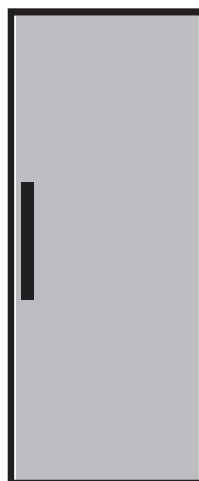


# Blomberg®

seit 1883

## Refrigerator User Manual



SSM1351I



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

Dear Customer,

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

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

## **This manual**

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

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

## **Symbols and their descriptions**

This instruction manual contains the following symbols:

 Important information or useful usage tips.

 Warning against dangerous conditions for life and property.

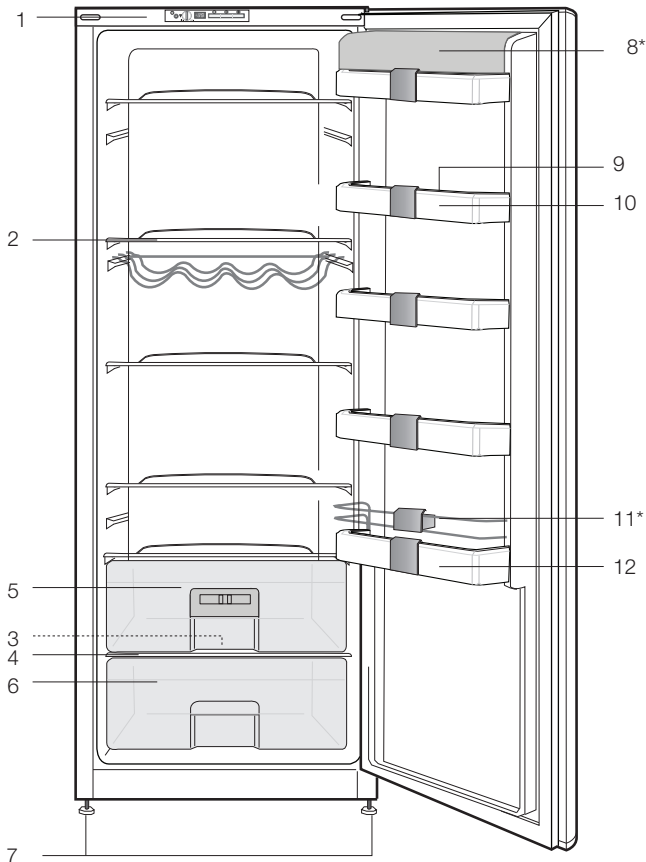
 Warning against electric voltage.

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# 1 Your refrigerator

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



- 1. Interior light
- 2. Movable shelves
- 3. Defrost water collection channel - Drain tube
- 4. Crisper cover
- 5. Chiller compartment
- 6. Crisper
- 7. Adjustable front feet
- 8. Dairy compartment
- 9. Egg compartment
- 10. Adjustable door shelves
- 11. Shelf Divider
- 12. Bottle shelf

**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 Warning

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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.

## 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

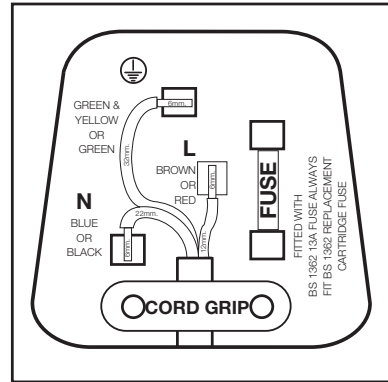
If the fitted moulded plug is not suitable for your socket, then the plug should be cut off and an appropriate plug fitted. Destroy the old plug which is cut off as a plug with bared cord could cause a shock hazard if inserted into a socket elsewhere in the house.

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.

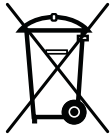


## Energy Saving Tips

1. Ensure your appliance is installed in a well ventilated area.
2. Ensure the time between buying chilled/frozen food and placing them in your appliance is kept at minimum, particularly in summer. We recommend you use a cool bag or a special carrier bag to carry perishable food.
3. Do not leave the door (s) of your appliance open longer than necessary and ensure they are closed properly after each opening.
4. Defrost frozen food in the fridge, so that frozen food acts as an ice pack to assist cooling in fridge.



