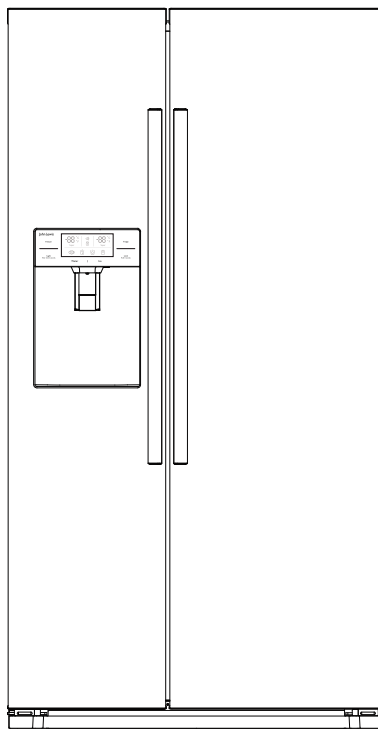


American Style Fridge Freezer

JLP-Model No. JLAFFW2011 - JLAFFS2011 - JLAFFB2011



User guide

John Lewis

Contents

Contents	3		
Introduction	4		
Safety is important	4		
In the box	4		
Safety information	5		
Important safety information	5		
Warnings	5		
Cautions	6		
Ecological hints	6		
Environmental information	6		
Electrical information	7		
Mains supply	7		
Parts identification	8		
Control panel	8		
Operation	9		
Temperature control	9		
Changing the temperature display	9		
Setting the freezer temperature	9		
Setting the fridge temperature	9		
How to use the fridge storage areas	10		
Food storage tips	11		
Automatic ice maker	12		
How to use the water / ice dispenser	12		
Care, Cleaning and Servicing	13		
Care and Cleaning	13		
Dispenser water shelf	13		
Ice cubes storage case	13		
Fridge and freezer containers	13		
Fridge and freezer shelves	14		
Vegetable cases and freezer drawers	14		
Door compartment rack	14		
Servicing	15		
Installation	16		
Preparation for installation	16		
Removing the freezer door	16		
Removing the fridge door	17		
Replacing the freezer door	17		
Replacing the fridge door	18		
		Fridge freezer levelling and door alignment	18
		Levelling the fridge freezer	18
		Adjust the doors	19
		Install the door handles	20
		Installing the water filter	21
		Installing the water line	21
		Disposal and Guarantee	23
		Disposal	23
		Guarantee	23
		Troubleshooting	24
		Troubleshooting	24
		Repairs - after sales service	29
		Spare parts	29
		Specification	30

Introduction

Thank you for purchasing this American style fridge freezer.

Please take time to read these instructions and retain for future reference.

Note: For the remainder of this User Guide, the American style fridge freezer will be referred to as the fridge freezer.

Safety is important

To ensure your safety and the safety of others, please read the Safety information **before** you operate this product.

Keep this information in a safe place for future reference.

In the box

You will find the following:

- Fridge freezer / handles
- User guide
- Spanner
- Egg case
- Water supply kit (connector, water pipe)
- Water filter

Note: If any of the items listed are damaged or missing, please contact your local John Lewis branch.

Safety information

Important safety instructions - read carefully before use

Take note of the following safety information which appears on the back of this fridge freezer:



Warning! To prevent fire or shock hazard, do not expose this fridge freezer to rain or moisture.



Warning! Always remove the mains plug from the wall socket when not in use or before any service operation.



Warning! There are no user serviceable parts on this fridge freezer. Refer servicing to qualified service personnel.



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this fridge freezer.



This symbol indicates that dangerous voltages constituting a risk of electric shock are present within this fridge freezer.

Important safety information

It is most important that this user guide and the installation guide should be retained with the fridge freezer for future reference. Should the fridge freezer be sold or transferred to another owner, or should you move house and leave the appliance, always ensure that the guides are supplied with the fridge freezer in order that the new owner can get to know the functionality and the relevant warnings.

These warnings have been provided in the interest of safety. You **MUST** read them carefully before installation or use. If you are unsure of the meanings of these warnings contact the John Lewis branch from which you purchased the fridge freezer.

To avoid accidents to property or people it is important to follow the instructions given. Failure to do so removes any liability from John Lewis.

Warnings

- This fridge freezer is designed to be operated by adults. Children should not be allowed to tamper with the controls or play with the fridge freezer.
- Keep all packaging well away from children. There is risk of suffocation.
- Never let the power cord be crushed by the fridge freezer itself or other (heavy) objects. Never bend power cord excessively.
- Never hold the power cord or plug with wet hands.
- Never use a damaged power cord or plug, or loose main socket.
- Never let the power cord touch or pass over heating appliances.
- Do not use other electrical appliances inside the appliance.
- Containers with flammable gases or liquids can leak at low temperatures. Do not store any containers with flammable materials, such as spray cans, fire extinguisher refill cartridges etc.. in the fridge freezer or the vicinity of the fridge freezer or any other appliance.
- Frozen food should not be refrozen once it has thawed out.
- The small quantity of refrigerant used in this appliance is eco-friendly R600a (an isobutene) and is nevertheless both inflammable / explosive if ignited in enclosed conditions.
- Never insert fingers or hands into the bottom of the fridge freezer, especially into the bottom back.
- When moving the fridge freezer (horizontally or tilted), two people are required (one to hold the top back handles, the other to hold the lifting areas at the bottom). If other parts are gripped, it is very dangerous and likely to slip.

- When the fridge freezer is to be scrapped, cut off the electrical supply cable and destroy the plug with the remaining cable. Disable the door catch in order to prevent children from becoming trapped inside while playing. A cut off plug inserted into a 13 amp socket is a serious safety (shock) hazard. Please ensure the cut off plug is disposed of safely.

Cautions

- This fridge freezer is designed for domestic use only, specifically for the storage of edible foodstuffs.
- Do not place carbonated or fizzy drinks in the freezer compartment.
- Do not remove items from the freezer if your hands are damp/wet, as this could cause skin abrasions or frost/freezer burns.
- Because of the very low temperatures in the freezer some foods e.g. ice lollies could cause frost burns if consumed immediately.
- Bottles and cans must not be placed in the freezer compartment as they can burst as the contents freeze.
- Store pre-packed frozen foods in accordance with the frozen foods instructions and use by date.
- Do not store medicine, academic research samples which require strict temperature control in the fridge freezer.
- When cleaning, removing spillages (liquids or frozen food) or removing the ice tray do not use any implements that are hard, sharp or pointed as they may cause damage to the appliance.
- Keep ventilation openings in the appliance enclosure or in the built-in structure, clear of obstruction.

