

# *acqua*

**UPRIGHT FREEZER**

**INSTRUCTION MANUAL**

**GY-NE280FRS/01 GY-NE280FRW**



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## Brief Introduction

Thank you for choosing your Acqua appliance. Before you use the appliance we recommend that you read through these instructions carefully, which provides details about its usage and functions.

- **This appliance is intended to be used in domestic households.**
- Please ensure people using this appliance are familiar with its operation and features. It is important that you install the appliance correctly and pay attention to the safety instructions carefully.
- We recommend that you keep this user's manual with the appliance for future reference.
- This appliance is not intended for use by persons (including children) with reduced or physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

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

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

**WARNING!** – Do not damage the refrigerant circuit.

**WARNING!** – Do not use electrical appliances inside the food storage compartments of the appliance.

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

**WARNING!** – When disposing of the appliance, do so only at an authorized waste disposal centre. Do not expose to flame.

● **WARNING!** Do not store products or explosive substances such as aerosol cans with a flammable propellant in this appliance.

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## Important Safety Instructions

### General Safety and Daily use

It is important to use your appliance safely. We recommend that you follow the guidelines below.

- Ensure the unit has reached temperature before loading your items in.
- Store any food in accordance with the storage instructions from the manufacturer.
- Don't try to repair the appliance yourself. It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause the appliance to short circuit, fire or an electric shock.
- Don't place too much food directly against the air outlet on the rear wall, as it affects sufficient air circulation.
- Don't place hot items near the plastic components of this appliance.
- Don't store bottled or canned drinks (especially carbonated drinks) in this unit.
- Keep all packaging away from children to avoid risk of suffocation.
- Protect children from being scalded by touching the compressor at the rear bottom of this unit, this at times can become very hot.
- Don't place items on top of the appliance as this could cause injury if they fall.
- Never allow children to play with the appliance by hanging or standing over or on the door, racks, shelves and drawers etc.
- Remove all securing tapes. Wash the inside of the appliance with lukewarm water with a little bicarbonate soda (5ml to 0.5 litre of water). Do not use soap, detergent, citrus or any abrasive cleaners. After cleaning, dry the appliance thoroughly.

### Electrical Safety

To avoid the risks that are always present when using an electrical appliance, we recommend that you pay attention to the instructions about electricity below.

- We recommend after you have unpacked and checked the appliance, should any damage be evident, do not plug in the appliance. Contact the retailer. Keeping all packing materials.
- The appliance must be applied with single phase alternating current of 220 ~240V/50Hz.
- The mains plug must be accessible when the appliance is installed.
- Make sure that the appliance is grounded properly. If in doubt, call a qualified registered electrician.
- If the fitted plug is not suitable for your socket outlets, it should be cut off and carefully disposed of. To avoid a possible shock hazard, do not insert the discarded plug into a socket. If in doubt contact a qualified, registered electrician.
- Do not use extension cords or multiple sockets which could cause overloading of wiring circuits and could cause a fire.
- Always plug your appliance into its own individual electrical socket which has a voltage rating that matches the rating plate.
- Make sure that the plug is not squashed or damaged. Otherwise it may cause a short circuit, electric shock or overheating and even a fire.
- Don't insert the mains plug if the socket is loose, there is a risk of electric shock or fire.
- Switch off the appliance and disconnect it from the mains power before you clean or move it.
- Never unplug the appliance by pulling on the electrical cord. Always grip the plug firmly and pull straight out from the socket to prevent damaging the power cord.

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- Any electrical component must be replaced or repaired by a qualified electrician or authorised service agent. Only genuine spare should be used.
  - Do not use electrical appliance (such as ice cream makers) inside the appliance.

### Refrigerant

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



Caution: Risk of fire.

- Don't store products which contain flammable propellants, (e.g. spray cans or explosive substances in the appliance.)

### Should the refrigerant circuit be damaged

- Avoid open flames (candles etc.) and sources of ignition.
- Thoroughly ventilate the room in which the appliance is situated.

### Service Note

This appliance employs Hydrocarbon Refrigerant type R600a.

It is hazardous for anyone other than an Authorised Service Person to service this appliance.

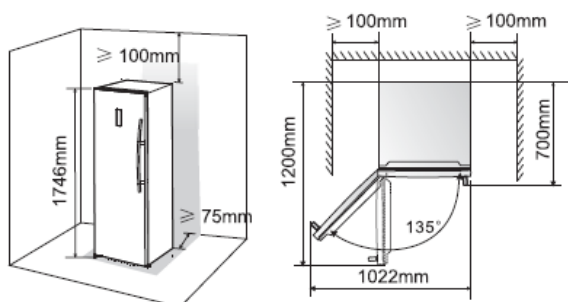
## Installing your new Appliance

Before using the appliance for the first time, it is important that you read the below.

