

# Hisense

life reimagined

## USER'S OPERATION MANUAL

Before operating this unit, please read this manual thoroughly, and retain for future reference.

**HRCF702**

EN

English

# Contents

**Thank you for choosing the appliance. We are sure you will find your new refrigerator a pleasure to use. However, before you use the appliance, we recommend that you carefully read the instructions, which provide details about installing and using the product. Please keep this manual for future reference.**

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## Safety and warning information

For your safety and correct usage before installing and first using the appliance, read this user manual carefully, including its hints and warnings. To avoid unnecessary mistakes and accidents, it is important to make sure that all people using the appliance are thoroughly familiar with its operation and safety features. Save these instructions and be sure that they remain with the appliance if it is moved or sold, so that anyone using it throughout its life, will be properly informed on its usage and safety notices. For the safety of life and property, keep the precautions of these user's instructions as the manufacturer is not responsible for damages caused by omission.



### **Safety for children and others who are vulnerable people**

#### **According to EN standard**

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.

## Safety and warning information



### Safety for children and others who are vulnerable people

#### **According to IEC standard**

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 use of the appliance by a person responsible for their safety.

Keep all packaging away from children as there is risk of suffocation.

If you are discarding the appliance, pull the plug out of the socket, cut the connection cable (as close to the appliance as you can) and remove the door to prevent children playing from suffering an electric shock or from closing themselves inside it.

If this appliance, featuring a magnetic door seals, is to replace an older appliance having a spring lock (latch) on the door or lid, be sure to make the spring lock unusable before you discard the old appliance. This will prevent it from becoming a death trap for a child.

# Safety and warning information



## General safety

- **WARNING**

This appliance is intended to be used in household and similar applications such as

1. staff kitchen areas in shops, offices and other working environments;
  2. farm houses and by clients in hotels, motels and other residential type environments;
- 1) bed and breakfast type environments;
  - 2) catering and similar non-retail applications.

- **WARNING**

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

- **WARNING**

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

- **WARNING**

Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

# Safety and warning information



## General safety

- **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**

The refrigerant and insulation blowing gas are flammable. When disposing of the appliance, do so only at an authorized waste disposal center. Do not expose to flame.

- **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.

## Safety and warning information



### Replacing the illuminating lamps

- **WARNING**

The illuminating lamps must not be replaced by the user! If the illuminating lamp is damaged, contact the customer helpline for assistance. This warning is only for freezers that contain illuminating lamps.



### Refrigerant

The refrigerant isobutene (R600a) or R290 or R134a is contained within the refrigerant circuit of the appliance, a natural gas with a high level of environmental compatibility, which R600a and R290 is nevertheless flammable. During transportation and installation of the appliance, ensure that none of the components of the refrigerant circuit becomes damaged. The refrigerant R600a and R290 is flammable.

## Safety and warning information



### Refrigerant

- **WARNING**

Refrigerators contain refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally as they may cause eye injuries or ignition. Ensure that tubing of the refrigerant circuit is not damaged prior to proper disposal.

- **WARNING**



Risk of fire / flammable materials If the refrigerant circuit should be damaged:

1. Avoid opening flames and sources of ignition.
2. Thoroughly ventilate the room in which the appliance is situated.

It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause a short circuit, fire, and/or electric shock.



## Safety and warning information



### Electrical safety

1. The power cord must not be lengthened.
2. Make sure that the power plug is not crushed or damaged. A crushed or damaged power plug may overheat and cause a fire.
3. Make sure that you can access the main plug of the appliance.
4. Do not pull the main cable.
5. If the power plug socket is loose, do not insert the power plug. There is a risk of electric shock or fire.
6. You must not operate the appliance without the interior lighting lamp cover.
7. The freezer is only applied with power supply of single phase alternating current of 220-240V/50Hz. If fluctuation of voltage in the district of user is so large that the voltage exceeds the above scope, for safety sake, be sure to apply A.C. Automatic voltage regulator of more than 350W to the fridge. The fridge must employ a special power socket instead of common one with other electric appliances. Its plug must match the socket with ground wire.

# Safety and warning information

## Daily use

- Do not store flammable gas or liquids in the appliance, There is a risk of an explosion.
- Do not operate any electrical appliances in the appliance (e.g. electric ice cream makers, mixers etc.).
- When unplugging always pull the plug from the mains socket, do not pull on the cable.
- Do not place hot items near the plastic components of this appliance.
- This refrigerating appliance is not intended to be used as a built-in appliance.
- Do not place food products directly against the air outlet on the rear wall.
- Store pre-packed frozen food in accordance with the frozen food manufacture's instructions.
- The appliances manufactures storage recommendations should be strictly adhered to. Refer to relevant instructions for storage.
- Do not place carbonated or fizzy drinks in the freezer compartment as it creates pressure on the container, which may cause it to explode, resulting in damage to the appliance.
- Frozen food can cause frost burns if consumed straight from the freezer compartment.
- Do not place the appliance in direct sunlight.
- Keep burning candles, lamps and other items with naked flames away from the appliance so that do not set the appliance on fire.

