

HEINNER
HEINNER HC-V288E Combi
Fridge



HEINNER HC-V288E Combi Fridge Instruction Manual

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HEINNER HC-V288E Combi Fridge



Specifications

- Model: HC-V288E++/HC-V288SE++/HC-V288BKE++
- Overall Dimensions (H x W x D): 1800mm x 540mm x 595mm
- Space Required in Use (H x W x D): 1950mm x 640mm x 692.8mm
- Overall Space Required in Use (W x D): 650.2mm x 1137.9mm

Product Description

This appliance is a combi fridge not intended for built-in use. It consists of a refrigerator compartment with door shelves, refrigerator shelves, crisper cover, crisper, and more. The freezer compartment includes freezer drawers, glass shelves, and a bottle shelf.

General Notes

- Fresh Food Compartment (Fridge): Most efficient energy use with drawers in the bottom part and evenly distributed shelves.
- Freezer Compartment (Freezer): Most efficient energy use with drawers and bins in stock position.

Installation

Refer to the installation section of the user manual for detailed installation instructions.

Using the Appliance

- **Less Frost Technology:** Thanks to the wrap-around evaporator, Less Frost technology offers efficient cooling, less manual defrosting, and flexible storage space.
- **Thermostat Setting:** The thermostat automatically regulates the temperature. Rotate the knob for cooler temperatures (1 to 5). Super mode cancels automatically after 48 hours.
- **Temperature Adjustments:** Frost may build up in the freezer. Remove frost periodically using the plastic

scraper provided. Avoid sharp metal objects to prevent damage to the unit.

FAQ

- **Q: Can the combi fridge be used as a built-in appliance?**

- A: No, this appliance is not intended for built-in use.

- **Q: How do I adjust the temperature inside the fridge and freezer compartments?**

- A: Use the thermostat knob to adjust the temperature. Higher numbers result in cooler temperatures.

COM BI FRIDGE

Model: HC-V288 E++/HC-V288SE++/ HC-V28 8BKE++

- Combi fridge
- **Total capacity:** 288L
- **Energy class:** E

Thank you for purchasing this product!

INTRODUCTION

- Before using the appliance, please read carefully this instruction manual and keep it for future reference.
- This instruction manual is designed to provide you with all required instructions related to the installation, use and maintenance of the appliance.
- In order to operate the unit correctly and safely, please read this instruction manual carefully before installation and usage.

CONTENT OF YOUR PACKAGE

- Combi fridge
- User manual
- Warranty card

SAFETY PRECAUTIONS

GENERAL WARNINGS!

- **WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- **WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer. **WARNING:** Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- **WARNING:** Do not damage the refrigerant circuit.
- **WARNING:** In order to avoid any hazards resulting from the instability of the appliance, it must be fixed in

accordance with the following instructions: **WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.

- **WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.



Symbol ISO 7010 W021

WARNING: Risk of fire / flammable materials

- If your appliance uses R600a as a refrigerant (this information will be provided on the label of the cooler) you should take care during transportation and installation to prevent the cooler elements from being damaged. R600a is an environmentally friendly and natural gas, but it is explosive. In the event of a leak due to damage of the cooler elements, move your fridge away from open flames or heat sources and ventilate the room where the appliance is located for a few minutes.
- While carrying and positioning the fridge, do not damage the cooler gas circuit.
- 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 only.
- If the socket does not match the refrigerator plug, it must be replaced by the manufacturer, a service agent or similarly qualified persons in order to avoid a hazard.
- A specially grounded plug has been connected to the power cable of your refrigerator. This plug should be used with a specially grounded socket of 16 amperes. If there is no such socket in your house, please have one installed by an authorised electrician.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- If the supply cord is damaged, it must be replaced by the manufacturer, an authorised service agent or similar qualified persons, in order to avoid a hazard.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances. Children are not expected to perform cleaning or user maintenance of the appliance. Very young children (0-3 years old) are not expected to use appliances, young children (3-8 years old) are not expected to use appliances safely unless continuous supervision is given. Older children (8-14 years old) and vulnerable people can use appliances safely after they have been given appropriate supervision or instruction concerning use of the appliance. Very vulnerable people are not expected to use appliances safely unless continuous supervision is given.
- This appliance is not intended for use at altitudes exceeding 2000 m.

NOTES

- Please read the instruction manual carefully before installing and using your appliance. We are not responsible for the damage occurred due to misuse.
- Follow all instructions on your appliance and instruction manual, and keep this manual in a safe place to resolve the problems that may occur in the future.
- This appliance is produced to be used in homes and it can only be used in domestic environments and for the

specified purposes. It is not suitable for commercial or common use. Such use will cause the guarantee of the appliance to be cancelled and our company will not be responsible for losses incurred.

