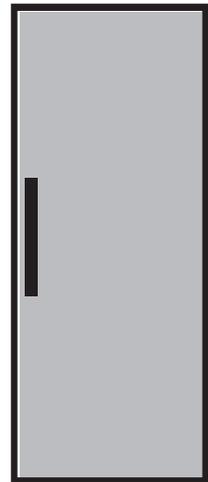


# Blomberg®

seit 1883

## Refrigerator User Manual



SSM4450



## **Please read this user manual first!**

Dear Customer,

We hope that your product, which has been produced in modern plants and checked under the most meticulous quality control procedures, will provide effective service.

Therefore, read this entire user manual carefully before using the product and keep it as a reference. If you handover the product to someone else, give the user manual as well.

## **The user manual will help you use the product in a fast and safe way.**

- Read the manual before installing and operating the product.
- Make sure you read the safety instructions.
- Keep the manual in an easily accessible place as you may need it later.
- Read the other documents given with the product.

Remember that this user manual is also applicable for several other models. Differences between models will be identified in the manual.

## **Explanation of symbols**

### **Throughout this user manual the following symbols are used:**

 Important information or useful tips.

 Warning against dangerous conditions for life and property.

 Warning against electric voltage.

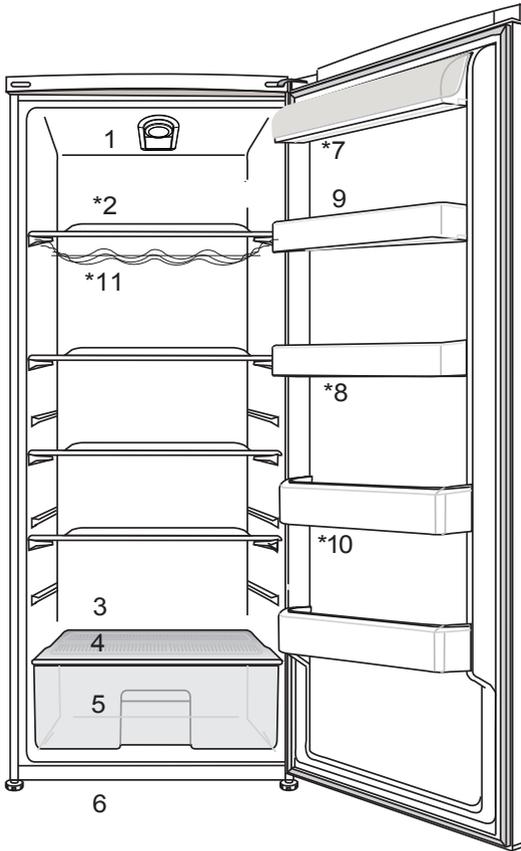
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# 1 Your appliance

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



- 1. Temperature setting knob
- 2. Movable shelves
- 3. Defrost water collection channel - Drain tube
- 4. Crisper cover
- 5. Crisper
- 6. Adjustable front feet
- 7. Dairy compartment
- 8. Adjustable door shelves
- 9. Egg compartment
- 10. Bottle shelf
- \*May not be available in all models**

**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

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- DO NOT connect your appliance to the electricity supply until all packing and transit protectors have been removed.
- Leave to stand for at least 4 hours before switching on to allow compressor oil to settle if transported horizontally.
- If you are discarding an old refrigerator with a lock or latch fitted to the door, disable the lock/latch, ensure that it is left in a safe condition to prevent the entrapment of young children.
- This appliance must only be used for its intended purpose i.e the storing of edible foodstuff.
- Do not dispose of the appliance on a fire. At **BLOMBERG**, 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.
- 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 use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- 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 should be supervised to ensure that they do not play with the appliance.