### Ventilation and Setup of the Appliance

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

It is advisable for there to be at least 75mm of space from the back of the wall, at least 100mm from its top, and at least 100mm from its side to the wall and a clear space in front to allow the doors to open 135°. As shown below



Note:

- This appliance performs well within the climate class from **N to T** showed in the table below.

It may not work properly if being left at a temperature above or below the indicated range for a long period of time.

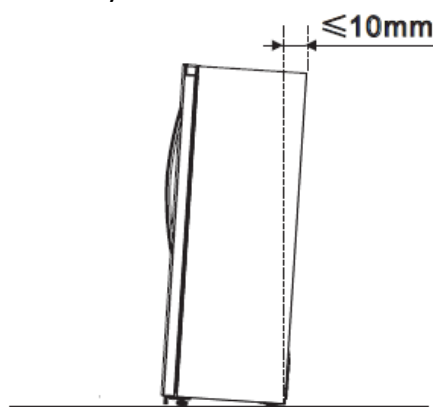
Class	Symbol	Ambient Temperature range (°C)
Extended Temperate	SN	+10 to +32
Temperate	N	+16 to +32
Subtropical	ST	+16 to +38
Tropical	T	+16 to +43

- Once installed as per the above, allow the appliance to sit for **four hours** to allow the gas to settle before turning the appliance on.
- Before loading the appliance with food, ensure it has reached the correct set temperature. Check inside to see if the unit is freezing by using the ice cubes as an indicator.

- Stand your appliance in a dry place to avoid moisture.
- Keep the appliance out of direct sunlight, rain or frost. Stand the appliance away from any heat sources such as stoves, fires or heaters.
- **Do not place on carpet.**

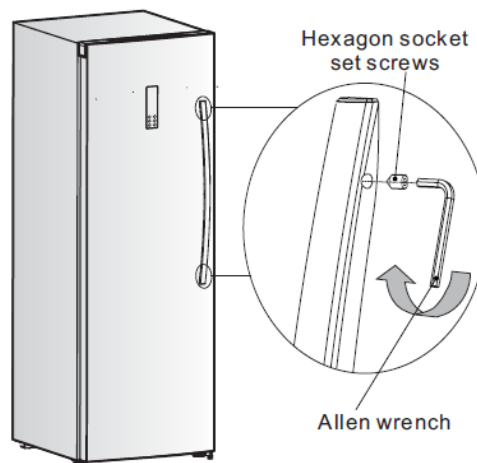
### Levelling of the Appliance

- For sufficient levelling and air circulation in the lower rear section of the appliance, the bottom feet may need to be adjusted. You can adjust them manually by hand or by using a suitable spanner.
- To allow the door to self-close, tilt the top backwards by about 10mm.



### Adjusting the door handle

Before use, please check the appliances handle. If the handle is loose, please adjust them by using an Allen key in the clockwise direction until the handle is secure. The handle is fitted with two screws that may need to be tightened from time to time.

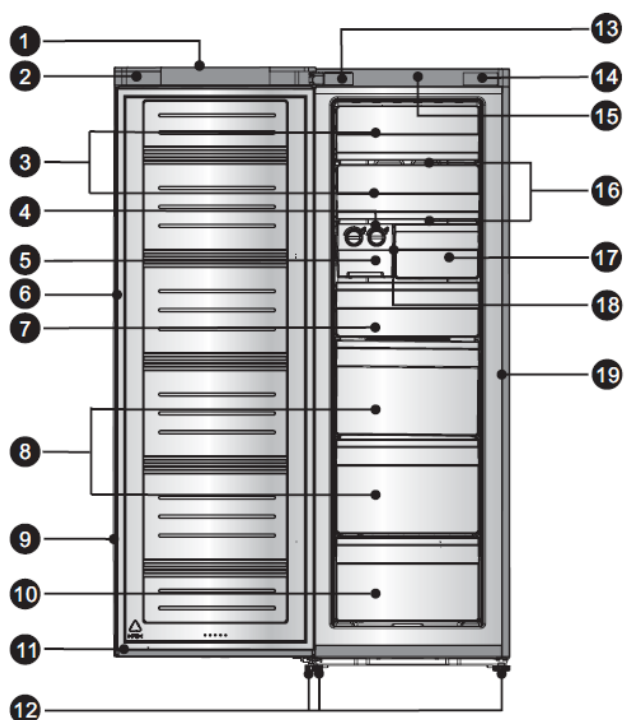


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## Description of the Appliance

