

**FISHER & PAYKEL**

**ACTIVESMART™  
INTEGRATED REFRIGERATOR**

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RS9120W Models

**USER GUIDE**

**NZ AU GB IE HK SG IN**



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## **IMPORTANT!**

### **SAVE THESE INSTRUCTIONS**

The models shown in this user guide may not be available in all markets and are subject to change at any time. For current details about model and specification availability in your country, please go to our website [www.fisherpaykel.com](http://www.fisherpaykel.com) or contact your local Fisher & Paykel dealer.

Note that the word 'refrigerator', throughout this user guide, refers to the combination of refrigerator/freezer products.

### **Registration**

Register your product with us so we can provide you with the best service possible.

To register your product visit our website: [www.fisherpaykel.com](http://www.fisherpaykel.com)



# INTRODUCTION

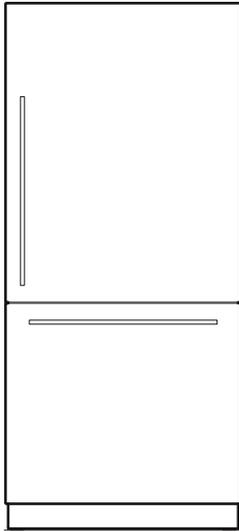
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Thank you for buying this Fisher & Paykel integrated refrigerator.

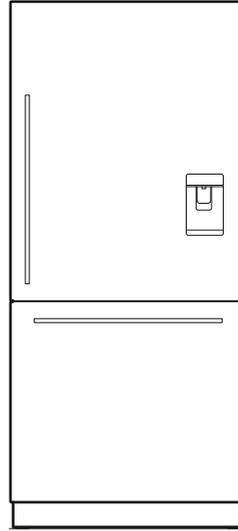
Introducing the next generation in Fisher & Paykel refrigeration. With new flush-fit design and the ability to easily slide into existing kitchen spaces or be integrated behind kitchen cabinetry, these family-sized fridges offer a seamless look to the kitchen while providing excellent food care.

Your refrigerator is designed to adapt to changes in your lifestyle. This book explains the features and functions that will help you get the most out of your refrigerator.

We hope you enjoy your new integrated refrigerator.



RS9120W  
(Automatic ice model)\*



RS9120WU  
(Ice & Water model)\*

\* These models are shown with Fisher & Paykel EZKleen stainless steel door panel sets.

**⚠ WARNING!**



**Electric Shock Hazard**

**Read and follow the safety and warnings outlined in this user guide before operating this appliance.**

**Failure to do so can result in death, electric shock, fire or injury to persons.**



**R600a**

**This refrigerator contains flammable refrigerant isobutane (R600a).**

**Use this appliance only for the intended purpose as described in the user guide.**

## **IMPORTANT SAFETY INSTRUCTIONS**

### **WARNING!**

**When using this appliance always exercise basic safety precautions including the following:**

- **This appliance is not intended for use by persons (including children under the age of 8 years) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.**
- **Young children should be supervised to ensure they do not play with the appliance.**
- **The manufacturer's installation instructions for product and cabinetry ventilation must be followed when installing the appliance.**

- **To avoid hazard due to instability of the appliance, it must be fixed in accordance with installation instructions.**
- **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.**
- **Do not damage the refrigerant circuit.**
- **In case of damage to the refrigerant circuit, ventilate the area by opening all windows. Do not operate electrical equipment or any other equipment that may produce arcs, sparks or flames in the area. Contact your Fisher & Paykel trained and supported service technician immediately to arrange for the appliance to be repaired.**
- **It is hazardous for anyone other than an authorised service person to service this appliance. In Queensland the authorised service person must hold a gas work licence or authorisation for hydrocarbon refrigerants to carry out service or repairs which involve removal of covers.**

### **Electrical**

- **This appliance must be installed in accordance with the installation instructions before use.**
- **To allow disconnection of the appliance from the supply after installation, incorporate a switch in the fixed wiring in accordance with the wiring rules.**
- **Never unplug your refrigerator by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.**
- **Do not plug in any other appliance at the same power point as your refrigerator or use extension cords or double adapters.**

- **Repair or replace immediately all electric service cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion along its length or at either the plug or appliance end.**
- **If the power supply cord is damaged, it must only be replaced by your Fisher & Paykel trained and supported service technician because special purpose tools are required.**
- **When moving your appliance away from the wall, be careful not to roll over or damage the power cord.**
- **Do not use electrical appliances inside the food storage compartments of the appliance.**

### **Important!**

**Your refrigerator is designed to operate for many years without the need for service checks. However, if your refrigerator is malfunctioning, have it attended to by your Fisher & Paykel trained and supported service technician as soon as possible. All electrical repairs must be carried out by an adequately trained service technician or qualified electrician.**

### **Cleaning**

- **Many commercially available cleaning products contain solvents that may attack the plastic components of your refrigerator and cause them to crack.**
- **Avoid using anti-bacterial cleaning products on either the interior or exterior of the cabinet as they may cause rusting of metal components and cracking of plastic components.**
- **Please refer to the 'Cleaning care' section of this user guide for further information.**

## **Disposal**

- **Extreme care must be taken when disposing of your old appliance to avoid hazards:**
  - **The flammable refrigerant gas must be safely removed.**
  - **The thermal insulation foam in this appliance contains flammable insulation blowing gases, any exposed foam may be highly flammable and must be carefully treated during disposal.**
  - **The doors and panels should be removed and the shelves left in place so that children may not easily climb inside.**
- **Your Fisher & Paykel trained and supported service technician will be able to give advice on environmentally friendly methods of disposing of your old refrigerator or freezer.**

## **Storing food and drinks**

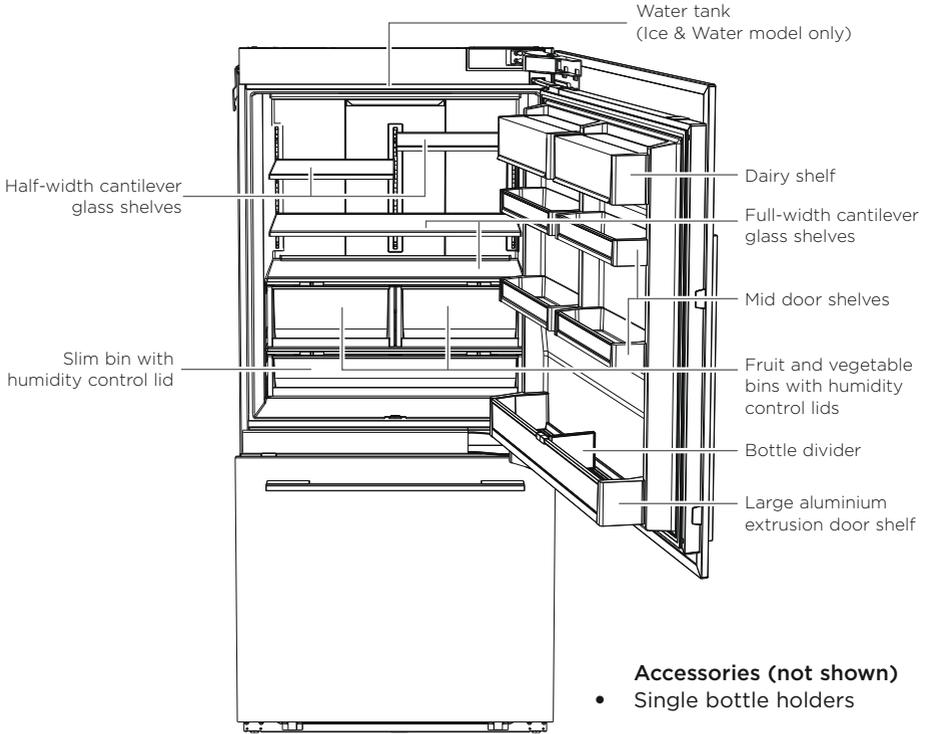
- **Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.**
- **Never store volatile or flammable materials in your refrigerator as they may explode.**
- **Never freeze liquids in glass containers. Liquid expands during freezing, which may cause the container to explode.**
- **Never freeze carbonated drinks. They may explode.**
- **Do not consume food if it is too cold. Food removed from the freezer compartment may be cold enough to cause damage when brought into contact with bare skin, eg frozen ice cubes.**

