

Hisense

life reimagined

USER'S OPERATION MANUAL

Before operating this unit, please read this manual thoroughly, and retain for future reference

HR6BMFF435D

HR6BMFF435SD

HR6BMFF520D

HR6BMFF520SD

English

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Brief introduction

Thank you for your choosing our products. We are sure you will find your new appliance a pleasure to use. Before you use the appliance, we recommend reading through these instructions carefully, which provides details about its usage and functions.

- Please ensure that all people using this appliance are familiar with its operations and safety features. It is important that you install the appliance correctly and pay attention to the safety instructions carefully.
- To avoid any damages that are always present when you use this kind of appliance,

we recommend that you keep this user's manual with the appliance for future reference and retain it to any future users. This appliance is intended to be used in household and similar applications such as:

- Staff kitchen areas in shops, offices and other working environments;
- Farm houses and by clients in hotels, motels and other residential type environments;
- Bed and breakfast type environments;
- Catering and similar non-retail applications.

If the appliance is not functioning correctly, please check the "Troubleshooting" chapter to find the solution. If still in doubt, please contact an authorized, qualified engineer.

Important safety instructions

General safety and daily use



It is important to use your appliance safely. We recommend that you follow the tips below.

- Store any food in accordance with the storage instructions from the manufacturer.
- Don't use mechanical devices or any other means to speed up the thawing process, unless they are approved by the manufacturer.
- Don't try to repair the appliance yourself. It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause short circuit, fire or electric shock.
- Don't place anything directly against the air outlet on the rear wall of both the refrigerator and the freezer, as it affects the efficient circulation.
- Don't place hot items near the plastic components of this appliance. Frozen food must not be refrozen once it has been thawed out.
- Don't store carbonated or fizzy drinks in the freezer compartment as it might create pressure on the container, which may cause explosion or damage to the appliance.
- Don't store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Keep burning candles, lamps or any other items with flames away from the appliance to avoid risk of fire.
- Don't lick ice popsicles straight from the freezer, they can cause burns your lips and mouth.

- Don't put too much food in the crisper, drawers and door racks to avoid damages to the appliance and the risk of hurt caused by food falling off.

Safety for children and infirm persons



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or a lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

- Keep all packagings away from children to avoid risk of suffocation.
- Protect children from being scalded by touching the very hot compressor at the rear bottom of back.
- Do not place items on top of the appliance as this could cause injury should they fall off.
- Never allow children to play by hanging or standing over or on the doors, racks, shelves, drawers etc.

Safety about electricity



To avoid the risks that are always present when using an electric appliance, we recommend that you pay more attention to the instructions about electricity below.

- Unpack the appliance and check through the appliance. If you find something bad, don't plug in the appliance but contact the shop immediately from where you purchased it. Keep all the packing materials in this case.
- We recommended that you wait for 4 hours before connecting the appliance to allow the refrigerant to flow back into the compressor.
- The appliance must be applied with single phase alternating current of 220~240V/50HZ. If the voltage fluctuates exceeding the upper limit, A.C. automatic voltage regulator of more than 350W should be applied to the refrigerator for safety use.
- The main plug must be accessible when the appliance is installed.
- Make sure that the appliance is grounded properly. If still in doubt, call a qualified, registered electrician.
- Make sure that the plug is not squashed or damaged; it may overheat even cause a fire.

- Don't insert the main plug if the socket is loose, there is a risk of electric shock or fire.
- Switch off the appliance connected to the power before you clean or move it.
- Don't unplug the appliance by pulling the electrical cord to damage it, but grip the plug firmly and pull straight out.
- Don't operate the appliance without the light cover of interior lighting.
- Any electrical component must be replaced or repaired by a qualified electrician or authorized service engineer. Only genuine spares should be used.
- Don't use electrical appliances (such as ice cream makers) inside the food storage compartments of the appliance, unless they are approved by the manufacturer.

Risk of fire and R600a refrigerant



The appliance contains a small quantity of refrigerant isobutene (R600a) in the refrigerant circuit.

It is environmentally friendly and non-synthetic, but nevertheless flammable.

- Ensure that no parts of the refrigerant circuit are damaged anytime.
- Avoid open flames and sources of ignition.
- Ventilate the room thoroughly in which the appliance is located.
- Never store flammable liquids or liquids inside the refrigerator, which there is a risk of explosion.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- This appliance is intended to be used in household and similar applications such as
 1. Staff kitchen areas in shops, offices and
 2. other working environments;
 3. Farm houses and by clients in hotels, motels and other residential type environments;
 4. Bed and breakfast type environments; Catering and similar non-retail applications
- Keep burning candles, lamps and other items with naked flames away from the appliance so that do not set the appliance on fire.

