

# Criterion®

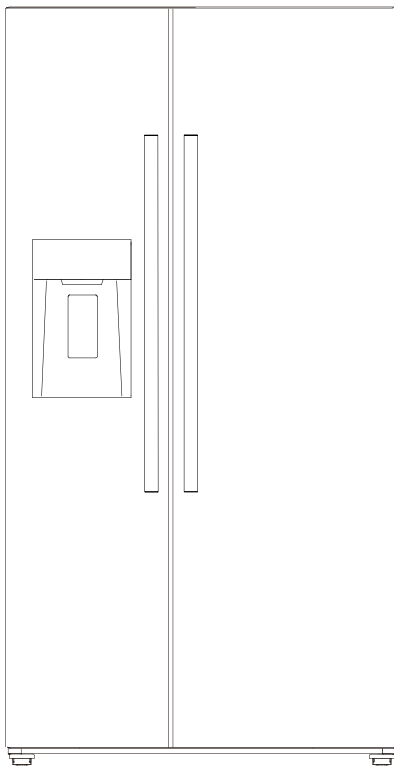
## User's Manual

### 29.1 cu.ft. Refrigerator

Models: CSBR290H1S(453-8129)

#### BEFORE USING YOUR PRODUCT:

Please read this manual carefully and follow all safety rules & operating instructions. Keep this manual for future reference.



**OPERATION MANUAL**

**Service Support**

☎ 888-411-7118

📍 105 Satellite Blvd NW, Suwanee, GA 30024

✉ [Criterion@hisense.com](mailto:Criterion@hisense.com)

# Contents

**Thank you for choosing Criterion. We are sure you will find your new refrigerator a pleasure to use. However, before you use the appliance, we recommend that you carefully read the instructions, which provide details about installing and using the product. Please keep this manual for future reference.**

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## **IMPORTANT**

1. Please read Owner's Manual.
2. Stand refrigerator upright for 4 hours and level appliance prior to plugging in.
3. **DO NOT RETURN TO STORE** before calling Customer Service with questions or problems.

*For questions or assistance, please contact Customer Service at: 1-888-411-7118 between 9:00 am and 6:00 pm EST or email: [Criterion@hisense.com](mailto:Criterion@hisense.com)*

# Safety and warning information

## General safety

- This appliance is intended to be used in household and similar applications such as:
  1. staff kitchen areas in shops, offices and other working environments;
  2. farm houses and by clients in hotels, motels and other residential type environments;
  3. bed and breakfast type environments;
  4. catering and similar non-retail applications.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- 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.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- The refrigerant and insulation blowing gas are flammable. When disposing of the appliance, do so only at an authorized waste disposal centre. Do not expose to flame.

- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

## Replacing the illuminating lamps

- The LEDs lights can not be replaced by the user! If any of the lights stop working, please contact customer helpline for assistance.

## Refrigerant

- The refrigerant isobutane (R600a) is contained within the refrigerant circuit of the appliance. During transportation and installation of the appliance, ensure that none of the components of the refrigerant circuit become damaged. The refrigerant (R600a) is flammable.
- Refrigerators contain refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally as they may cause eye injuries or ignition. Ensure that tubing of the refrigerant circuit is not damaged prior to proper disposal.
- Risk of fire / flammable materials If the refrigerant circuit should be damaged:
  1. Avoid opening flames and sources of ignition.
  2. Thoroughly ventilate the room in which the appliance is situated.
- It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause a short circuit, fire, and/or electric shock.

# Safety and warning information

## Electrical safety

- The power cord must not be lengthened.
- Make sure that the power plug is not crushed or damaged. A crushed or damaged power plug may overheat and cause a fire.
- Make sure that you can access the main plug of the appliance.
- Do not pull the main cable.
- If the power plug socket is loose, do not insert the power plug. There is a risk of electric shock or fire.
- You must not operate the appliance without the interior lighting lamp cover.
- The fridge is designed to operate with power supply of a single phase alternate current of 115V/60Hz. If the voltage supplied to your refrigerator is below 105 or above 127, the refrigerator may not function properly. We recommend installing a voltage regulator with a minimum capacity of 350W to ensure optimal performance. The refrigerator power plug should be connected to its own dedicated power socket with a ground wire.

## Daily use

- Do not store flammable gases or liquids in the appliance. There is a risk of an explosion.
- Do not operate any electrical appliances in the appliance (e.g. electric ice cream makers, mixers etc.).
- Always unplug by grabbing the plug itself and pulling it directly from the power socket, never pull on the cable as this can damage the power cord and pose a safety risk.
- Do not place hot items near the plastic components of this appliance.
- This refrigerating appliance is not intended to be used as a built-in appliance.
- Do not place food products directly against the air outlet on the rear wall.
- Store pre-packed frozen food in accordance with the frozen food manufacturers' instructions.
- The appliances manufacturers' storage recommendations should be strictly adhered to. Refer to relevant instructions for storage.
- Do not place carbonated or fizzy drinks in the freezer compartment as it creates pressure on the container, which may cause it to explode, resulting in damage to the appliance.
- To optimize performance, this refrigerator is equipped with temperature and humidity sensors to provide the best possible efficiency in your kitchen.
- Frozen food can cause frost burns if consumed straight from the freezer compartment.
- Do not place the appliance in direct sunlight. Keep burning candles, lamps and other items with open flames away from the appliance to prevent the risk of fire.
- The appliance is intended for storing food and beverages in normal household setting, as described in this instruction manual. The appliance is heavy, be careful when moving it.

# Safety and warning information

- Do not remove nor touch items from the freezer compartment if your hands are damp/wet, as this could cause skin abrasions or frost/freezer burns.
- Never use the base, drawers, doors etc. to stand on or as supports.
- Frozen food must not be refrozen once it has been thawed out.
- Do not consume ice popsicles or ice cubes straight from the freezer as this can cause freezer burn to the mouth and lips.
- To avoid items falling and causing injury or damage to the appliance, do not overload the door racks or put too much food in the crisper drawers.
- It is advisable to wait at least four hours before connecting the appliance to allow the oil to flow back in the compressor.
- Adequate air circulation should be around the appliance, lacking this leads to overheating. To achieve sufficient ventilation, follow the instructions relevant to installation.
- Wherever possible the back of the product should not be too close to a wall to avoid touching or catching warm parts (compressor, condenser) to prevent the risk of fire, follow the instructions relevant to installation.
- The appliance should not be placed close to radiators, heat sources or other appliances used for cooking.

## Caution! Care and cleaning

- Before maintenance, switch off the appliance and disconnect the mains plug from the mains socket.
- Do not clean the appliance with metal objects, steam cleaner, etheral oils, organic solvents or abrasive cleansers.
- Do not use sharp objects to remove frost from the appliance. Use a plastic scraper.
- Make sure the plug is accessible after the appliance installation.

