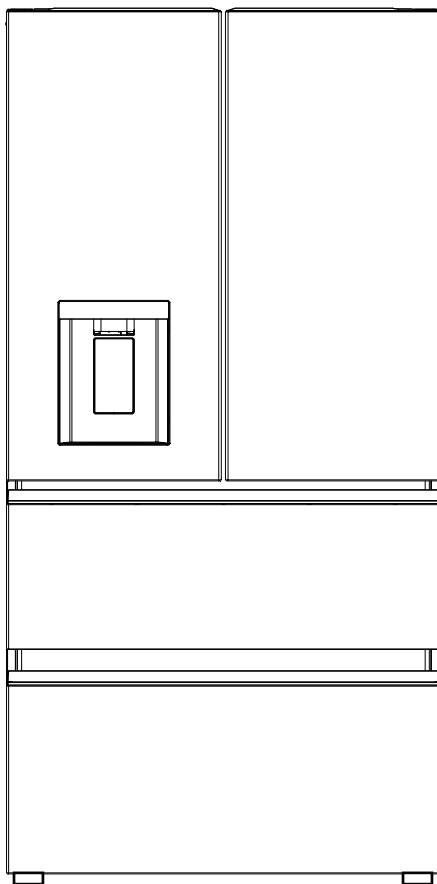


DREAME

Instruction Manual

MODEL: DRF560WMXEEUP



Please read this instruction manual before connecting your refrigerator and keep it for future reference.

Table of Contents

Warning	- 1 -
Safety and Warning Information	- 3 -
Basic Safety Symbol.....	- 3 -
Appliance Connection.....	- 3 -
LED Light.....	- 3 -
Safety and Warning Information	- 4 -
Product Overview	- 7 -
Product Features.....	- 7 -
Product Components.....	- 8 -
Installation Dimensions.....	- 9 -
Installation	- 10 -
Transportation	- 10 -
Where to Install Your Unit.....	- 10 -
Adjustable Plastic Feet.....	- 10 -
Door Rack	- 10 -
Operation	- 11 -
Before Use.....	- 11 -
Beginning.....	- 11 -
Automatic Ice Maker	- 11 -
Control Panel.....	- 12 -
Fresh Flex Temp Setting.....	- 14 -
Mode Configuration.....	- 14 -
Child Lock Feature.....	- 16 -
Sparkling Water User Guide	- 17 -
Drain Mode.....	- 18 -
Pending Mode.....	- 19 -
Sparkling Water Maker – Initial Setup and Operating Instructions	- 20 -
CO ₂ Cylinder Safety and Storage Guidelines.....	- 22 -
Sparkling Water Refrigerator Network Configuration Guide	- 24 -
Refrigerator Compartment.....	- 25 -
Freezer Compartment.....	- 25 -
Instructions for Storing Food	- 26 -
Storage of Foods.....	- 26 -
Maintenance	- 29 -
Defrosting.....	- 29 -
Cleaning	- 29 -
General Information.....	- 29 -
Energy Saving Tips.....	- 30 -
Normal Phenomena.....	- 30 -
Troubleshooting	- 31 -
Important Disassembly Instructions	- 32 -
Door Racks and Glass Shelves Disassembly.....	- 32 -
After-Sales Service	- 33 -
Warranty Period.....	- 33 -
After-Sales Contact Information & Spare Parts Purchase Channels.....	- 33 -

Warning



Per the EN standard

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.

Per the IEC standard

- 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 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.

The refrigerant isobutane (R600a) is contained within the refrigerant circuit of the appliance, a natural gas with a high level of environmental compatibility, with which is nevertheless flammable.

During transportation and installation of the appliance, ensure that none of the components of the refrigerant circuit becomes damaged.

The refrigerant (R600a) is flammable.



Symbol ISO 7010 W021 Warning;
Risk of fire/flammable materials!

WARNING: The appliance must be positioned so that the plug is accessible.

WARNING: If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

WARNING: Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

WARNING: Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

WARNING: Do not damage the refrigerant circuit.

WARNING: Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

WARNING: This unit uses R600a as the refrigerant and cyclopentane as the foaming agent; both are highly flammable. Keep the unit away from heat sources when disposing of it.

WARNING: To avoid electric shock, ensure the unit is properly grounded using the yellow-green grounding wire before operation.

WARNING: Dispose of the refrigerator according to local laws and regulations.

WARNING: The refrigerant and insulation blowing gases are flammable. Disposing of the refrigerant must be done at authorized waste disposal centers. Do not expose the refrigerant or insulation to heat or open flames.

WARNING: Do not store explosive materials such as aerosol cans containing flammable propellants in this appliance.

WARNING: When positioning the appliance, ensure the supply cord is not trapped or damaged.

WARNING: Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

WARNING: To avoid contamination of food, please respect the following instructions:

- Opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance.
- Clean regularly surfaces that can come in contact with food and accessible drainage systems.
- Clean water tanks if they have not been used for 48 h; flush the water system connected to a water supply if water has not been drawn for 5 days.
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
- Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making icecream and making ice cubes.
- One-, two- and three-star compartments are not suitable for the freezing of fresh food.
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within the appliance.

WARNING: Risk of child entrapment. Before disposing of your old refrigerator or freezer:

- Remove the doors.
- Keep the shelves in place to prevent children from easily climbing inside.

WARNING: Before performing any type of installation or cleaning, unplug the refrigerator and adjust the temperature controls to the desired setting(s). When you're done, plug the refrigerator back into the power source and adjust the temperature controls to the desired setting.

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.

WARNING: fill with potable water only.



This marking indicates that the product should not be disposed of with other household waste throughout the EU. To prevent potential harm to the environment or human health caused by improper waste disposal, recycle responsibly to support the sustainable reuse of material resources.

To return your used device, please utilize the return and collection systems or contact the retailer where you purchased the product.

They can take this product for environmentally safe recycling.

Safety and Warning Information

Basic Safety Symbol



This guide includes numerous critical safety notices. Always read and follow all safety instructions.

This is the safety alert symbol. It alerts you to warnings about potential hazards that could cause injury or death.

These messages also help protect your unit from damage. All safety messages are preceded by the safety alert symbol and the following hazard signal words: DANGER, WARNING, or CAUTION.



DANGER

These words signify:

Failure to follow these instructions could result in serious injury or death.



WARNING

Failure to follow these instructions may result in serious injury or death.



CAUTION

Indicates an immediately hazardous situation that, if not avoided, could result in minor to moderate injury or product damage.

Appliance Connection

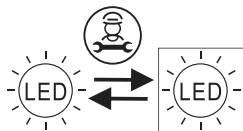


CAUTION

This product is designed for use with 220-240V/50Hz power supply only, with an allowable voltage fluctuation range of 187V to 242V. It cannot be used if the voltage frequency is not 50Hz.

To ensure safety, the socket and its cable must be able to withstand the current of above 10A.

LED Light



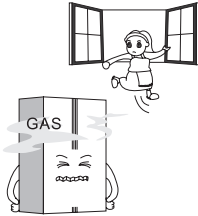
Replaceable (LED only) light source by a professional.

This product features light sources in the Fresh Food Compartment and water dispenser area. The top light in the Fresh Food Compartment is EU energy efficiency grade F while other lights fall outside the scope of (EU) 2019/2015 and (EU) 2019/2020 regulations (with a luminous flux below <60lm)

Safety and Warning Information

To minimize the risk of fire, electric shock, or personal injury while using your product, observe these basic safety precautions:

Read all instructions before using this appliance.



