AFF6040SFW

143cm fridge freezer white



Contents

Safety information 3 - 5

Your fridge freezer
Overview 6

Installation
Location 7
Door reversal 8

Features & functions
Preparation for use 9
Temperature settings 9
Food storage 10 - 12
Moving your fridge freezer 13

Care & maintenance
Cleaning 14
Defrosting 15

Product support
Troubleshooting 16
Warranty 17
Support 18
Disposal 19

Customer Service: 01204 672408
customerservice@asento.co.uk
Manufactured for:
AO Retail Limited, 5a The Parklands, Lostock, Bolton, BL6 4SD, UK

Asento is a trademark licensed to AO Retail Limited

Safety information

WARNING: IT IS HAZARDOUS FOR ANYONE OTHER THAN AUTHORISED SERVICE PERSONNEL TO CARRY OUT SERVICING OR REPAIRS THAT INVOLVE THE REMOVAL OF COVERS. TO AVOID THE RISK OF AN ELECTRIC SHOCK, DO NOT ATTEMPT TO REPAIR THIS APPLIANCE YOURSELF.
WARNING: RISK OF FIRE / FLAMMABLE MATERIALS.

SAFETY TIPS:
Do not use electrical appliances such as a hair dryer or heater to defrost your Fridge/Freezer. 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.

Do not place carbonated or fizzy drinks in the Freezer compartment. Ice lollies can cause "Frost/Freeze burns" if consumed straight from the Fridge/Freezer. Do not remove items from the Fridge/Freezer compartment if your hands are damp/wet, as this could cause skin abrasions or "Frost/Freeze burns". Bottles and cans must not be placed in the Freezer compartment as they can burst when the contents freeze.

Manufacturer's recommended storage times should be adhered to. Refer to relevant instructions. Do not allow children to tamper with the controls or play with the Fridge/Freezer. The Fridge/Freezer is heavy. Care should be taken when moving it. It is dangerous to alter the specification or attempt to modify this product in any way.

Do not store inflammable gases or liquids inside your Fridge/Freezer. If the power cable is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

This refrigerating appliance is not intended to be used as a built-in appliance. This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices, and other working environments
- farmhouses and by clients in hotels, motels, and other residential-type environments
- bed and breakfast-type environments
- catering and similar non-retail applications

Keep ventilation openings in the appliance enclosure or in the built-in structure 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 damage the refrigerant circuit. Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of a type recommended by the manufacturer. Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

Safety information

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

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 DAMAGE THE REFRIGERANT CIRCUIT.
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: REFRIGERATING APPLIANCES – IN PARTICULAR A REFRIGERATOR-FREEZER TYPE I – MIGHT NOT OPERATE CONSISTENTLY (POSSIBILITY OF DEFROSTING OF CONTENTS OR TEMPERATURE BECOMING TOO WARM IN THE FROZEN FOOD COMPARTMENT) WHEN SITED FOR AN EXTENDED PERIOD OF TIME BELOW THE COLD END OF THE RANGE OF TEMPERATURES FOR WHICH THE REFRIGERATING APPLIANCE IS DESIGNED;
WARNING: THE NECESSITY THAT, FOR DOORS OR LIDS FITTED WITH LOCKS AND KEYS, THE KEYS BE KEPT OUT OF THE REACH OF CHILDREN AND NOT IN THE VICINITY OF THE REFRIGERATING APPLIANCE, IN ORDER TO PREVENT CHILDREN FROM BEING LOCKED INSIDE.
WARNING: THE REFRIGERANT USED IN YOUR APPLIANCE AND INSULATION MATERIALS REQUIRES SPECIAL DISPOSAL PROCEDURES.
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.

Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.
To avoid contamination of food, please respect the following instructions:

- Opening the door for long periods can cause a significant increase in the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come into contact with food and accessible drainage systems.
- Clean water tanks if they have not been used for 48 hours; flush the water system connected to a water supply if water has not been drawn for 5 days.
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or dripping 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.

Safety information

Electrical connection

WARNING:

The power cord of this appliance is equipped with a plug that mates with the standard wall outlets to minimise the possibility of electrical shock. Under any circumstances, ensure that the power cord is grounded. This appliance requires a standard 220-240VAC ∾/50Hz electrical outlet with grounding. This appliance is not designed to be used with an inverter. The cord should be secured behind the appliance to prevent accidental injury. Never unplug the appliance by pulling the power cord. Grip the plug firmly and pull straight out of the socket. Do not use an extension cord with this appliance. If the power cord is too short, have a qualified electrician or service technician install an outlet near the appliance. Use of an extension cord can negatively affect the performance of the unit. Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged, have it replaced by an authorised service centre.

