



# Frost Free Fridge-Freezer

Instruction of use



CFG4601VW

EN



**Please read these instructions first before using your appliance**

Thank you for choosing a Beko appliance.

Please take some time to read this user manual before using your appliance, to ensure you know how to safely operate the controls and functions.

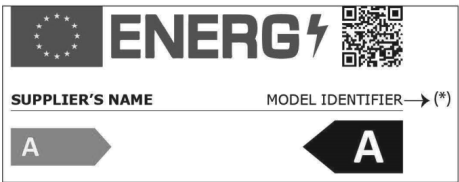
Carefully follow all unpacking and installation instructions to ensure the appliance is correctly connected and fitted prior to use.

Please write your product model and serial number on the last page of this user manual, and store in a safe location close to the appliance for easy future reference.  
This user manual may also be applicable for several other models. Differences between models will be listed.

If you have any questions or concerns, please call our Customer Service Team or find help and information online at [www.beko.co.uk](http://www.beko.co.uk)

**Information**

The model's technical information can be retrieved by scanning the QR code on the Energy label and proceeding to the website entering the model identifier.



**Recycling**



This product bears the selective sorting symbol for waste electrical and electronic equipment (WEEE).  
This means that this product must be handled pursuant to European Directive 2012/19/UE in order to be recycled or dismantled to minimize its impact on the environment.  
For further information, please contact your local or regional authorities.

Electronic products not included in the selective sorting process are potentially dangerous for the environment and human health due to the presence of hazardous substances.

Congratulations on your choice of a **beko** quality Appliance which has been designed to give you service for many years.

## **WARNING ! IMPORTANT !**

DO NOT connect your appliance to the electricity supply until all packing and transit protectors have been removed.

! Leave to stand for at least 4 hours before switching on to allow compressor oil to settle if transported horizontally.

! If you are discarding an old refrigerator with a lock or latch fitted to the door, disable the lock/latch, ensure that it is left in a safe condition to prevent the entrapment of children.

! This fridge/freezer must only be used for its intended purpose i.e the storing of edible foodstuff.

! Do not dispose of the appliance on a fire. At BEKO, the care and protection of our environment is an ongoing commitment. This appliance which is among the latest range introduced is particularly environment friendly. Your appliance contains non CFC / HFC natural substances in the cooling system (Called R600a) and in the insulation (Called cyclopentane) which are potentially flammable if exposed to fire. Therefore, take care not to damage, the cooling circuit / pipes of the appliance in transportation and in use. In case of a damage do not expose the appliance to fire, potential ignition source and immediately ventilate the room where the appliance is situated.

! We suggest you contact your local authority for disposal information and facilities available.

! To obtain the best possible performance and trouble free operation from your appliance it is very important to carefully read these instructions.

! On delivery, check to make sure that the product is not damaged and that all the parts and accessories are in perfect condition.

! Ensure that the plug remains readily accessible.

! We do not recommend the use of extension leads and multi-way adapters.

! Failure to observe these instructions may invalidate your right to free service during the guarantee period.

**WARNING-** Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

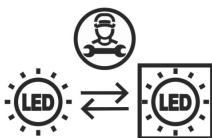
**WARNING-** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

**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.

! We suggest you keep these instructions in a safe place for easy reference.

<b>CONTENTS</b>	<b>PAGE</b>
SAFETY FIRST / ELECTRICAL REQUIREMENTS	3
TRANSPORTATION INSTRUCTIONS	4
INSTALLATION INSTRUCTIONS	4
GETTING TO KNOW YOUR COMBI BEKO FRIDGE / FREEZER	6
REVERSING THE DOOR	7
SUGGESTED ARRANGEMENT OF FOOD IN THE FRIDGE/FREEZER	8
THERMOSTAT SETTING BUTTON	9
BEFORE OPERATING	9
STORING FROZEN FOOD	10
FREEZING FRESH FOOD	10
DEFROSTING	10
REPLACING THE INTERIOR LIGHT BULB	11
CLEANING AND CARE	12
DO'S AND DON'TS	13
ENERGY SAVING TIPS	14
PROBLEM SOLVING	14
GUARANTEE DETAILS	15
HOW TO OBTAIN SERVICE	18



This product is equipped with a lighting source of the "G" energy class. The lighting source in this product shall only be replaced by professional repairers

## ELECTRICAL REQUIREMENTS

Before you insert the plug into the wall socket make sure that the voltage and the frequency shown in the rating plate inside the appliance corresponds to your electricity supply.

Rating label is on the left hand side of fridge inner liner.

We recommend that this appliance is connected to the mains supply via a suitable switched and fused socket in a readily accessible position.

**WARNING:** When positioning the appliance ensure the supply cord is not trapped or damaged.

Should the mains lead of the appliance become damaged or should it need replacing at any time, it must be replaced by a special purpose made mains lead which can only be obtained from a **BEKO** Authorised Service Agent.

