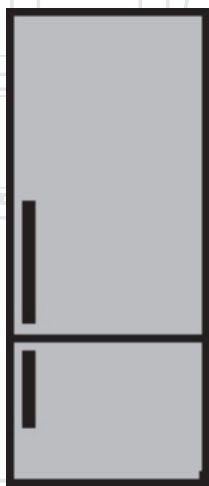


# Refrigerator

User manual



BBM229W

EN |

**beko**

## **Please read this user manual first!**

Dear Customer,

We hope that your product, which has been produced in modern plants and checked under the most meticulous quality control procedures, will provide you an effective service.

Therefore, read this entire user manual carefully before using the product and keep it as a reference. If you handover the product to someone else, give the user manual as well.

## **The user manual will help you use the product in a fast and safe way.**

- Read the manual before installing and operating the product.
- Make sure you read the safety instructions.
- Keep the manual in an easily accessible place as you may need it later.
- Read the other documents given with the product.

Remember that this user manual is also applicable for several other models. Differences between models will be identified in the manual.

## **Explanation of symbols**

### **Throughout this user manual the following symbols are used:**

 Important information or useful tips.

 Warning against dangerous conditions for life and property.

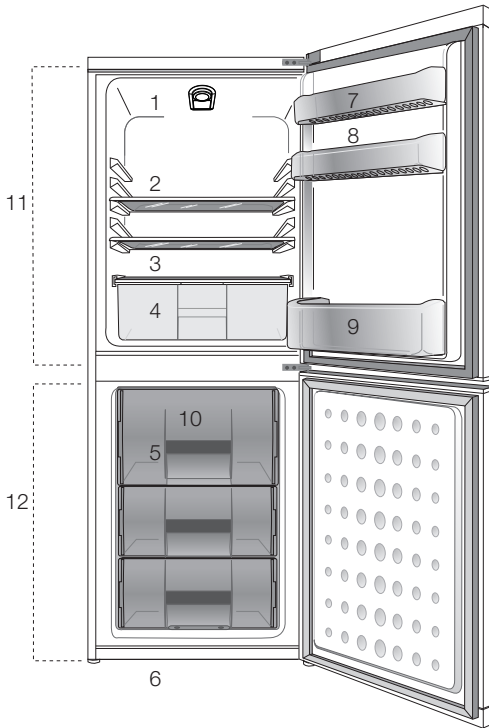
 Warning against electric voltage.

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# 1 Your refrigerator








- |  |                         |
|--|-------------------------|
| 1. Temperature setting knob                        | 7. Door shelves         |
| 2. Cabinet shelves                                 | 8. Egg tray             |
| 3. Defrost water collection channel<br>-Drain tube | 9. Bottle shelf         |
| 4. Salad crisper                                   | 10. Fan                 |
| 5. Frozen food storage drawers                     | 11. Fridge compartment  |
| 6. Adjustable feet                                 | 12. Freezer compartment |

**i** Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

## 2 Important Safety Warnings

Please review the following information. Failure to observe this information may cause injuries or material damage. Otherwise, all warranty and reliability commitments will become invalid.

### Intended use

	<b>WARNING:</b> Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
	<b>WARNING:</b> Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
	<b>WARNING:</b> Do not damage the refrigerant circuit.
	<b>WARNING:</b> Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
	<b>WARNING:</b> 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 similar 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

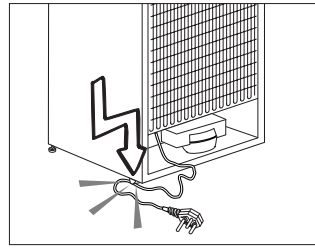
### General safety

- When you want to dispose/ scrap the product, we recommend you to consult an authorised agent in order to learn the required information and authorized bodies.
- Consult your authorised service agent for all your questions and problems related to the refrigerator. Do not intervene or let someone intervene to the refrigerator without notifying the authorised services.
- For products with a freezer compartment; Do not eat cone ice cream and ice cubes immediately after you take them out of the freezer compartment! (This may cause freezer burn.)
- For products with a freezer compartment; Do not put bottled and canned liquid beverages in the freezer compartment. Otherwise, these may burst.