Climate Range

The information about the climate range of the appliance is provided on the rating plate. It indicates at which ambient temperature (that is, room temperature, in which the appliance is working) the operation of the appliance is optimal (proper).

Climate range	Permissible ambient temperature
SN	from +10°C to +32°C
N	from +16°C to +32°C
ST	from +16°C to +38°C
T	from +16°C to +43°C

IMPORTANT: Given the limit values of the ambient temperature range for the climate classes for which the refrigerating appliance is designed and the fact that the internal temperatures could be affected by such factors as the location of the refrigerating appliance, ambient temperature and the frequency of door opening, the setting of any temperature control device might have to be varied to allow for these factors, if appropriate.

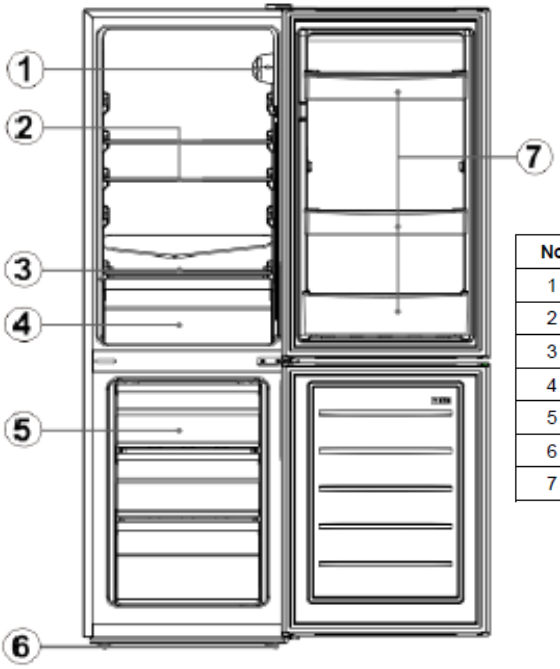
IMPORTANT: When operating in an environment other than the specified climate type (i.e., beyond the rated ambient temperature range), the appliance may not be able to maintain the desirable compartment temperatures.

Freon-free & eco-friendly: Uses R600a refrigerant and cyclopentane insulation, which do not harm the ozone layer and have a low global warming impact. R600a is flammable but is safely sealed within the refrigeration system under normal use. If the refrigerant circuit is damaged and a leak occurs, keep the appliance away from open flames and ventilate the area immediately by opening windows.

Your fridge freezer

Overview

- Smart frost design
- Manual temperature control
- Interior LED lighting



No	Description
1	Thermostat
2	Fridge glass shelves
3	Crisper cover
4	Crisper
5	Freezer drawers
6	Leveling feet
7	Bottle racks

Due to technological innovations, the product descriptions in this manual may not be completely consistent with your refrigerator. Detailed information is in accordance with the final product.

Installation

Location:

- **Ventilation condition**

The position you select for the refrigerator installation should be well-ventilated and have less hot air. Do not locate the refrigerator near a heat source such as a cooker or boiler, and avoid placing it in direct sunlight, thus guaranteeing the refrigeration effect while saving energy consumption. Do not locate the refrigerator in a damp place to prevent it from rusting and leaking electricity. The result of the refrigerant charge amount of the refrigerator being divided by the total space of the room in which the refrigerator is installed shall be less than 8g/m^3.

IMPORTANT: The amount of refrigerant charged for the refrigerator can be found on the nameplate.

- **Heat dissipation space**

When working, the refrigerator gives off heat to the surroundings. Therefore, at least 30mm of free space should be spared at the top side, more than 100mm on both sides, and above 50mm at the back side of the refrigerator.

IMPORTANT: Dimensions in mm, Fig 1, Fig 2 only illustrate the space demand of the product.

