

# Montpellier

THE PERFECT BALANCE OF FUNCTION AND STYLE

LAUNDRY - DISHWASHING - COOKING - COOLING

## Installation and Operating Instructions



## Integrated Tall Larder Fridge

MITL294 - 177cm Tall

Please read these instructions carefully before attempting to install or use this appliance. We recommend that you keep these instructions in a safe place for future reference.

# Welcome

## Thank you for choosing this Montpellier appliance.

Our appliances have been designed to provide you with the best combination of style, reliability and performance to give you years of trouble-free use.

You may be familiar with a similar product, but please take time to read these instructions carefully before installing or using your appliance to ensure you get the most from your purchase.



**2**  
**YEAR**  
**GUARANTEE**  
— PARTS & LABOUR —  
ACROSS ALL OUR MODELS  
**Montpellier**  
www.montpellier-appliances.com

**We recommend that you keep this manual in a safe place for future reference.**






Your appliance is covered by a comprehensive two year Parts & Labour Guarantee. In the unlikely event that you experience a problem with your appliance, you can rest assured that you are fully protected against the cost of repairs for the first 24 months. Please note that any claim must be accompanied by the model reference number, serial number and proof of purchase.

To activate your guarantee, you will need your product serial number. This can be found inside your appliance.

**NB:** Please make sure that you keep a copy of your original sales invoice as this will be needed if any service call is required.

### **There are three ways to register your Guarantee:**

- **Online:** Visit the Support page on our website and complete the online Product Registration form. [www.montpellier-appliances.com](http://www.montpellier-appliances.com)
- **By Post:** Simply detach and fill in the form provided, attach a stamp and send it in the post. Don't forget to include your e-mail address so that we can send confirmation through to you.
- **By Phone:** Contact our warranty registration department on **0808 1961388**

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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**Thank you for choosing this product.**

This User Manual contains important safety information and instructions on 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.


The design and specifications are subject to change without prior notice for product improvement.

# 1 SAFETY INSTRUCTIONS

## 1.1 General Safety Warnings

**Read this user manual carefully.**

-  **WARNING:** Make sure that the appliance is left to stand for a minimum of 4 hours before being turned on for the first time.
-  **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 only.
- If the socket does not match the refrigerator plug, it must be replaced by 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 13 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.

**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.
- 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 fridge for the first time, please pay attention to the following points:


- The operating voltage for your fridge is 220-240 V at 50Hz.
- The plug must be accessible after installation.
- Your fridge may have an odour when it is operated for the first time. This is normal and the odour will fade when your fridge starts to cool.
- Before connecting your fridge, ensure that the information on the data plate (voltage and connected load) matches that of the mains electricity supply. If in doubt, consult a qualified electrician.
- Insert the plug into a socket with an efficient ground connection. If the socket has no ground contact or the plug does not match, we recommend you consult a qualified electrician for assistance.
- The appliance must be connected with a properly installed fused socket. The power supply (AC) and voltage at the operating point must match with the details on the name plate of the appliance (the name plate is located on the inside left of the appliance).
- We do not accept responsibility for any damages that occur due to ungrounded usage.
- Place your fridge where it will not be exposed to direct sunlight.
- Your fridge 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 fridge 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 fridge with lace. This will affect the performance of your fridge.

- 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 fridge, 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 fridge after cleaning.
- The installation procedure into a kitchen unit is given in the installation manual. This product is intended to be used in proper kitchen units only.

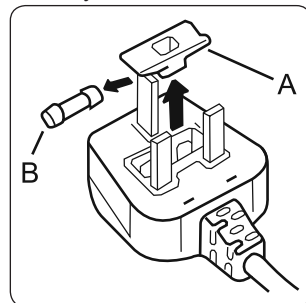
## 1.3 Electrical information (For UK type plug)

 **Warning!** This appliance must be earthed.

The mains lead of this appliance has been fitted with a specially earthed plug.

 **Important:** Do not use the appliance without the fuse cover in position. Should the fuse need to be replaced, it must be replaced with a 13A fuse, ASTA approved to BS1362.

The plug must be used with a specially earthed socket of 13 amperes. If there is no such socket in your house, please have one installed by an authorised electrician.



