



DUF281

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EN

INSTRUCTION MANUAL

F60312NE UPRIGHT FREEZER

Record in the space below the listed information for future reference.

SERIAL NUMBER.....

DATE OF PURCHASE.....

PURCHASED FROM.....

.....

The manufacturer strives for continuous improvement.
For this reason, the text and illustrations in this manual
are subject to change without notice.

Part number:
4578335902

Read this manual before initial installation and operation of the appliance!

Dear Customer,

Your new Defy appliance was manufactured in a state of the art facility and has passed the strictest quality control procedures.

Please read this manual carefully before using your appliance for the first time and then store it within easy reach for future reference.

We trust you will enjoy years of trouble free use.

The user manual:

- This manual will provide you with information on how to safely operate and care for your appliance in order that you gain the maximum benefit from it.
- Pay particular attention to any safety instructions.
- Please read all additional documents supplied with your appliance.
- Please note that this manual may be used for several similar but different models. Please check for relevance regarding your particular model.

Explanation of symbols used in this manual



Important safety information. Warning for hazardous situations with regard to life and property.



Caution; Warning for supply voltage.



Caution; Warning for fire hazard.



Caution; Warning for hot surfaces.



Useful information. Important information or useful hints about usage.

Unpacking

Remove all packaging.

Ensure that packing material is disposed of in a responsible manner and that any plastic bags are cut up to prevent children playing with them and accidentally suffocating.

If the appliance is damaged in any way do not use it. Report the damage to your dealer who will take the necessary corrective action.



Please register your product at
www.defy.co.za
DEFY APPLIANCES (PTY) LTD
P.O.BOX 12004
JACOBS
DURBAN
4026
SOUTH AFRICA



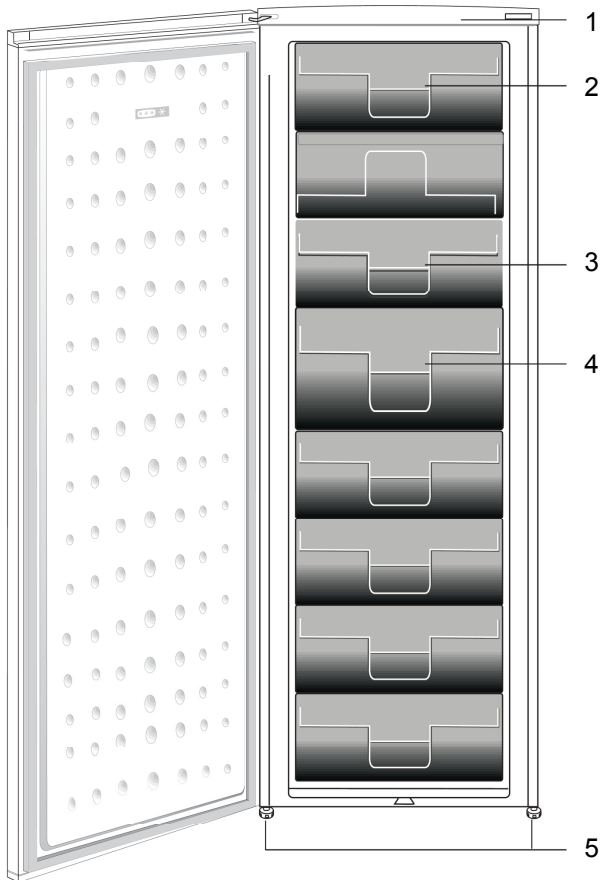
Figures represented in this instruction manual are schematic and may not correspond exactly with your appliance. If the parts are not included in the appliance you have purchased, they may be model specific and therefore only valid for some models.

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	Warning: Do not place any copper pots or dishes inside the cabinet.
	Figures in this manual are schematic and may not match your appliance exactly. Values stated on the machine labels or in the documentation accompanying it are obtained in laboratory conditions in accordance with the relevant standards. Depending on operational and environmental conditions of the machine, these values may vary.

1 Your Freezer



1. Trim plastic front.
 2. Flap (Fast-Freeze compartment).
 3. Ice cube tray & Ice bank*.
 4. Drawers.
 5. Adjustable front feet.
- *Depends on model.



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Figures represented in this instruction manual are schematic and may not correspond exactly with your appliance. If the parts are not included in the appliance you have purchased, they may be model specific and therefore only valid for some models.



