



**EN Freezer / User Manual**

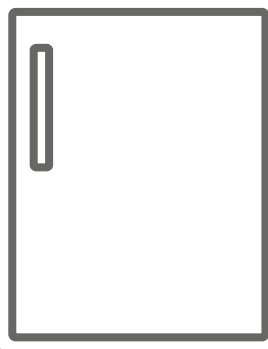
**DE Gefrierschrank / Bedienungsanleitung**

**FR Congélateur / Guide D'utilisation**

**IT Congelatore / Manuale per l'uso**

**ES Congelador / Manual de Uso**

**PT Congelador / Manual de utilizador**








**FF08EW**

## Thank you for choosing this product.

This user manual contains important information on safety and instructions intended to assist you in the operation and maintenance of your appliance.

Please take the time to read this user manual before using your appliance and keep this book for future reference.

Icon	Type	Meaning
	<b>WARNING</b>	Serious injury or death risk
	<b>RISK OF ELECTRIC SHOCK</b>	Dangerous voltage risk
	<b>FIRE</b>	Warning; Risk of fire / flammable materials
	<b>CAUTION</b>	Injury or property damage risk
	<b>IMPORTANT</b>	Operating the system correctly

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# 1 SAFETY INSTRUCTIONS

## 1.1 General Safety Warnings

**Read this user manual carefully.**

**⚠ 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:** 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.

**⚠ WARNING:** In order to avoid any hazards resulting from the instability of the appliance, it must be fixed in accordance with the instructions.

**⚠** 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 and domestic applications such as:
  - staff kitchen areas in shops, offices and other working environments.
  - farm houses and by clients in hotels, motels and other residential type environments.
  - bed and breakfast type environments;
  - catering and similar non-retail applications.
- 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.
- 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.
- 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.
- This appliance is not intended for use at altitudes exceeding 2000 m.

## **To avoid contamination of food, please respect the following instructions:**

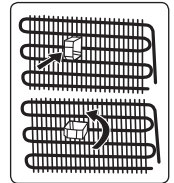
- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with food and accessible drainage systems
- Store raw meat and fish in suitable containers in the refrigerator, so that it 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.

## 1.2 Installation warnings

Before using your freezer for the first time, please pay attention to the following points:

- The operating voltage for your freezer is 220-240 V at 50Hz.
- The plug must be accessible after installation.
- Your freezer may have an odour when it is operated for the first time. This is normal and the odour will fade when your freezer starts to cool.
- Before connecting your 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 freezer where it will not be exposed to direct sunlight.
- Your freezer must never be used outdoors or exposed to rain.
- Your appliance must be at least 50 cm away from stoves, gas ovens and heater cores, and at least 5 cm away from electrical ovens.
- If your freezer is placed next to a deep freezer, there must be at least 2 cm between them to prevent humidity forming on the outer surface.
- Do not cover the body or top of freezer with lace. This will affect the performance of your freezer.

- Clearance of at least 150 mm is required at the top of your appliance. Do not place anything on top of your appliance.
- Do not place heavy items on the appliance.
- Clean the appliance thoroughly before use (see Cleaning and Maintenance).
- Before using your freezer, wipe all parts with a solution of warm water and a teaspoon of sodium bicarbonate. Then, rinse with clean water and dry. Return all parts to the freezer after cleaning.
- 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 must be done before placing food in the appliance.
- Install the two plastic distance guides (the parts on the black vanes -condenser- at the rear) by turning it 90° (as shown in the figure) to prevent the condenser from touching the wall.
- The distance between the appliance and back wall must be a maximum of 75 mm.



## 1.3 During Usage

- Do not connect your freezer to the mains electricity supply using an extension lead.
- Do not use damaged, torn or old plugs.
- Do not pull, bend or damage the cord.
- Do not use plug adapter.
- This appliance is designed for use by adults. Do not allow children to play with the appliance or hang off the door.
- Never touch the power cord/plug with wet hands. This may cause a short circuit or electric shock.
- Do not place glass bottles or cans in your freezer as they will burst when the contents freeze.
- Do not place explosive or flammable material in your freezer.
- 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 they are removed from the ice-making compartment.
- Do not re-freeze thawed frozen food. This may cause health issues such as food poisoning.

### Old and Out-of-order Fridges

- If your old fridge or freezer has a lock, break or remove the lock before discarding it, because children may get trapped inside it and may cause an accident.
- Old fridges and freezers contain isolation material and refrigerant with CFC. Therefore, take care not to harm environment when you are discarding your old fridges.