The mains lead of this appliance has been fitted with a BS 1363A 13A fused plug. To change a fuse in this type of plug, follow the steps below:



1. Remove the fuse cover and fuse.
2. Fit replacement 13A fuse, ASTA approved to BS 1362 type, into the fuse cover.
3. Replace fuse cover.

#### 1.4 During Usage

- Do not connect your fridge 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 explosive or flammable material in your fridge. Place drinks with high alcohol content vertically in the fridge compartment and make sure their tops are tightly closed.

#### 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.

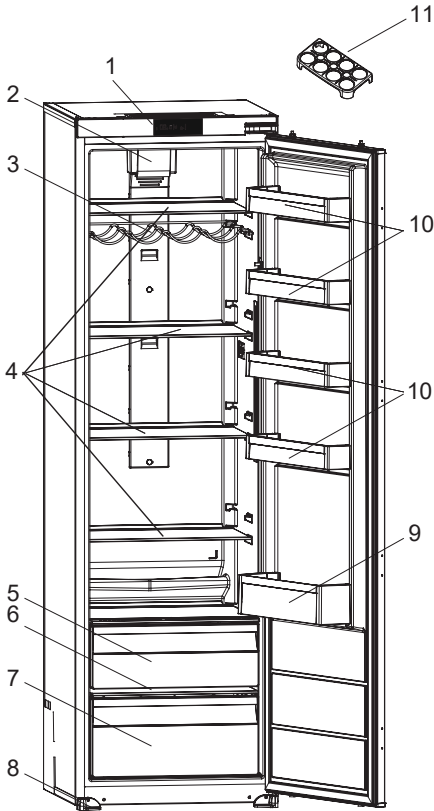


#### Notes:

- 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.

## 2 DESCRIPTION OF THE APPLIANCE

This appliance is intended to be used as a built-in appliance.



- 1) Control panel
- 2) Turbo fan
- 3) Wine rack
- 4) Refrigerator shelves
- 5) Upper crisper
- 6) Crisper cover
- 7) Crisper
- 8) Left & Right stays
- 9) Bottle shelf
- 10) Door shelves
- 11) Egg holder

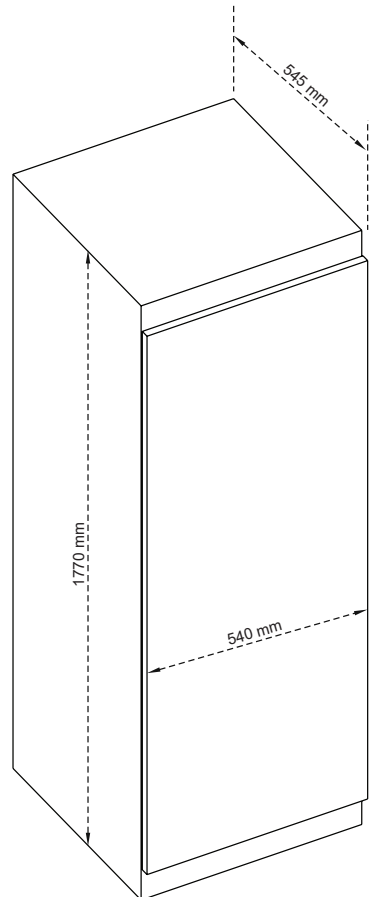


This presentation is only for information about the parts of the appliance. Parts may vary according to the appliance model.