## Safety and warning information

- The appliance is intended for keeping food stuff and/or beverages in normal household as explained in this instruction booklet. The appliance is heavy. Care should be taken when moving it.
- Do not remove nor touch items from the freezer compartment if your hands are damp/wet, as this could cause skin abrasions or frost/freezer burns.
- Never use the base, drawers, doors etc. to stand on or as supports.
- Frozen food must not be refrozen once it has been thawed out.
- Do not consume ice popsicles or ice cubes straight from the freezer as this can cause freezer burn to the mouth and lips.
- To avoid items falling and causing injury or damage to the appliance, do not overload the door racks or put too much food in the crisper drawers.

### **Caution! Care and cleaning**

- Before maintenance, switch off the appliance and disconnect the mains plug from the mains socket.
- Do not clean the appliance with metal objects, steam cleaner, ethereal oils, organic solvents or abrasive cleansers.
- Do not use sharp objects to remove frost from the appliance. Use a plastic scraper.

# Safety and warning information

## Installation Important

- For electrical connection carefully, follow the instructions given in this manual. Unpack the appliance and check if there are damages on it.
- Do not connect the appliance if it is damaged. Report possible damages immediately to the place you bought it. In this case retain packing.
- It is advisable to wait at least four hours before connecting the appliance to allow the oil to flow back in the compressor.
- Adequate air circulation should be around the appliance, lacking this leads to overheating. To achieve sufficient ventilation, follow the instructions relevant to installation.
- Wherever possible the back of the product should not be too close to a wall to avoid touching or catching warm parts (compressor, condenser) to prevent the risk of fire, follow the instructions relevant to installation.
- The appliance must not be located close to radiators or cookers.
- Make sure that the mains plug is accessible after the installation of the appliance.

# Safety and warning information

## Service

- Any electrical work required to do the servicing of the appliance should be carried out by qualified electrician or competent person.
- This product must be serviced by an authorized Service Center, and only genuine spare parts must be used.
  1. If the appliance is Frost Free.
  2. If the appliance contains freezer compartment.
- Relevant information for ordering spare parts, directly or through other channels provided by the manufacturer, importer or authorised representative.
- If your refrigerator is damaged, our after-sales service team will provide you with relevant spare parts for repair within a few days.
- Instruction on how to find the model information in the product database, as defined in Regulation (EU) 2019/2016 by means of a weblink that links to the model information as stored in the product database or a link.
- **Queensland service notes: In Queensland, the Authorized Service Person Must hold a Gas Work Authorization for hydrocarbon refrigerants to carry out servicing or repairs which involve removal of covers.**



Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances. (This clause applies only to the EU region.)

# Installing your new appliance

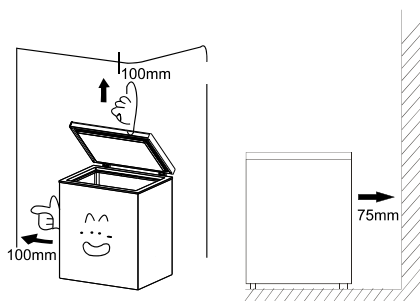
Before using the appliance for the first time, you should be aware of the following tips.

## ! Ventilation of appliance

In order to improve efficiency of the cooling system and save energy, it is necessary to maintain good ventilation around the appliance for the dissipation of heat. For this reason, sufficient clear space should be available around the freezer.

### **Suggest:**

It is advisable for there to be 75mm of space from the back to the wall, at least 100mm from its side to the wall .



## ! Note

This appliance performs well in the climate class from SN to T or ST (Please refer to the climate type marked on the parameter nameplate on the appliance). It may not work properly if being left at a temperature above or below the indicated range for a long period.

Climate class	Ambient temperature
SN	+10°C to +32°C
N	+16°C to +32°C
ST	+16°C to +38°C
T	+16°C to +43°C

Lay your appliance in a dry place to avoid high moisture damage. Keep the appliance out of direct sunlight, rain or frost. Stand the appliance away from heat sources such as stoves, fires or heaters.

## Leveling of appliance

- For sufficient leveling and air circulating in the lower rear section of the appliance, the bottom feet may need to be adjusted. Please use a suitable spanner.

# Installing your new appliance

This section tells you how to use most of the useful features. We recommend that you read through them carefully before using the appliance.



## Warning

- For proper installation, this refrigerator must be placed on a level surface of hard material that is the same height as the rest of the flooring. This surface should be strong enough to support a fully loaded.

## Using your freezer compartment

- Compartment is suitable for storage of foods required to be frozen, such as meat, fish, ice cream and other perishable items.
- Caution! Ensure that bottles are not left in the freezer for longer than needed as freezing may cause the bottle break. Bottled or canned liquid are at risk of exploding caused by volume expansion and so should not be stored in the freezer compartment.

## Before use

- Remove shipping package, tape, etc. and leave doors open for a while in order to ventilate the appliance. The unit is cleaned before shipment.
- However, it is recommended to clean the compartment interior once after delivery.
- Please insert power supply plug into the wall outlet, type “grounded single-phase 220–240 V”.
- Allow the unit to operate for about 1 hour to cool the compartment before placing items in the appliance.

## Wait 5 minutes or more before re-starting

- Restarting the unit immediately after it has been turned off may cause fuses to blow and activate the circuit-breaker, the compressor may become overloaded, and/or other damage may occur.