## For models with water dispenser

- Pressure for cold water inlet shall be maximum 90 psi (6.2 bar). If your water pressure exceeds 80 psi (5.5 bar), use a pressure limiting valve in your mains system. If you do not know how to check your water pressure, ask for the help of a professional plumber.
- If there is risk of water hammer effect in your installation, always use a water hammer prevention equipment in your installation. Consult Professional plumbers if you are not sure that there is no water hammer effect in your installation.
- Do not install on the hot water inlet. Take precautions against of the risk of freezing of the hoses. Water temperature operating interval shall be 33°F (0.6°C) minimum and 100°F (38°C) maximum.

- Use drinking water only.

## 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 inner liner.

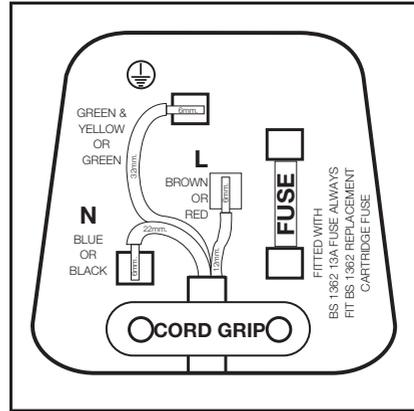
We recommend that this appliance be connected to the mains supply via a suitable switched and fused socket. The appliance must be positioned so that the plug is accessible.

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 **BLOMBERG** 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 BS 1362 fuse of the same rating must be used. Do not forget to refit the fuse cover. In the event of losing the fuse cover the plug must not be used until a replacement fuse cover has been fitted. Colour of the replacement fuse cover must be the same colour as that visible on the pin face of the plug. Fuse covers are available from any good electrical



store.

## Important! Fitting A Different Plug

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

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

3. Connect the brown (Live) wire to the terminal in the plug marked 'L' or coloured red.
4. 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.
4. Defrost frozen food in the fridge, so that frozen food acts as an ice pack to assist cooling in fridge.

### 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.

### 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

⚠ The manufacturer will not be liable for any event caused by disregarding the information supplied in this user manual.

#### Points to be paid attention to when the relocation of the appliance

1. Your appliance should be unplugged. Before transportation of your appliance, it should be emptied and cleaned.
2. Before it is re-packaged, shelves, accessories, crisper, etc. inside your appliance should be fixed with adhesive tape and secured against impacts. Packaging should be adequate and the transportation rules on the package should be strictly observed.
3. Original packaging and foam materials should be kept for future transportations or moving.

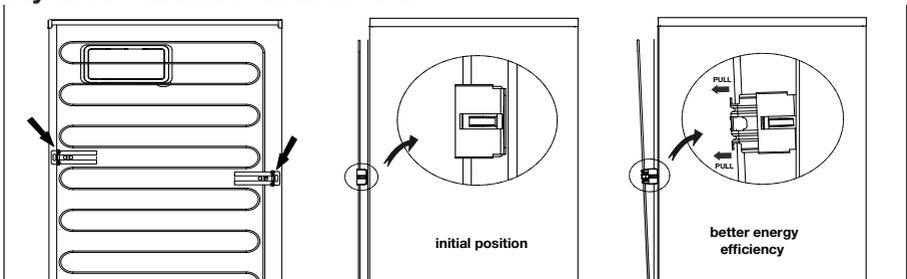
#### Before you start the appliance,

Check the following before you start to use your appliance:

1. Clean the interior of the appliance as recommended in the “Maintenance and cleaning” section.
2. Connect the plug of the appliance to the wall socket. When the fridge door is opened, fridge internal lamp will turn on.
3. When the compressor starts to operate, a sound will be heard. 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.
4. Front edges of the appliance may feel warm. This is normal. These areas are designed to be warm to avoid condensation.

The condenser of your appliance is located on the back as shown below. In order to achieve better energy efficiency with lower energy consumption, please pull the condenser towards yourself as illustrated in picture below.

**\*may not be available in all models**



## Electrical 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 plug must be easily accessible after installation.
- Electrical safety of your appliance shall be guaranteed only if the earth system in your house complies with standards.
- The voltage stated on the label located at left inner side of your product should be equal to your network voltage.
- **Extension cables and multi 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 the risk 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 stated by your local authorities. Do not throw away with regular house waste, throw away on packaging pick up spots designated by the local authorities.