### CE Declaration of conformity

We declare that our products meet the applicable European Directives, Decisions and Regulations and the requirements listed in the standards referenced.

### Disposal of your old appliance

The symbol on the product or on its packaging indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.



### Packaging and the Environment

Packaging materials protect your machine from damage that may occur during transportation. The packaging materials are environmentally friendly as they are recyclable. The use of recycled material



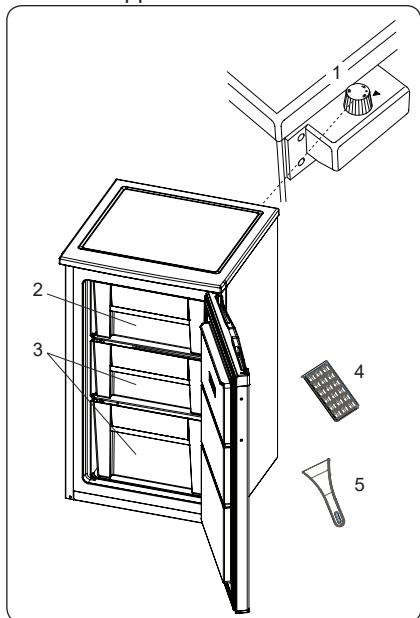
reduces raw material consumption and therefore decreases waste production.


### 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 any losses incurred.
- This appliance is produced to be used in houses and it is only suitable for cooling / storing foods. It is not suitable for commercial or common use and/or for storing substances except for food. Our company is not responsible for any losses incurred by inappropriate usage of the appliance.

## 2 DESCRIPTION OF THE APPLIANCE

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.

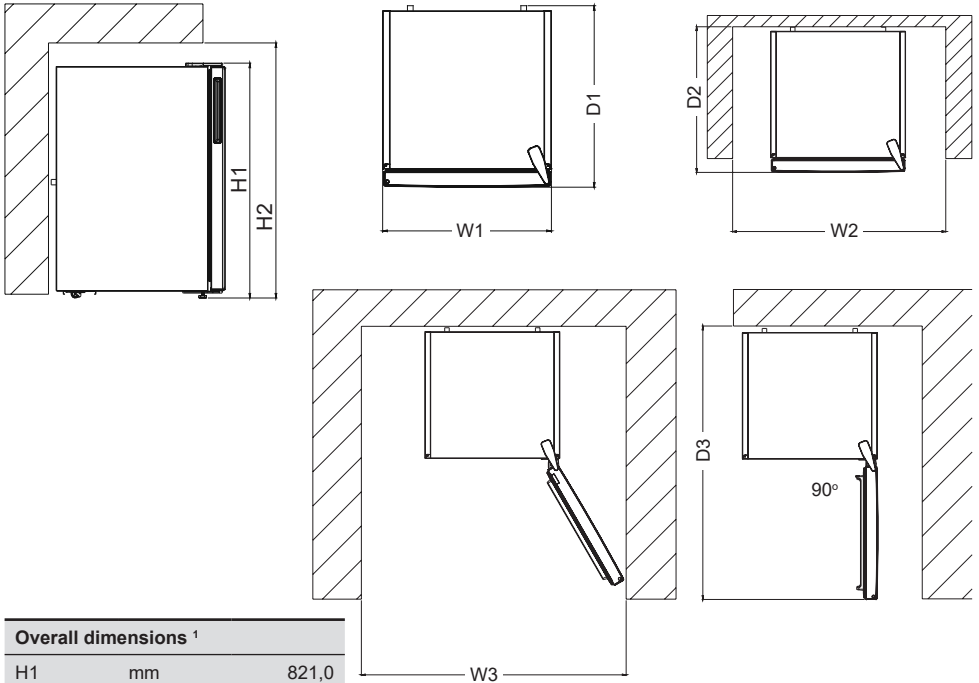
- 1) Thermostat knob
- 2) Freezer upper flap / Freezer upper drawer
- 3) Freezer drawers
- 4) Ice box tray
- 5) Plastic ice scraper \*

*\* In some models*

### General notes:

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

## 2.1 Dimensions



Overall dimensions <sup>1</sup>		
H1	mm	821,0
W1	mm	480,0
D1	mm	510,0

<sup>1</sup> the height, width and depth of the appliance without the handle.

Space required in use <sup>2</sup>		
H2	mm	971,0
W2	mm	580,0
D2	mm	550,0

<sup>2</sup> 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 <sup>3</sup>		
W3	mm	580,0
D3	mm	987,5

<sup>3</sup> 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.