## **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

### Installation Instructions

**1.** The space in the room where the appliance is installed must not be smaller than 10 cubic metres.

**2.** If possible avoid placing the appliance near cookers, radiators or in direct sunlight as this will cause the compressor to run for long periods. If installed next to a source of heat or refrigerator, maintain the following minimum side clearances:

From Cookers 2" (50 mm)

From Radiators 12" (300 mm)

From Refrigerators or Freezers 1"(25 mm)

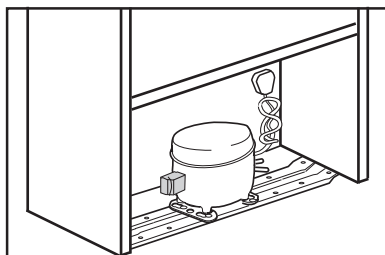
**3.** Make sure that sufficient room is provided around the appliance to ensure free air circulation.

**4.** The appliance should be located on a smooth surface. The two front feet can be adjusted as required.

To ensure that your appliance is standing upright adjust the two front feet by turning clockwise or anti-clockwise, until the product is in firm contact with the floor. Correct adjustment of feet avoids excessive vibration and noise.

**5.** Refer to "Cleaning and Care" section to prepare your appliance for use.

**6.** A special receptacle is supplied to store the mains plug during transit. The receptacle is fixed at the back of the cabinet, on the right hand side of the compressor. (See diagram) Gently remove the plug from the receptacle. Never pull the mains cord, you may damage the appliance. In the case of transportation, ensure you locate the plug in the receptacle provided to avoid transit damage. transit provided to avoid transit damage.



The following guidelines and recommendations are suggested to obtain the best results and storage hygiene.

- 1.** The larder fridge is suitable for the short term storage of fresh food and drinks.
- 2.** Cooked dishes must be stored in airtight covered containers.
- 3.** Fresh wrapped produce can be placed on the shelf. Fresh fruit and vegetables should be cleaned and stored in the salad crisper bin.
- 4.** Bottles can be placed upright in the door rack.
- 5.** To store raw meat and fish place either on the lowest shelf or in the chiller compartment (recommended). Do not allow to come into contact with cooked food to avoid contamination. For safety, only store raw meat for two to three days. Fish should be stored in the chiller compartment
- 6.** Keep the food packed, wrapped or covered. Allow hot food and beverages to cool before placing them in the fridge. Do not store poisonous or dangerous substances in the refrigerator. High proof alcohol must be stored upright in sealed containers. Left over canned food should not be stored in the can.

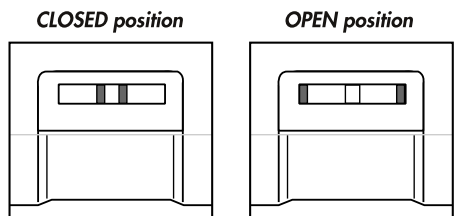
**7.** Some fruit and vegetables suffer damage if kept at temperatures near 0 degrees centigrade. Therefore wrap pineapples, melon, cucumbers, tomatoes and similar produce in polythene bags.

**8.** Do not leave frozen food at room temperature to thaw; the best way to defrost food is to put it in the fridge to thaw slowly. Make sure you avoid defrosting food or food juices drip onto other food.

**9.** For hygiene reasons, always wrap food using a suitable packaging material before storing in your appliance to avoid contact with the appliance surface.

**10.** Chiller Drawer humidity controls This has been designed to keep your vegetables fresh, without losing moisture. For this purpose, cold air circulates around the crisper. The amount of cold air passing out of the crisper can be regulated with the controls found on the front of its cover. You may set the humidity-control slider to the position appropriate to adjust the degree of moisture and coldness of the foodstuffs inside. If you want these to cool further, set the control to "Open", if you want them to cool less but retain their moisture for a long period, set it to "Closed". Positions in between allows you to regulate cooling and moisture-retention as you desire. (See the below diagram)