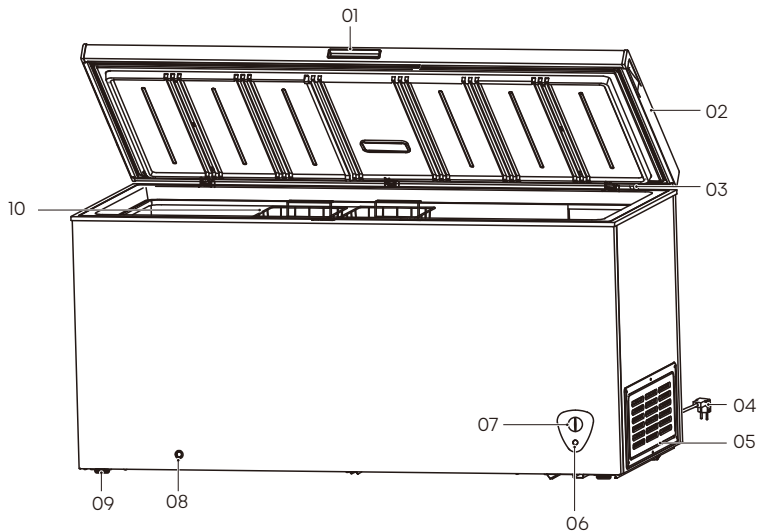
## Warning

- Do not use the unit to store water or food that requires water as a storage medium.
- Never place fresh seafood containing water into the unit directly.

# Description of the appliance

## View of the appliance

Model no. : HRCF702



01. Door knob

02. Door

03. Hinge

04. Power supply cord with plug

05. Side cover
06. Power lamp

07. Temperature control knob

08. Drain

09. Foot/Wheel

10. basket

## Specification and information (mm)

Product Name	Chest freezer
Product No.	HRCF702
Outer Dimensions (mm)	W×D×H
	2145×758×826



# Description of the appliance



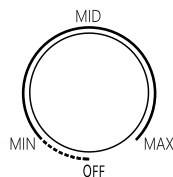
## Note

- Due to constant development of our products, your refrigerator may be slightly different from this instruction manual, but its functions and usage remain the same.
- To get the best energy efficiency of this product, please place all shelves, drawers on their original position as the illustration above.
- Never touch the interior of the freezer chamber or frozen foods in the compartment with wet hands as this could result in frostbite.
- If the appliance has key, keep the key out of reach of children and not in the vicinity of the freezer.
- The specifications may change, please refer to the circuit name plate on the freezer.

## Temperature adjustment

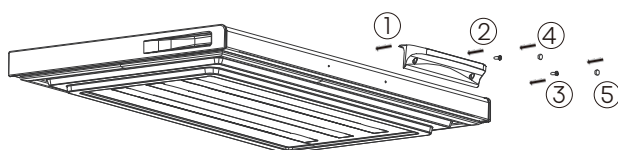
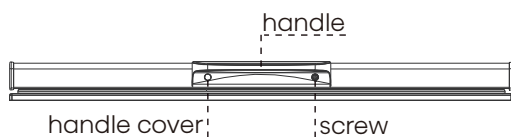
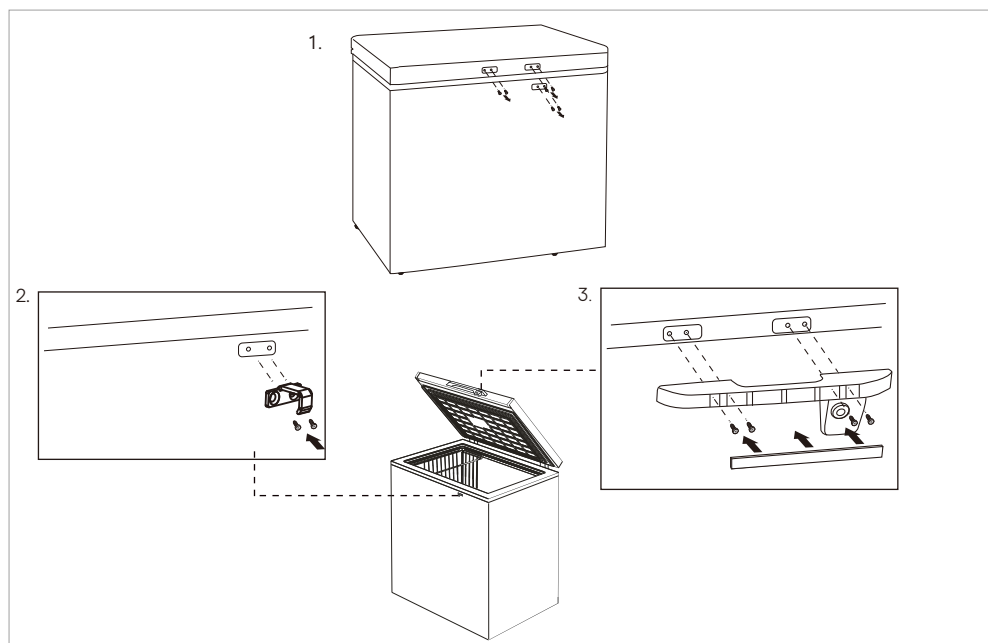
- Thermostat was adjusted using temperature at factory. So, please do not touch it. Excessive refrigeration will increase electricity consumption unnecessarily.
- If need to adjust the temperature, please turn the temperature control dial in the direction of MAX. If too cold, turn dial in the direction of MIN.
- When you need the unit to stop running temporarily, please turn the temperature control dial in the direction of OFF.
- In order to quickly freeze fresh food in the freezer, it is recommended to run at the maximum range for 24 hours before returning to the middle range.
- NOTE: High temperature setting will accelerate food waste.