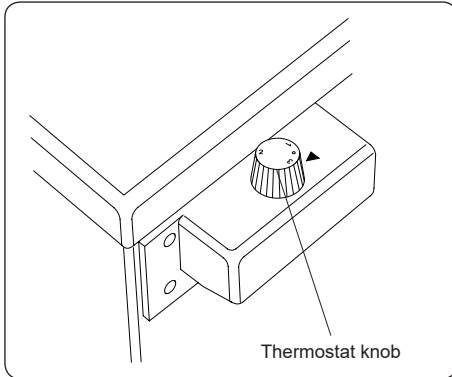
## 3 USING THE APPLIANCE

### 3.1 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.

### 3.2 Thermostat Setting

The freezer thermostat automatically regulates the temperature of the compartment. Freezer temperatures can be obtained by rotating the knob to higher numbers, 1 to 3.



### Thermostat Settings

- 1 : For short-term storage of food in the freezer compartment, you can set the knob between minimum and medium position.
- 2 : For long-term storage of food in the freezer compartment, you can set knob to medium position.
- 3 : Maximum cooling position. The appliance will work longer.

### 3.3 Temperature Settings Warnings

- The ambient temperature, temperature of the freshly stored food and how often the door is opened affects the temperature in the freezer compartment. If required, change the temperature setting.
- It is not recommended that you operate your freezer in environments colder than 10°C in terms of its efficiency.

- When setting the thermostat, take into consideration how often the appliance door is opened and closed, how much food is stored in the freezer, and the environment in which the freezer 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 appliance is designed to operate in the ambient temperature ranges stated in the standards, according to the climate class stated in the information label. It is not recommended that your freezer is operated in the environments which are outside of the stated temperature ranges. This will reduce the cooling efficiency of the appliance.
- Your appliance is designed to operate in the ambient temperature (T/SN = 10°C - 43°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.

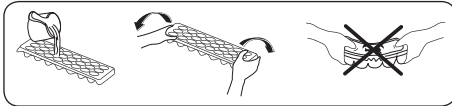
**SN (extended temperate):** This refrigerating appliance is intended to be used at ambient temperatures ranging from 10 °C to 32 °C.

### 3.4 Accessories

**Visual and text descriptions in the accessories section may vary according to the model of your appliance.**

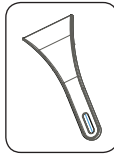
#### 3.4.1 Ice Tray

- Fill the ice tray with water and place in the freezer compartment.
- After the water has completely frozen, you can twist the tray as shown below to remove the ice cubes.



#### 3.4.2 The Plastic Scraper

After some time, frost will build up in certain areas of the freezer. The frost accumulated in the freezer should be removed regularly. 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.



## 4 FOOD STORAGE

- The freezer is used for storing frozen food, freezing fresh food, and making ice cubes.
- For freezing fresh food; wrap and seal fresh food properly, that is the packaging should be air tight and shouldn't leak. Special freezer bags, aluminum foil polythene bags and plastic containers are ideal.
- Do not store fresh food next to frozen food as it can thaw the frozen food.
- Before freezing fresh food, divide it into portions that can be consumed in one sitting.
- Consume thawed frozen food within a short period of time after defrosting
- Never place warm food in the freezer compartment as it will thaw the frozen food.
- Always follow the manufacturer's instructions on food packaging when storing frozen food. If no information is provided food, should not be stored for more than 3 months from the date of purchase.
- When purchasing frozen food, make sure that it has been stored under appropriate conditions and that the packaging is not damaged.
- Frozen food should be transported in appropriate containers and placed in the freezer as soon as possible.
- Do not purchase frozen food if the packaging shows signs of humidity and abnormal swelling. It is probable that it has been stored at an unsuitable temperature and that the contents have deteriorated.
- The storage life of frozen food depends on the room temperature, the thermostat setting, how often the door is opened, the type of food, and the length of time required to transport the product from the shop to your home. Always follow the instructions printed on the packaging and never exceed the maximum storage life indicated.

- The maximum amount of fresh food (in kg) that can be frozen in 24 hours is indicated on the appliance label.
- While freezing food; use the bottom drawer.

**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:**

- Never refreeze thawed frozen food.
- 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 of time. Therefore, add small amounts of spices to food to be frozen, or the desired spice should be added after the food has thawed.
- The storage time of food is dependent on the type of oil used. Suitable oils are margarine, calf fat, olive oil and butter. Unsuitable oils are peanut oil and pig fat.
- Food in liquid form should be frozen in plastic cups and other food should be frozen in plastic folios or bags.



