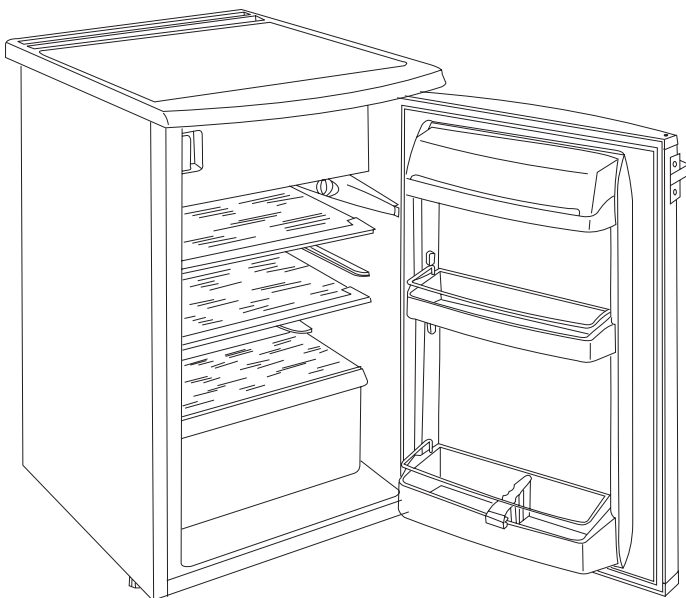


JLUCFR6009

JL6004

refrigerator

Instruction manual



John Lewis

Important Safety Information

It is most important that this instruction book should be retained with the appliance for future reference. Should the appliance be sold or transferred to another owner, or should you move house and leave the appliance, always ensure that the book is supplied with the appliance in order that the new owner can get to know the functioning of the appliance and the relevant warnings.

These warnings have been provided in the interest of safety. You **MUST** read them carefully before installing or using the appliance.

If you are unsure of the meanings of these warnings contact the John Lewis branch from which you purchased the appliance.

Installation

- This appliance is heavy. Care should be taken when moving it.
- Check your Refrigerator for any transport damage. Do not connect the appliance if it is damaged. If the Refrigerator is damaged, you should contact the John Lewis branch from which you purchased it.
- Any electrical work required to install this appliance should be carried out by a qualified electrician or competent person.
- Care must be taken to ensure that the appliance does not stand on the electrical supply cable. If the supply cable is damaged it must be replaced; contact our extended warranty administrators on 08700 107 887 who will give you details for your local Service Force centre.
- Parts which heat up should not be exposed. Whenever possible, the back of the appliance should be close to a wall, but leaving the required distance for ventilation, as stated in the installation instructions.
- This appliance should be left for 2 hours after installation before it is turned on, in order to allow the refrigerant to settle.

Child Safety

- This appliance is designed to be operated by adults. Children should not be allowed to tamper with the controls or play with the product.
- To prevent small children and pets climbing inside the appliance. Please check your appliance before use.
- Keep all packaging well away from children.
- When the appliance is to be scrapped, cut off the electrical supply cable and destroy the plug with the remaining cable. Disable the door catch in order to prevent children and animals becoming trapped inside.
- This appliance is not intended for use by persons (including children) 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.

Use

- This appliance is designed for domestic use only, specifically for the storage of edible foodstuffs only. It is not intended for commercial or industrial use.

- Containers with flammable gases or liquids can leak at low temperatures. Do not store any containers with flammable materials, such as spray cans, fire extinguisher refill cartridges etc. in the refrigerator or the vicinity of the refrigerator or any other appliance.
- Frozen food should not be refrozen once it has thawed out.
- Do not place carbonated or fizzy drinks in the freezer compartment.
- Ice lollies can cause frost/freezer burns if consumed straight from the freezer compartment.
- Do not remove items from the freezer compartment if your hands are damp/wet, as this could cause skin abrasions or frost/freezer burns.
- Bottles and cans must not be placed in the freezer compartment as they can burst as the contents freeze.
- Manufacturers recommended food storage times should be adhered to. Refer to the relevant instructions.
- Do not use electrical appliances inside the Refrigerator.
- Store pre-packed frozen foods in accordance with the frozen foods instructions and use by date.
- When cleaning, defrosting, taking out frozen foods or ice tray do not use sharp, pointed or hard devices, as they can cause damage to the appliance.
- Do not damage the refrigerant circuit.

Safety Precautions for Isobutane

Warning

- The refrigerant of the appliance is isobutane (R600a). This is a flammable substance.
- 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.

For the safety of life and property keep the precautions of these user's instructions as the manufacturer is not responsible for damages caused by omission.

Maintenance and Cleaning

- Before cleaning, always switch off the appliance and disconnect from the electrical supply
- Check and clean the drain for defrosted water regularly; if the drain is blocked water will gather in the bottom of the refrigerator.
when unplugging always pull the plug from the mains socket, do not pull on the cable.
- Further information on cleaning is on page 17 of this manual.