### Temperature adjustment



# How to install the handle and hook

If the appliance has handle and hook, Perform the following steps to install.



## Note

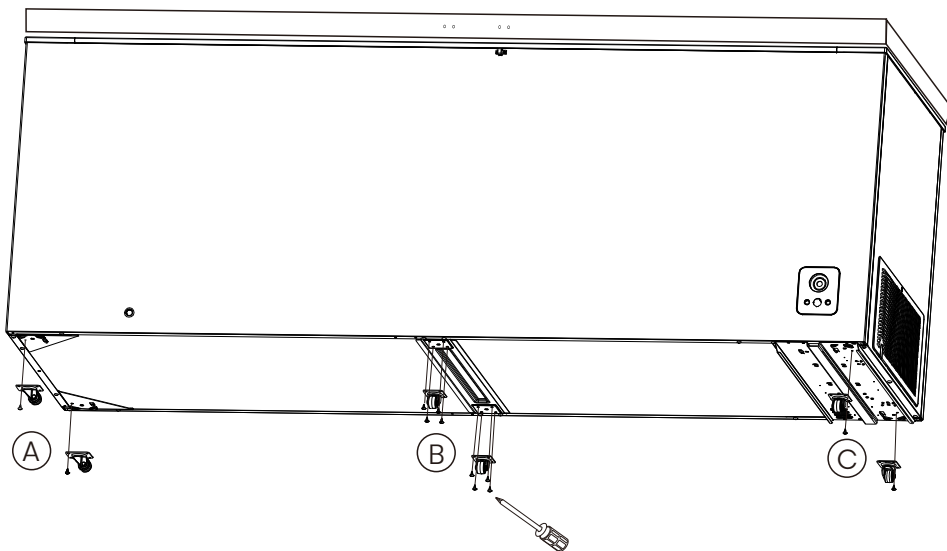
- Make sure the door is always kept locked when not in use to prevent children from playing with the unit.
- The door keys should be kept out of reach of children.

# How to install the wheel

If the wheels of the freezer need to be installed, Perform the following steps to install.

## STEPS

1. Take out the wheels and screws from the inner basket of the freezer .
2. Tilt the box (as shown in the picture below), because the box is heavy, 2-3 people must cooperate to carry it together, in order to prevent the freezer from suddenly dropping and injuring the body.
3. Place the wheels in position A, B and C as shown in the following Picture, and fix the screws on the mounting hole of the wheels with a screwdriver.
4. After the installation, place the freezer gently.



## CAUTION:

1. If the bottom roller of your freezer is 2 directional wheels +2 universal wheels, then the directional wheel should be installed on the left mounting plate.
2. If the bottom roller of your freezer is 2 brake wheels +4 universal wheels, then the brake wheel should be installed on the left mounting plate.

# Cleaning and care

- For hygienic reasons the appliance (including exterior and interior accessories) should be cleaned regularly (at least every two months).



## Warning

- The appliance must not be connected to the mains during cleaning. Danger of electrical shock!
- Before cleaning switch the appliance off and remove the plug from the mains socket.

## Exterior cleaning

- To maintain good appearance of your appliance, you should clean it regularly.
- Wipe the digital panel and display panel with a clean, soft cloth.
- Spray water onto the cleaning cloth instead of spraying directly on the surface of the appliance. This helps ensure an even distribution of moisture to the surface.
- Clean the doors, handles and cabinet surfaces with a mild detergent and then wiped dry with a soft cloth.



## Warning

- Do not use sharp objects as they are likely to scratch the surface.
- Do not use Thinner, Car detergent Clorox, ethereal oil, abrasive cleansers or organic solvent such as Benzene for cleaning. They may damage the surface of the appliance and may cause fire.

## Interior cleaning

- You should clean the appliance interior regularly. It will be easier to clean when food stocks are low. You can remove the basket or shelves for a more thorough clean.
- Wipe the inside of the freezer with a weak solution of bicarbonate of soda, and then rinse with warm water using a wrung-out sponge or cloth. Wipe completely dry before replacing the basket or shelves.
- Thoroughly dry all surfaces and removable parts before putting them back into place.

# Cleaning and care

## Cleaning before use

- Before using the appliance for the first time, wash the interior and all internal accessories with lukewarm water and some neutral soap so as to remove the typical smell of a brand new product, then dry thoroughly.