**Power failure — food safety**

- **Do not refreeze frozen foods that have thawed completely. The food may be dangerous to eat. Follow the recommendations below if you discover food in your freezer has thawed:**
  - **Ice crystals still visible — food may be refrozen but should be stored for a shorter period than recommended.**
  - **Thawed but refrigerator cold — refreezing generally not recommended. Fruits and some cooked food can be refrozen but use as soon as possible. Meat, fish, poultry — use immediately or cook then refreeze. Vegetables — discard as they usually go limp and soggy.**
  - **Thawed and warmer than 5°C — discard all food.**

# STORAGE FEATURES

## Refrigerator compartment



### Fruit and vegetable bins

You can store all fruits and vegetables in separate bins without external packaging. Separating the fruits and vegetables prevent ethylene-sensitive produce from ripening too quickly, and help extend their storage life.

### Slim bin

The slim bin stores long vegetables which cannot fit in the fruit and vegetable bins. It can also be used for storing deli items and beverages, or for defrosting foods.

### Single bottle holders

- The bottle holders can be used to store a variety of bottles.
- Place the bottle holder along the length of any shelf in your refrigerator.
- If you are not using all or some of the bottle holders, the unused bottle holders can be stacked up on top of one another so they do not take up unnecessary shelf space.
- Bottles are best stored with the neck of the beverage facing the front of the refrigerator.
- Additional bottle holders can be purchased by calling your Fisher & Paykel Customer Care Centre, or online at [www.fisherpaykel.com](http://www.fisherpaykel.com).

## STORAGE FEATURES

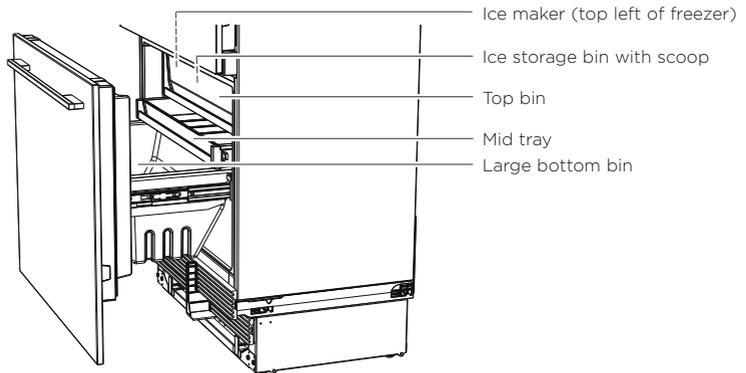
### Cantilever glass shelves – half-width and full-width

- The cantilever glass shelves have been designed with strength and versatility in mind.
- The half-width and full-width shelves can be removed from the refrigerator.
- To remove the shelves, grasp the front of the shelf firmly with two hands. Tilt the front of the shelf upwards to dislodge the shelf hooks from the back support lugs, and then pull towards you. These shelves can be positioned at heights that suits your storage requirements.
- The half-width shelves can be positioned side-by-side to store large items such as platters.
- Place the half-width shelves at different levels to maximise the storage space when you store items of varying heights.

### Door shelves

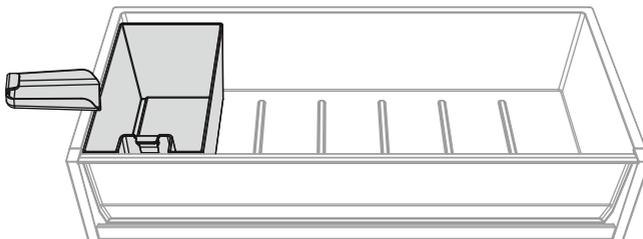
- The top shelves are dairy compartments for storing butter and cheese.
- The middle shelves can store general items, condiments and drinks.
- The bottom aluminium extrusion shelf can store large bottles or frequently-used items. This shelf is fitted with a moveable and removable divider for better organisation and bottle stability.
- The door shelves have clear windows so you can easily see your stored items.

### Freezer compartment



### Ice storage bin with scoop

- The ice storage bin is located inside the top freezer bin, and includes a hygienic scoop for scooping up ice cubes.
- The ice storage bin stores ice cubes produced by the automatic ice maker.



Ice storage bin and scoop

# ACTIVESMART™ SPECIAL FEATURES

## SmartTouch™ control panel

The control panel is located in the inside front of the refrigerator for easy access. It enables you to view and modify all the features and options of your refrigerator.



SmartTouch™ control panel

## SmartTouch™ CONTROL PANEL FEATURES

	<b>Compartment</b>	Allows you to select which compartment to adjust the temperature.
	<b>Alarm Mute</b>	Deactivates the door alarm for 20 minutes.
	<b>Colder</b>	Reduces the temperature of compartments.
	<b>Warmer</b>	Increases the temperature of compartments.
	<b>Fast Freeze</b>	Boosts the freezing speed by dropping the freezer to its coldest temperature for 12 hours.
	<b>Bottle Chill</b>	Allows you to rapidly chill your beverage for a set time of 15 minutes.
	<b>Ice On/Off</b>	Indicates when automatic ice maker is on or off.
	<b>Ice Boost</b>	Increases ice production up to 30% from standard ice making, and deactivates automatically after 24 hours.
	<b>Key lock</b>	Allows you to disable the buttons on the control panel.
	<b>Faults</b>	Indicates when an error occurs after you open the fresh food compartment door.
	<b>Filter change indicator</b>	Icon will illuminate indicating that water filter requires changing.
	<b>Sabbath mode</b>	All alarms, lights and displays are deactivated for 80 hours.
	<b>Key mute</b>	Deactivates sounds of all button presses.

## ACTIVESMART™ SPECIAL FEATURES

### External display (Ice & Water model only)

The external display enables you to lock the water dispenser, indicates when 'Bottle Chill' is activated and when to replace your water filter.



### EXTERNAL DISPLAY FEATURES



Lock

#### Dispenser lock button and LED light

Locks/unlocks the water dispenser. When locked, the LED above the button will illuminate.



#### Bottle Chill indicator

Icon will illuminate indicating that 'Bottle Chill' is activated and flashes when beverage is ready.



#### Filter change indicator

Icon will illuminate indicating that water filter requires changing.

## Humidity control system

### Humidity control lids

- The control lids are fitted to the fruit and vegetable bins and slim bin of your refrigerator.
- These lids seal the bins and provide a humid microclimate to extend the storage times of fruit and vegetables.
- The lids have specially designed grooves that retain moisture to prevent condensation from dripping onto the fruits and vegetables at times of high humidity.

### Humidity slide

- Each bin has an adjustable humidity slide that enables you to choose a fruit or vegetable setting depending on your storage needs.
- If there is too much water in the bins (due to high humidity), the control can be adjusted towards the fruit setting  to reduce drips of water and/or wipe the water dry (if required).
- Be aware that a small amount of water in the bins is beneficial for fruit and vegetable storage.
- We recommend using the vegetable setting  when you store ethylene-sensitive vegetables such as lettuce, spinach, broccoli, cabbage, carrots.
- We recommend using the fruit setting  when you store high-ethylene fruits such as citrus fruits, stone fruits and some tropical fruits.
- We recommend adjusting the humidity slide to the centre when you store both fruits and vegetables.
- We recommend storing all fruits and vegetables without external packaging and in separate bins.
  - Separating the fruits and vegetables prevent ethylene-sensitive produce from ripening too quickly, and help extend their storage life.