**11.** Door open alarm will bleep after the door has been left open for over 1 (One) minute

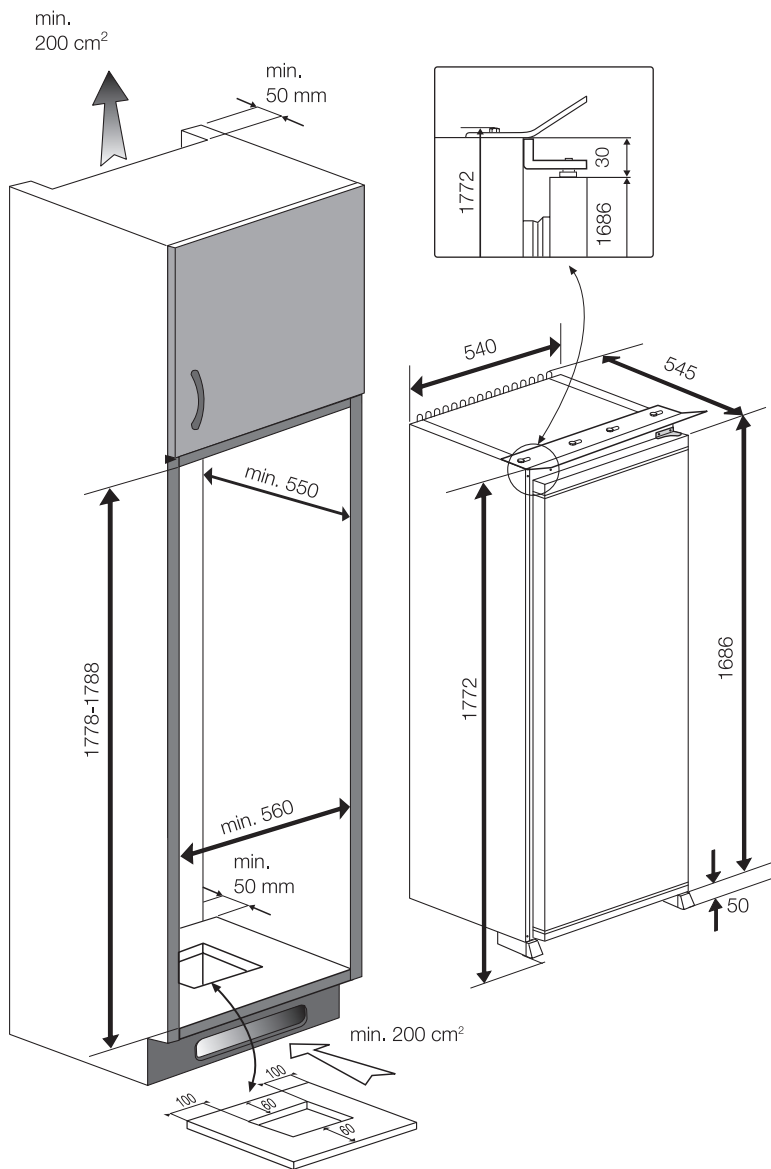


## **Changing the illumination lamp**

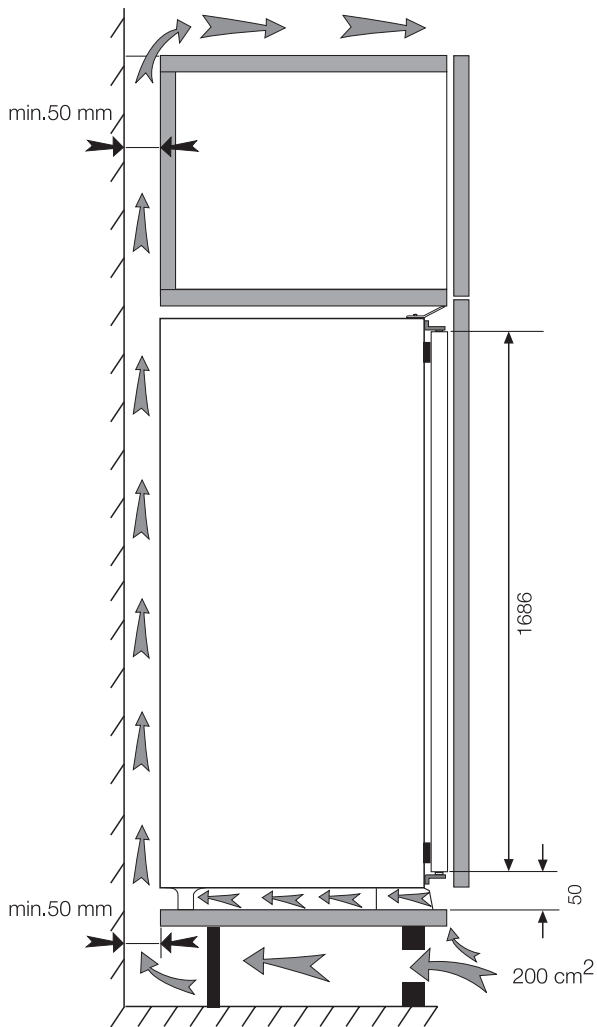
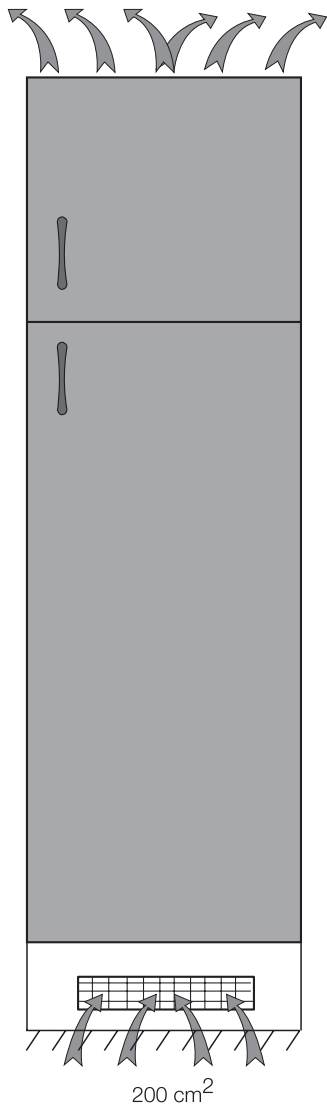
To change the Bulb/LED used for illumination of your refrigerator, call your AuthorisedService.

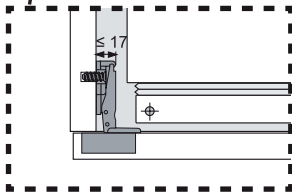
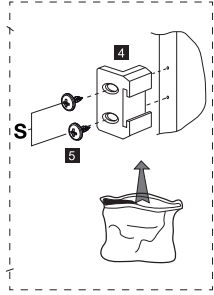
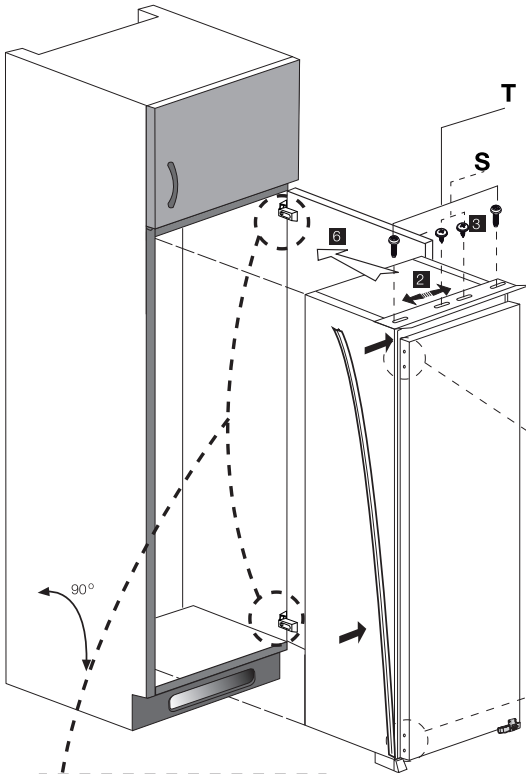
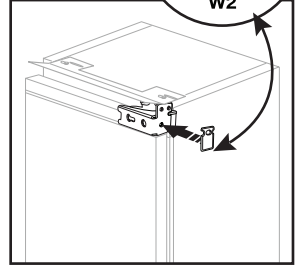
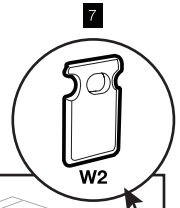
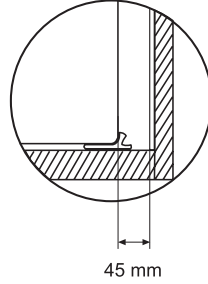
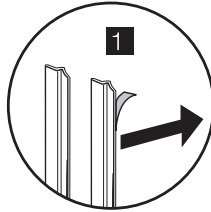
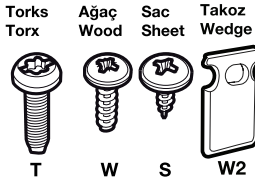
The lamp(s) used in this appliance is not suitable for household room illumination. The intended purpose of this lamp is to assist the user to place foodstuffs in the refrigerator/freezer in a safe and comfortable way. The lamps used in this appliance have to withstand extreme physical conditions such as temperatures below -20 °C.