W	D	H	A	B	C(°)	E	F
474	495	1440	792	923	130±5	50	100

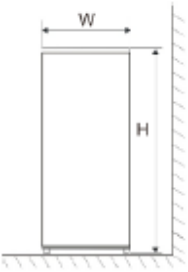


Fig. 1

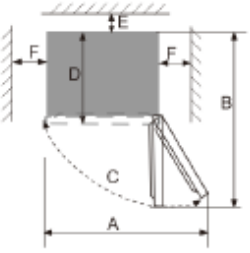


Fig. 2

- **Level ground**

Place the refrigerator on solid and flat ground (floor) to keep it stable; otherwise, it will give rise to vibration and noise. When the refrigerator is placed on flooring materials such as carpet, straw mat, or polyvinyl chloride, solid backing plates should be applied underneath the refrigerator to prevent colour change due to heat dissipation.

WARNING: UNOBSTRUCTED VENTILATION SHALL BE MAINTAINED AROUND THE APPLIANCE OR IN AN EMBEDDED STRUCTURE.

Installation

Door reversal

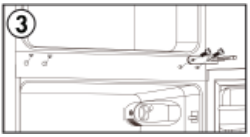
If the appliance is placed on its back or side for any length of time during this process, it must be allowed to remain upright for 6 hours before plugging it in to avoid damage to the internal components.



1. Remove the hinge cover and upper hinge from the top right side of the cabinet. Remove the screw hole cover from the top left side of the cabinet.



2. Remove the refrigerator door from the cabinet. Move the hinge plug from the top left to the top right side of the door.



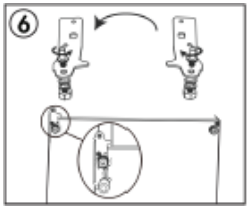
3. Remove the centre hinge from the right-side cabinet. Remove the screw hole covers from the left side of the cabinet.



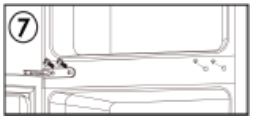
4. Remove the freezer door from the cabinet. Move the hinge plug from the top left to the top right side of the door.



5. Remove the door stop from the lower right side of the door, and install the door stop on the lower left side of the door.



6. Remove the lower hinge from the bottom right side of the cabinet. Remove both adjustable feet. Remove the lower hinge pin from the hinge, flip the hinge over and reinstall the hinge pin on the other side. Install the lower hinge on the bottom left side of the cabinet. Install both adjustable feet.



7. Install the freezer door. Install the centre hinge on the left side of the cabinet. Install the screw hole covers on the right side of the cabinet.



8. Install the refrigerator door. Install the upper hinge and the hinge cover on the top left side of the cabinet. Install the screw hole cover on the top right side of the cabinet.

Features & functions

Preparation for use

- Standing time

After the refrigerator is properly installed and well cleaned, do not switch it on immediately. Make sure to energise the refrigerator after more than 1 hour's standing.

- Cleaning

Confirm the accessory parts inside the refrigerator and wipe the inside with a soft cloth.

- Power-on

Insert the plug into the solid socket to start the compressor. After 1 hour, open the refrigerator door; if the temperature inside the refrigerator compartment drops noticeably, it indicates the refrigeration system is working normally.

- Storage of food

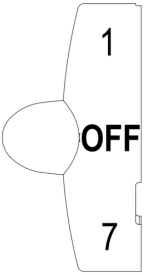
After the refrigerator runs for a period of time, the internal temperature of the refrigerator will be automatically controlled according to the user's temperature setting. After the refrigerator is fully cooled, put in foods, which usually need 2 to 3 hours to be fully cooled. In summer, when the temperature is high, it takes more than 4 hours for the foods to be fully cooled (try to open the refrigerator door as little as possible before the internal temperature cools down).

WARNING: IF THE REFRIGERATOR IS INSTALLED IN A MOIST PLACE, MAKE SURE TO CHECK WHETHER THE GROUND WIRE AND LEAKAGE CIRCUIT BREAKER ARE NORMAL. IF VIBRATION NOISES ARE PRODUCED DUE TO THE REFRIGERATOR CONTACTING THE WALL OR IF THE WALL GETS BLACKENED BY AIR CONVECTION AROUND THE COMPRESSOR, MOVE THE REFRIGERATOR AWAY FROM THE WALL. SETTING UP THE REFRIGERATOR MAY CAUSE JAMMING NOISE OR IMAGE CHAOS TO THE MOBILE PHONE, FIXED-LINE TELEPHONE, RADIO RECEIVER, OR TELEVISION SURROUNDING IT, SO TRY TO KEEP THE REFRIGERATOR AS FAR AWAY AS POSSIBLE IN SUCH CASES.