## Defrosting

- You should defrost the freezer compartment two or three times a year when the ice is about 4 mm thick. To defrost, follow these steps:
- Set the thermostat to Maximum gear at least 12 hours before defrosting.
- After this period has elapsed, switch of the freezer compartment by removing the plug from the mains supply.
- Remove all food from the freezer and wrap them in newspaper and store in a cold place and leave the door open.
- When the defrosting is finished must the compartment be cleaned and wiped dry.
- Switch the appliance back on using the thermostat set to Maximum gear, wait at least one hour before replacing the foodstuff.
- After some hours the thermostat can be set back to original position.



## Warning

- Do not use mechanical devices or other artificial means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not use electrical appliance inside de food storage of the appliances, unless they are of the type recommended by the manufacturer.

## Checks

- To ensure the safety, perform the following checks after cleaning the unit:
- Is the power cord plug firmly inserted into a dedicated wall outlet? Confirm that the plug is not abnormally hot.
- Check the power cord for cracks and damage. Should the slightest irregularity be observed, contact the dealer from whom you purchased this unit or our customer's service department.

## Door seals cleaning

- Take care to keep door seals clean. Sticky food and drinks can cause seals to stick to the cabinet and tear when you open the door. Wash the seals with a mild detergent and warm water. Rinse and dry them thoroughly after cleaning.

# Helpful hints and tips

## Energy saving tips

- We recommend that you follow the tips to save energy.
- Try to avoid keeping the door open for long periods in order to conserve energy.
- Ensure the appliance is away from any sources of heat (Direct sunlight, electric oven or cooker etc.)
- Don't set the temperature colder than necessary.
- Don't store warm food or evaporating liquid in the appliance.
- Place the appliance in a well ventilated, humidity free room. Please refer to the installing your new appliance chapter.
- The description of appliance diagram shows the correct combination for the drawers, crisper basket and shelves, do not adjust the combination as this is designed to be the most energy efficient configuration.

## Hints for fresh food refrigeration

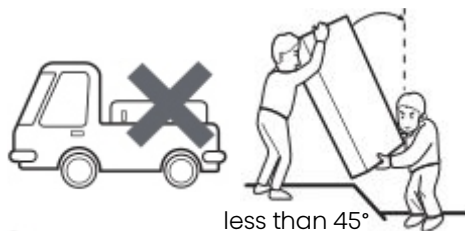
- Do not place hot food directly into the refrigerator or freezer, the internal temperature will increase resulting in the compressor having to work harder and will consume more energy.
- Do cover or wrap the food, particularly if it has a strong flavor.
- Place food properly so that air can circulate freely around it.

## Hints for fresh food refrigeration

- Ensure that frozen food has been stored correctly by the food retailer.
- Once defrosted, food will deteriorate rapidly and should not be re-frozen.
- Do not exceed the storage period indicated by the food manufacturer.

## Moving the Chest Freezer

- Unplug the power plug and cut off the power.
- Remove all food from the freezer.
- Use tape to fix moving parts such as refrigerator shelves, fruit and vegetable boxes and drawers.
- Close the freezer door tightly and secure it with tape to prevent it from being opened when moving.
- When handling, the maximum inclination angle should not exceed 45°, so as to avoid the failure of the refrigeration system.
- In order to avoid scratching the floor, the feet or wheel of the freezer should be wrapped in advance, and it is forbidden to forcibly move the freezer.
- Do not hold the freezer door, top cover and various pipes when moving. the freezer upside down.



 Do not put the freezer upside down.

## Helpful hints and tips

the recommended setting of temperatures in each compartment for optimum food preservation. These settings shall not contradict the storage conditions set out in Annex III, Table 3.

### Switching off your appliance

- If the appliance needs to be switched off for an extended period, the following steps should be taken to prevent mould on the appliance.
  1. Remove all food.
  2. Remove the power plug from the mains socket.
  3. Clean and dry the interior thoroughly.
  4. Ensure that all the doors are wedged open slightly to allow air to circulate.

## Troubleshooting

If you experience a problem with your appliance or are concerned that the appliance is not functioning correctly, you can carry out some easy checks before calling for service, please see below. You can carry out some easy checks according to this section before calling for service.



### Warning

Don't try to repair the appliance yourself. If the problem persists after you have made the checks mentioned below, contact a qualified electrician, authorized service engineer or the shop where you purchased the product.

Problem	Possible cause & Solution
Appliance is not working correctly	Check whether the power cord is plugged into the power outlet properly, or the temperature control turn to OFF、Off or 0.
	Check the fuse or circuit of your power supply, replace if necessary.
	The ambient temperature is too low. Try setting the chamber temperature to a colder level to solve this problem.