Ecological hints


To save water and energy and help protect the environment, we recommend that you follow these hints:

- Do not install the appliance close to sources of heat such as a boiler or radiator.

- Do not install the fridge freezer on a wet floor or in a place with a high humidity / moisture content.
- Locate the fridge freezer in a well ventilated room and make sure that any air openings of the appliance are not obstructed.
- Pack all foods into airtight packages before placing them into the freezer compartment.
- Food which is to be frozen (when cool) should be placed in the fridge compartment before being transferred to the freezer.
- Try to avoid keeping the doors open for long periods or opening the doors too frequently as warm air will enter the cabinet and cause the compressor to switch on unnecessarily often.
- Ensure there are no obstructions preventing the doors from closing properly.



Environmental information

- RoHS (Directive 2002/95/EC) compliant:
This fridge freezer is environmentally sound and sustainable free from Pb, Cd, Cr+6, Hg PBBs and PBDEs restricted in accordance with the directive.
- After installation, please dispose of the packaging with due regard to safety and the environment.
- Materials marked with the  are recyclable.
- Avoid damaging the cooling unit, especially at the rear, near the heat exchanger.
- This fridge freezer does not contain gases which could damage the ozone layer, in either its refrigerant circuit or insulation materials.
- Please dispose of this fridge freezer in accordance with the disposal instruction on page 16. 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.

Electrical information

Mains supply



Warning! This fridge freezer MUST BE EARTHED.

Should the power supply cable need to be replaced, this must be carried out by an approved service engineer. John Lewis declines any liability should this safety measure not be observed.

Before switching on, make sure the electricity supply voltage is the same as that indicated on the fridge freezer's rating plate.

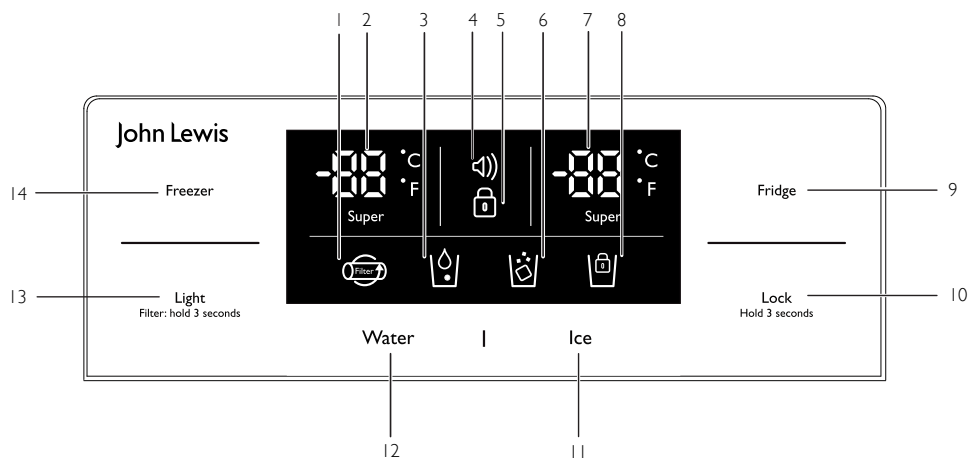
The fridge freezer is supplied with a 13 amp plug. In the event of having to change the fuse in the plug supplied, a 13 amp ASTA approved BS 1363/A fuse must be used.



Warning! The appliance should not be connected to the electrical supply by means of an extension cable.

Parts identification

Control panel



- | | | | |
|---|--|----|---|
| 1 | Display panel symbol - Current status of the water filter | 7 | Display panel symbol - Fridge compartment temperature indicator |
| 2 | Display panel symbol – Freezer compartment temperature indicator | 8 | Display panel symbol - Ice dispensing lock selected ("Ice" button for 3 seconds to lock or release) |
| 3 | Display panel symbol - Water dispensing selected | 9 | Fridge temperature change/supercool button |
| 4 | Display panel symbol – Abnormal fridge inside temperature rise indicator | 10 | Childproof lock button (hold 3 seconds to release) |
| 5 | Display panel symbol – Childproof lock switched on | 11 | Ice cube dispenser button |
| 6 | Display panel symbol – Ice cube dispensing selected | 12 | Water dispenser button |
| | | 13 | Ice and water dispenser light button / filter display reset button(hold for 3 seconds to reset) |
| | | 14 | Freezer temperature change / superfreezing button |

Operation

Notes:

- The interior lights of the fridge turn off when the doors are left open for more than 10 minutes.
- Display off function:
 - If the doors are not opened or the display buttons are not touched for longer than five minutes, the display will go blank (except the dispenser LED indicator such as water, ice or ice lock based on selection)
 - As soon as a button is pressed or a door is opened the display will return to normal display mode.
- Alarm function:
 - In case either the freezer or fridge doors are left open for more than a minute, the door alarm rings for five minutes periods with a one minute interval.
 - The alarm indicator blinks if the temperature inside the fridge or freezer is too high, showing the temperature of inside on the display.
 - To switch off the alarm, close the door, if a door is open, and press **lock** button.

Temperature control

When the fridge freezer is first plugged in, the default temperature settings for the fridge and freezer are mid range.

Changing the temperature display

To change the display temperature from Fahrenheit to Celsius:

- 1 Press the **lock** button to access the lock mode.
- 2 Press and hold the **light** and **water** button for 10 seconds until the temperature unit changes.

Setting the freezer temperature

Repeatedly press the **Freezer** button until the desired temperature is selected. The temperature sequence is shown below:



If you require faster freezing, press the **Freezer** button until the super icon is illuminated on the display.

Setting the fridge temperature

Repeatedly press the **Fridge** button until the desired temperature is selected. The temperature sequence is shown below:



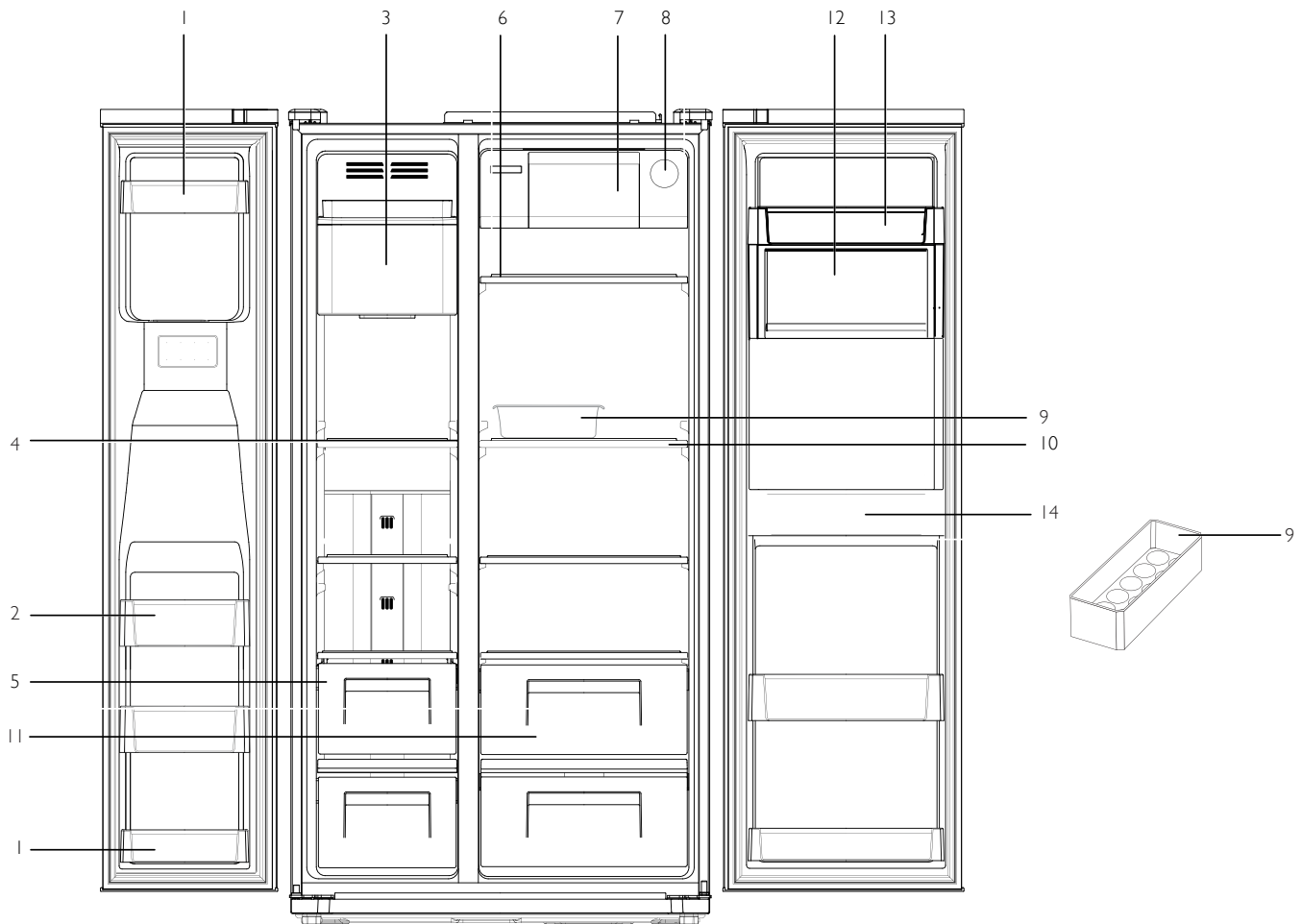
If you require faster cooling, press the **Fridge** button until the super icon is illuminated on the display.



Caution - Food in the fridge can be frozen if the ambient temperature of the fridge is below 5°C.

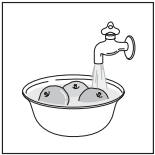
How to use the fridge storage areas

The following list is a suggestion of the usage for each of the compartments within the fridge:

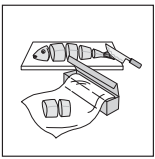


- | | | | |
|---|--|----|---|
| 1 | Upper / Lower freezer door compartments – for storing ice cream or short-term storage food | 9 | Egg case |
| 2 | Mid freezer door compartments – for storing frozen food | 10 | Adjustable fridge glass shelf |
| 3 | Ice maker/Ice storage - for making and storing ice | 11 | Vegetable case |
| 4 | Adjustable freezer glass shelf | 12 | Multi plus zone - for storing special items such as sauces, cosmetics, medicines and others need to keep cool |
| 5 | Freezer drawer | 13 | Fridge door compartment - for storing smaller items of food |
| 6 | Fridge glass shelf | 14 | Mid Fridge door compartment |
| 7 | Quick can cooler - for faster cooling can beverages | | |
| 8 | Water filter | | |

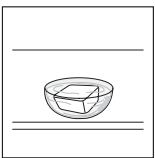
Food storage tips



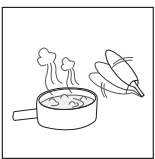
Wash you food before storing.



Divide and separate food into smaller pieces.



Place watery food or food with moisture on the front shelves close to the edges of the fridge compartment. If they are placed close to the cold air spout, they can be frozen.



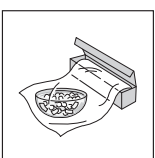
Warm or hot food should be cooled down before storing to reduce power consumption and to enhance refrigeration performance.



Be careful when storing food such tropical fruit e.g. bananas, pineapples, tomatoes, for they can easily deteriorate in lower temperatures.



Keep as much space as possible between the items of food. If you pack the food too tight or too close, cold air circulation is hindered, resulting in poor refrigeration.



Never forget to cover or wrap food to prevent odours.

Automatic ice maker

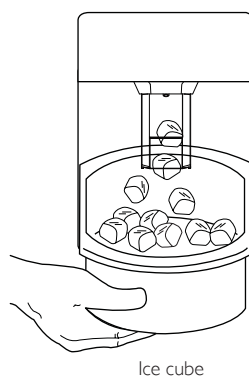
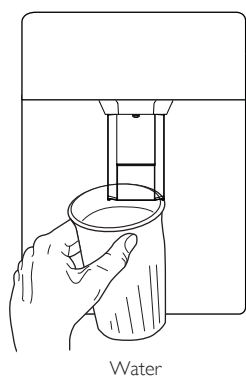
The automatic ice maker makes approximately eight ice cubes at a time and it does these approximately 15 times a day. If the ice storage case is full, the automatic ice maker detects this and stops.

- It is normal for the ice maker to make banging sounds when the ice cubes are falling into the ice storage case.
- To prevent bad odours, regularly clean the ice cube storage case.
- If the ice stops dispensing the storage case may be empty. Wait 2 to 3 hours for the automatic ice dispenser to create more ice cubes.
- If the ice does not dispense easily, ensure the dispenser outlet is not blocked.

How to use the water / ice dispenser

Hold an appropriate glass / cup or jug under the ice and water dispenser.

Select the **Water** or **Ice** button and push the lever smoothly with your glass / cup or jug until the desired amount of water or ice is received.



