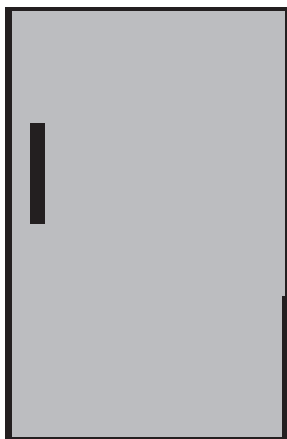


Refrigerator

User manual



QZ32

EN |

beko

Please read this manual first!

Dear Customer,

We hope that your product, which has been produced in a 1st-class manufacturing facility and checked under the most meticulous quality control procedures, will provide you with years of good service.

For this, we recommend you to carefully read the entire manual of your product before using it and keep it at hand for future reference.




This manual

- Will help you use your appliance quickly and safely.
- Read the manual before installing and operating your product.
- Follow the instructions, especially those for safety.
- Keep the manual in an easily accessible place as you may need it later.
- Besides, read also the other documents provided with your product.

Please note that this manual may be valid for other models as well.

Symbols and their descriptions

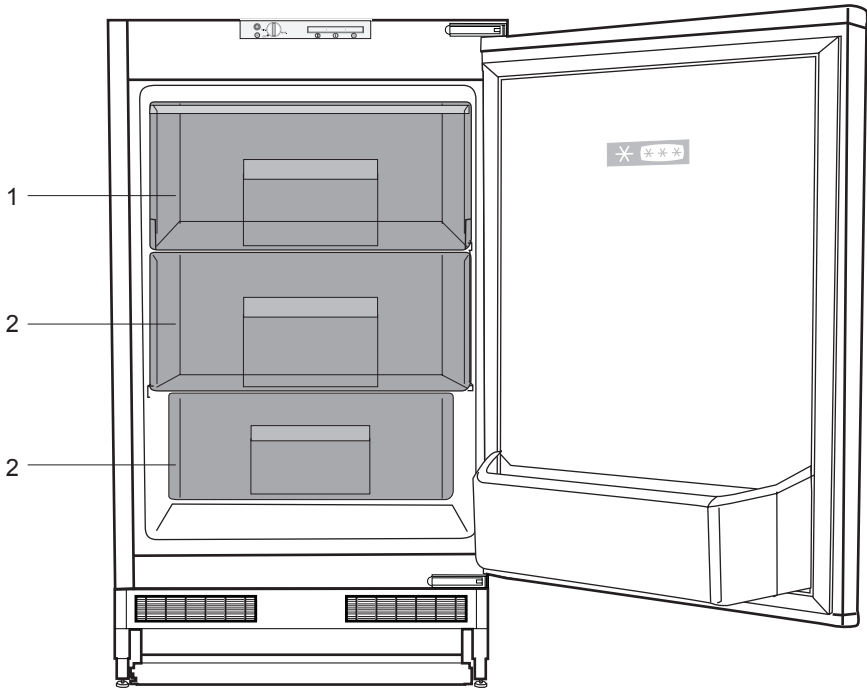
This instruction manual contains the following symbols:

-  Important information or useful usage tips.
-  Warning against dangerous conditions for life and property.
-  Warning against electric voltage.

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1 Your refrigerator



1. Fast freeze compartment
2. Frozen food compartments

i 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.

2 Warnings

- Do not connect your appliance to the electricity supply until all packing and transit protectors have been removed.
- If transported horizontally leave to stand upright for at least 4 hours before switching on to allow compressor oil to settle
- 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 young children.
- This fridge/freezer must only be used for its intended purpose i.e the storing and freezing 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 damage do not expose the appliance to fire or 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.
- See Installation Instructions on page 11 for information on suitable location.

- 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. Do not use multiple adapter or extension cable.
- Failure to observe these instructions may invalidate your right to free service during the guarantee period.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not damage the refrigerant circuit.
- 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.
- 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 should be supervised to ensure that they do not play with the appliance.

Electrical requirements

Before you insert the plug into the wall socket make sure that the voltage and the frequency shown on 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 be connected to the mains supply via a suitable switched and fused socket. The appliance must be positioned so that the plug is accessible.

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 ASTABEAB approved BS1362 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.

Important! Fitting A Different Plug

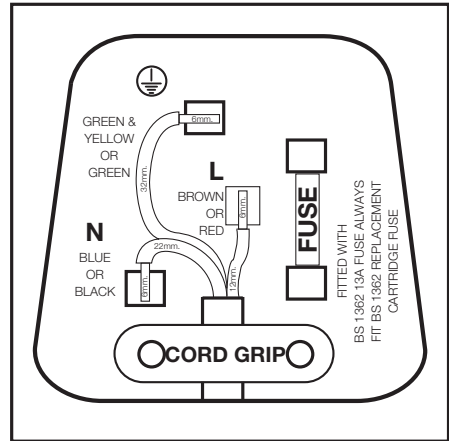
1. As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug proceed as follows: (See diagram).

2. Connect the green-yellow or green (Earth) wire to the terminal in the plug marked 'E' or with the symbol \oplus or coloured green and yellow or green.

3. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.

4. Connect the brown (Live) wire to the terminal in the plug marked 'L' or coloured red.

5. 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.