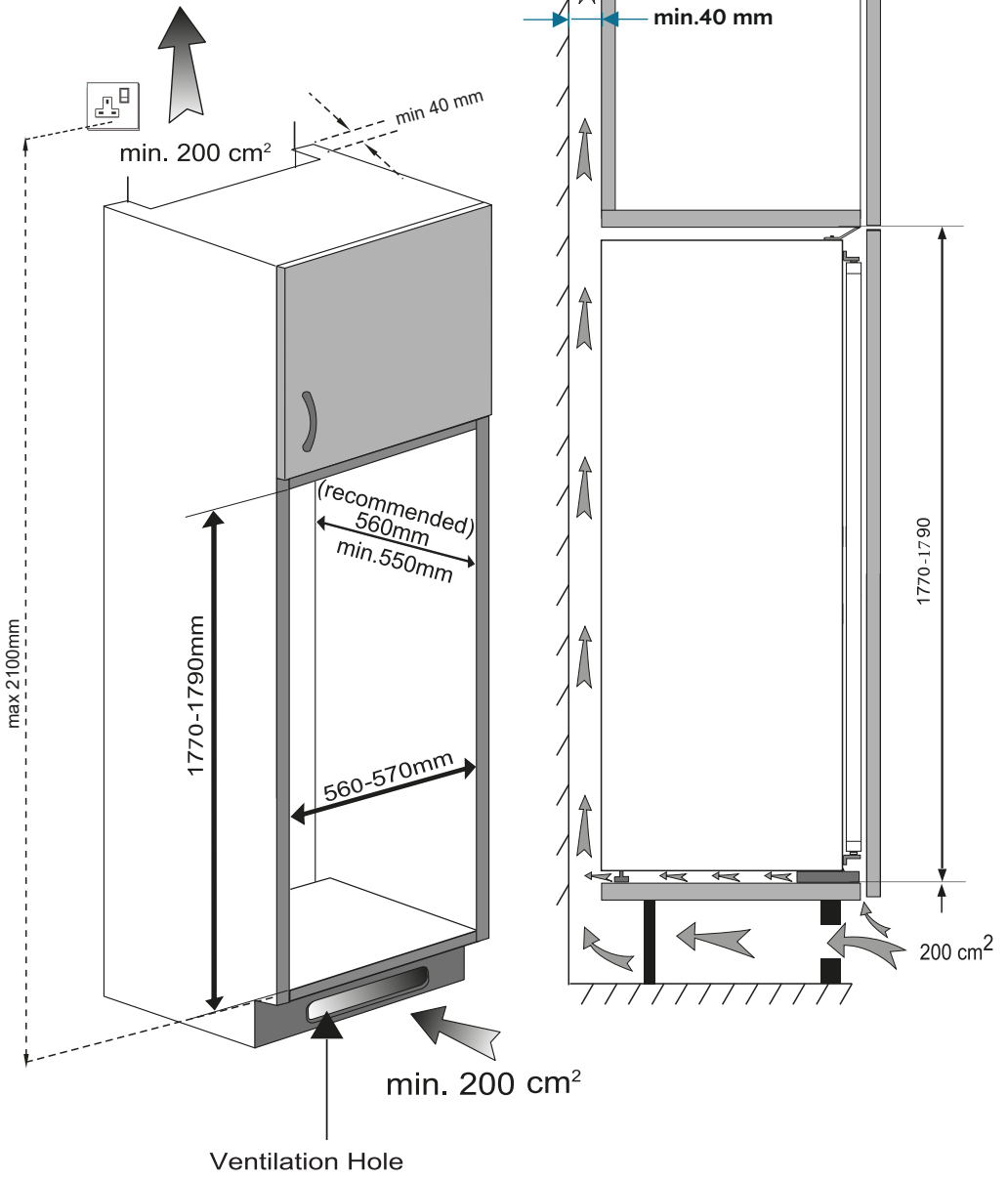
### General notes:

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

### 2.1 Dimensions



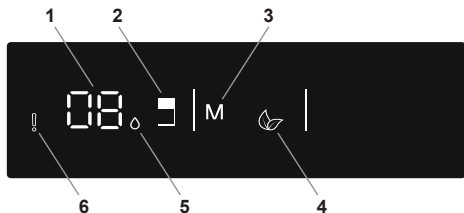
## 2.2 Cabinet Dimensions



← Indicates required AirFlow

## 3 USING THE APPLIANCE

### 3.1 Display and Control Panel



#### Control Panel functions

1. Fridge temperature setting
2. It enables the setting value of cooler to be modified and super cool mode to be activated if desired. Cooler maybe set to 8, 6, 5, 4, 2 °C, and super cool mode.
3. It enables the economy mode to be activated if desired.
4. Economy mode indicator
5. Super Cooling mode indicator
6. Alarm indicator

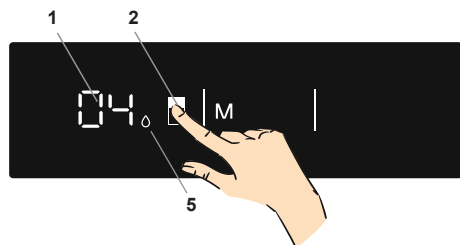
### 3.2 Operating Your Fridge

#### Lighting.

When the product is plugged in for the first time, the interior lights may turn on 1 minute late due to opening tests.