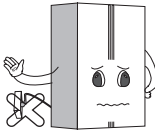
If you suspect a refrigerant leak, do not touch the unit or power outlet. Ventilate the area immediately and, if possible, turn off the unit using the circuit breaker. Contact the manufacturer immediately.

Refrigerant may cause serious injury upon contact with skin or eyes. If this occurs, please seek medical attention immediately.



Ensure the power outlet is properly grounded. Consult a qualified electrician or service technician if the grounding instructions are not fully understood, or if you have doubts on whether the appliance is properly grounded.

Wait at least 5 minutes before reconnecting the power cord. Failure to do so may cause the freezer to malfunction.



Improper grounding may result in equipment failure and/or electric shock.

A dedicated outlet should be used. Using multiple devices at a single outlet may cause a fire.



Do not position the power plug facing upward or allow it to be pinched behind the refrigerator. Water may flow into the device or the plug may be damaged, which could cause a fire or injury.

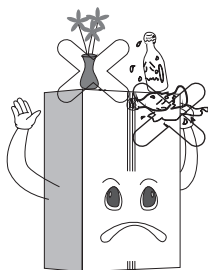
Do not allow the power cord to be bent or crushed by heavy objects, as this may cause damage.



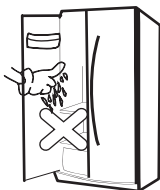
Unplug the power cord when cleaning or handling the interior lamp of the refrigerator.

Failure to follow these instructions may result in electric shock or other injuries.

Use a dry, clean cloth to remove water or dust from the power plug. Avoid touching it with wet hands and ensure the pins are securely connected when inserting.

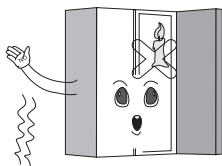


Do not use the refrigerator for non-household purposes (such as storing medicine, test materials, blood, or for marine use). This may pose unexpected risks including fire, electric shock, deterioration of stored items, or chemical reactions.



Do not use or store flammable materials such as ether, benzene, alcohol, medicine, liquid propane gas, sprays, or cosmetics near or inside the refrigerator. It may cause an explosion or fire.

Do not place any glassware not designed for refrigerator or freezer use inside. The glass may crack or break, potentially causing injury.



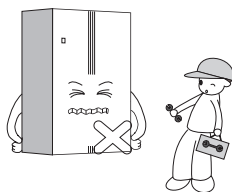
Do not place heavy or hazardous objects in the refrigerator, such as cups, vases, cosmetics, medications, or any containers holding liquids.

Opening or closing the door may cause it to fall, potentially resulting in injury, fire, or electric shock.

Do not touch food or containers in the freezer with wet hands. It may cause frostbite.

Do not spray water on the exterior or interior of the refrigerator. Do not clean it with benzene or thinner.

Do not clean the unit with acidic cleaners, abrasive brushes, sharp tools, or any cleaner containing benzene.



Do not use a dryer to dry the inside of the unit, and do not light a candle to remove odors. This may cause an explosion or fire.

Do not hold onto the door or its trays. It could cause the refrigerator to topple over, resulting in serious injuries or even death. Especially, do not allow children to do the above.

Do not place ice in thin crystal glasses or ceramic dishes. It may break cups or ceramic items, potentially causing injury.

Do not allow anyone except a qualified service technician to disassemble, repair, or modify the refrigerator. Unless directed by the manufacturer. It may cause injury, electric shock, or fire.

Do not install the refrigerator in a damp or highly humid environment. Failure to do so may result in premature deterioration, cause the unit to operate more frequently, and potentially lead to electric shock.

Install the appliance in a dry, well-ventilated area.

The appliance should be positioned near the wall outlet for easy power disconnection in case of an emergency.

Do not expose the unit to excessive heat or open flames.

Keep your unit in a well-ventilated area. If the unit is built-in, ensure there is adequate airflow around it.

Do not cover or obstruct the exhaust area on the back of your unit. Failure to do so may cause electric shock or injury. It may cause electric shock or injury.



WARNING

Before performing any installation or cleaning, unplug the refrigerator from the power source. When you're done, plug the refrigerator back into the power source and adjust the temperature controls to the desired setting.

Product Overview

Product Features

This unit features super freeze, energy-savings, noise reduction, and optimal refrigeration as preset options.

Frost-free eco-friendly refrigerator

The refrigerant R600a and the blowing agent are hydrocarbons that do not deplete the ozone layer and have no impact on the greenhouse effect.

The freezer features automatic defrosting, eliminating the need for manual defrosting.

Energy saving and noise reduction

Integrating quick-freezing, energy-saving, noise-reduction and other technologies, the refrigeration system has been optimized to maximize energy savings while minimizing noise levels.

Precise temperature control

The refrigerator and freezer compartments feature independently set, controlled, and displayed temperatures, with the microprocessor control system ensuring precise temperature regulation.

LED display and touch buttons

The LED display shows the set temperature and operational status for both the refrigerator and freezer compartments. The touch buttons are user-friendly and designed for long-term durability.

Tempered glass, safe and dependable

The tempered glass shelves are safe, aesthetically pleasing, and durable, with strong load-bearing capacity and easy maintenance.

Removable door seal

Special detachable door seal, long-lasting, strong adhesion, easy to clean.

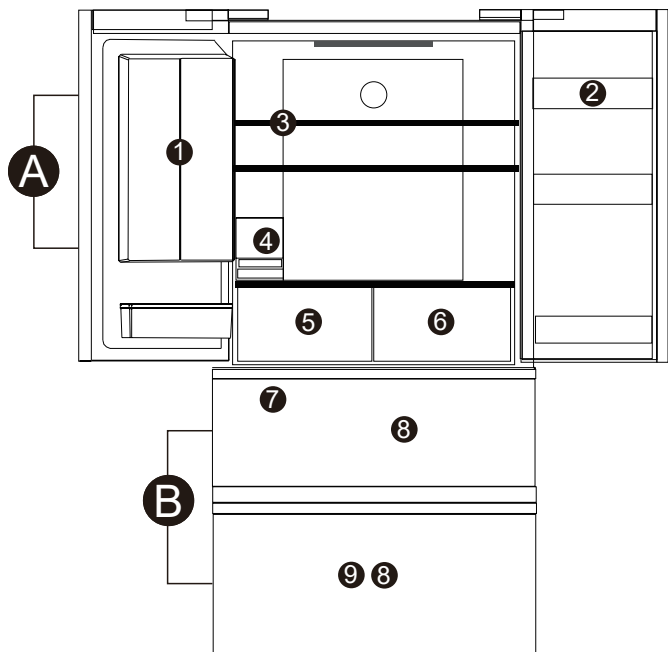
Automatic ice maker

The refrigerator features an automatic ice maker.

Product Components

The layout of the items below is subject to change without notice and may not appear or be set up as shown in the picture below.

The appearance and specifications of the actual product may vary by the model.