### WARNING! THIS APPLIANCE MUST BE EARTHED


If the fitted moulded plug is not suitable for your socket, then the plug should be cut off and an appropriate plug fitted. Destroy the old plug which is cut off as a plug with bared cord could cause a shock hazard if inserted into a socket elsewhere in the house.

The moulded plug on this appliance incorporates a 13 A fuse. Should the fuse need to be replaced an ASTA approved BS 1362 fuse of the same rating must be used. Do not forget to refit the fuse cover. In the event of losing the fuse cover the plug must not be used until a replacement fuse cover has been fitted. Colour of the replacement fuse cover must be the same colour as that visible on the pin face of the plug. Fuse covers are available from any good electrical store.

**WARNING:** Do not locate extension sockets or charging transformers/power supplies or Lithium-Iron battery operated products adjacent to the compressor as they could overheat.

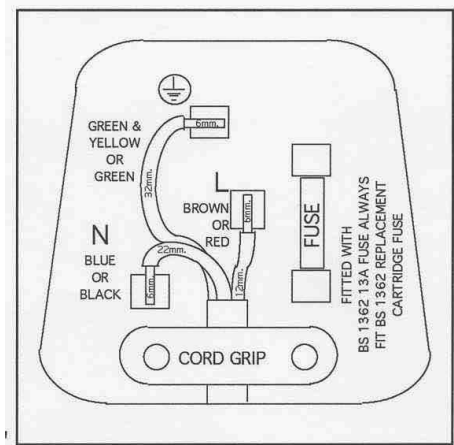
### IMPORTANT! FITTING A DIFFERENT PLUG

As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug proceed as follows: (See diagram).

1. Connect the green-yellow or green (Earth) wire to the terminal in the plug marked 'E' or with the symbol  or coloured green and yellow or green.
2. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.
3. Connect the brown (Live) wire to the terminal in the plug marked 'L' or coloured red.

With alternative plugs a 13 A fuse must be fitted either in the plug or adaptor or in the main fuse box.

If in doubt contact a qualified electrician.



## TRANSPORTATION INSTRUCTIONS

1. The appliance should be transported only in an upright position. The packing as supplied must be intact during transportation.
2. If during the course of transport the appliance has to be transported horizontally, it must only be laid on its left hand side when standing in the front of the appliance. After bringing it to upright position, it must not be operated for at least 4 hours to allow the system to settle.
3. Failure to comply with the above instructions could result in damage to the appliance, for which the manufacturer will not be held liable.
4. The appliance must be protected against rain, moisture and other atmospheric influences.
5. When positioning your appliance take care not to damage your flooring, pipes, wall coverings etc. Do not move the appliance by pulling by the door or handle.
6. Empty any water in the drain tray before moving. See section „Defrosting” and „Care & Cleaning” for further information.
7. Make sure that the defrost water pipe at the back of the product is fixed to the plastic evaporating pan on the top of the compressor, to avoid defrost water spillage on the floor.

### ***Important!***

- ! Care must be taken while cleaning/carrying the appliance not to touch the bottom of the condenser metal wires at the back of the appliance, as this could cause injury to fingers and hands.
- ! Do not attempt to sit or stand on top of your appliance as it is not designed for such use. You could injure yourself or damage the appliance.
- ! Make sure that the mains cable is not caught under the appliance during and after moving, as this could damage the cable.
- ! Do not allow children to play with the appliance or tamper with the controls.

**BEKO** plc declines to accept any liability should the instructions not be followed.

This appliance is equipped with “Freezer Guard” which ensures that at the advised setting (4 - four on the control) the frozen food in the freezer will not defrost even if the ambient temperature falls as low as -15°C. So you may then install your appliance in a garage or an unheated room without having to worry about frozen food in the freezer being spoilt. However at low ambient temperatures mentioned above, fridge contents are likely to freeze, so check and consume food in the fridge accordingly. When the ambient temperature returns to normal, you may change the setting to suit your needs.

## INSTALLATION INSTRUCTIONS

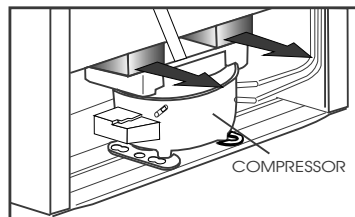
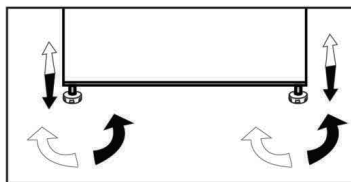
1. The space in the room where the appliance is installed must not be smaller than 10 cubic metres.
2. If the ambient temperature is below 0°C, the food in the fridge compartment will freeze. So, we recommend you don't use the fridge compartment in such low ambient conditions. You can continue using the freezer compartment as usual.
3. Do not place the appliance near cookers, radiators or in direct sunlight as this will cause your appliance to work harder. If installed next to a source of heat or freezer, maintain the following minimum side clearances:

From Cookers	2" (50 mm)
From Radiators	12" (300 mm)
From Refrigerators or Larder Fridge	1" (25 mm)

4. The fridge/freezer should be located on a smooth surface. The two front feet can be adjusted as required. To ensure that, your appliance is standing upright adjust the two front feet by turning clockwise or anti-clockwise, until the product is in firm contact with the floor. Correct adjustment of feet avoids excessive vibration and noise.
5. Refer to cleaning and care section to prepare your appliance for use.