## Installation Important

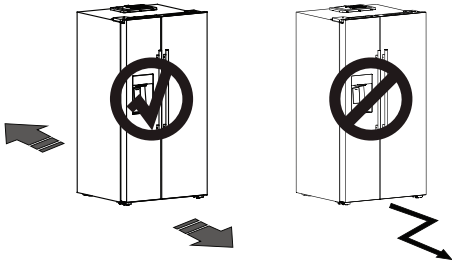
- For electrical connection carefully, follow the instructions given in this manual. Unpack the appliance and check if there are damages on it.
- Do not connect the appliance if it is damaged. Report possible damages immediately to the place you bought it. In this case retain packing.
- Any electrical work required to do the servicing of the appliance should be carried out by qualified electrician or competent person.
- This product must be serviced by an authorized Service Center, and only genuine spare parts must be used.

# Installing your new appliance

Before using the appliance for the first time, you should be aware of the following tips.

## WARNING

- For proper installation, this refrigerator must be placed on a level surface of hard material that is the same height as the rest of the flooring. This surface should be strong enough to support a fully loaded refrigerator.
- The rollers, which are not casters, should be only used for forward or backward movement. Moving the refrigerator sideways may damage your floor and the rollers.

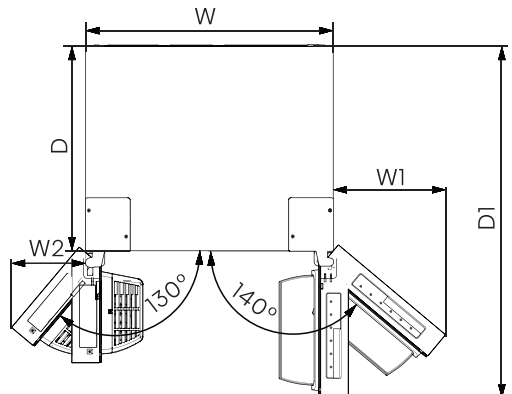
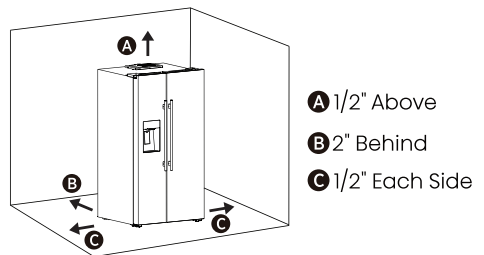


## Ventilation of appliance

In order to improve efficiency of the cooling system and save energy, it is necessary to maintain good ventilation around the appliance for the dissipation of heat. For this reason, sufficient clear space should be available around the refrigerator.

## Suggestion:

- It is advisable for there to be at least 2" (50mm) of clearance from the back of the fridge to the wall, at least 1/2" (12mm) of clearance from its top, at least 1/2" (12mm) from its side to the wall and a clear space in front to allow the freezer door to open 130° and the refrigerator door to open 140°, as shown in the following diagram.
- The diagram shows the minimum size for product installation, which differs from the power consumption testing conditions.
- A too small installation gap may slightly reduce product performance and increase power consumption.



# Installing your new appliance

Relevant information (mm/inch)

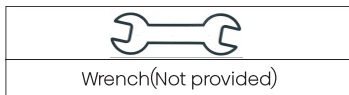
	W	W1	W2	D	D1
mm	908	395	257	750	1290
inch	35.8	15.6	10.1	29.5	57.8

## NOTE:

- This appliance performs well with ambient temperature between 55°F (12.8°C) to 110°F (43.3°C). The appliance may not work properly if left at a temperature above or below the indicated range.
- Install your appliance in a dry place to avoid high moisture.
- Keep the appliance out of direct sunlight, rain or frost. Install the appliance away from heat sources such as stoves or heaters.

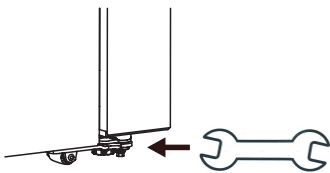
## Adjusting Door Height And Door Gap

The height of a door can be adjusted using the Wrench. Tools you will need:



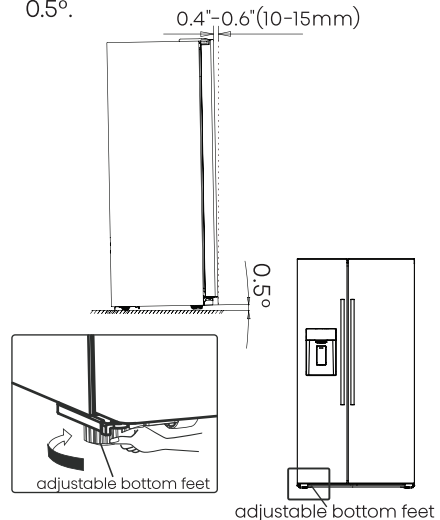
### To Adjust The Height Of Door

1. Check the height difference between the doors and then lift and hold the lowest door to be even with the other.
2. Turn the hinge shaft to the proper height by using a wrench as shown.



## Leveling of appliance

- For sufficient leveling and air circulating in the lower rear section of the appliance, the bottom feet may need to be adjusted. You can adjust them manually by hand or by using a suitable tool.
- To allow the doors to self-close, tilt the top backwards by 0.4"-0.6"(10-15mm) or 0.5°.



## Installing the handles

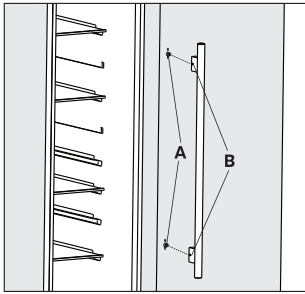
### Parts Included:

Door handles(2), 1/8" Allen wrench

**NOTE:** Handle mounting setscrews are preinstalled inside the handle.

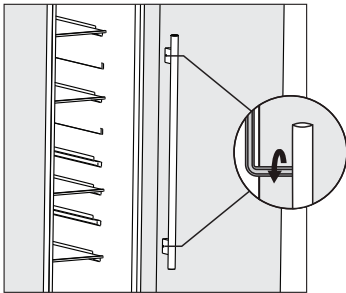
1. Remove the handles from the package inside refrigerator, and place them on a soft surface.
2. Open a refrigerator compartment door. On the closed door, place a handle onto the shoulder screws so that the setscrews are facing the adjacent door.

# Installing your new appliance



**A. Shoulder screw**  
**B. Setscrews inside the handle**

3. Firmly push the handle toward the door until the handle base is flush against the door.
4. While holding the handle, insert the short end of the allen wrench into the upper hole and slightly rotate the hex key until it is engaged in the setscrew.



5. Using a clockwise motion tighten the setscrew just until it begins to contact the shoulder screw. Do not fully tighten.
6. Repeat steps 4 and 5 to fasten the lower setscrew.
7. Once both setscrews have been partially tightened as instructed in the previous steps, fully tighten both setscrews.

8. Repeat steps 2 through 7 to install the other handle onto the adjacent refrigerator door.
9. Save the allen wrench and all instructions.

**IMPORTANT:** When the screws feel tight, tighten them an additional quarter-turn. The handle is not properly installed without this extra tightening.