The table below is a quick guide to show you the most efficient way to store the major food groups in your freezer compartment.

Meat and fish	Preparation	Maximum storage time (months)
Steak	Wrap in foil	6 - 8
Lamb meat	Wrap in foil	6 - 8
Veal roast	Wrap in foil	6 - 8
Veal cubes	In small pieces	6 - 8
Lamb cubes	In pieces	4 - 8
Minced meat	In packaging without using spices	1 - 3
Giblets (pieces)	In pieces	1 - 3
Bologna sausage/salami	Should be kept packaged even if it has a membrane	
Chicken and turkey	Wrap in foil	4 - 6
Goose and duck	Wrap in foil	4 - 6
Deer, rabbit, wild boar	In 2.5 kg portions or as fillets	6 - 8




Meat and fish	Preparation	Maximum storage time (months)
Freshwater fish (Salmon, Carp, Crane, Catfish)	After cleaning the bowels and scales of the fish, wash and dry it. If necessary, remove the tail and head.	2
Lean fish (Bass, Turbot, Flounder)		4
Fatty fishes (Tuna, Mackerel, Bluefish, Anchovy)		2 - 4
Shellfish	Clean and in a bag	4 - 6
Caviar	In its packaging, or in an aluminium or plastic container	2 - 3
Snails	In salty water, or in an aluminium or plastic container	3
 <b>NOTE:</b> Thawed frozen meat should be cooked as fresh meat. If the meat is not cooked after defrosting, it must not be re-frozen.		

Vegetables and Fruits	Preparation	Maximum storage time (months)
String beans and beans	Wash, cut into small pieces and boil in water	10 - 13
Beans	Hull, wash and boil in water	12
Cabbage	Clean and boil in water	6 - 8
Carrot	Clean, cut into slices and boil in water	12
Pepper	Cut the stem, cut into two pieces, remove the core and boil in water	8 - 10
Spinach	Wash and boil in water	6 - 9
Cauliflower	Remove the leaves, cut the heart into pieces and leave it in water with a little lemon juice for a while	10 - 12
Eggplant	Cut into 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	Add 10 % of sugar to the container	12
Plum, cherry, sourberry	Wash and hull the stems	8 - 12

	Maximum storage time (months)	Thawing time at 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)

Dairy products	Preparation	Maximum storage time (months)	Storage conditions
Packet (Homogenized) Milk	In its own packet	2 - 3	Pure Milk – in its own packet
Cheese - excluding white cheese	In slices	6 - 8	Original packaging may be used for short-term storage. Keep wrapped in foil for longer periods.
Butter, margarine	In its packaging	6	

## 5 CLEANING AND MAINTENANCE

-  Disconnect the unit from the power supply before cleaning.
-  Do not wash your appliance by pouring water on it.
-  Do not use abrasive products, detergents or soaps for cleaning the appliance. After washing, rinse with clean water and dry carefully. When you have finished cleaning, reconnect the plug to the mains supply with dry hands.
- Make sure that no water enters the lamp housing and other electrical components.
- The appliance should be cleaned regularly using a solution of bicarbonate of soda and lukewarm water.
- Clean the accessories separately by hand with soap and water. Do not wash accessories in a dish washer.
- Clean the condenser with a brush at least twice a year. This will help you to save on energy costs and increase productivity.

  **The power supply must be disconnected during cleaning.**

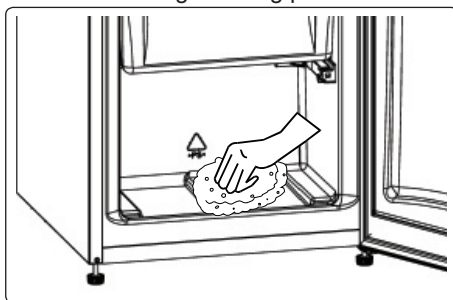
### 5.1 Defrosting

#### Freezer defrosting process

- Small amounts of frost will accumulate inside the freezer, depending on the length of time the door may be left open or the amount of moisture introduced. It is essential to ensure that no frost or ice is allowed to form in places where it will affect the close fitting of the door seal. This might allow air to penetrate the cabinet, encouraging continuous running of the compressor. Thin frost formation

is quite soft and can be removed with a brush or plastic scraper. Do not use metal or sharp scrapers, mechanical devices or other means to accelerate the defrosting process. Remove all dislodged frost from the cabinet floor. It is not necessary to switch off the appliance for the removal of thin frost.