Cautions:

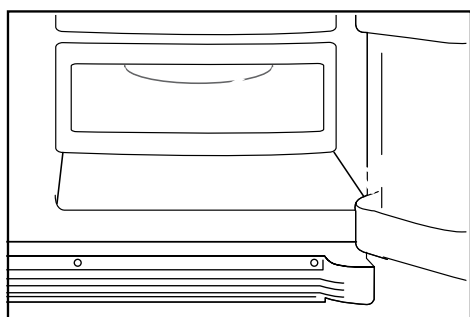
- **Avoid using thin fragile cups or crystal glasses when taking ice cubes.**
 - **Never insert your fingers or tools into the water / ice dispenser outlet.**
 - **If you find discoloured ice, stop using the ice dispenser and call the service agent.**
-

Care, cleaning and servicing

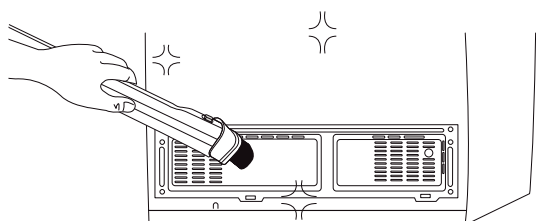
Switch off and unplug the fridge freezer before carrying out any cleaning or maintenance work.

Care and cleaning

Clean the interior exterior casing using a cloth with water and mild (neutral) Detergent.

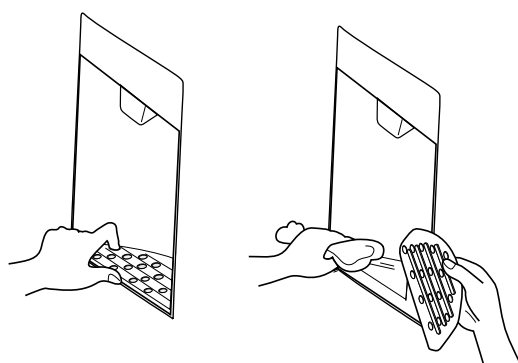


Clean the grill at the back of the fridge freezer at least once a year using the nozzle attachment on a vacuum cleaner.



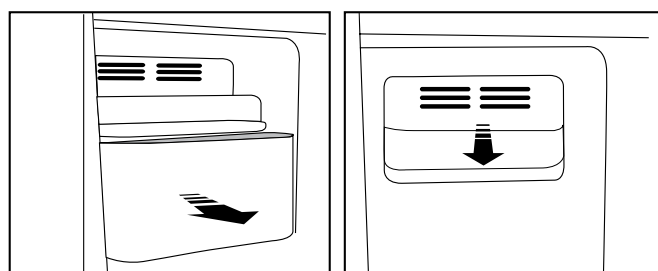
Dispenser water shelf

Remove the strainer and clean the water collecting tray with a sponge or absorbent cloth.



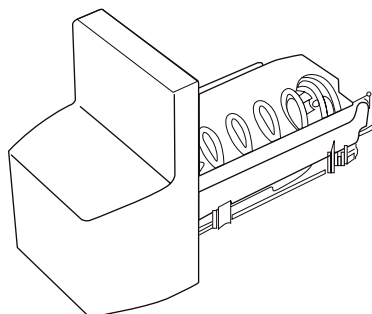
Ice cubes storage case

Press the release button and remove the ice cube container.



Empty the ice cube container and clean using tepid water.

Thoroughly dry the container and conveyor mechanism to prevent new ice cubes from sticking.



Replace the ice cube container by pushing it all the way back onto the supports until it locks into position.

Note: If the container cannot be pushed all the way back, rotate the conveyor mechanism a quarter turn and insert again.

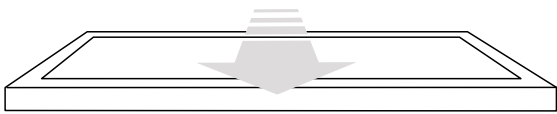
Fridge and freezer containers

Remove a container by withdrawing it as far as it will go and the lifting up the front and then fully removing it.

Replace the container by locating the rear lugs and the pushing it all the way back in.

Freezer & Fridge shelves

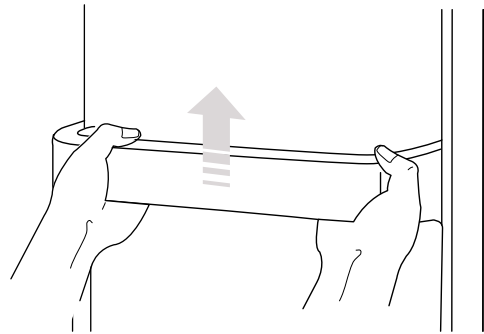
Remove a shelf by lifting it up at the front, pulling it, unhook it and then remove it.



Replace the shelf by locating the rear lugs, lower the shelf and the pushing it all the way back in.

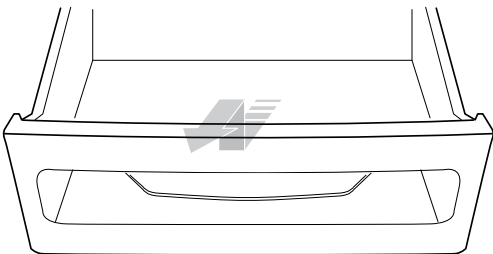
Door compartment rack

Hold both ends of the rack and remove by pulling it up.



Vegetable cases & Freezer drawers

Remove a case by withdrawing it as far as it will go and the lifting up the front and then fully removing it.



Replace the case by locating it on the rails and the pushing it all the way back in.

Servicing

This fridge freezer should only be serviced by an authorised service engineer, and only genuine spare parts should be used.

Under no circumstances should you attempt to repair the fridge freezer yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunction.

Installation

Preparation for installation

Before unpacking your fridge freezer, be aware of the following points:

Find a suitable location for the fridge freezer; it should be positioned as follows:

- In a dry room that can be ventilated.
- Out of direct sun light.
- Away from any heat source, e.g. stove or radiator (if this is unavoidable, a suitable heat insulator should be used (not supplied).
- A minimum gap of 25 mm from another fridge or freezer.
- A minimum gap of 10 mm above the fridge freezer.
- On a solid floor that will not sag under the weight of the fridge freezer.

Ensure that the fridge freezer can fit through all the doorways on the route to its final location. The dimensions of the fridge freezer with it handles installed are; 906 mm wide x 735 mm deep x 1770 mm high.

If the fridge freezer will not pass through a door way:

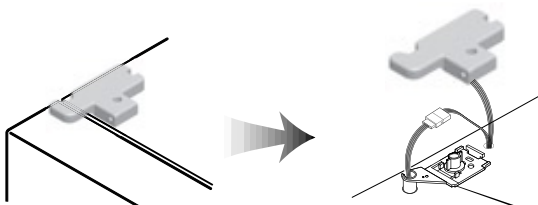
Removing the freezer door

Remove the base panel(cover) first if it is attached.