## Remove the Handles

1. While holding the handle, insert the short end of the allen wrench into a setscrew hole and slightly rotate the hex key until it is engaged in the setscrew.
2. Using a right to left motion loosen the setscrew a quarter-turn at a time.
3. Repeat steps 1 and 2 for the other setscrew. Slowly pull the handle away from the door or drawer.
4. If necessary, use a Phillips screwdriver to remove the shoulder screws from the door.

## Door Removal

In case your home access door is too narrow for the refrigerator to pass through, remove the refrigerator doors and drawers. If you do not need to remove the appliance doors, proceed to "Installing Water Lines" on page 14. If you need to remove the doors, continue below.

## Tools you will need(Not provided)

	
Wrench (5/16", 8mm)	Phillips Screwdriver

# Installing your new appliance

## **WARNING**

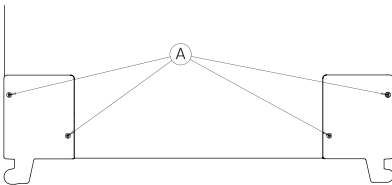
### **Electrical Shock Hazard**

- Disconnect power before removing doors. Reconnect ground wire before operating. Failure to do so could result in death or electric shock.

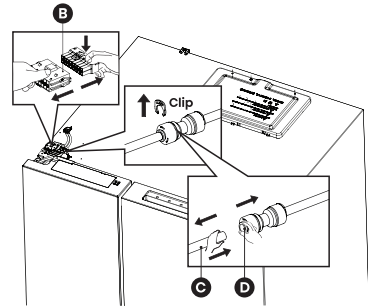


Keep the refrigerator doors closed until you are ready to lift them from the cabinet.

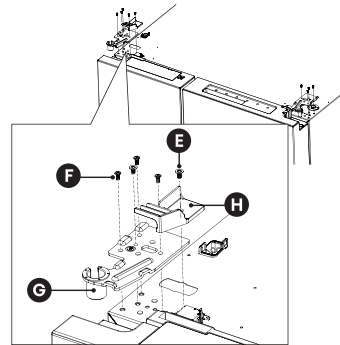
1. Unplug refrigerator or disconnect power.
2. Using a Phillips screwdriver, remove the four screws (A) attaching the hinge cover, and then retain the hinge cover with the entire harnesses attached on the case.



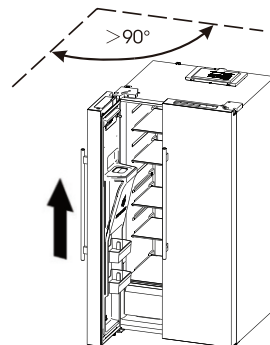
3. Separate the two connectors on the left side door. To remove the wire connector, press the top of the connector (B) and separate it from the other one. To remove the water coupler from the hinge, twist and pull the clips from the coupler. Remove the water line (C) while pressing the movable part (D) of the water line coupler.



4. Remove the 3 screws (E) fixed on the hinges, with a Wrench (8mm) and 2 ground screws (F) attached to the hinge and top surface with Phillips (+) screwdriver. Remove the upper left door hinge (G) and fix holder (H)



5. Use our both hands to open the door more than 90°. Lift it up and take it off.



# Installing your new appliance

## Installing the water lines

- Ice & water dispenser with a filter is one of the helpful features on your new appliance. To help promote better health, the water filter removes unwanted particles from your water.
- Please follow the below instructions carefully for correct installation.
- In order for the ice & water dispenser to operate properly, a water line is required.
  - the maximum inlet water pressure is 120 PSI (827 Kpa)
  - the minimum inlet water pressure is 30 PSI (207 Kpa)

### **WARNING**

- The water connection must be made by a qualified plumber. Operation outside the water pressure range may cause malfunction, or severe and damaging water leaks.
- Under normal conditions, a 200cc (5.75oz.) cup can be filled in about 10 seconds.
- If the refrigerator is installed in an area with low water pressure (below 30psi), you can install a booster pump to compensate for the low pressure.

## What you need to have before you begin

1. Power drill and 1/4" drill bit.
2. 1/2" or adjustable wrench.
3. Flat blade and Philips head screwdrivers.



1 Saddle-type Shut Off valve (1/4" outlet)



2 one 1/4" compression



3 1 ferrule (sleeve)



4 1/4" extension tubing



5 1 Coupler



6 2 Clips

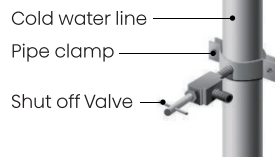
4. You may need to purchase No.1, No.2, and No.3 parts to complete connection. You may find these items sold as a kit at a local hardware store.

## Connecting to the water supply line

1. First, shut off the main water supply.

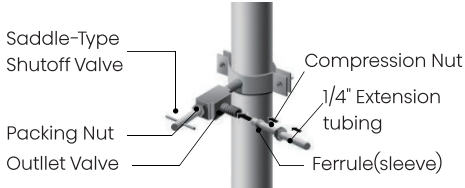


2. Using a power drill and a 1/4" drill bit drill into the cold-water line and connect the saddle-type shutoff valve.



# Installing your new appliance

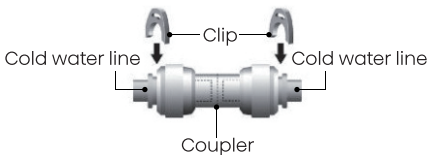
3. Connect 1/4" extension tubing to shutoff valve outlet.



4. Flush the tubing. Turn the main water supply on and flush out the tubing until the water is clear. Then, shut the water off at the water valve after about a quart of water has flushed through the tubing.



5. Connect the extension tubing line with the line on the back of the fridge via the coupler. Fully insert the extension tubing into the coupler, and then insert the clip onto the coupler to lock in the tubing. Do the same with the other end. After both clips are inserted, check the line to make sure it is held firmly by the clips.



## NOTE:

Ensure that the water line does not get pinched or bent when installing. This can result in improper water flow through the line and will affect the functionality of the fridge.

6. Turn the water on and check for leakage.

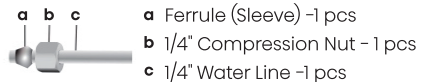


## Connect Water Line to Refrigerator

### Important:

If you turn the refrigerator on before the water is connected, turn off the ice maker.

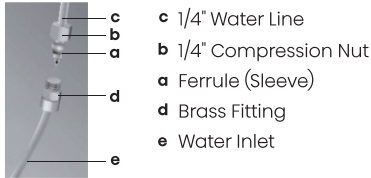
1. You may need to purchase below items to complete this connection. And you may find these items sold as a kit at a local hardware store.



2. Unplug refrigerator or disconnect power.
3. Close shutoff value.
4. Thread a 1/4" compression nut and ferrule (sleeve) onto the free end and of 1/4" water line.
5. Insert the free end of the 1/4" water line into the brass fitting attached to the water inlet on the back of the refrigerator.

# Installing your new appliance

6. Slide the 1/4" compression nut over the ferrule (sleeve) and screw the 1/4" compression nut onto the brass fitting.



7. Confirm 1/4" water line is secure by gently pulling on it.
8. Turn on water supply and check for leaks. Correct any leaks.