- Do not touch frozen food by hand; they may stick to your hand.
- Unplug your refrigerator before cleaning or defrosting.
- Vapor and vaporized cleaning materials should never be used in cleaning and defrosting processes of your refrigerator. In such cases, the vapor may get in contact with the electrical parts and cause short circuit or electric shock.
- Never use the parts on your refrigerator such as the door as a means of support or step.
- Do not use electrical devices inside the refrigerator.
- Do not damage the parts, where the refrigerant is circulating, with drilling or cutting tools. The refrigerant that might blow out when the gas channels of the evaporator, pipe extensions or surface coatings are punctured causes skin irritations and eye injuries.
- Do not cover or block the ventilation holes on your refrigerator with any material.
- Electrical devices must be repaired by only authorised persons. Repairs performed by incompetent persons create a risk for the user.
- In case of any failure or during a maintenance or repair work, disconnect your refrigerator's mains supply by either turning off the relevant fuse or unplugging your appliance.
- Do not pull by the cable when pulling off the plug.
- Ensure highly alcoholic beverages are stored securely with the lid fastened and placed upright.
- Never store spray cans containing flammable and explosive substances in the refrigerator.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- This product is not intended to be used by persons with physical, sensory or mental disorders or unlearned or inexperienced people (including children) unless they are attended by a person who will be responsible for their safety or who will instruct them accordingly for use of the product
- Do not operate a damaged refrigerator. Consult with the service agent if you have any concerns.
- Electrical safety of your refrigerator shall be guaranteed only if the earth system in your house complies with standards.
- Exposing the product to rain, snow, sun and wind is dangerous with respect to electrical safety.
- Contact an authorised agent when there is a power cable damage to avoid danger.

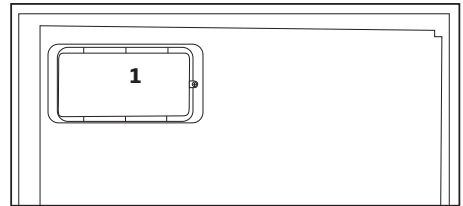
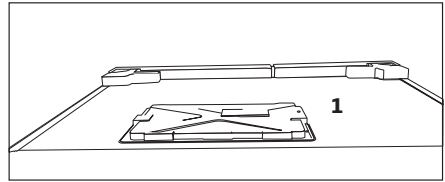
- Never plug the refrigerator into the wall outlet during installation. Otherwise, risk of death or serious injury may arise.

- This refrigerator is intended for only storing food items. It must not be used for any other purpose.
- Label of technical specifications is located on the left wall inside the refrigerator.
- Never connect your refrigerator to electricity-saving systems; they may damage the refrigerator.
- If there is a blue light on the refrigerator, do not look at the blue light with optical tools.
- For manually controlled refrigerators, wait for at least 5 minutes to start the refrigerator after power failure.
- This operation manual should be handed in to the new owner of the product when it is given to others.
- Avoid causing damage on power cable when transporting the refrigerator. Bending cable may cause fire. Never place heavy objects on power cable. Do not touch the plug with wet hands when plugging the product



- Do not plug the refrigerator if the wall outlet is loose.
- Water should not be sprayed on inner or outer parts of the product for safety purposes.
- Do not spray substances containing inflammable gases such as propane gas near the refrigerator to avoid fire and explosion risk.
- Never place containers filled with water on top of the refrigerator; in the event of spillages, this may cause electric shock or fire.
- Do not overload the refrigerator with food. If overloaded, the food items may fall down and hurt you and damage refrigerator when you open the door.
- Never place objects on top of the refrigerator; otherwise, these objects may fall down when you open or close the refrigerator's door.
- As they require a precise temperature, vaccines, heat-sensitive medicine and scientific materials and etc. should not be kept in the refrigerator.

- If not to be used for a long time, refrigerator should be unplugged. A possible problem in power cable may cause fire.
- The plug's tip should be cleaned regularly with a dry cloth; otherwise, it may cause fire.
- Refrigerator may move if adjustable legs are not properly secured on the floor. Properly securing adjustable legs on the floor can prevent the refrigerator to move.
- When carrying the refrigerator, do not hold it from door handle. Otherwise, it may snap.
- When you have to place your product next to another refrigerator or freezer, the distance between devices should be at least 5cm. Otherwise, adjacent side walls may have condensation.
- The product should never be used while the compartment which is located at the top or back of your product and in which electronic boards are available (electronic board box cover) (1) is open.