Service Note

This appliance employs Hydrocarbon Refrigerant type R600a.

It is hazardous for anyone other than an Authorized Service Person to service this appliance. In Queensland the authorized Service Person MUST hold a Gas Work Authorization for hydrocarbon refrigerants to carry out servicing or repairs which involve removal of covers.

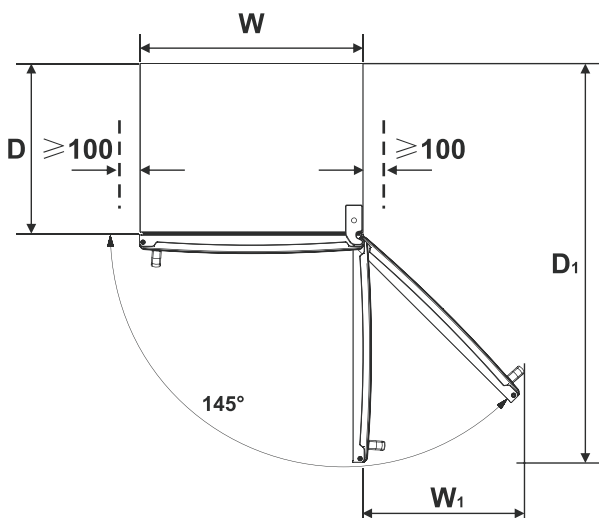
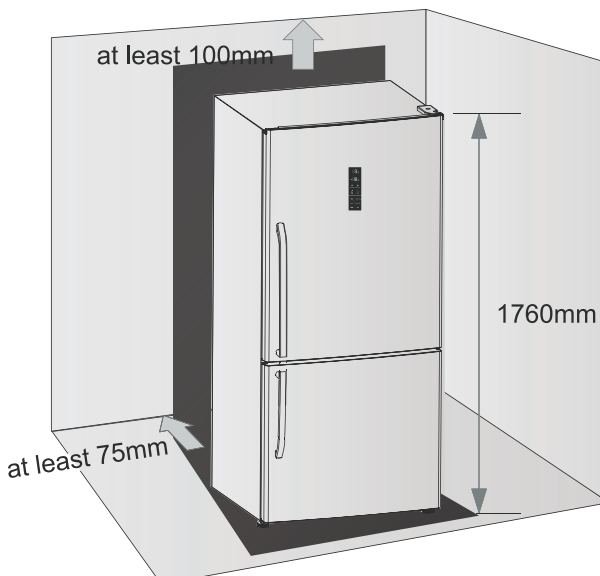
Installing your new appliance

Ventilation of appliance



In order to improve efficiency of the cooling system and save energy, it is necessary to maintain good ventilation around the appliance for the dissipation of heat. The diagram on page 4 shows the recommended space for ventilation of the refrigerator.

- It is advisable to leave at least 75mm of space from the back to the wall, at least 100mm from its top and a clear space upfront, at least 100mm from its side to the wall.
- When positioned in a corner area, spacing of enough clearance area (at least W_1) on the hinge side will allow the doors to open enough to enable the removal of drawers and shelves.



Dimensions

Constant /mm Model	W	W ₁	D	D ₁
HR6BMFF435D HR6BMFF435SD	680	525	600	1315
HR6BMFF520D HR6BMFF520SD	790	610	600	1425

Location of appliance



It's essential to find a suitable place to locate your new appliance to ensure its efficient operation.