## NOTE:

- Use only the new tubing supplied with the refrigerator. Old tubing should not be used. After connected to the water supply line, please open the water valve to flush the filter for 5 minutes before use.
- The initial dark discoloration of water is normal.



## WARNING

- The water line must be connected to the cold water pipe. Connecting it to the hot water pipe may cause the water filter to malfunction.
- Avoid contamination of pipes during installation.
- Connect to potable water supply only.

# Description of the appliance

## View of the appliance



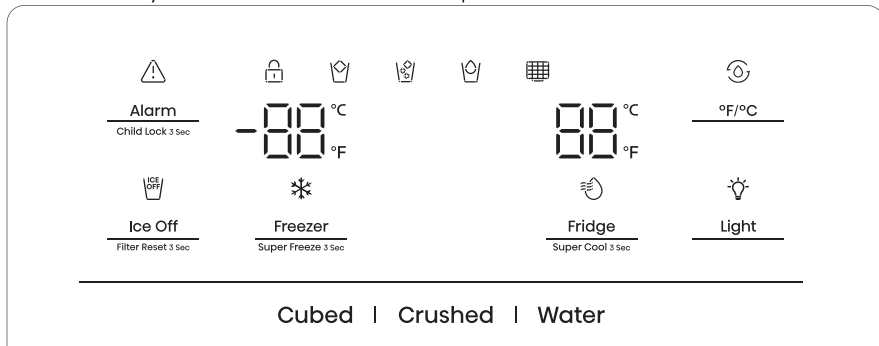
- |                        |                                |                                  |
|------------------------|--------------------------------|----------------------------------|
| 1. Freezer LED Light   | 6. Freezer Drawer              | 11. Fridge Glass Shelf           |
| 2. On-Door Ice Maker   | 7. Left Adjustable Bottom Feet | 12. Fridge Side LED Light        |
| 3. Ice Storage Box     | 8. Fridge LED Light            | 13. Fridge Upper Drawer          |
| 4. Freezer Glass Shelf | 9. Water Filter                | 14. Fridge Lower Drawer          |
| 5. Freezer Door Bin    | 10. Fridge Door Bin            | 15. Right Adjustable Bottom Feet |

### NOTE:

- Due to constant development of our products, your refrigerator may be slightly different from this instruction manual, but its functions and usage remain the same.
- To get the best energy efficiency of this product, please place all shelves, drawers on their original position as the illustration above.

# Display controls

The control panel is divided into two sections. The top center displays the appliance's status, surrounded by six icons and control keys. The bottom section features three keys for the ice and water dispenser.



## NOTE:

- Once the appliance is powered on, all icons on the display panel will be lit for 3 seconds. The Child Lock is off and the temperature setting reverts back to the previous setting.
- All the icons except “”, “”, and “” will go off on the condition of all keys untouched and all doors closed for one minute.
- The control panel will light up when the door is open or you touch any button.

## Caution!

The temperature only means the average temperature of the whole refrigerator cabinet. Temperatures inside each compartment may vary from those displayed on the panel, depending on how much food stored and where the refrigerator is placed. The refrigerator may experience slight temperature variations from the set point, depending on the position and location within each compartment.



**Alarm**  
Child Lock 3 Sec

## Child Lock and Door Alarm

This button serves two purposes:


### 1. Child Lock

Press and hold “Alarm” for 3 seconds to lock the whole Control Panel including dispenser function. If Control panel is locked, the icon “” will be on, and touch any key, the icon “” will flash 5 times, and the buzzer will beep 3 times. To unlock the Control panel, please press and hold “Alarm” for 3 seconds again.

### 2. Door Alarm

If the refrigerator door remains open for more than 1 minute, the door alarm will be activated. The icon “” will be on. When the refrigerator door is opened for the first and second minutes, it will beep 5 times per minute. After the refrigerator door is opened for three minutes, it will beep once per second and stop after 10 minutes. In case of alarm, you can touch the “Alarm” button to cancel door alarm,

# Display controls



the buzzer sound will stop. Also door alarm can be stopped by closing all the doors, and the icon “” goes out. To save energy, please avoid keeping doors open for a long time when using refrigerator.



## Ice Off

Filter Reset 3 Sec

### Ice Control

You can touch “Ice Off” button to control the ice maker. When the Child Lock is off, you can touch the “Ice Off” button to lock the ice maker, and the icon “” will be illuminated. If you want to unlock the ice maker, please touch the “Ice Off” button again, and the icon “” will be off.


#### Note:

When the “Ice Off” is on, it only locks the ice maker not the dispenser.



## °F/°C

°F/°C

When the Child Lock is off, you can touch the “°F/°C” button to switch between Celsius and Fahrenheit units. The default state is Fahrenheit display. When it is switched to Fahrenheit, the icon “” will be on.

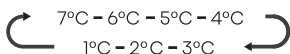
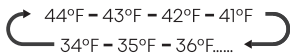


## Fridge


Super Cool 3 Sec

### Fridge Temperature Control

When you touch the “Fridge” button continuously, the temperature will be set in the following sequence.



If you want to decrease the time needed to cool items in the Fridge,

please touch and hold this button for 3 seconds, the Super Cool icon “” will be illuminated, the fridge temperature setting will display 34°F(1°C). Super Cool automatically switches off after 6 hours, and the refrigerator temperature setting will revert back to the previous setting. When Super Cool function is on, you can touch the “Fridge” to switch it off.

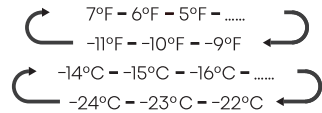



## Freezer

Super Freeze 3 Sec

### Freezer Temperature Control

You can touch the “Freezer” button to activate the mode to control the freezer temperature. When you press the button continuously, the temperature will be set in the following sequence:



Press and hold the button for 3 seconds, the icon “” will be illuminated, the freezer temperature setting will display -11°F(-24°C). Super Freeze can quickly lower the temperature and freeze your food faster than usual. This can retain more of the vitamins and nutrition in fresh food and keep your food longer.

Super Freeze automatically switches off after 52 hours, and the freezer temperature setting will revert back to the previous setting. When the Super Freeze function is on, you can touch “Freezer” to switch off the Super Freeze function. The Super Freeze is used to perform pre-freezing and fast freezing in sequence of Freezer compartment. This function accelerates the freezing of

# Display controls

fresh food and, at the same time, protects foodstuffs already stored from undesirable warming.



## Note:

To freeze fresh food activate the Super Freeze function at least 24 hours before placing the food to complete pre-freezing.






Light

## Light Control

Touch the “Light” button to turn on or off the Light function. When the Light function is turned on, the icon “” lights up, and when the Light function is turned off, the icon “” goes out. When the Light function is turned on, the water intake lamp lights up and goes out together with the display screen.




## Dispenser Control

When the Child Lock is on, the dispenser will not work. When the Child Lock is off, you can press the “Cubed” or “Crushed” button to choose the type of ice to be dispensed, and press the “Water” button will activate the water mode. If you choose the function of Cubed, the “” icon will be illuminated, choose the function of Crushed the “” icon will be illuminated, and the “” icon will be illuminated when Water function is chosen.