A Refrigerator Compartment

- 1 Sparkling Water Module
- 2 Refrigerator Door Rack
- 3 Refrigerator Glass Shelves
- 4 Water Tank
- 5 HydroGuard Crisper
- 6 FreshFlex Multi-Mode Crisper

B Freezer Compartment

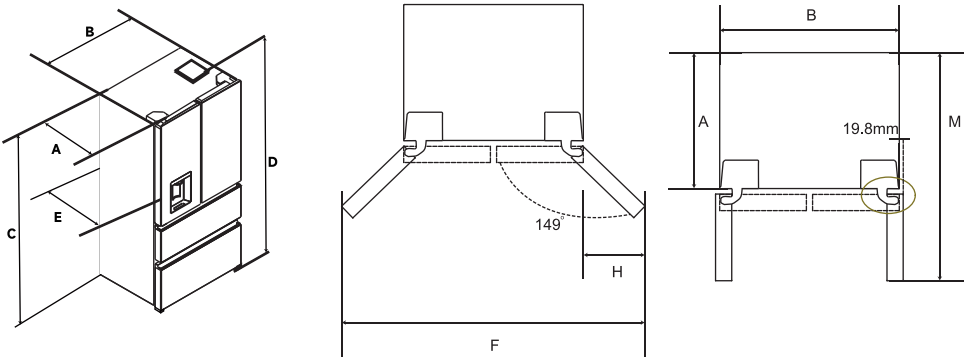
- 7 Ice Maker
- 8 Freezer Drawer
- 9 Freezer Drawer Tray

NOTE:

To get the best energy efficiency of this product, please place all shelves, drawers and baskets on their original position as the illustration above.

Installation Dimensions

Choose a level and easily accessible location for your appliance.
Avoid placing the appliance near heat sources, in direct sunlight, or in damp areas.



A	B	C	D	E	F	H	M
610	911	1774	1830	693	1661	393	1088

The dimensions shown above are provided as a general guide for installation. Actual dimensions of your unit may vary slightly.

Maintain adequate clearance around the unit to ensure optimal operation.

Installation

Transportation

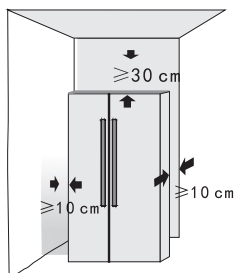


Always transport the refrigerator upright—never lay it on its side.

Do not lift the refrigerator by the door or handle. Always carry the refrigerator by lifting from the bottom.

This unit should never be moved by one person. Two people are required to safely lift or transport the unit.

Where to Install Your Unit



Place the refrigerator on a hard, flat surface.

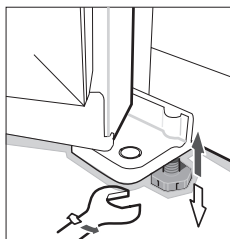
If cushioning is needed, use stable, hard, non-flammable blocks.

DO NOT USE FOAM PACKAGING AS CUSHIONING BLOCKS!

The unit must be kept away from damp or wet locations. Wipe any water or dirt off the unit immediately with a soft cloth to prevent rust and maintain optimal performance.

Place the refrigerator in a well-ventilated area, ensuring adequate space around and behind the unit. Do not cover or obstruct the air vent grille on the rear compressor panel. Keep the refrigerator away from heat sources and direct sunlight.

Adjustable Plastic Feet

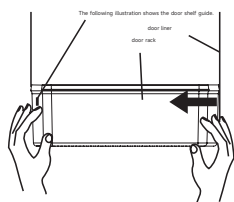


When still in its packaging, the refrigerator's plastic feet are tightened. After unpacking, adjust the two front plastic feet to the proper height. You can adjust these plastic feet using a wrench or by hand.

Ensure the plastic feet and rear rollers touch the ground to prevent movement or noise.

When moving the refrigerator, slightly raise the front feet by turning counterclockwise, then gently slide the unit to reposition it.

Door Rack



Disassembly: Hold both sides of the door rack, then push the side without the guide inward as shown in the diagram. Push until the edge of the door rack separates from the groove of the liner.

Installation: Hold both sides of the door rack. First, install the guide side buckle. Then gently push the other side inward until the guide clicks into place, securing the door rack in position. Please ensure it is properly installed before use.

Operation

Before Use

This refrigerating appliance is not intended to be used as a built-in appliance.

Remove all packaging materials, including the foam base at the bottom of the unit and the securing tape for interior shelves and door bins.

Position the refrigerator in an appropriate location and adjust the leveling feet to ensure it's properly leveled. It is recommended to wipe your unit with a warm, soapy cloth and dry it thoroughly before use.

Place the refrigerator in position and level it. Clean the interior, allow the unit to stand for 4–6 hours, then plug it in. This ensures that the compressor oil has properly settled, allowing your unit to operate normally.

Beginning

Connect the power cord and turn on the power switch.

Upon initial startup, the screen will display the respective set temperature values: the refrigerator section is set to 5 °C, the freezer is set to -18 °C, and the flex temperature drawer will operate at 0 °C with the Drink mode icon activated.

The default mode is energy-saving upon startup: The screen remains on for 20 seconds before turning off. This mode helps conserve energy and extends the service life of LED lights.

Automatic Ice Maker

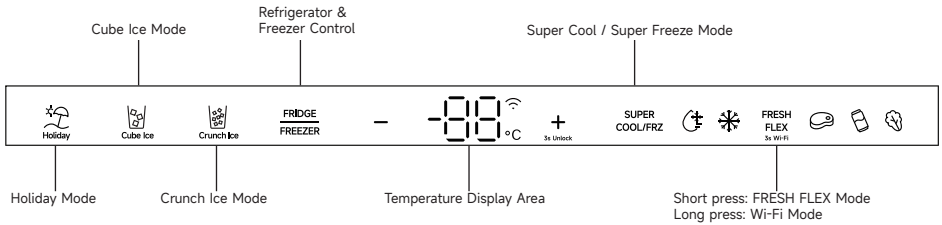
The ice maker and ice storage compartment are located in the upper section of the freezer. When using the ice maker, ensure the ice maker switch is turned on and the water system is properly connected. The ice maker will automatically produce ice. Once the ice storage bin is full, the ice-making process will automatically stop.

The maximum ice production capacity of this ice maker is 2.5 kg per 24 hours.

When the freezer reaches the set temperature, the ice maker can produce the first batch of ice in just a few hours.

Note: All ice-making capacity data above is based on measurements conducted in the Laboratory.

Control Panel



Temperature range setting:

1. Refrigerator temperature range: 2–8 °C (default 5 °C).
2. Freezer temperature range: -23–15 °C (default -18 °C).

Adjusting the Temperature Settings

- When you first turn on the unit, it will begin operating at the factory-set default temperature of 5 °C for the refrigerator compartment and -18 °C for the freezer compartment.
- When you first turn on the unit, set the refrigerator compartment temperature to 3 °C and let it run for at least 4 hours before placing any food inside. This ensures the freezer compartment is thoroughly chilled and the refrigerator compartment is stabilized before placing food inside. Then adjust the temperature to your preferred setting.
- To adjust the temperature in each zone, press the corresponding zone button. The temperature will adjust based on the preset values outlined below.

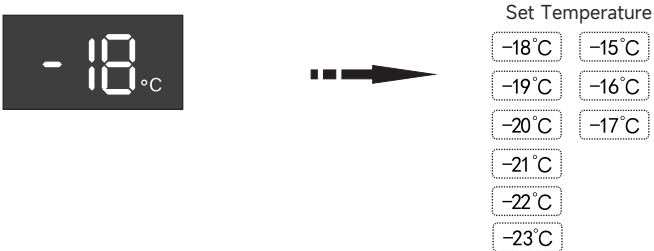
Refrigerator Compartment Temperature Adjustment

The default temperature for the refrigerator compartment is 5 °C. Upon powering on, the appliance automatically enters standby mode. Press the  button once  to display the current refrigerator temperature. Press the +/- button to adjust the refrigerator temperature. The adjustable temperature range is between 2 °C and 8 °C.