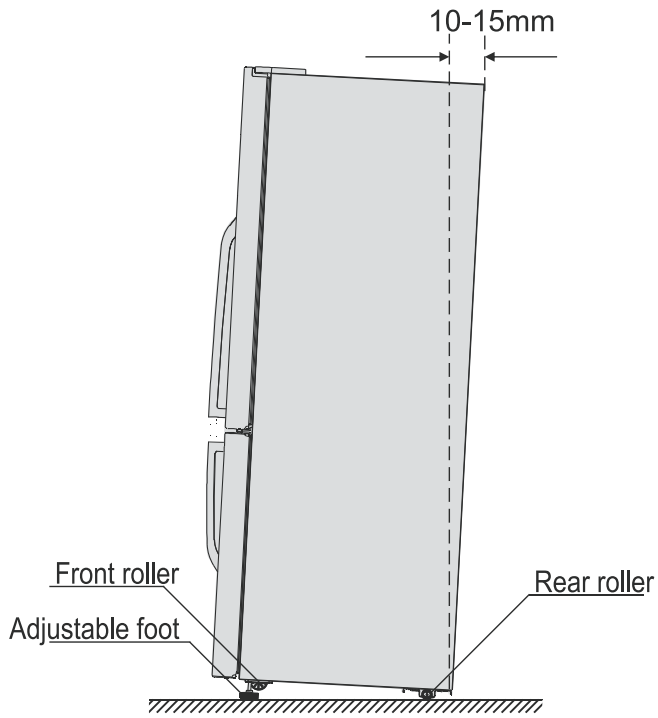
- Choose a location for your appliance that isn't too cold or too hot. The best range of temperature is 10°C~43°C.
- Stand your appliance in a dry place to avoid high moisture. Don't put the appliance in frosty or unprotected areas.
- Keep the appliance out of direct sunlight or rain. Stand the appliance away from heat sources such as stoves, fires or heaters.

Levelling the appliance

The appliance should be level in order to eliminate vibration. We recommend that you level the appliance.

1. Roll the refrigerator into place.
2. Turn the adjustable feet (with your fingers or a suitable spanner) until it touches the floor.
3. Tilt back the top backwards for about 10-15 mm by turn the feet 1-2 turn further. This will allow the doors to self-close, providing a consistent closed seal.
4. Whenever you want to move the appliance, remember to turn the feet back up so that the appliance can roll freely. Reinstall the appliance when relocating.

Caution! The rollers, which are not castors, should be only used for forward or backward movement. Moving the refrigerator sideways may damage your floor and the rollers.



After the installation

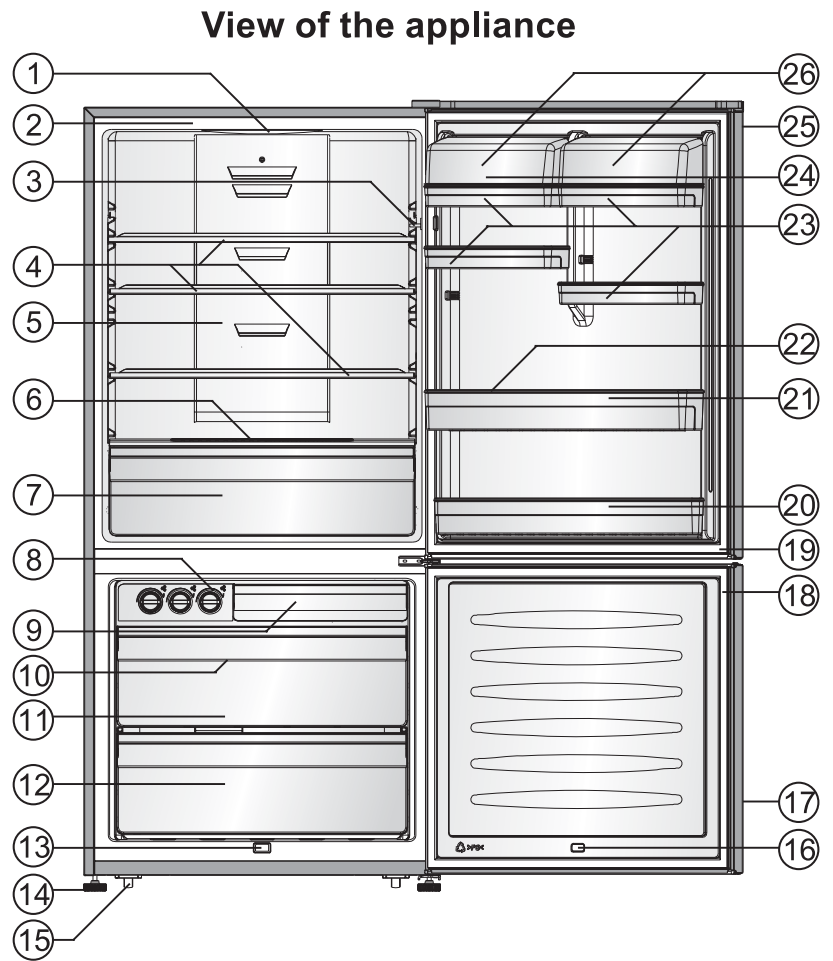
- After you have successfully installed the appliance, you should clean it thoroughly before using. Cleaning details can be found in the “Cleaning and care” chapter.