The packing of your appliance is produced from recyclable materials.

## Disposing of your old appliance

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

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

Before disposing of your appliance, 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

⚠ If the entrance door of the room where the appliance will be installed is not wide enough for the appliance to pass through, then carefully remove the doors of your appliance and pass it sideways through the door.

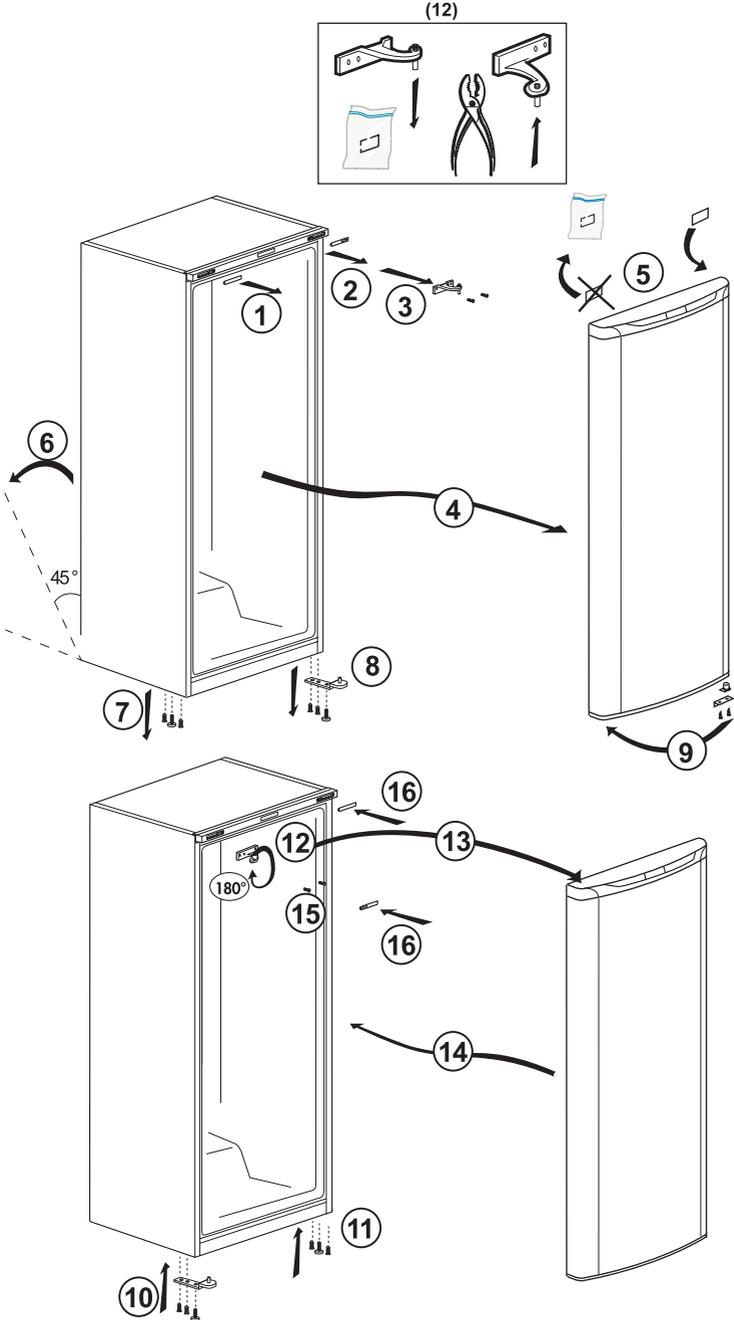
1. Install your appliance to a place that allows ease of use.
2. Keep your appliance away from heat sources, humid places and direct sunlight.
3. There must be appropriate air ventilation around your appliance in order to achieve an efficient operation. If the appliance is to be placed in a recess in the wall, there must be at least 5 cm distance with the ceiling and at least 5 cm with the wall. Do not place your product on the materials such as rug or carpet.
4. Place your appliance on an even floor surface to prevent jolts.

