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## Hisense RQ563N4SF2

# Hisense RQ563N4SF2 Cross Door Refrigerator User Manual

Model: RQ563N4SF2

## 1. INTRODUCTION

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Thank you for choosing the Hisense RQ563N4SF2 Cross Door Refrigerator. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your appliance. Please read it thoroughly before use and keep it for future reference.

## 2. IMPORTANT SAFETY INFORMATION

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Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, and personal injury.

- Ensure the appliance is properly grounded.
- Do not damage the refrigerant circuit.
- Keep ventilation openings clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not use electrical appliances inside the food storage compartments, unless they are of the type recommended by the manufacturer.
- Unplug the appliance before cleaning or performing maintenance.
- Keep children away from packaging materials and the appliance.

## 3. WHAT'S IN THE BOX

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Upon unpacking, ensure all components are present and undamaged:

- Hisense RQ563N4SF2 Cross Door Refrigerator Unit
- User Manual (this document)
- Power Cord (integrated)
- Adjustable Shelves and Drawers (pre-installed)

## 4. SETUP AND INSTALLATION

### 4.1. Placement

Place the refrigerator on a firm, level surface away from direct sunlight, heat sources (like stoves or radiators), and extreme cold. Ensure adequate ventilation around the appliance. Allow at least 10 cm of space at the back and sides for proper air circulation.



The image features a black Hisense refrigerator with a four-door design. To the left of the refrigerator, a vertical dimension line indicates a height of 1810mm. At the base, two horizontal dimension lines indicate a depth of 700mm and a width of 794mm. To the right of the refrigerator, four teal-colored rounded rectangular buttons are stacked vertically. Each button contains a white icon and text: a snowflake icon for 'Total No Frost', a circular arrow icon for 'Multi Air Flow', a starburst icon for 'Design Elegante', and a thermometer with a snowflake icon for 'My Fresh Choice'. The Hisense logo is visible in the top left corner of the teal header area.

**Figure 1:** Refrigerator dimensions. The appliance measures 1810mm in height, 794mm in width, and 700mm in depth. This image also highlights key features like Total No Frost, Multi Air Flow, Elegant Design, and My Fresh Choice.



**Figure 2:** Overview of the Hisense RQ563N4SF2 refrigerator, showing its external dimensions and highlighting features such as Total No Frost, Multi Air Flow, Elegant Design, My Fresh Choice, and LED Display.

## 4.2. Leveling the Appliance

Use the adjustable feet at the bottom of the refrigerator to ensure it is perfectly level. This prevents vibrations and ensures proper door sealing.

## 4.3. Power Connection

Connect the refrigerator to a dedicated 220 Volt power outlet (Type C/EF - 2 pin EU/FR-DE hybrid plug). Do not use extension cords or adapters. After positioning, wait at least 2-4 hours before plugging in the appliance to allow the refrigerant to settle.

## 5. OPERATING INSTRUCTIONS

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### 5.1. Control Panel

The refrigerator features an internal control panel for managing settings. This panel allows you to adjust temperatures for different compartments and activate special functions.



**Figure 3:** Close-up of the internal LED control panel, showing options for Power (On/Off), Fridge, My Fresh Choice, Freezer Zone, Temperature adjustment, and various modes like Super Cool, Holiday, and Super Freeze. The "NO FROST" indicator is also visible.



**Figure 4:** A user adjusting settings on the LED display located inside the refrigerator, demonstrating easy access to temperature and mode controls.

## 5.2. Temperature Control and Features

- **Total No Frost:** This technology prevents ice build-up in both the refrigerator and freezer compartments, eliminating the need for manual defrosting.



**Figure 5:** Visual representation of the Total No Frost feature, illustrating how it prevents frost accumulation compared to traditional systems.

- **Dual Tech Cooling:** Provides separate temperature control for the refrigerator and freezer sections, optimizing conditions for different food types and preventing odor transfer.



**Figure 6:** Interior view highlighting the Dual Tech Cooling system and the Moisture Fresh Crisper drawers, designed for optimal food preservation.

- **Moisture Fresh Crisper:** Two separate adjustable drawers allow you to set humidity levels to keep fruits and vegetables fresh longer.
- **Multi Air Flow:** Ensures even distribution of cold air throughout the compartments, maintaining a stable temperature and quickly cooling newly added items.

# Multi Air Flow



Figure 7: Diagram illustrating the Multi Air Flow system, showing how cold air circulates evenly throughout the refrigerator compartment.



Figure 8: The Multi Air Flow system in action, with blue arrows indicating the direction of cold air circulation within the refrigerator to ensure consistent cooling.

- **My Fresh Choice:** A versatile compartment that can be converted between refrigerator and freezer

temperatures, offering flexible storage options from -18°C (freezer) to +5°C (refrigerator).