#### 3.2.1 Cooler Temperature Settings

Initial temperature value for the cooler setting indicator is +4 °C.



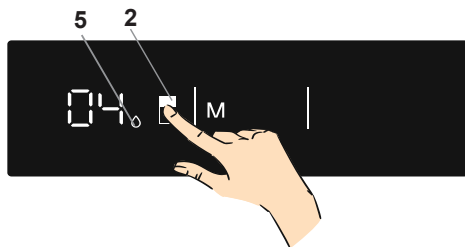
- Whenever you press this button (#2 on control panel diagram), a lower temperature will be set. (+8 °C, +6 °C, +5 °C, +4 °C, +2 °C, and super cool)
- When you push the cooler set button until the super cool symbol (#5) appears, and if you do not push any button within 1 second, super cool will flash.
- If you continue to press the button (#2 on control panel diagram), it will restart from +8 °C.
- The temperature value selected before super cool mode or economy mode is activated and will remain the same when the mode is over or cancelled. The appliance continues to operate with this temperature value.

#### 3.2.2 Super Cool Mode

##### Purpose

- To cool and store a large quantity of food in the fridge compartment.
- To quickly cool drinks.

##### How to use



Press cooler set button (#2 on control panel diagram) until Super cool symbol (#5) will be seen on the screen. Buzzer will sound beep beep. Mode will be set.

##### During This Mode:

- Economy mode can not be selected.
- Super cool mode can be cancelled by the same operation of selecting.

## Recommended Temperature Values for Cooler

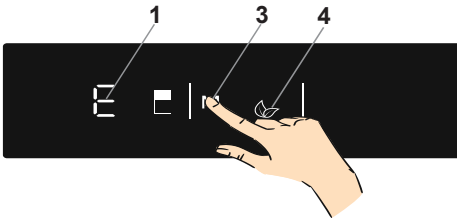
When to adjust	Inner Temperature (°C)
For cooling the fridge at minimum capacity	8
In normal usage	4, 5, 6
For cooling the fridge at maximum capacity	2

### 3.2.3 Economy Mode

#### Purpose

Energy savings. During periods of less frequent use (door opening) or absence from home, such as a holiday, Eco program can provide optimum temperature whilst saving power.

#### How to Use



- Push "MODE" button (#3 on control panel diagram) until eco symbol appears.
- If no button is pressed for 1 second. Mode will be set. Eco symbol (#4) will blink 3 times. When mode is set, buzzer will sound beep beep.
- Cooler temperature segments (#1) will show "E".
- Economy symbol and E will light till mode finishes.

#### During this mode:

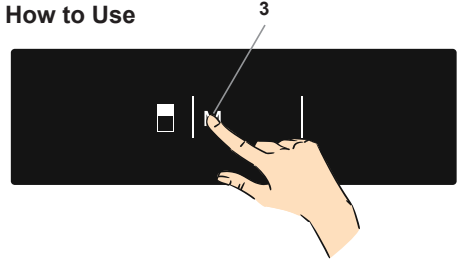
- Cooler may be adjusted. When economy mode will be cancelled, the selected setting values will proceed.
- Super cool mode can be selected. Economy mode is automatically cancelled and the selected mode is activated.
- To cancel, you will just need to press on mode button.

### 3.2.4 Screen Saver Mode

#### Purpose

This mode saves energy by switching off all control panel lighting when the panel is left inactive.

#### How to Use



- Screen saver mode will be activated automatically after 30 seconds.
- If you press any key while the lighting of the control panel is off, the current machine settings will reappear on the display to let you make any change you wish.
- If you do not cancel the screen saving mode or press any key for 30 seconds, control panel will remain off.

#### To deactivate the screen saving mode,

- To cancel the screen saving mode, first of all, you need to press any key to activate the keys and then press and hold the Mode button (#3 on control panel diagram) for 3 seconds.
- To reactivate screen saving mode, press and hold the Mode button (#3 on control panel diagram) for 3 seconds.