## 4 Preparation

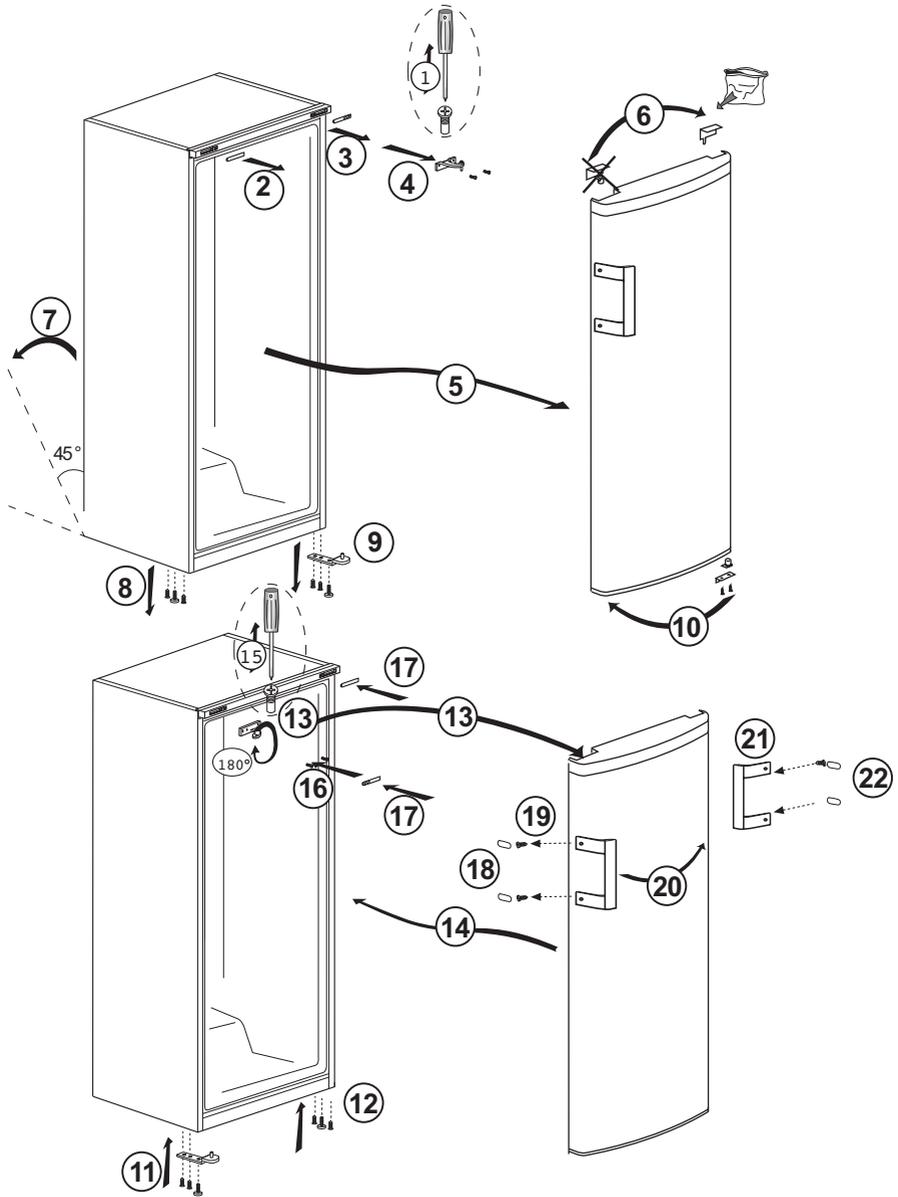
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- Your appliance should be installed at least 30 cm away from heat sources such as hobs, ovens, central heater and stoves and at least 5 cm away from electrical ovens and should not be located under direct sunlight.
- The ambient temperature of the room where you install your appliance should at least be 10°C. Operating your appliance under cooler conditions is not recommended with regard to its efficiency.
- Please make sure that the interior of your appliance is cleaned thoroughly.
- If two appliances are to be installed side by side, there should be at least 2 cm distance between them.
- When you operate your appliance for the first time, please observe the following instructions during the initial six hours.
- The door should not be opened frequently.
- It must be operated empty without any food in it.
- Do not unplug your appliance. If a power failure occurs out of your control, please see the warnings in the “Recommended solutions for the problems” section.
- Original packaging and foam materials should be kept for future transportations or moving.
- Due to temperature change as a result of opening/closing the product door during operation, condensation on the door/body shelves and the glass containers is normal.