2 Important Safety Information

Please review and observe the following information. Failure to do so may result in injuries or material damage and will render any warranty and reliability commitments void. Spare parts for the appliance will be stocked for 10 years to meet any maintenance or service requirements.

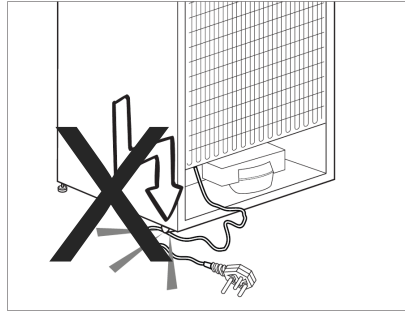
Warnings

- Hand this owners manual over to the new owner should ownership change.
- The appliance must only be used for its intended purpose, i.e. the storing of edible foodstuff.
- The 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.
- Consult with your authorised DEFY service centre for all questions and problems relating to the appliance. Only authorised agents are to carry out repairs.
- Vapour and vaporized cleaning materials must never be used in the cleaning and defrosting the appliance. The vapour may come into contact with the electrical parts and cause a short circuit or electric shock.
- 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 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.
- Do not allow children to hang on the appliance door as the unit could topple forward risking personal injury. Never use the parts on your appliance, such as the door, as a means of support or step.
- Do not use electrical appliances inside the freezer.
- Keep ventilation openings, in the appliance or in the built-in structure, clear of obstructions.

- Unplug the appliance when cleaning, during routine maintenance or if it will not be used for an extended period.
- To unplug the appliance, remove the plug by pulling on the plug and not the cable!
- Exposing the appliance to rain, snow, sun and wind is an electrical safety risk.
- Should the mains lead of the appliance become damaged or should it need replacing at any time, it must be replaced by a special purpose made mains lead which can be obtained from a DEFY Authorised Service Agent.
- Never connect your appliance to electricity saving systems as they may damage the appliance.
- Do not store medicine or academic research samples which require strict temperature control in the appliance.
- Do not store or use flammable gas, benzene, petrol or volatile substances in or near the appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in the appliance.
- Do not exceed the freezing capacity of your appliance over 24 hours. See rating label.
- In the event of a malfunction, disconnect the appliance from the power supply.
- Do not overload your appliance with excessive amounts of food. If overloaded, the food items may fall down and injure you and damage the appliance when you open the door. Never place objects on top of the appliance, they may fall down and injure you when you open or close the appliance door.
- If there is a blue light fitted on the appliance, do not look at the blue light through optics.

	Do not operate a damaged appliance. Consult with your nearest DEFY service Centre should you have any concerns
	The electrical safety of the appliance is only guaranteed if the earth system of your home is compliant to national standards.
	Never plug the appliance into the wall socket during installation. Death or serious injury may result.

- The appliance may move if the adjustable legs are not properly levelled on the floor. Levelling the adjustable legs on the floor helps prevent the appliance from moving.
- When carrying the appliance, do not hold on the door handle as this may cause the handle to break.
- When placing your appliance next to another appliance or freezer, the distance between the devices should be at least 25 mm. Failure to do so may cause adjacent walls to humidify.
- Do not put bottled and canned liquid beverages in the freezer as they may burst.
- Do not freeze fizzy drinks, as the bottle may burst when the liquid in it is frozen.
- Do not touch frozen food with your hands; it may stick to your hands.
- Never pour or spray water into or on the appliance and do not store liquids, pot plants or open containers on top of the appliance as these might spill causing electrical shorting.
- For manually controlled appliances, wait at least 5 minutes before starting the appliance after a power failure.
- Avoid any damage to the power cable when transporting the appliance.



- Bending the cable may cause a fire.
- Never place heavy objects on the power cable.
- Do not touch the plug with wet hands.
- Do not plug in the appliance if the wall socket is loose.
- On delivery, check to make sure that the appliance is not damaged and that all the parts and accessories are in perfect condition.
- Ensure that the plug remains readily accessible. Do not use multiple adapter plugs or an extension cable.
- Ensure that there is sufficient spacing between the appliance and surrounding walls.
- Unplug the appliance from the mains when you clean the appliance.

Electrical connection

Connect your appliance to a grounded socket which is protected by a fuse with the appropriate capacity.

Important

The connection must be in compliance with national regulations.

The power cable plug must be easily accessible after installation.

The specified voltage must be equal to your mains voltage.