- This appliance is produced to be used in houses and it is only suitable for cooling / storing food. It is not suitable for commercial or common use and/or for storing substances except for food. Our company is not responsible for losses to be incurred in the contrary case.

SAFETY WARNINGS

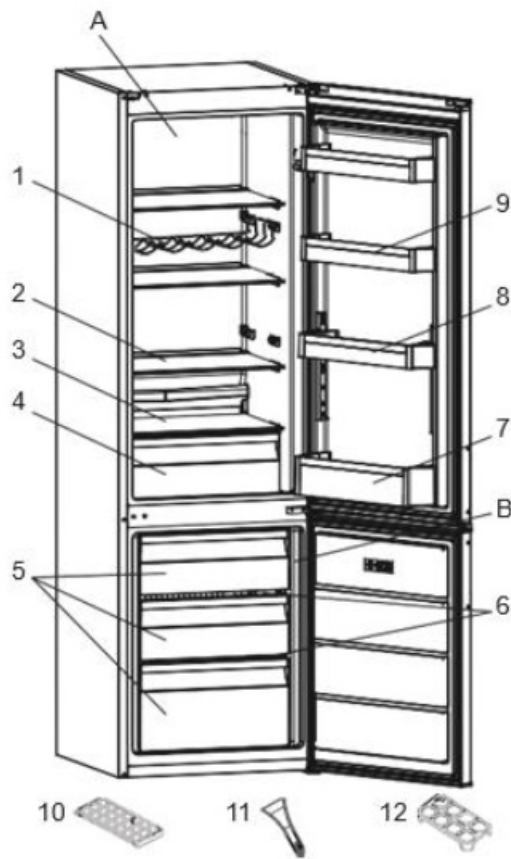
- Do not connect your Fridge Freezer to the mains electricity supply using an extension lead.
- Do not plug in damaged, torn or old plugs.
- Do not pull, bend or damage the cord.
- This appliance is designed for use by adults, do not allow children to play with the appliance or let them hang off the door.
- Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock.
- Do not place glass bottles or beverage cans in the ice-making compartment as they can burst as the contents freeze.
- Do not place explosive or flammable material in your fridge. Place drinks with high alcohol content vertically in the fridge compartment and make sure that their tops are tightly closed.
- When removing ice from the ice-making compartment, do not touch it. Ice may cause frost burns and/or cuts.
- Do not touch frozen goods with wet hands. Do not eat ice-cream or ice cubes immediately after you have taken them out of the ice-making compartment.
- Do not re-freeze frozen goods after they have melted. This may cause health issues such as food poisoning.
- Do not cover the body or top of fridge with lace. This affects the performance of your fridge.
- Secure any accessories in the fridge during transportation to prevent damage to the accessories.
- Do not use plug adapter.

To avoid contamination of food, please respect the following instructions

- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with food and accessible drainage systems
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making ice cream and making ice cubes.
- One-, two- and three-star compartments are not suitable for the freezing of fresh food.
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

PRODUCT DESCRIPTION

This appliance is not intended to be used as a built-in appliance.



This presentation is only for information about the parts of the appliance. Parts may vary according to the appliance model.

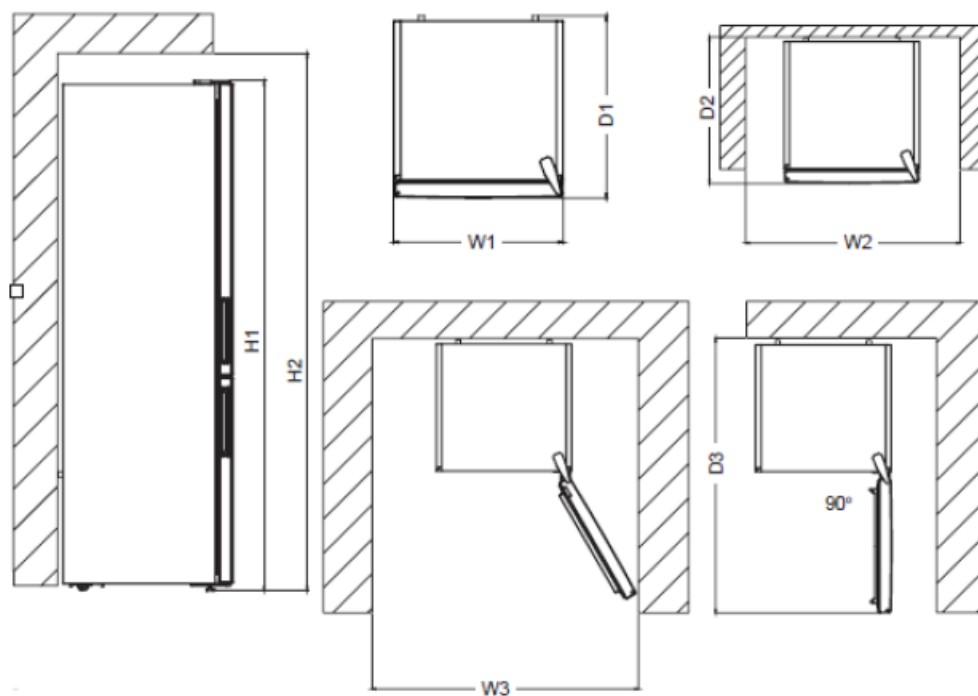
A	Refrigerator compartment	9	Door shelves
B	Freezer compartment	10	Ice box tray
1	Wine rack (Is not included)	11	Plastic Ice scraper
2	Refrigerator shelves	12	Egg holder
3	Crisper cover		
4	Crisper		
5	Freezer drawers		
6	Freezer glass shelves		
7	Bottle shelf		
8	Door shelf		