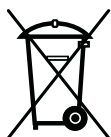


Energy saving tips

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 perishable 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.
5. Energy consumption of this appliance is measured while freezer compartment is loaded without use of top shelf lid and the drawers except the bottom drawer. It is advised that freezer compartment is loaded without use of drawers except the bottom drawer in order to achieve maximum loading capacity.

Compliance with WEEE Directive and Disposing of the Waste Product:



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE). This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with normal domestic and

other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

Compliance with rohs directive:

The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

Package information

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

3 Installation

⚠ Please remember that the manufacturer shall not be held liable if the information given in the instruction manual is not observed.

Points to be considered when re-transporting your refrigerator

1. Your refrigerator must be emptied and cleaned prior to any transportation.
2. Shelves, accessories, crisper and etc. in your refrigerator must be fastened securely by adhesive tape against any jolt before repackaging.
3. Packaging must be adequate and the rules of transportation printed on the package must be followed.

Please do not forget...

Every recycled material is an indispensable source for the nature and for our national resources.

If you wish to contribute to recycling the packaging materials, you can get further information from the environmental bodies or local authorities.

Before operating your refrigerator

Before starting to use your refrigerator check the following:

1. Is the interior of the refrigerator dry and can the air circulate freely in the rear of it?
2. Clean the interior of the refrigerator as recommended in the "Maintenance and cleaning" section.

3. Plug the refrigerator into the wall outlet. When the fridge door is open, the fridge compartment interior light will come on.

4. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, even if the compressor is not running and this is quite normal.

5. Front edges of the refrigerator may feel warm. This is normal. These areas are designed to be warm to avoid condensation

Electric connection

Connect your product to a grounded socket which is being protected by a fuse with the appropriate capacity.

Important:

- The connection must be in compliance with national regulations.
- The power cable plug must be easily accessible after installation.
- The specified voltage must be equal to your mains voltage.
- Extension cables and multiway plugs must not be used for connection.

⚠ A damaged power cable must be replaced by a qualified electrician.

⚠ Product must not be operated before it is repaired! There is danger of electric shock!

Disposing of the packaging

The packing materials may be dangerous for children. Keep the packing materials out of the reach of children or dispose of them by classifying them in accordance with the waste instructions. Do not dispose of them along with the normal household waste.

The packing of your refrigerator is produced from recyclable materials.

Disposing of your old refrigerator

Dispose of your old refrigerator without giving any harm to the environment.

- You may consult your authorised dealer or waste collection center of your municipality about the disposal of your refrigerator.

Before disposing of your refrigerator, cut out the electric plug and, if there are any locks on the door, make them inoperable in order to protect children against any danger.

Placing and Installation

1. Install your refrigerator to a place that allows ease of use.
2. Keep your refrigerator away from heat sources, humid places and direct sunlight.
3. There must be appropriate air ventilation around your refrigerator in order to achieve an efficient operation. If the refrigerator is to be placed in a recess in the wall, there must be at least 5 cm distance with the ceiling and at least 5 cm with the wall. If the floor is covered with a carpet, your product must be elevated 2.5 cm from the floor.

4. Place your refrigerator on an even floor surface to prevent jolts.

5. 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.

Important

Installation Instructions

1. To avoid a hazard due to instability of the appliance, it must be fixed in accordance with the instructions.
2. Do not operate this appliance unless installed to furniture.
3. The appliance should be located on a smooth surface. The four front and back feet can be adjusted as required. To ensure that, your appliance is standing upright adjust the four front and back 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.
4. Refer to «Cleaning and Care» section to prepare your appliance for use.
To avoid any loss in performance, air channels should not be obstructed.

Minimum distance between the wall and the appliance must be at least 10 mm.

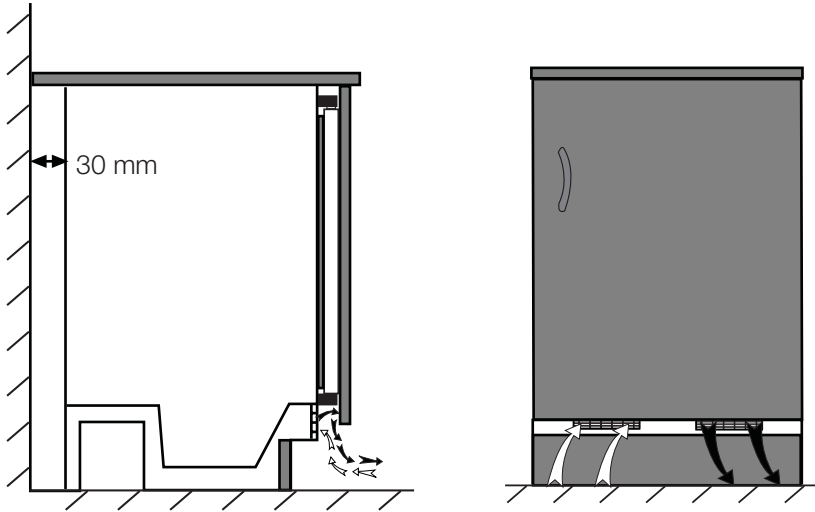
5. The appliance must be protected against rain, moisture and other atmospheric influences.