Changing the LED light

The LED light must not be replaced by the user! If the LED light is damaged or not working, please contact an authorized, qualified electrician for assistance.

Description of the appliance

- ① LED light(inside)
- ② Cabinet
- ③ Door switch
- ④ Glass shelf
- ⑤ Wind channel
- ⑥ Humidity control
- ⑦ Crisper
- ⑧ Twist ice tray
- ⑨ Upper freezer drawer
- ⑩ Ice storage box(inside)
- ⑪ Middle freezer drawer
- ⑫ Lower freezer drawer
- ⑬ Sensor
- ⑭ Adjustable foot
- ⑮ Roller
- ⑯ Magnetic switch
- ⑰ Freezer door
- ⑱ Freezer gasket
- ⑲ Refrigerator gasket
- ⑳ Lower door rack
- ㉑ Middle door rack
- ㉒ Bottle holder
- ㉓ Small door rack
- ㉔ Egg tray(inside)
- ㉕ Refrigerator door
- ㉖ Door rack cover



Note: Due to unceasing modification of our products, your refrigerator may be slightly different from this Instruction Manual, but its functions and using methods remain the same.

Note: Shelves and drawers are arranged for optimum energy efficiency on delivery.

Display controls

All functions and controls of the unit are accessible from a control panel conveniently located on the door of the refrigerator. A key-pad of touch buttons and a digital display allow easy configuration of features and settings in a simple and intuitive manner.

IMPORTANT

Touch buttons require only a short soft touch to actuate. The activation occurs when lifting your finger from the button, not while the button is touched. There is no need for applying pressure on the key-pad.

Only some functions related to the "Holiday" and "Alarm" buttons require a long touch of at least 3 seconds. Please refer to those sections of this manual for detailed instructions.

The control panel consists of 2 areas indicating temperature, 4 icons representing different modes and 6 touch buttons. When the appliance is powered on for the first time, the display with icons backlighting starts working. If no buttons have been pressed and the doors are closed the backlighting will turn off after 60 seconds.



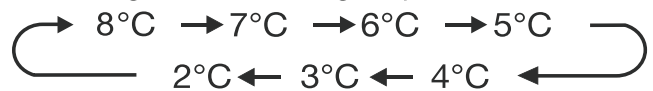
Controlling the temperature

We recommend that when you start your refrigerator for the first time, the temperature for the refrigerator is set to 3°C and the freezer to -18°C. If you want to change the temperature, follow the instructions below.

Caution! When you set a temperature, you set an average temperature for the whole refrigerator cabinet. Temperatures inside each compartment may vary from the temperatures displayed on the panel, depending on how much food you store and where you place it. High or low room temperature may also affect the actual temperature inside the appliance.

1. Fridge

Press "Fridge" to set fridge temperature between 8°C and 2°C as needed, and the control panel will display corresponding value according to the following sequence.



2. Super Cool

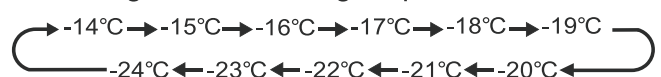
Super Cool can refrigerate your food faster, keeping food fresh for a longer period.



- Press "Super Cool" button to activate the super cool function. The light will be illuminated and the refrigerator temperature setting will display 2°C.
- Super cool automatically switches off after 6 hours.
- Press "Super Cool" or "Fridge" to cancel Super Cool mode and return to the previous temperature setting.

3. Freezer

Press "Freezer" to set freezer temperature between -14°C and -24°C as needed, and the control panel will display corresponding value according to the following sequence.



4. Super Freeze

Super Freeze can quickly lower frozen temperature and freeze your food faster than usual. This can lock the vitamins and nutrition of fresh food and keep your food longer.



- Press "Super Freeze" button to activate the super freeze function. The light will come on

and the freezer temperature setting will display -24°C .

- For first time use, or after a period of inactivity, allow 6 hours of normal operation before using Super Freeze mode. This is particularly important if a large amount of food is placed in the freezer.
- Super freeze automatically switches off after 26 hours .
- Press "Super Freeze" or "Freezer" to cancel Super Freeze mode and revert to previous temperature settings.

5. Holiday



If you are going to be away for a long period of time such as a long holiday or business trip. Press "Holiday" for 3 seconds to activate this mode; the indicator will illuminate.