Freezer Compartment Temperature Adjustment

The default temperature for the freezer compartment is -18 °C. Upon powering on, the unit automatically enters standby mode. Press the  button twice  to display the current freezer temperature. Press the +/- button to adjust the freezer temperature up or down. The adjustable temperature range is between - 15 °C and -23 °C.



CAUTION: Do not place fresh foods directly on frozen foods.

The refrigerator features an automatic ice-making function.

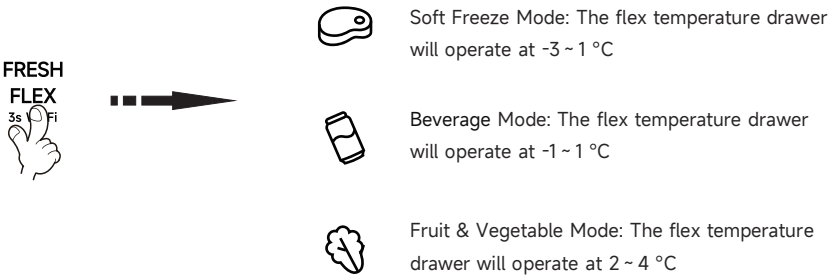
The maximum ice production capacity of this ice maker is 2.5 kg per 24 hours.

When the freezer reaches the set temperature, the ice maker can produce the first batch of ice in just a few hours.

CAUTION: When the ice maker is producing ice cubes, you may hear the beep from the water valve, the sound of water flowing into the ice maker, and the sound of ice cubes dropping.

Fresh Flex Temp Setting

This product features a flexible temperature drawer.
Power-on default "Fruit & Vegetable" mode, single tap to switch modes



Mode Configuration

Super Cool / Super Freeze Mode

The SUPER COOL/FRZ function defaults to OFF after power-on, with the indicator icon remaining off. Touch operation logic:

Tap once: Super Cool mode ON:  icon remains continuously lit.

Tap twice: Super Cool + Super Freeze modes ON,  and  icons remain continuously lit.

Tap three times: Super Cool mode OFF,  icon turns off.

Tap four times: Super Cool + Super Freeze modes OFF,  and  icons turn off.

Super Cool

When activated, the refrigerator compartment temperature is set to 2°C. The function automatically deactivates after 2 hours, and the  indicator turns off. Touch the  button again during operation to manually deactivate the function.

Super Freeze

When activated, the freezer compartment temperature is set to -24°C. The function automatically deactivates after 24 hours or once the freezer temperature reaches - 28°C, whichever occurs first. Touch the  button again during operation to manually deactivate the function.

Cube Ice Making Mode (Ice Maker Model: IME-2-01)



The Cube Ice function is OFF by default upon power-up, and the indicator  icon remains inactive. Touch  button to activate the cube ice maker. The indicator  will light up and cube ice production will begin. Ice production operates continuously in cycles. Touch  button again to disable the function.



Crunch Ice

Crunch Ice Making Mode (Ice Maker Model: IME-2-01)

The Crunch Ice function is OFF by default upon power-up, and the indicator  icon remains inactive. Touch  button to activate the chewable ice maker. The indicator  will light up and chewable ice production will begin. Ice production operates continuously in cycles. Touch  button again to disable the function.

Holiday Mode



Holiday

The Holiday function is OFF by default after power-on, and the  icon remains inactive. Touch  button to activate Holiday Mode. The refrigerator temperature is set to 15°C, and the freezer temperature is set to -18°C. Touch  button again to exit Holiday Mode. The refrigerator and freezer compartments will revert to their previous temperature settings. (Note: Enabling Holiday Mode will deactivate both the ice-making and sparkling water functions.)

1. Night View (App Only)

Night View is a convenient lighting feature designed to enhance visual comfort when using the refrigerator at night. When enabled, the refrigerator's interior lighting dims to help your eyes adjust in low-light conditions.

How to Enable/Disable

This feature can only be configured, enabled, or disabled through the DREAME app. To use this feature, please download and install the DREAME APP for operation.

Schedule

Night View supports scheduled operation. In the app, you can set a time window (e.g., 7:00 AM–10:00 PM) and choose scheduling rules such as:

- Every Day
- Weekdays
- Weekends
- Once

Interior Refrigerator Lighting Level

You can choose your preferred interior lighting level in the app:

- Moonlight
- Comfort
- Bright

2. Quiet Time (App Only)

Feature Overview

The Quiet Time feature enables you to schedule periods during which specific refrigerator functions will be temporarily suspended to minimize operational noise. This is ideal for maintaining a peaceful environment during nighttime hours, early mornings, or whenever minimal noise is preferred.

What Happens During Quiet Time

When Quiet Time is enabled, the following functions are temporarily disabled:

- Ice-making
- Auto-fill
- Always Fresh

Note: The primary cooling and refrigeration functions continue to operate normally to maintain proper food preservation. Only auxiliary, noise-generating functions are disabled during Quiet Time.

How to Set Up Quiet Time

To configure Quiet Time settings:

1. Open the DREAME app on your mobile device.
2. Go to the refrigerator settings menu
3. Select Quiet Time
4. Select your preferred scheduling option:
 - Every Day
 - Once
 - Weekends
 - Weekdays
5. Tap Add to save custom schedules if needed

Important Notes

- When Quiet Time is active, deactivated functions will automatically resume once the scheduled period ends.
- You can edit or delete any custom schedules anytime using the app.
- This feature does not compromise the refrigerator's primary cooling performance or food safety.

Child Lock Feature

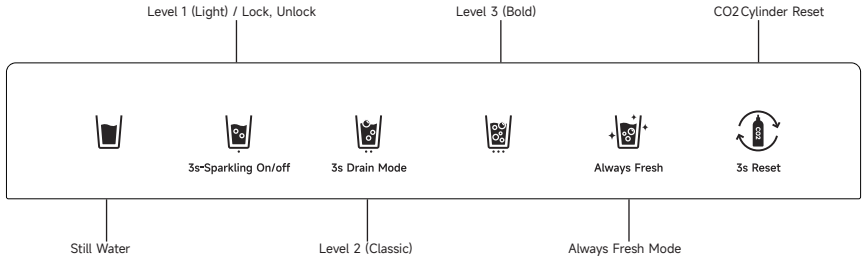
Unlocking

Press and hold the temperature + button for 3 seconds to unlock the control panel. The buttons will then function. If no activity is detected for 20 seconds, the control panel will automatically lock and the display will turn off.

Locking

Press and hold the temperature + button for 3 seconds to lock the control panel. When the display is off, press any button to activate the screen. Press any button again, and all icons will flash to indicate that the control panel is locked.

Sparkling Water User Guide



Still Water Button

After powering on, the system defaults to Still Water mode, and the still water indicator illuminates. Press and hold the water dispenser lever to initiate draining.

Unlock / Lock Button

Press and hold the  button for 3 seconds to unlock the three sparkling water levels and the Always Fresh function. Press and hold for 3 seconds again to lock and disable these functions.

Level 1 Button (Light Button)

This button also works as the  button. When unlocked, press the button and the indicator will flash, signaling the start of Level 1 sparkling water production. Once production is complete, the Level 1 indicator remains illuminated. Press the water dispenser lever to release Level 1 sparkling water.