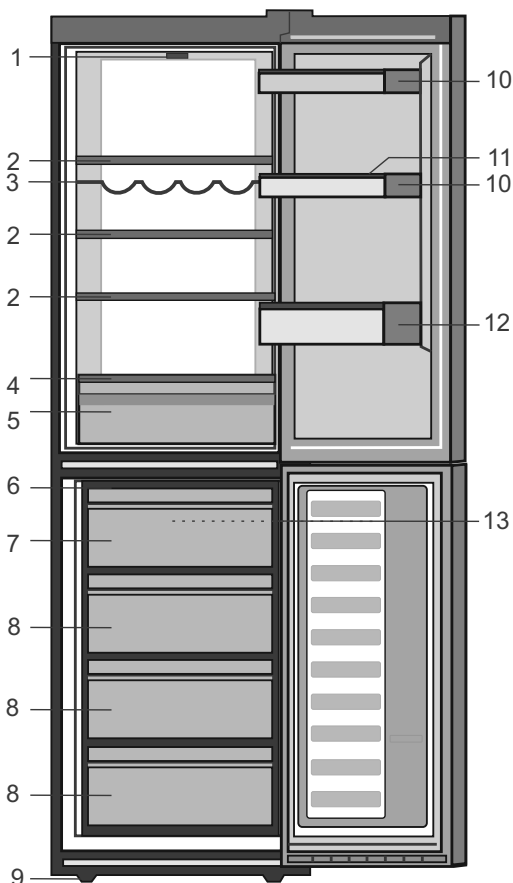
**WARNING!**

Do not connect your appliance to the electricity supply until all the packing and transit protectors have been removed including polystyrene block(s) inserted between the compressor motor and the cabinet (see diagrams). Do not remove the plastic drain tray fitted above the compressor motor on models with auto - defrost fridge.