Service

- This product should only be serviced by an authorised engineer and only genuine spare parts should be used.
- Under no circumstances should you attempt to repair the appliance yourself. repairs carried out by inexperienced persons may cause injury or serious malfunction.
- Service Force are the authorised repair agents for John Lewis branded domestic appliances.



Ecological Hints


To save energy and help protect the environment, we recommend that you follow these hints.

- Do not install the appliance close to sources of heat such as a boiler or radiator.
locate the appliance in a well ventilated room and make sure that any air openings of the appliance are not obstructed.
- Pack all foods into airtight packages before placing them into the freezer compartment.
Food which is to be frozen (when cool) should be placed in the fridge compartment before being transferred to the freezer.
try to avoid keeping the door open for long periods or opening the door too frequently as warm air will enter the cabinet and cause the compressor to switch on unnecessarily often.
- Ensure there are no obstructions preventing the door from closing properly.



Environmental Information

After unpacking please dispose of the packaging with due regard to safety and the environment.

Materials marked with the symbol  are recyclable.

Avoid damaging the cooling unit, especially at the rear near the heat exchanger. Check with your local Council or Environmental Health Office to see if there are facilities in your area for recycling this appliance.


When the appliance is to be scrapped, cut off the power supply cable and remove the door, to prevent young children from being trapped inside.

This appliance does not contain gases which could damage the ozone layer, in either its refrigerant circuit or insulation materials.



Warning

A cut off plug inserted into a 13 amp socket is a serious safety (shock) hazard. please ensure the cut off plug is disposed of safely.

The symbol  on the product or on its packaging indicates that this product may not be treated as household waste.

Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

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Guide to using the Instruction Manual

The following symbols will be found in the text to guide you throughout the instructions:

 **Safety precautions**

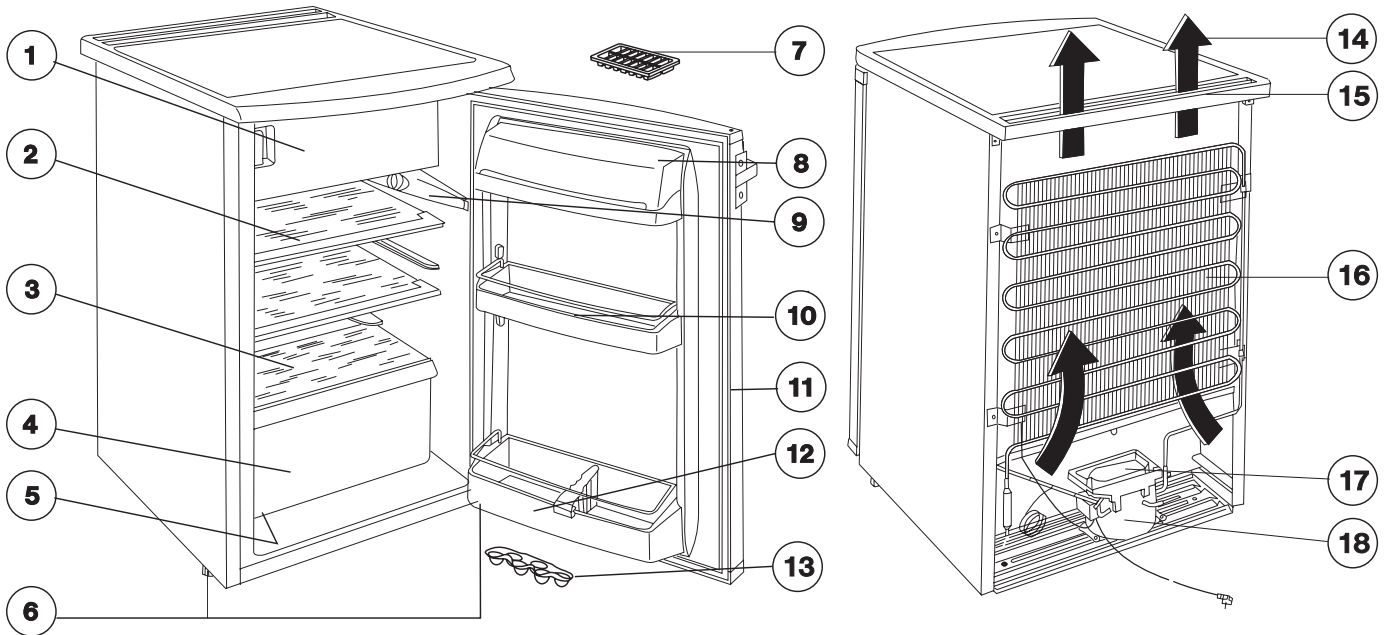
 **Hints, useful information**

 **Environmental information**

 This appliance complies with the following E.E.C. Directives:

- 73/23 EEC of 19.02.73 (Low Voltage Directive) and subsequent modifications,
- 89/336 EEC of 03.05.89 (Electromagnetic Compatibility Directive) and subsequent modifications.
- 96/57 EEC - 96/09/03 (Energy Efficiency Directive) and its subsequent amendments




Description of the appliance



- 1. Frozen food compartment
- 2. Glass shelf
- 3. Defrost water drain
- 4. Salad drawer
- 5. Rating plate
- 6. Adjustable feet
- 7. Ice tray
- 8. Butter compartment
- 9. Interior light/Thermostat control

- 10. Door shelf
- 11. Door gasket
- 12. Bottle shelf
- 13. Egg tray
- 14. Air circulation
- 15. Air grid
- 16. Condenser
- 17. Evaporator tray
- 18. Compressor

Installation

-  It is dangerous to alter the specifications or attempt to modify this product in any way.
-  Care must be taken to ensure that the appliance does not stand on the electrical supply cable.
-  Any electrical work required to install this appliance should be carried out by a qualified electrician or competent person.

Technical Specifications

DIMENSIONS	Width	595 mm
	Height	850 mm
	Depth	635 mm
POWER SUPPLY VOLTAGE		230V/50Hz
RATED CURRENT		0,5 A
GROSS CAPACITY	Refrigerator	125 l
	Freezer	19 l
NET CAPACITY	Refrigerator	119 l
	Freezer	18 l
FREEZING CAPACITY		2 kg/24 h
ENERGY CONSUMPTION		0,515 kWh/24h
		188 kWh/year
ENERGY CLASS, ACCORDING TO EU STANDARDS		A+
RISING TIME		12 h
WEIGHT		39 kg

Unpacking

i It is recommended to deliver the appliance in original packaging, in vertical position considering the protective warning on packaging.

After positioning, the appliance must not be switched on for approx. 4 hours to allow the refrigerant to settle.

Unpack the appliance and check if there are damages on it. Report any damage immediately to the place where you bought it. In this case retain packaging.

Cleaning

Remove all adhesive tape and packaging, which ensure the accessories do not move in the appliance.

Wash the inside of the appliance using lukewarm water and bicarbonate of soda (5ml to 0.5 litre of water).

After cleaning dry the inside of the appliance thoroughly.

Location

The appliance should be placed in a well ventilated, dry room.

The appliance energy use is affected by the ambient temperature.

The appliance should therefore:

- not be installed next to radiators, cookers or other sources of heat
- only be installed at a location where the ambient temperature corresponds to the climate classification, for which the appliance is designed.

Climate Classification

The climate classification can be found on the rating plate located inside the appliance.

The following table shows the ambient temperature for each climate classification:

Climate Classification	Ambient Temperature
SN	+10 to +32 °C
N	+16 to +32 °C
ST	+16 to +38 °C
T	+16 to +43 °C

Ventilation Requirements

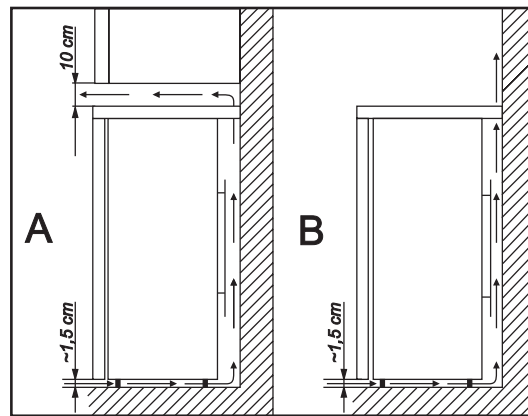
The appliance must have adequate ventilation to ensure correct operation.

Diagram shows the ventilation requirements when installed:

A: Under a worktop, or cupboard.

The clearance space of 10 cm above the appliance may be reduced to 5 cm providing a clearance space 2,5 cm is left on either side of the appliance.

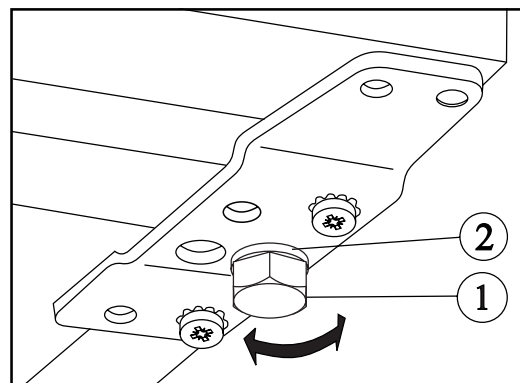
B: When freestanding



Levelling

The appliance must be level. Level the appliance by adjusting the two adjustable feet (1) at the front of the appliance.

If required the washer (2) can be removed.