- When the holiday function is activated, the temperature of the fridge is automatically switched to 15°C . The fridge temperature setting displays “-” and the freezer compartment remains on.

Important! Do not store any food in the fridge during this time, or it will soon go off.

- Press either "Holiday", or "Fridge, or "Super Cool" to cancel Holiday mode and revert to previous temperature settings.

6.Alarm



The alarm light on and a buzzer beeping indicate abnormal conditions, such as doors accidentally left open or that a power interruption to the unit has occurred.

Door Alarm

- Leaving the door of the refrigerator, or the door of the freezer, open for over 2 minutes will activate a door alarm. The buzzer will sound 3 times per minute for 10 minutes.
- To save energy, please avoid keeping doors open for a long time when using refrigerator. Closing the door cancels the door alarm.

Temperature Alarm

- While you are away, the temperature alarm will memorize the temperature of the freezer when power was restored to the unit; this is likely to be the maximum temperature reached by frozen items. A temperature reading warmer than 0°C indicates that the food in the freezer may have defrosted and therefore it might be unsafe for consumption.
- A temperature alarm condition will be indicated by : a)- the Alarm light on, b)- a freezer temperature indication of “- -”, and c)- the buzzer beeping 10 times when the alarm is triggered.
- A short touch to the "Alarm" button turns the Alarm light off and stops the buzzer, if still beeping. A long touch to the "Alarm" button, of more than 3 seconds, will retrieve the maximum temperature reached by the freezer during a power interruption. The maximum temperature reading and the Alarm light will both flash for 5 seconds.

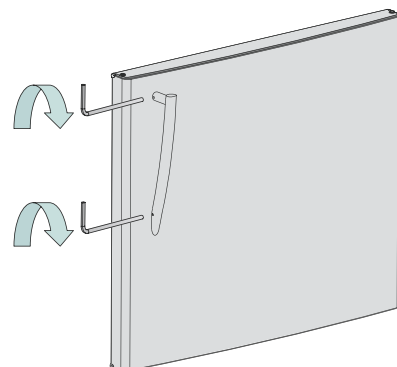
Caution! When the refrigerator is turned on after a period of inactivity, the Alarm may be activated. Press "Alarm" to cancel.

Using your appliance

Please read carefully this section that explains the correct use of the appliance and its features.

1. Fixing the handle

Before you use the appliance, please check the handle. If the handle is loose, please tighten the screws using an Allen key. Adjust clockwise avoiding excessive force.



2. Using your refrigerator chamber

The refrigerator chamber is suitable for storage of vegetables and fruits. Separate packing of different foods is recommended to avoid losing moisture or flavor permeating into other foods.

Caution! Never close the refrigerator door while the shelves, crisper and/or telescopic slides are extended. It may damage the unit.

Glass shelves and Door racks

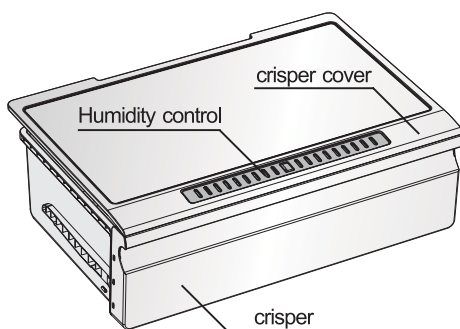
The refrigerator chamber is provided with 3 glass shelves and several different door racks. They can be adjusted to various heights as needed.

- When you remove the shelves, gently pull them forward until the shelf comes clear of the shelf guides.
 - When you return the shelves, make sure there is no obstacle behind and gently push the shelf back into the position.
- All the door racks and covers are completely

Crisper and Humidity control

The crisper, mounted on telescopic extension slides, is for storing vegetables and fruits. You can adjust the humidity inside by using the sliding block.

- The humidity control adjusts the airflow in the crisper; higher airflow results in lower humidity. Slide the humidity control to the left in order to increase humidity.
- High humidity settings are recommended for vegetables, while low humidity is suitable for preservation of fruit.



- Follow these simple instructions to remove the crisper, or freezer drawers, for cleaning. Empty the crisper, pull it out to fully open position. Lift the crisper from the lateral slides. Push the slides fully in to avoid damage when closing the door.