General notes

Fresh Food Compartment (Fridge): Most efficient use of energy is ensured in the configuration with the drawers in the bottom part of the appliance, and shelves evenly distributed, position of door bins does not affect energy consumption.

Freezer Compartment (Freezer): Most Efficient use of energy is ensured in the configuration with the drawers and bins are on stock position.

Dimension



Overall dimensions

H1	mm	1800
W1	mm	540
D1	mm	595
1 the height, width and depth of the appliance without the handle.		

Space required in use

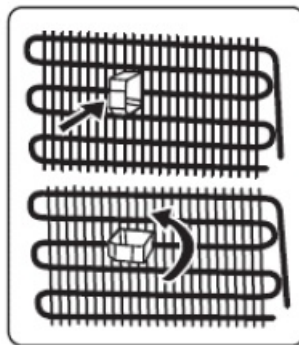
H2	mm	1950
W2	mm	640
D2	mm	692.8
2 the height, width and depth of the appliance including the handle, plus the space necessary for free circulation of the cooling air		

Overall space required in use

W3	mm	650.2
D3	mm	1137.9
3 the height, width and depth of the appliance including the handle, plus the space necessary for free circulation of the cooling air, plus the space necessary to allow door opening to the minimum angle permitting removal of all internal equipment.		

INSTALLATION

- Before using the appliance, you should pay attention to the following points
- The operating voltage for your fridge is 220-240 V at 50Hz.
- The plug must be accessible after installation.
- Before connecting your fridge freezer, ensure that the information on the data plate (voltage and connected load) matches that of the mains electricity supply. If in doubt, consult a qualified electrician.
- Insert the plug into a socket with an efficient ground connection. If the socket has no ground contact or the plug does not match, we recommend you consult a qualified electrician for assistance.
- The appliance must be connected with a properly installed fused socket. The power supply (AC) and voltage at the operating point must match with the details on the name plate of the appliance (the name plate is located on the inside left of the appliance).
- We do not accept responsibility for any damages that occur due to ungrounded usage.
- Place your fridge where it will not be exposed to direct sunlight.
- Your appliance should be at least 50 cm away from stoves, gas ovens and heater cores, and at least 5 cm away from electrical ovens.
- Your fridge should never be used outdoors or exposed to rain.
- When your fridge is placed next to a deep freezer, there should be at least 2 cm between them to prevent humidity forming on the outer surface.
- Do not place anything on your fridge, and install your fridge in a suitable place so that at least 15 cm of free space is available above it.
- Use the adjustable front legs to make sure your appliance is level and stable. You can adjust the legs by turning them in either direction. This should be done before placing food in the fridge.
- Before using your fridge, wipe all parts with a solution of warm water and a teaspoon of sodium bicarbonate, then rinse with clean water and dry. Place all parts in the fridge after cleaning.
- Install the plastic distance guide (the part with black vanes at the rear) by turning it 90° (as shown in the figure) to prevent the condenser from touching the wall.



- The refrigerator should be placed against a wall with a free space not exceeding 75 mm.

Before using the appliance

- When using your fridge for the first time, or after transportation, keep it in an upright position for at least 3 hours before plugging into the mains. This allows efficient operation and prevents damage to the compressor.
- Your fridge may have a smell when it is operated for the first time. This is normal and the smell will fade away when your fridge starts to cool.