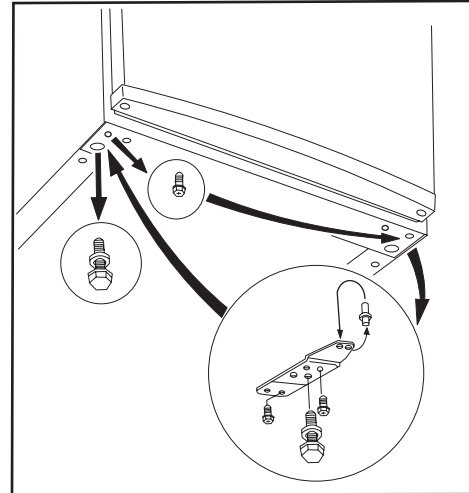


Door Reversal

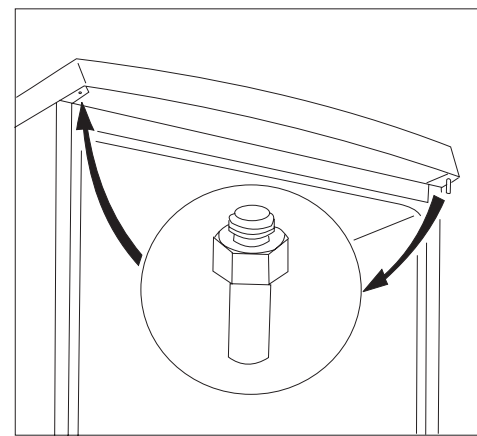
If required the door can be reversed, hinged from the left, opening from the right.

To reverse the bottom hinge assembly proceed as follows:

- Disconnect the appliance from the electricity supply.
- Tilt the appliance backwards, resting the top edge of the appliance on a stool or something similar.
- Unscrew the 2 adjustable feet. Unscrew the 2 screws holding the lower door bracket. transfer the lower door hinge pin to the alternative position as shown in the top drawing. Unscrew the single screw at the bottom left hand side and retain . Replace the lower door bracket on the bottom left hand side but do not fully tighten the 3 screws.



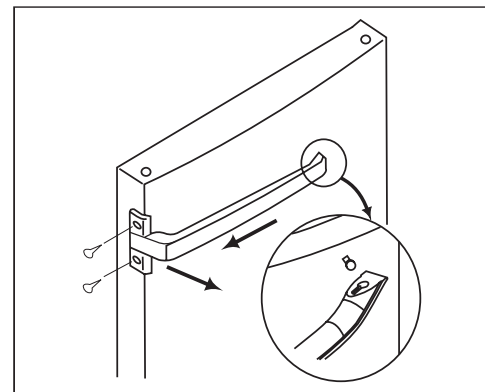
- Remove the fridge door by gently pulling downwards and store to avoid damage.
- Unscrew the top door hinge pin of the refrigerator then screw it back on the other side. As shown in the second drawing.
- Replace the fridge door on the upper door hinge pin.
- Insert the lower door hinge pin into the door and tighten all screws.
- Re-fix the retained screw to the bottom right hand side and replace the 2 adjustable feet.
- Lift the fridge back onto its feet and check it is set level and the door seal meets the fridge all around the door.



- Unscrew the handles and fix them on the opposite side.
- Reconnect the fridge to the electricity supply.
- Do a final check to make sure that:
 - All screws are tightened.
 - The magnetic seal adheres to the cabinet.
 - The door opens and closes correctly.

If the ambient temperature is cold (i.e. in Winter), the gasket may not fit perfectly to the cabinet. In that case, wait for the natural fitting of the gasket.

In case you do not want to carry out the above mentioned operations, contact the nearest After Sales Service Force. The After Sales Service specialist will carry out the reversibility of the doors at your cost.