Level 2 Button (Classic Button)

When unlocked, press the button. The indicator will flash to begin producing Level 2 sparkling water. Once production is complete, the Level 2 indicator remains illuminated. Press the water dispenser lever to release Level 2 sparkling water.

Level 3 Button (Bold Button)

When unlocked, press the button. The indicator will flash to begin producing Level 3 sparkling water. Once production is complete, the Level 3 indicator remains illuminated. Press the water dispenser lever to release Level 3 sparkling water.

Always Fresh Function Description

With the Always Fresh function activated, the refrigerator automatically carbonates the water every 4 hours during the user-specified time frame. This ensures the sparkling water stays fresh, preserves its optimal flavor, and minimizes the risk of bitterness or loss of carbonation over time.

The user can configure the start and end times via the app, enabling the system to operate automatically during the selected timeframe and deliver consistently high-quality sparkling water without requiring manual intervention.

3s Reset Button (CO₂ Cylinder Reset)

When the CO₂ cylinder is running low, the indicator light flashes. After replacing the CO₂ cylinder, press and hold this button for 3 seconds until the indicator turns off, indicating that the reset is successful.

Auto Screen Off (20 Seconds of Inactivity)

To minimize power consumption and prevent unintended operation, the display features an Auto Screen Off function.

If there is no user interaction for 20 seconds, including:

no-touch operation, and no water dispensing activity, the display will turn off automatically, and the refrigerator will enter Screen-Off Mode.

In Screen-Off Mode, the refrigerator maintains normal operation. To turn the display back on, touch the control panel or dispense water. The display will revert to the previous screen.

One full 425g CO₂ cylinder can make approximately:

- Level 1 (Carbonation: ★★☆☆): About 110 cans of lightly sparkling water.
- Level 2 (Carbonation: ★★★☆): About 80 cans of medium sparkling water.
- Level 3 (Carbonation: ★★★★★): About 43 cans of highly carbonated sparkling water.

Drain Mode

Feature Description

The drain mode is used to manually remove residual liquid from the sparkling water system before prolonged device inactivity, helping maintain optimal taste and hygiene conditions.

In drain mode, the device will only drain water when the water dispenser lever is continuously pressed. Releasing the water dispenser lever immediately stops the draining.

When should the drain mode be used?

Recommended usage scenarios for the drain mode:

- The equipment will be unused for an extended period (e.g., before travel or vacation).
- Before performing any cleaning or maintenance on the equipment.
 - Used to clear residual liquid in the sparkling water system.

How to activate the drain mode

- (1) Press and hold  button for 3 seconds to enter drain mode. The buzzer will sound continuously, and the indicators of all three levels will flash at the same time to confirm activation.
- (2) Draining Execution Instructions:
 - In drain mode, press and hold the water dispenser lever to initiate draining.
 - During the draining process, releasing the water dispenser lever will immediately stop the draining.
 - When the sparkling water outflow significantly decreases or stops completely, the sparkling water system is considered to be substantially drained.
 - During draining, releasing the water dispenser lever will immediately stop the draining process.

(3) Exit Drain Mode: When the sparkling water has been fully drained, the refrigerator will automatically exit Drain Mode and turn off the sparkling water function.

If the sparkling water has not been completely drained, the user can press and hold the  button for 3 seconds to manually exit Drain Mode.

Important Notes

- When using Drain Mode, always place a suitable container under the outlet to collect the water and prevent overflow. Monitor the process continuously.
- The Drain Mode operation must be fully supervised by the user at all times. Do not leave the appliance unattended. If the process is interrupted, the refrigerator will remain in Drain Mode. If you wish to stop the draining process, please manually exit Drain Mode after confirming that the operation can be safely stopped.
- Drain Mode is intended solely for emptying liquid from the sparkling water system and should not be activated frequently during normal daily use.
- While in Drain Mode, automatic functions such as Pending Mode, Auto Fill, and Always Fresh will be temporarily unavailable.

Pending Mode

Overview

If the system has finished carbonating at the current level but the sparkling water has not been fully dispensed, selecting a different carbonation level will activate Pending Mode.

In Pending Mode, the indicator for the newly selected level will flash, indicating that the system has queued the next carbonation level for the upcoming batch.

How It Works

Once all the current sparkling water has been used, the system will automatically prepare a new batch at the pending (queued) carbonation level—no additional action is required.

This enables a smooth transition between carbonation levels and supports continuous, uninterrupted use.

Cancel Pending Mode

You can cancel Pending Mode in either of the following ways:

- Press the flashing level button.
- Press the currently lit (active) level button.

Benefit

This function allows users to pre-select the next carbonation level without affecting the current dispensing process, making operation more convenient and seamless.

Sparkling Water Maker – Initial Setup and Operating Instructions

Important Notice

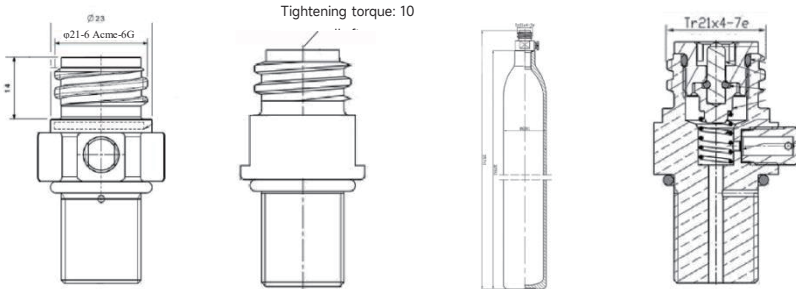
Before installing the CO₂ cylinder, remove the transportation safety lock. Failure to remove the lock may impair the actuator rod's proper functioning. During installation, the device must be powered off to prevent accidental activation of the carbonation function.

1. CO₂ Cylinder Inspection and Installation (Critical Steps)

(1) CO₂ Cylinder Inspection

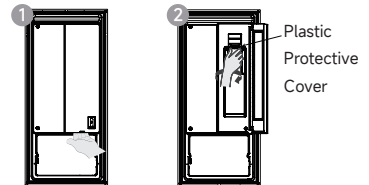
Please review the following items:

- The cylinder surface is free from cracks, deformations, or corrosion.
- The valve exhibits no evidence of gas leakage.
- The anti-shock ring and protective cap remain intact.
- The cylinder is within the valid inspection period as indicated on its body.



(2) Installation and Removal of the CO₂ Cylinder

- ①: Open the refrigerator door, then open the sparkling water dispenser access panel to expose the cylinder compartment. Pull out the cylinder holder.
- ②: Remove the plastic protective cap from the valve of the cylinder.
- ③: Carefully insert the cylinder into the valve opening and push it in gently. Turn the cylinder clockwise until it is fully tightened and cannot be turned any further.

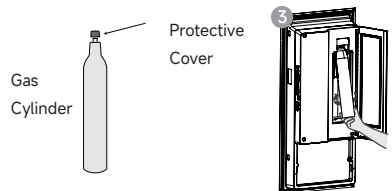


Replacing the Cylinder:

Turn empty cylinder counterclockwise to remove it. Install the new cylinder by following the installation steps above.

Note:

Make sure the cylinder is securely tightened to prevent gas leakage. Do not overtighten, as this may damage the threads



(3) Leak Test

After installation, connect the power supply without turning on the device. Apply a small amount of soapy water around the cylinder connection and observe:

- No bubbles: the seal is secure.
- Bubbles appear: remove the cylinder by turning it counterclockwise and reinstall it, then test again.