Humidity control graphic

# OPERATING INSTRUCTIONS

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## Door alarms

- If the fresh food compartment door is left open, the alarm will beep after 90 seconds, if the freezer door is left open, the alarm will beep after 60 seconds.
- If either of the doors remains open, subsequent beeps will sound every 30 seconds for 5 minutes

If either door remains open for 5 minutes or longer, an alarm will sound continuously and the interior compartment light(s) will turn off. The alarm will stop only when the door(s) is closed.

## Alarm Mute

- To activate, press the  button once.
  - The 'Alarm Mute' will be illuminated.
    - If the doors are left open for 5 minutes or more, the compartment light turns off and normal door alarms suspended.
    - The light above the  button will illuminate to indicate the refrigerator is muted.
  - The 'Alarm Mute' will deactivate after 20 minutes.
  - To deactivate manually, press the 'Alarm Mute' button again.
  - Closing the door also deactivates the 'Alarm Mute'
- Note: When the fresh food or freezer compartment door is left open for longer periods of time, food quality and/or safety may be compromised.

## Key mute

- To activate key mute, press and hold the  button for 4 seconds.
- The  icon on the control panel illuminates.
- Once key mute is activated, all key sounds are silenced.
- Door alarms and 'Bottle Chill' alarm are still operational.
- The key mute can only be deactivated manually by pressing and holding the  button for 4 seconds. The  icon will no longer illuminate.

## Key lock

This is useful when cleaning your refrigerator.

- To activate key lock, press and hold the **-** and **+** buttons for 4 seconds.
- The  icon on the control panel will illuminate.
- Pressing any buttons will sound several beeps to let you know they are disabled.
- Key lock will not automatically deactivate. To deactivate, press the **-** and **+** buttons for 4 seconds.
- The  icon will not illuminate.

## Ice On/Off

The ice maker is off when you turn on your refrigerator for the first time after installation.

- To activate your automatic ice maker, press the 'Ice On/Off'  button once. The LED light above the  button illuminates to indicate the Ice maker is on.

# OPERATING INSTRUCTIONS

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## **Fast Freeze**

'Fast Freeze' boosts the freezing speed by dropping the freezer to its coldest temperature for 12 hours. This helps retain the freshness, texture and taste during the freezing process.

- To activate, press the  button on the control panel. The 'Fast Freeze' light above the button illuminates when you activate the function.

## **Ice Boost**

This function is most useful when you require more ice eg for a party.

- The 'Ice Boost' function is off once you turn on your ice maker for the first time.
- To turn this function on, press the  button. The light above the  button will illuminate when the 'Ice Boost' function is on.
- To turn off the 'Ice Boost' function manually, press the  button again. The light above the  button will not illuminate.
- Activating the 'Ice Boost' function will automatically turn ON ice maker. Deactivating the ice maker automatically deactivates the 'Ice Boost' function.

## **Bottle Chill**

The time taken to chill depends on the size of your beverage. If your beverage is not cold enough after 15 minutes, return it to the freezer and reset the 'Bottle Chill' function.

- To activate, press the  button on the control display. The 'Bottle Chill' light above the button will illuminate when you activate the function. For Ice & Water model, the  icon will illuminate on the external display.
- An alarm will sound after 15 minutes to remind you to remove your beverage from the freezer.

### **To silence the alarm—Automatic ice model**

Open the fresh food compartment door and press the  button on the control panel.

### **To silence the alarm—Ice & Water model:**

Open the fresh food compartment door and press the  button on the control panel, or press the  button once on the external display.

- If your beverage is cold enough before 15 minutes elapses, press the  button on the control panel to deactivate 'Bottle Chill' manually.
- When 'Bottle Chill' is deactivated, the light above will not illuminate and the icon is not visible on the **external** display (Ice & Water model only).  
If you like your beverage colder, return it to the freezer and reset the 'Bottle Chill' function. To deactivate before the 12 hours has elapsed, press the  button again. The 'Fast Freeze' light above the button will not illuminate when the function is deactivated. For best results, we recommend that you activate the function before it is required eg before grocery shopping. Alternatively, activate it when placing food in the freezer.

# OPERATING INSTRUCTIONS

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## Sabbath mode activation (all models)

- To activate Sabbath mode, press and hold ,  and  buttons for 4 seconds.
- The  icon on the control panel will illuminate.

### Once in Sabbath mode:

- The interior light will not turn on when you open the refrigerator.
  - The door alarm will not operate.
  - The display will not illuminate, except the Sabbath mode icon.
  - The control panel and external display will not operate.
  - Sabbath mode automatically deactivates after 80 hours.
- 
- To deactivate manually, press and hold ,  and  for 4 seconds.
  - The  icon on the control panel will not illuminate.
- Note: Sabbath mode resumes automatically once the refrigerator is switched on again.

## Temperature control

- Once you turn on your refrigerator for the first time, the cooling system will automatically cool all compartments to their set temperatures.
- This will take between 2 - 3 hours
- The control panel enables you to change and control the temperatures of both compartments accurately and independently regardless of the temperature or humidity of the surroundings whether it is summer or winter.
- We recommend checking the operation of your refrigerator once every 4 hours for the first 24 hours.
- If at any time you notice that the refrigerator is not cooling properly, call your installer/Fisher & Paykel trained and supported service technician to verify the unit is operating properly. Take immediate steps to prevent food from spoiling by storing in another refrigerator or freezer.

## Adjusting the fresh food compartment temperature

When the fresh food compartment door is opened, the interior light automatically illuminates. The temperature for this compartment will show as a series of lights.

- To increase the temperature, press the  button. This will increase the number of lights.
- To decrease the temperature, press the  button. This will decrease the number of lights.
- Fewer lights illuminated indicates a colder temperature for the compartment selected.

## Adjusting the freezer compartment temperature

- Press the  button once. The freezer compartment light will be illuminated.
- To increase the temperature, press the  button. This will increase the number of lights.
- To decrease the temperature, press the  button. This will decrease the number of lights.
- Fewer lights illuminated indicates a colder temperature for the compartment selected.
- Note: successively pressing the  button will scroll between compartments.
- When the door is re-opened, the control panel will return automatically to the fresh food compartment setting.

# OPERATING INSTRUCTIONS

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## Water dispenser (Ice & Water model only)

Ensure your ice and water system is correctly installed by following the Installation guide supplied with this User guide.

Before using your ice and water system, flush out water to displaced trapped air in the water tank and filter system.

### Flushing the water filtration system

- Press the water dispenser pad to dispense water for 2 minutes.
  - Wait for 2 minutes before dispensing again.
- Dispense 4L of water and then wait for another 2 minutes.
  - Be aware that carbon residue may be dispensed together with water. This is not harmful, and is normal during flushing out process.
- Dispense another 4L of water.
  - This prevents excessive dripping of water from your dispenser.
- There may be few drips of water coming out of the dispenser over the next few days after installation. This is to clear the remaining trapped air in the dispenser.
- Ensure your refrigerator has cooled for at least 2 hours before use.

You are now ready to enjoy water from your water dispenser.

### Dispensing

- Your water dispenser is designed for one-handed operation.
- To dispense water, gently press the dispensing pad with a glass or container.
- To stop the flow of water, simply pull your glass away from the dispensing pad.
- Pressing hard against the dispensing pad will not increase the flow or dispense more water.

## IMPORTANT!

**To avoid damage to property or personal injury do not put hands, fingers or objects up the dispenser opening.**



### Dispenser lock

The dispenser lock is located on the **external** display and can be activated to prevent water from being dispensed. This is useful when you are cleaning the **external** display or when there are small children around.

- To activate dispenser lock, press the  button for 4 seconds. The LED above the button will illuminate.
- When the dispenser pad is pressed, several beeps will sound to alert the user that water cannot be dispensed.
- To deactivate dispenser lock and dispense water, press the  button for 4 seconds. The LED above the button will not illuminate.

# OPERATING INSTRUCTIONS

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## Automatic ice maker

Your automatic ice maker is designed to dispense ice cubes into the ice storage bin below until it detects the bin is full. If you need more ice, remove the ice storage bin and allow ice to fill the top freezer bin.