Important:

Care must be taken while cleaning / carrying the appliance to avoid touching the bottom of the condenser metal wires at the back of the appliance as you might injure your fingers and hands

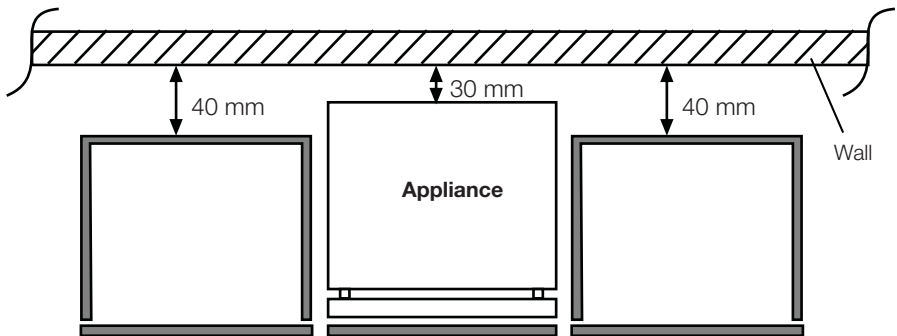
Important:

This appliance is not designed for stacking with any other appliance. When positioning your appliance, take care not to damage your flooring, pipes, wall coverings etc.



To avoid any loss in performance, air suction channels should not be obstructed. (140 cm²)

Minimum distance between the wall and the appliance must be at least 30 mm.



Reversing The Doors

Follow the step by step instructions and the diagram below. Numbers in brackets refer to diagrams.

1. Switch off at the socket outlet and pull out the mains plug.

2. Remove all food, loose items and fittings from inside the appliance and door shelves.

3. Unscrew the bolts and remove the upper and bottom hinges from the cabinet and door. (1) (2)

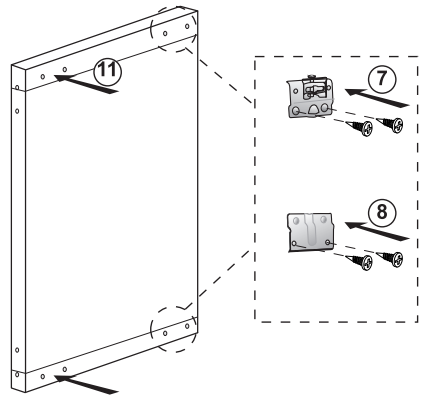
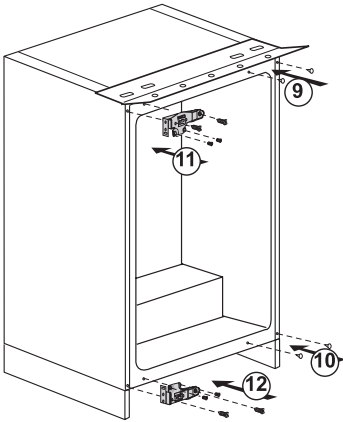
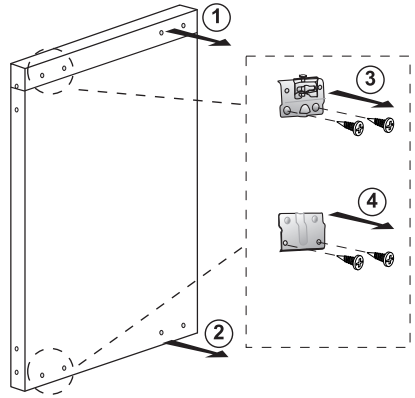
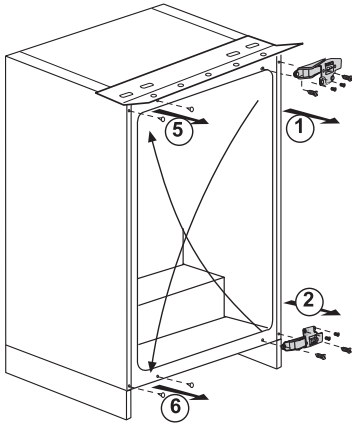
4. Remove stoppers. (3) (4)