If leakage continues, discontinue use of the device immediately and contact after-sales service.

2. Drinking Water Treatment

(1) Water Filling

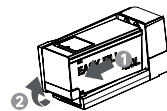
- Do not add distilled water or RO-filtered water with a TDS below 30 to the water tank.
- Do not add juice, cola, milk, oily liquids, or any other similar substances to the water tank.
- Use tap water or mineral water at 50°C or below. Fill the dedicated water tank with water, keeping the water level between the "MAX" and "MIN" marks. Do not overfill or underfill the tank.
- For best carbonation results, set the refrigerator temperature to 2–4°C. This helps achieve stronger, longer-lasting bubbles.
- If the water you add is warm and you want to enjoy sparkling water right away, add a suitable amount of ice to cool it before carbonating.



(2) Removal and Installation of the Water Tank

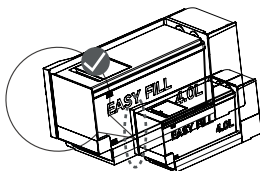
Guidelines for Removal and Installation of the Water Tank

Pull the tank straight out until it is fully clear of the slot, then lift it upward to remove it. For installation, follow the steps above in reverse order.



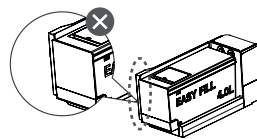
Correct Installation

The water tank should sit flush against the bracket on the left side.



Incorrect Installation

If the water tank sticks out past the bracket on the left side, it may on the left side such as the ice maker or water dispenser not working properly.



(3) Seal Inspection

Make sure the water tank is correctly installed, fully seated, and securely fitted without any looseness.

(4) Initial Rinse (Required)

For first-time use:

- Select carbonation level 1.
- After carbonation, dispense and discard the sparkling water.
- Repeat this rinsing process three times.

This step eliminates any residual substances from the internal tubing and guarantees safe drinking water.

3. Important Safety Guidelines for Initial Use (Critical)

Prohibited Actions

(1) Operating without a CO₂ cylinder

Starting the device without a cylinder may cause abnormal extension or detachment of the actuator rod, potentially damaging the drive mechanism.

(2) Using prohibited water sources or liquids

- Do not use distilled water or RO-filtered water with a TDS below 30.
- Do not use water hotter than 50 °C.
- Do not carbonate liquids other than water (e.g., juice, milk).

These actions may cause blockage of the carbonation module, create safety hazards, and contaminate internal pipelines.

(3) Disassembling or altering the device

Non-professionals must not disassemble the main unit, CO₂ cylinder, or drive components. Refilling the CO₂ cylinder is strictly prohibited.

(4) Unsupervised use by children

Children must not operate the device unsupervised. Adult supervision is required at all times to prevent contact with the cylinder, power supply, or carbonation interface.

CO₂ Cylinder Safety and Storage Guidelines

Safe product usage:

- The product must be handled in accordance with proper industrial safety and hygiene practices.
- Only experienced and properly trained personnel should handle pressurized gases.
- Do not inhale the fumes.
- Avoid releasing the product into the work area.
- Do not smoke while handling the product.
- Use only equipment specifically designed for the product, pressure, and temperature requirements. If you're unsure, contact your gas provider.
- Tanks that contain or have contained flammable or explosive products must not be rendered inert using liquid carbon dioxide.

- The formation of solid CO₂ particles must be prevented.
 - The system must be properly grounded to prevent the risk of electrostatic discharge. Be aware of the electrostatic discharge hazard when operating CO₂ fire extinguishers.
 - Do not use them in areas where flammable atmospheres may be present.
 - Avoid drawing water, acids, or alkalis into the appliance.
 - Ensure the entire gas distribution system has been (or is regularly) inspected for leaks prior to use.
- Consider safety valves in gas installations.

Safe handling of the gas cylinder:

- Do not allow gas to flow back into the container.
- Open the valve gradually to prevent pressure surges.
- Avoid drawing water into the container.
- Protect containers from physical damage. Avoid dragging, rolling, sliding, or dropping them. When moving containers, even for short distances, use appropriate handling equipment (trolleys, hand trucks, etc.) designed for transporting such containers. Keep the valve caps on until the container is properly secured to a wall, workbench, or placed in an appropriate stand and is ready for use.
- If the operator experiences any difficulty while operating the valve, discontinue use and contact the supplier.
- Never attempt to repair or modify container valves or safety devices.
- Damaged valves must be reported to the supplier immediately.
- Keep container valves clean and free from contaminants, particularly oil and water. After disconnecting the container from the equipment, immediately replace any supplied caps or valve covers on the containers and valves.
- Close the container valve after each use, even if it's empty or still connected to the equipment.
- Never attempt to transfer gases from one container to another.
- Do not use direct flame or electric heating to increase the internal pressure of the container.
- Do not remove or obscure the supplier's labels identifying the container contents.

Conditions for safe storage:

- Comply with local regulations and legislative requirements for container storage. The containers must not be stored under conditions that promote corrosive phenomena.
- The caps and/or plugs must be installed.
- Containers must be stored upright and secured to prevent tipping. Containers in storage should be inspected regularly for overall condition and potential leaks.
- Store containers in a well-ventilated area at temperatures below 50 °C.
- Store containers in areas free from fire hazards, away from heat sources and ignition points.
- Keep away from flammable substances.

For more details on the safe storage of refrigerated carbon dioxide, please refer to the document "Refrigerated CO₂ Storage at User Facilities" (EIGA Doc. 66), available at <http://www.eiga.eu> and consult your supplier.

Sparkling Water Refrigerator Network Configuration Guide

APP Download, Installation, and Login

(1) Download and Install

Scan the QR code or search for "DREAME" in the App Store to download and install the app. iOS users can access it through the Apple App Store.



(2) Registration and Login

On the app homepage, follow the instructions to complete account registration and login.

Device Network Configuration and Pairing

(1) Network Configuration Settings

Unlock: Press and hold "3s Unlock" for more than 3 seconds until you hear a beep.

Wi-Fi Mode: Press and hold the "FRESH FLEX Wi-Fi" button for more than 3 seconds until you hear a beep and the Wi-Fi icon starts flashing.

(2) Device Binding

- Connect your phone to a 2.4GHz Wi-Fi hotspot.
- Open the DREAME app and follow the prompts to add and bind your device.
- Control: The device will appear in the app's control list after successful binding.
- Retry: If the binding fails, return to step 1.1 to rebind.

Important Notes and Specifications

- This device only supports connecting to the 2.4GHz Wi-Fi network of your home router.
- Due to DREAME APP upgrades and updates, the actual operation may vary from this description. Please follow the instructions in the DREAME app.
- This device contains a radio transmitter module with the following certification: CMIIT ID: 2021DP15933.

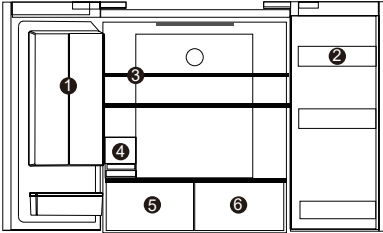
Wireless Network Module Model	X-C13SG
Standard	IEEE 802.11b/g/n
Antenna Type	Printed circuit board (PCB) antenna
Frequency Band	2400-2483.5 MHz
Operating Temperature	-40°C~82°C
Power Input	DC2.7~3.6V
The Maximum RF Output EIRP Power	Wireless Network: 18 dBm
BLE	Not Applicable

Exposed network interfaces and services via network interfaces in factory default state UDP 67
Service: Enables automatic network address acquisition for the device during AP network configuration.