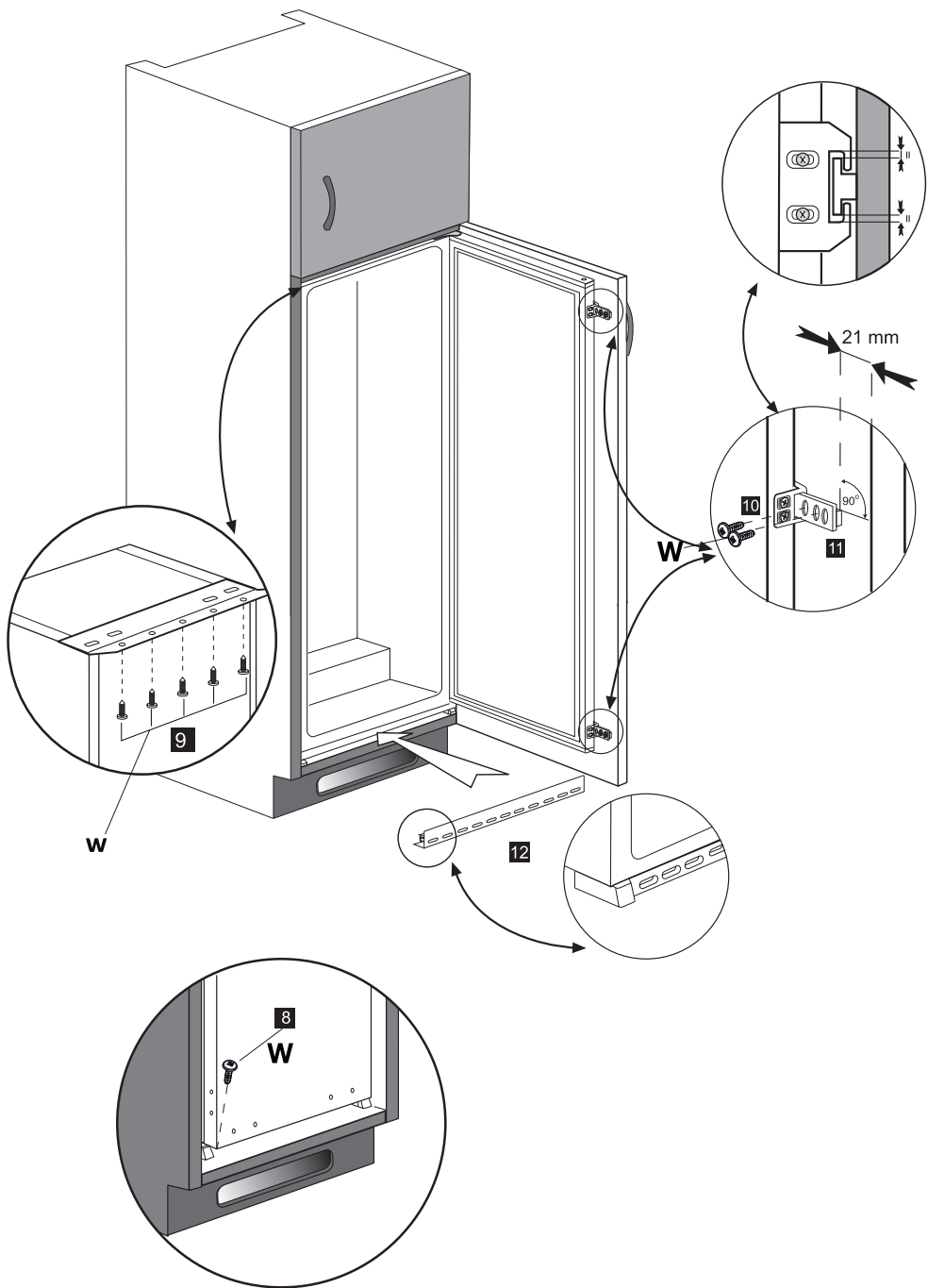
(only chest and upright freezer)