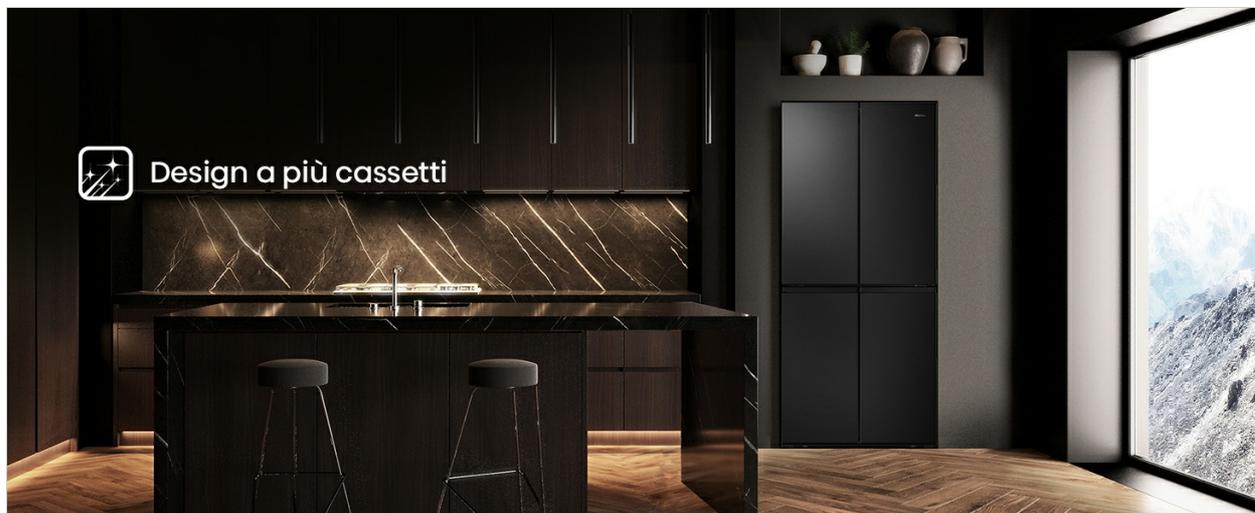


**Figure 9:** The My Fresh Choice compartment, demonstrating its ability to store items at different temperatures: 5°C for refrigeration, 1°C for beverages, -6°C for soft freezing, and -18°C for deep freezing.



**Figure 10:** An illustration of the My Fresh Choice zone, showing different temperature options for various food types, from refrigerator temperatures to deep freeze settings.

- **HolidayMode:** Activates an energy-saving mode when you are away for an extended period, maintaining a higher temperature in the refrigerator compartment while the freezer operates normally.
- **SuperCool Function:** Rapidly cools the refrigerator compartment, ideal for quickly chilling large quantities of newly added food.



**Figure 11:** The Super Cool function rapidly cools the refrigerator compartment, indicated by blue lighting and circulating air, perfect for quickly chilling beverages and fresh produce.

- **Go'n Save and Door Open Alarm:** The appliance features an alarm that sounds if a door is left open for too long, helping to conserve energy and maintain optimal temperatures.



**Figure 12:** A visual representation of the door alarm feature, showing a woman alerted by the refrigerator's sound, indicating an open door.

- **Inverter Compressor:** Provides stable temperature control, reduces noise, and improves energy efficiency.



**Figure 13:** Diagram illustrating the Inverter Motor, highlighting its benefits: Low Noise, Energy Saving, and Money Saving.

## 6. MAINTENANCE AND CLEANING

Regular cleaning and maintenance ensure optimal performance and longevity of your refrigerator.

### 6.1. Cleaning the Interior

Before cleaning, unplug the appliance. Clean the interior with a soft cloth dampened with a solution of mild detergent and warm water. Rinse with clean water and dry thoroughly. Do not use abrasive cleaners, harsh chemicals, or sharp objects.

### 6.2. Cleaning the Exterior

Wipe the exterior surfaces with a soft, damp cloth. For stainless steel finishes, use a specialized stainless steel cleaner. Ensure the door seals are clean and free from food particles to maintain efficiency.

### 6.3. Defrosting

This appliance features Total No Frost technology, which automatically prevents ice build-up, eliminating the need for manual defrosting.

## 7. TROUBLESHOOTING

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Before contacting service, refer to the following common issues and solutions:

Problem	Possible Cause	Solution
Refrigerator not cooling	Power outage; plug not inserted correctly; temperature setting too high.	Check power supply; ensure plug is secure; adjust temperature setting lower.
Excessive noise	Appliance not level; objects vibrating against the unit; normal compressor operation.	Adjust leveling feet; ensure nothing is touching the refrigerator; some noise from the inverter compressor is normal.
Door alarm sounds	Door left open; door seal obstructed.	Close the door completely; clear any obstructions from the door seal.
Water on the floor	Drain hole blocked; condensation.	Clear the drain hole (usually at the back of the fridge compartment); this is normal for high humidity environments.