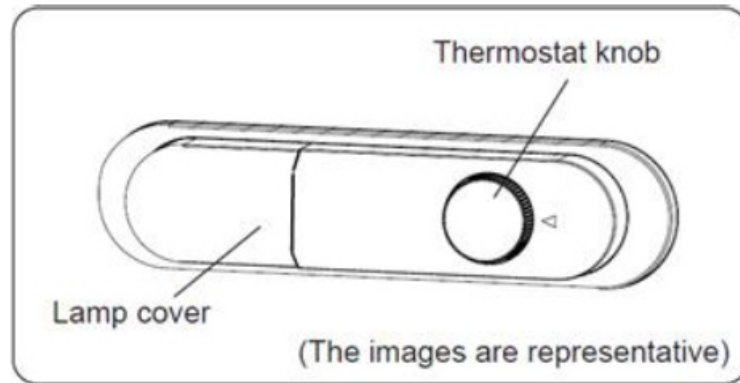
USING THE APPLIANCE

Information on Less Frost Technology

Thanks to the wrap around evaporator, Less Frost technology offers more efficient cooling, less manual defrost requirement, and more flexible storage room

Thermostat Setting

The thermostat automatically regulates the temperature inside the refrigerator and freezer compartments. Cooler temperatures can be obtained by rotating the knob to higher numbers, 1 to 5.



- 1 – 2: For short-term storage of food
- 3 – 4: For long-term storage of food
- 5: Maximum cooling position. The appliance will work longer .If required, change the temperature setting.

If device has SF (Super freezing) position

Turn the knob to SF to freeze fresh food quickly. In this position, the freezer compartment will operate at lower temperatures. After your food freezes, turn the thermostat knob to its normal use position. If you do not change the SF position, your appliance work will automatically return to its last used thermostat position according to the time indicated in the note. Return the thermostat switch to the SF position and return it to normal use according to the time indicated in the note. If the thermostat switch is in the SF position when your appliance is first started, your appliance work will automatically return to the operation in the thermostat-3 position according to the time indicated in the note.

The super mode will be canceled automatically after max 48 hours.

Warnings about Temperature Adjustments

- The ambient temperature, temperature of the freshly stored food and how often the door is opened affects the temperature in the refrigerator compartment. If required, change the temperature setting.
- It is not recommended that you operate your fridge in environments colder than 10°C in terms of its efficiency.
- Temperature adjustments should be made according to the frequency of door openings and the quantity of food kept inside the fridge.
- When setting the thermostat, take into consideration how often the appliance doors are opened and closed, how much food is stored in the refrigerator, and the environment in which the refrigerator is located.
- When the appliance is first switched on, allow it to run for 24 hours in order to reach operating temperature. During this time, do not open the door and do not keep a large quantity of food inside.
- Unplug your appliance during a power cut to prevent damage to the compressor. Once power is restored, delay plugging in your appliance for 5 to 10 minutes. This will help prevent damage to the appliance's components.
- Your fridge is designed to operate in the ambient temperature intervals stated in the standards, according to the climate class stated in the information label. We do not recommend operating your fridge out of stated

temperatures value limits in terms of cooling effectiveness.

- Your appliance is designed to operate in the ambient temperature (ST/SN = 10°C – 38°C) intervals stated in the standards, according to the climate class displayed on the information label. We do not recommend operating your appliance out of the stated temperature limits in terms of cooling effectiveness.

Climate class and meaning

- **T (tropical):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 43 °C.
- **ST (subtropical):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 38 °C.
- **N (temperate):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 16 °C to 32 °C.
- **SN (extended temperate):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 10 °C to 32 °C.

Accessories

Ice tray

- Fill the ice tray with water and place in freezer compartment.
- After the water completely turned into ice, you can twist the tray as shown below to get the ice cube.



Plastic scraper

After a period of time frost will build up in certain areas in the freezer compartment. The frost accumulated in the freezer should be removed periodically. Use the plastic scraper provided if necessary. Do not use sharp metal objects for this operation. They could puncture the refrigerator circuit and cause irreparable damage to the unit.



CLEANING AND MAINTENANCE

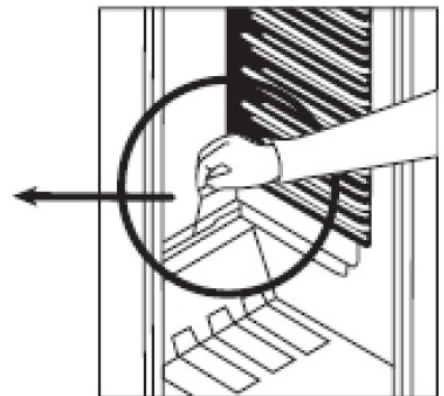
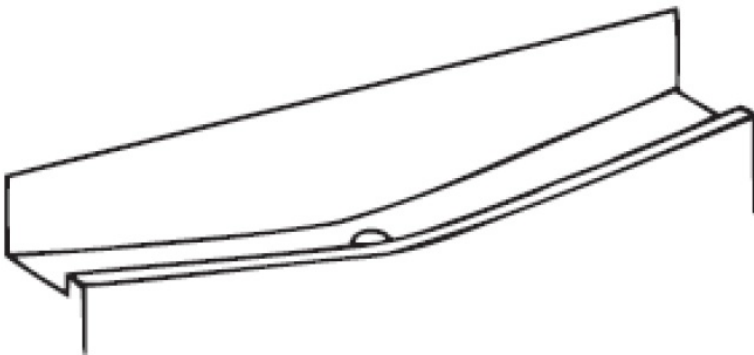
- Disconnect the unit from the power supply before cleaning.

