

# Troubleshooting

If you think something may be wrong with your refrigerator, you can carry out some easy checks before calling for service. You may locate the problem, sparing yourself from inconvenience and saving time and money.

Problem	Solution
When your appliance is not operating	<ul style="list-style-type: none"> <li>• Make sure that the power cord is plugged into the power outlet properly and that the outlet is switched 'ON'.</li> <li>• Try running another appliance from the power outlet. If no power is coming from the outlet you may have blown a fuse or tripped a circuit of your household power supply.</li> <li>• Try adjusting the temperature control to a slightly "colder" position.</li> <li>• 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.</li> </ul>
When there is refrigerator/freezer noise	<p>Modern refrigerators/freezers with increased storage capacity use high speed compressors. These can provide a seemingly high level of sound which is quite normal. Normal operational sounds include:</p> <ul style="list-style-type: none"> <li>• Occasional gurgling, similar to water boiling.</li> <li>• Air flow noise (air circulates because of a small fan).</li> <li>• A popping noise heard during automatic defrost.</li> </ul> <p>Other strange sounds may mean that you need to check and take action. For example, noises may mean that:</p> <ul style="list-style-type: none"> <li>• The cabinet is not level.</li> <li>• The floor is uneven or weak.</li> <li>• Bottles are badly placed and rattling.</li> <li>• There are vibrations from an object on top of or behind or beside the refrigerator.</li> <li>• The back of the refrigerator cabinet is touching the wall.</li> </ul> <p>Remember it is quite normal for noise to seem louder when the refrigerator starts operating, or during quieter periods such as night time.</p>
If there are odours inside the appliance	<ul style="list-style-type: none"> <li>• The interior may need cleaning.</li> <li>• Some food produce odours.</li> <li>• Some containers and wrapping can cause odours.</li> <li>• Ask yourself if the odour started about the same time you started storing something unusual.</li> </ul>
When the motor seems to run more than expected	<p>Your new appliance provides you with large capacities in both the refrigerator section and the separate freezer. It is normal for the motor to operate frequently. However, to keep operation to a minimum, check the following:</p> <ul style="list-style-type: none"> <li>• Are doors kept open too long or too often?</li> <li>• Are controls set too cold? refer to "Using the control panel" for how to adjust.</li> <li>• Have large amounts of warm food just recently been stored? Summer, festive seasons and holidays usually mean a lot more work for your appliance.</li> <li>• If the day is hot or the room is very warm, the appliance will need to run more than normal.</li> <li>• The appliance will run more than normal just after you install it or when it has been turned off for a long time.</li> </ul>
If the temperature in the refrigerator is too cold	<ul style="list-style-type: none"> <li>• Refer to "Using the control panel" for how to adjust.</li> <li>• Increase the temperature to avoid high energy consumption.</li> </ul>
If heavy frosting occurs in the freezer	<p>Make sure you fully close the freezer and fridge doors. If the doors are left partly open a heavy frost will coat the inside of the freezer. If a frost develops, remove it. Make sure properly close the doors and the frost will not reoccur.</p>
If water drips on the floor	<p>The defrost water tray, (located at the back of the cabinet), may not be properly positioned, or the drain tube may not be properly positioned to direct water into this tray. You may need to pull the refrigerator away from the wall to check the tray and tube.</p>
Freezer Door opens after closing fridge door	<p>It is normal for the freezer door to momentarily open and re-close when the food compartment door is closed. If the freezer door stays open, it indicates that the refrigerator cabinet needs to be tilted backwards a little further. If you call a service person to solve this problem, you will be charged for the cost of a service call, as this is not a warranty fault.</p>
When temperature is hot/warm on the outside and rear side of the Fridge	<p>In normal operation, the fridge transfers heat from inside to outside of the cabinet. It is normal for the side and rear of the fridge to feel warm/hot while operating. This will be more noticeable during start up and hot ambient conditions.</p>

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