### Initial setup

- To activate your automatic ice maker, press the 'Ice On/Off'  button once. The LED light above the  button illuminates to indicate the Ice maker is on.
- Press the ,  and  together for 4 seconds then close the doors. The ice tray will flip twice and empty the water into the bin below. The ice tray will flip only after the doors are closed.
- Repeat the cycle to remove dust in the ice tray collected during manufacture and transport.
- Empty the water bin and return it correctly. Ensure that the scoop is in front of the bin.
- Once your ice maker is turned on, discard the ice made in the first 24 hours. This will flush away any impurities in the water line and ensure best ice quality. We recommend you do this after vacations or extended periods of not using ice.
- Turn the ice maker off if:
  - There is no water supply for several hours.
  - You are removing the ice storage bin for a period of time.
  - You are going on holiday/vacation.

### Collecting ice

Your automatic ice maker produces approximately eight cubes of ice every 3 - 4 hours, depending on the freezer compartment temperature and the number of times the door is opened.

- The ice cube tray is filled with filtered water.
- Frozen ice cubes are dispensed from the ice tray and into the ice storage bin below.
- Ice making will continue until the storage bin is full, and only resumes once you start to use the stored ice.
- When the 'Ice Boost' function is activated, ice production will increase up to 30% from standard ice making. This function automatically deactivates after 24 hours.
- If large amounts of ice are needed, remove the ice storage bin and allow ice to fill the top freezer bin.
- For maximum ice storage, level the stored cubes with the ice scoop.
- If ice is not used often, the quality of ice cubes will deteriorate. Empty the ice storage bin periodically and wash in lukewarm water. Dry thoroughly and place back into the correct position.

## IMPORTANT!

- **Avoid contact with the moving parts of the ice maker ejector mechanism, and do not place your fingers on the automatic ice making mechanism while the refrigerator is in operation.**
- **Do not use ice cubes that may have become discoloured, usually with a green-blue colour. If such discolouration is noted, discard the ice cubes and contact your Fisher & Paykel trained and supported service technician.**
- **Ensure the ice maker is connected to the filter cartridge and to a potable water supply only.**
- **Installation of the water connection to the ice maker must be completed by a qualified service technician or a qualified plumber.**

# OPERATING INSTRUCTIONS

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## Water filter

The water supplied to your refrigerator is filtered by a filter cartridge located behind the kickstrip grille. This helps remove unwanted impurities to maintain water quality. We recommend to replace your filter cartridge every 6 months.

Note: The unit will not dispense water or ice if there is no filter.

- When the filter cartridge needs to be replaced, a filter change icon  illuminates on the SmartTouch™ control panel and/or external display. The icon flashes as a reminder on the external display when you're dispensing water.
- Replacement filter cartridges can be purchased online through [www.fisherpaykel.com](http://www.fisherpaykel.com), or by calling the Customer Care Centre.

Note: do the flushing out process after changing your filter (refer to 'Flushing the water filtration system', page 17).

## IMPORTANT!

- **To avoid serious illness or death, do not use the water filter where water is unsafe or of unknown quality.**
- **If the water filtration system has been allowed to freeze, replace the filter cartridge and flush the water system following the instructions on the previous page.**
- **The water filter cartridge needs to be changed when the filter change icon illuminates on the internal control panel and external display.**

## Removing the old water filter

- ① Remove the air flow divider by pulling towards you.
- ② Insert your fingers into the left and right square openings of the kickstrip grille.
- ③ Pull the grille towards you to remove.
- ④ The filter is on the left-hand side.
- ⑤ Hold the cartridge firmly, tilt outward and turn 90° anti-clockwise.
- ⑥ Pull the cartridge towards you to remove.
- ⑦ Water will drip after you remove the filter.
- ⑧ Discard the old filter.

## Installing the new filter

- ① Remove the red protective cap on the spigot head.
- ② Insert the filter into the bottom left of the refrigerator.
- ③ Push the filter firmly inward as much as possible.
- ④ Turn 90° clockwise to tighten.
- ⑤ Put the kickstrip grille back by aligning the securing hooks.
- ⑥ Push the grille firmly into the cabinet until it clips securely.
- ⑦ Put the air flow divider back.
- ⑧ Align the divider underneath the grille tabs indicator and clip onto the vanes of the grille.

# OPERATING INSTRUCTIONS

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## Reset indicator

Use the water filter of your refrigerator as soon as possible after installation. A reset indicator  on the internal control panel and/or external display illuminates when you need to replace the filter. Reset the indicator only after replacing the filter.

- ① Do not reset the indicator before you change the filter to avoid inaccurate monitoring of filter.
- ② To reset, press the  and + buttons for 4 seconds on the control panel.
- ③ The  on the control panel and/or external display will turn off when reset.
- ④ To disable filter indicator, press ,  and + buttons for 4 seconds to turn it off. The  will flash once on the internal and external displays.
- ⑤ To turn on the filter indicator again, ,  and + buttons for 4 seconds, The  on the control panel and external display will flash twice.

Note: do not disable the filter indicator if you have a filter installed. If disabled, the filter indicator will not alert you of the next filter change. Disable this function only when there is no filter installed.

## IMPORTANT!

- **The rate of water flow through the water dispenser can slow down as the filter cartridge accumulates any sediment which may be present in the water supplied to your home. This varies depending upon your local water quality, which may require your filter cartridge to be changed more frequently.**
- **In cases of excessively reduced filter life, we recommend that you consult a local plumber or your water supplier for advice on suitable filtration requirements for the water supplied to your home.**
- **Filter replacement is the consumer's responsibility and will not be covered by the Manufacturer's Warranty except in the case of faulty parts or materials within the filter cartridge.**
- **If the water has not been dispensed for some time or water has an unpleasant taste or odour, flush system by dispensing 4L of water.**
- **If unpleasant taste or odour persists, you may wish to fit a new filter cartridge.**

# CLEANING CARE

## Exterior

### Stainless exterior doors

- Clean the exterior door with liquid dishwashing detergent dissolved in warm water and a soft cloth.
- Dry the door with a lint-free cloth.
- Do NOT use any abrasive, stainless steel cleaners or solvents on the door surface.

### Other exterior surfaces

- Clean all other exterior surfaces with a mix of warm water and liquid dishwashing detergent, and a soft cloth.
- Rinse with clean water and dry with a clean, lint-free cloth.
- For custom door panels follow manufacturers cleaning instructions

### Door gasket

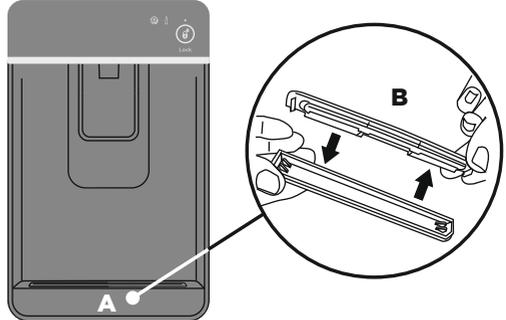
- We recommend you clean the magnetic door gasket every three months with a toothbrush, and liquid detergent dissolved in warm water.
- Apply petroleum jelly lightly on the hinge side of the gasket to ensure cleanliness and maintain a good seal.

### External display and water dispenser (Ice & Water model only)

- Activate the 'Lock' function to prevent water from dispensing when cleaning (refer to page 12 for details).
- Clean the pad and interface panel with a damp, soft lint-free cloth.

### Drip tray (Ice & Water model only)

- To clean, remove the drip tray from the dispenser panel (**A**).
- Pull the two halves of the tray apart (**B**).
- Clean with liquid detergent dissolved in water and a soft lint-free cloth.
- Rinse with clean water and dry with a clean, lint-free cloth.
- Securely clip the two halves together.
- Re-insert the drip tray back into the dispenser panel.



Cleaning the drip tray

## CLEANING CARE

### Kickstrip grilles and kickstrip filter

Your refrigerator is fitted with a kickstrip grille and filter to protect the internal working components. We recommend cleaning the grille and filter in conjunction with changing your water filter cartridge (every 6 months).