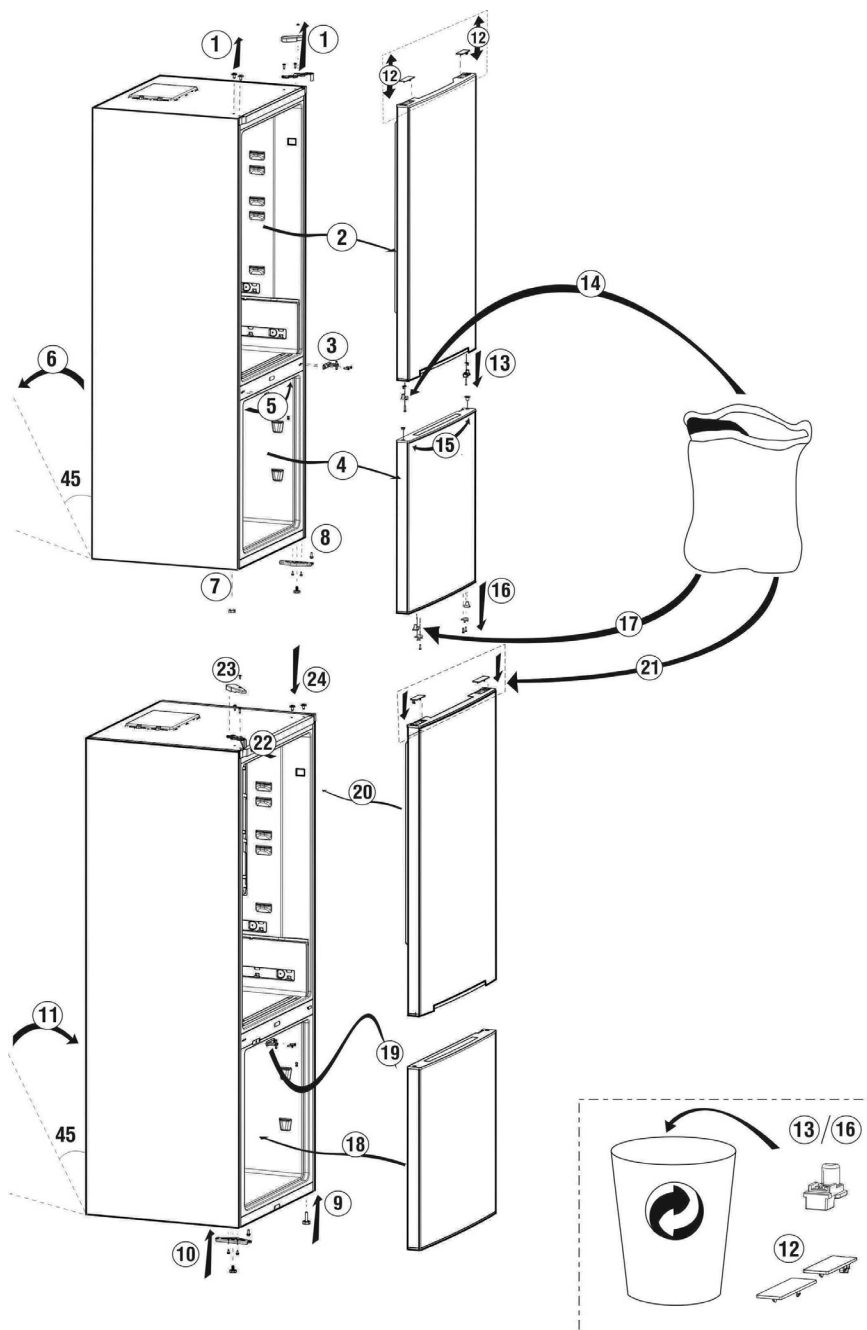
## GETTING TO KNOW YOUR FROST FREE FRIDGE-FREEZER



- 1 - Setting knob and interior light
- 2 - Cabinet shelves
- 3 - Wine bottles support
- 4 - Cover glass
- 5 - Salad crispers
- 6 - Ice cube tray
- 7 - Compartment for quickly freezing
- 8 - Compartments for frozen foods keeping
- 9 - Adjustable feet
- 10 - Door shelves
- 11 - Egg tray
- 12 - Bottle shelf
- 13 - Freezer fan

Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

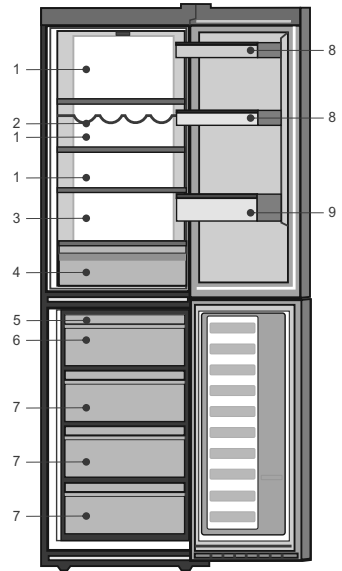
## REVERSING THE DOORS



## SUGGESTED ARRANGEMENT OF FOOD IN THE FROST FREEZER

Arrangement Examples (See diagram)

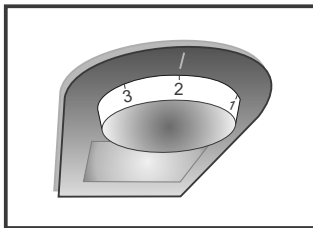
1. Baked, chilled cooked food, cans.
2. Wine bottles
3. Cheese, butter, meat or chicken
4. Fruit, vegetables, salads
5. Making, storing ice cubes.
6. Frozen food and freezing of fresh food.
7. Frozen food.
8. Butter, cheese, eggs, small bottles, cans, tubes.
9. Tall, large bottles, beverages.



The following guidelines and recommendations are suggested to obtain the best results and storage hygiene.

1. The fridge compartment is for the short term storage of fresh food and drinks.
2. The freezer compartment is rated and suitable for the freezing and storage of pre frozen food. The recommendation for storage as stated on the food packaging should be observed at all times.
3. Cooked dishes must be stored in airtight covered containers.
4. Fresh wrapped produce can be placed on the shelf. Fresh fruit and vegetables should be cleaned and stored in the crisper bins.
5. Bottles can be placed in the door section.
6. To store raw meat, wrap in polythene bags. Do not allow to come into contact with cooked food to avoid contamination. For safety, only store raw meat for two to three days.
7. Keep the food packed wrapped or covered. Allow hot food and beverages to cool before placing them in the fridge. Do not store explosive substances. High proof alcohol must be stored upright in sealed containers. Left over canned food should not be stored in the can.
8. Fizzy drinks should not be frozen and products such as flavoured water ices should not be consumed too cold.
9. Some fruit and vegetables suffer damage if kept at temperatures near 0°C. Therefore wrap pineapples, melons, cucumbers, tomatoes and similar produce in polythene bags.
10. Place chilled cooked food and similar food near the rear of the fridge inner liner where the cold wall is located.
11. Shelves, racks, crisper bins, drawers, flaps, bottle grippers are all removable.
12. Do not leave frozen food at room temperature to thaw; the best way to defrost food is to put it in the fridge to thaw slowly. Make sure you avoid defrosting food or food juices drip onto other food.
13. For hygiene reasons, always wrap food using a suitable packaging material before storing in your appliance to avoid contact with the appliance surface.

## THERMOSTAT SETTING BUTTON



The interior temperature of your refrigerator changes for the following reasons;

- Seasonal temperatures,
- Frequent opening of the door and leaving the door open for long periods,
- Food put into the refrigerator without cooling down to the room temperature,
- The location of the refrigerator in the room (e.g. exposing to sunlight).
- You may adjust the varying interior temperature due to such reasons by using the thermostat.