# Reversing the doors

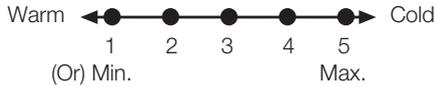


# Reversing the doors

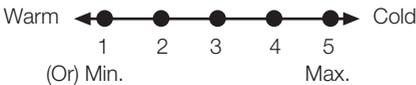
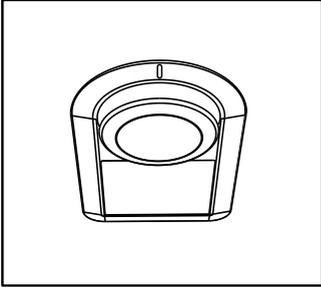


## 5 Using your appliance

### Temperature Control And Adjustment



The operating temperature is regulated by the temperature control.



**1=Lowest cooling setting (Warmest setting).**

**5=Highest cooling setting (Coldest setting).**

The average temperature inside the fridge should be around +5°C.

Please choose the setting according to the desired temperature.

Please note that there will be different temperatures in the cooling area.

The coldest region is immediately above the vegetable compartment.

The interior temperature also depends on ambient temperature, the frequency with which the door is opened and the amount of foods kept inside.

Frequently opening the door causes the interior temperature to rise.

For this reason, it is recommended to close the door again as soon as possible after use.

### Thermostat setting button

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

- Seasonal temperatures,
- Frequent opening of the door and leaving the door open for long periods,
- Food put into the refrigerator without cooling down to the room temperature,
- The location of the refrigerator in the room (e.g. exposing to sunlight).
- You may adjust the varying interior temperature due to such reasons by using the thermostat. Numbers around the thermostat button indicates the cooling degrees.
- If the ambient temperature is higher than 25°C, turn the thermostat button to maximum position.
- If the ambient temperature is lower than 25°C, turn the thermostat button to minimum position.

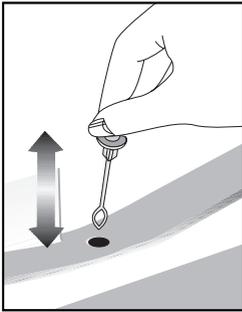
## Defrost

The fridge compartment defrosts automatically. The thawing water flows through the drain channel into a collection container at the rear of the device.

During defrosting, water droplets form at the back of the fridge due to the evaporator.

If not all of the drops run down, they may freeze again after defrosting but will be thawed during the next defrost cycle.

Check the flow of the thawed water from time to time. It may become blocked occasionally.



## 6 Maintenance and cleaning

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- ⚠ Never use gasoline, benzene or similar substances for cleaning purposes.
- ⚠ We recommend that you unplug the appliance before cleaning.
- ⚠ Never use any sharp abrasive instrument, soap, household cleaner, detergent and wax polish for cleaning.
- ℹ Use lukewarm water to clean the cabinet of your appliance and wipe it dry.
- ℹ 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.
- ⚠ Make sure that no water enters the lamp housing and other electrical items.
- ⚠ If your appliance is not going to be used for a long period of time, unplug the power cable, remove all food, clean it and leave the door ajar.
- ℹ Check door seals regularly to ensure they are clean and free from food particles.
- ⚠ To remove door racks, remove all the contents and then simply push the door rack upwards from the base.