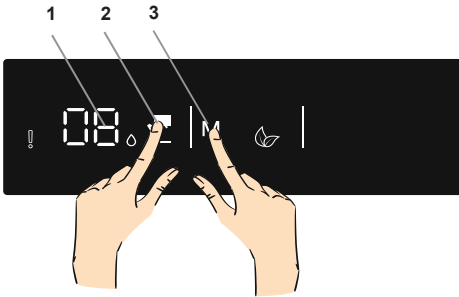
### 3.2.5 Stand-By Mode

#### Purpose

This mode can be used to save energy when you go on vacation. Do not leave perishable items inside the appliance while in stand-by mode.

#### How To Use

Select “8” set value (refer to 3.2.1)



Push mode (#3 on control panel diagram) and cooler Set Button (#2 on control panel diagram) for 5 seconds.

Display (#1) will show “St” “bY” on the screen.

#### During This Mode:

In stand-by mode; all components will be disabled.

If you push the display button, display will show “St” “bY” on the screen to show stand-by mode is active.

To cancel: repeat the above method of setting stand-by mode.

After the mode is deactivated, an error code may light on the display because the product maybe not cool enough. The error code will turn off when the product reaches normal temperature.

### 3.2.6 Door Open Alarm Function

If fridge door is opened more than 2 minutes, appliance sounds ‘beep beep’.

### 3.3 Temperature Settings Warnings

- 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 fridge is operated in the environments which are outside of the stated temperature ranges. This will reduce the cooling efficiency of the appliance.
- Temperature adjustments should be made according to the frequency of door openings, the quantity of food kept inside the appliance and the ambient temperature in the location of your appliance.
- 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.
- A 5 minute delay function is applied to prevent damage to the compressor of your appliance when connecting or disconnecting to mains, or when an energy breakdown occurs. Your appliance will begin to operate normally after 5 minutes.

#### 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.

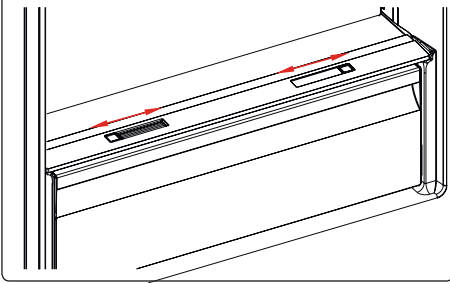
### 3.4 The Turbo Fan

The turbo fan is designed to give an even flow of cool air over the whole appliance.

Do not block the air inlet and outlet openings when storing food, otherwise air circulation provided by the turbo fan will be impaired.

### 3.5 The Fresh Dial (Humidity Controller)

(The images are representative)



If the crisper is full, the fresh dial located in front of the crisper should be opened.

This allows the air in the crisper and the humidity rate to be controlled, to increase the life of food within.

The dial, located behind the shelf, must be opened if any condensation is seen on the glass shelf.

### 3.6 Maxi-fresh preserver

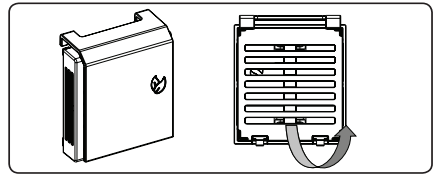
Maxi Fresh Preserver technology helps to remove ethylene gas (a volatile organic compound released naturally from fresh foods) and unpleasant odors from the crisper.

In this way, food stays fresh for a longer time.

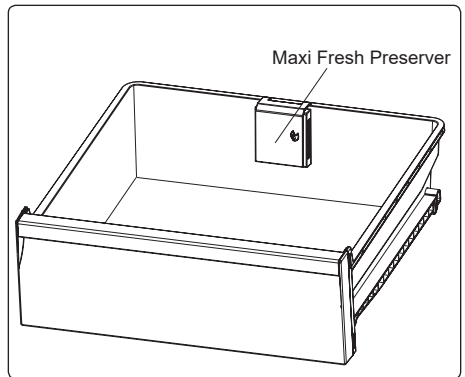
Maxi Fresh Preserver must be cleaned once in a year.

The filter should be placed in an oven for 2 hours at 65°C.