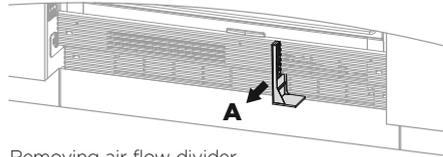
- To maximise operating efficiency, keep ventilation openings clear of obstructions by regularly vacuuming the flooring in front of your appliance.
- More frequent cleaning may be necessary for dusty homes or those with pets shedding hair.

### To clean the bottom kickstrip grille and kickstrip filter:

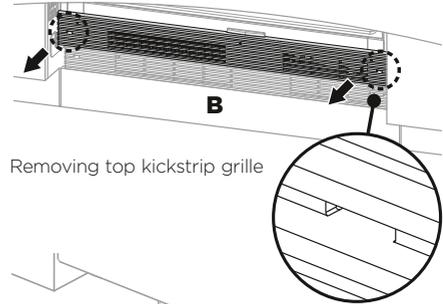
- ① Remove the air flow divider by pulling towards you (A).
- ② To remove the top kickstrip grille, insert fingers into the left and right square openings on the grille. Pull towards you (B).
- ③ To remove kickstrip filter, insert fingers into the left and right square openings on the filter. Pull towards you (C).
- ④ Clean both components with liquid detergent dissolved in warm water and a soft lint-free cloth.
- ⑤ Rinse with clean water and dry with a clean, lint-free cloth.

### To re-install kickstrip filter and kickstrip grille:

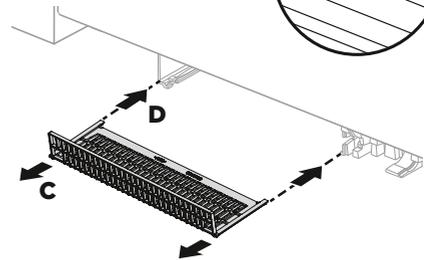
- ① To re-install kickstrip filter, align filter tabs onto the rails and push to the rear until it clips securely (D).
- ② To re-install top kickstrip grille, align securing hooks then firmly push grille onto product until it clips securely (E).
- ③ To re-install air flow divider, align the divider underneath the grille tabs indicator and clip onto the vanes of the bottom grille (F).



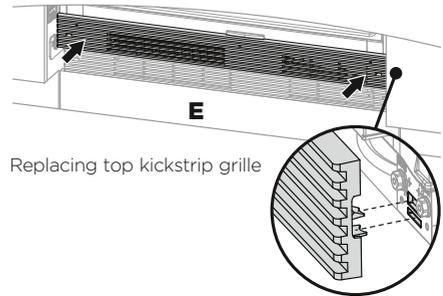
Removing air flow divider



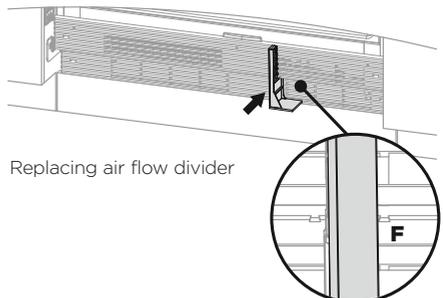
Removing top kickstrip grille



Removing and replacing kickstrip filter



Replacing top kickstrip grille



Replacing air flow divider

# CLEANING CARE

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## Interior

- It is important to keep the interior of the refrigerator clean to help prevent food from becoming contaminated during storage.
- The amount and types of food stored determines how often cleaning should be carried out in the refrigerator (ideally once every 1 - 2 weeks).
- For ease of cleaning, empty the refrigerator first and remove all glass shelves, door shelves and storage bins.
- Wipe all interior surfaces, including all door shelves, using only liquid detergent dissolved in warm water or baking soda dissolved in warm water (add 1tsp of baking soda to every 500ml of water) and a soft lint-free cloth. Rinse with clean water and dry with a clean, lint-free cloth.
- Add a few drops of vanilla essence or vinegar to the water before cleaning to help remove "old stale refrigerator" smell.
- Do not use harsh chemicals, abrasives, ammonia, chlorine, bleach, concentrated detergents, solvents or abrasive scouring pads on any part of your refrigerator. SOME of these chemicals may dissolve, damage and/or discolour the interior of your refrigerator.

### Cantilever glass shelves

- Clean with liquid detergent dissolved in warm water and a soft lint-free cloth.
- Rinse with clean water and dry with a clean, lint-free cloth.

- ① To remove glass shelves, hold the front and back edge of the shelf firmly.
- ② Push the shelf up vertically to dislodge from back support lugs.
- ③ Pull the shelf towards you.

### Single bottle holders

- Clean with liquid detergent dissolved in warm water and a soft lint-free cloth.
- Rinse with clean water and dry with a clean, lint-free cloth.

### Humidity control system

- We recommend to use only liquid detergent dissolved in warm water and a soft lint-free cloth when you clean the glass shelf above the fruit and vegetable bins.
- Rinse with clean water and dry with a clean, lint-free cloth.
- You don't need to disassemble the parts when cleaning the humidity control lid that is attached to the underside of the glass shelf.
- Clean the lid by simply wiping the grooves with a damp, lint free cloth.

## CLEANING CARE

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### Fruit and vegetable bins and slim bin

When cleaning, use only liquid detergent dissolved in warm water and a soft lint-free cloth. Rinse with clean water and dry with a clean, lint-free cloth.

- ① To remove a bin, extend the bin on its runners, and make sure you empty the bin.
- ② Hold both sides of the bin corners and push the bin firmly upwards to dislodge from the securing tabs.
- ③ Pull the bin towards you to remove. Push both runners back into the refrigerator.
- ④ To return the bin, extend the runners and place the bin on top of the runners.
- ⑤ Push the bin slowly onto of the runners until you feel it clip onto the runners. Ensure the bin tabs are clipped securely onto the runners before use.

### **IMPORTANT!**

**The runners are pre-lubricated to help opening and closing the bins. They do not need to be lubricated again. Do not remove the grease from the runners to maintain its smooth function. Do not immerse the runners in water.**

### Freezer bins and freezer tray

Removing the freezer bins and tray when cleaning is not necessary. Simply wipe clean with a soft lint-free cloth.

### Ice storage bin

- We recommend that you clean your ice bin and discard any old ice in the bottom of the bin(s) regularly.
- Use only liquid detergent dissolved in warm water and a soft lint free cloth when cleaning. Rinse with clean water and dry with a clean, lint-free cloth.
- Ensure that the ice scoop is always placed in front of the bin.
- It is important to regularly clean your ice bin and discard any old ice in the bottom of the bin(s). Cleaning the ice maker components is not necessary.
- We recommend that you turn OFF the ice maker before you leave for a vacation/holiday. Refer to 'Automatic ice maker' section.
- On your return, turn on the automatic ice maker and discard the first 24 hours of ice harvest. Refer to 'Automatic ice maker' section.

### Holiday/Vacation

#### Before leaving:

- Turn the ice maker to OFF on the internal control panel.
- Shut off the water supply to the refrigerator.

#### On return:

- (Ice & Water model only) Dispense 4L of water and discard to ensure the water tank is refilled with fresh water.
- Turn on the ice maker. Discard the first 24 hours for ice harvest.

# STORING FOOD IN YOUR REFRIGERATOR

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Your refrigerator has compartments with specialised zones having constant cold temperatures that delay food spoilage.

## General fresh food care

The quality of food affects how long it will remain fresh in your refrigerator.