Refrigerator Compartment

The refrigerator compartment should primarily be used for storing food that will be consumed within a short period.



- 1 Sparkling Water Module
- 2 Refrigerator Door Rack
- 3 Refrigerator Glass Shelves
- 4 Water Tank
- 5 HydroGuard Crisper
- 6 FreshFlex Multi-Mode Crisper

Freezer Compartment

The freezer compartment is designed for freezing food, storing frozen items, and making ice cubes. It can preserve food for extended periods.



- 1 Freezer Drawer
- 2 Ice Maker
- 3 Freezer Drawer Tray



CAUTION

When the ice maker is producing ice cubes, you may hear the beep from the water valve, the sound of water flowing into the ice maker, and the sound of ice cubes dropping.

The ice maker will automatically produce ice. When the ice storage bin is full, the ice-making process will cease automatically.

The food, especially oily items stored in the refrigerator, should avoid direct contact with the liner. When the interior is stained with oil or greasy food residue, it should be cleaned immediately to prevent prolonged contact with the liner, which may cause corrosion and cracking.

- Two-star (**) frozen-food compartments are ideal for storing pre-frozen foods, preserving ice cream, and making ice cubes. One-star (*), two-star (**), and three-star (***) compartments are not suitable for freezing fresh food.
- If the refrigerator is left unused for extended periods, turn it off, defrost, clean, dry thoroughly, and leave the door slightly open to prevent mold growth inside the appliance.
- Refer to the actual product for details.

Instructions for Storing Food



CAUTION

- When storing frozen foods, place them toward the back of the freezer compartment, rather than on the bottle rack.
- Do not place bottled or canned foods in the freezer compartment to avoid frost damage and cracking.
- Before placing hot foods in the refrigerator, allow them to cool to room temperature first. Otherwise, they will increase power consumption.
- Mark the freezing date on the packaging bag based on the different shelf lives of foods, to prevent them from exceeding their storage time limits.
- Divide foods into appropriate portions and package them separately to ensure thorough freezing and prevent them from sticking together.
- The packaging materials shall be odorless, airtight, watertight, and pollution-free to prevent packaged foods from being tainted by other odors or experiencing quality degradation
- Do not overload the freezer; keep quantities within its capacity.
- Melted foods cannot be refrozen, unless they are prepared as cooked dishes. Otherwise, their quality will be compromised
- Do not place glass bottles or glass containers in the freezer compartment or near the air outlet of the refrigerator duct, as they may shatter.
- Do not block the air outlet with food, as this may disrupt proper air circulation.

Storage of Foods

Your appliance comes with the accessories shown in the "Structure Illustration" section. This instruction manual provides proper food storage guidelines. The glass shelves and crisper can be removed to accommodate larger food items when necessary.

Note: Food must not come into direct contact with any surfaces inside the appliance. It must be individually wrapped in aluminum foil, cellophane sheets, or airtight plastic containers.

Precautions for internal and external refrigerator cleaning:

- Before cleaning, always turn off the power switch and unplug the power cord.
- During cleaning, ensure no water enters the switch, control panel, door lamp, or top control box.
- Clean the exterior of the refrigerator with a mild cleaner, then wipe it down with a clean, soft cloth and allow it to air dry naturally.
- When cleaning the door seal, always use clean water, wipe with a dry cloth and allow it to air dry naturally. Dampen a soft cloth with warm water or a neutral cleaner to wipe down the refrigerator exterior, excluding the door seal.
- Do not rinse the refrigerator directly with water, as this may compromise its electrical insulation properties.
- Do not clean the refrigerator with metal scrapers, wire brushes, harsh abrasive cleaners, strong alkaline detergents, or flammable/toxic cleaning solutions.

Dairy foods and eggs:

Most pre-packaged dairy products feature a recommended "use by" or "best before" date printed on the packaging. Store them in the refrigerator compartment and use within the recommended timeframe. Butter can absorb strong odors from other foods, so it's best to store it in an airtight container. Eggs should be stored in the refrigerator compartment.

Red meat

Place fresh red meat on a plate and loosely cover it with waxed paper, plastic wrap, or foil. Store cooked and raw meat on separate plates. This will prevent any juices from the raw meat from contaminating the cooked product.

Poultry

Fresh whole birds should be thoroughly rinsed inside and out under cold running water, then patted dry and placed on a plate. Cover loosely with plastic wrap or foil. Poultry pieces should also be stored this way. Whole poultry should only be stuffed immediately before cooking. Doing so earlier may lead to food poisoning.

Fish and seafood

Whole fish and fillets should be used on the day of purchase. Refrigerate on a plate loosely covered with plastic wrap until needed, waxed paper, or foil. If storing overnight or longer, take special care to select extremely fresh fish. Whole fish should be rinsed under cold water to remove loose scales and dirt, then patted dry with paper towels. Place whole fish or fillets in a sealed plastic bag. Keep shellfish refrigerated at all times. Use within 1-2 days.

Precooked foods and leftovers

These should be stored in covered containers to prevent the food from drying out. Keep for only 1-2 days. Reheat leftovers only once until they are steaming hot.

Vegetable container

The vegetable container is the optimal storage location for fresh fruits and vegetables. Avoid storing the following items at temperatures below 6 °C for extended periods: Citrus fruits, melons, indigenous varieties, pineapples, papayas, zucchini, passion fruits, cucumbers, peppers, tomatoes. Undesirable changes may occur at low temperatures, including softening of the flesh, browning, and/or accelerated decay. Do not refrigerate avocados (until they are ripe), bananas, or mangoes.

FOOD	Location (Refrigerator compartment)
Butter, cheese	Top door rack
Eggs	Door rack
Fruits, vegetables, salad	Crisper
Meat, sausage, cheese, milk	Lower area (bottom shelf 1 crisper cover)
Dairy products, canned foods, tins	Upper area or door rack
Drinks, bottles, tubes	Door rack



FOOD	Location (Freezer compartment)
Small frozen food	Door rack
Packaged frozen foods	Freezer drawer
Fish, meat, ice cream	Lower area (bottom shelf or drawer)

Note: Food must not come into direct contact with any surfaces inside the appliance. It must be individually wrapped in aluminum foil, cellophane, or airtight plastic containers.

Freezing and storing food in the freezer compartment

- To store deep-frozen food.
- To make ice cubes.
- To freeze food.

Note: Make sure the freezer compartment door is properly closed.

Buying frozen food

- The packaging must remain undamaged.
- Use by the 'use by/best before/best by/' date.
- If possible, transport deep-frozen food in an insulated bag and place it quickly in the freezer compartment.

Storing frozen food

Store at -18 °C or below. Avoid unnecessarily opening the freezer door.

Freezing fresh food

Freeze only fresh and undamaged food

To preserve the best possible nutritional value, flavor, and color, vegetables should be blanched before freezing. Eggplants, bell peppers, zucchini, and asparagus do not require blanching.

The following foods are suitable for freezing:

Cakes and pastries, fish and seafood, meat, game, poultry, vegetables, fruit, herbs, shelled eggs, dairy products including cheese and butter, prepared meals and leftovers such as soups, stews, cooked meats and fish, potato dishes, soufflés and desserts.

