

Combi Top fridge compartment not cold enough

Description

The consumer can experience that the internal temperature of the fridge compartment is higher than it is required.

The specification for the internal temperature standard there should be a thermostat position where in the middle of the refrigerator compartment the average temperature is below 4°C (after stabilized working).

Root cause

1. When the temperature is higher than required in 2-3 thermostat setting (middle position), the root cause is that the thermostat position is not set properly by the consumer.
2. When the temperature is higher than required (over 4°C – see in description) in MAXIMUM thermostat setting, the root cause is failure of the appliance.

Solution

1. (Root cause Nr.1.) Suggest the consumer to turn the thermostat knob to higher or even the maximum position.
Help the customer understand that the energy consumption of a specific appliance depends on the temperature, not the thermostat setting in which the specific temperature reached.
2. (Root cause Nr.2.) Replace the thermostat

Models involved

PNC started with 920 403 5.., 920 403 6..; Serial Number until w 39 / 2011

PNC started with 920 403 2.., 920 403 7..; Serial Number until w 33 / 2011

PNC started with 920 403 3.., 920 403 4..; Serial Number until w33 / 2011

Spare Part

PNC started with 920 403 5., 920 403 6.. Use thermostat at code: **2063979716**

PNC started with 920 403 2., 920 403 3, 920 403 4, 920 403 7. Use thermostat at code: **2063979724**