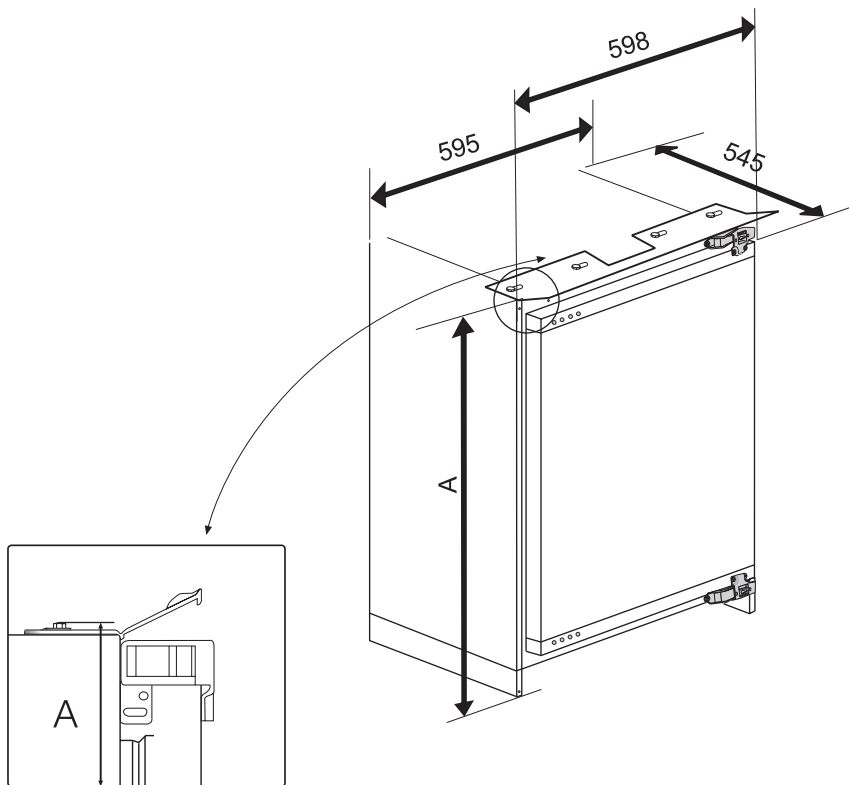
5. Fit the stoppers on the opposite side. (5) (6)

6. Reposition the upper hinge on the opposite side as bottom hinge (7)

7. Reposition the bottom hinge on the opposite side as upper hinge.

(8) Locate the door and tighten the bolts fixing the door.

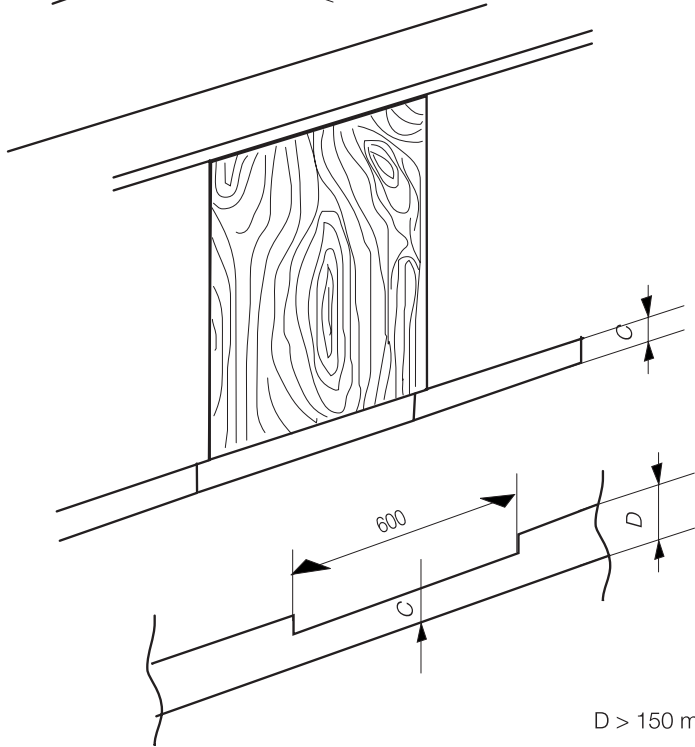
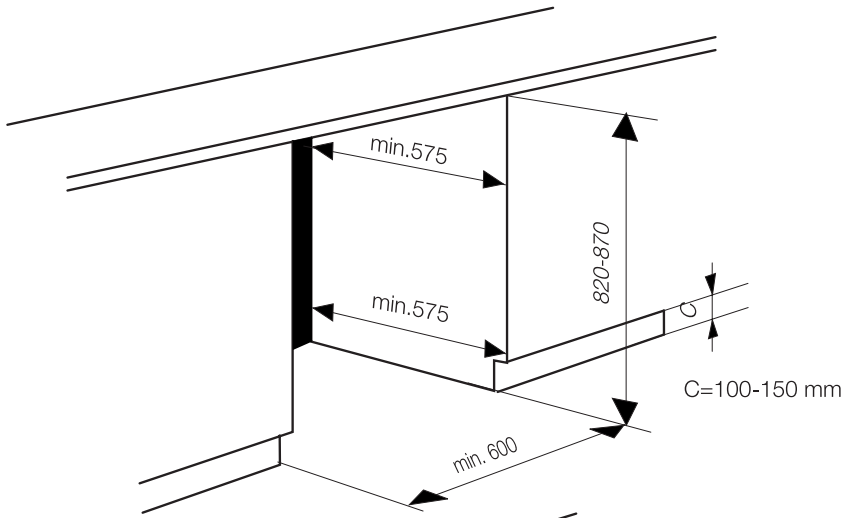




A (mm)	820 - 870 mm
C (mm)	100 - 150 mm

NOTE

- 1) Height of the product can be adjusted by the help of adjustable feet (front and back) to fit the furniture niche height (B).
- 2) Do not operate this appliance until it has been installed in the furniture.



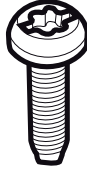
D > 150 mm.