To clean the filter, please remove the back cover of the filter box by pulling it in the direction of the arrow(see below).



The filter should not be washed with water or any detergent ever.



(The images are representative)

## 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 appliance for a long time (e.g. in summer holidays) unplug it. Clean your appliance 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.

## 4 FOOD STORAGE

### 4.1 Refrigerator Compartment

For normal operating conditions, set the temperature of the cooler compartment to +4 or +6 °C.

- To reduce humidity and avoid the consequent formation of frost, always store liquids in sealed containers in the refrigerator. Frost tends to concentrate in the coldest parts of the evaporating liquid and, in time, your appliance will require more frequent defrosting.
- Cooked dishes must remain covered when they are kept in the fridge. Do not place warm foods in fridge. Place them when they are cool, otherwise the temperature/humidity inside the fridge will increase, reducing the fridge's efficiency.
- Make sure no items are in direct contact with the rear wall of the appliance as frost will develop and packaging will stick to it. Do not open the refrigerator door frequently.
- We recommend that meat and clean fish are loosely wrapped and stored on the glass shelf just above the vegetable bin where the air is cooler, as this provides the best storage conditions.
- Store loose fruit and vegetable items in the crisper containers.
- Storing fruit and vegetables separately helps prevent ethylene-sensitive vegetables (green leaves, broccoli, carrot, etc.) being affected by ethylene-releasing fruits (banana, peach, apricot, fig etc.).
- Do not put wet vegetables into the refrigerator.
- Storage time for all food products depends on the initial quality of the food and an uninterrupted refrigeration cycle before refrigerator storage.
- Water leaking from meat may contaminate other products in the refrigerator. You should package meat products and clean any leakages on the shelves.



- Do not put food in front of the air flow passage.
- Consume packaged foods before the recommended expiry date.

Do not allow food to come into contact with the temperature sensor, which is located in the refrigerator compartment, in order to keep the refrigerator compartment at optimum temperature.

- For normal working conditions, it will be sufficient to adjust the temperature setting of your refrigerator to +4 °C.
- The temperature of the fridge compartment should be in the range of 0-8 °C, fresh foods below 0 °C are iced and rotted, bacterial load increases above 8 °C, and spoils.
- Do not put hot food in the refrigerator immediately, wait for the temperature to pass outside. Hot foods increase the degree of your refrigerator and cause food poisoning and unnecessary spoiling of the food.
- Meat, fish, etc. should be store in the chiller compartment of the food, and the vegetable compartment is preferred for vegetables. (if available)
- To prevent cross contamination, meat products and fruit vegetables are not stored together.
- Foods should be placed in the refrigerator in closed containers or covered to prevent moisture and odors.

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

Food	Maximum storage time	How and where to store
Vegetables and fruits	1 week	Vegetable bin
Meat and fish	2 - 3 days	Wrap in plastic foil, bags, or in a meat container and store on the glass shelf
Fresh cheese	3 - 4 days	On the designated door shelf

Food	Maximum storage time	How and where to store
Butter and margarine	1 week	On the designated door shelf
Bottled products e.g. milk and yoghurt	Until the expiry date recommended by the producer	On the designated door shelf
Eggs	1 month	On the designated egg shelf
Cooked food	2 days	All shelves

**NOTE:**



Potatoes, onions and garlic should not be stored in the refrigerator.

## 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.

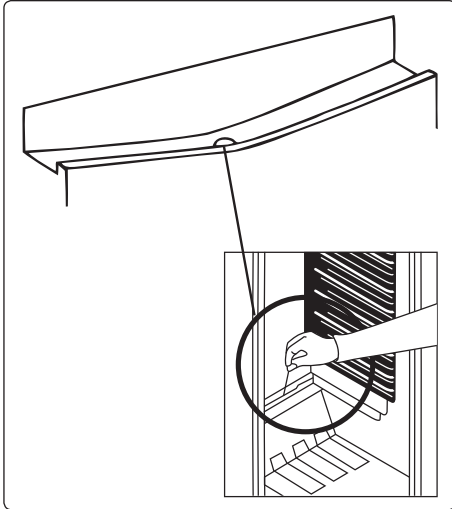
- Make sure that no water enters the lamp housing and other electrical components.
- The appliance should be cleaned regularly using a solution of bicarbonate of soda and lukewarm water.
- Clean the accessories separately by hand with soap and water. Do not wash accessories in a dish washer.
- Clean 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