## Water Filter

In general, you should change the water filter every 6 months to ensure the highest possible water quality. After the refrigerator has dispensed about 200 gallons of water, the filter icon “”

will blink, reminding you to replace the water filter.

You can purchase the new filter from the retailer where you purchased your refrigerator or the after-sales service system. Ensure that the new filter is the same model HX2019FR-A as the original filter and is compatible with your refrigerator. After you change the water filter, touch and hold the “Ice Off” buttons for 3 seconds to make the blinking stop.

## Demo Mode

Demo mode is for store display, and it prevents the refrigerator from generating cool air. In this Demo Mode, the refrigerator may seem like it is working but it will not make cool air. The indicators on the control panel will show “OF”. To cancel this mode, touch and hold “Alarm” and “°F/°C” buttons at the same time for 3 seconds until the buzzer beep a long sound.

## Sabbath Mode

In unlocked state, long press the “Freezer” and “Fridge” button for 3 seconds to activate/deactivate Sabbath Mode. Upon activation, the display shows “Sb” and remains illuminated.

In Sabbath mode, neither the lights, buzzer, dispenser, nor the control panel will work, but the refrigerator will keep cooling. Sabbath mode automatically switches off after 96 hours.

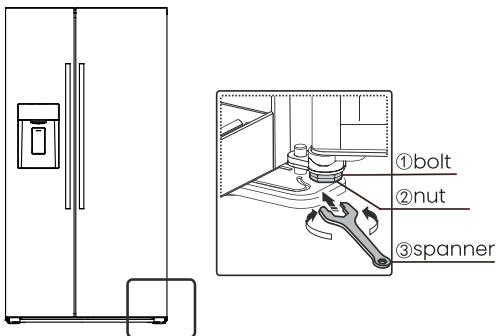
# Using your appliance

This section tells you how to use most of the useful features. We recommend that you read through them carefully before using the appliance.

## Adjust the door

When you found the doors are not at the same level, you can use a screwdriver to adjust the fridge door. Only the fridge door can be adjusted.

When the freezer door is higher than the fridge door. First, you can use the spanner to turn the bolt anticlockwise on the lower hinge that can raise the fridge door. Once in position use the spanner to lock the nut. When the freezer door is lower than the fridge door. You should use the spanner to turn the bolt clockwise to make the fridge door go down. Once in position lock in place.



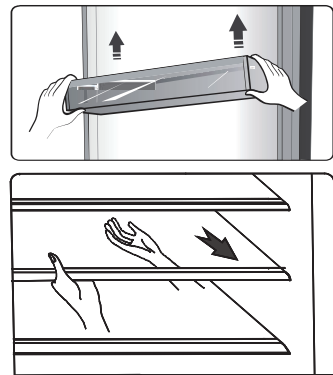
## Using your refrigerator compartment

The refrigerator compartment is suitable for storage of vegetables and fruit. Food inside should be packed to store in order to avoid losing moisture or flavor permeating into other foods.

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

## Glass shelves and Door bins

The refrigerator compartment is provided with glass shelves and several different door bins, which are suitable for the storage of eggs, canned liquid, bottled drinks and packed food. They can be placed at different heights according to your need. But do not place too many heavy things in bins. Before you lift up the door shelf vertically, please take the food out.



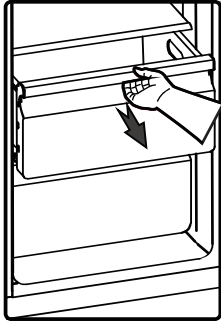
### NOTE:

The door bins and shelves can be taken out to be cleaned.

# Using your appliance

## Drawers

These are suitable for storage of fruits and vegetables. And it can be taken out to be cleaned.



## Using your freezer compartment

The freezer compartment is suitable for storage of foods required to be frozen such as meat, fish, ice cream, and other perishable items.

**Caution!** Ensure that bottles are not left in the freezer for longer than needed as freezing may cause the bottle to break.

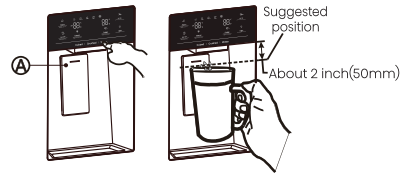
Bottled or canned liquid are at risk of exploding caused by volume expansion and so should not be stored in the freezer compartment.

## Getting Cold Water and Ice

Push the appropriate ice or water type button to select what you want to dispense.

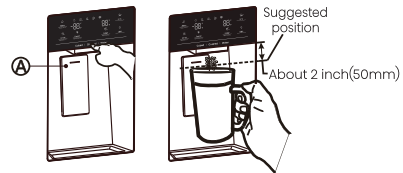
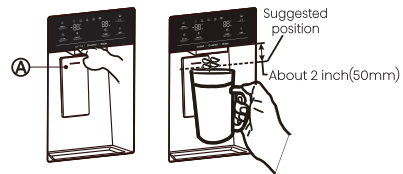
## Getting Cold Water

The water dispenser is located in the fridge door. To get water, push the water button. Then move your glass down to the dispenser lever (A) at below suggested position and press it.



## Getting Cubed & Crushed Ice

To dispense ice, press the cubed or crushed ice button as desired. Next, position your glass and press it against the dispenser lever (A). Use the horizontal line on the lever as a guide, positioning the edge of your glass just above it to minimize ice spray.



## WARNING

- If a power failure occurs, ice cubes may melt and then freeze together when the power comes back on, causing the dispenser to stop working. To prevent this problem, after a power failure, pull out the ice bucket and residual ice or water.
- Don't push the water dispenser lever forward without a cup below since it may cause water spilling.

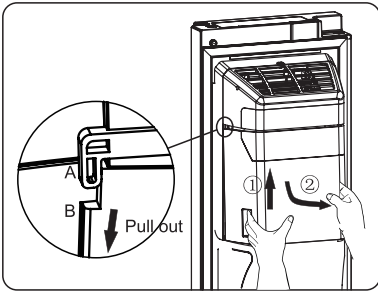
# Using your appliance

## Using the Ice Bucket

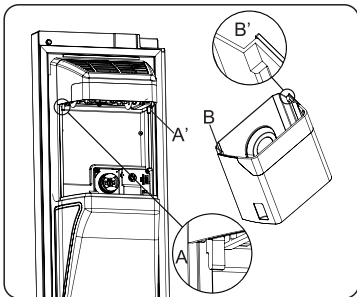
If you want to remove the Ice Bucket: Please hold the handle as shown in the figure below. Then lift up and pull the Ice Bucket out slowly to prevent damage.

### Removing Steps:

1. Lift up the Ice Bucket.
2. Pull the Ice Bucket out slowly.

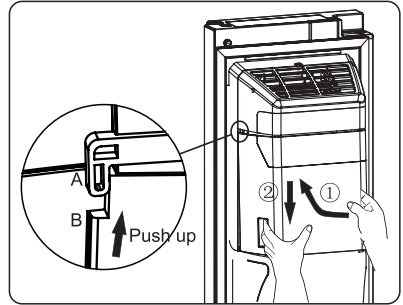


When you put it back, please make sure the two side(B&B') of Ice Bucket is wedged into the buckles(A&A').