Torks
Torx

Ağaç
Wood

Sac
Sheet

Havşa Baş
Countersink



T (M5*12)



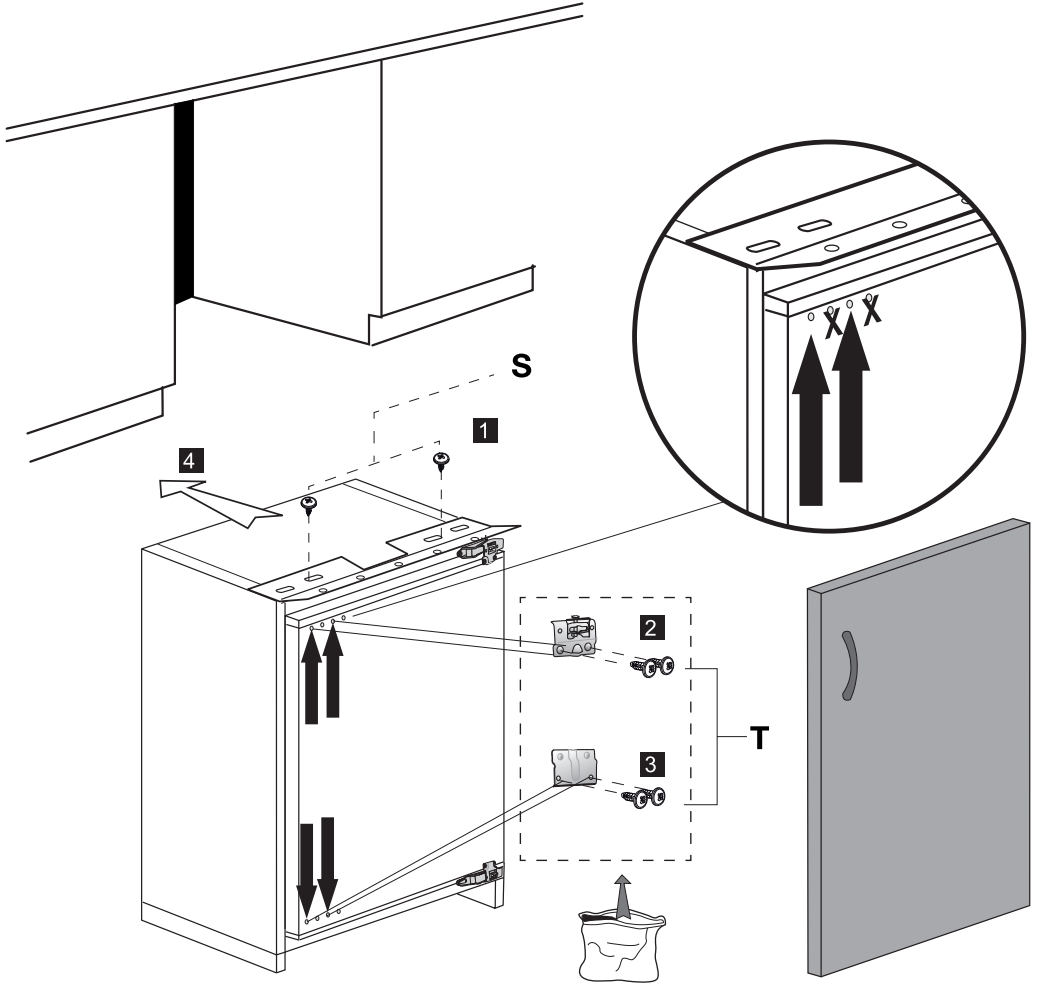
W



S

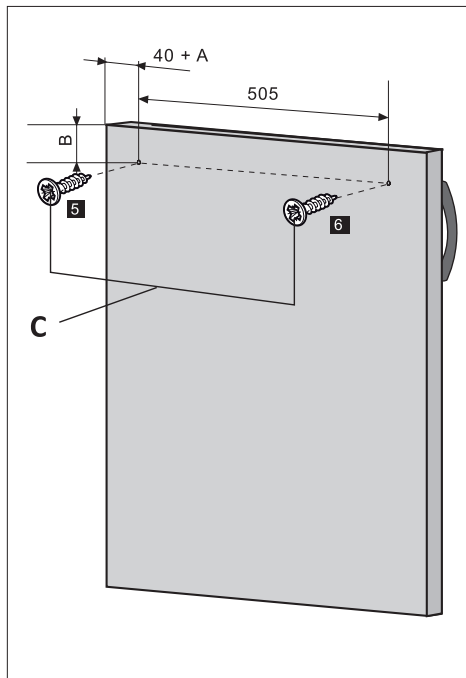
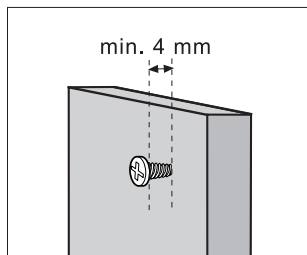
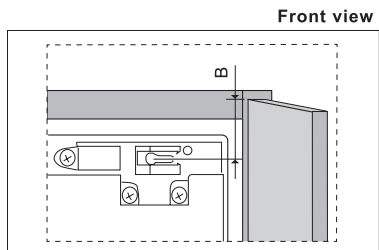
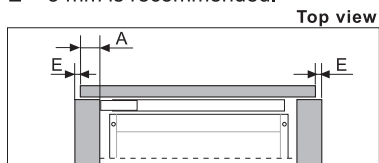