### **For products with a water dispenser;**

- Pressure for cold water inlet shall be maximum 90 psi (620 kPa). If your water pressure exceeds 80 psi (550 kPa), use a pressure limiting valve in your mains system. If you do not know how to check your water pressure, ask for the help of a professional plumber.
- If there is risk of water hammer effect in your installation, always use a water hammer prevention equipment in your installation. Consult Professional plumbers if you are not sure that there is no water hammer effect in your installation.

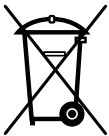


- Do not install on the hot water inlet. Take precautions against the risk of freezing of the hoses. Water temperature operating interval shall be 33°F (0.6°C) minimum and 100°F (38°C) maximum.
- Use only potable water.

## Child safety

- If the door has a lock, the key should be kept away from reach of children.
- Children must be supervised to prevent them from tampering with the product.

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



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Therefore, do not dispose the product with normal domestic waste at the end of its service life. Take it to a collection point for the recycling of electrical and electronic equipment. Please consult your local authorities to learn the nearest collection point. Help protect the environment and natural resources by recycling used products. For children's

safety, cut the power cable and break the locking mechanism of the door, if any, so that it will be non-functional before disposing of the product.

## Package information

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

### Do not forget...

Any recycled substance is an indispensable matter for nature and our national asset wealth.

If you want to contribute to the re-evaluation of the packaging materials, you can consult to your environmentalist organizations or the municipalities where you are located.

## HC warning

### If your product's cooling system contains R600a:

This gas is flammable. Therefore, pay attention to not damaging the cooling system and piping during usage and transportation. In the event of damage, keep your product away from potential fire sources that can cause the product catch a fire and ventilate the room in which the unit is placed.

### Ignore this warning if your product's cooling system contains R134a.

Type of gas used in the product is stated in the type label which is on the left wall inside the refrigerator.

Never throw the product in fire for disposal.

## Things to be done for energy saving

- Do not leave the doors of your refrigerator open for a long time.
- Do not put hot food or drinks in your refrigerator.
- Do not overload your refrigerator so that the air circulation inside of it is not prevented.
- Do not install your refrigerator under direct sunlight or near heat emitting appliances such as ovens, dishwashers or radiators. Keep your refrigerator at least 30cm away from heat emitting sources and at least 5cm from electrical ovens.
- Pay attention to keep your food in closed containers.
- For products with a freezer compartment; You can store maximum amount of food items in the freezer when you remove the shelf or drawer of the freezer. Energy consumption value stated for your refrigerator has been determined by removing freezer shelf or drawer and under maximum load. There is no harm to use a shelf or drawer according to the shapes and size of food to be frozen.
- Thawing frozen food in fridge compartment will both provide energy saving and preserve the food quality.

## 3 Installation

⚠ In case the information which are given in the user manual are not taken into account, manufacturer will not assume any liability for this.

### Points to be paid attention to when the relocation of the refrigerator

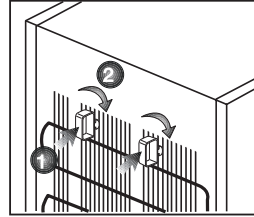
1. Your refrigerator should be unplugged. Before transportation of your refrigerator, it should be emptied and cleaned.

2. Before it is re-packaged, shelves, accessories, crisper, etc. inside your refrigerator should be fixed with adhesive tape and secured against impacts. Package should be bound with a thick tape or sound ropes and the transportation rules on the package should be strictly observed.

3. Original packaging and foam materials should be kept for future transportations or moving.

Before you start the refrigerator, **Check the following before you start to use your refrigerator:**

1. Attach 2 plastic wedges as illustrated below. Plastic wedges are intended to keep the distance which will ensure the air circulation between your refrigerator and the wall. (The picture is drawn up as a representation and it is not identical with your product.)



2. Clean the interior of the refrigerator as recommended in the "Maintenance and cleaning" section.

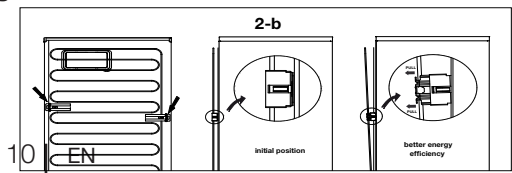
3. Connect the plug of the refrigerator to the wall socket. When the fridge door is opened, fridge internal lamp will turn on.