Child safety

- If the door has a lock, the key should be kept out of reach from children.
- If you are discarding an old appliance with a lock or latch fitted to the door, disable the lock/latch, and ensure that the appliance is left in a safe condition to prevent children from being trapped inside and suffocating.
- Children must be supervised to prevent them from tampering with the appliance.




HCA Warning




Refrigerator cooling systems containing R600a:

At DEFY, the care and protection of our environment is an on going commitment. This DEFY refrigerator is particularly environmentally friendly and contains non CFC / HFC natural substances in the cooling system (Called R600a) and in the insulation (Called cyclopentane).

These are potentially flammable if exposed to fire. Take care not to damage, the cooling circuit / pipes of the refrigerator in transportation and in use. In case of damage do not expose the refrigerator to fire or potential ignition sources and immediately ventilate the room where the refrigerator is situated.

Ignore this warning if your refrigerators cooling system contains R134a.

	Warning: Never dispose of the Appliance in a fire.
	Do not dispose of your Appliance along with regular household waste.
	Contact your local authority for disposal information and facilities available.
	Do not drill, cut or modify the appliance. Injuries may result if the refrigerant circuit is damaged. See HCA warning. Do not damage the refrigerant circuit.
	Repairs must be carried out by authorised persons only. Repairs carried out by incompetent persons create a user risk.

	<p>The front edges of the appliance may feel warm. This is normal. These areas are designed to be warm in order to avoid condensation.</p>
	<p>A damaged appliance must not be operated before it is repaired! There is danger of an electric shock!</p>
	<p>DEFY declines to accept any liability should the instructions not be followed.</p>

Energy saving tips

- Ensure your appliance is installed in a well ventilated area. If the ambient temperature is low (but in no case lower than 5°C), then the energy saving will be more. Do not install your appliance under direct sunlight or near heat emitting appliances such as ovens, dishwashers or radiators. Keep food in closed containers.
- Ensure the time between buying chilled/frozen food and placing it in the appliance is kept at a minimum, particularly in summer. Use a cooler bag or a special carrier bag to carry frozen food. Do not put hot food or drinks in the appliance.
- Do not leave the door of the appliance open for long and ensure it is closed properly after each opening.
- Do not put hot food or drinks in your appliance.
- Do not overload your appliance. This restricts effective air circulation in the appliance.
- Pay attention to keep your food in closed containers.

Owner's responsibility

Do not use electrical appliances inside the food storage compartments of the appliance, unless they have been recommended by the manufacturer.

Since the following are not factory faults they are the owners responsibility:

- Damage to the exterior finish.
- Breakage of glass and other components.
- Replacement of light bulbs.
- Damage caused through improper use of the appliance.
- Damage caused by moving the appliance.

3 Placing and Installation

Transportation instructions

1. The appliance should be transported only in a vertical upright position. The packing as supplied must be intact during transportation.
2. If during the course of transporting the appliance has to be transported horizontally, it must only be laid on its right hand side when standing in the front of the appliance. After bringing it to the upright position, it must not be operated for at least 4 hours to allow the system to settle.
3. Failure to comply with the above instructions could result in damage occurring to the appliance. The manufacturer will not be held responsible if these instructions are disregarded.
4. The appliance must be protected against rain, moisture and other atmospheric influences.

Important: Make sure the plastic evaporating pan at the back of the appliance collects water properly.

Important: Care must be taken while cleaning / carrying the appliance to avoid touching the bottom of the condenser metal wires at the back of the appliance as you may injure your fingers or hands.

When re-transporting your appliance

- Your appliance must be emptied and cleaned prior to any transportation.
- The accessories in your appliance must be fastened securely with adhesive tape to protect against any jolts.
- Packaging must be tied with thick tape and strong rope and the transportation guidelines printed on the package must be followed.

Important: This appliance is not designed for stacking with any other appliance.

When positioning your appliance, take care not to damage your flooring, pipes, wall coverings etc.

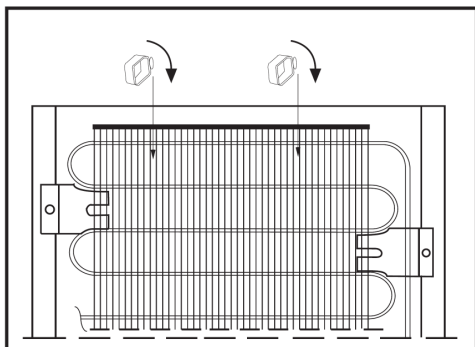
Do not move the appliance by pulling on the door handle.