### Defrosting the Refrigerator Compartment

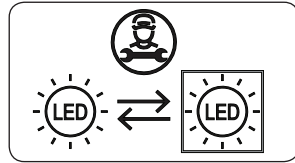


- Defrosting occurs automatically in the refrigerator compartment during operation. The water is collected by the evaporation tray and evaporates automatically.
- The evaporation tray and the water drain hole should be cleaned periodically with the defrost drain plug to prevent the water from collecting at the bottom of the refrigerator instead of flowing out.
- You can also clean the drain hole by pouring half a glass of water down it.

## Replacing LED Lighting

To replace any of the LEDs, please contact the nearest Authorised Service Centre.

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



**If product equipped with LED lamp** This product contains a light source of energy efficiency class <E>.


**If product equipped with LED Strip(s) or LED card(s)**

This product contains a light source of energy efficiency class <F>.

## 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 or fix them into the appliance against shocks using bands when re-positioning or transporting.

 Always carry your appliance in the upright position.

## 7 BEFORE CALLING AFTER-SALES SERVICE

### Errors

If you are experiencing problems with your refrigerator, please check the following before contacting the after-sales service.

ERROR TYPE	MEANING	WHY	WHAT TO DO
E01	Sensor warning		Call Service for assistance as soon as possible.
E02	Sensor warning		Call Service for assistance as soon as possible.
E03	Sensor warning		Call Service for assistance as soon as possible.
E06	Sensor warning		Call Service for assistance as soon as possible.
E07	Sensor warning		Call Service for assistance as soon as possible.
E08	Low Voltage Warning	Power supply to the device has dropped to below 170 V.	<ul style="list-style-type: none"> <li>- This is not a device failure, this error helps to prevent damages to the compressor.</li> <li>- The voltage needs to be increased back to required levels</li> </ul> <p>If this warning continues an authorised technician needs to be contacted.</p>
E10	Fridge compartment is not cold enough	<p><b>Likely to occur after:</b></p> <ul style="list-style-type: none"> <li>- Long term power failure.</li> <li>- Hot food has been left in the fridge.</li> </ul>	<ol style="list-style-type: none"> <li>1. Set the fridge temperature to a colder value or set Super Cool. This should remove the error code once the required temperature has been reached. Keep doors closed to improve time taken to reach the correct temperature.</li> <li>2. Please empty the location at the front area of air duct channel holes and avoid putting food close to the sensor.</li> </ol> <p>If this warning continues an authorised technician needs to be contacted.</p>
E11	Fridge compartment is too cold	Various	<ol style="list-style-type: none"> <li>1. Check is Super Cool mode is activated</li> <li>2. Reduce the fridge compartment temperature</li> <li>3. Check to see if vents are clear and not clogged</li> </ol> <p>If this warning continues an authorised technician needs to be contacted.</p>

If you are experiencing a problem with your **appliance**, please check the following before contacting the after-sales service.

### **Your appliance is not operating**

#### **Check if:**

- There is power
- The plug is correctly placed in the socket
- The plug fuse or the mains fuse has blown
- 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.

### **Your appliance is operating noisily**

#### **Normal noises:**

**Cracking noise occurs:** During automatic defrosting or when the appliance is cooled or warmed (due to expansion and contraction of appliance material).

**Short cracking noise occurs:** When the thermostat switches the compressor on/off.

**Motor noise:** Indicates the compressor is operating normally. The compressor may cause more noise for a short time when it is first activated. The compressor can run loudly or the noise of the compressor/refrigerator may increase in some models during operating in some conditions such that the product is plugged in for the first time, depending on change in the ambient temperature or change of usage. That is normal; when the refrigerator reaches the required temperature, the noise decreases automatically.

**Bubbling noise and splash occurs:** Due to the flow of the refrigerant in the tubes of the system.

**Water flowing noise occurs:** Due to water flowing to the evaporation container. This noise is normal during defrosting.

**Air blowing noise occurs:** During normal operation of the system due to the circulation of air and the operation of the circulation fan.