### Installing Steps:

1. Push the Ice Bucket up, and make the two side(B&B') of Ice Bucket wedge into the buckles(A&A').
2. Pull the Ice Bucket down, and make sure the Ice Bucket is held the bracket firmly.

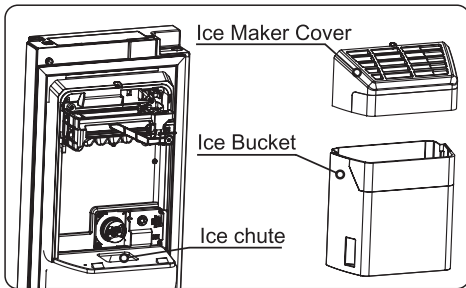


### NOTE:

- When the ice maker dumps ice into the bucket, any sounds you hear are part of normal operation.
- If you do not dispense ice for a long periods of time, Ice may clump in the Ice Bucket. If this occurs, please remove all the ice and empty the bucket.
- If you are going on a long vacation or business trip and won't be using the ice dispensers for period of time, please close the water valve to prevent leaks.
- In case of power interruption, If the refrigerator has been powered off for too long, the ice in the bucket may melt, causing water to spill onto the floor. To prevent this, remove all the ice from the bucket.
- If ice doesn't come out, please check for any ice stuck in the chute and remove it. Or pull out the Ice Bucket and check for any ice cubes clump, then remove them.

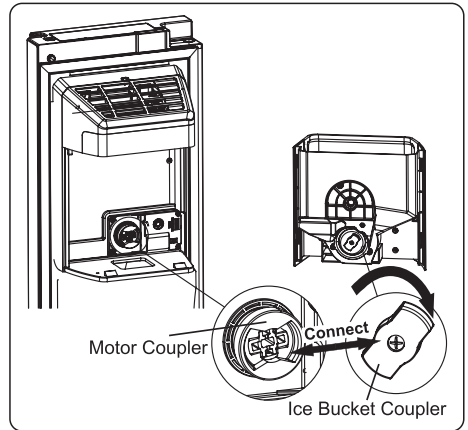
# Using your appliance

- The first batch of ice cubes after installation may be small, because air has entered the water line. Any air will be purged during normal use. If the ice cubes is still small, please check the water is circulated in line, or water valve is opened large enough, or the water is at a high pressure properly.
- To clean the Ice Bucket, wash with a mild detergent, rinse well, and dry thoroughly it. Do not use harsh or abrasive cleaners or solvents.
- Before replacing back the Ice Bucket, please check the two couplers are at a suitable angle to connect correctly. If not, please turn the Ice bucket coupler to the right angle to match the motor coupler.

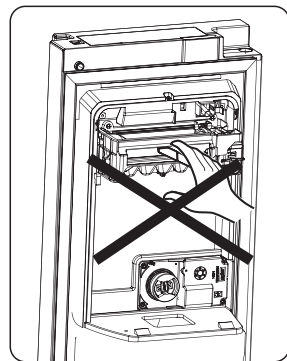


## **WARNING**

- Do not put your fingers, hands, or any other unsuitable objects in the ice chute or ice bucket. This can cause personal injury or material damage.
- Do not allow your children to hang off the dispenser or pluck the ice storage bin. This could cause injury.



- There is a water line connection between ice maker and water supply, don't disassemble the whole water supply system by yourself. It is recommended that suitably qualified person to do this.
- Do not use excessive force to open or close the door, or the water may spill out off the ice maker.



# Using your appliance

## Changing the water filter

Please refer to the owner's manual for proper maintenance and operation. If this device is not maintained and operated as specified in the owner's manual, there is a risk of exposure to contaminants.

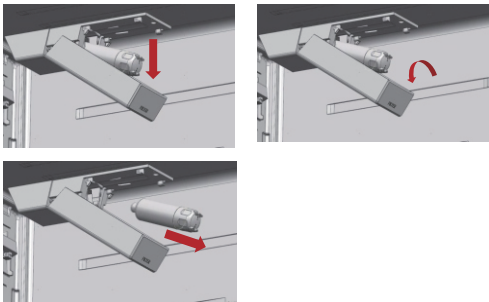
To drink the freshest and cleanest water from your refrigerator, change the filter on time.

### To change the water filter, follow below steps:

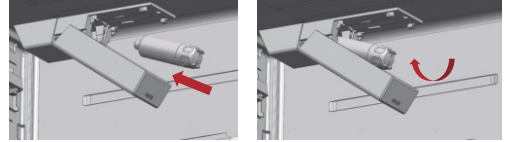
1. Shut off the water supply. Then pull the handle under the cover outwards to open the cover.



2. Pull the water filter down wards and turn it about 90° counterclockwise to take it out. When the filter is disassembled, pay attention to keep the filter head upward tilted to avoid water leaking from the front filter part. And the dropped water in the cover should be cleaned immediately.



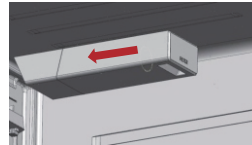
3. Insert the new water filter into the hole, and at the same time turn it about 90° clockwise until it stops.



4. Push the water filter up, and move the cover up to horizontal and push it until it locks.



5. Turn the water supply back on.



## WARNING

- Turn the water supply back on. After that, you should check the leaks. If leaks occur, repeat the above operation steps 1-5. If leaks persist, please stop using it and call your supporting dealers.

6. Flush filter for 5 minutes before use.

# Using your appliance

## Removing any residual matter inside the water supply line

1. Turn on the main water supply and supply water from water supply line.
2. Let the water flow through the dispenser until it becomes clear (flush for approximately 5 minutes). This will clean the water supply system and remove the air from the lines.
3. Additional flushing may be required in some households.
4. Open the refrigerator door and make sure there are no water leaks coming from the water filler.

### NOTE:

- Be sure to flush the dispenser thoroughly, otherwise water may drip from the dispenser.
- This means that there is still air in the line. Do not dispense continuously.
- Press the dispenser lever in intervals of around 30 secs ON and 30 secs off, to help to purge all the air from the water circuit.

## Reverse osmosis water supply is important

The pressure of the water supply coming out of a reverse osmosis system going to the water inlet valve of the refrigerator needs to be a minimum of 30psi (207kpa). If the water pressure to the reverse osmosis system is less than 30psi (207kpa).

1. Check to see whether the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
2. Allow the storage tank on the reverse osmosis system to refill after heavy usage.
3. If your refrigerator has a water filter, it may further reduce the water pressure when used in conjunction with a reverse osmosis system. Remove the filter and replace it by a by-pass filter.

### NOTE:

When storing food, do not cover the sensor to avoid impact performance.



# Cleaning and care

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

## **WARNING**

- The appliance must not be connected to the mains during cleaning. Danger of electrical Shock! Before cleaning switch the appliance off and remove the plug from the mains socket.