Do not attempt to sit or stand on top of your appliance as it is not designed for such use. You could injure yourself or damage the appliance.

Important: Make sure that the mains cable is not caught under the appliance during and after carrying / moving the appliance. To avoid the mains cable becoming cut or damaged. Do not allow children to play with the appliance or tamper with the controls. Defy declines to accept any liability should the instructions not be followed.

Installation Instructions

1. The space in the room where the appliance is installed must not be smaller than 10 cubic metres.
2. If possible avoid placing the appliance near cookers, radiators or in direct sunlight as this will cause the compressor to run for long periods. If installed next to a source of heat or refrigerator, maintain the following minimum side clearances:
From Cookers 50 mm
From Radiators 300 mm
From Refrigerators or Freezers 25 mm
3. Make sure that sufficient room is provided around the appliance to ensure free air circulation. Allow a minimum of 60 mm between the top of the appliance and the ceiling or the underside of a wall cupboard.
4. Fit the two plastic wall spacers supplied onto the condenser at the back of the appliance by rotating them 1/4 turn.

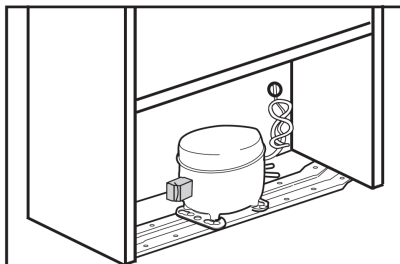


5. The appliance should be located on a smooth surface. The two front feet can be adjusted as required. To ensure that your appliance is standing upright adjust the two front feet by turning clockwise or anti-clockwise, until the appliance is in firm contact with the floor. Correct adjustment of feet avoids excessive vibration and noise.
6. Refer to "Cleaning and Care" section to prepare your appliance for use.
7. The appliance must be protected against rain, moisture and other atmospheric influences.

8. A special receptacle is supplied to store the mains plug during transit. The receptacle is fixed at the back of the cabinet, on the right hand side of the compressor. (See diagram) Gently remove the plug from the receptacle.

Never pull the mains cord, you may damage the appliance.

In the case of transportation, ensure you locate the plug in the receptacle provided to avoid transit damage.



If the floor is covered with a carpet, your appliance must be elevated 25 mm from the floor.

4 Before Operating

Final Check

Before you start using the refrigerator check that:

1. The front feet have been adjusted so the appliance is level.
2. The interior is dry and air can circulate freely at the rear.
3. Clean the interior as recommended under "Maintenance and cleaning."
4. Insert the plug into the wall socket and switch on the electricity supply. Avoid accidental disconnection by taping over the switch. The green light will glow and the compressor will start running in about five minutes.
5. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, whether the compressor is running or not which is quite normal.
6. If you are going to store frozen food open the freezer door and check that the fast-freeze mode is off. (thermostat knob is not set to maximum position and the amber light is not on). When the temperature reaches - 18 °C or below, you can load your frozen food into the freezer.
7. If you are going to freeze fresh food, you must switch the thermostat knob to the maximum position. The amber light will come on and you must wait at least three hours before putting in your fresh food to be frozen.
8. Front edges of the cabinet may feel warm. This is normal. These areas are designed to be warm to avoid condensation.
9. We recommend that you set the thermostat knob at the MIN setting and monitor the temperature to ensure the appliance maintains desired storage temperatures. (See setting the operating temperature section).

Important Notes :

- You will hear a vacuum sound just after closing the door. This is quite normal.
- When you switch on, the appliance will not start immediately as the appliance incorporates a protection device in the electronics - wait for about 5 minutes.
- The door should not be opened frequently.
- Do not unplug your appliance.
- Original packaging and foam materials should be kept for any future transportation or moving.

Adjusting the feet

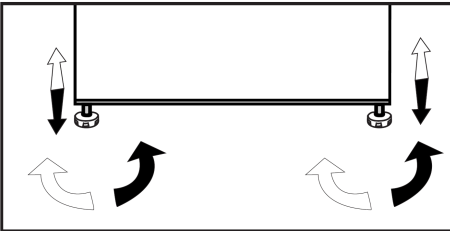
The appliance may move if the adjustable legs are not properly levelled on the floor.

Levelling the adjustable legs on the floor:

Level your appliance by turning the front legs as shown in the illustration below.