4. When the compressor starts to operate, a sound will be heard. The liquid and gases sealed within the refrigeration system may also give rise to noise, even if the compressor is not running and this is quite normal.

5. Front edges of the refrigerator may feel warm. This is normal. These areas are designed to be warm to avoid condensation.

The condenser of your appliance is located on the back as shown below. In order to achieve better energy efficiency with lower energy consumption, please pull the condenser towards yourself as illustrated in picture below.

**\*may not be available in all models**



## Electrical connection

Connect your product to a grounded socket which is being protected by a fuse with the appropriate capacity.

### Important:

The connection must be in compliance with national regulations.

- The power plug must be easily accessible after installation.
  - Electrical safety of your refrigerator shall be guaranteed only if the earth system in your house complies with standards.
  - The voltage stated on the label located at left inner side of your product should be equal to your network voltage.
  - Extension cables and multi plugs must not be used for connection.
- ⚠ A damaged power cable must be replaced by a qualified electrician.
- ⚠ Product must not be operated before it is repaired! There is the risk of electric shock!

## Disposing of the packaging

The packing materials may be dangerous for children. Keep the packing materials out of the reach of children or dispose of them by classifying them in accordance with the waste instructions stated by your local authorities. Do not throw away with regular house waste, throw away on packaging pick up spots designated by the local authorities.

The packing of your refrigerator is produced from recyclable materials.

## Disposing of your old refrigerator

Dispose of your old refrigerator without giving any harm to the environment.

- You may consult your authorized dealer or waste collection center of your municipality about the disposal of your refrigerator.

Before disposing of your refrigerator, cut out the electric plug and, if there are any locks on the door, make them inoperable in order to protect children against any danger.

## Placing and Installation

⚠ If the entrance door of the room where the refrigerator will be installed is not wide enough for the refrigerator to pass through, then call an authorised service agent to have them remove the doors of your refrigerator and pass it sideways through the door.

1. Install your refrigerator to a place that allows ease of use.
2. Keep your refrigerator away from heat sources, humid places and direct sunlight.
3. There must be appropriate air ventilation around your refrigerator in order to achieve an efficient operation. If the refrigerator is to be placed in a recess in the wall, there must be at least 5 cm distance with the ceiling and at least 5 cm with the wall. Do not place your product on the materials such as rug or carpet.
4. Place your refrigerator on an even floor surface to prevent jolts.

## **Changing the illumination lamp**

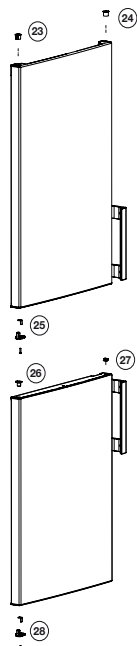
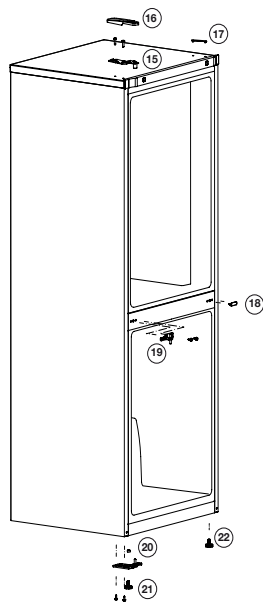
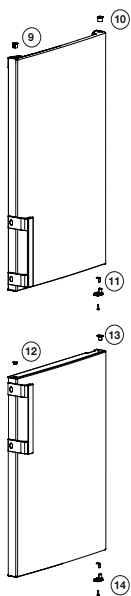
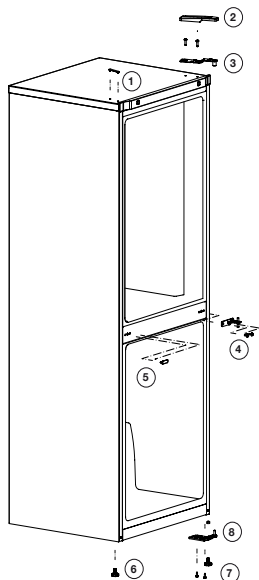
To change the Bulb/LED used for illumination of your refrigerator, call an authorised service agent.