### For best results:

- We recommend that you store only high quality and fresh food.
- Buy only the amount that you will use within the recommended storage time. If you buy extra, freeze it.
- Make sure you wrap your food in suitable packing materials before storing in the refrigerator.
  - This keeps the foods fresh and prevent dehydration, colour deterioration, loss of flavour, and transfer of odour.
  - Fruits and vegetables can be stored in vegetable bins and do not need to be wrapped.
- Store perishable foods in the refrigerator immediately after purchase. This will prolong their shelf life. Storing at room temperature increases the rate of deterioration.
- Avoid placing food directly in front of air outlets to prevent food from freezing and also to prevent reducing the efficiency of cold air in the refrigerator.
- Keep door openings to a minimum. Avoid opening the door unnecessarily.
- Ensure hot foods and drinks are cooled sufficiently before placing them in the refrigerator. Hot foods may cause other foods to warm to unsafe temperatures. If in contact with plastic components of your refrigerator, hot containers may cause damage. Additionally, hot foods may cause an increase in energy consumption.
- Ensure raw and cooked foods are stored in separate air tight containers to prevent cross contamination. We recommend storing raw foods on the bottom shelf of the refrigerator.
- Keep the refrigerator clean by frequently wiping the inside walls and shelves (refer to 'Cleaning care' section).
- Regularly check the quality of food in your refrigerator.
  - Discard food that shows signs of spoilage
  - Protein rich foods (meats, fish, poultry) deteriorate faster than others
  - Consume your foods within the recommended storage times.

## Dairy foods and eggs

- We recommend high-in-fat dairy products eg butter, cheeses be stored in the covered door shelves of the refrigerator as these foods are easily tainted by strong odorous foods.
- We recommend eggs be stored in the covered door shelves of the refrigerator or in their carton as the porous egg structure is susceptible to absorbing odours.
  - It is ideal to use room temperature eggs when using it for baking. Make sure you take out the eggs from the refrigerator 2 hours before using them.
- Ensure pre-packed dairy products stamped with recommended 'use by/best before/best by' dates are consumed within the recommended storage time.
- Ensure dairy products are stored in their original packaging until ready to consume. Once opened, wrap them in suitable packing material eg cling film to avoid transfer of odour.

## STORING FOOD IN YOUR REFRIGERATOR

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### Red meats

- Ensure raw and cooked foods are stored in separate air tight containers to prevent cross contamination from the loss of raw meat juices.
- Ensure delicatessen meats are consumed within the recommended storage time. These can be stored in the slim storage bin if you want to keep separate.

### Poultry

- Keep whole poultry or poultry pieces in the original packaging until you use them.
- We recommend placing the packaged poultry in a dish and storing on the bottom shelf of your refrigerator to prevent any potential spills from contaminating other foods.
  - Whole poultry or poultry pieces should only be stuffed right before cooking. Preparation in advance may result in food poisoning.
- Ensure stuffing is removed from cooked poultry, and both are sufficiently cooled then covered before storing in the refrigerator.

### Fish and seafood

- Whole fish and fillets are ideally consumed on the day of purchase. Ensure they are stored in suitable covered containers or packaging. This will prevent foods from drying out and transferring odours.
- If storing overnight or longer, ensure the whole fish is cleaned and dried before covering and storing, preferably on a bed of ice, in your refrigerator.
- Ensure fish fillets and other seafood are treated the same way.
- Keep shellfish chilled at all times and consume within 1 - 2 days.

### Fruits and vegetables

- Not all fruits and vegetables are suitable for prolonged refrigeration storage at temperatures below 5°C.
  - Undesirable physical and chemical changes will result from low temperature storage, such as loss of rigidity, browning, increased rate of deterioration and potential loss of flavour.
- Try to store fruit and vegetables separately, as each emit different ethylene levels – the cause of ripening.
- Ensure fruits are not washed before storage, this increases the rate of deterioration.
- Ensure vegetables are sorted and damaged parts are discarded.

### Precooked foods and leftovers

- Ensure cooked foods are stored in suitable covered containers. This will prevent foods from drying out.
- Keep for only 1 - 2 days.
- Reheat leftovers only once and until steaming hot.

### Beverages

- Ensure beverages are stored tightly on the door shelves of the refrigerator. This prevents the bottles from tipping or falling out when the refrigerator door is opened. Otherwise, use bottle holders to store beverages on the shelves.
- The door shelves are held by support lugs and are fully adjustable to suit your storage requirements.

## STORING FOOD IN YOUR FREEZER

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Freezing and storing foods at temperatures  $-18^{\circ}\text{C}$  or colder helps retain the physical quality and nutritional value of foods. Low temperatures inhibit the growth of bacteria, moulds and yeasts, thereby restricting chemical and physical reactions to extend the food's storage life.

### General fresh frozen food care

Successful freezing depend on the foods' quality, packaging and proportions. We recommend freezing foods fast to maintain moisture content and to prevent the formation of large ice crystals.

#### For best results:

- Store only high quality and fresh food.
- Ensure foods are packaged in suitable packaging material before freezing.
- Ensure foods freeze as quickly as possible and in small quantities. Do not attempt to freeze more than 1kg of meat per 25L of freezer storage volume.
  - Freezing in smaller quantities helps retain the nutrient qualities and appearance of the food as best as possible.
- When freezing many foods at once, we recommended activating the 'Fast Freeze' function 2 hours beforehand.
  - Ensure fresh food to be frozen does not come into contact with already frozen foods. This will cause frozen foods to start defrosting.
- When freezing foods containing liquids or semi-solids, ensure there is a 20 – 50mm head space to allow the foods to expand as they freeze.
- Keep door openings to a minimum. Avoid opening the door unnecessarily.
- Ensure air is removed from food packaging. This will avoid large formation of ice crystals and prevent freezer-burn on foods. The formation of small ice crystals is normal.
- Ensure hot foods and drinks are not placed directly into the freezer. Hot containers may damage shelves and walls of the refrigerator, increase energy consumption and cause already frozen foods to defrost.
- Ensure partially or fully defrosted foods are never re-frozen. Defrosted foods can only be refrozen after they have been cooked.
- Ensure there is a constant turnover of foods. Use older items of food first and do not exceed the recommended storage times. See table below.

### Recommended freezer storage times for freshly frozen foods

These times should not be exceeded.

MONTHS	TYPE OF FOOD STORED
1	Bacon, casseroles, milk
2	Bread, ice cream, sausages, pies, prepared shellfish, oily fish
3	Non-oily fish, shellfish, pizza, scones and muffins
4	Ham, baked goods, beef and lamb chops, poultry pieces
6	Butter, blanched vegetables, whole eggs and yolks, cooked crayfish, raw minced meats
12	Dried fruits or fruit in syrups, egg whites, raw beet, whole chicken, raw lamb, fruit cakes

## STORING FOOD IN YOUR FREEZER

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### **Red meats, poultry and game**

- We recommend selecting lean meats as opposed to fatty meats. These have a lower fat content, freeze much better and can be stored longer.
- When packaging meats (chops, steaks, cutlets) separate with sheets of plastic freezer film, then package all together. This prevents the meats forming into a solid block on freezing.
- Ensure stuffing is removed from poultry prior to freezing. Whole poultry or poultry pieces should only be stuffed right before cooking. Preparation in advance may result in food poisoning.

### **Fish and seafood**

Ensure whole fish are rinsed inside and out with cold running water to remove loose scales and dirt, then dried and packaged before storing in the freezer.

### **Fruits**

- Choose high quality, mature, and ready to eat fruits. Only select fruit varieties recommended for freezing.
- Most packaged fruits can be stored for 8 - 12 months. Fruits packed in syrup are ideal for desserts, while fruits packed without sugar are better used for cooking.

### **Vegetables**

- Not all vegetables are suitable for freezing eg lettuce, radishes, and onions. Only select mature and ready-to-eat vegetables recommended for freezing.
- Ensure vegetables are sorted and damaged parts are discarded.
- We recommend blanching vegetables before freezing. This technique inhibits vegetable enzymes and helps preserve the colour, flavour and nutritional value of the vegetables without chemical or physical damages.
- To blanch, boil vegetables in boiling water for 2 - 4 minutes, remove and cool quickly in ice-cold water. Drain well then package.

