |
| -18°C | Super Cooling mode 2°C | To be used when you wish to chill food in a short period of time. |
| -18°C, -20°C, -22°C or -24° C | 2°C | These temperature settings are recommended when the environmental temperature is high, or you feel that the compartments are not cool enough due to frequent door opening. |

Information above gives users recommendation of temperature settings.

# Helpful hints and tips.

## Hints for freezing

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

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

## Hints for storage of frozen food

To obtain the best performance from this appliance, you should:

- Make sure that the commercially frozen foodstuffs were adequately stored by the retailer.
- Be sure that frozen foodstuffs are transferred from the food store to the freezer in the shortest possible time.
- Do not open the door frequently or leave it open longer than absolutely necessary;
- Once defrosted, food deteriorates rapidly and cannot be re-frozen.
- Do not exceed the storage period indicated by the food manufacturer.

## Hints for fresh food refrigeration

To obtain the best performance:

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

# First Use

## Before using for the first time ,make sure that the appliances has stood upright for 4 hours before turning on.

### Cleaning the interior.

Before using the appliance for the first time, wash the interior and all internal accessories with lukewarm water and some neutral soap so as to remove the typical smell of a brand new product, then dry thoroughly.

**Important!** Do not use detergents or abrasive powders, as these will damage the finish.

### Daily Use

Position different food in different compartments according to the below table

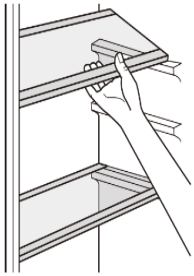
| Refrigeration Compartment | Type of food |
|---|---|
| Door or balconies of the fridge compartment | • Foods with natural preservatives, such as jams, juices, drinks & condiments<br>• Do not store perishable foods in the door |
| Crisper drawer (salad drawer) | • Fruits, herbs and vegetables should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

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

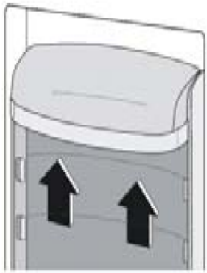
**Ice-cube**
This appliance may be equipped with one or more ice-cube trays to produce ice.

## Accessories.

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



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



# Troubleshooting

**Caution!** Before shooting any trouble, disconnect the power supply. Only a qualified electrician of competent person must do the trouble shooting that is not in this manual.

Important! There are some sounds during normal use (compressor, refrigerant circulation).

| Problem | Possible Cause | Solution |
|---|---|---|
| Appliance does not work | Mains plug is not plugged in or is loose | Insert mains plug |
| | Fuse has blown or is defective | Check fuse, replace if necessary |
| | Socket is defective | Mains malfunctions are to be corrected by an electrician |
| Appliance freezes too much | Temperature is set too cold or the appliance runs at **SUPER** setting | Turn the temperature regulator to a warmer setting temporarily |
| The food is not frozen enough | Temperature is not properly adjusted | Please look in the initial Temperature Setting section |
| | Door was open for an extended period | Open the door only as long as necessary |
| | A large quantity of warm food was placed in the appliance within the last 24 hours | Turn the temperature regulator to a colder setting temporarily |
| | The appliance is near a heat source | Please look in the installation location section |
| Heavy build-up of frost on the door seal | Door seal is not air-tight | Carefully warm the leaking sections of the door seal with a hair dryer (on a cold setting). At the same time shape the warmed door seal by hand such that it sits correctly |
| Unusual noises | Appliance is not level | Re-adjust the feet |
| | The appliance is touching the wall or other objects | Move the appliance slightly |
| | A component, e.g. a pipe, on the rear of the appliance is touching another part of the appliance or the wall | If necessary, carefully bend the component out of the way |
| Side panels are hot | It's normal. Heat exchange is in the side panels | Take gloves to touch side panels if needed |

If the malfunction shows again, contact the Service Center.

These data are necessary to help you quickly and correctly. Write the necessary data here, refer to the rating plate.

## Information for new European Standard

The spare parts in the following table can be acquired from customer services.

| Ordered Parted | Provided By | Minimum Time Required For provision. |
|---|---|---|
| Thermostats | Professional maintenance personnel | At least 7 years after the last model is launched on the market |
| Temperature Sensor | Professional maintenance personnel | At least 7 years after the last model is launched on the market |
| Printed Circuit board | Professional maintenance personnel | At least 7 years after the last model is launched on the market |
| Light Source | Professional repairers and final users | At least 7 years after the last model is launched on the market |
| Door Handles | Professional repairers and final users | At least 7 years after the last model is launched on the market |
| Door Hinges | Professional repairers and final users | At least 7 years after the last model is launched on the market |
| Trays | Professional repairers and final users | At least 7 years after the last model is launched on the market |
| Baskets | Professional repairers and final users | At least 7 years after the last model is launched on the market |
| Door gaskets | Professional repairers and final users | At least 10 years after the last model is launched on the market |

## Product Data Sheet concerning (EU) 2019/2016

The product data sheet for your appliance can be found online if you wish to download a copy.

Go to https://eprel.ec.europe.eu and enter the model identifier for your appliance to download the data sheet

Alternatively you can download from https://www.montpellier-appliances.com by going to the relevant product page.

The model identifier for your appliance can be found on the rating plate at the rear/inside of the appliance.

# Here For You

## After-sales assistance

If you continue to experience problems with your appliance, please call the Montpellier customer service helpline on: **03333 234 473**

**Please have all your product details available, including the model number, serial number, original sales invoice (clearly showing model number,date of purchase and your retailer's details) before registering a fault.**

The service call cannot progress without this information.

## Your 2 year Manufacturer's guarantee

THIS DOES NOT AFFECT YOUR STATUTORY RIGHTS.
Your new Montpellier appliance carries a free guarantee which protects you against the cost of repairs during the first 24 months from date of purchase provided that:

Any claim is accompanied by evidence of the model reference, model serial number and proof of purchase, such as a Sales Receipt, showing that the appliance was purchased within the 24 months prior to the date of claim.

## What is not covered under the Guarantee

- Any appliance not correctly installed and operated in accordance with the manufacturer's instructions
- Any appliance that is used for anything other than domestic purposes.
  Any defect caused by accident, misuse, unauthorised modification or inexpert repair.
- Cost of Call-out where a fault cannot be found with the appliance.
  Cost of Call-out for work covering routine maintenance, such as, but not exclusively, cleaning of filters or defrosting.
- Cost of Call-out for work required to correct the alignment of doors following door reversal procedures carried out by you.
  Use of the appliance by anyone other than the Householder.
  Use in any commercial environment.
- Consumable items, such as, but not exclusively, fuses in plugs, bulbs and breakable items which require routine replacement.
  Repair costs incurred that have not been authorised by Montpellier service and/or carried out by a non-approved Montpellier engineer.
- Montpellier Appliances do not accept claims for consequential loss, rusting, corroding, delivery damage or scratches.

**YOUR GUARANTEE IS VALID ONLY IN THE UK & REPUBLIC OF IRELAND**

To register your appliance simply complete the card in your appliance pack and return it with a stamp affixed, alternatively you can register online at **www,montpellier-appliances.com/support** or by phone calling our warranty registration department on **0808 1961388**

## SERVICE HELP-LINE

Should your appliance develop a fault, please call the Montpellier customer service helpline on:

**03333 234 473**

**Please remember to have all your product details available, including the model number, serial number, date of purchase and your retailer's details before registering a fault.**

**Montpellier Domestic Appliances Ltd.**
Unit 1, Tewkesbury Retail Park, Northway Lane,
Tewkesbury, Gloucestershire GL20 8JU

**www.montpellier-appliances.com**

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.