3. Using your freezer chamber

The freezer chamber is suitable for storage of foods required to be frozen, such as meat, ice

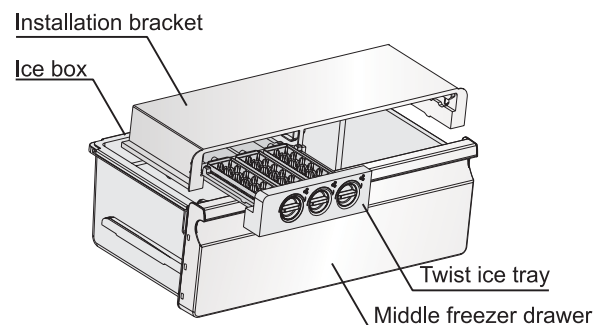
Caution! Never close the freezer door while the drawers, installation bracket, ice tray, and/or telescopic slides are extended. It may damage the unit.

- Ensure that drink bottles are not left in the freezer for a longer time than needed as freezing liquid may cause the bottle to break.

Twistable ice tray

Three twist ice trays produce and store abundant ice cubes.

1. Pull out the twistable ice tray from the installation bracket.
2. Fill with drinking water below the maximum level mark.
3. Place the filled ice tray back to the bracket.
4. Await for around 3 hours, twist the knobs clockwise and the ice will drop into the ice box below.



Drawers

Drawers are mounted on telescopic extension slides for easy access to food. The upper drawer is only for small food items.

- All drawers can be removed following the same instructions provided for the crisper.

Helpful hints and tips

Energy saving tips

We recommend that you follow the following tips to save energy.

1. Avoid frequent and prolonged opening of doors; both refrigerator and freezer doors.
2. Don't set the temperature colder than necessary.
3. Don't store warm foods or evaporating liquids in the appliance.
4. Locate the appliance in places with good ventilation. Further details can be found in the "Installing your new appliance" chapter.

Storage tips

- Place the vegetables, fruits and other foods separately.
- Do cover or wrap the foods carefully, particularly cooked foods and foods with strong smell.
- Efficient operation requires good airflow inside compartments of the refrigerator. Place food items separated from each other to avoid obstructing air circulation.

- Place butter and cheese in aluminum foil or plastic bags removing as much air as possible. For first time use or after a period of inactivity run the refrigerator for at least two hours at low temperature before loading food.
- It is recommended to label and date each frozen package in order to keep track of the storage time.
- Separate foods into small portions to enable them to be frozen and thawed rapidly.

Switching off your appliance

If the appliance needs to be switched off for an extended period, the following steps should be taken to reduce the symptoms of mould:

1. Remove all food.
2. Remove the power plug from the mains socket.
3. Clean and dry the interior thoroughly.
4. Ensure that all the doors are wedged open slightly for air circulation.

Cleaning and care

For hygienic reasons the appliance (including exterior and interior accessories) should be cleaned regularly at least every two months.

Caution! Before cleaning, turn appliance off and remove power cord from the mains socket. Please observe this recommendation to avoid risk of electrocution.

Exterior cleaning

To maintain good appearance of your appliance, clean it regularly. Wipe the display panel with a clean, soft cloth. Spray water onto the cleaning cloth instead of spraying directly on the surface of the appliance. This helps ensure an even distribution of moisture to the surface. The doors, handles and cabinet surfaces should be cleaned with a mild detergent and then wiped dry with a soft cloth.

Caution! Don't use Benzene, Thinner or strong chemicals for cleaning. They may damage the surface of the appliance and can create a risk

Interior cleaning

Clean the appliance interior regularly. It will be the easiest time to clean when the food supply is low. Wash the interior with a soft cloth and use an unscented mild soap with lukewarm water. Thoroughly dry all surfaces and removable parts.

- If the door is opened frequently, a light frost will occasionally occur on the freezer's interior. This is normal and will clear after a few days.

Caution! Don't use sharp objects to remove frost from the freezer compartment.

Door seals

Take care to keep door seals clean. Sticky food and drink can cause seals to stick to the cabinet and tear when you open the door. Wash seal with a mild detergent and warm water. Rinse and dry it thoroughly after cleaning.

Troubleshooting

Foreword

How refrigerators operate: Refrigerators work by transferring heat from the food inside to the outside air. This operation makes both sideboards of the refrigerator (particularly at start-up) feel warm, which is normal. An evaporator, located behind the rear wall of the freezer chamber, removes moisture from the air inside.

- The appliance uses a high-speed compressor, along with other energy-efficient components, which may make unusual sounds. These sounds simply indicate your refrigerator is working as it intended.
- If you think something may be wrong with your appliance, carry out some easy checks before calling for service. You may locate the problem, sparing yourself from inconvenience and save time.