- For the removal of heavy ice deposits, disconnect the appliance from the mains supply, empty the contents into cardboard boxes and wrap in thick blankets or layers of paper to keep cool. Defrosting will be most effective if carried out when the freezer is nearly empty and should be carried out as quickly as possible to prevent an unnecessary increase in the temperature of the contents.
- Do not use metal or sharp scrapers, mechanical devices or other means to accelerate the defrosting process. An increase in temperature of frozen food during defrosting will shorten the storage life. Keep contents well wrapped and cool while defrosting is taking place.



- Dry the inside of the compartment with a sponge or a clean cloth.
- To accelerate the defrosting process, place one or more bowls of warm water




in the freezer compartment.

- Examine the contents when replacing them in the freezer and if some of the packages have thawed out, they should be eaten within 24 hours, or be cooked and re-frozen.
- 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 '3' before introducing the food back into the freezer.

## 6 SHIPMENT AND REPOSITIONING

### 6.1 Transportation and Changing Positioning

- 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 (drawers, ice trays and so on) or fix them into the appliance against shocks using bands when re-positioning or transporting.

 Always carry your appliance in the upright position.

### 6.2 Repositioning the Door

- It is not possible to change the opening direction of your appliance door if door handles are installed on the front surface of the appliance door.
- It is possible to change the opening direction of the door on models without handles.
- If the door-opening direction of your appliance can be changed, contact the nearest Authorised Service Centre to change the opening direction.

## 7 BEFORE CALLING AFTER-SALES SERVICE

If your freezer is not working properly, there may be a minor problem. Check the following.

### The appliance does not operate

#### Check if:

- There is power
- The mains is connected
- The thermostat setting is on the “•” position
- The socket is defective. To check this, plug another working appliance into the same socket.

### The appliance performs poorly

#### Check if:

- The appliance is overloaded
- The appliance door is closed properly
- There is any dust on the condenser
- There is enough space near the rear and side walls.

### The appliance is noisy

The cooling gas which circulates in the freezer circuit may make a slight noise (bubbling sound) even when the compressor is not running. Do not worry, this is normal. If you hear a different sound, check whether:

- The appliance is level
- Anything is touching the rear of the appliance
- Objects in the appliance are vibrating.

### Recommendations

- If the appliance is switched off or unplugged, wait at least 5 minutes before plugging the appliance in or restarting it in order to prevent damage to the compressor.
- If you will not use your freezer for a long time (e.g. in summer holidays) unplug it. Clean your freezer according to chapter cleaning and leave the door open to prevent humidity and smell.

- If a problem persists after you have followed all the above instructions, please consult the nearest authorised service centre.
- The appliance you have purchased is designed for domestic use only. It is not suitable for commercial or common use. If the consumer uses the appliance in a way that does not comply with this, we emphasise that the manufacturer and the dealer will not be responsible for any repair and failure within the guarantee period.

## 8 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 (such as a radiator or oven) otherwise an insulating plate should be used.
2. Allow warm food and drinks to cool before placing them inside the appliance.
3. Drinks or other liquids should be covered when inside the appliance. If left uncovered, the humidity inside the appliance will increase, therefore the appliance uses more energy. Keeping drinks and other liquids covered helps preserve their smell and taste.
4. Avoid keeping the doors open for long periods and opening the doors too frequently as warm air will enter the appliance and cause the compressor to switch on unnecessarily often.
5. The door gasket must be clean and pliable. In case of wear, replace the gasket.
6. It is possible to store more food by removing freezer shelf. Energy consumption is declared with maximum load and without freezer shelf.

## 9 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.

See the link [www.theenergylabel.eu](http://www.theenergylabel.eu) for detailed information about the energy label.

## 10 INFORMATION FOR TEST INSTITUTES

Appliance for any EcoDesign verification shall be compliant with EN 62552.

Ventilation requirements, recess dimensions and minimum rear clearances shall be as stated in this User Manual at Chapter 2. Please contact the manufacturer for any other further information, including loading plans.

## 11 CUSTOMER CARE AND SERVICE

Always use original spare parts.

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

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

The original spare parts for some specific components are available for a minimum of 7 or 10 years, based on the type of component, from the placing on the market of the last unit of the model.

### Visit our website to:

**Get User manuals:** <https://www.smeg.com/info/download-manuals>

**Get Service information:** <https://www.smeg.com/services/customer-service>



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