Temperature setting

The temperature of the appliance can be adjusted by turning the thermostat dial. The thermostat can be set between 1 and 7.

- 1 is the warmest setting.
- 7 is the coldest setting.
- Set the dial to OFF to turn off the cooling function.
- Under normal operating conditions (in spring and autumn), it is recommended to set the temperature to 4 .
- In summer when the ambient temperature is high, it is recommended to set temperature at 3-4 , so as to guarantee the fridge and freezer temperatures and reduce the refrigerator continuous running time; and in winter when the ambient temperature is low, it is recommended to set temperature at 5-6 to avoid frequent start/stop of the refrigerator.



IMPORTANT: The temperatures may vary with respect to the setting ones due to compressor cycles and outside conditions.

Features & functions

Fast freeze

- Fast freezing makes water in the food form into fine ice crystals, to prevent the cell membrane from being damaged and the cytoplasm from being lost when thawing, thus preserving the original freshness and nutrition of food.
- Fresh food and fish to be preserved for a long time should be frozen in a fast manner. To achieve fast freezing, please adjust the knob switch to mode "7" before adding the food.
- After fast freezing, turn the knob back to its original mode (In general, the fast-freezing time shall not exceed 4 hours).

IMPORTANT: The thermostat setting of '6' or '7' is suitable when ambient temperature is under 16 °C, but it may lead to ice formation if the refrigerator keeps running at such a setting for a long time under the normal ambient temperature, which is a normal phenomenon. In such cases, it is recommended to adjust the thermostat setting back appropriately.

Food storage

Precautions for use

- The appliance might not operate consistently (there is a possibility of defrosting or temperature becoming too warm in the frozen food compartment) when sited for an extended period of time below the cold limit of the temperature range for which the refrigerating appliance is designed.
- The information on the climate type of the appliance is provided on the rating plate.
- The internal temperature could be affected by such factors as the location of the refrigerating appliance, ambient temperature, and frequency of door opening, etc., and if appropriate, a warning that the setting of any temperature control device might have to be varied to allow for these factors should be made.
- Effervescent drinks should not be stored in the freezer compartment or the low-temperature compartment, and some products such as water ices should not be consumed too cold.

Food storage location

- Due to the cold air circulation in the refrigerator, the temperature of each area in the refrigerator is different, so different kinds of food should be placed in different areas.
- The fresh food compartment is suitable for the storage of foods that do not need to be frozen, such as cooked food, beer, eggs, and some condiments that require cold preservation, as well as milk and fruit juice. The crisper box is suitable for the preservation of vegetables, fruits, etc.
- The freezer compartment is suitable for the storage of ice cream, frozen food, and foods that are to be preserved for a long time.

Features & functions

Use of the fresh food compartment

- Fridge shelf: When removing the shelf, lift it up first, and then pull it out; and when installing the shelf, place it into position before putting it down. Keep the shelf rear flange upward to prevent foods from contacting the liner wall. When taking out or putting in the shelf, hold it firmly and handle it with care to avoid damage.
- Crisper box: Pull out the crisper box for access to food. After using or cleaning the cover plate of the crisper box, be sure to put it back onto the crisper so that the internal temperature of the crisper box will not be affected.

Use of the crisper humidity regulating rod

- The humidity regulating rod of the crisper box is designed to maintain the humidity and freshness of the vegetables stored inside. When the humidity regulating rod is slid to the right, with more holes exposed, lower humidity will be kept inside the crisper box. When the humidity regulating rod is slid to the left, with fewer holes exposed, higher humidity will be kept inside the crisper box.
- How to use the ice-making tray

Place the ice-making tray in the upper position of the freezer compartment, so that it ices up as soon as possible.

Cautions for food storage

You'd better clean the foods and wipe them dry before storing them inside the refrigerator. Before foods are put in the refrigerator, it is advisable to seal them up to prevent water evaporation to keep fresh fruits and vegetables on one hand, and to prevent taint of odour on the other hand.

Do not put too many or too heavy foods inside the refrigerator. Keep enough space between foods; if too close, the cold airflow will be blocked, thus affecting the refrigeration effect. Do not store excessive or overweight foods to avoid the shelf from being crushed. When storing the foods, keep a distance away from the inner wall; and do not place the water-rich foods too close to the fridge rear wall, lest they get frozen on the inner wall.