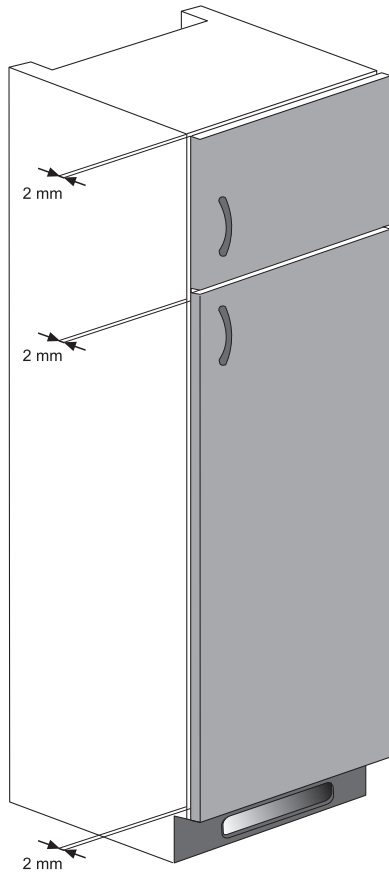
The backwall of the wooden cabinet must be left open completely to kitchen wall in order to allow sufficient air circulation to cool down the condenser unit for energy efficiency.











## **4** Before operating

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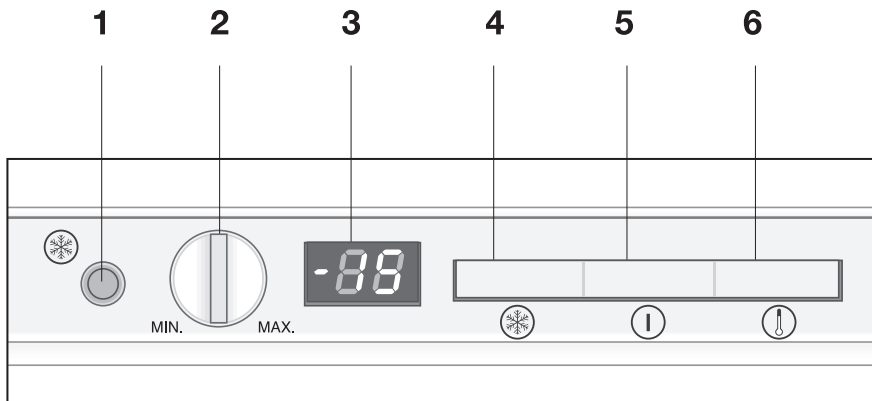
### **Starting**

#### Final Check

Before you start using the refrigerator check that:

- 1.** The front feet have been adjusted so the appliance is level.
- 2.** The interior is dry and air can circulate freely around the outside of the product.
- 3.** Clean the interior as recommended under “CLEANING AND CARE.”
- 4.** Insert the plug into the wall socket and switch on the electricity supply. When the door is open the interior light will come on.
- 5.** You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, whether the compressor is running or not which is quite normal.
- 6.** We recommend that you set the thermostat to 3 (three) and monitor the temperature to ensure the appliance maintains desired storage temperatures (See section Temperature Control and Adjustment).
- 7.** Do not load the appliance immediately it is switched on. Wait until the correct storage temperature has been reached.
- 8.** We recommend that you check the temperature with an accurate thermometer

## 5 Using your refrigerator



### Led Indicators And Control Panel

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

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

#### Quick Cool Button (1):

Used to cool the food quickly. Compressor may not operate immediately but after some time when the button is pressed and this is quite normal.