The corner where the legs are is lowered when the leg is turned in the direction of the black arrow and raised when turned in the opposite direction.

Having someone to carefully assist in tilting the appliance slightly will help facilitate this process.



Changing the illumination lamp

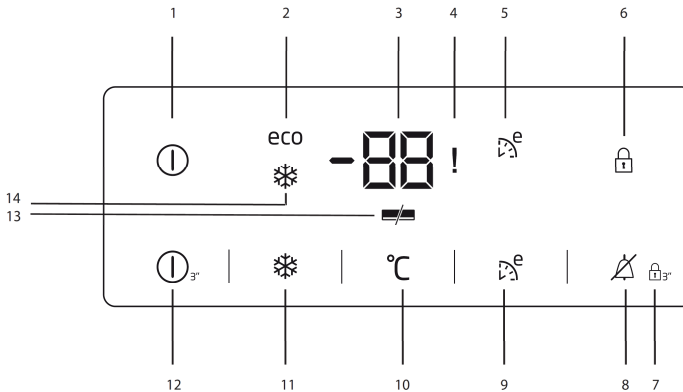
To change the Bulb/LED used for illumination of your refrigerator, call your authorized service agent.

Door Open Warning (Depends on model)

An audio warning signal will be given when the door of your appliance is left open for at least 1 minute. This warning will be muted when the door is closed or any of the display buttons (if any) are pressed.

5 Operating the Freezer

Indicator panel



1. On/Off Indicator:

This icon (Ⓜ) comes on when the freezer is turned off. All the other icons turn off.

2. Economic Usage Indicator:

This icon (eco) comes on when the Freezer Compartment is set to -18°C which is the most economical set value. The Economic Usage Indicator turns off when the Quick Freeze function is selected.

3. Freezer Compartment Temperature Setting Indicator:

Indicates the temperature set for the Freezer Compartment.

4. Power failure/High temperature / error warning indicator:

This light (!) illuminates during power failures, high temperature failures and error warnings. During sustained power failures, the highest temperature that the freezer compartment reaches will flash on the digital display.

5. Eco Extra Indicator:

This icon (E) lights up when this function is active.

6. Key Lock Indicator:


This icon (Ⓛ) lights up when the Key Lock mode is activated.



Important:


When you adjust the set temperature, there may be a short delay before the compressor starts to operate. This is normal and not a compressor fault.

7. Key Lock Mode:


Press Key Lock () button continuously for 3 seconds. The Key Lock icon will light up and Key Lock mode will be activated.

Buttons will not function if the Key Lock mode is active. Press the Key Lock button again continuously for 3 seconds. The Key Lock icon will turn off and the Key Lock mode will exit.


8. Alarm off warning:

In case of a power failure/high temperature alarm, after checking the food located in the freezer compartment, press the alarm off button () to clear the warning.


9. Eco Extra Function:

Press the Eco Extra button () for 3 seconds to activate the Eco Extra Function, for example do this before going on holiday. The Freezer will start operating in the most economical mode around 6 hours later and the economic usage indicator will come on when the function is active.

10. Freezer Set Function:


This function () allows you to adjust the Freezer compartment temperature setting. Press this button to set the temperature of the freezer compartment to -18, -19, -20, -21, -22, -23 and -24, respectively.

11. Quick Freeze Function:


The Quick Freeze indicator () turns on when the Quick Freeze function is on. Press the Quick Freeze button again to cancel this function. The Quick Freeze indicator will turn off and normal settings will be resumed.

The Quick Freeze function will be cancelled automatically 3-4 hours later if you do not cancel it manually. If you want to freeze a large amount of food, press the Quick Freeze button before you place the food into the freezer.

12. On/Off Function:

This function () allows you to turn the freezer off when pressed for 3 seconds. The freezer may be turned on again by pressing the On/Off button for 3 seconds.

13. Energy Saving Indicator:


If the product door is kept closed for a long time then the energy saving function is automatically activated and the energy saving symbol illuminates. ()

When the energy saving function is activated, all the symbols on the display (other than the energy saving symbol) will turn off.

When the Energy Saving function is activated, if any button is pressed or the door is opened, the energy saving function will be cancelled and the symbols on the display will return to normal.

The energy saving function is activated at the factory and cannot be cancelled.

14. Quick Freeze Indicator:

This icon () comes on when the Quick Freeze function is on.