Organising storage of foods

Foods should be stored in an organised manner, with the foods you eat every day placed in front of the shelf, so that the door open duration can be shortened and food spoilage due to expiration can be avoided.

Energy-saving tips: Allow the hot food to cool down to room temperature before putting it in the refrigerator. Put the frozen food in the fresh food compartment to thaw, using the low temperature of the frozen food to cool the fresh food, thus saving energy.

Storage of fruits and vegetables

In the case of refrigerating appliances with a chill compartment, a statement to the effect that some types of fresh vegetables and fruits are sensitive to cold and therefore are not suitable for storage in this kind of compartment should be made.

Features & functions

Use of the frozen food storage compartment

The freezer temperature is controlled below -18 ℃ , and it is advisable to store food for long-term preservation in the freezer compartment, but the storage duration indicated on the food packaging should be adhered to. The freezer drawers are used to store food that needs to be frozen. Large cuts of fish and meat should be cut into small pieces and packed into fresh-keeping bags before they are evenly distributed inside the freezer drawers.

- Allow hot foods to cool down to room temperature before putting them in the freezer compartment.
- Do not put a glass container with liquid or a sealed can of liquid in the freezer compartment, to avoid bursting due to volume expansion after the liquid freezes.
- Divide the food into appropriately small portions.
- You'd better pack the food before freezing it, and the packing bag used should be dry, in case the packing bags freeze together. Foods should be packed or covered with suitable materials that are firm, tasteless, impervious to air and water, non-toxic, and pollution-free, to avoid cross-contamination and transfer of odour.

Frozen food shopping tips

- When you are buying frozen food, look at the Storage Guidelines on the packaging. You will be able to store each item of frozen food for the period shown against the star rating. This is usually the period stated as "Best to use before", found on the front of the packaging.
- Check the temperature of the frozen food cabinet in the shop where you buy the frozen foods.
- Make sure the frozen food package is in perfect condition.
- Always buy frozen products last on your shopping trip or visit to the supermarket.
- Try to keep frozen food together while shopping and on the journey home, as this will help to keep the food cooler.
- Don't buy frozen food unless you can freeze it straight away. Special insulated bags can be bought from most supermarkets and hardware shops. These keep the frozen foods cold longer.
- For some foods, thawing before cooking is unnecessary. Vegetables and pasta can be added directly to boiling water or steam cooked. Frozen sauces and soups can be put into a saucepan and heated gently until thawed.
- Use quality food and handle it as little as possible. When foods are frozen in small quantities, it will take less time for them to freeze and thaw.
- Estimate the amount of food to be frozen. When freezing large amounts of fresh food, adjust the temperature control knob to the low mode, with the freezer temperature lowered. This way, foods can be frozen quickly while keeping their freshness well.

Features & functions

Moving your fridge freezer

Location

Do not place your refrigerator/freezer near a heat source, e.g. cooker, boiler or radiator. Avoid it from direct sunlight in out-buildings or sun lounges.

Levelling

Make sure to level your refrigerator/freezer using the front levelling feet. If not level, the refrigerator/freezer door gasket sealing performance will be affected, or it may even lead to the operating failure of your refrigerator/freezer.

After locating the refrigerator/freezer in position, wait for 4 hours before using it, so as to allow the refrigerant to settle.

Installation

Do not cover or block the vents or grilles of your appliance.

When you are out for a long time

If the appliance will not be used for several months, turn it off first, and then unplug the plug from the wall outlet.

- Take out all foods.
- Clean and dry the interior thoroughly. To prevent odour and mould growth, leave the door ajar: block it open or have the door removed if necessary.
- Keep the cleaned appliance in a dry, ventilated place and away from the heat source, place the appliance smoothly, and do not place heavy objects on top of it.
- Children should not be allowed to play with the appliance.

Maintenance & cleaning

WARNING: BEFORE CLEANING, UNPLUG THE POWER PLUG FIRST. DO NOT PLUG IN OR UNPLUG THE PLUG WITH WET HANDS, BECAUSE THERE IS A RISK OF ELECTRIC SHOCK AND INJURY. DO NOT SPILL WATER DIRECTLY ON THE REFRIGERATOR TO AVOID RUST, ELECTRICITY LEAKAGE, AND ACCIDENTS. DO NOT STRETCH YOUR HANDS INTO THE BOTTOM OF THE REFRIGERATOR, AS YOU MIGHT BE SCRATCHED BY SHARP METAL CORNERS.