### View of the appliance

1. Upper cover of door
2. Corner cover
3. Flap cover
4. Twist ice maker
5. Ice storage box
6. Handle(back)
7. Upper freezer drawer
8. Middle freezer drawer(huge box)
9. Freezer door
10. Lower freezer drawer
11. Freezer door seal
12. Adjustable bottom feet
13. Hinge cover
14. Block cover
15. Upper cover
16. Glass shelf
17. Narrow freezer drawer
18. Shelf bracket(inside)
19. Cabinet



**Note:** Due to constant improvements of our products, your freezer may be slightly different from this instruction manual, but its functions and user methods remain the same.

To get more space in the freezer, you can remove drawers (except the lower freezer drawer), installation bracket and integrative ice maker/twistable ice tray.

To get the best energy efficiency of this product, please place all shelves and drawers on their original position as the illustration above.

## Display Controls

All functions and controls of the unit are accessible from a control panel conveniently located on the door of the freezer. A keypad of touch buttons and a digital display allow easy configuration of features and settings in a simple and intuitive manner.

**Important!** Touch buttons require only a short press on a button to operate. The operation occurs when releasing your finger from the button, not while the button is being pressed. There is no need for applying pressure on the keypad. “Eco Energy” and “Child Lock” buttons require a longer touch of a least 3 seconds. Please refer to those related sections of the manual for detailed instructions. The control panel consists of the indicating temperature area, four icons representing different modes and six touch buttons. When the appliance is powered on for the first time, the backlight of the display turns on. If no buttons have been pressed and the door remains closed, the backlight will turn off after 60 seconds.



### Controlling the Temperature

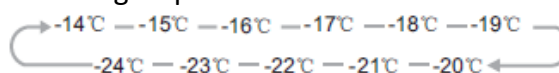
We recommend that when you start your freezer for the first time, the temperature is set to  $-18^{\circ}\text{C}$ . If you want to change the temperature, follow the instructions below.

**Caution!** When you set a temperature, you set an average temperature for the whole freezer cabinet.

Temperatures inside the compartments may vary from the temperature values displayed on the panel, depending on how much food you store and where you place it. Ambient temperature may also affect the actual temperature inside the appliance.

### 1. Freezer

Press “Freezer” button to set freezer temperature between  $-14^{\circ}\text{C}$  and  $-24^{\circ}\text{C}$  as needed, and control panel will display corresponding values according to the following sequence.



### 2. Super Freeze



Super Freeze will quickly lower the temperature within the freezer so food will freeze faster.

This feature also helps to keep the vitamins and nutrition of fresh food for a longer period.

- Press “Super Freeze” button to activate the super freeze function. The light will come and the freezers temperature setting displays  $-24^{\circ}\text{C}$ .
- This process may take up to 24 hours if the unit is fully loaded with food.
- Super freeze automatically switches off after approximately 26 hours and the unit temperature goes to below  $-20^{\circ}\text{C}$ .
- When super freeze function is on, you can switch it off by pressing “Super Freeze” or the “Freezer” button, the freezer temperature setting of function mode will revert back to the previous setting.

### 3. Eco Energy



This function makes the freezer work in a power saving mode which is useful for when you are away on holiday by

Reducing energy consumption. Pressing the “Eco Energy” button for 3 seconds until the

light comes on.

- When the Eco Energy function is activated, the temperature of the unit is automatically switched to  $-15^{\circ}\text{C}$  to minimise the energy consumption.
- When the Eco Energy function is on, you can switch it off by pressing either the “Eco Energy” or “Freezer” button. The freezer temperature setting will revert back to the previous setting.

#### 4. Alarm



In Case of alarm, the “Alarm” icon will light up and a buzzing sound will start. Press “Alarm” button to stop alarm sounding “Alarm” icon will turn off.

**Caution!** When the freezer is turned on after a period of inactivity, the Alarm may be activated. In this case, press “Alarm” button to cancel it.

#### Door Alarm

The alarm light on and a buzzing sound indicate abnormal conditions, such as the door being left open.

- Leaving the door of the freezer open for over 2 minutes will activate a door alarm and buzzer. The buzzer will beep 3 times per minute for 10 minutes. Closing the door cancels the door alarm and buzzer.
- To save energy, please avoid keeping the door open for a long time when using the freezer.