# Troubleshooting

Problem	Possible cause & Solution
Odours from the compartments	The interior may need to be cleaned.
	Some food, containers or wrapping cause odours.
Noise from the appliance	<p>The sounds below are quite normal:</p> <ul style="list-style-type: none"> <li>• Compressor running noises.</li> <li>• Air movement noise from the small fan motor in the freezer compartment or other compartments.</li> <li>• Gurgling sound similar to water boiling.</li> <li>• Clicking noise before the compressor starts.</li> </ul>
	<p>Other unusual noises are due to the reasons below and may need you to check and take action:</p> <ul style="list-style-type: none"> <li>• The cabinet is not level.</li> <li>• The back of appliance touches the wall.</li> <li>• Bottles or containers knocking against each other.</li> </ul>
Inadequate refrigeration	<ul style="list-style-type: none"> <li>• Is the place of installation ventilated?</li> <li>• Is the freezer exposed to direct sunlight, placed near a heater or stove?</li> <li>• Are the lids opened and closed frequently?</li> <li>• Are items stocked beyond the load line?</li> <li>• Is a lot of frost forms in the freezer?</li> </ul>
Condensation on cooler exterior	<ul style="list-style-type: none"> <li>• Condensation may condense on the exterior and door during hot and humid days or depending on the place of installation. This occurs when the humidity is high and water particles in the cold surfaces. This is normal. Wipe away condensation with a dry cloth.</li> </ul>
The circumference of freezer feels hot	<ul style="list-style-type: none"> <li>• Especially in summer or in starting running, the circumference of freezer feels hot. Because freezer inside has a pipe for radiating and preventing condensation.</li> <li>• The heat do not affect inside goods.</li> </ul>





# Troubleshooting

Problem	Possible cause & Solution
Power failure	Keep the opening and closing of the door for a minimum to prevent cold air from escaping.
	Avoid placing new items in the cooler as this will raise the temperature inside the compartment.
	In case of a long power suspension, place dry ice in the freezer.
Power cord problems	If the supply cord is damaged. It must be replace by a special cord or assembly available from the manufacturer or the service agent.
	The freezer must be positioned so that the plug is accessible.
When not used for along period	Remove all items from the compartment and disconnect the power cord plug from the wall outlet.
	Clean the compartment interior and wipe away all water.
	To prevent mold formation and foul odors, leave the door open to dry the compartment completely.
Transportation	Disconnect the power cord plug from the wall outlet.
	When moving the appliance, make sure that the feet do not damage the power cord.
	Do not let the feet hit against floor steps, thresholds, etc.
Temporary storage	Put piece of wood or other similar item between the door and main unit to prevent complete closing of the door.
	Be sure not to store the unused freezer in a location where children play.
	Should a child enter the compartment and the door is closed, the child may not be able to open the door from the inside.

# Troubleshooting

Problem	Possible cause & Solution
The light is not working	<ul style="list-style-type: none"><li>• The LED light may be damaged. Refer to replace LED lights in cleaning and care chapter.</li><li>• The control system has disabled the lights due to the door being kept open too long, close and reopen the door to reactivate the lights.</li></ul>
You can hear water bubbling in the freezer	<ul style="list-style-type: none"><li>• This is normal. The bubbling comes from the refrigerant coolant liquid circulating through the freezer.</li></ul>

# Disposal of the appliance

It is prohibited to dispose of this appliance as household waste.

## Packaging materials

Packaging materials with the recycle symbol are recyclable. Dispose of the packaging into a suitable waste collection container to recycle it.

## Before disposal of the appliance

- 1. Pull out the mains plug from the mains socket.
- 2. Cut off the power cord and discard with the mains plug.



### Warning

Freezer contains refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally as they may cause eye injuries or ignition. Ensure that tubing of the refrigerant circuit is not damage prior to proper disposal.

Correct Disposal of this product	
	<p>This marking indicates that this product should no be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.</p>

# Disposal of the appliance

To avoid contamination of food, please respect the following instructions

- When refrigerating food, please be careful not to contact the surface of the inner box directly.
- When frozen food, in order to prevent moisture loss, prevent the odor, should separate the different food sealed storage, and can only use non-toxic, tasteless, impermeable, waterproof sealing material.
- Hot food should be cooled to room temperature first, then put into the freezer, otherwise it will affect the storage status of other foods and increase the power consumption.
- 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.

# Disposal of the appliance

Order	Compartments type	Target storage temp.[°C]	Appropriate food
1	Fridge	+2~+6	Eggs, cooked food, packaged food, fruits and vegetables, dairy products, cakes, drinks and other foods which are not suitable for freezing.
2	(***)*-Freezer	≤-18	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 3 months ,the longer the storage time, the worse the taste and nutrition), suitable for frozen fresh food.
3	***-Freezer	≤-18	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 3 months, the longer the storage time, the worse the taste and nutrition),are not suitable for frozen fresh food.
4	** -Freezer	≤-12	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 2 months, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food.
5	*-Freezer	≤-6	Seafood (fish, shrimp, shellfish), freshwater aquatic products and meat products (recommended for 1 month, the longer the storage time, the worse the taste and nutrition), are not suitable for frozen fresh food.

# Disposal of the appliance



please store different foods according to the compartments or target storage temperature of your purchased products.

- 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.

## **Water dispenser cleaning (special for water dispenser products):**

- Clean water tanks if they have not been used for 48 h; flush the water system connected to a water supply if water has not been drawn for 5 days.



Food needs to be packed in bags before putting into the freezer, and liquids need to be packed in bottles or capped containers to avoid the problem that the product design structure is not easy to clean.