## 8. SPECIFICATIONS

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Detailed technical specifications for the Hisense RQ563N4SF2 Refrigerator:

Feature	Detail
Model Name	RQ563N4SF2
Brand	Hisense
Configuration	Cross Door (Multi-door)
Color	Black
Total Capacity	454 Liters
Refrigerator Net Capacity	294 Liters
Freezer Net Capacity	160 Liters
Dimensions (DxWxH)	70.0 cm x 79.4 cm x 181.0 cm
Weight	100 Kilograms
Energy Efficiency Class	E
Annual Energy Consumption	279 kWh/year
Noise Level	40 dB
Defrost System	Automatic (NoFrostPlus)
Compressor Type	Inverter Compressor (rotary_scroll or rotary_screw)
Voltage	220 Volt

Feature	Detail
Special Features	Large Capacity, Metal Cooling, Automatic Defrosting, Dual Tech Cooling, Moisture Fresh Crisper, Multi Air Flow, HolidayMode, SuperCool, My Fresh Choice, Door Alarm
Number of Doors	4
Number of Shelves	4
Refrigerant	R-32 or R-600A



# ENERG



**HISENSE**

RQ563N4SF2



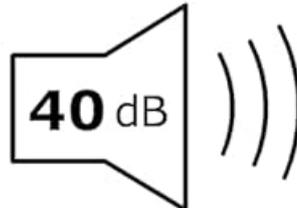
**279** kWh/annum



**160 L**



**294 L**



**ABCD**

2019/2016

**Figure 14:** The energy label for the Hisense RQ563N4SF2, indicating an energy class E, annual consumption of 279 kWh, freezer capacity of 160 L, refrigerator capacity of 294 L, and a noise level of 40 dB. For more details, refer to the [EPREL database](#).

Product Information Sheet				
Supplier's name or trade mark: HISENSE				
Supplier's address: Partizanska 12, 3320 Velenje, SI				
Model identifier: RQ563N4SF2				
Type of refrigerating appliance: Refrigerator-freezer				
Low-noise appliance:		No	Design type: freestanding	
Wine storage appliance:		No	Other refrigerating appliance: Yes	
General product parameters:				
Parameter		Value	Parameter	
Overall dimensions (millimetre)	Height	1810	Total volume(dm <sup>3</sup> or l)	454
	Width	794		
	Depth	700		
EEI		100	Energy efficiency class E	
Airborne acoustical noise emissions (dB(A) re 1 pW)		40	Airborne acoustical noise emission class C	
Annual energy consumption (kWh/a)		279	Climate class: Temperate, Extended temperate, Subtropical, Tropical	
Minimum ambient temperature (°C), for which the refrigerating appliance is suitable		10	Maximum ambient temperature (°C), for which the refrigerating appliance is suitable 43	
Winter setting		No		
Compartment Parameters:				
Compartment parameters and values				
Compartment type	Compartment	Recommended temperature setting for optimised food storage (°C) These		Defrosting type auto-
		Freezing capacity		

		volume (dm3 or l)	settings shall not contradict the storage conditions set out in Annex IV, Table 3	(kg/24h)	defrost=A, manual defrost=M
Pantry	No	-	-	-	-
Wine storage	No	-	-	-	-
Cellar	No	-	-	-	-
Fresh food	Yes	294,0	+4	-	A
Chill	No	-	-	-	-
0-star or ice-making	No	-	-	-	-
1-star	No	-	-	-	-
2-star	Yes	80,0	-12	-	A
3-star	No	-	-	-	-
4-star	Yes	80,0	-18	6,0	A
2-star section	No	-	-	-	-
Variable temperature compartment	No	-	-	-	-
<b>For 4-star compartments</b>					
Fast freeze facility			Yes		
<b>Light source parameters:</b>					
Type of light source			Lighting technology used: LED strip		
Energy efficiency class			G		
<b>Minimum duration of the guarantee offered by the manufacturer : 24 months</b>					
<b>Additional information:</b>					
Weblink to the manufacturer's website, where the information in point4(a) Annex of Commission Regulation (EU) 2019/2019 is found: <a href="http://global.hisense.com/">http://global.hisense.com/</a>					

**Figure 15:** The official Product Information Sheet for the Hisense RQ563N4SF2, detailing various parameters including dimensions, energy efficiency, noise emissions, climate class, and compartment capacities.

## 9. WARRANTY INFORMATION

This Hisense RQ563N4SF2 Refrigerator comes with a **2-year manufacturer's warranty**. Please retain your proof of purchase for any warranty claims. The warranty covers defects in materials and workmanship under normal use. For full terms and conditions, please refer to the warranty card included with your product or contact Hisense customer service.

## 10. CUSTOMER SUPPORT

For further assistance, technical support, or to inquire about spare parts, please visit the official Hisense website or contact their customer service department. You can also find more information on the [Hisense Brand Store on Amazon](#).