- Do not clean the appliance by pouring water.
- Make sure that no water enters the lamp housing and other electrical components.
- The refrigerator should be cleaned periodically using a solution of bicarbonate of soda and lukewarm water.
- Clean the accessories separately with soap and water. Do not clean them in the dishwasher.
- Do not use abrasive products, detergents or soaps. After washing, rinse with clean water and dry carefully. When you have finished cleaning, reconnect the plug to the mains supply with dry hands.
- Clean the condenser with a broom at least twice a year. This will help you to save on energy costs and increase productivity.

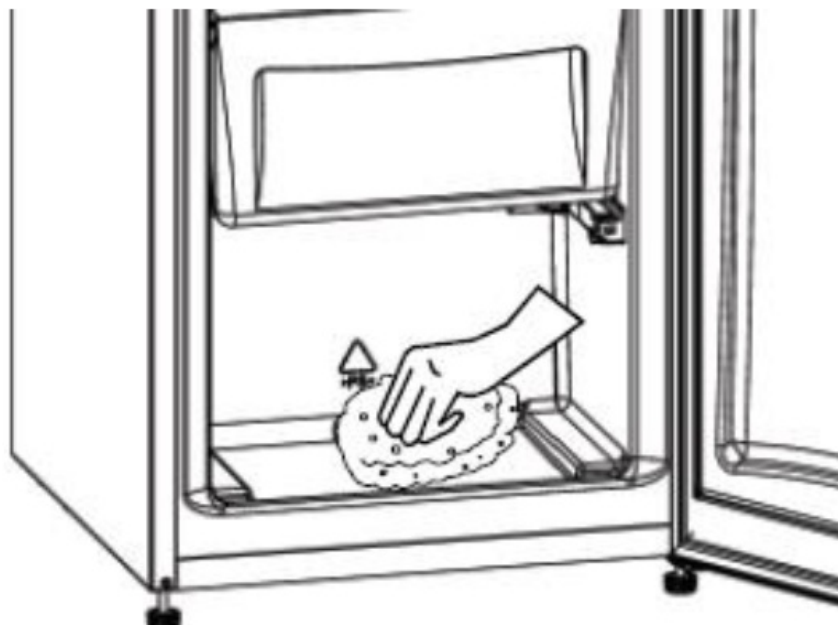
THE POWER SUPPLY MUST BE DISCONNECTED.

DEFROSTING

Defrosting the fridge compartment



- Defrosting occurs fully automatically in fridge compartment during operation; the water is collected by the evaporating tray and evaporates automatically.
- The evaporating tray and water drain hole (back of the refrigerator crisper shelf) should be cleaned periodically to prevent the water from collecting on the bottom of the fridge instead of flowing out.
- Defrosting the freezer compartment
- The frost, which covers the shelves of the freezer compartment, should be removed periodically.
- Do not use sharp metal objects for this operation. They could puncture the refrigerant circuit and cause irreparable damage to the unit. Use the plastic scraper provided.
- When there is more than 5 mm of frost on the shelves, defrosting must be carried out.
- Before defrosting, place the frozen food in a cool place after wrapping it in sheets of newspaper (this will help the food to maintain its temperature for longer).
- To accelerate the defrosting process, place one or more bowls of warm water in the freezer compartment.
- Dry the inside of the compartment with a sponge or a clean cloth.
- Once the unit has been defrosted, place the food into freezer and remember to consume it in a short period of time.

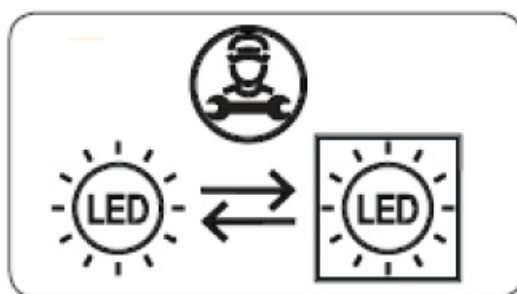


- After defrosting is complete, clean the inside of the appliance with a solution of warm water and a little bicarbonate of soda, then dry thoroughly. Wash all removable parts in the same way and reassemble. Reconnect the appliance to the mains supply and leave for 2 to 3 hours on setting number '5' before introducing the food back into the freezer.