# HISENSE

## Refrigerator, Freezer, Clothes Washer, Dishwasher and Clothes Dryer Manufacturer's Warranty ? Australia and New Zealand

*Congratulations on your purchase. This Refrigerator, Freezer, Washer and Dryer Manufacturers' Warranty Australia and New Zealand (Warranty) sets out the terms and conditions on which Hisense Australia Pty Ltd ABN 55 105 022 080 of 1A Millennium Court, Knoxfield, Victoria 3180 (Hisense) will repair or replace defective refrigerators, freezers, washers and clothes dryers. The benefits to the consumer given by this Warranty are in addition to other rights and remedies of the consumer under law in relation to the goods to which this Warranty relates (including the Australian Consumer Law (for Australian customers) or the Consumer Guarantees Act 1993 (for New Zealand customers)).*

### What is covered by this Warranty?

- This Warranty automatically applies to any new Hisense refrigerator, freezer, clothes washer or clothes dryer that is purchased in Australia or New Zealand (**Product**) from a company or person that is authorised by Hisense to sell the Product (**Authorised Retailer**).
- Subject to the terms of this Warranty, Products are warranted to be **free from defects in materials and workmanship (defects)** for the applicable time period specified below (**Warranty Period**).
- During the Warranty Period, if requested by the original purchaser of the Product (**you**) in accordance with this Warranty, Hisense will repair or replace, at its option and cost, the Product or any part of the Product that Hisense determines to be defective.
- Replacement products and parts:** Hisense can, at its option, choose to repair or replace a defective Product or any part of that Product with a product/part of a like kind and quality. **Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.** Replacement products and parts may cost less than the original Product purchased. No charges or refunds will be made based on the replacement Product or part cost difference.
- Service Coverage Area:** If the Product is located **within 25km** of an Authorised Retailer (**Service Coverage Area**), then Hisense may (at its option):
  - arrange for a qualified repair technician (**Authorised Repairer**) to attend that location;
  - arrange for the Product to be delivered from that location to an Authorised Repairer or Authorised Retailer, and for the Product (or a replacement product) to be returned to you at that location; or
  - request that you deliver the Product to an Authorised Repairer or Authorised Retailer and collect the Product (or a replacement product) from an Authorised Repairer or Authorised Retailer,
 and Hisense will be responsible for all reasonable costs relating to the transportation and travel expenses to and from that location under clauses 5.a or 5.b (except in the circumstances relating to inverter motors contemplated below). If the Product is located outside the Service Coverage Area, you must reimburse Hisense and pay on demand all reasonable costs and expenses (including costs of transportation and travel expenses) incurred by Hisense in relation to any Authorised Repairer attending the location of the Product, arranging for the Product to be transported to an Authorised Repairer or Authorised Retailer and/or arranging for the Product (or a replacement product) to be returned to you. When Hisense is required under this Warranty to repair or replace an inverter motor in a Product that is a washing machine located outside the Service Coverage Area, the previous sentence will apply. However, when Hisense is required under this Warranty to repair or replace an inverter motor in a Product that is a washing machine located within the Service Coverage Area:
  - you will be responsible for (and must reimburse Hisense on demand) all labour costs (including transportation and travel expenses) associated with the Authorised Repairer removing, repairing and/or replacing the inverter motor; and
  - Hisense will be responsible for all other costs associated with the repair and/or replacement of that inverter motor.
 You will not be entitled to claim any costs or expenses from Hisense in relation to making a claim under this Warranty, including any costs that you incur in delivering the Product to (or collecting the Product from) an Authorised Repairer or Authorised Retailer under clause 5.c (or otherwise).
- Service Coverage Hours:** Hisense makes no representation or warranty in relation to how long a claim under this Warranty will take to be finalised. Without limiting the preceding sentence, if you require an Authorised Repairer to inspect or repair the Product outside Hisense's standard warranty service hours of 9am to 5pm on Monday to Friday (regardless of whether the Product is inside or outside the Service Coverage Area), and Hisense agrees to provide warranty services outside of those times, Hisense will be entitled to charge an additional fee for that out of hours service.
- Plumbed Products:** Where the user guide for a Product specifies that the installation or the water connection for that Product must be completed by a qualified plumber, the installation or water connection (as applicable) for that Product (**Plumbed Product**) must be completed by a licensed plumber in accordance with the user guide for that Product.
- Australian Consumer Law (Australian customers):** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Terms used in this clause 8 and clause 4 which are not defined in this Warranty, have the meaning given to them in the Australian Consumer Law.
- Consumer Guarantees Act 1993 (CGA) (New Zealand customers):** If you are purchasing the Product for personal use, then this Warranty applies in addition to your rights under the CGA. If you are purchasing the Product for business purposes, then this Warranty will apply but you agree that the CGA will not apply.

### How long does the Warranty last for?

- Subject to clause 11, the applicable Warranty Period is **3 years** from date that you purchased the Product (as shown on your original invoice) (**purchase date**), except:
  - for inverter motors in Products that are washing machines or refrigerators, where the applicable Warranty Period is **11 years** from the purchase date; or
  - where the Product has been purchased or used for business purposes and Hisense reasonably determines that there has been excessive or abnormal use of the Product, in which case the applicable Warranty Period for the Product (including inverter motors of washing machines and refrigerators) is **12 months** from the purchase date.
  - for accessories forming part of a Product (e.g., shelves, racks, drawers, crispers, etc), wherein the warranty period will be 12 months.
- The Warranty is automatically **voided** if:
  - the Product's original serial number is removed, damaged or modified;
  - the original purchaser sells, transfers or rents the Product to another person;
  - there is any unauthorised access to the internal hardware or firmware of the Product;
  - the Product was repaired or tampered with by a person who is not authorised by Hisense; or
  - you fail to pay any money owed in relation to any non-Warranty work on the Product that has been requested by you.
- References in clause 10 and clause 5 to inverter motors are limited to the inverter motors only (and do not extend to the controller boards associated with those inverter motors).