Warning! Don't try to repair the appliance yourself. If the problem persists after you have made the checks mentioned below, contact a qualified electrician, authorized service engineer or the dealer where you purchased the product.

Problem	Possible cause & Solution.
Appliance is not operating	Check whether the power cord is plugged into the power outlet properly.
	Check the fuse or circuit of your power supply, replace if necessary.
	Temperature is set too warm. Try adjusting the temperature to a colder level.
	A defrost cycle might be in progress. Check again after 1 hour.
Odours inside the fridge	The interior may need cleaning.
	Some foods, containers or wrapping cause odours.
Noise from the appliance	The sounds below are quite normal: <ul style="list-style-type: none"> ● Compressor running noises. ● Air movement noise from the small fan motor in the freezer chamber. ● Gurgling sound similar to water boiling. ● Popping noise during automatic defrosting.

	Clicking noise before the compressor starts. Other unusual noises below may need you to check and take action: The cabinet is not level. The back of appliance touches the wall. Bottles or containers fallen or rolling.
Appliance running more than normal	It is normal to frequently hear the sound of the motor, it will need to run more when the following happen: <ul style="list-style-type: none"> ● Temperature set colder than necessary. ● Large amount of warm food stored recently. ● The temperature outside the appliance is too high. ● Doors are kept open too long or too often. ● After your installing the appliance or it has been switched off for a long time.
Temperature inside is too warm	You may have the doors open too long or too frequently; or the doors are kept open by some obstacle; or the appliance is located with insufficient clearance at the sides, back and top.
Temperature inside is too cold	Increase the temperature refers to the "Display controls" chapter.
Doors can't be closed easily	Check whether the top of the refrigerator is tilted back 10-15mm to allow the doors to self close, or if something inside is preventing the doors from closing.
Water drips on the floor	The water pan (located at bottom of the back of the cabinet), may not be properly leveled, or the draining mouth (located underneath the top of the compressor depot) may not be properly positioned to direct water into this pan. You may need to pull the refrigerator away from the wall to check the pan and mouth.

Disposal of the appliance



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

Instead it should be taken to the appropriate 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.

Caution! Before disposing, you should pull the plug out of the socket, cut the connection cable as close to the appliance

as you can. Break off any old locks as safeguard and remove the door to prevent children playing from suffering an electric shock or from closing themselves inside it.

Packing materials: Most of the packing materials are recyclable. Please dispose of those materials through your local recycling depot or by placing them in appropriate collection containers.

When discarding the appliance, please contact your local authorities and ask for the correct method of discarding. For more detailed information about recycling of this product, please contact your local council, your household waste disposal service or the shop where you purchased the product.

HISENSE WARRANTY TERMS AND CONDITIONS

Washing Machine and Refrigerator

1.HISENSE Australia will provide parts and labor to you the Customer as set out herein.

2.Nothing in the warranty, limits any rights you may have under the trade practices act or any other Commonwealth or State Legislation. Such rights cannot be changed by the conditions in this warranty. Subject to the conditions below this appliance is warranted by Hisense and/or its Agents to be free from defects in materials and workmanship for a period of 36 months from the date of purchase ("Warranty period").

The inverter motor of washing machines has part replacement warranty of 11 years in total. The inverter motor parts only warranty does not include labor costs and must be verified by Hisense certified service Agent.

3.This warranty: -

- a. covers products purchased as NEW, manufactured for use in Mainland Australia and Tasmania;
- b. commences from the date of purchase as listed on the Customers invoice;
- c. provides for the labour and replacement parts necessary to maintain your product in good operating condition as specified in this warranty however, if repair is needed because of product failure during normal usage, Hisense has the option to repair or replace the defective product or part of the product with a product or part of the product of like kind and quality and a replacement part may be new or reconditioned of like kind and quality and may cost less than the original product purchased and no charges or refunds will be made based on the replacement product cost difference;
- d. applies only to the original purchaser and cannot be transferred;
- e. is only applicable when your appliance is used in a domestic environment;
- f. covers products for commercial purposes for a period of 90 Days from the date of purchase.

4.Product Identification

- a. Hisense reserves the right to reject claims for any services or work where the Customer requesting such work or services from Hisense and/or its agents cannot produce for verification the serial number and the proof of purchase as per original purchase invoice.
- b. The warranty will be voided if any Serial Number sticker provided to be placed on the equipment is damaged, modified or removed.
- c. In the event that a request for repair is made against a warranty where the Serial Number sticker is not attached to the product or the customer cannot produce for verification the original invoice, the repairer will not perform any repairs on the product and the Customer will be charged a service call-out fee.