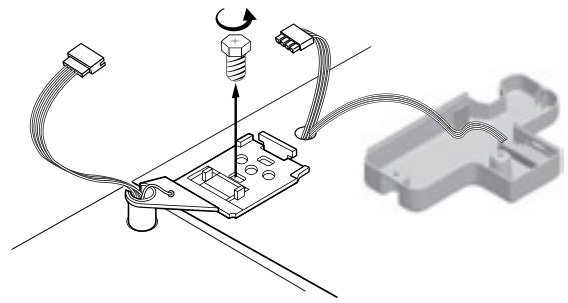
- 1 Pull out bending tube guide and the left hand side water tube.



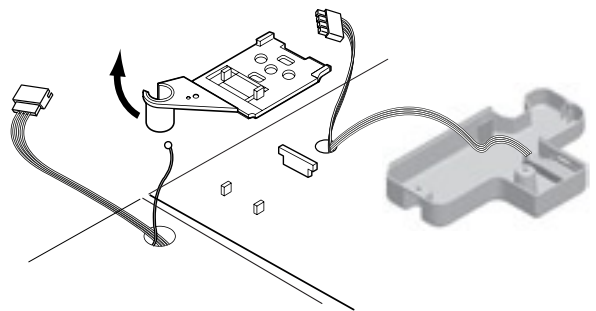
2. Remove the retaining screws from the top hinge cover and remove the hinge cover.



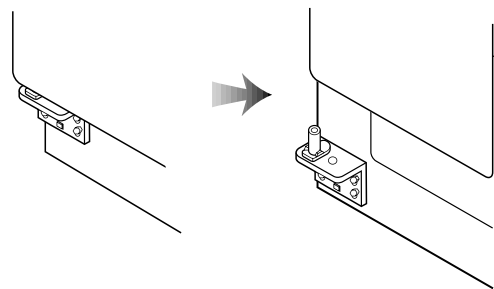
- 3 Turn top hinge fastener (turn in an anti-clockwise direction) and disconnect the harness wires.



- 4 Lift up the hinge to remove. (As the hinge is removed the door may drop down forward. Be careful.)

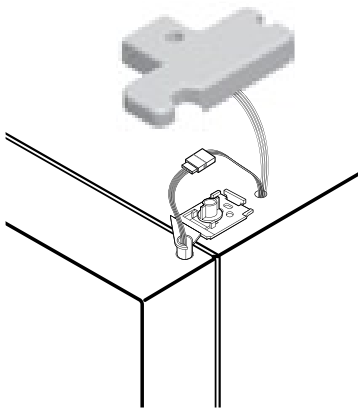


- 5 Be careful not to damage the water line when removing the door.

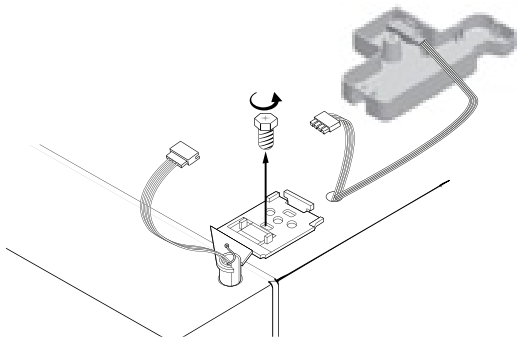


Removing the fridge door

- 1 Remove the retaining screws from the top hinge cover and remove the hinge cover.



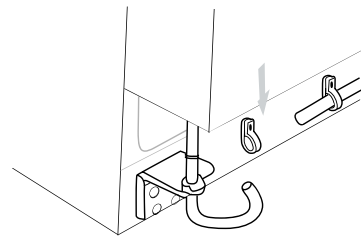
- 2 Turn top hinge fastener (turn in anti-clockwise direction) and remove the top hinge. (As the hinge is removed the door may drop down forward. Be careful.)



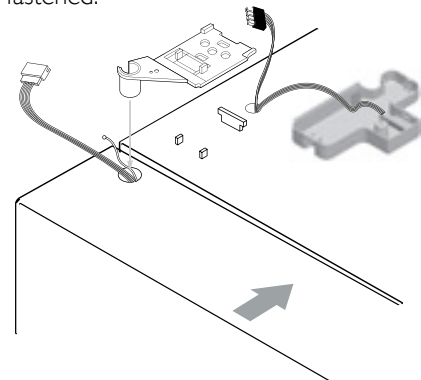
- 3 Lift off and remove the fridge door.

Replacing the freezer door

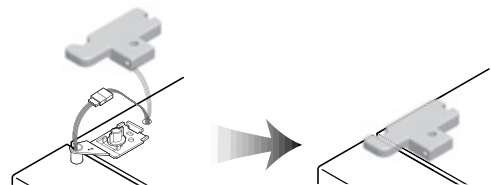
- 1 Insert the water tube into the hole of the bottom hinge pint first.



- 2 Align the top of door and ensure it is secure against the cabinet. Insert the back of hinge into the groove first, then insert front mounting to top of door. Check carefully it is well fastened.



- 3 Install the fastener (turn in a clockwise direction) and connect the earth, the harness wires. Then fit the hinge cover and secure with the retaining screws.

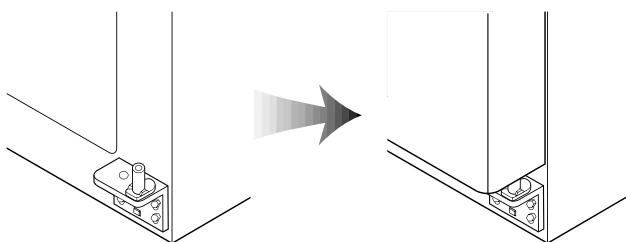


- 4 Fasten the bending tube guide and insert the water tube into the coupling.

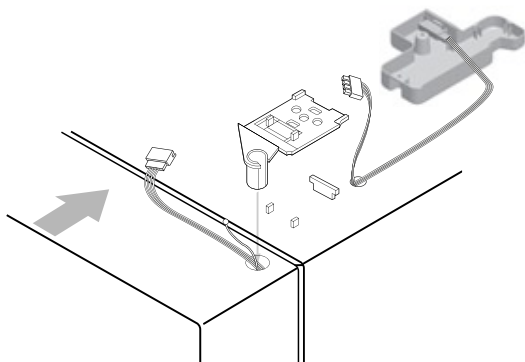


Replacing the fridge door

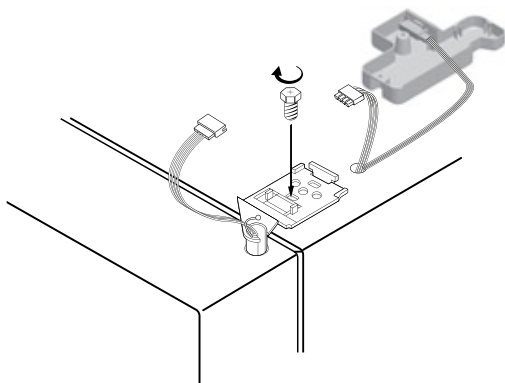
- 1 Insert the bottom hole of fridge door straight into the bottom hinge pin.