Replacing LED lighting

If your refrigerator has LED lighting contact the help desk as this should be changed by authorized personnel only.

Note: The numbers and location of the LED strips may change according to the model.



- **If product equipped with LED lamp:** This product contains a light source of energy efficiency class <E>.
- **If product equipped with LED Strip(s) or LED card(s):** This product contains a light source of energy efficiency class <F>.

STORING THE FOOD

Refrigerator compartment

The refrigerator compartment is used for storing fresh food for a few days.

- Do not place food in direct contact with the rear wall of the refrigerator compartment. Leave some space around food to allow circulation of air.
- Do not place hot food or evaporating liquid in the refrigerator.
- Always store food in closed containers or wrapped.

- To reduce humidity and avoid formation of frost, never place liquids in unsealed containers in the refrigerator.
- Meat of all types, wrapped in packages, is recommended to be placed on the glass shelf just above the vegetable bin, where the air is colder.
- You can put fruit and vegetables into the crisper without packaging.
- To avoid cold air escaping, try not to open the door too often, and not leave the door open for a long time.
- For normal working conditions, it will be sufficient to adjust the temperature setting of your refrigerator to +4 °C.
- The temperature of the fridge compartment should be in the range of 0-8 °C, fresh foods below 0 °C are iced and rotted, bacterial load increases above 8 °C, and spoils.
- Do not put hot food in the refrigerator immediately, wait for the temperature to pass outside. Hot foods increase the degree of your refrigerator and cause food poisoning and unnecessary spoiling of the food.
- Meat, fish, etc. should be store in the chiller compartment of the food, and the vegetable compartment is preferred for vegetables. (if available)
- To prevent cross contamination, meat products and fruit vegetables are not stored together.
- Foods should be placed in the refrigerator in closed containers or covered
- Some recommendations have been specified below for the placement and storage of your food in the cooling compartment.

Food	Maximum storing time	Where to place in the fridge compartment
Vegetables and fruits	1 week	Vegetable bin
Meet and fish	2 -3 days	Wrapped in plastic foil or bags or in a meat container (on the glass shelf)
Fresh cheese	3-4 days	In special door shelf
Butter and margarine	1 week	In special door shelf
Bottled products milk and yoghurt	Until the expiry date recommended by the producer	In special door shelf
Eggs	1 month	In the egg shelf
Cooked food	2 days	All shelves

Freezer compartment

The freezer compartment is used for freezing fresh food and for storing frozen food for the period of time indicated on packaging, and for making ice cubes.

- When freezing fresh food, wrap and seal the food properly; the packaging should be air tight and shouldn't leak. Special freezer bags, aluminum foil (heavy grade, if in doubt double wrap), polythene bags and plastic containers are ideal.
- To get maximum capacity for freezer compartment, please just use glass shelves for upper and middle section. For bottom section, please use lower basket.
- The maximum amount of fresh foods that can be loaded in the freezer within 24 hours is indicated on the name plate (see Freezing Capacity).
- Use the fast freezing shelf to freeze home cooking (and any other food which needs to be frozen quickly) more quickly because of the freezing shelf's greater freezing power. Fast freezing shelf is the bottom drawer of the

freezer compartment.

- For optimum appliance performance to reach maximum freezing capacity, set the refrigerator thermostat at 4 – 5 for 24 hours before placing fresh food into the freezer
- After placing fresh food into the freezer, change the setting to 4 – 5 for 24 hours is generally sufficient. After 24 hours, you can reduce the setting if required.
- Do not allow the fresh food to be frozen to come into contact with the already frozen food.
- Always mark the date and the content on the pack and do not exceed the stated storage time.
- In case of a power failure or malfunction, the freezer compartment will maintain a sufficiently low temperature for food storage. However, avoid opening the freezer door to slow down the temperature rise within the freezer compartment.
- Never place warm food in the freezer compartment.
- When purchasing and storing frozen food products, ensure that the packaging is not damaged.
- The storage time and the recommended temperature for storing frozen food is indicated on the packaging. For storing and using, follow the manufacturer's instructions. If no information is provided, food should not be stored for more than 3 months.
- Place frozen food in the freezer compartment as soon as possible after buying it.
- Once the food has thawed, it must not be refrozen; you must cook it as quickly as possible in order to consume or to freeze once again.

NOTE: If you attempt to open the freezer door immediately after closing it, you will find that it will not open easily. This is normal. Once equilibrium has been reached, the door will open easily.