6 Deep Freeze Information

- Food must be frozen as rapidly as possible when placed in a freezer to maintain its quality.
- It is possible to keep food for a long time period only at temperatures of -18°C or lower.
- The quality of food in a freezer can be maintained for many months at temperatures of -18°C or lower.
- Pre-packed commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions for a (4 star) frozen food storage compartment.
- To ensure that the high quality achieved by the frozen food manufacturer and the food retailer is maintained, the following should be remembered:
Put packages in the freezer as quickly as possible after purchase. Ensure that contents are labelled and dated. Do not exceed "Use By" or "Best Before" dates on the packaging. If there is a power failure do not open the freezer door. Even if the power failure lasts up to the "Temperature rise time", frozen food will not be affected. In case the failure lasts longer, the food must be checked and when necessary, must be consumed immediately or must be frozen after being cooked.
- Wrap all food before storage. Seal all foods, or place in airtight containers to prevent dehydration.
- Eliminate all the air pockets from packages and keep air out by firm sealing.
- When packaging in sheet material such as aluminium foil, parcel tightly and press out all air pockets. All folds should be sealed with deep-freeze sealing tape.
- Unwrapped food containing acids or salt may permanently stain the cabinet interior.
- When loading bulk into the freezer, load one quarter at a time and allow to freeze before loading the next quarter.
- Divide food into reasonable portions according to your requirements.
- Always keep already deep-frozen food separated with freshly placed food.

- You will hear a vacuum sound just after closing the door. This is quite normal.
- Allow hot food to cool before putting it into the freezer. Freeze cooked food in small quantities. This ensures rapid freezing and maintains the quality of the food.
- Always use appropriate packaging material to avoid odour penetration or degradation of the food.
- Transport pre-frozen food from the supermarket in foil lined cooler bags and transfer to the home freezer as soon as possible.
- Place fresh food to be frozen near the side walls of the freezer to ensure fast freezing.
- Never exceed the maximum freezing capacity of the freezer.

Fast freeze

- If large amounts of fresh food are going to be frozen, adjust the control knob to MAX. 24 hours before putting the fresh food in the fast freeze compartment.
- It is strongly recommended to keep the knob at MAX. position for at least 24 hours to freeze the maximum amount of fresh food declared as the freezing capacity. Take special care not to mix frozen food and fresh food.
- Remember to turn the thermostat knob back to its previous position once food has frozen.

Defrosting




The appliance defrosts automatically.

Deep Freeze packaging information

- Materials to be used for packaging must be tear-proof and resistant to cold, humidity, odour, oils and acids and they must also be airtight.
- They must be made from materials that are suitable for deep freeze usage.

Materials necessary for packaging

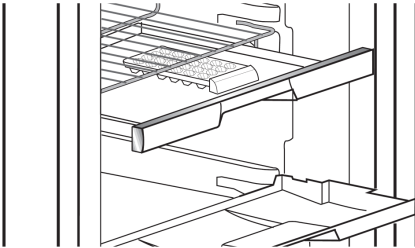
- Cold resistant adhesive tape, Self adhesive labels, Rubber rings and a Pen.

	<p>Food that has defrosted must be consumed within 24 hours. Only cooked food can be refrozen. Do not re-freeze food that has defrosted.</p>
	<p>Do not exceed the expiry date shown on food packs.</p>
	<p>Do not take out frozen food with wet hands. Your hands could stick to the frozen food.</p>
	<p>Note: If the door of the freezer is difficult to open just after being closed, this is due to the pressure difference which will equalize and allow for the door to be opened normally after a few minutes.</p>

Making ice cubes

Fill the ice-cube tray 3/4 full with water and place it in the freezer.

As soon as the water has turned into ice, you can take out the ice cubes. Never use sharp objects such as knives or forks to remove the ice cubes. There is a risk of injury!



Let the ice cubes thaw slightly instead, or put the bottom of the tray in hot water for a short period of time.