Internal cleaning and external cleaning

The food residues in the refrigerator are liable to produce a bad odour, so the refrigerator must be cleaned regularly. The fresh food compartment is usually cleaned once a month.

Remove all shelves, crisper box, bottle racks, cover board, and drawers, etc., and clean them with a soft towel or sponge dipped in warm water or neutral detergent.

Clear off the dust accumulated on the rear panel and side plates of the refrigerator often.

After using detergent, be sure to rinse it with clean water, and then wipe it dry.

WARNING: DO NOT USE BRISTLE BRUSH, STEEL WIRE BRUSH, DETERGENT, SOAP POWDER, ALKALINE DETERGENT, BENZENE, GASOLINE, ACID, HOT WATER AND OTHER CORROSIVE OR SOLUBLE ITEMS TO CLEANSE THE CABINET SURFACE, DOOR GASKET, PLASTIC DECORATIVE PARTS, ETC., SO AS TO AVOID DAMAGE.

Carefully wipe dry the door gasket, clean the groove using a wooden chopstick wrapped with cotton string. After cleaning, fix the four corners of the door gasket first, and then embed it segment by segment into the door groove.

Interruption of power supply or failure of the refrigerating system

- Take care of the frozen foods in the event of an extended non-running of the refrigerating appliance (such as interruption of power supply or failure of the refrigerating system).
- Try to open the refrigerator door as less as possible, in this way can food can remain safe and fresh for several hours even in hot summer.

If you get the power outage notice in advance

- Adjust the thermostat knob to the high mode an hour in advance, so that foods get fully frozen (Do not store new food during this time!). Restore the temperature mode to the original setting when power supply becomes normal in a timely manner.
- You can also make ice with a watertight container, and put it in the upper part of the freezer, so as to extend the time for fresh food to be stored.

IMPORTANT: Once the refrigerator is used, you'd better use it continuously; and under normal circumstance, do not stop its use, so as not to affect the service life.

Maintenance & cleaning

Defrosting

After a period of use, a thin layer of frost will be formed on the freezer compartment inner wall (or evaporator) surface, which may affect the refrigeration effect if exceeding 5mm in thickness. In such a case, you need to gently scrape the frost off using an ice scraper rather than metal or sharp hardware. Frost needs to be cleared off every 3 months or so, and if the normal use of drawers and normal access to foods are affected by frosting, make sure to remove the frost in a timely manner. Follow the steps below to remove frost:

- Take out the frozen foods, shut off the mains power supply, open the refrigerator door, and gently remove the frost from the inner wall with an ice scraper. To speed up the thawing process, you are advised to place a bowl of hot water inside the refrigerator/freezer, and when the solid ice frost becomes loose, use an ice scraper to scrape it off and then take it out.
- After defrosting, clean the refrigerator/freezer inside and switch on the power supply.

Changing the lamp

The LED lamp is used by the refrigerator for lighting, which features low energy consumption and a long service life. In case of any abnormality, please contact our customer service team.

- Lamp type: LED light
- Energy efficiency level: G

Safety-check after maintenance

- Is the power cord broken or damaged?
- Is the power plug firmly inserted into the socket?
- Is the power plug abnormally overheated?

IMPORTANT: Electric shock and fire accidents may be caused if the power cord and plugs are damaged or stained by dust. If any abnormality occurs, please unplug the power plug and get in contact with the vendor.

Product support

Troubleshooting

Simple fault analysis and elimination

Your appliance could occasionally fail to work. Before contacting our customer service team make sure that the problem cannot be solved easily by using the following list.

Case	Inspection	Solutions
Completely non-refrigeration	• Is power plug off? • Are breakers and fuses broken? • No electricity or line trip? • Where is the refrigerator installed? Is it placed in balconies, garages, storage rooms and other places where the ambient temperature is below 10℃?	• Re-plug • Opening the door and checking whether the lamp is lit. • Power outage or line tripping? • Install refrigerator in a location that is protected and the ambient temperature is above 10 ℃. If installed in too low temperature, the internal cooling system may not work correctly.
Abnormal noise	• Is refrigerator stable? • Does refrigerator reach the wall?	• Adjusting refrigerator's adjustable feet. • Off the wall.
Poor refrigerating efficiency	• Do you put hot food or too much food? • Do you open the door frequently? • Do you clip food bag to the seal of door? • Direct sunlight or near a fire or stove? • Is it well-ventilated? • Temperature setting in too high?	• Putting food in when hot food becomes cool. • Checking and closing the door. • Removing the refrigerator from the heat source. • Clear the area to maintain good ventilation. • Setting to the appropriate temperature.
Peculiar smell in refrigerator	• Any spoiled food? • Do you need to clean refrigerator? • Do you pack food of strong flavors?	• Throwing away spoiled food. • Clean the refrigerator. • Remove unsealed strong smelling food
LED lamp always flashing	• Is the door open for more than 10 minutes?	• Close the fridge door, open it again in 2s, checking whether the LED lamp restores to normal.