Operating temperatures are controlled by the thermostat knob and may be set at any position between 0 and 5 (the coldest position).

The average temperature inside the fridge should be around +5°C (+41°F).

Therefore adjust the thermostat to obtain the desired temperature. Some sections of the fridge may be cooler or warmer (such as salad crisper and top part of the cabinet) which is quite normal. We recommend that you check the temperature periodically with a thermometer to ensure that the cabinet is kept to this temperature. Frequent door openings cause internal temperatures to rise, so it is advisable to close the door as soon as possible after use.

## BEFORE OPERATING

### ***Final Check***

Before you start using the appliance check that:

1. The feet have been adjusted for perfect levelling.
2. The interior is dry and air can circulate freely at the rear.
3. The interior is clean as recommended under "Cleaning and care."
4. The plug has been inserted into the wall socket and the electricity is switched on. When the door is open the interior light will come on.

### ***And note that:***

5. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also make some (noise), whether the compressor is running or not. This is quite normal.
6. Slight undulation of the top of the cabinet is quite normal due to the manufacturing process used; it is not a defect.
7. We recommend setting the thermostat knob midway and monitor the temperature to ensure the appliance maintains desired storage temperatures (See section Temperature Control and Adjustment).
8. Do not load the appliance immediately it is switched on. Wait until the correct storage temperature has been reached. We recommend checking the temperature with an accurate thermometer (see; Temperature Control and Adjustment).

## STORING FROZEN FOOD

Your freezer is suitable for the long-term storage of commercially frozen foods and also can be used to freeze and store fresh food.

If there is a power failure, do not open the door. Frozen food should not be affected if the failure lasts for less than 33 hrs. If the failure is longer, then the food should be checked and either eaten immediately or cooked and then re-frozen.

## FREEZING FRESH FOOD

Please observe the following instructions to obtain the best results.

Do not freeze too large a quantity at any one time. The quality of the food is best preserved when it is frozen right through to the core as quickly as possible.

Do not exceed the freezing capacity of your appliance in 24 h.

Placing warm food into the freezer compartment causes the refrigeration machine to operate continuously until the food is frozen solid. This can temporarily lead to excessive cooling of the refrigeration compartment.

When freezing fresh food, to reach the best freezing capacity, put the setting knob to max position, 24 h before placing it. Small quantities of food up to 1/2 kg. (1 lb) can be frozen without adjusting the temperature control knob.

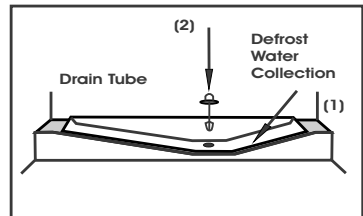
Take special care not to mix already frozen food and fresh food.

## DEFROSTING

### A) Fridge compartment

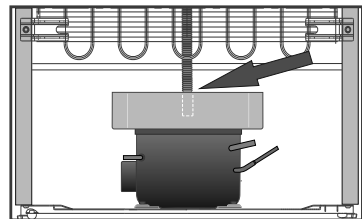
The fridge compartment defrosts automatically. The defrost water runs to the drain tube via a collection container at the back of the appliance.

During defrosting, water droplets may form at the back of the fridge compartment where a concealed evaporator is located. Some droplets may remain on the liner and refreeze when defrosting is completed. Do not use pointed or sharp-edged objects such as knives or forks to remove the droplets which have refrozen.



If, at any time, the defrost water does not drain from the collection channel, check that no food particles have blocked the drain tube. The drain tube can be cleared with a pipe-cleaner or Pushing the special plastic plunger provided down the drain tube (2).

Check that the tube is permanently placed with its end in the collecting tray on the compressor to prevent the water spilling. If the frost layer reaches about 1/4" (7 mm), reduce the setting (i.e. from 4 to 1) to restart automatic defrosting.



## **B) Freezer compartment**

The freezer compartment defrosts automatically.

### **Warnings!**

The fan inside the freezer compartment circulates cold air. Never insert any object through the guard. Do not allow children to play with the freezer fan.

Never store products that contain inflammable propellant gas (eg dispensers, spray cans etc.) or explosive substances.

Don't cover the shelves with any protective materials, which may obstruct air circulation.

Do not allow children to play with the appliance or tamper with the controls.

Do not obstruct the freezer fan guard to ensure that you obtain the best possible performance from your appliance.

### **Warning!**

Your appliance is fitted with a circulating fan which is essential for the performance of the freezer. Please ensure the fan is not blocked (stopped) or impaired by food or packaging. Blocking (stopping) or impairing the fan can result in an increase of the internal freezer temperature (Thawing).

## **Harvest Fresh**

Fruits and vegetables stored in crispers illuminated with the HarvestFresh technology preserve their vitamin content (vitamin A and C) for a longer time thanks to the blue, green, red lights and dark cycles, which simulate a day cycle.