## **Exterior cleaning**

To maintain good appearance of your appliance, you should clean it regularly.

- Wipe the digital panel and display panel with a clean, soft cloth.
- Spray water onto the cleaning cloth instead of spraying directly on the surface of the appliance. This helps ensure an even distribution of moisture to the surface.
- Clean the doors, handles and cabinet surfaces with a mild detergent and then wiped dry with a soft cloth.

## **WARNING**

- Do not use sharp objects as they are likely to scratch the surface.
- Do not use Thinner, Car detergent Clorox, ethereal oil, abrasive cleansers or organic solvent such as Benzene for cleaning. They may damage the surface of the appliance and may cause fire.

## **Interior cleaning**

- You should clean the appliance interior regularly. It will be easier to clean when food stocks are low. You can remove the drawers and shelves for a more thorough clean.
- Wipe the inside of the freezer with a weak solution of sodium bicarbonate (baking soda), and then rinse with warm water using a wrung-out sponge or cloth. Wipe completely dry before replacing the shelves and baskets.
- Thoroughly dry all surfaces and removable parts before putting them back into place.



# Cleaning and care

- Although this appliance automatically defrosts, a layer of frost may occur on the freezer compartment's interior walls if the freezer door is opened frequently or kept open too long.
- If the frost is too thick, choose a time when the freezer is nearly empty and proceed as follow:
  1. Remove existing food and accessories baskets, unplug the appliance from the mains power and leave the doors open. Ventilate the room thoroughly to accelerate the process.
  2. When defrosting is completed, clean your freezer as described above.



## **WARNING**

- Do not use sharp objects to remove frost from the freezer compartment.
- Only after the interior is completely dry should the appliance be switched back on and plugged back into the mains socket.

## Replacing the LED light

### **WARNING**

- The LED light must not be replaced by the user! If the LED light is damaged, contact the customer helpline for assistance.

## Door seals cleaning

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

# Helpful hints and tips

## Energy saving tips

We recommend that you follow the tips to save energy.

- Try to avoid keeping the door open for long periods in order to conserve energy.
- Ensure the appliance is away from any sources of heat (direct sunlight, electric oven or cooker etc.)
- Don't set the temperature colder than necessary, as it can reduce the energy efficiency of your refrigerator
- Don't store warm food or evaporating liquid in the appliance.
- Place the appliance in a well ventilated, humidity free room. Please refer to installing your new appliance chapter.
- The original placement of the internal shelves, door bins, and drawers in the appliance provides the optimal layout for energy efficiency.

## Hints for fresh food refrigeration

- Do not place hot food directly into the refrigerator or freezer, the internal temperature will increase resulting in the compressor having to work harder and will consume more energy.
- Do cover or wrap the food, particularly if it has a strong flavor.
- Place food properly so that air can circulate freely around it.

## Hints for refrigeration

- For all types of meat, it is recommended to pack or place them in containers to prevent freezer burn. Wrap and place on the glass shelf above the vegetable drawer. Always follow food storage times and use by dates suggested by manufacturers.
- Cooked food, cold dishes, etc.: They should be covered and may be placed on any shelf.
- Fruit and vegetables: They should be stored in the special drawer provided.
- Butter and cheese: Should be wrapped in airtight foil or plastic film wrap.
- Milk bottles: Should have a lid and be stored in the door racks.

## Hints for freezing

- After first starting up or following a period of inactivity, allow the appliance to run for at least 2 hours on the highest settings before placing food in the compartment.
- Prepare food in small portions to enable it to be rapidly and completely frozen and to make it possible to subsequently thaw only the quantity required.
- Wrap up the food in aluminum foil or polyethylene food wraps which are airtight.
- Do not allow fresh, unfrozen food to touch the food which is already frozen to avoid partial defrosting.

# Helpful hints and tips

- It is recommended to label and date each frozen package in order to keep track of the storage time.

## **Hints for fresh food refrigeration**

- Ensure that frozen food has been stored correctly by the food retailer .
- Once defrosted, food will deteriorate rapidly and should not be re-frozen.
- Do not exceed the storage period indicated by the food manufacturer.

## **Switching off your appliance**

If the appliance needs to be switched off for an extended period, the following steps should be taken prevent mould on the appliance.

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

# Troubleshooting

**If you experience a problem with your appliance or are concerned that the appliance is not functioning correctly, you can carry out some easy checks before calling for service, please see below.**



## WARNING

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

Problem	Possible cause & Solution
Appliance is not working correctly	<ul style="list-style-type: none"> <li>• Check whether the power cord is plugged into the power outlet properly.</li> </ul>
	<ul style="list-style-type: none"> <li>• Check the fuse or circuit of your power supply, replace if necessary.</li> </ul>
	<ul style="list-style-type: none"> <li>• The ambient temperature is too low. Try setting the chamber temperature to a colder level to solve this problem.</li> </ul>
	<ul style="list-style-type: none"> <li>• It is normal that the refrigerator is not operating during the automatic defrost cycle, or for a short time after the appliance is switched on to protect the compressor.</li> </ul>
Odours from the compartments	<ul style="list-style-type: none"> <li>• The interior may need to be cleaned. Some food, containers or wrapping cause odours.</li> </ul>
Noise from the appliance	<ul style="list-style-type: none"> <li>• The sounds below are quite normal: Compressor running noises. Air movement noise from the small fan motor in the freezer compartment or other compartments. Gurgling sound similar to water boiling. Popping noise during automatic defrosting. Clicking noise before the compressor starts.</li> </ul>
	<p>Other unusual noises are due to the reasons below and may need you to check and take action:</p> <ul style="list-style-type: none"> <li>• The cabinet is not level.</li> </ul>

# Troubleshooting

Problem	Possible cause & Solution
Noise from the appliance	<ul style="list-style-type: none"> <li>• The back of appliance touches the wall.</li> <li>• Bottles or containers fallen or rolling.</li> </ul>
The motor runs continuously	<p>It is normal to frequently hear the sound of the motor, it will need to run more when in following circumstances:</p> <ul style="list-style-type: none"> <li>• Temperature setting is set colder than necessary.</li> <li>• Large quantity of warm food has recently been stored within the appliance.</li> <li>• The temperature outside the appliance is too high.</li> <li>• Doors are kept open too long or too often.</li> <li>• After your installing the appliance or it has been switched off for a long time.</li> </ul>
A layer of frost occurs in the compartment	<ul style="list-style-type: none"> <li>• Check that the air outlets are not blocked by food and ensure food is placed within the appliance to allow sufficient ventilation.</li> <li>• Ensure that the door can be fully closed . To remove the frost, please refer to the “Cleaning and care” chapter.</li> </ul>
Temperature inside is too warm	<ul style="list-style-type: none"> <li>• You may have left the doors open too long or too frequently; or the doors are kept open by some obstacle; or the appliance is located with insufficient clearance at the sides, back and top.</li> </ul>
Temperature inside is too cold	<ul style="list-style-type: none"> <li>• Increase the temperature by following the “Display controls” chapter.</li> </ul>
Doors can't be closed easily	<ul style="list-style-type: none"> <li>• Check whether the top of the refrigerator is tilted back by 10-15mm to allow the doors to self close, or if something inside is preventing the doors from closing.</li> </ul>
Water drips on the floor	<ul style="list-style-type: none"> <li>• The water pan (located at the rear bottom of the cabinet) may not be properly leveled, or the draining spout (located underneath the top of the compressor depot) may not be properly positioned to direct water into this pan, or the water spout is blocked, or the water is not fully inserted into the connector.</li> </ul>

