
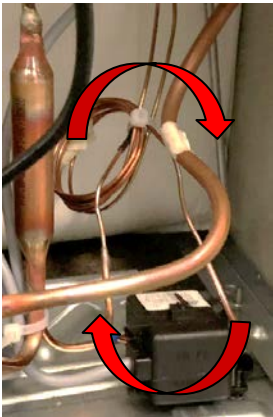




FRIDGE OR FREEZER NOT COOLING PROPERLY

DESCRIPTION:

- The consumer informs that the fridge or the freezer are not performing as expected. That the temperature on fridge and/ or freezer is not as cold as expected.

POSSIBLE CAUSES AND SOLUTIONS:

Consumer complaint	Possible cause	Solution
The fridge is hot but the freezer is cold.	Electrovalve blocked on fridge capillary	<p>Check the Electro valve using Service mode.</p> <ol style="list-style-type: none"> 1) Enter Service mode 2) Check Electro valve (no. 6), activate it and confirm if there's the "tic tac" sound from the Electro valve. 3) In case there's no sound check the Electro valve and also the connections.
	Inverted capillary	<p>Check the capillary polarity using Service mode.</p> <ol style="list-style-type: none"> 1) Enter Service mode 2) Go to Electro valve (no. 6) and confirm that no symbol appear on the display. 3) Go to compressor (no. 1 for asynchronous or no. 37 for variable speed) and activate (compressor ON) 4) After 10 to 15 min check the temperature on the rear wall. If it's cold that means the capillary is inverted.  <ol style="list-style-type: none"> 5) Invert the cables on the Electrovalve, this will reverse the polarity and also the capillaries. There's no need to desolder.  <p>NOTE: Since the connectors on the Electrovalve are different (6,8mm and 2,8mm) it's necessary to change them.</p>

Consumer complaint	Possible cause	Solution
Both fridge and freezer are hot	Fridge and freezer capillary blocked 	Check capillary blockage using Service mode. 1) Enter Service mode 2) Go to compressor (no. 1 for asynchronous or no. 37 for variable speed) and activate (compressor ON) 3) After 10 to 15 min check the condenser temperature or the temperature of the freezer battery. If it is cold it means the capillary fridge and freezer is blocked. 4) Desolder the fridge and freezer capillary and remove blockage.
Fridge is cold but the freezer is in alarm and not cooling	Freezer capillary blocked 	Check capillary blockage using Service mode. 1) Enter Service mode 2) Go to compressor (no. 1 for asynchronous or no. 37 for variable speed) and activate (compressor ON) 3) After 10 to 15 min check the condenser temperature or the temperature on the freezer battery. If the condenser is cold and the battery hot it means the freezer capillary is blocked. 4) Desolder the freezer capillary and remove blockage.
Fridge too cold with any settings, and the freezer is cold.	Electro valve blocked on fridge and freezer capillary	Check the Electro valve using Service mode. 1) Enter Service mode 2) Check Electro valve (no. 6) and activate it and confirm if there's the "tic tac" sound from the Electro valve. 3) In case there's no sound check the Electro valve and also the connections.

MODELS CONCERNED:

PNC
925 504 xxx
925 516 xxx
925 501 xxx
925 511 xxx
925 500 xxx
925 582 xxx
925 561 xxx

REVISION:

Revision	Date	Description	Author	Approved by
00	11/2018	Document creation	Rui Almeida	Giuliano Bassetto
01	01/2019	Removed PNC 925 514 xxx	Anna Grimlund	Stefania Piccin