### **The edges of the appliance in contact with the door joint are warm**

Especially during summer (warm seasons), the surfaces in contact with the door joint may become warmer during the operation of the compressor, this is normal.

### **There is a build-up of humidity inside the appliance**

#### **Check if:**

- All food is packed properly. Containers must be dry before being placed in the **appliance**.
- The **appliance** door is opened frequently. Humidity of the room enters the **appliance** when the doors are opened. Humidity increases faster when the doors are opened more frequently, especially if the humidity of the room is high.

### **The door does not open or close properly**

#### **Check if:**

- There is food or packaging preventing the door from closing
- The door joints are broken or torn
- Your **appliance** is on a level surface.
- The door is correctly fitted.

## 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. Place thawing food in the refrigerator compartment if available. The low temperature of the frozen food will help cool the refrigerator compartment while the food is thawing. This will save energy. Frozen food left to thaw outside of the appliance will result in a waste of energy.
4. 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.
5. 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.
6. Keep the covers of the different temperature compartments (such as the crisper and chiller if available) closed.
7. The door gasket must be clean and pliable. In case of wear, replace the gasket.

## 9 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.

## 10 TECHNICAL DATA

The technical information is situated in the rating plate on the internal side of the appliance and on the energy label where you will also find the relevant Model number that you will need to search for any data.

The QR codes on the energy labels supplied with the appliance provide a web link to the information related to the performance of the appliance.

For the EU QR code it directs you to the EU EPREL database. For the UK QR code it directs you to the product page on the Montpellier web site and all relevant and downloadable information that is required can be found there.

It is also possible to find the same information using the following links  
<https://eprel.ec.europa.eu>  
<https://www.montpellier-appliances.com>

Keep the energy label for reference together with the user manual and all other documents provided with this appliance.

## 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, Proof of purchase and Service Index.

The information can be found on the rating plate. You can find the rating label inside the fridge zone on the left lower side.

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:  
[www.montpellier-appliances.com](http://www.montpellier-appliances.com)

# Here For You

## After-sales assistance

If you continue to experience problems with your appliance, please call the Montpellier customer service helpline on: **01759 487839**

Please have all your product details available, including the model number, serial number, original sales invoice (clearly showing model number, date of purchase and your retailer's details) before registering a fault.

The service call cannot progress without this information.

## Your 2 year Manufacturer's guarantee

THIS DOES NOT AFFECT YOUR STATUTORY RIGHTS.

Your new Montpellier appliance carries a free guarantee which protects you against the cost of repairs during the first 24 months from date of purchase provided that:

Any claim is accompanied by evidence of the model reference, model serial number and proof of purchase, such as a Sales Receipt, showing that the appliance was purchased within the 24 months prior to the date of claim.

## What is not covered under the Guarantee

- Any appliance not correctly installed and operated in accordance with the manufacturer's instructions
- Any appliance that is used for anything other than domestic purposes.  
Any defect caused by accident, misuse, unauthorised modification or inexpert repair.
- Cost of Call-out where a fault cannot be found with the appliance.  
Cost of Call-out for work covering routine maintenance, such as, but not exclusively, cleaning of filters or defrosting.
- Cost of Call-out for work required to correct the alignment of doors following door reversal procedures carried out by you.  
Use of the appliance by anyone other than the Householder.  
Use in any commercial environment.
- Consumable items, such as, but not exclusively, fuses in plugs, bulbs and breakable items which require routine replacement.  
Repair costs incurred that have not been authorised by Montpellier service and/or carried out by a non-approved Montpellier engineer.
- Montpellier Appliances do not accept claims for consequential loss, rusting, corroding, delivery damage or scratches.

## YOUR GUARANTEE IS VALID ONLY IN THE UK & REPUBLIC OF IRELAND

To register your appliance simply complete the card in your appliance pack and return it with a stamp affixed or alternatively you can register online at [www.montpellier-appliances.com/support](http://www.montpellier-appliances.com/support)

## SERVICE HELP-LINE

Should your appliance develop a fault, please call the Montpellier customer service helpline on:

**01759 487839**

Please remember to have all your product details available, including the model number, serial number, date of purchase and your retailer's details before registering a fault.





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[www.montpellier-appliances.com](http://www.montpellier-appliances.com)



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.