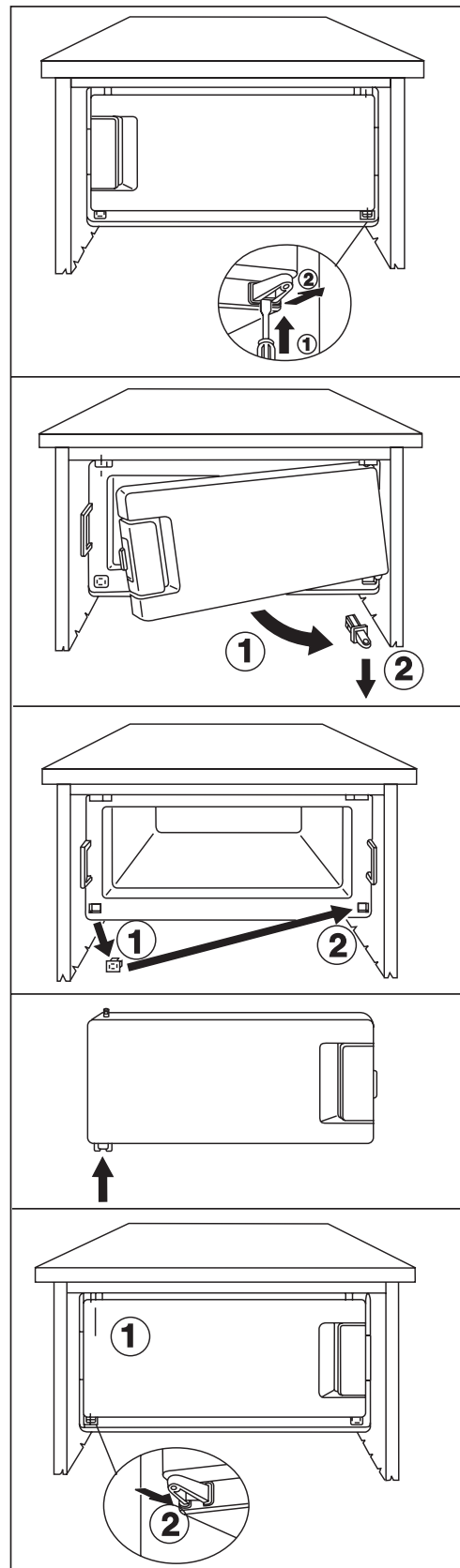
Door Reversal of Freezer Compartment

After reversing the refrigerator door, it is necessary to reverse the door of the frozen food compartment as well.

Proceed as follows.

- Press the retaining lever inside the lower doorhinge.
- Tilt the lower doorhinge out together with the freezer compartment door then remove it from the pin of the freezer compartment door.
- Remove the rectangular plug and put it into the opening now visible on the other side.
- Turn the freezer compartment door by 180° put the lower hinge onto the lower pin of the freezer compartment door.
- Put the upper hinge pin of the freezer compartment door into the free opening, then push the lower hinge into its place together with the freezer compartment door.

This operation can be performed by your local Service Force Centre, in which case a charge will be made.



Electrical connection

Any electrical work required to install this appliance should be carried out by a qualified electrician or competent person.

⚠ WARNING: THIS APPLIANCE MUST BE EARTHED.

Should the appliance power supply cable need to be replaced, this must be carried out by a Service Force agent (see page 18).

The manufacturer declines any liability should this safety measure not be observed.

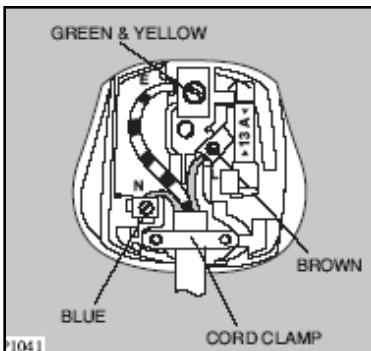
Before switching on, make sure the electricity supply voltage is the same as that indicated on the appliance's rating plate. (See picture on page 5).

The appliance is supplied with a 13amp plug supplied. In the event of having to change the fuse in the plug supplied, a 13amp ASTA approved BS 1363/A fuse must be used.

Should the plug need to be replaced for any reason, proceed as described below. The wires in the mains lead are coloured in accordance with the following code:

Green and Yellow	- Earth
Blue	- Neutral
Brown	- Live

If you fit your own plug, the colours of the wires in the mains lead of your appliance may not correspond with the markings identifying the terminals in your plug.



Proceed as follows:

1. Connect the Green and Yellow (earth) wire to the terminal in the plug which is marked with the letter "E" or the earth symbol \oplus or coloured green and yellow.
2. Connect the Blue (neutral) wire to the terminal in the plug which is marked with the letter "N" or coloured black.
3. Connect the Brown (live) wire to the terminal in the plug which is marked with the letter "L" or coloured red.
4. Upon completion there must be no cut, or stray strands of wire present and the cord clamp must be secured over the outer sheath.

⚠ WARNING: A cut off plug inserted into a 13 amp socket is a serious safety (shock) hazard. Ensure that the cut off plug is disposed of safely.

⚠ The plug must still be accessible after the appliance has been installed.

⚠ The appliance should not be connected to the electrical supply by means of an extension cable.

Permanent connection

In the case of permanent connection it is necessary that you install a double pole switch between the appliance and the electricity supply (mains), with a minimum gap of 3mm between the switch contacts and of a type suitable for the required load in compliance with the current electrical regulations.

The switch must not break the yellow and green earth cable at any point.

When the refrigerator is first installed

General information

This appliance is designed for the domestic use only. It has a four-star frozen food compartment for ice making and frozen food storage.

Using the Appliance

Before Use

Remove all packaging and adhesive tape.

Wash the inside of the appliance with lukewarm water and bicarbonate of soda (5 ml to 0,5 litre of water). Do not use soap or detergent as the smell may linger. Dry the appliance thoroughly.