- ⚠ 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.
- ⚠ Do not use sharp, abrasive tools, soap, household cleaning agents, detergents, kerosene, fuel oil, varnish etc. to prevent removal and deformation of the prints on the plastic part. Use lukewarm water and a soft cloth for cleaning and then wipe it dry.

### Protection of plastic surfaces

- ℹ Do not put the liquid oils or oil-cooked meals in your appliance in unsealed containers as they damage the plastic surfaces of your appliance. In case of spilling or smearing oil on the plastic surfaces, clean and rinse the relevant part of the surface at once with warm water.

## 7 Troubleshooting

Please review this list before calling the service. It will save your time and money. This list includes frequent complaints that are not arising from defective workmanship or material usage. Some of the features described here may not exist in your product.

The appliance does not operate.

- The plug is not inserted into the socket correctly. >>>Insert the plug into the socket securely.
- The fuse of the socket which your appliance is connected to or the main fuse have blown out. >>>Check the fuse.

Condensation on the side wall of the fridge compartment (MULTIZONE, COOL CONTROL and FLEXI ZONE).

- Door has been opened frequently. >>>Do not open and close the door of appliance frequently.
- Ambient is very humid. >>>Do not install your appliance into highly humid places.
- Food containing liquid is stored in open containers. >>>Do not store food with liquid content in open containers.
- Door of the appliance is left ajar. >>>Close the door of the appliance.
- Thermostat is set to a very cold level. >>>Set the thermostat to a suitable level.

Compressor is not running

- Protective thermic of the compressor will blow out during sudden power failures or plug-out plug-ins as the refrigerant pressure in the cooling system of the appliance has not been balanced yet. The appliance will start running approximately after 6 minutes. Please call the service if the appliance does not startup at the end of this period.
- The fridge is in defrost cycle. >>>This is normal for a full-automatically defrosting appliance. Defrosting cycle occurs periodically.
- The appliance is not plugged into the socket. >>>Make sure that the plug is fit into the socket.
- Temperature settings are not made correctly. >>>Select the suitable temperature value.
- There is a power outage. >>>Appliance returns to normal operation when the power restores.

The operation noise increases when the appliance is running.
<ul style="list-style-type: none"> <li>The operating performance of the appliance may change due to the changes in the ambient temperature. It is normal and not a fault.</li> </ul>
The appliance is running frequently or for a long time.
<ul style="list-style-type: none"> <li>New product may be wider than the previous one. Larger appliances operate for a longer period of time.</li> <li>The room temperature may be high. &gt;&gt;&gt;It is normal that the product operates for longer periods in hot ambient.</li> <li>The appliance might be plugged in recently or might be loaded with food. &gt;&gt;&gt;When the appliance is plugged in or loaded with food recently, it will take longer for it to attain the set temperature. This is normal.</li> <li>Large amounts of hot food might be put in the appliance recently. &gt;&gt;&gt;Do not put hot food into the appliance.</li> <li>Doors might be opened frequently or left ajar for a long time. &gt;&gt;&gt;The warm air that has entered into the appliance causes the appliance to run for longer periods. Do not open the doors frequently.</li> <li>Freezer or fridge compartment door might be left ajar. &gt;&gt;&gt;Check if the doors are closed completely.</li> <li>The appliance is adjusted to a very low temperature. &gt;&gt;&gt;Adjust the appliance temperature to a warmer degree and wait until the temperature is achieved.</li> <li>Door seal of the fridge or freezer may be soiled, worn out, broken or not properly seated. &gt;&gt;&gt;Clean or replace the seal. Damaged/broken seal causes the appliance to run for a longer period of time in order to maintain the current temperature.</li> </ul>
Freezer temperature is very low while the fridge temperature is sufficient.
<ul style="list-style-type: none"> <li>The freezer temperature is adjusted to a very low value. &gt;&gt;&gt;Adjust the freezer temperature to a warmer degree and check.</li> </ul>
Fridge temperature is very low while the freezer temperature is sufficient.
<ul style="list-style-type: none"> <li>The fridge temperature is adjusted to a very low value. &gt;&gt;&gt;Adjust the fridge temperature to a warmer degree and check.</li> </ul>
Food kept in the fridge compartment drawers is frozen.
<ul style="list-style-type: none"> <li>The fridge temperature is adjusted to a very high value. &gt;&gt;&gt;Adjust the fridge temperature to a lower value and check.</li> </ul>