#### Temperature Alarm

This is an important feature that alerts users of potential damage to stored food. If a power failure occurs, for example a blackout in your area of residence while you are away, the temperature alarm may be activated when power is restored to the unit. Alarm light will activate if internal temperature is warmer than  $-10^{\circ}\text{C}$ .

#### 5. Power

- When the appliance is working, you can switch off by pressing the “Power” button for 5 seconds, meanwhile the display panel will be turned off.

**Important!** Do not store any food in the unit during this time.

- When the appliance’s power is off, you can switch the appliance on by pressing the “Power” button for 1 second, and the unit returns to the previous temperature setting.

#### 6. Child Lock



You can press the “Child Lock” button in case children touch the buttons.

When the “Child Lock” function is activated, pressing the other buttons will not work except the “Alarm” button.

- When the appliance is unlocked, you can activate the Child Lock function by pressing “Child Lock” button for 3 seconds. The “Child Lock” icon will be illuminated.

When the child lock function is activated, you can switch this off by pressing the “Child Lock” button for 3 seconds. The “Child Lock” icon will be turned off.

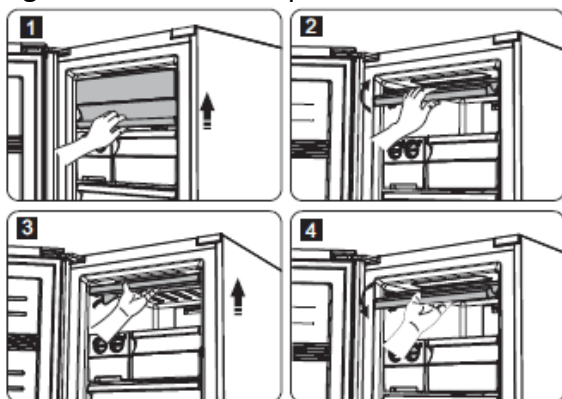


## Using Your Appliance

This section explains how to use your appliance features. We recommend that you read through the following before using your appliance.

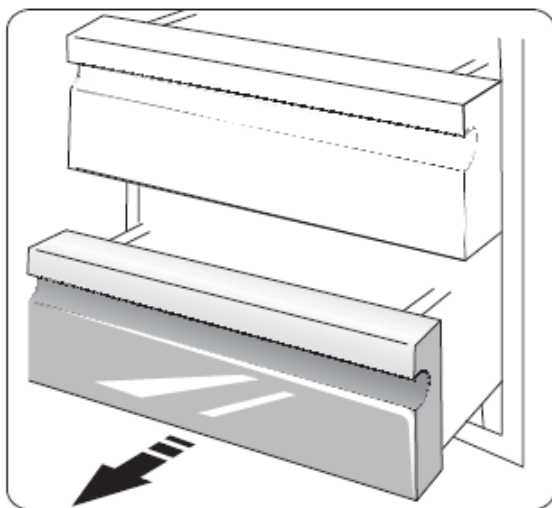
### Flap Cover

- You can turn the flap cover upwards when you want to take out the food in the top chamber.
- Before you open or close the flap cover, you must lift it to the guide track first. Then, the flap cover can slide along the guide track to the top or the bottom.



### Freezer Drawer

- Easy access and storage for your food to be frozen.

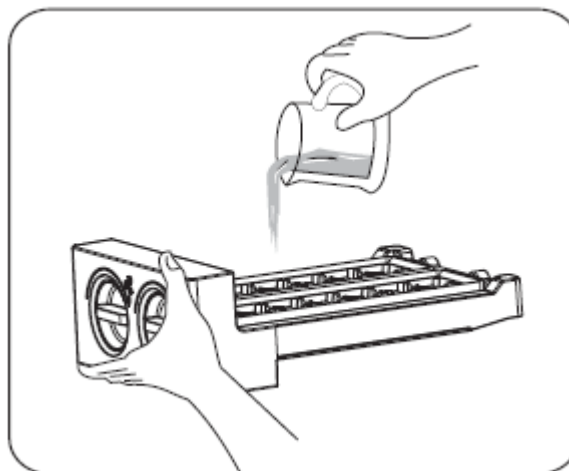


### Twistable Ice Tray

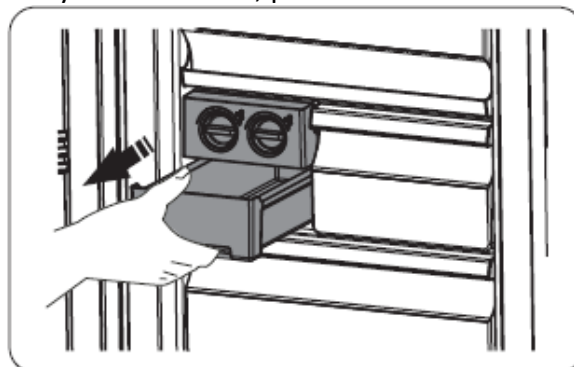
**Note:** If the ice tray is being used for the first time or has not been used for a long time, please clean before using.