C



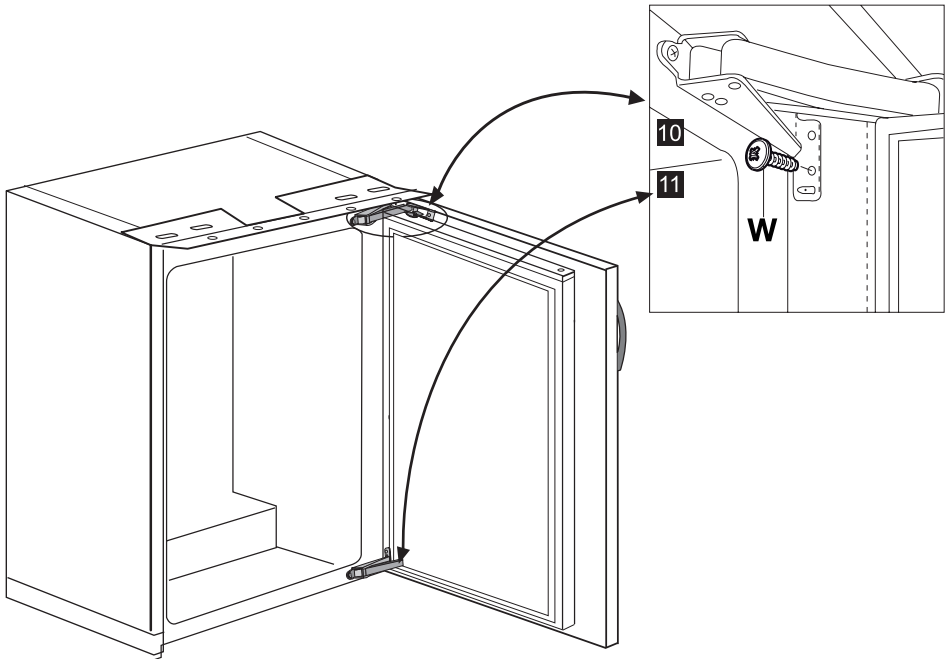
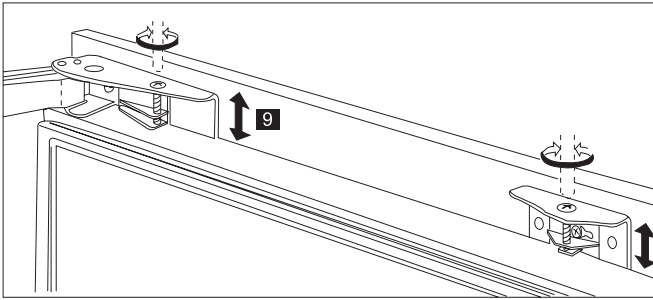
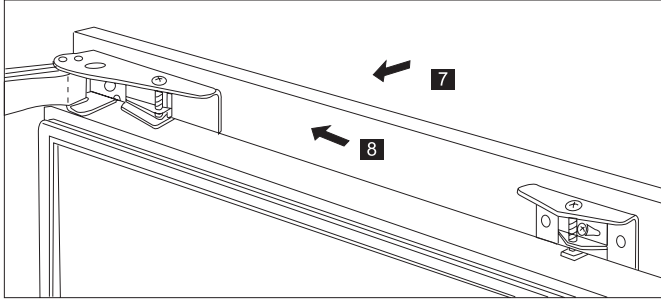
Note: Installation step for 2, screws for connecting top plastic rpart should not be screwed very hard, because of moving the plastic part easily left or right side.

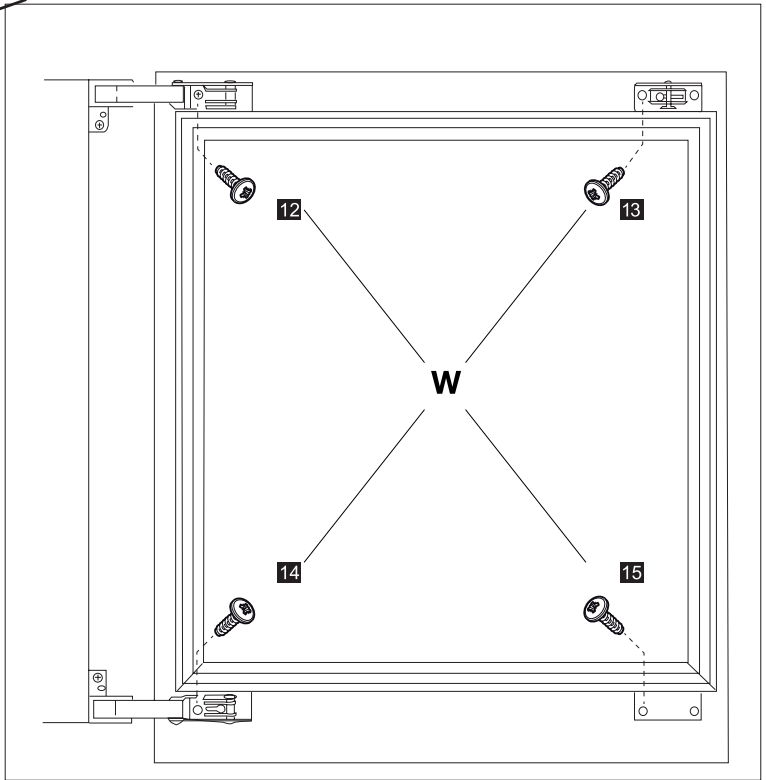
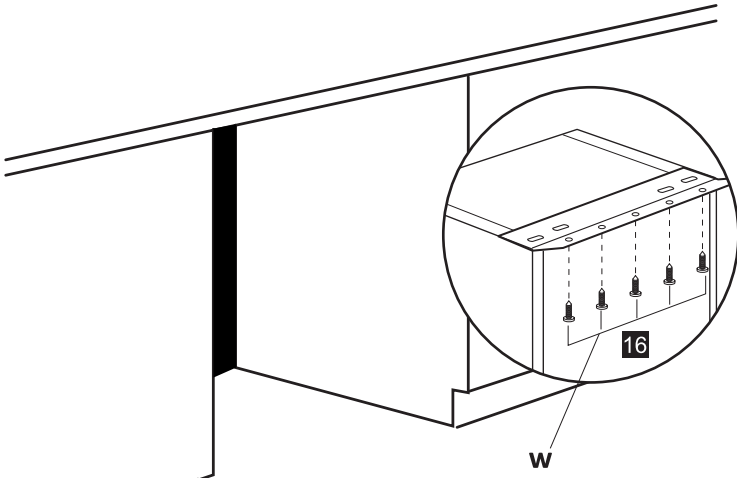
E = 3 mm is recommended.