Important note

- Frozen foods, when thawed, should be cooked just like fresh foods. If they are not cooked after being thawed they must NEVER be re-frozen.
- The taste of some spices found in cooked dishes (anise, basilica, watercress, vinegar, assorted spices, ginger, garlic, onion, mustard, thyme, marjoram, black pepper, etc.) changes and they assume a strong taste when they are stored for a long period. Therefore, the frozen food should be added little amount of spices or the desired spice should be added after the food has been thawed.
- The storage period of food is dependent on the oil used. The suitable oils are margarine, calf fat, olive oil and butter and the unsuitable oils are peanut oil and pig fat.
- The food in liquid form should be frozen in plastic cups and the other food should be frozen in plastic folios or bags.

Some recommendations have been specified on pages 16 and 17 for the placement and storage of your food in the deep freeze compartment.

Meat and fish	Preparation	Maximum storing time (month)
Steak	Wrapping in a foil	6-8
Lamb meat	Wrapping in a foil	6-8
Veal roast	Wrapping in a foil	6-8
Veal cubes	In small pieces	6-8
Lamb cubes	In pieces	4-8
Minced meat	In packages without using spices	1-3
Giblets (pieces)	In pieces	1-3
Bologna sausage/salami	Should be packaged even if it has membrane	1 -3
Chicken and turkey	Wrapping in a foil	4-6
Goose and duck	Wrapping in a foil	4-6
Deer, rabbit, wild boar	In 2.5 kg portions and as fillets	6-8
Fresh water fishes (salmon, carp)	After cleaning the bowels' and scales of the fish, each and dry it, and if necessary, cut off the tail and head	2
Lean fish: bass, turbot, flounder		4
Fatty fishes (tunny, bluefish)		2-4
Shellfish	Cleaned and in bags	4-6
Caviar	In its package, aluminum or plastic container	2-3
Snails	In salty water, aluminum or plastic container	3

Note: Frozen meat should be cooked as fresh meat after being thawed. If the meat is not cooked after being thawed, it must not be re-frozen.

Dairy products	Preparation	Maximum storing time (months)	Storing conditions
Packet (homogenize) milk	In its own packet	2-3	Pure milk – in its own packet
Cheese – excluding white cheese	In slices	6-8	Original package may be used for short storing period. It should be wrapped in foil for longer periods.
Butter, margarine	In its package	6	

Vegetables and fruits	Preparation	Maximum storing time (months)
String beans and beans	Wash and cut into small pieces and boil in water	10-13
Beans	Hull and wash and boil in water	12
Cabbage	Cleaned and boil in water	6-8
Carrot	Clean and cut to slices and boil in water	12
Pepper	Cut the stem, cut into two pieces, remove the core and boil in water	8-10
Spinach	Washed and boil in water	6-9
Cauliflower	Take the leaves apart, cut the heart into pieces, and leave it in water with a little lemon juice for a while	10-12
Eggplant	Cut to pieces of 2cm after washing	10-12
Corn	Clean and pack with its stem or as sweet corn	12
Apple and pear	Peel and slice	8-10
Apricot and peach	Cut into two pieces and remove the stone	4-6
Strawberry and blackberry	Wash and hull	8-12
Cooked fruits	Adding 10 % of sugar in the container	12
Plum, cherry, sour berry	Wash and hull the stems	8-12

	Maximum storing time (months)	Thawing time in room temperature (hours)	Thawing time in oven (minutes)
Bread	4-6	2-3	4-5 (220-225 °C)
Biscuits	3-6	1-1.5	5-8 (190-200 °C)
Pastry	1-3	2-3	5-10 (200-225 °C)
Pie	1-1.5	3-4	5-8 (190-200 °C)
Phyllo dough	2-3	1-1.5	5-8 (190-200 °C)
Pizza	2-3	2-4	15-20 (200 °C)

TRANSPORTATION AND CHANGING OF INSTALLATION POSITION

Transportation and changing of installation position

- The original packaging and foam may be kept for re-transportation (optional).
- Fasten your appliance with thick packaging, bands or strong cords and follow the instructions for transportation on the packaging.

- Remove all movable parts (shelves, accessories, vegetable bins, and so on) or fix them into the appliance against shocks using bands when re-positioning or transporting. Carry the fridge in the upright position.

Repositioning the door

- It is not possible to change the opening direction of your refrigerator door, if the door handle on your refrigerator is installed from the front surface of the door.
- It is possible to change the opening direction of the door on models without any handles.
- If the door opening direction of your refrigerator may be changed, you should contact the nearest Authorised Service Agent to have the opening direction changed.

TROUBLESHOOTING

If the fridge freezer is not working properly, it may be a minor problem, therefore to save time and money, check the following, before calling an electrician.