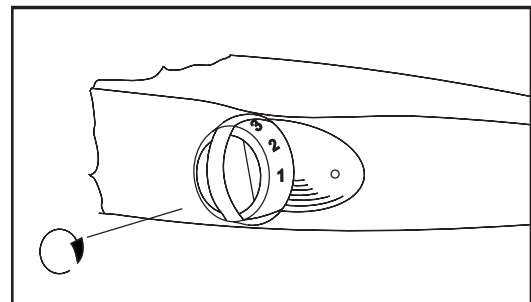


perfumed cleaning products, wax polishes or products containing alcohol.



To Start the Appliance

1. Allow the appliance to stand for 2 hrs after installation.
2. Plug in the appliance and switch on at the mains supply.
3. Turn the thermostat control to the required setting. A setting of 3 - 4 is usually suitable for normal operation (see thermostat control).
4. Leave the appliance for approximately 4 hours for the correct temperature to be reached before placing food inside.



Thermostat Control

The thermostat control situated inside the refrigerator regulates the temperature of the larder compartment. Thermostat control is marked from 1-5 the higher the number, the colder the setting.

Position 0 - Off

Position 1 - minimum coldness

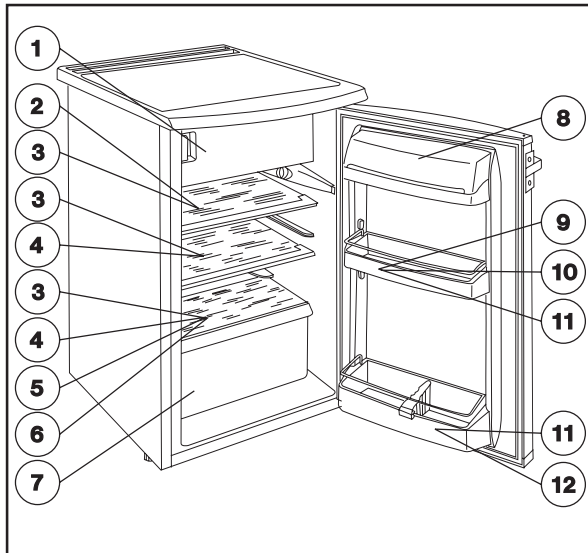
Position 5 - maximum coldness

Using the refrigerator

Hints for storage

Below is the recommended storage positions for various food types:

1. Frozen food storage & ice making
2. Ready-cooked foods
3. Foods in dishes
4. Opened cans
5. Dairy products
6. Fresh meat, cold cuts, sausages, etc.
7. Fruits, vegetables, salads
8. Cheese, butter
9. Eggs
10. Yoghurt, Cream
11. Small bottles, soft drinks
12. Large bottles, drinks, milk



Storage time and temperature of foods

The enclosed charts at the end of the instruction book give information about storage time in the frozen and the fresh food compartment.

The storage times quoted are intended as a guide only.

How to use the four-star frozen food compartment

The frozen food compartment is separated from the fresh food compartment.

Place the food to be frozen into this compartment.

Depending on the position of the thermostatic control knob and the temperature in the compartment (-18 °C or lower), frozen food can be stored here.

Do not allow fresh food to come into contact with foods that are already frozen.

Storage Shelves

The shelves in the refrigerator compartment are adjustable to allow storage of large items.

The shelves can be removed and adjusted by opening the door to 90°.

The door shelves are also adjustable.



To allow the air to circulate within the fridge compartment do not cover the air circulation gaps behind the shelves (e.g. with tray etc.)

Hints & Tips

In this chapter practical hints and ideas are given about how to use the appliance to reach maximum efficiency. Environmental information is also supplied.

Normal Operating Sounds

- You may hear faint gurgling or bubbling sounds when the refrigerant is pumped through the coils or tubing.
- When the compressor is on, the refrigerant is being pumped round and you will hear a whirring sound or pulsating noise from the compressor.
- A thermostat controls the compressor and you will hear a faint 'click' when the thermostat cuts in and out.

Food Storage

To obtain the best performance from your appliance:

- Do not store warm food or evaporating liquid.
- Avoid buying frozen food if you cannot store it straight away. The use of an insulated container is advisable. When you arrive home, place the frozen food in the freezer compartment immediately.
- Do not push food together too closely.
- Do not store food uncovered.
- Ensure that food placed in the freezer compartment is dated and labelled and used in date order to ensure that food is consumed at its best.
- Lean food keeps better and longer than fatty food, salt reduces the storage time.
- Wrap the food in polythene or aluminium freezing bags or foil so that they adhere to the food and provide an airtight seal.
- Packaging which is swollen or has traces of refrozen water droplets on the pack could indicate that the product has not been kept at a suitable temperature and that it may have lost its original quality. Partially thawed food must not be refrozen, it must be consumed within 24 hours. Never exceed the storage times indicated by the manufacturer.

In the Event of a Power Failure

If there is a power failure during the storage of frozen foods, keep the door closed. If the temperature within your freezer compartment should rise, do not refreeze the food without checking its condition. The following guidelines should assist you:

Ice Cream: Once thawed should be discarded.