IMPORTANT: If the above descriptions are inapplicable to troubleshooting, do not disassemble and repair it yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning. Contact the local store where your purchase was made. This product should be serviced by an authorised engineer, and only genuine spare parts should be used. When the appliance is not in use for long periods, disconnect from the electricity supply, empty all foods, and clean the appliance, leaving the door ajar to prevent unpleasant smells.

CERTIFICATIONS: ELECTRICAL INFORMATION

This electrical appliance must be grounded. This product is equipped with a plug that is suitable for all houses equipped with sockets meeting the current specifications. If the fitted plug is not suitable for your socket outlets, it should be cut off and carefully disposed of. To avoid a possible shock hazard, do not insert the discarded plug into a socket. This product complies with the EEC directives.

Product support

warranty

This product is guaranteed for 12 months from the date of original purchase.

Any defect arising from faulty materials or workmanship will be repaired free of charge, or where applicable, the product will be replaced or the purchase price refunded.

This 1-year manufacturer's warranty applies subject to the following conditions:

- The product is correctly installed and operated in line with the instructions in this manual.
- The warranty does not cover accidental damage, misuse, or consumable parts such as knobs or cabinet components.
- The appliance is for domestic use only.
- The warranty is void if the product is resold or has been repaired by an unauthorised or inexperienced technician.
- The manufacturer accepts no liability for loss or damage resulting from product failure.
- Specifications may change without notice.
- This warranty is in addition to and does not affect your statutory rights.

Please keep your proof of purchase safe, as it will be required if you need to make a claim.

Customer Service: 01204 672408
customerservice@asento.co.uk
Manufactured for:
AO Retail Limited, 5a The Parklands, Lostock, Bolton, BL6 4SD, UK
Asento is a trademark licensed to AO Retail Limited

Product support

support

If you require any technical guidance, or your appliance is not operating as expected, please refer to the “Troubleshooting” section of this user manual.

Your asento product is covered by a 12-month warranty against faults and breakdowns. If you need support, please contact our customer care team on 01204 672408.

To help us assist you quickly, please have your product details ready.

model reference ----------

serial number ----------

date of purchase ----------

Lines are open Monday to Friday 8am - 7pm and Saturday to Sunday 8am - 5pm. Local call rates apply and additional charges may vary depending on your provider.

For training and quality purposes, calls may be recorded or monitored

Customer Service: 01204 672408
customerservice@asento.co.uk
Manufactured for:
AO Retail Limited, 5a The Parklands, Lostock, Bolton, BL6 4SD, UK
Asento is a trademark licensed to AO Retail Limited

Product support

disposal

Declaration of Conformity
This appliance conforms to all relevant standards applicable to domestic appliances sold in the UK.

Waste Electrical and Electronic Equipment (WEEE)
This appliance is marked in accordance with European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE). The crossed-out wheelie bin symbol indicates that this product must not be disposed of with household waste.

Instead, it should be taken to an appropriate collection point for the recycling of electrical and electronic equipment. By disposing of this product correctly, you help prevent potential harm to the environment and human health.

Disposal must be carried out in accordance with local waste and environmental regulations.

For more information on treatment, recovery, and recycling, please contact your local authority, household waste disposal service, or the retailer from whom the product was purchased.



Customer Service: 01204 672408
customerservice@asento.co.uk
Manufactured for:
AO Retail Limited, 5a The Parklands, Lostock, Bolton, BL6 4SD, UK
Asento is a trademark licensed to AO Retail Limited



Customer Service: 01204 672408
customerservice@asento.co.uk
Manufactured for:
AO Retail Limited, 5a The Parklands, Lostock, Bolton, BL6 4SD, UK
Asento is a trademark licensed to AO Retail Limited