*If you open the door of the refrigerator during the dark period of the HarvestFresh technology, the refrigerator will automatically detect this and enable the blue, green or red light to illuminate the crisper for your convenience. After you have closed the door of the refrigerator, the dark period will continue, representing the night time in a day cycle.*

## **REPLACING THE INTERIOR LIGHT BULB (See diagram)**

To change the Bulb/LED used for illumination of your refrigerator, call your AuthorisedService.

The lamp(s) used in this appliance is not suitable for household room illumination. The intended purpose of this lamp is to assist the user to place foodstuffs in the refrigerator/freezer in a safe and comfortable way.

The lamps used in this appliance have to withstand extreme physical conditions such as temperatures below -20°C.

## CLEANING AND CARE

1. We recommend that you switch off the appliance at the socket outlet and pull out the mains plug before cleaning.
2. Never use any sharp instruments or abrasive substances, soap, household cleaner, detergent or wax polish for cleaning.
3. Use luke warm water to clean the cabinet of the appliance and wipe it dry.
4. Use a damp cloth wrung out in a solution of one teaspoon of bicarbonate of soda to one pint of water to clean the interior and wipe it dry.
5. Make sure that no water enters the temperature control box.
6. If the appliance is not going to be used for a long period of time, switch it off, remove all food, clean it and leave the door ajar.
7. Any dust that gathers on the condenser, which is located at the back of the appliance, should be removed once a year with a vacuum cleaner.
8. Check door seals regularly to ensure they are clean and free from food particles.
9. Never:  
Clean the appliance with unsuitable material; eg petroleum based products.  
Subject it to high temperatures in any way,  
Scour, rub etc., with abrasive material.
10. Removal of door tray :  
To remove a door tray, remove all the contents and then simply push the door tray upwards from the base.
11. Make sure that the special plastic container (drain tray) at the back of the appliance which collects defrost water is clean at all times. If you want to remove the tray to clean it follow the instructions below:  
Switch off at the socket outlet and pull out the mains plug.  
Push the lug down with the tip of a screw driver & pull out with a jerk movement.  
Clean the drain tray and wipe it dry.  
Reassemble, reversing the sequence and operations
12. To remove a freezer drawer, pull it as far as possible, tilt it upwards and then pull it out completely.
13. To remove the freezer flap door, first open the door 3" and then gently pull it off. Make sure that the flap is in place before closing the freezer door.
14. Avoid spillage of food particularly small items like rice, peas, beans through the fan guard as they may cause the cooling system to block and therefore operate less efficiently.

## DO'S AND DON'TS

- Do-** Clean and defrost your appliance regularly (See "Cleaning and Care")
- Do-** Keep raw meat and poultry below cooked food and dairy products.
- Do-** Take off any unusable leaves on vegetables and wipe off any soil.
- Do-** Leave lettuce, cabbage, parsley and cauliflower on the stem.
- Do-** Wrap cheese firstly in greaseproof paper and then in a polythene bag, excluding as much air as possible. For best results, take out of the fridge compartment an hour before eating.
- Do-** Wrap raw meat and poultry loosely in polythene or aluminium foil. This prevents drying.
- Do-** Wrap fish and offal in polythene bags.
- Do-** Wrap food with a strong odour or which may dry out, in polythene bags, or aluminium foil or place in airtight container.
- Do-** Wrap bread well to keep it fresh.
- Do-** Chill white wines, beer, lager and mineral water before serving.
- Do-** Check contents of the freezer every so often.
- Do-** Keep food for as short a time as possible and adhere to "Best Before" and "Use by" etc. dates.
- Do-** Store commercially frozen food in accordance with the instructions given on the packets.
- Do-** Always choose high quality fresh food and be sure it is thoroughly clean before you freeze it.
- Do-** Prepare fresh food for freezing in small portions to ensure rapid freezing.
- Do-** Wrap all food in aluminium foil or freezer quality polythene bags and make sure any air is excluded.
- Do-** Wrap frozen food immediately after purchasing and put it in to the freezer as soon as possible.
- Do-** Defrost food in the fridge compartment.
- Do-** Remove ice cream from the freezer 10-20 minutes before serving.
- Don't-** Store bananas in your fridge compartment.
- Don't-** Store melon in your fridge. It can be chilled for short periods as long as it is wrapped to prevent it flavouring other food.
- Don't-** Cover the shelves with any protective materials which may obstruct air circulation.
- Don't-** Store poisonous or any dangerous substances in your appliance. It has been designed for the storage of edible foodstuffs only.
- Don't-** Consume food which has been stored for an excessive length of time.
- Don't-** Store cooked and fresh food together in the same container. They should be packaged and stored separately.
- Don't-** Let defrosting food or food juices drip onto food.
- Don't-** Leave the door open for long periods, as this will make the appliance more costly to run and cause excessive ice formation.
- Don't-** Use sharp edged objects such as knives or forks to remove the ice.
- Don't-** Put hot food into the appliance. Let it cool down first.
- Don't-** Put liquid-filled bottles or sealed cans containing carbonated liquids into the freezer, as they may burst.
- Don't-** Exceed the maximum freezing loads (4.5 kg in any 24 hours) when freezing fresh food.
- Don't-** Give children ice-cream and water ices direct from the freezer. The low temperature may cause 'freezer burns' on lips.
- Don't-** Freeze fizzy drinks.
- Don't-** Try to keep frozen food which has thawed; it should be eaten within 24 hours or cooked and refrozen.
- Don't-** Remove items from the freezer with wet hands.
- Don't-** Close the freezer door before placing the compartment cover in its place.
- Don't-** Leave frozen food at room temperature to thaw; the best way to defrost food is to put it in the fridge to thaw slowly. Make sure you avoid defrosting food or food juices drip onto other food.