- 2 Align the top of door and ensure it is secure against the cabinet. Insert the back of hinge into the groove first, then insert front mounting to top of door. Check carefully it is well fastened.



- 3 Install the fastener (turn in a clockwise direction) and connect the earth and harness wires. Fit the top hinge cover and secure with the retaining screws.



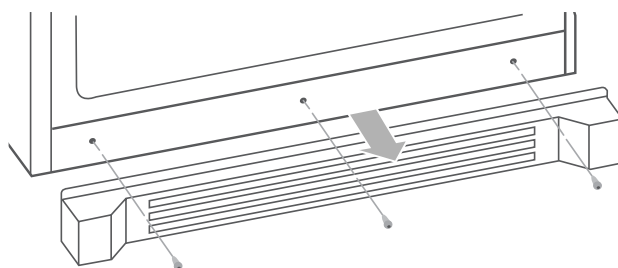
Fridge freezer levelling and door alignment

The fridge freezer must be level in order to maintain optimal performance and visual presentation.

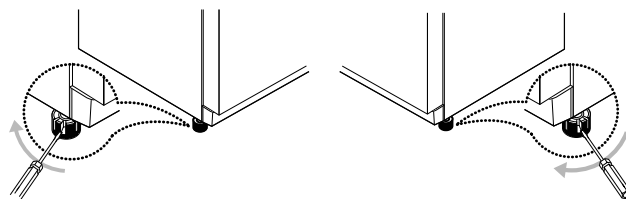
If the floor underneath is uneven, the fridge freezer doors will look unbalance.

Levelling the fridge freezer

- 1 Remove the three retaining screws (turn in an anticlockwise direction) and remove the base panel.



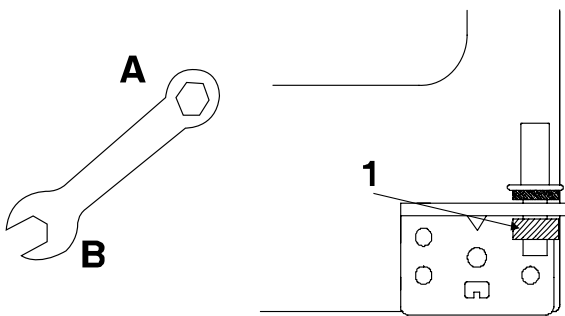
- 2 Close the doors and put a flat-blade screwdriver into groove of the left wheel (bottom of door).
- 3 Turn the wheel clockwise to raise the level or anti-clockwise to lower the level.
- 4 After installation and / or levelling, ensure base panel fits in place and screw is fastened.



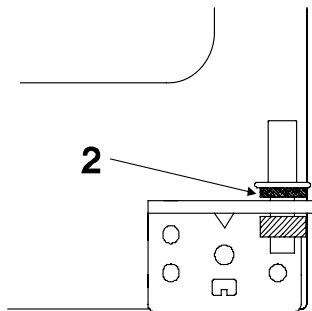
Adjust the doors

If the door heights are uneven, follow the next steps to adjust the height:

- 1 Insert a spanner(A part) into the hinge nut(1) and turn in clockwise direction.



- 2 Insert a spanner(B part) into the hinge unit(2) and turn clockwise to lower the door or turn it anti-clockwise to raise the door.



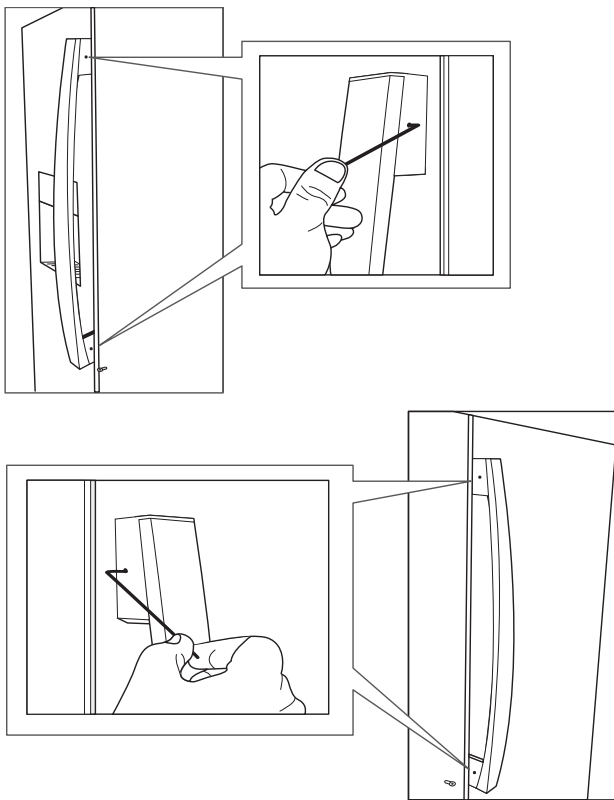
- 3 If the doors are aligned properly, fasten the nut(1) in anti-clockwise direction.
- 4 After installation and / or door alignment, fit the base panel and screw with the retaining screws.

Install the door handles

After final installation and door levelling, install the fridge door handles.

Note: Both handles are installed in the same way.

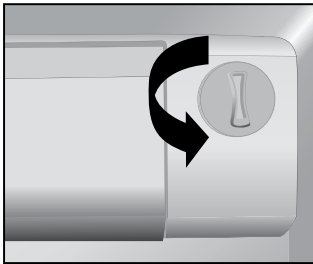
- Position one of the door handles into the guides on the door, the set screws on the handle needs to point to the centre of the fridge freezer.



- Using the supplied Allen key tighten the two set screws (turn in a clockwise direction).
- Repeat this process for the other door handle.

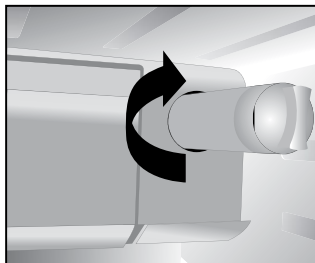
Installing the water filter

- 1 Remove the locking cap before installing the filter. connect your fridge freezer to the water supply:



(note: The ice and water dispenser can also be used without water filter, in which case the locking cap must be used.)