7 Maintenance and Cleaning

1. **Always disconnect the plug from the mains socket before cleaning.**
2. Never use any sharp instruments or abrasive substances, soap, household cleaner, detergent or wax polish for cleaning.
3. Use luke warm water to clean the cabinet of the appliance and wipe it dry.
4. Use a damp cloth wrung out in a solution of one teaspoon of bicarbonate of soda to two litres of water to clean the interior and wipe it dry with a soft cloth.
5. If the appliance is not going to be used for a long period of time, switch it off and unplug the power cable, remove all food, clean it and leave the door ajar.
6. Any dust that gathers on the condenser, which is located at the back of the appliance, should be removed once a year with a vacuum cleaner or dusted using a soft bristle brush.
7. Check door seals regularly to ensure they are clean and free from food particles.
8. **Never:**
 - Clean the appliance with unsuitable material; e.g. petroleum based appliances.
 - Subject it to high temperatures in any way,
 - Scour, rub etc., with abrasive material.
- 9 Freezer drawers may be removed for cleaning purposes. Replace drawers in original positions. To remove a freezer drawer, pull it as far as possible, tilt it upwards and then pull it out completely.

Protection of plastic surfaces

Do not place liquid oils or oil-cooked meals in your appliance in unsealed containers as they may damage the plastic surfaces.

In case of spilling or smearing oil on the plastic surfaces, clean and rinse the relevant part of the surface at once with warm water.



Warning: Do not damage the refrigerant circuit. Do not use electrical appliances inside the food storage compartments of the appliance, unless they have been recommended by the manufacturer.


Warning: Repairs must be carried out by authorised persons only. Repairs carried out by incompetent persons create a user risk.


8 Trouble Shooting

Please review this list before calling a service centre. It could save you time and money. This list includes frequent complaints that do not arise from defective workmanship or material usage. Some of the features described here may not apply to your model.

Symptom	Check
The freezer does not operate.	<ul style="list-style-type: none"> • Make sure the appliance plug is securely plugged in. • Check for a blown fuse or tripped circuit breaker. • Test the wall socket for power using another appliance. • Inspect the electrical cord for damage. • Eliminate the use of an extension cord, if any is being used.
Compressor is not running.	<ul style="list-style-type: none"> • The protective thermal relay of the compressor will blow out during sudden power failures or plug-outs and plug-ins as the refrigerant pressure in the cooling system of the appliance has not yet been balanced. Your appliance will start running approximately after 15 minutes. Please call a service centre if the appliance does not start up at the end of this period. • The appliance is in defrost cycle. This is normal for an automatic defrosting appliance. The defrosting cycle occurs periodically. • Your appliance is not plugged into the wall socket. Make sure that the plug is properly fitted into the wall socket. • Have the temperature adjustments been correctly made? • Power might be cut off.
Freezer temperature is very low.	<ul style="list-style-type: none"> • The freezer temperature is adjusted to a very low temperature. Adjust the freezer temperature to a warmer degree and check.
Temperature in the freezer is very high.	<ul style="list-style-type: none"> • The freezer temperature might have been adjusted to a very high degree. Change the temperature of the freezer until the freezer temperature reaches a sufficient level. • Door might have been opened frequently or left ajar for a long time; open them less frequently. • Door might have been left ajar; close the door completely. • Large amount of hot food might have been put in the freezer recently. Wait until the freezer reaches the desired temperature. • The appliance might have been plugged in recently. Complete cooling down of the appliance takes time.
Crispers are stuck.	<ul style="list-style-type: none"> • The food might be touching the ceiling of the drawer. Rearrange the food in the drawer.
The door is not closing.	<ul style="list-style-type: none"> • Food packages may prevent the door's closing. Repack the packages that are obstructing the door. • The appliance is not completely level on the floor and rocks when slightly moved. Adjust the elevation screws. • The floor is not level or strong. Make sure that the floor is level and capable of carrying the weight of the appliance.

Symptom	Check
The freezer is running continuously or for a long time.	<ul style="list-style-type: none"> • The ambient room temperature may be high. This is quite normal. • The appliance might have been plugged in recently or might have been loaded with food. Cooling down of the appliance completely may last for a couple of hours longer. • Large amounts of hot food might have been put in the freezer recently. Hot food causes longer running of the appliance until the food has cooled down. • Door might have been opened frequently or left ajar for a long time. The warm air that has entered into the appliance causes the appliance to run for longer periods. Open the door less frequently. Check that the door is tightly closed. • The freezer is adjusted to a very low temperature. Adjust the freezer temperature to a warmer degree and wait until the temperature is achieved. • The door seal of the freezer may be soiled, worn out, broken or not properly seated. Clean or replace the seal. A damaged/ broken seal causes the appliance to run for a longer period of time in order to maintain the current temperature.
Humidity occurs on the outside of the appliance.	<ul style="list-style-type: none"> • There might be humidity in the air; this is quite normal in humid weather. When the humidity is less, condensation will disappear.
Bad odour inside the appliance.	<ul style="list-style-type: none"> • The inside of the appliance must be cleaned. Clean the inside of the appliance with a sponge, lukewarm water or carbonated water. • Some containers or package materials might cause the smell. Use a different container or different brand of packaging material.