## **ENERGY SAVING TIPS**

- 1-** Ensure your appliance is installed in a well ventilated area.
- 2-** Ensure the time between buying chilled/frozen food and placing them in your appliance is kept at minimum, particularly in summer. We recommend you use a cool bag or a special carrier bag to carry frozen food.
- 3-** Do not leave the door (s) of your appliance open longer than necessary and ensure they are closed properly after each opening. .
- 4-** Defrost frozen food in the fridge compartment, so that frozen food acts as an ice pack to assist cooling in the fridge.

## **PROBLEM SOLVING**

If the appliance does not operate when switched on, check whether:

- The plug is inserted properly in the socket and that the power supply is on. (To check the power supply to the socket, plug in another appliance).
- The fuse has blown/circuit breaker has tripped/main distribution switch has been turned off.
- The temperature control has been set correctly.
- New plug is wired correctly if you have changed the fitted moulded plug.

If the appliance is still not operating after the above checks, please refer to the section on "How To Obtain Service".

Please ensure that above checks have been made as a charge will be made if no fault is found.

# BEKO UK AND ROI STANDARD MANUFACTURER GUARANTEE TERMS AND CONDITIONS

Your new Beko product is guaranteed against faulty materials, defective components or manufacturing defects.

**The standard guarantee starts from the date of original purchase of the product and lasts for a period of twelve (12) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.**

**If you have purchased an American style Fridge freezer, the standard guarantee starts from the date of original purchase of the product, and lasts for a period of twenty four (24) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.**

If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our Customer Service Team on **0333 207 9710** (UK and Northern Ireland) or **01 862 3411** (Republic of Ireland)

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

## What is covered by this guarantee?

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Beko plc Authorised Service Representative or Approved Engineer (together the "Service Representatives") to carry out the repair.

## What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
  - Accidental damage, misuse or abuse of a product.
  - An attempted repair of a product by anyone other than a Service Representative.
  - Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.
- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product. To the extent permitted by law, the Manufacturer does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

## Important Notes

1. Your product is designed and built for domestic household use only.
2. The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
3. The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
4. Professional installation by a qualified electrical domestic appliance installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
5. Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
6. This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
7. This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.
8. This guarantee does not apply to graded sales (where the product is purchased as a "second").

9. Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Customer Service Team on the number set out above.
10. The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
11. Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

#### **Does Beko offer replacements?**

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model but when this is not possible, a model of similar specification will be provided. Subject to agreement, the Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

#### **When will the repair take place?**

Our Service Representatives work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Service Representatives will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

#### **Will there be any charge for the repairs?**

It is your responsibility to provide evidence to the Service Representative that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.
- Where a service call has been made and the Service Representative finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Service Representative providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the exclusive jurisdiction of the English Courts, save where you live in another part of the United Kingdom, in which case the governing law and exclusive jurisdiction of the courts of that country will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have exclusive jurisdiction.

This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8QU.

Beko plc is registered in England and Wales with company registration number 02415578.

## BEKO UK AND ROI PARTS GUARANTEE TERMS AND CONDITIONS

**This 10 year parts guarantee relates to Beko products.** To confirm if your Beko appliance has our 10-year parts guarantee you can visit our website at [beko.co.uk/guarantee-terms](https://beko.co.uk/guarantee-terms) or telephone our registrations team on 0800 497 0732.

The Parts guarantee terms and conditions are in addition to our Standard guarantee terms and conditions detailed in the previous section.

**In order to activate the 10 year parts guarantee you MUST register the appliance within 90 days of the original purchase date. You can register by visiting our websites. For UK customer visit [beko.co.uk/register](https://beko.co.uk/register) or phone 0800 497 0732. For ROI customers visit [beko.ie/register](https://beko.ie/register) or phone 1800 911 690. Our Beko branded appliances carry FREE replacement parts for the first 10 years, provided they are fitted by our Service Representatives, at the applicable labour charge.**

Beko free standing appliances come with a 12 month parts and labour guarantee as standard.

Beko built-in, integrated appliances or American fridge freezers come with a 12 month parts and labour guarantee as standard. This is extended to 24 months, free of charge, upon registration of the appliance. When you register your appliance for additional guarantee, you will automatically activate the 10 year parts guarantee. You do not need to register twice.