Fruits & Vegetables: If soft should be cooked and used up.

Breads & Cakes: Can be refrozen without danger.

Shellfish: Should be refrigerated and used up quickly.

Cooked Dishes: i.e. casseroles should be refrigerated and used up.

Large Pieces of Meat: Can be refrozen providing there are still ice crystals remaining within them.

Small Joints: Should be cooked and can then be refrozen as cooked dishes.

Chicken: Should also be cooked and refrozen as a fresh dish.

Storage time chart (refrigerator)

Time and method of storage of fresh foods in the refrigerator

Foods	Storage time in days							Method of packaging
	1	2	3	4	5	6	7	
Raw meat	X	X	x	x	x			cling film, airtight
Cooked meat	X	X	X	x	x	x		dish covered
Roasted meat	X	X	X	x	x			dish covered
Raw minced meat	X							dish covered
Roasted minced meat	X	X	x	x				dish covered
Cold cuts, Vienna sausage	X	X	x	x				cling film, cellophane, grease-proof paper
Fresh fish	X	x	x					cling film, airtight
Cooked fish	X	X	x	x				dish covered
Fried fish	X	X	x	x	x			dish covered
Tinned fish, open	X	x	x					dish covered
Fresh chicken	X	X	X	x	x	x		cling film, airtight
Fried chicken	X	X	X	x	x	x		dish covered
Fresh hen	X	X	x	x	x			cling film, airtight
Boiled hen	X	X	x	x	x			dish covered
Fresh duck, goose	X	X	X	x	x	x		cling film, airtight
Roasted duck, goose	X	X	X	X	x	x	x	dish covered
Butter unopened	X	X	X	X	X	X	X	original packaging
Butter opened	X	X	X	X	X	X	X	original packaging
Milk	X	X	X	x	x			original packaging
Cream	X	X	x	x				plastic box
Sour cream	X	X	X	X	x	x	x	plastic box
Cheese (hard)	X	X	X	X	X	X	X	aluminium foil
Cheese (soft)	X	X	X	X	x	x	x	cling film
Curds	X	X	X	X	x	x	x	cling film
Egg	X	X	X	X	X	X	X	
Spinach, sorrel	X	X	x	x				cling film
Green peas, green beans	X	X	X	X	x	x	x	cling film
Mushroom	X	X	x	x	x			cling film
Carrot, roots	X	X	X	X	X	X	X	cling film
Bell-pepper	X	X	x	x	x			cling film
Tomato	X	X	X	X	X	X	X	cling film
Cabbage	X	X	X	X	X	x	x	cling film
Soft fruits (strawberry, raspberry, etc.)	X	X	X	x	x			cling film
Other fruits	X	X	X	X	x	x	x	cling film
Tinned fruits opened	X	X	X	x	x			dish covered
Cakes filled with cream	X	X	x	x				dish covered

Notation:

X recommended storage time


x maximum recommended storage time

Storage time chart (freezer)

Storage time of deep-frozen and frozen products

Foods	In the fresh food compartment +2 - +7°C	In the **** frozen food compartment -18°C
Vegetables: green beans, green peas, mixed vegetables, marrow, corn, etc.	1 day	12 months
Ready-cooked foods: vegetable dish, trimmings, with meat, etc.	1 day	12 months
Ready-cooked foods: sirloin steaks, stews	1 day	6 months
Soups:	1 day	6 months
Fruits cherry, goosberry, fruit cream	1 day	12 months
Meat: chicken, duck, goose, tuna fish	1 day	5 months
Ice-cream, ice-lollies	1 day	3 weeks

Maintenance and Cleaning

 Before any maintenance or cleaning work is carried out **DISCONNECT** the appliance from the **ELECTRICITY SUPPLY**.

Defrosting

The refrigerator automatically defrosts every time the compressor stops. The water is discharged, via the pipe, into a tray located behind the appliance, where it evaporates.

Important

To avoid defrost water overflowing into the fridge, periodically clean the water discharge hole in the centre of the V shaped drip collector at the back of the refrigerator compartment behind the salad drawer(s). Use the special cleaner provided which you will find already inserted into the discharge hole.

While in operation the ****-star compartment becomes progressively covered with frost.

This frost, which acts as an insulator and thus prevents the cold from reaching the food should be removed whenever the thickness of the frost exceeds 6 mm (1/4").

To carry out complete defrosting proceed as follows:

1. Remove any food from inside the ****-star compartment, wrap it in several sheets of newspaper and store in a cool dry place.
2. Turn the thermostat knob to position << 0 >>. To accelerate defrosting, place a bowl of hot water inside the compartment (with a piece of cardboard underneath the bowl as protection).
3. Remove any loose pieces of ice as soon as possible.
4. When defrosting is completed, clean and dry thoroughly. Turn the thermostat knob to a medium position to restart the appliance.