The lamp(s) used in this appliance is not suitable for household room illumination. The intended purpose of this lamp is to assist the user to place foodstuffs in the refrigerator/freezer in a safe and comfortable way. The lamps used in this appliance have to withstand extreme physical conditions such as temperatures below -20 °C.

(only chest and upright freezer)

# Reversing the doors

Proceed in numerical order



## 4 Preparation

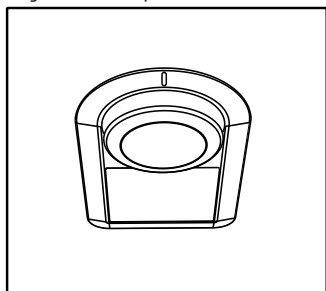
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- Your cooler/freezer should be installed at least 30 cm away from heat sources such as hobs, ovens, central heater and stoves and at least 5 cm away from electrical ovens and should not be located under direct sunlight.
- Please make sure that the interior of your cooler/freezer is cleaned thoroughly.
- If two coolers are to be installed side by side, there should be at least 5 cm distance between them.
- When you operate your cooler/freezer for the first time, please observe the following instructions during the initial six hours.
- Its door should not be opened frequently.
- It must be operated empty without placing any food in it.
- Do not unplug your cooler/freezer. If a power failure occurs out of your control, please see the warnings in the "Recommended solutions for the problems" section.
- The baskets/drawers that are provided with the chill compartment must always be in use for low energy consumption and for better storage conditions.
- Food contact with the temperature sensor in the freezer compartment may increase energy consumption of the appliance. Thus any contact with the sensor(s) must be avoided.
- This product has been designed to function at ambient temperatures up to 43 °C (90 SDgrF). Even if the ambient temperature falls to -15 °C, frozen food in the freezer does not thaw thanks to its Advanced Electronic Temperature Control System. For the first installation, the product should NOT be placed under low ambient temperatures. This is because the freezer cannot go down to standard operation temperature. When reaching continuous operation, the product can be moved to another place. Thus, later you can place your product in the garage or an unheated room without the concern of causing frozen food to get rotten. However, it is likely that above mentioned low temperatures may cause the freezing of the food in the fridge compartment; thus, please consume the food items in the fridge in a controlled way as needed. When ambient temperature goes back to normal, you may change button setting according to your need.
- If the ambient temperature is below 0°C, the food in fridge compartment will freeze. Therefore, we recommend not using the fridge compartment in such low ambient temperatures. You may continue to use the freezer compartment as usual.
- In some models, the instrument panel automatically turns off 5 minutes after the door has closed. It will be reactivated when the door has opened or pressed on any key.
- Due to temperature change as a result of opening/closing the product door during operation, condensation on the door/body shelves and the glass containers is normal.

## 5 Using your refrigerator

### Temperature Control And Adjustment

The operating temperature is regulated by the temperature control.



Warm ← ● 1 ● 2 ● 3 ● 4 ● 5 → Cold  
(Or) Min. Max.

**1=Lowest cooling setting (Warmest setting).**

**5=Highest cooling setting (Coldest setting).**

The average temperature inside the fridge should be around +5°C.

Please choose the setting according to the desired temperature.

Please note that there will be different temperatures in the cooling area.

The coldest region is immediately above the vegetable compartment.

The interior temperature also depends on ambient temperature, the frequency with which the door is opened and the amount of foods kept inside.

Frequently opening the door causes the interior temperature to rise.

For this reason, it is recommended to close the door again as soon as possible after use.

### Thermostat setting button

The interior temperature of your refrigerator changes for the following reasons;

- Seasonal temperatures,
- Frequent opening of the door and leaving the door open for long periods,
- Food put into the refrigerator without cooling down to the room temperature,
- The location of the refrigerator in the room (e.g. exposing to sunlight).
- You may adjust the varying interior temperature due to such reasons by using the thermostat. Numbers around the thermostat button indicates the cooling degrees.
- If the ambient temperature is higher than 25°C, turn the thermostat button to maximum position.
- If the ambient temperature is lower than 25°C, turn the thermostat button to minimum position.



## 6 Maintenance and cleaning

Cleaning your fridge at regular intervals will extend the service life of the product.