To make a claim against your Beko Parts Guarantee (the "Guarantee"), all customer and product details must be registered with Beko plc using the procedure outlined below:

1. This extra 9 years (for free standing appliances) or 8 years (for built-in or integrated appliances or American fridge freezers) guarantee is only effective after the expiration of the standard manufacturer's guarantee.
2. It is only valid for certain models of Beko branded products serviced or repaired by Beko plc Authorised Service Representative and Own Engineers (the "Service Representative") and does not cover any labour charge or any:
  - a. Components including but not limited to cabinet or appearance parts, control knobs, flaps and handles.
  - b. Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
3. To activate your guarantee, you MUST register your appliance within 90 days of the original purchase date, For UK customers, visit [beko.co.uk/register](https://beko.co.uk/register) or phone 0800 497 0732. For ROI customers visit [beko.ie/register](https://beko.ie/register) or phone 1800 911 690.
4. Registrations made after 90 days of the original purchase date, may be required to pay an additional fee to activate the 10 year free parts guarantee.
5. Any repair must be carried out by a Service Representative and booked directly with Beko plc.
6. Labour for the repair is not included in this guarantee and is chargeable at the time of booking a repair.
7. The repair is guaranteed for 12 months for the same defect.
8. In the unlikely event that the appliance is beyond economical repair we may at the sole discretion of Beko plc offer you an appliance at a reduced price. Our call out fee will still apply.
9. If the fault can't be identified and the appliance is functioning normally a call out fee will apply.
10. The guarantee is not transferable and cannot be exchanged for cash.
11. There are no alternative or additional offers to this guarantee.
12. The guarantee is exclusive of the manufacturer's standard guarantee.
13. All repair pricing can be found here [beko.co.uk/guarantee-terms](https://beko.co.uk/guarantee-terms) (UK & ROI). Alternatively contact our Customer Services Team for further information.
14. All prices are subject to change without notice.
15. The Terms and Conditions shown above are in addition to the standard terms and conditions of your product guarantee. Please read and refer to such Terms and Conditions when making any claim.
16. We may use the information you provide for marketing purposes and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes in accordance with the applicable Data Protection Laws and General Data Protection Regulations (GDPR). You can opt into this service during the registration process. Further details are available at [beko.co.uk/cookie-and-privacy-policy](https://beko.co.uk/cookie-and-privacy-policy)
17. These Terms and Conditions are governed by the laws of England and Wales; manufacturer: Beko plc, Beko House, 1 Greenhill Crescent, Watford WD18 8QU. Company Registration Number: 02415578.

## HOW TO OBTAIN SERVICE FOR YOUR APPLIANCE

Please keep your purchase receipt or other proof of purchase details in a safe place; you will need to have this documentation available should the product require attention under guarantee.

Please take a few moments to complete the details below, as you will need this information when you call us, or to use our online services. For help please visit [beko.co.uk/support/model-finder](http://beko.co.uk/support/model-finder)

- The product model number is printed on the Operating Instruction Booklet / User guide
- The product model and serial number is printed on the Rating Label affixed to the appliance.
- The Retailer (Purchased from) and Date of purchase will be printed on your purchase receipt or other proof of purchase paperwork

Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for requesting service under guarantee.

Model number	Serial number	Purchased from	Date of purchase

For service under guarantee or for product advice please call our Customer Service Team

**Before requesting service please check the troubleshooting guide in the Operating Instructions booklet or our video support found [beko.co.uk/support/how-to-guides](http://beko.co.uk/support/how-to-guides), as a charge may be levied where no fault is found, even though your product may still be under guarantee.**

After arranging a service visit please ensure the area around the product must be easily accessible to the Service Representative, without the need for cabinets or furniture to be removed or moved.

**It is your responsibility to ensure our Service Representatives have a clean and safe environment to carry out any repairs.**

Please have your Model number and Serial number available when you call us, as you will be required to provide it prior to booking a service visit

**UK Mainland & Northern Ireland:**

**0333 207 9710**

*Landline or mobile calls to 0333 numbers cost no more than calls to geographic numbers 01 or 02 and are charged at the basic rate. Calls from landlines and mobiles are included in free call packages but please check with your telephone service provider for exact call charges.*

**Republic of Ireland:**

**01 862 3411**

**Service once the manufacturers guarantee has expired**

*If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document, otherwise please call us using the appropriate number above, where service can be obtained at a charge.*

*If you do not have any extended guarantee you can call the Customer Services Team for UK customers on 0330 123 1750 and ROI customers on 01 862 3411*

**Contact us through our website**

Send us a secure message through our online contact us form. Please visit our website, click Contact Us and choose a product support topic from the list of options. Complete the required details and click send message.

**Product registrations**

For UK registrations please visit [beko.co.uk/register](http://beko.co.uk/register) and for the Republic of Ireland visit [beko.ie/register](http://beko.ie/register).





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Beko House  
1 Greenhill Crescent  
Watford  
Hertfordshire  
WD18 8QU

Tel: 0845 6004911

Fax: 0845 6004922

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website: [www.beko.co.uk](http://www.beko.co.uk)

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