	<p>Warning: Repairs must be carried out by authorised persons only. Repairs carried out by incompetent persons create a user risk.</p>
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	<p>DANGER! Always disconnect the plug from the wall socket before any maintenance or cleaning.</p>
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Service Centres

If you have followed the instructions and still have a problem, contact the nearest Defy Service Centre. They will be able to advise you on any aspect of the appliance or send a qualified technician to repair it.

South African Service Agents:

BLOEMFONTEIN

160 Long Street, Hilton, Bloemfontein 9301
Tel: 051 400 3900
Bloemfontein.Service@defy.co.za

CAPE TOWN

5A Marconi Rd. Montague Gardens, 7441
Tel: 021 526 3000
CapeTown.Service@defy.co.za

DURBAN

35 Intersite Avenue, Umgeni Business Park,
Durban, 4051
Tel: 031 268 3300
Durban.Service@defy.co.za

EAST LONDON

16 Bowls Rd. Arcadia, East London, 5201
Tel: 043 743 7100
EastLondon.Service@defy.co.za

JOHANNESBURG

Cnr. Mimetes & Kruger Sts. Denver ext.12
Johannesburg, 2094
Tel: 011 621 0200 or 011 621 0300
Gauteng.Service@defy.co.za

POLOKWANE

87 Nelson Mandela Drive, Superbia 0699
Tel: 0152 92 1166 / 7 / 8 / 9
Polokwane.Service@defy.co.za

PORT ELIZABETH

112 Patterson Road, North End, Port Elizabeth
6001
Tel: 041 401 6400
PortElizabeth.Service@defy.co.za

PRETORIA

Block A1 Old Mutual Industrial Park,
Cnr. D.F.Malan Drive & Moot Str. Hermanstad,
0082
Tel: 012 377 8300
Pretoria.Service@defy.co.za

Sub-Saharan Africa Service Agents:

ZAMBIA: SOUTHGATE INVESTMENTS LTD

Plot 1606, Sheki Sheki Road
P.O. Box 33681
Lusaka, 10101, Zambia
Tel: +260 0211 242332/3
Fax: +260 0211 242933
sgiservicecentre@microlink.zm

NAMIBIA: ATLANTIC DISTRIBUTORS (PTY) LTD

10 Tienie Louw Street, Northern Industrial Area
P.O. Box 21158, Windhoek, Namibia
Tel: (061) 216162
Fax: (061) 216134
atlantic@mweb.com.na

ZIMBABWE: TRADECOMAFRICA

Trade Com Africa, 183 Loreley Crescent
Msasa, Harare, Zimbabwe
Tel: +263 4 486165/6
Cell: +263 772 469010
Cell: +263 772 469011

BOTSWANA: RAY MORGAN AGENCIES

RMA Service Centre, Plot 48, East Gate
Gaborone International Commerce Park
Kgale View, Gaborone
Botswana
Tel: +267 390 3996 / 390 3912
Fax: +267 318 7376
Cell: +267 7134 6539
service@rma.co.bw; raja@rma.co.bw

SWAZILAND: LYNDS DISTRIBUTORS

P.O Box 716, Mbabane, Swaziland, H100
Tel: (00268) 2515 4310/8
Fax: (00268) 2518 4318

MOZAMBIQUE: COOL WORLD. LDA

Rua da Resistencia No. 97B R/C
Cell: +258 84 44 61 234
coolworldlda@hotmail.com
Nosso Show Room
Av: da Industrias, Parcela No.735 * 735A
Machava, Maputo

**OTHER AREAS ARE SERVICED BY OVER 200 AUTHORISED SERVICE AGENTS.
PLEASE CONSULT THE NEAREST REGIONAL DEFY SERVICE CENTRE FOR DETAILS.**

10 Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.

The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

1. Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.
2. Vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.
3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.
4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.
5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.
6. **For warranties in the Republic of South Africa and Sub-Saharan Africa, please contact your nearest Defy office. Please refer to the previous page for respective South African service agents and Sub-Saharan Africa service agents.**
7. Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.
8. This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

**KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF
PURCHASE FOR WARRANTY PURPOSES.**