# Troubleshooting

Problem	Possible cause & Solution
Water drips on the floor	<ul style="list-style-type: none"> <li>• You may need to pull the refrigerator away from the wall to check the pan and spout.</li> <li>• Check if the refrigerator is power-off for a long time, this may cause the ice in the bucket to melt into water, and flow to the floor.</li> </ul>
The light is not working	<ul style="list-style-type: none"> <li>• The LED light may be damaged. Refer to replace LED lights in cleaning and care chapter.</li> <li>• The control system has disabled the lights due to the door being kept open too long, close and reopen the door to reactivate the lights.</li> </ul>
Ice is not dispensing	<ul style="list-style-type: none"> <li>• The refrigerator will begin making ice only once the internal temperatures are stable. This process can take several hours, and if the water circuit has not been properly purged of air, it may take even longer than 10 hours to start making first batches of ice.</li> <li>• Is the water line connected and the water valve open?</li> <li>• Did you manually stop the ice making function? Make sure you have set the Cubed or Crushed mode on.</li> <li>• Is there any ice blocked within the ice maker bucket or ice chute?</li> <li>• Is the freezer temperature too warm? Try setting the freezer temperature lower.</li> </ul>
Water dispenser is not functioning	<ul style="list-style-type: none"> <li>• Is the water storage box installed accurately? Make sure there is enough water in the water storage box.</li> <li>• Is water line broke or bent? Make sure the water line is unblocked and clear of any obstruction.</li> <li>• Is the water storage box frozen for the refrigerator temperature is too low? Try selecting a warmer setting on the display panel.</li> <li>• Is the water pump working?</li> </ul>
You can hear water bubbling in the refrigerator	<ul style="list-style-type: none"> <li>• This is normal. The bubbling comes from the refrigerant coolant liquid circulating through the refrigerator.</li> </ul>

# Disposal of the appliance

It is prohibited to dispose of this appliance as household waste.

## Packaging materials

Packaging materials with the recycle symbol are recyclable. Dispose of the packaging into a suitable waste collection container to recycle it.

## Before disposal of the appliance

1. Pull out the mains plug from the mains socket.
2. Cut off the power cord and discard with the mains plug.


### **DANGER**

Risk of child entrapment. Before you throw away your old refrigerator or freezer:

- Take off the doors.
- Leave the shelves in place so that children may not easily climb inside.

### **WARNING**

- Refrigerators contain refrigerant and gases in the insulation. Refrigerant and gases must be disposed of professionally as they may cause eye injuries or ignition. Ensure that tubing of the refrigerant circuit is not damaged prior to proper disposal.

<b>Correct Disposal of this product</b>	
	<p>This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.</p>

# One Year Limited Warranty

Manufacturer provides a limited warranty for each new refrigerator to be free from defects in material and workmanship for a period of 1 year from the date of purchase. Manufacturer agrees to remedy any such defective inside accessory components such as door panels, door shelves, racks, handles, casters, bins and drawers or to furnish a new unit if the unit proves to have failed, at the company's option, for one year from your original date of purchase.

In the event the unit requires replacement or refund under the terms of this limited warranty, the Buyer is responsible for all transportation expenses to return the unit prior to receiving a replacement unit or refund. A copy of the dated sales receipt/invoice is required to receive benefits of this limited warranty.

This limited warranty covers appliances in use within the continental United States, Alaska, and Hawaii, and Puerto Rico.

This limited warranty does not cover the following:

1. Products with original serial numbers that have been removed, altered or cannot be readily determined.
2. Products that have been transferred from its original owner to another party or removed outside the USA.
3. Rust on the interior or exterior of the unit.
4. Damages due to shipping damage or improper installation.
5. Damages due to misuse or abuse.
6. Service calls, repairs, and labor expenses for any purpose.
7. Content losses and food spoilage due to failure of the unit.
8. Punctures to the evaporation system due to improper defrosting of the unit.
9. Replacement or resetting of house fuses or circuit breakers.
10. Failure or defects of this product if used for other purposes than its intended purpose or used other than in accordance with the provided instructions.
11. Disposal costs for failed unit not returned to Manufacturer.
12. Any delivery/installation costs incurred as the result of a unit that fails to perform as specified.
13. Expenses for travel and transportation for product if you are exchanging or returning the unit.
14. Expenses related to the removal and re-installation of your unit or for making the unit accessible, such as removal of trim, cupboards, shelves, etc. or if not installed in accordance with the provided installation instructions.
15. Damages to the finish of the unit or home incurred during installation, including but not limited to floors, cabinets, walls, etc.
16. Damages caused by external causes such as abuse, misuse, inadequate power supply, accidents, fires, or acts of God.
17. Refunds for returned products are limited to the price paid for the unit per the sales receipt.

## **Disclaimer of Implied Warranties, Limitation of Remedies and Exclusions:**

EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH HEREIN, MANUFACTURER MAKES NO WARRANTY WHATSOEVER (OR THE SHORTEST PERIOD ALLOWED BY LAW) REGARDING THE GOODS, INCLUDING ANY (1) WARRANTY OF MERCHANTABILITY; (2) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; (3) WARRANTY OF TITLE; OR (4) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY; WHETHER ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, OR OTHERWISE. BUYER ACKNOWLEDGES THAT IT HAS NOT RELIED ON ANY REPRESENTATION OR WARRANTY MADE BY MANUFACTURER, OR ANY OTHER PERSON ON MANUFACTURER'S BEHALF. REPLACEMENT OF UNIT AND LISTED PARTS IN ACCORDANCE WITH THE TERMS HEREIN, IS YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY. MANUFACTURER IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES AND NO REPRESENTATIVE OR PERSON IS AUTHORIZED TO ASSUME FOR MANUFACTURER ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THIS PRODUCT. UNDER NO CIRCUMSTANCE IS THE CONSUMER PERMITTED TO RETURN THE UNIT TO MANUFACTURER WITHOUT THE PRIOR WRITTEN CONSENT OF MANUFACTURER.

Customer Service, (toll free: 888-411-7118) between the hours of 9:00 am and 6:00 pm EST  
EMAIL: [Criterion@hisense.com](mailto:Criterion@hisense.com)

 **A CALIFORNIA RESIDENTS ONLY-WARNING:** Cancer and Reproductive  
Harm-[www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

**Customer Service, (toll free: 888-411-7118) between the hours of 9:00 am and 6:00 pm EST  
EMAIL: [Criterion@hisense.com](mailto:Criterion@hisense.com)**

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