### **WARNING:**

Unplug the product before cleaning it.

- Never use gasoline, benzene or similar substances for cleaning purposes.
- Never use any sharp and abrasive tools, soap, household cleaners, detergent and wax polish for cleaning.
- For non-No Frost products, water drops and frosting up to a fingerbreadth occur on the rear wall of the Fridge compartment. Do not clean it; never apply oil or similar agents on it.
- Only use slightly damp microfiber cloths to clean the outer surface of the product. Sponges and other types of cleaning cloths may scratch the surface
- Dissolve one teaspoon of bi-carbonate in half litre of water. Soak a cloth with the solution and wrung it thoroughly. Wipe the interior of the refrigerator with this cloth and the dry thoroughly.
- Make sure that no water enters the lamp housing and other electrical items.
- If you will not use the refrigerator for a long period of time, unplug it, remove all food inside, clean it and leave the door ajar.
- Check regularly that the door gaskets are clean. If not, clean them.
- To remove door and body shelves, remove all of its contents.

- Remove the door shelves by pulling them up. After cleaning, slide them from top to bottom to install.
- Never use cleaning agents or water that contain chlorine to clean the outer surfaces and chromium coated parts of the product. Chlorine causes corrosion on such metal surfaces.

### 6.1 Avoiding bad odours

- Materials that may cause odour are not used in the production of our refrigerators. However, due to inappropriate food preserving conditions and not cleaning the inner surface of the refrigerator as required can bring forth the problem of odour. Pay attention to following to avoid this problem:
- Keeping the refrigerator clean is important. Food residuals, stains, etc. can cause odour. Therefore, clean the refrigerator with bi-carbonate dissolved in water every few months. Never use detergents or soap.
- Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.
- Never keep the food that have passed best before dates and spoiled in the refrigerator.

### 6.2 Protecting the plastic surfaces

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

## 7 Troubleshooting

Check this list before contacting the service. Doing so will save you time and money. This list includes frequent complaints that are not related to faulty workmanship or materials. Certain features mentioned herein may not apply to your product.

### **The refrigerator is not working.**

- The power plug is not fully settled.  
>>> Plug it in to settle completely into the socket.
- The fuse connected to the socket powering the product or the main fuse is blown. >>> Check the fuses.

### **Condensation on the side wall of the cooler compartment (MULTI ZONE, COOL, CONTROL and FLEXI ZONE).**

- The door is opened too frequently  
>>> Take care not to open the product's door too frequently.
- The environment is too humid. >>> Do not install the product in humid environments.
- Foods containing liquids are kept in unsealed holders. >>> Keep the foods containing liquids in sealed holders.
- The product's door is left open. >>> Do not keep the product's door open for long periods.
- The thermostat is set to too low temperature. >>> Set the thermostat to appropriate temperature.

### **Compressor is not working.**

- In case of sudden power failure or pulling the power plug off and

putting back on, the gas pressure in the product's cooling system is not balanced, which triggers the compressor thermic safeguard. The product will restart after approximately 6 minutes. If the product does not restart after this period, contact the service.

- Defrosting is active. >>> This is normal for a fully-automatic defrosting product. The defrosting is carried out periodically.
- The product is not plugged in. >>> Make sure the power cord is plugged in.
- The temperature setting is incorrect. >>> Select the appropriate temperature setting.
- The power is out. >>> The product will continue to operate normally once the power is restored.

### **The refrigerator's operating noise is increasing while in use.**

- The product's operating performance may vary depending on the ambient temperature variations. This is normal and not a malfunction.

### **The refrigerator runs too often or for too long.**

- The new product may be larger than the previous one. Larger products will run for longer periods.
- The room temperature may be high. >>> The product will normally run for long periods in higher room temperature.
- The product may have been recently plugged in or a new food item is placed inside. >>> The product will take longer to reach the set

in or a new food item is placed inside. This is normal.

- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.
- The doors were opened frequently or kept open for long periods. >>> The warm air moving inside will cause the product to run longer. Do not open the doors too frequently.
- The freezer or cooler door may be ajar. >>> Check that the doors are fully closed.
- The product may be set to temperature too low. >>> Set the temperature to a higher degree and wait for the product to reach the adjusted temperature.
- The cooler or freezer door washer may be dirty, worn out, broken or not properly settled. >>> Clean or replace the washer. Damaged / torn door washer will cause the product to run for longer periods to preserve the current temperature.