### **Precooked foods and leftovers**

- Ensure cooked food are stored in suitable covered containers and away from raw frozen foods.
- Not all foods are suitable for freezing; some separate on defrosting such as cooked egg whites, custards and cream fillings, meringue toppings, milk porridges, gelatin or jelly-like dishes and salad dressings.

### **Beverages**

- We recommended cooling carbonated beverages only when the 'Bottle Chill' function is active.
- Do not store carbonated drinks without this function in the freezer, failure to remove beverages could lead to freezing liquid and the likelihood of bottle/can explosion.

# DEFROSTING FOOD IN YOUR REFRIGERATOR

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Your refrigerator is also designed to help defrost/thaw foods in a safe manner by avoiding the growth of bacteria, moulds and yeasts – which are the major causes of food spoilage.

## General defrosting food care

### For best results:

- Ensure foods are defrosted in the refrigerator, microwave oven or multifunction oven.
  - Never defrost foods at room temperature. This could potentially promote the growth of bacteria and cause food poisoning even after cooking.
  - Foods can be defrosted in the slim storage drawer (where fitted) if you want to keep separate from the rest of the refrigerator.
- Ensure partially or fully defrosted foods are never re-frozen. Defrosted foods can only be refrozen after it has been cooked.

## Red meats, poultry and game

- Red meat can be cooked from frozen, or from the partly or completely defrosted states. Ensure extra cooking time is given when cooking from the frozen state.
- Ensure poultry is completely defrosted before cooking and never use the frozen juices for cooking. Wash your hands thoroughly to avoid the chances of food poisoning, especially salmonella poisoning.

## Fish and seafood

- Ensure fish does not come into contact with other foods when defrosting in the refrigerator.
- For best results, cook from either the frozen or partly defrosted state.

## Fruit and vegetables

- Defrost frozen fruits in the refrigerator. Alternatively, they can be used as part of frozen desserts.
- Frozen vegetables are best cooked from their frozen state.

## Refrigerator packaging materials

<b>DO USE</b>	<b>DON'T USE</b>
<ul style="list-style-type: none"><li>• Polyethylene film/seran wrap/plastic food wrap</li><li>• Heavy-duty aluminium foil</li><li>• Air-tight containers with lids</li><li>• Plastic freezer film</li><li>• Resealable freezer bags</li></ul>	<ul style="list-style-type: none"><li>• <b>Wrapping paper/cellophane</b></li><li>• <b>Grease-proof/cooking paper</b></li><li>• <b>Permeable wraps</b></li><li>• <b>Plastic carrier bags</b></li><li>• <b>Trash bags</b></li></ul>

## MOVING AND STORING YOUR REFRIGERATOR

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**TO ENSURE YOUR APPLIANCE OPERATES CORRECTLY, PLEASE REFER TO THE INSTALLATION GUIDE SUPPLIED WITH THIS REFRIGERATOR.**

If your refrigerator is turned off for any reason, wait 10 minutes before turning it back on. This will allow the refrigeration system pressures to equalise before restarting.

### **Moving your refrigerator**

- Turn off the refrigerator at the isolating switch and unplug from the power point. Remove all food.
- Clear all debris or unwanted objects surrounding the refrigerator.
- Move the refrigerator gently out of its position.
- Switch off the isolating tap and disconnect the water fittings.
- Tuck away the power cord.
- If possible, use tape to keep the shelves in place and the doors closed.
- If the cabinet is to be laid down or placed at an angle, place it carefully on its side (right hand side when viewed from the front).
- If the appliance has been lying on its side for some time during transport, stand it upright for at least a few hours before switching on.
- If the refrigerator has been transported upright, then it can be switched on after 10 minutes.

### **Storing your refrigerator**

- When storing your cleaned refrigerator, leave the doors open. This allows air to circulate and prevents the build-up of bacteria and moulds.
- Clean your refrigerator before using it again. Use a mixture of warm water and baking soda (add 1tsp of baking soda to each 500ml of water). Rinse with clean water.

### **Holiday/Vacation time**

- Leave your refrigerator operating while you are on holiday/vacation.

## User warnings



### Faults

If a fault occurs when you open the fresh food compartment door, the  icon will illuminate on the **internal** control panel and an alarm will sound.

- Please count the number of beeps made when the fresh food compartment door is opened.
- Please record the number and sequence of temperature lights displayed on the **internal** control panel and contact a Fisher & Paykel trained and supported service technician in order to repair the fault. You can do this by going online to [www.fisherpaykel.com](http://www.fisherpaykel.com) or by contacting our Customer Care Centre.
- To silence the fault alarm press any button on the **internal** control panel. The  icon will remain illuminated until the fault is corrected.

## Normal refrigerator sounds

ActiveSmart™ refrigerators are designed to have excellent energy ratings and cooling performance. As a result, it can produce sounds somewhat different to your old refrigerator.

### Normal operational sounds include:

- Fan air flow sound. ActiveSmart™ refrigerators have fans which change speed depending on demand. During cooling periods, such as after frequent door openings, fans circulate the cold air in the refrigerator and freezer compartments producing some air flow sound. This is quite normal.
- Cracking or popping sounds. This may occur when the automatic defrost function is operating.
- Running water sound. This is the liquid refrigerant in the system and can be heard as a boiling or gurgling noise.
- An audible hissing sound after closing the freezer door. This is due to the pressure difference between the warm air that has entered the cabinet and suddenly cooled, and the outside air pressure.
- Humming sounds. This is the compressor running and is quite normal.
- Gasket noises which can normally occur over time due to a build up of dirt and/or grime. See 'Cleaning care, Exterior' section.
- Ice maker and water dispenser sounds:
  - Motor operation (low humming).
  - Running water as the ice maker and/or water tank fills.
  - Water valve opening and closing (hissing sound).
  - Ice being loosened from the ice moulding tray (cracking).
  - Ice dropping into bin (clunking).
- Other sounds may be heard for the following reasons:
  - Cabinet not level.
  - Floor uneven or weak.
  - Bottles or jars rattling on shelves.

## TROUBLESHOOTING

If there is a problem with your appliance, please check the following points before contacting your local Fisher & Paykel trained and supported service technician or the Customer Care Centre.

Product parts and accessories can be purchased through the Fisher & Paykel Customer Care Centre, or online at [www.fisherpaykel.com](http://www.fisherpaykel.com) (this service is available to selected markets only).

### All models

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Appliance does not operate.</b>	No electricity at power outlet.	Check that the plug is correctly connected and power switched on.
		Check another appliance at the same outlet.
		Check house fuse.
<b>Light not working.</b>	Light not functioning.	The LED light cannot be serviced by the user. Contact your Fisher & Paykel dealer or trained and supported service technician.
	Refrigerator not working.	Check refrigerator is turned on at the wall or at the isolating switch.
<b>Light and display not working.</b>	Product in 'Sabbath mode'.	Press  button,  button and  button together for 4 seconds.
<b>Motor operates for long periods.</b>	Hot weather.	Minimise door openings to allow temperature to stabilise.
	Frequent door openings.	
	Large amount of food recently added.	
	Temperature control set too low.	See 'Operating instructions' section.
<b>Storage compartments too warm.</b>	Doors not sealing properly.	Check that cabinet is level and gasket seals are clean. See 'Cleaning care, Exterior' section.
	Temperature setting not correct.	See 'Operating instructions' section.
	Frequent door openings.	Minimise door openings to allow temperature to stabilise.
Large amount of food recently added.		
<b>Food freezing in the fridge compartment.</b>	Temperature setting not correct.	See 'Operating instructions' section.
	Food placed directly in front of air outlets.	Move chill sensitive foods away from the centre back of the shelves.