Note:

1. These dimensions are valid for products, which are hinged on right hand side.
2. When door opening direction is reversed, mirror image of this instruction should be considered
That is, dimensions should be considered for opposite sides.





4 Before operating

Final Check

Before you start using the freezer check that:

1. The feet have been adjusted and the product is level.
2. The interior is dry and air can circulate freely at the rear.
3. Clean the interior as recommended under "CLEANING AND CARE."
4. Insert the plug into the wall socket and switch on the electricity supply. Avoid accidental disconnection by taping over the switch.
5. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, whether the compressor is running or not which is quite normal.
6. Front edges of the cabinet may feel warm. This is normal. These areas are designed to be warm to avoid condensation.
7. Do not load the appliance immediately it is switched on. Wait until the correct storage temperature has been reached. We recommend that you check the temperature with an accurate thermometer (see; Temperature Control and Adjustment).

Important Notes :

1. If there is a power failure do not open the door. Frozen food should not be affected if the failure lasts for less than 19 hours. If the failure is longer, then the food should be checked and either eaten immediately or cooked and then re-frozen.
2. If you find the freezer door difficult to open just after you have closed it, don't worry. This is due to the pressure difference which will equalise and allow the door to open normally after a few minutes.
3. Always wrap food using a suitable packaging material before storing in your appliance to avoid contact with the appliance surface and food remains for hygiene reasons.
4. The appliance may go OFF when the thermostat is adjusted below MIN. position. When the green indicator light is OFF, the appliance is turned OFF also.
Once it is turned OFF (even for defrosting), please adjust the thermostat somewhere above MIN to be sure that it is turned ON again. When the appliance is turned ON, the green indicator will light up.

5 Using your refrigerator

Temperature 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. If the ambient temperature is higher than 32°C, turn the thermostat button to maximum position.

Storing the frozen food

Prepacked commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions for a  frozen food storage compartment.

The freezing area is marked with  symbol on the door liner.

To ensure that the high quality achieved by the frozen food manufacturer and the food retailer is maintained the following should be remembered:

1. Put packets in the freezer as quickly as possible after purchase.
2. Do not exceed "Use By", "Best Before" dates on the packaging.

3. Please note that drawers, baskets, flaps, trays are all removable.

Defrosting

Defrost twice a year or when a frost layer of around 7 mm (1/4") has formed.

To start defrosting procedure turn the thermostat to zero position (Alternatively you may switch off the freezer at the socket outlet and pull out the mains plug.)

All food should be wrapped in several layers of newspaper and stored in a cool place (e.g. fridge or larder).

Remove all freezer drawers. The special defrost collection basin collects the defrost water. Therefore defrosting can be conducted without mess.

Containers full of warm water may be placed carefully in the freezer to speed up the defrosting.

Do not use pointed or sharp edged objects such as knives, forks to remove the frost.

Never use hairdryers, electrical heaters and other similar electrical appliances for defrosting.

When defrosting has finished, sponge out any defrost water which collects at the bottom of the freezer and dry the interior thoroughly. Turn the thermostat to mid point. Close the freezer door. Insert the plug into the wall socket and switch on the electricity supply. Don't forget to tape over the switch to avoid accidental disconnection.

7 Do's and Don'ts

Do- Clean 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 which have a strong odour or can dry out in polythene bags, aluminium foil or place in an 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", "Use by" etc. dates.

Do- Store commercially frozen food in accordance with the instructions given on the packets that you buy.

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 when you buy it 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 avoid it flavouring other food.

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 time in the fridge.

Don't- Store cooked and fresh food together in the same container. They should be packaged and stored separately.

