

# TROUBLESHOOTING

## Refrigerator operation

| Concern   | What to do  |
|---|---|
| Appliance will not run<br>It is normal for the freezer fan not to operate during the automatic defrost cycle, or for a short time after the appliance is switched on.   | Ensure that the cord is plugged into a live power outlet and outlet is switched on.   |
|   | Ensure that the household circuit breaker has not tripped or that the fuse has not blown.   |
|   | The appliance maybe in defrost mode, check again in half an hour.   |
| Compressor motor seems to run too long<br><br>At normal room temperatures, expect your motor to run about 40% to 80% of the time. Under warmer conditions, expect it to run even more often.<br><br>The variable speed compressor and fan that at start up and on warm days runs at a high speed to provide additional cooling. When less cooling is required the compressor and fan will run at a lower speed. | Ensure that the doors are not held open.  |
|   | Check that large amounts of warm food have not just been placed inside the appliance.   |
|   | Note that the appliance will run more than normal just after you install it or when adjusting to temperature setting changes.     |
| The exterior of the appliance is warm or hot to touch<br><br>This is normal because the appliance transfers heat from the inside out through the outer panels and the divider between the doors.  | Ensure the appliance has the external clearances recommended in the section "Installing your new appliance".                      |
|   | The exterior of the cabinet will be much warmer on warmer days it may even feel hot to touch, as the appliance is working harder. |
| User interface will not respond<br><br>To ensure settings are not accidentally changed the user interface will go into sleep mode when not in use.<br><br>Press any button to wake user interface.  | Check that the user interface is in awake mode, refer to section "About the user interface".                                      |
|   | Check that the user interface is not locked, refer to section "About the user interface".   |
|   | If the user interface is frozen turn the appliance off for five minutes for the memory to clear, then turn back on.               |
|   | Check that the user interface is not in Sabbath Mode, refer to control instructions. (I&W models only).                           |
| Alarms sounding   | Check that all doors are fully closed.  |
|   | Ensure that the over temperature alarm is not being activated by hot food placed in the freezer.                                  |
|   | Check if the drinks timer has ended, refer control instructions.  |
|   | Check if the Filter Replacement alert is activated, refer control instructions. (I&W models only)                                 |
| Frost build up  | Check that all doors are fully closed.  |
|   | Ensure that the doors are not opened too often.   |
|   | Ensure that the return air vents are not blocked with packaging.  |
|   | Ensure the seals are clean and not obstructed.  |
| Odours  | The interior may need cleaning, refer to cleaning guide.  |
|   | Ensure that food is stored correctly as some food, containers and wrapping can produce odours.                                    |
|   | Check appliance for old or unusual food.  |
| Lights not working<br><br>The LED lighting is designed to dim automatically if the door is left opened for more than 5 minutes and turn off completely if the door is open for more than 7 minutes. Closing the door will reset the timer.<br><br>The LED lighting is also designed to turn on gradually.   | Ensure that the cord is plugged into a live power outlet and outlet is switched on.   |
|   | Ensure that the household circuit breaker has not tripped or that the fuse has not blown.   |
|   | Check that the user interface is not in Sabbath Mode, refer to control instructions.  |
|   | Close and re-open the door. When door has been open for 5 minutes the lights fade to 50% then after 7 minutes they will turn off. |

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

### Automatic Ice maker system

| Concern   | What to do  |
|---|---|
| Ice maker does not produce ice or not enough ice<br><br>The ice maker is designed to produce a tray of ice approximately every 3 hours, depending on room temperature and water temperature.. | Ensure that the cord is plugged into a live power outlet and outlet is switched on.   |
|   | Ensure that water is connected and turned on and there are no kinks in the water line.  |
|   | Ensure that the Ice Maker is switched on at the user interface refer to "About the User Interface" for details.   |
|   | Check that the water filter is not blocked or out of date.  |
|   | Check the water supply flow rate.   |
|   | If the freezer compartment is too warm, refer to "freezer is too warm" then wait 24 hours for the freezer to reach ideal temperature.                                 |
|   | Turn the unit off at the mains and leave for 2 minutes then turn the appliance back on (this will reset the ice maker unit). Check for ice production after 24 hours. |
|   | Check that there is no obstruction under the ice maker and ensure the ice bin is fitted correctly.  |
| Ice has bad odour or taste  | Cover food to ensure ice does not absorb foreign odours.  |
|   | Check that the water filter is not out of date.   |
|   | Interior of appliance or ice bin may require cleaning, refer to "Cleaning your refrigerator".   |
|   | Discard stale ice monthly and allow ice maker to produce a fresh supply.  |

### If you still require service

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



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