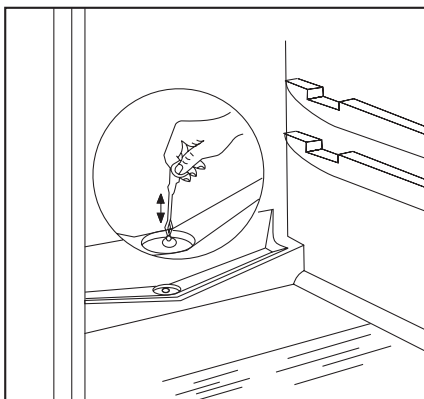
After letting the appliance run for at least half an hour replace the previously removed food into the **** -star compartment.

When defrosting it is not necessary to remove the foods from the inner door and the refrigerator compartment.

Important


A temperature rise of the frozen food packs during defrosting may shorten their storage life.


Never use sharp metal tools to scrape off frost from the evaporator as you could damage it beyond repair



Internal Cleaning

Clean the inside and accessories with warm water and bicarbonate of soda (5 ml to 0.5 litre of water). Rinse and dry thoroughly.

 Do not use detergents, abrasive powders, highly perfumed cleaning products, wax polishes or cleaning products containing bleach or alcohol.

 Regularly check the door seals and wipe clean to ensure they are clean and free from debris.

External Cleaning

Wash the outer cabinet with warm soapy water.

Once or twice a year dust the condenser (black grill) and the compressor at the back of the appliance with a brush or vacuum cleaner; as an accumulation of dust will affect the performance of the appliance and cause excessive electricity consumption.

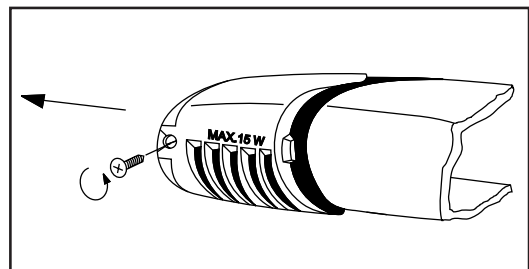
Changing the Light Bulb

Should the light fail to work you can change it as below:

Disconnect the appliance from the electricity supply.

Remove the lamp cover retaining screws, then take the lamp cover off in the direction of the arrow and the bulb can be changed. (Type of the bulb: 230 V, 15 W, E 14 thread)

After changing the bulb replace the lamp cover, and retaining screws and reconnect the appliance to the electricity supply.



When the appliance is not in use

When the appliance is not in use for long periods disconnect from the electricity supply, empty all of the food and clean the appliance, leaving the door ajar to prevent unpleasant smells.

Something Not Working

If the refrigerator is not working correctly, please carry out the following checks before contacting your local Service Force agent.

IMPORTANT: If you call out an engineer to a fault listed below, or to repair a fault caused by incorrect use or installation, a charge will be made even if the appliance is under guarantee.

Symptom	Solution
No power to the appliance	<ul style="list-style-type: none">• Check there is power at the socket.• Check there is not a power cut by checking the household lights.• Check the fuse has not blown.• Check the thermostat control setting is not off.
The temperature in the appliance is too high	<ul style="list-style-type: none">• Check the ambient temperature is within the appliances operating limits of 10 °C to 32 °C.• Check that the thermostat control knob is turned to the correct setting relative to ambient conditions.
The temperature in the appliance is too low	<ul style="list-style-type: none">• Set the thermostat control knob to a lower position.
Excessive frost and ice has built up	<ul style="list-style-type: none">• Check the door has not been left open.• Check nothing is preventing the door from closing.• Check the door seal is intact and clean.
The appliance is noisy.	<ul style="list-style-type: none">• Check if the appliance stands stable (all four feet should be on the floor).

Repairs - After Sales Service

Your appliance comes with a three year warranty. If it is not working correctly; consult the fault finding guides within this instruction book (Something not working).

If a fault occurs which you can not resolve through following the advice and information contained within this instruction manual, the next step is to contact our extended warranty administrators on:

0844 871 7771

They will give you details for your local Service engineer. Before calling out an engineer, please ensure you have read the details under the heading "Something not working".

When you contact your local service engineer you will need to give the following details:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of fault.
4. The purchase date and found on your receipt.
5. The model and serial number of the appliance.

So that you always have these numbers at hand, we recommend you to make a note of them here:

Mod.:

PNC :

S.N. :

IMPORTANT : If you call out an engineer to a fault listed below, or to repair a fault caused by incorrect use or installation, a charge will be made even if the appliance is under guarantee.

Spare parts

Always insist on genuine spare parts.

An authorised service engineer should service this product, and only genuine spare parts should be used.

Under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning.

Contact your local John Lewis branch.

John Lewis Partnership
171 Victoria Street
London SW1E 5NN

www.johnlewis.com