What to do if your appliance does not operate

Check that

- There is no power
- The general switch in your home is disconnected
- The thermostat setting is on the «•» position
- The socket is not faulty. To check this, plug the appliance in to another socket which you know is working.

What to do if your appliance performs poorly

Check that

- You have overloaded the appliance,
- The thermostat setting is on position "1" (if so set the thermostat dial to a suitable value).
- The doors are closed properly,
- There is no dust on the condenser,
- There is enough space at the rear and side walls.

If your fridge is operating too loudly

Normal Noises

Cracking (Ice cracking) Noise

During automatic defrosting.

When the appliance is cooled or warmed (due to expansion of appliance material). Short cracking: Heard when the thermostat switches the compressor on/off. Compressor noise

- Normal motor noise: This noise means that the compressor operates normally

- The compressor may cause more noise for a short time when it is first activated. Bubbling noise and splash:
- This noise is caused by the flow of the fridge freezer in the tubes of the system.

If you hear any other noises check that:

- The appliance is level
- Nothing is touching the rear of the appliance
- The objects on the appliance are vibrating.

Water flow noise: Normal flow noise of water flowing to the evaporation container during defrosting. This noise can be heard during defrosting.

Air Blow Noise: Normal fan noise. This noise can be heard in fridges during normal operation of the system due to the circulation of air.

If there is water in the lower part of the fridge freezer.

Check that

The drain hole for the water is not clogged (use the defrost drain plug to clean the drain hole).

Recommendations

- If you do not intend to use the appliance for long time (for example during the summer holidays) unplug and clean the appliance and leave the door open to prevent the formation of mildew and smells.
- To stop the appliance completely, unplug it from the main socket (for cleaning and when the doors are left open).
- If a problem persists after you have followed all the instructions above, please consult the nearest Authorised Service Centre.

Tips for saving energy

1. Install the appliance in a cool, well ventilated room, but not in direct sunlight and not near a heat source (radiator, cooker.. etc). Otherwise use an insulating plate.
2. Allow warm food and drinks to cool down outside the appliance.
3. When thawing frozen food, place it in the refrigerator compartment. The low temperature of the frozen food will help to cool the refrigerator compartment when it is thawing. This will help to save energy. If the frozen food is put out, it results in a waste of energy.
4. Cover drinks or other liquids when placing them in the appliance Otherwise humidity increases in the appliance. Therefore, the working time gets longer. Also covering drinks and other liquids helps to preserve smell and taste.
5. 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.
6. Keep the covers of the different temperature compartments (crisper, chiller ...etc) closed
7. Door gasket must be clean and pliable. Replace gaskets if worn.

CUSTOMER CARE AND SERVICE

Always use original spare parts.

When contacting our Authorised Service Centre, ensure that you have the following data available: Model and Serial Number.

The information can be found on the rating plate. Subject to change without notice.

TECHNICAL DATA

- The technical information is situated in the rating plate on the internal side of the appliance and on the energy label.
- The QR code on the energy label supplied with the appliance provides a web link to the information related to the performance of the appliance in the EU EPREL database. Keep the energy label for reference together with the user manual and all other documents provided with this appliance.
- It is also possible to find the same information in EPREL using the link <https://eprel.ec.europa.eu> and the model name and product number that you find on the rating plate of the appliance.
- To access information about your product in the EPREL portal, you can scan the codes below:

HC-V288E++



HC-V288SE++



HC-V288BKE++



- Thank you for purchasing this product. If you need support with your product, visit our website using the links below.
- **Get User manuals:** <https://www.heinner.ro>
- **Get Service information:** <https://www.heinner.ro>



Environment friendly disposal

You can help protect the environment!

Please remember to respect the local regulations: hand in the non-working electrical equipment's to an appropriate waste disposal center.



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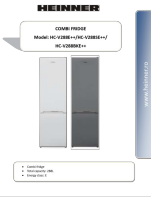
www.heinner.com, <http://www.nod.ro>
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This product is in conformity with norms and standards of European Community

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- www.nod.ro

Documents / Resources

	<p>HEINNER HC-V288E Combi Fridge [pdf] Instruction Manual HC-V288E, HC-V288SE, HC-V288BKE, HC-V288E Combi Fridge, HC-V288E, Combi Fridge, Fridge</p>
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References

- [Heinner – large appliances, small appliances, housekeeping, DIY](#)
- [Heinner – large appliances, small appliances, housekeeping, DIY](#)
- [NOD - Network One Distribution](#)
- [NOD - Network One Distribution](#)
- [Heinner – electrocasnice mari, electrocasnice mici, menaj, bricolaj](#)
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