### **The freezer temperature is very low, but the cooler temperature is adequate.**

- The freezer compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

### **The cooler temperature is very low, but the freezer temperature is adequate.**

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

### **The food items kept in cooler compartment drawers are frozen.**

- The cooler compartment temperature is set to a very low degree. >>> Set the freezer compartment temperature to a higher degree and check again.

### **The temperature in the cooler or the freezer is too high.**

- The cooler compartment temperature is set to a very high degree. >>> Temperature setting of the cooler compartment has an effect on the temperature in the freezer compartment. Wait until the temperature of relevant parts reach the sufficient level by changing the temperature of cooler or freezer compartments.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently.
- The door may be ajar. >>> Fully close the door.
- The product may have been recently plugged in or a new food item is placed inside. >>> This is normal. The product will take longer to reach the set temperature when recently plugged in or a new food item is placed inside.
- Large quantities of hot food may have been recently placed into the product. >>> Do not place hot food into the product.

### **Shaking or noise.**

- The ground is not level or durable. >>> If the product is shaking when moved slowly, adjust the stands to balance the product. Also make sure the ground is sufficiently durable to bear the product.

- Any items placed on the product may cause noise. >>> Remove any items placed on the product.

### **The product is making noise of liquid flowing, spraying etc.**

- The product's operating principles involve liquid and gas flows. >>> This is normal and not a malfunction.

### **There is sound of wind blowing coming from the product.**

- The product uses a fan for the cooling process. This is normal and not a malfunction.

### **There is condensation on the product's internal walls.**

- Hot or humid weather will increase icing and condensation. This is normal and not a malfunction.
- The doors were opened frequently or kept open for long periods. >>> Do not open the doors too frequently; if open, close the door.
- The door may be ajar. >>> Fully close the door.

### **There is condensation on the product's exterior or between the doors.**

- The ambient weather may be humid, this is quite normal in humid weather. >>> The condensation will dissipate when the humidity is reduced.

### **The interior smells bad.**

- The product is not cleaned regularly. >>> Clean the interior regularly using sponge, warm water and carbonated water.
- Certain holders and packaging materials may cause odour. >>> Use holders and packaging materials without free of odour.

- The foods were placed in unsealed holders. >>> Keep the foods in sealed holders. Micro-organisms may spread out of unsealed food items and cause malodour. Remove any expired or spoilt foods from the product.

### **The door is not closing.**

- Food packages may be blocking the door. >>> Relocate any items blocking the doors.
- The product is not standing in full upright position on the ground. >>> Adjust the stands to balance the product.
- The ground is not level or durable. >>> Make sure the ground is level and sufficiently durable to bear the product.

### **The vegetable bin is jammed.**

- The food items may be in contact with the upper section of the drawer. >>> Reorganize the food items in the drawer.

### **If The Surface Of The Product Is Hot.**

- High temperatures may be observed between the two doors, on the side panels and at the rear grill while the product is operating. This is normal and does not require service maintenance! Be careful when touching these areas.

### **WARNING:**

If the problem persists after following the instructions in this section, contact your vendor or an Authorised Service. Do not try to repair the product.

## 8 Beko Customer Care

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Before you call Beko for service or assistance...  
Refer to your User Guide and check the following:

1. Your Appliance is correctly installed.
2. Your Appliance is connected to power.
3. You are familiar with its normal mode of operation
4. You have read the 'Recommended solutions for the problems'

If after checking the points above, the problem still exists, please call our Beko Customer Care hotline as listed below:-

If calling from Australia...

Beko Customer Care and talk to one of our consultants.

**Toll Free Toll Free 1300AUBEKO 1300 282 356**

**Email: [Beko.care@Beko.com](mailto:Beko.care@Beko.com) \* Fax: (07) 55493546**

If calling from New Zealand...

Beko Customer Care and talk to one of our consultants.

**Toll Free 0800NZBEKO 0800 69 2356**

**Email: [Beko.care@Beko.com](mailto:Beko.care@Beko.com) \* Fax: (+617) 55493546**

**If you contact us by Email please provide the following details:**

Your name and Address

Date of Purchase

Model Number

Serial Number

Complete description of the problem or request



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