

**FREEZER COMPARTMENT DOES NOT WORK WHEN FIRST TURNED ON**

**DESCRIPTION:**

The customer might complain that after installing the new appliance or after a lengthy period of inactivity, the freezer compartment is still at room temperature after several hours of working while the refrigerator is working properly.

This apparent malfunctioning of the freezer compartment might lead the customer to call the helpline and report a problem.

**CAUSE:**

This kind of appliance is fitted with a two-way solenoid valve, which does not alter its position until the refrigerator has reached its set temperature.

The time needed to reach the temperature varies according to different factors such as: room temperature, amount of food inside and other.

**MODELS IN QUESTION:**

All the combi bottom models fitted with two-way solenoid valve

**SERVICE SOLUTION:**

Before carrying out any operation tell the customer that the freezer compartment only starts cooling after the fridge has reached its set temperature.

If you are with the customer:

- disconnect the appliance from the power supply, wait a few seconds then reconnect it.  
Once this operation is complete you will hear 6 clicks at approximately 1 second intervals and this shows that the solenoid valve and the respective operation circuit have no problems.
- Disconnect the refrigerator in order to by-pass the waiting time required to cool the refrigerator.
- Wait for the freezer to start cooling.



After testing to ensure that the appliance is working properly, turn the refrigerator part on again

**REVISIONS:**

Revision	DATE	Description
00	11/2012	Document creation