### What is not covered by the Warranty (exclusions)?

- The Warranty does not apply to:
  - any **damage or failure** caused by:
    - use that is not in accordance with the Products user guide, including not adequately servicing the Product to manufacturer recommendations;
    - physical force, including any damage or failure caused by an accident, neglect, misuse, or an act of God;
    - excessive use or fair wear and tear;
    - incorrect or poor installation, including (without limitation) installation or water connection of a Plumbed Product by a person who is not a licensed plumber;
    - repairs carried out by a person who is not a company or person that is authorised by Hisense to service the Product or the use of defective or incompatible parts or accessories in relation to the Product;
    - interference from or to other products and/or sources;
    - environmental conditions, including dirt, dust, rodents, insects, rust, corrosion and salt build-up;
    - overheating due to incorrect positioning of the Product (e.g. inadequate provision for ventilation and a dust-free environment, or incorrect drainage); or
    - power surges or spikes, incorrect power current, voltage fluctuation or, amperage fluctuation;
  - any costs relating to the **installation or maintenance** of the Product or any connected equipment;
  - the cost of **replacing consumables** (for example bulbs/globes and batteries);
  - cosmetic or structural items** (for example shelves and doors); or
- Non-Warranty repairs:** Repairs or services that are outside the terms of the Warranty can be carried out at your request and cost. Costs and payment methods will be agreed prior to the commencement of any non-Warranty repairs.

15. **No loan products:** Hisense does not provide loan products or equipment while a warranty claim is being assessed or resolved.

#### Making a claim under the Warranty

16. **Warranty Claims Procedure:** The Warranty Claims Procedure is overleaf. To make a claim under this Warranty, you must provide proof of original purchase (invoice and, in respect of a Plum bed Product, proof of installation or water connection by a licensed plumber (as required) (e.g. receipt or certificate of compliance (as applicable) issued by the licensed plumber) and ensure that the original serial number is attached to the Product. You may be charged a **call-out fee of AUD125 including GST** (for Australian customers) or **NZD125 including GST** (for New Zealand customers) if you do not provide proof of original purchase, proof of installation by a licensed plumber (if applicable) or the original serial number is not attached.
17. **Hisense liability:** To the maximum extent permitted by law, Hisense accepts no liability for any loss or damage: (a) to any items that are lost, damaged, or stolen as a result of freight, transport or storage; (b) to third party hardware or software; or (c) arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage (irrespective of whether the loss or damage is caused by or relates to breach of contract, statute, tort (including negligence) or otherwise, and irrespective of whether Hisense or any other person was previously notified of the possibility of the loss or damage). To the extent permitted by law, any warranty, guarantee, condition, representation, undertaking or other right that would be guaranteed or implied in this Warranty or is otherwise imposed by statute, common law, equity, trade, custom or usage, and which is not expressly included in this Warranty, is excluded.

#### What happens if no defect is found?

18. **No Fault Found Fee:** If Hisense determines, acting reasonably, that the Product does not contain a defect, or the repair or fault is not covered by the Warranty, then you will be charged a No Fault Found Fee of at **least AUD125 including GST** (for Australian customers) or **NZD125 including GST** (for New Zealand customers). Additional charges may apply for third party device configuration.

## WARRANTY CLAIMS PROCEDURE

Please retain this portion for your records

### 3 YEARS REPAIR WARRANTY\*

Upon calling the Hisense Warranty centre, you will be issued a JOB NUMBER, along with the details of your nearest Hisense Authorised Repairer.

*\*11 years for the inverter motor of washing machines and refrigerators (replacement parts only, excludes control boards and labour costs).*

**Any questions call our hotlines**

## PLEASE REFER TO THE TROUBLESHOOTING GUIDE AT THE END OF USER MANUAL

### Service Procedure

When calling, please be in front of the product and ensure you have:

1. **Proof of purchase;**
2. **Proof of installation by a licensed plumber (as required for the proper installation of your Product);**
3. **The Product's serial number; and**
4. **The physical address where the Product is located.**

You are required to email or post a copy of your original proof of purchase and proof of installation (if applicable) prior to your Warranty claim being processed.

Call **1800 447 367** (for Australian customers) or **0800 444 736** (for New Zealand customers). Please check our helpline opening hours on our websites. For Hisense Australia at [www.hisense.com.au/support](http://www.hisense.com.au/support) and Hisense New Zealand at [www.hisense.co.nz/support](http://www.hisense.co.nz/support).

Email [service.au@hisense.com](mailto:service.au@hisense.com)

Address **PO Box 360, Ferntree Gully, Victoria 3156** (for both Australian and New Zealand customers)

The times above are times in Melbourne, Victoria, Australia



**Hisense**

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