The following foods are not suitable for freezing:

Types of vegetables typically consumed raw, such as lettuce or radishes, eggs in shells, grapes, whole apples, pears, and peaches, hard-boiled eggs, yogurt, cultured milk, sour cream, and mayonnaise.

Recommended storage times for frozen food in the freezer compartment

These times vary depending on the type of food. The food you freeze can be preserved for 1 to 12 months (minimum at -18 °C).

FOOD	Storage time
Bacon, casseroles, milk	1 month
Bread, ice cream, sausages, pies, prepared shellfish, oily fish	2 months
Non-oily fish, shellfish, pizza, scones, and muffins	3 months
Ham, cakes, cookies, beef and lamb chops, poultry cuts	4 months
Butter, blanched vegetables, whole eggs and yolks, cooked crayfish, raw minced meat, raw pork	6 months
Fruit (dried or in syrup), egg whites, beef (raw), whole chicken, lamb (raw),	12 months

Maintenance

Defrosting

This unit features an automatic defrost function, eliminating the need for manual operation.

Cleaning

Precautions for internal and external refrigerator cleaning:

- Before cleaning, always turn off the power switch and unplug the power cord.
- During cleaning, ensure that no water enters the switch, control panel, door lamp, or top control box.
- Clean the exterior of the refrigerator with a mild cleaner, then wipe it down with a clean, soft cloth, and allow the refrigerator to air dry naturally.
- When cleaning the door seal, always use clean water, wipe with a dry cloth, and allow it to air dry naturally. Dampen a soft cloth with warm water or a neutral cleaner to wipe down the refrigerator exterior, excluding the door seal.
- It is prohibited to rinse the refrigerator directly with water, as this may compromise its electrical insulation properties.
- Do not clean the refrigerator with: Wire brushes, coarse abrasive cleaners. Strong alkaline detergents. Flammable or toxic cleaning agents

After cleaning, plug in the refrigerator and ensure the connection is secure.

General Information

On vacation

When planning to go on vacation, it's recommended to keep the refrigerator running continuously and store only short-term perishable foods. To stop the refrigerator, remove all food items, unplug the power cord, thoroughly clean the interior, and leave the door open to prevent unpleasant odors from developing.

During a power outage

Generally, a short-term power outage will not significantly affect the refrigerator's temperature. However, if the power outage persists for an extended period, you should minimize how often you open the refrigerator and avoid adding fresh food (to prevent accelerating the temperature rise inside the refrigerator).

If you anticipate a power outage, you can activate the "Super Freezer" function beforehand to maintain the refrigerator's temperature at its lowest setting.

Shutdown

Generally, it is not recommended to stop the refrigerator or turn off the power switch. Otherwise, the refrigerator's lifespan may be reduced.

Energy Saving Tips

- Ensure the refrigerator is kept away from heat sources and direct sunlight.
- Before storing hot foods, allow them to cool to room temperature.
- Close the door promptly, minimize the frequency of opening, and reduce the duration it remains open.
- When thawing frozen foods, you can place them in the refrigerator compartment, which helps maintain proper refrigeration.
- Ensure the temperature sensor is not obstructed or covered by food items.

Normal Phenomena

Button malfunction

Please check the control panel to see if the refrigerator is in lock mode. When in lock mode, all buttons are disabled.

Low voltage prevents the compressor from starting

For appliances installed in larger areas, it's recommended to purchase a pressurizer with a capacity exceeding 1000W, as this provides better protection for your refrigerator.

Long time to start up

When the ambient temperature is too high, the appliance may take longer to start.

The middle beams feel warm to the touch

The middle beams become warm after the appliance has been running for a period of time, which is a normal occurrence.

Dewdrops

When external air flows into the cool inner surface of the refrigerator, dew drops may form. If the humidity at the installation site is high or during rainy seasons, dew may form on the exterior surface of the refrigerator. This is a natural phenomenon that occurs during humid weather. Wipe the water droplets with a dry cloth.

Noise

When operating the refrigerator for the first time, it will run at maximum speed to rapidly cool down, which may result in louder operating noise. When the internal temperature drops below a certain threshold, the noise will diminish.

During compressor startup or shutdown, various components expand or contract, control devices operate, and temperatures fluctuate. You may hear sounds, which are normal operational noises.

Compressor overheated

During operation, the exterior temperature of the compressor may exceed 80°C. Do not touch the compressor, as this may cause serious injury.

Compressor running for an extended period

When the ambient temperature is too high or too much fresh food is placed in the refrigerator, it will take a long time to cool down until the appliance reaches the set temperature.

Troubleshooting

Before calling for service, review this list. This may help save time and reduce service costs. This list includes common occurrences that are not caused by defective workmanship or materials in this appliance.

Fault	Possible cause	Corrective action
No display on the panel	The appliance's power plug is not fully inserted into the outlet.	Check if the power is on.
Alarm sound	Door is slightly open or not closed for more than 2 minutes.	Close the door all the way.
The compressor does not work.	It is in defrost mode. Power is not properly connected.	It's normal during defrosting. Check if the power is properly connected.
The compressor operates for an excessively long duration	The refrigerator was recently disconnected for an extended period. Placing excessive amounts of fresh or hot food. Doors are opened too frequently or left open for extended periods.	It takes several hours for the refrigerator to cool down completely. Hot food will cause the refrigerator to run longer until it reaches the desired temperature. Warm air entering the refrigerator causes it to run longer. Open the door less frequently.
Vibrating noise	Floor is uneven or unstable. Items placed on top of the refrigerator are vibrating. The refrigerator is touching the wall or cabinets.	Ensure the floor is level, solid, and capable of adequately supporting the refrigerator. Remove items. Move the refrigerator so it does not touch the wall or cabinets.

Climate class:

This refrigerating appliance is intended to be used at ambient temperatures ranging from 10 °C to 43 °C.

Extended temperate (SN): This refrigerating appliance is designed for use in ambient temperatures ranging from 10 °C to 32 °C.

Temperate (N): This refrigeration appliance is designed for operation within ambient temperatures ranging from 16 °C to 32 °C.

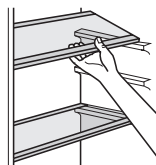
Subtropical (ST): This refrigerating appliance is designed for use in ambient temperatures ranging from 16 °C to 38 °C.

Tropical (T): This refrigeration appliance is designed for operation within ambient temperatures ranging from 16 °C to 43 °C.

Important Disassembly Instructions

Door Racks and Glass Shelves Disassembly

Gently lift the back of the shelf and slide it forward to detach.



To remove the door racks, grasp both sides firmly and apply equal inward pressure toward the center, then lift upward to detach.



After-Sales Service

Warranty Period

The product is warranted for two years from the date of purchase. For products that malfunction outside the warranty period, our company will continue to provide you with prompt, attentive, and high-quality service.

After-Sales Contact Information & Spare Parts Purchase Channels

Contact us



Please contact:

If you experience any issues during use, you may scan the QR code on the left to obtain the customer service hotline number and call for assistance.

Exclusive for Europe:

The ordered parts listed in the table below are available through the following service channels.

Ordered Part	Provided by	Minimum Time Required for Provision
thermostats	Professional maintenance personnel	At least 7 years after the last model is introduced to the market
temperature sensors		
printed circuit boards		
light sources		
door handles	Professional repairers and end users	At least 10 years after the last model is introduced to the market
door hinges		
trays		
baskets		
door gaskets		

The model information in the product database, as well as the model identity obtained through weblink scanned by a QR code, if any, on the energy label of product.