- 2 Carefully push in the water filter and turn it clockwise.

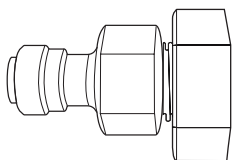


Change the water filter every 6 months. Contact your local John Lewis branch or our warranty administrator to buy a new genuine water filter.

Installing the water line

You will require the following component (not supplied to connect your fridge freezer to the water supply:

- Connector
- Water pipe / tube



Connector



Water pipe / tube

Notes:

The water pressure should be 1.96~8.62 Bar or more to run the automatic icemaker. Checkup your tap water pressure; if a cup of 180cc is full within 10 seconds, the pressure is OK.

When installing the water tubes, ensure they are not close to any hot surfaces.

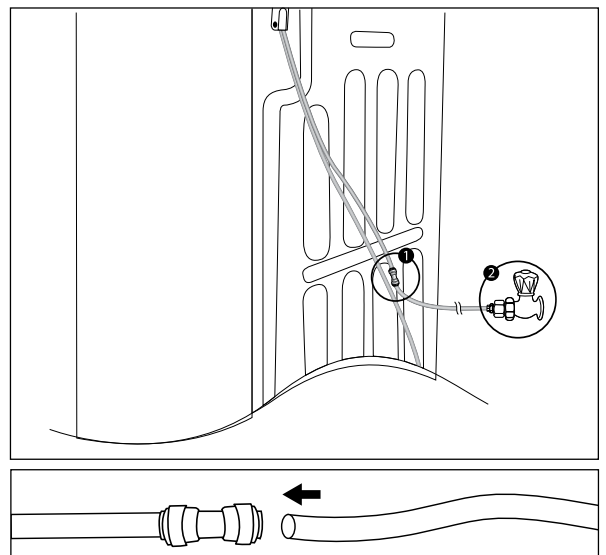
The water filter only filters water; it does not eliminate any bacteria or microbes.

If your water pressure exceeds 8.62 bar a pressure reducing valve must be installed.

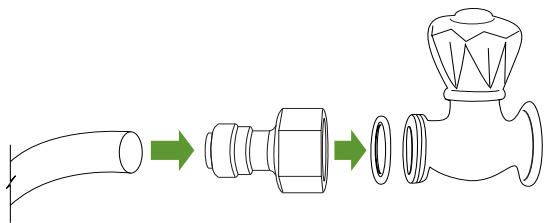
Use sealing tape on each pipe / tube connection to ensure there are no water leaks.

The water pipe / tube should only be connected to your cold water supply.

- 1 Connect the water pipe / tube to the fridge freezer.



- 2 Connect the pipe / tube to the tap connector, place the rubber washer inside the tap connector and screw onto the water tap.



Water Tube

Rubber Washer

- 3 Connect the fridge freezer to the power supply and switch it on.




Caution - You must wait at least 8 hours after installing the fridge freezer before switching on to allow for oil in the compressor to settle.

- 4 Press and hold the **water button** on the control panel for two to three minutes until the water tank is full and waters starts to flow from the dispenser.

Disposal and guarantee

Disposal

This 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 council office, your household waste disposal service or the John Lewis branch where you purchased the product.

Guarantee

Your John Lewis American Style Fridge Freezer is covered by a three year parts and labour guarantee. This means that if the American Style Fridge Freezer develops a fault during the guarantee period we arrange a repair free of charge. Your original receipt acts as your guarantee so please make sure that you retain it throughout the guarantee period.

Please note that this guarantee does not cover you against faults caused by accidental damage or misuse.

Troubleshooting

To assist in locating possible faults use the help guide below:

Troubleshooting		
Problem	Cause	Correction
Running of fridge		
Compressor does not run.	Fridge is in defrost cycle.	This is normal for a fully automatic defrost fridge. The defrost cycle occurs periodically, lasting about 30 minutes.
	The mains plug is disconnected.	Ensure mains plug is tightly pushed into outlet.
	House fuse blown or a tripped circuit breaker.	Check/replace fuse with a 15 amp time-delay fuse. Reset circuit breaker.
	Power cut.	Check house lights, if these are not working, Call your local electric company.
Fridge freezer runs too often or for too long.	The room or outside temperature is hot.	It is normal for the fridge freezer to work longer under these conditions.
	Fridge freezer has recently been disconnected for a period of time.	It takes 8-12 hours for the Fridge freezer to get down to its operating temperature.
	The doors are opened too frequently or for too long.	Warm air entering the fridge causes it to run for longer. Open the doors less often.
	Fridge/freezer door maybe slightly open.	Ensure fridge freezer is level. Keep food and containers from blocking door. See the problem column for opening/closing of doors/drawers.
	The fridge freezer controls are set too cold.	Set fridge freezer controls to warmer setting until fridge freezer temperature is satisfactory. Allow 24 hours for temperature to stabilize.
	Fridge / freezer door seals are dirty, worn, cracked, or poorly fitted.	Clean or change the door seal(s). Leaks in door seal will cause fridge to run longer in order to maintain desired temperatures.
Compressor goes off and on frequently.	Electronic control system keeps the fridge at a constant temperature.	This is normal. Fridge freezers go on and off to keep temperature constant.
Temperatures are too cold		
Freezer temperature too cold. Fridge temperature is satisfactory.	Freezer control is set too cold.	Set the freezer control to a warmer setting. Allow 24 hours for the temperature to stabilise.
Fridge temperature too cold. Freezer temperature is satisfactory.	Fridge control is set too cold.	Set fridge control to a warmer setting. Allow 24 hours for the temperature to stabilise.
Food stored in the fridge drawers freezes.	Fridge control is set too cold. Fridge is installed in an environment where the temperature drops below 5 °C.	See solution above. See installation section.