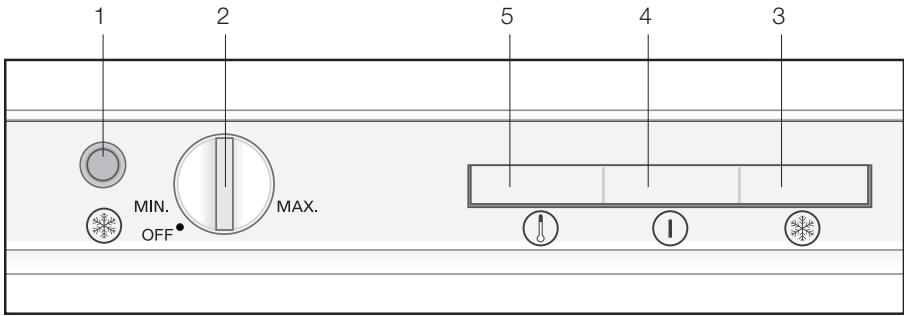
Don't- Let defrosting food or food juices drip onto food.

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- 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 (6 kg in any 24 hours) when freezing fresh food.



LED indicators and control panel

LED indicators in the front section of your refrigerator are intended to help you in monitoring the operation of your appliance.

Keep your food in the refrigerator in a safe manner by monitoring and using these LEDs and controls as explained below:

Fast Freeze Button (1):

Used to freeze the food fast. Compressor may not operate immediately but after some time after the control is pressed and this is quite normal.

Thermostat Setting Control (2):

Used to set your refrigerator between minimum and maximum values.

Orange LED (3):

Lights up when the fast freeze button on the LED panel is pressed. In this case, your refrigerator operates continuously.

Press the button again when the food you would like to fast freeze comes to the desired temperature and the orange LED will turn off.

Green LED (4):

Lights up continuously after plugging in your refrigerator.

Red LED (5):

It warns you by lighting up continuously if not enough cooling effect is obtained, when the door remains open for a long time and when excessive food is loaded.

If the red LED lights up continuously when the conditions stated in the adjacent column do not exist, then call our Authorized Service.

6 Maintenance and cleaning

- We recommend that you switch off the appliance at the socket outlet and pull out the mains plug before cleaning.
 - Never use any sharp abrasive instrument, soap, household cleaner, detergent and wax polish for cleaning.
 - Use luke warm water to clean the cabinet of the appliance and wipe it dry.
 - 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.
 - Excess deposit of ice should be removed on a regular basis using the handle of a spoon. Large accumulation of ice will impair the performance of the freezer.
 - If the freezer 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.
 - To remove a drawer, pull it as far as possible, and then tilt it upwards, and then pull it out completely.
 - Any dust that gathers on the condenser, which is located at the back of the freezer, should be removed once a year with a vacuum cleaner.
 - Check door seals regularly to ensure they are clean and free from food particles..
 - Never :
 - Clean the worktop with unsuitable material; eg petroleum based products.
 - Subject it to hot temperatures in any way, Scour, rub etc., with abrasive material.
- ⚠ Never use cleaning agents or water that contain chlorine to clean the outer surfaces and chromium coated parts of the product. Chlorine causes corrosion on such metal surfaces.

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.

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 and not to "0" (OFF)
- 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.

8 Guarantee Details

Your new Beko product is guaranteed against faulty materials, defective components or manufacturing defects. The guarantee starts from the date of original purchase of the product 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 any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our Call Centre on 0333 207 9710.

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 Approved Engineer 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 Beko Approved Engineer (the "Engineer").
 - 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

- Your product is designed and built for domestic household use only.
- 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.
- The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
- 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).
- Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
- This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
- 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.
- This guarantee does not apply to graded sales (where the product is purchased as a "second").
- 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 Call Centre on the number set out above.
- 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.
- 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. 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 Engineers 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 Engineers 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 Engineer 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 engineer 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 Engineer 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 English Courts, save where you live in another part of the United Kingdom, in which case the law and courts of that location 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 jurisdiction.

How To Obtain Service

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

It will be useful if you complete the details below, as it will help us assist you when requesting service (the model number is printed on the Instruction Booklet and the serial number is printed on the Rating Label affixed to the appliance). Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for under guarantee service.

The area around the product must be easily accessible to the Engineer without the need for cabinets or furniture being removed.

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

.....
Model No:

Serial No:

Retailer:

Date of purchase:
.....

For service under guarantee simply telephone the appropriate number below:

UK Mainland & Northern Ireland: 0333 207 9710 or
customerservice@support.Beko.co.uk

Republic of Ireland: 01 862 3411 or customerservice@support.Beko.ie

Register your appliance:

For UK registrations visit beko.co.uk/register and for the Republic of Ireland beko.ie/register.

Before requesting service please check the troubleshooting guide in the Operating Instructions as a charge may be levied where no fault is found even though your product may still be under guarantee.

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 the appropriate number above where service can be obtained at a charge.

Should you experience any difficulty in obtaining service contact the Beko Customer Helpline on Tel: 0333 207 9710 or
e-mail: CustomerService@support.beko.co.uk
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This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Herts, WD18 8QU. Beko plc is registered in England and Wales with company registration number 02415578.



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