5.What is covered by this warranty

- a. The equipment is covered for faulty workmanship on parts that have failed under normal use which are contained within the product.
- b. Hisense and/or its Agents will decide if there are any defects in the material and/or workmanship
- c. This warranty is only applicable for repairs on declared equipment carried out within Mainland Australia and Tasmania

6.What is not Covered by this warranty (excluded):-

- a. any damage or failure:
 - i. of equipment due to the product being inadequately serviced or maintained as per manufacturer's recommendations;
 - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, of any part of the product including its parts; or
 - iii. resulting from excessive use "fair wear and tear";
 - iv. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, or incompatibility of connected equipment;
 - v. to the product caused by overheating as a result of sitting or positioning of the equipment, where there is not provision for adequate ventilation, drainage or a dust free environment;
 - vi. caused if your appliance has been dismantled, repaired or serviced by any person other than someone authorized by Hisense;
 - vii. to a product or components, caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;

viii. Any form of physical damage of unknown cause, including snapped, damaged or broken parts, collision with another object, use of which it is not designed, negligence, accident or deliberate misuse, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God, any war related events or terrorism.

- b. costs of attendance and testing where no mechanical or electrical failure is identified;
- c. initial setup and installation of the product;
- d. Normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement;
- e. products with removed or altered serial numbers;
- f. consumables such as but not limited to bulbs/globes, batteries, remote controls or filters;
- g. removal repair or reinstallation of internal component not performed by or approved by Hisense authorized service centre;
- h. cosmetic or structural items;
- i. Any failures due to the interference from or to other products and/or sources.

7.The Warranty Ceases if: -

- a. The product ceases to carry the original manufacturer's serial number or is sold at an auction;
- b. The product is rented;
- c. Damage to the product has occurred as listed in point 6.
- d. Failure to pay monies owing on invoices as a result of non-warranty work been carried out at the request of the end user as per point 15.

8.Neither Hisense nor its representatives provide loan equipment under the terms of this warranty.

9.Our goods come with guarantees that cannot be excluded under the Australian Consumer Laws. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

10.Unauthorized access to the internal hardware or firmware of the product will void this warranty.

11.Replacement items are "Like for like" and is not "new for old" and does not indicate in any way that a faulty product will be replaced with a new part or unit. "Like for like" may either be a quality checked (QC) refurbished or reconditioned unit of the same or equivalent model, size, specifications or features.

12.If your product is 130 litres capacity or under or if you reside outside of the service coverage area this warranty does not cover the costs of transportation or travel expenses to and from your home. Our service coverage area includes a 25km radius of the nearest Hisense authorised retailer or 25km from the Hisense authorised service agent.

13.Hisense accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the appliance to an authorized service centre, you must ensure that it is securely packed and insured.

14.On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the availability of repairers and parts.

15.Any repair performed on a product under the warranty where no fault can be found, or the item is deemed by Hisense, or an authorized Hisense agent, to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee is payable by the warranty holder of a minimum of \$125 inc GST.

16.Any repairs or services required that are outside of the terms and conditions of the warranty can be carried out at the request of the customer or due to site attendance were fault is not covered under warranty as the product not been installed or setup correctly; a credit card may be required prior to the commencement of such services.

WARRANTY CLAIMS PROCEDURE

Please retain this portion for
your records

36 MONTHS IN HOME REPAIR WARRANTY*

Hisense Australia will provide its nearest service centre for repairs under warranty. You will need to ensure that you have already called Hisense Warranty Centre and received a JOB NUMBER.

Any questions call our hotline on **1800 447 367**

PLEASE REFER TO THE TROUBLESHOOTING GUIDE AT THE END OF THIS MANUAL

Service Procedure

Please have your **proof of purchase, model, and serial number** ready. To receive service, you are required to:

Call **1800 447 367** between **8:30AM – 7:30 PM Mon. to Fri. and 9AM – 5PM Sat and Sun** exc public holidays.

When calling please ensure you have

- 1. Your serial number**
- 2. Proof of purchase**
- 3. and be in front of the product**

You are required to fax or email your original invoice prior to processing your warranty claim.

*Within the nominated service coverage area refer to item 11 in the terms and conditions.

Hisense