- The twist ice tray is used to make and deposit ice cubes. You should use it as follows:

1. Pull out the twistable ice tray from the installation bracket.
2. Pour water into the ice trays ensuring the water level shall not exceed the maximum line.



3. Place the filled ice tray back to the bracket.
4. When ice cubes form, twist the knobs clockwise and the ice will drop into the ice box below.
5. Ice Cubes can be stored in the ice box, if you need them, pull the ice box to use.



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## Helpful Hints and Tips

### Energy Saving Tips

We recommend that you follow the tips below to save energy.

- Try to avoid keeping the door open for long periods in order to conserve energy.
- Ensure the appliance is away from any sources of heat, e.g. direct sunlight, electric ovens or cookers etc.
- Don't set the temperature colder than necessary.
- Don't store warm food or evaporating liquid in the appliance.
- Place the appliance in a well ventilated, humidity free room. Please refer to installing your new appliance in the manual.
- If the diagram shows the correct combination for the drawers, shelves etc., we recommend you do not adjust the combination as this is designed to be the most energy efficient configuration.
- Do not place hot food directly into the freezer, the internal temperature will increase resulting in the compressor having to work harder and consume more energy. Try to avoid keeping the door open for long periods in order to conserve energy

### Hints for Freezing

- When first starting up or after a period out of use, let the appliance run for at least 2 hours before loading food in.
- Ensure the appliance has reached the set temperature before loading your food in.

- Cover or wrap food, particularly if it has a strong flavour.
- Place food properly so that air can circulate freely around it.
- Prepare food in small portions to enable it to be rapidly and completely frozen, and to make it possible to subsequently thaw only the quantity required.
- Use air tight wrappings and containers.
- Do not allow fresh unfrozen food to touch the food which is already frozen to avoid temperature rise.
- Iced products if consumed immediately after removal from the freezer compartment could cause frost burns to the skin.
- It is recommend to label and date each frozen package in order to keep track of the storage time.
- Do not exceed the storage period indicated by the food manufacturer.

### Switching off your Appliance

If the appliance needs to be switched off for an extended period, the following steps should be taken to prevent mould on the appliance.

1. Remove all food.
2. Remove the power plug from the mains socket.
3. Clean and dry the interior thoroughly, please refer to cleaning and care section.
4. Ensure all doors are wedged open slightly to allow air to circulate.

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## Cleaning and Care

For hygiene reasons the appliance, including exterior and interior accessories should be cleaned regularly, at least every two months.

**Caution!** The appliance must not be connected to the mains during cleaning. There is a danger of an electrical shock. Before cleaning switch the appliance off and remove the plug from the main socket. Before use remove all securing tapes. Wash the inside of the appliance with lukewarm water with a little bicarbonate soda (5ml to 0.5 litre of water). Do NOT use soap, detergent, spray or citrus or any abrasive cleaners. After cleaning, dry the appliance thoroughly.

### Exterior Cleaning

To maintain the appearance of your appliance you should clean it regularly.

- Wipe the digital and display panels with a clean, soft cloth.
- Spray water onto the cleaning cloth instead of spraying directly in the surface of the appliance. This helps ensure an even distribution of moisture to the surface,
- Clean the doors, handles and cabinet surfaces with a mild detergent and then wipe dry with a soft cloth.

**Caution!** Do not use sharp objects as they are likely to scratch the surface.

Do not use citrus based cleaners, thinners, car detergent, Clorox, ethereal oil, abrasive cleaners or organic solvent such as benzene for cleaning as they may damage the surface of the appliance and may cause fire.

### Interior Cleaning

You should clean the appliance interior regularly. It will be easier to clean when food stocks are low.

- Wipe the inside of the appliance with a weak solution of bicarbonate soda (as per above, 5ml to 0.5 litre of water).
- Rinse with warm water using a wrung out sponge or cloth.
- Wipe completely dry before installing the shelves and drawers.
- Thoroughly dry all surfaces and removable parts.