#### Thermostat Setting Button (2):

Used to set your refrigerator between minimum and maximum values.

#### Temperature Indicator (3):

Displays the inner temperature of your refrigerator.

#### Amber LED (4):

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

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

#### Green LED (5):

Lights up continuously after plugging in your refrigerator.

#### Red LED (6):

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

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

## Temperature Setting

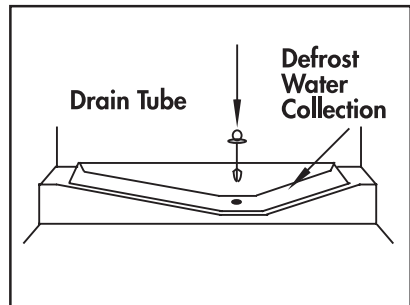
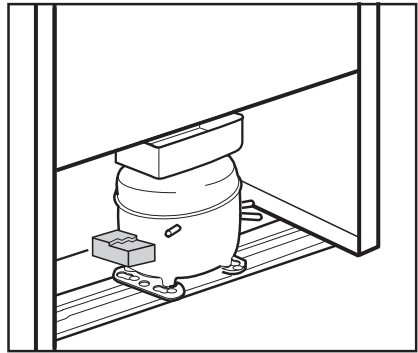
The interior temperature of your refrigerator changes for the following reasons;

- Seasonal temperatures,
- Frequent opening of the door and leaving the door open for long periods,
- Food put into the refrigerator without cooling down to the room temperature,
- The location of the refrigerator in the room (e.g. exposing to sunlight). You may adjust the varying interior temperature due to such reasons by using the thermostat. If the ambient temperature is higher than 30°C, turn the thermostat button to maximum position.

## Defrost

It is normal that ice crystals build up on the surface of the rear wall of your refrigerator while it is operating. There is no need to scrape or wipe them off. Your refrigerator defrosts automatically.

Water resulting from the defrosting passes from the water collection groove and flows into the evaporator through the drain pipe and evaporates there by itself.



## 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 refrigerator 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 refrigerator 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 refrigerator in unsealed containers as they damage the plastic surfaces of your refrigerator. 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 refrigerator 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 refrigerator 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 refrigerator frequently.
- Ambient is very humid. >>>Do not install your refrigerator 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 refrigerator is left ajar. >>>Close the door of the refrigerator.
- 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 refrigerator has not been balanced yet. The refrigerator will start running approximately after 6 minutes. Please call the service if the refrigerator does not startup at the end of this period.
- The fridge is in defrost cycle. >>>This is normal for a full-automatically defrosting refrigerator. Defrosting cycle occurs periodically.
- The refrigerator 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. >>>Refrigerator returns to normal operation when the power restores.

The operation noise increases when the refrigerator is running.
<ul style="list-style-type: none"> <li>The operating performance of the refrigerator may change due to the changes in the ambient temperature. It is normal and not a fault.</li> </ul>
The refrigerator 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 refrigerators 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 refrigerator might be plugged in recently or might be loaded with food. &gt;&gt;&gt;When the refrigerator 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 refrigerator recently. &gt;&gt;&gt;Do not put hot food into the refrigerator.</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 refrigerator causes the refrigerator 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 refrigerator is adjusted to a very low temperature. &gt;&gt;&gt;Adjust the refrigerator 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 refrigerator 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 refrigerator is plugged in or loaded with food recently. >>>This is normal. When the refrigerator 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 refrigerator recently. >>>Do not put hot food into the refrigerator.

• Vibrations or noise.

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

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

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

Whistle comes from the refrigerator.

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

Condensation on the inner walls of refrigerator.

- 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 refrigerator 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 refrigerator.

- No regular cleaning is performed. >>>Clean the inside of the refrigerator 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 refrigerator 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 refrigerator.

#### The door is not closing.

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

#### Crispers are stuck.

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

## 8 How To Obtain Service

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### 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*

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.

## 9 Guarantee Details

### Guarantee Details

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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.

# **Blomberg<sup>®</sup>**

**seit 1883**

[www.blomberginternational.com](http://www.blomberginternational.com)

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