Temperature in the fridge or freezer is very high.

- The fridge temperature is adjusted to a very high value. >>>Fridge compartment temperature setting has an effect on the temperature of the freezer. Change the temperatures of the fridge or freezer and wait until the relevant compartments attain a sufficient temperature.
- Doors are opened frequently or left ajar for a long time. >>>Do not open the doors frequently.
- Door is ajar. >>>Close the door completely.
- The appliance is plugged in or loaded with food recently. >>>This is normal. When the appliance is plugged in or loaded with food recently, it will take longer for it to attain the set temperature.
- Large amounts of hot food might be put in the appliance recently. >>>Do not put hot food into the appliance.

• Vibrations or noise.

- The floor is not level or stable. >>> If the appliance rocks when moved slowly, balance it by adjusting its feet. Also make sure that the floor is strong enough to carry the appliance, and level.
- The items put onto the appliance may cause noise. >>>Remove the items on top of the appliance.

There are noises coming from the appliance like liquid flowing, spraying, etc.

- Liquid and gas flows occur in accordance with the operating principles of your appliance. It is normal and not a fault.

Whistle comes from the appliance.

- Fans are used in order to cool the appliance. It is normal and not a fault.

Condensation on the inner walls of appliance.

- Hot and humid weather increases icing and condensation. It is normal and not a fault.
- Doors are opened frequently or left ajar for a long time. >>>Do not open the doors frequently. Close them if they are open.
- Door is ajar. >>>Close the door completely.

Humidity occurs on the outside of the appliance or between the doors.

- There might be humidity in the air; this is quite normal in humid weather. When the humidity is less, condensation will disappear.

#### Bad odour inside the appliance.

- No regular cleaning is performed. >>>Clean the inside of the appliance regularly with a sponge, lukewarm water or carbonate dissolved in water.
- Some containers or package materials may cause the smell. >>>Use a different container or different brand packaging material.
- Food is put into the appliance in uncovered containers. >>>Keep the food in closed containers. Microorganisms spreading out from uncovered containers can cause unpleasant odours.
- Remove the foods that have expired best before dates and spoiled from the appliance.

#### The door is not closing.

- Food packages are preventing the door from closing. >>>Replace the packages that are obstructing the door.
- The appliance is not completely even on the floor. >>>Adjust the feet to balance the appliance.
- The floor is not level or strong. >>>Make sure that the floor is level and capable to carry the appliance.

#### Crispers are stuck.

- The food is touching the ceiling of the drawer. >>>Rearrange food in the drawer.

## 8 Guarantee Details

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### Guarantee Details

Your new Blomberg 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 three (3) years, 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 9870.

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 Blomberg 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 Blomberg 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, Beko plc (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 Blomberg 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. The Manufacturer 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. If you fail to pay the costs for the service call in a timely manner, the Manufacturer reserves the right to terminate the guarantee.

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 9870.

**Republic of Ireland:** 01 691 0160

**Register your appliance at** [www.blomberguk.com/register](http://www.blomberguk.com/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 Blomberg Customer Helpline on Tel: 0333 207 9870 or  
e-mail: [customerservice@support.Blomberguk.com](mailto:customerservice@support.Blomberguk.com)  
.....

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.

**Blomberg<sup>®</sup>**

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