Troubleshooting (continued)		
Temperatures are too warm		
Fridge/freezer temperature is too warm.	Doors are opened too frequently or for too long.	Warm air enters the fridge freezer whenever one of the doors is opened. Open the door less often.
	Door is slightly open.	See problem column for the opening/closing of doors/drawers.
Freezer temperature is too warm. Fridge temperature is satisfactory.	Freezer control is set too warm.	Set freezer control to a colder setting. Allow 24 hours for temperature to stabilise.
Fridge temperature is too warm. Freezer temperature is satisfactory.	Fridge control is set too warm.	Set fridge control to a colder setting. Allow 24 hours for temperature to stabilise.
Water/moisture/frost inside fridge		
Moisture collects on inside of fridge walls.	Weather is hot and humid.	The rate of frost build up and internal sweating increases.
	A door is slightly open.	See problem column for the opening/closing of doors/drawers.
	Door is opened too often or too long.	Open door less often to allow internal temperature to stabilise.
Water collects on bottom side of drawer cover.	Water collects on bottom side of drawer cover.	It is not unusual to have moisture on the bottom side of the cover.
Moisture collects in bottom of drawer.	Washed vegetables and fruit drain while in the drawer.	Dry items before putting them in the drawer. Water collecting on bottom of drawer is normal.
	Fruits and vegetables are kept past their prime.	Routinely clean out old fruits and vegetable especially if they begin to break down.
Water/moisture/frost outside Fridge Freezer		
Moisture collects on outside of fridge freezer or between doors.	Weather is humid.	This is normal in humid weather. When humidity is lower, the moisture should disappear.
	Door is slightly open, causing cold air from inside fridge to meet warm air from outside.	See problem column for the opening/closing of doors/drawers.

Troubleshooting (continued)

Automatic ice maker

Ice maker is not making any ice.	Water supply is not connected to fridge.	Connect water supply (see installation guide).
	Household water line valve is not open.	Turn on household water line valve.
	Freezer is not cold enough.	See problem column temperatures are too warm.
	Valve on cold water pipe is clogged or restricted by foreign material. If valve is of the self-piercing type, it may not have created a sufficiently sized hole in tube for water to pass through.	Turn off household water line valve. Remove valve. Ensure that valve is not a self-piercing valve. Clean valve. Replace valve if necessary.
	Check to see if water dispenser is dispensing water.	If not, the ice and water filter cartridge is clogged or restricted, and must be replaced.
	Water filter is not completely seated.	Push firmly until the water filter snaps into place.
Ice maker is not making enough ice.	Ice maker is producing less ice than you expect.	Ice maker should produce approximately eight ice cubes at a time approximately 15 times a day.
	Freezer is not cold enough.	See problem column temperatures are too warm.
	Household water line valve is not completely open.	Turn on household water line valve.
	Check to see if water dispenser is dispensing slower than normal.	If it is, replace the ice and water filter cartridge.
Ice maker is not separating the ice cubes.	Ice cubes are not being used frequently enough.	Remove and shake ice container to separate cubes.
	Ice cubes are hollow or smaller than normal.	The ice and water filter cartridge may be clogged. Replace filter cartridge.
Ice has bad odour and taste.	Ice has picked up odour or flavour from strong food stored in fridge or freezer. Ice not used frequently enough.	Cover foods tightly. Discard stale ice. Ice maker will produce fresh supply. Discard stale ice.
	Ice cubes are hollow or smaller than normal.	The ice and water filter cartridge could be clogged. Replace the filter cartridge. Dispensing system operates best at 2.1 bar, 6.9 bar water pressure. The water pressure should fall within this range.

Troubleshooting (continued)		
Water dispenser		
Dispenser will not dispense water.	Water supply not connected.	Connect water supply (see connecting the water supply section).
	Household water line valve is not open.	Open household water line valve.
	Freezer door is not closed.	Ensure that freezer door is closed.
	Ice and water filter cartridge is clogged.	Replace filter cartridge.
	Ice and water filter cartridge is clogged.	Replace filter cartridge.
	Water filter not fully installed.	Push filter firmly until the filter snaps into place.
Water has an odd taste and/or odour.	Water has been in the tank for a period of time.	Draw and discard 10-12 glasses of water to freshen the supply and completely rinse out the tank.
	Unit not properly connected to cold water line.	Connect unit to cold water line that supplies water to the kitchen tap.
	Tubing used in the household water supply and installation may affect water taste and odour.	For best results, use copper tubing for water connections.
	Water has a high mineral content.	Contact water treatment plant for help.
Odours in fridge		
Interior is dirty.	Interior needs to be cleaned. Food with strong odours is in fridge.	See care and cleaning chart in care & cleaning. Cover food tightly.
Opening/closing of doors/drawers		
Door(s) will not close.	Door was closed too hard, causing other door to open slightly.	Close doors gently.
	Fridge is not level. It rocks on the floor when moved slightly.	Ensure floor is level and solid, and can adequately support the fridge. Contact a carpenter to correct a sagging or sloping floor.
	Fridge freezer is touching a wall or cabinet.	Ensure floor is level and solid, and can adequately support the fridge freezer. Contact a carpenter to correct a sagging or sloping floor.
Drawers are difficult to move.	Food is touching shelf on top of drawer.	Keep less food in drawer.
	Track that drawers slide on is dirty.	Clean drawer, rollers, and track. See care and cleaning chart in care and cleaning section.

Troubleshooting (continued)		
Lights not working		
A light is not working.	Light bulb / LED has failed.	Call your service agent to replace the failed bulb /LED.
	Freezer light switch is stuck.	Release light switch located inside freezer compartment.
	No electric current is reaching fridge freezer.	See problem column for the running of fridge freezer.
	Control system has disabled lights because one or both doors were left open too long.	Close and reopen door(s) to enable lights.

If none of the suggestions seem to work, please contact your local John Lewis branch (see inside back page for full branch listing). Never attempt to repair the fridge freezer yourself.

Note: The fridge freezer must only be repaired by a qualified registered service person.

Repairs - after sales service

Your fridge freezer comes with a free three year warranty. If it is not working correctly; consult the troubleshooting section within this User Guide. If a fault occurs which you can not resolve through following the advice and information contained within this User Guide, the next step is to contact our warranty administrators on 0844 871 7771.

They will give you details for your local service engineer.

When you contact your local service engineer you will need to give the following details:

- Your name, address and post code
- Your telephone number
- Clear and concise details of fault
- The purchase date as found on your receipt
- The model and serial number of the fridge freezer. So that you always have these numbers at hand, we recommend you make a note of them here:

Mod :

S.N :

Note: If you call out an engineer to a fault or to repair a fault caused by incorrect use or installation, a charge will be made even if the fridge freezer is under guarantee.

Spare parts



Cautions: Always insist on genuine spare parts.

An authorised service engineer should service this fridge freezer, and only genuine spare parts should be used.

Under no circumstances should you attempt to repair the fridge freezer yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning.

Contact your local John Lewis branch.

Specification

Specifications of the fridge freezer that you have just purchased may vary from the information in this table due to technical innovations.

Dimensions (including door handles)	906 mm wide x 735 mm deep x 1770 mm high
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Net Weight	122 Kg (boxed), 107 Kg (product)
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Net Fridge Capacity	370 litres
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Net Freezer Capacity	179 litres
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Ambient Operating Temperature	10 - 43 °C
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Energy Rating	A+
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John Lewis Partnership

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