## TROUBLESHOOTING

### All models

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Unfamiliar noises.	Cabinet not stable or level.	See 'Installation guide' supplied with refrigerator.
	Freezer is defrosting.	This is normal.
Ice maker sounds.	Normal ice maker operation.	See 'User warnings and sounds' section.
Fault icon  illuminates on the internal control panel and an alarm sounds when the fresh food compartment door is opened.	-	Count the number of beeps made, and record the number and sequence of temperature lights displayed on the <b>internal</b> control panel. Contact Customer Care Centre.
Water in the vegetable bins.	Condensation is formed by the water produced by fruit and vegetables.	A small amount of condensation is beneficial for fruit and vegetable storage. Wipe out water with a cloth.
Exterior of cabinet is warm.	Note: <b>This is normal.</b>	
Condensation on outside of refrigerator/freezer.	Not unusual during periods of high humidity.	Wipe dry.
Condensation inside fridge compartment.	Frequent or long door openings.	Minimise door openings.
	Door gasket leaking.	Check that gasket is sitting flat and sealing tightly.
	Not unusual during periods of high humidity.	Wipe dry.
Tray/bin does not slide in and out evenly.	Packaging trapped.	Check to ensure no food or packaging is trapped behind the tray/bin.
Excessive gasket noise.	May be due to a build up of dirt and/or grime.	See 'Cleaning care, Exterior' section.
Door not closing.	An obstruction is blocking door closing.	Move obstruction.
Small or large ice cubes.	Insufficient or excessive water pressure.	Check water pressure.

## TROUBLESHOOTING

### All models

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Automatic ice maker does not work.</b>	Ice maker has not been turned on.	Switch on ice maker, see 'Automatic ice maker' section.
	Water supply turned off or not connected.	Connect water supply.
	Freezer compartment not working.	Contact Customer Care Centre.
	Water pressure too low.	Check water pressure.
	Water line kinked/squashed.	Check water line for kinks/squashing.
	Filter clogged.	Water filter may need replacing.
	Ice cubes stick in ice bin.	Remove ice storage bin, loosen cubes and remove clumped ice. Replace ice storage bin.
<b>Ice cubes taste tainted.</b>	Unsealed packages may be transmitting odour/taste.	Discard ice cubes and clean ice storage bin. See 'Cleaning care, Interior' section.
		Wrap or cover strong smelling foods.
	Poor taste from incoming water.	Replace filter cartridge (product parts and accessories can be purchased through our Customer Care Centre).
<b>Slow ice cube freezing.</b>	Door may have been left ajar.	Close door.
	Freezer compartment set too warm.	Turn temperature to a colder setting. See 'Operating instructions' section.
<b>Wet ice/ice clumping.</b>	Low water pressure.	Check water pressure.
	Filter blocked.	Replace filter cartridge, see 'Water filter' section.
	Long freezer door openings.	Gently tap ice to unstick or, if large clumps occur, empty ice bin and make new ice.
	High ambient temperature.	
	Ice bin left out of freezer compartment for a length of time.	
Ice will stick together over time.		
<b>Ice buildup inside freezer compartment.</b>	Freezer door not closing tightly.	Arrange items in freezer so door can close tightly.
		Check and clean door gasket seal.

## TROUBLESHOOTING

### Ice & Water model only

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Water has poor taste/odour.</b>	Refrigerator not used for an extended period.	Flush the water filtration system. Dispense and discard 4L of water, this will ensure the water tank is refilled with fresh water.
<b>Water dispenser does not work.</b>	Water supply turned off or not connected.	Turn water on.
	Supply line may be blocked.	Check supply for kinks or leaks.
	On first installation there may be air in water system.	To remove air, run 4L of water through the dispenser.
	Filter may be blocked and needs replacing.	Replace filter (product parts and accessories can be purchased through our Customer Care Centre.
	Water frozen in tank.	Increase temperature to a warmer setting in fresh food compartment and freezer.
<b>Water in first glass is warm.</b>	Water dispenser not used for extended period.	Discard first glass of water dispensed.
	Tank capacity used recently.	Allow water time to cool.
<b>Drips overflow drip tray.</b>	Air trapped in tank.	Flush the water filtration system.
	New filter installed.	Dispense and discard 4L of water, then rest the dispenser pad for a further 2 minutes.  Dispense and discard a further 4L of water. This will displace trapped air in the water tank and filter system.
<b>Water flow rate has slowed down.</b>	Filter cartridge is restricted. Check if filter icon is illuminating.	Replace filter cartridge (product parts and accessories can be purchased through our Customer Care Centre.

## CUSTOMER CARE

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### **Before you call for service or assistance...**

Check the things you can do yourself. Refer to the Installation guide and your User guide and check that:

- ① Your product is correctly installed.
- ② You are familiar with its normal operation.
- ③ You have read the 'Troubleshooting' section at the back of the book.

If after checking these points you still need assistance or parts, please refer to your nearest Fisher & Paykel trained and supported service technician, Customer Care, or contact us through our website [www.fisherpaykel.com](http://www.fisherpaykel.com).

### **In New Zealand if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Toll Free:** 0800 FP CARE or 0800 372 273

**Fax:** (09) 273 0656

**Website:** [www.fisherpaykel.com](http://www.fisherpaykel.com)

**Postal address:** Fisher & Paykel Appliances Ltd, PO Box 58550, Botany, Auckland 2163

### **If you need service...\***

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians that can carry out any service necessary on your appliance. Our Customer Care Centre can recommend a Fisher & Paykel trained and supported service technician in your area.

### **In Australia if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Toll Free:** 1300 650 590

**Fax:** (07) 3826 9298

**Website:** [www.fisherpaykel.com](http://www.fisherpaykel.com)

**Postal address:** Fisher & Paykel Appliances Australia Pty Ltd, PO Box 798, Cleveland QLD 4163

### **If you need service...\***

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians that can carry out any service necessary on your appliance. Our Customer Care Centre can recommend a Fisher & Paykel trained and supported service technician in your area.

### **In the United Kingdom if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Phone:** 08000 886 605

**Fax:** 08000 886 606

**Website:** [www.fisherpaykel.com](http://www.fisherpaykel.com)

**Postal address:** Fisher & Paykel Appliances Ltd, Maidstone Road, Kingston, Milton Keynes, Buckinghamshire, MK10 0BD

## CUSTOMER CARE

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### **In Ireland if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Phone:** 1800 625 174 or 01-8077960

**Fax:** 1800 635 012

**Website:** [www.fisherpaykel.com](http://www.fisherpaykel.com)

**Postal address:** Fisher & Paykel Appliances, Unit D2, North Dublin Corporate Park, Swords, Co. Dublin

### **In Singapore if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Phone:** 6741 0777

**Fax:** 6547 0123

**Website:** [www.fisherpaykel.com](http://www.fisherpaykel.com)

**Postal address:** 150 Ubi Avenue 4, Sunlight Building #03-01A, Singapore 408825

### **For rest of the world...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Phone:** +64 9 273 0660

**Fax:** +64 9 273 0580

**Website:** [www.fisherpaykel.com](http://www.fisherpaykel.com)

**Postal address:** Fisher & Paykel Appliances Ltd, PO Box 58550, Botany, Auckland 2163, New Zealand

\*If you call, write or contact us via our website please provide: your name and address, model number, serial number, date of purchase and a complete description of the problem. This information is needed in order to better respond to your request for assistance.

**Product details can be found on the serial plate. This is located at the front right-hand side of the drawer when open.**

### **Registration**

Register your product with us so we can provide you with the best service possible. To register your product visit our website: **[www.fisherpaykel.com](http://www.fisherpaykel.com)**

## **EUROPEAN DIRECTIVE 2012/19/EU ON WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE)**

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**EU** This appliance is marked according to the European directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate handling of this product.

The symbol  marked on the serial plate, or on the documents accompanying the product, indicates that this appliance cannot be treated as household waste. It shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal of the appliance shall be carried out in accordance with the local environment regulations for waste disposal and ensure the refrigerant circuit is not damaged.

For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or your Fisher & Paykel retailer/dealer from whom you purchased this product.







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The product specifications in this booklet apply to the specific products and models described at the date of issue. Under our policy of continuous product improvement, these specifications may change at any time. You should therefore check with your Dealer to ensure this booklet correctly describes the product currently available.

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