Although this appliance automatically defrosts, a layer of frost may occur on the freezers compartments interior walls if the freezer door is opened frequently or kept open too long. If the frost is too thick, choose a time when the supply of food stocks is low and proceed as per below.

- Remove existing food and drawers/shelves
- Unplug the appliance from the mains power and leave the door open.
- Ventilate the room thoroughly to accelerate the thawing process.
- When defrosting is complete, clean your appliance as per the above instructions.

**Caution!** Do not use sharp objects to remove frost from the freezer compartment. Only after the interior is completely dry should the appliance be switched back on and plugged back into the mains socket.

### Door Seal Cleaning

Door seals should be kept clean and maintained also. Wipe the seal with a mild detergent and warm water. Rinse and dry thoroughly after cleaning.

**Important Note:** Do not use any type of spray cleaners in your appliance, this can cause cracking of the interior lining.

## Troubleshooting

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

**Warning!** Do not try to repair the appliance yourself. If the problem persists after you have made the checks mentioned below, contact an authorised service agent or the shop where you purchased the product.

Problem	Possible Cause and Solution
Appliance is not working correctly	Check whether the power cord is plugged into the power outlet properly, try another outlet.
	Check if the power function is on by pressing the “Power” button for 1 second.
	Check the fuse or circuit of your power supply.
	The ambient temperature is too low. Try setting the chamber temperature to a colder level.
	It is normal that the appliance is not operating during the automatic defrost cycle, or for a short time after the appliance is switched on to protect the compressor.
Odours from the compartments	The interior may need to be cleaned
	Some food, container or wrapping cause odours.
Noise from the appliance	<p>The below sounds are normal for your appliance</p> <ul style="list-style-type: none"> <li>• Compressor running noises.</li> <li>• Air movement noise from the small fan motor in the appliance compartment or other compartments.</li> <li>• Gurgling sound similar to water boiling.</li> <li>• Popping noise during automatic defrosting.</li> <li>• Clicking noise before the compressor starts.</li> </ul>
	<p>Other unusual noises are due to the reason below and may need you to check and take action:</p> <ul style="list-style-type: none"> <li>• The cabinet is not level.</li> <li>• The back of the appliance touches the wall.</li> <li>• Bottles or containers fallen or rolling.</li> </ul>
The motor runs continuously	<p>It is normal to frequently hear the sound of the motor, it will need to run more in the following circumstances:</p> <ul style="list-style-type: none"> <li>• Temperature setting is set colder than necessary.</li> <li>• Large amounts of food has recently been stored with the appliance.</li> <li>• The temperature outside the appliance is too high.</li> <li>• Doors are kept open too long or too often.</li> <li>• After installing the appliance or it has been switched off for a long period of time.</li> </ul>

A layer of frost occurs in the compartment	Check that the air outlets are not blocked by food and ensure food is placed within the appliance to allow sufficient ventilation. Ensure the door is fully closed. To remove the frost, please refer to cleaning and care section of this manual.
Temperature inside is too warm	You may have left the doors open too long or too frequently; or the doors are kept open by some obstacle; or the sides appliance is located with insufficient clearance at the sides, back and top.
Temperature inside is too cold	Increase the temperature by following the "Display Controls" section in the manual.
Doors will not close easily	Check whether the top of the appliance is tilted back by 10-15mm to allow the doors to self-close, or if something inside is preventing the doors from closing. Are the seals pushed into the grooves properly.
Units is too hard to open	This happens because a slight and temporary vacuum occurs when warm air is let into the appliance when the door is opened. This gets flash cooled by the frozen product inside causing the vacuum. Wait 30 seconds or use your fingertips to press on the seal to help ease the vacuum. Do not pull on the door as you will damage your seal and may cause your door handle to loosen or come off!
Water drips on the floor	The water pan located at the rea bottom of the cabinet may not be properly levelled, or the draining spout located underneath the top of the compressor depot may not be properly positioned to direct water into this pan, or the water spout is blocked. You may need to pull the appliance away from the wall to check the pan and spout.

## Disposal of the Appliance

### Packaging Materials


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

### Before Disposal of the Appliance

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

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

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	Correct Disposal of this product
	<p>This symbol on the product or in its packing indicates that this product may not be treated as household waste. Instead, it should be taken to the appropriate waste 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 the inappropriate waste handling of this product. For more detailed information about the recycling of this product, please contact your local council your household waste disposal service, or the shop where you purchased the product.</p>