

Size 217x151mm

IntelliFresh / NEO
Fresh

Whirlpool
DESIGNED TO DELIGHT™

USER MANUAL

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To ensure best product performance, it is recommended to get the demo / installation done by Whirlpool Service (Toll Free : 1800-208-1800)

IntelliFresh

CONVERTIBLE

Dear Homemaker,

Congratulations on bringing home your new Whirlpool appliance!

I would like to welcome you to a very special family of Whirlpool homemakers from around the world.

At Whirlpool we believe in the glory of making every day count just the way every homemaker does. We believe that delight lies in getting the everyday tasks done beyond ones expectations.

We also believe that advance technology should always deliver superior performance. For isn't that what technology is all about, surpass expectations every time and leave you with a sense of delight. At Whirlpool, we are purposeful and never lose sight of what performance means and how it should be delivered. We design our Home Appliances with advanced technology which is intelligent, intuitive and innovative. Our Home Appliances provide an ever present assurance of better than expected results in everyday tasks at home. And when one experiences this every time, it simply makes moments in home life even more enjoyable. That's what we believe in and that's what we are committed to deliver.

Do go through this easy-to-read guide and follow the instructions to get the best out of your appliance. If you have any further queries, simply call the Whirlpool Service Centre at 1800-208-1800 (Toll free).

Whirlpool. Designed to Delight.

Yours sincerely,

Vice President – Marketing
Whirlpool of India Limited

SAFETY PRECAUTIONS



Your safety and the safety of others is very important
We have provided many important safety messages in this manual and on your appliance.
Always read and obey all safety messages.
This is the safety alert symbol.

This symbol alerts you to hazards that can kill or hurt you and others.

All safety messages will be preceded by the safety alert symbol and the word 'DANGER' or 'WARNING'

These words mean:

⚠ DANGER You will be killed or seriously injured if you don't follow these instructions.

⚠ WARNING You can be killed or seriously injured if you don't follow these instructions.

All safety messages will identify the hazard, tell you how to reduce the chance of injury and what can happen if the instructions are not followed. Proper disposal of your Old Refrigerator is Important Child entrapment or suffocation are not the problems of the past. Abandoned refrigerators are dangerous even if they are left unattended for a few days.

If you are getting rid of your old refrigerator, please follow these instructions to prevent accidents.

Before you throw away your old refrigerator or freezer

▶ Take out the doors.

▶ Leave the shelves in place so that children don't climb inside easily.

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

⚠ WARNING: Effervescent / carbonated drinks should not be stored in freezer compartments or in low-temperature compartments
lass container/ bottles should not be stored in Freezer Compartment Glass container/ bottles should not be stored in Freezer Compartment

⚠ WARNING: Please refer the food expiry dates before storing it in Refrigerator.
Avoid storing expired & spoil food.

⚠ WARNING: For models with door lock, keys should be kept out of the reach of children and not in the vicinity of the appliance, in order to prevent children from being locked inside.



⚠ WARNING

Risk of Fire | Flammable Materials

This appliance does not contain CFCs. The refrigerant circuit contains R600a (HC). Appliances with Isobutane (R600a): isobutane is a natural gas without environmental impact, but is flammable. Therefore, make sure the refrigerant circuit pipes are not damaged, especially when emptying the refrigerant circuit. C-Pentane is used as blowing agent in the insulation foam and it is a flammable gas.

⚠ WARNING

Suffocation Hazard

Remove doors from your old refrigerator.
Failure to do so can result in death or brain damage.

⚠ WARNING

This appliances 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.

⚠ WARNING

keep flammable materials and vapors, such as gasoline, away from refrigerators.
Failure to do so can result in explosion or fire.

INSTALLATION

Steps for installation:

Step 1: remove the outer carton specially designed to protect Intellifresh/Neo Fresh Inspect the refrigerator to make sure it has arrived safely at your home. In case you find any transit damage to your refrigerator, report to your dealer within 24 hours of delivery.

Step 2: After you unpack the refrigerator, select a well-ventilated spot close to an electrical point. Allow sufficient clearance for dispersion of heat, Spacer at back wall of product 3.15 inches (80mm) to be used, during product installation and usage.

Note: Spacer if not installed on product, same to be installed by service technician at the time of Product installation

Step 3: You can shift the refrigerator by raising the front slightly and sliding it on the rear castors.

Step 4: Rotate the two front levelers, provided below your refrigerator, clockwise to raise the front and anticlockwise to lower it (refer Fig. 1). The front should be slightly above the rear so that the door shuts gently when left open.

Step 5: Door opening angle - 105 to 110 Deg approx.

This is a Free-Standing Appliance

Things to keep in mind:

- ▶ Keep the refrigerator away from direct sunlight and other high temperature sources like oven and cooking range.
- ▶ Avoid damp, exposed locations.
- ▶ Avoid carpeted areas. A stable installation minimizes noise and prevents tilting.
- ▶ Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- ▶ The appliance shall not be exposed to rain.

Getting Connected

Plug the cord of the refrigerator into a 3 prong grounded outlet.

Adjust the cooling settings (refer pages 4 to 9 for instructions).

Ensure that the electrical point is properly earthed. Avoid extension cords.

Switch on the refrigerator for 2-3 hours so that it is cooled sufficiently before keeping food inside.

Appliance is designed for Ambient temp range between 16 to 43 deg C.

Product internal compartments temperatures may be affected by such factors as the location of the appliance, ambient temperature and the frequency of door opening.

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.

Note: It is advisable to get your refrigerator installed by an authorized Whirlpool Service Representative

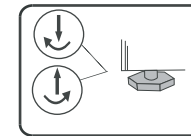
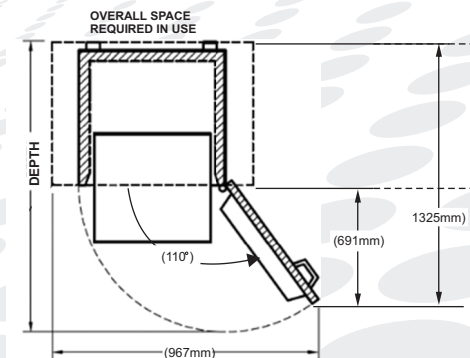
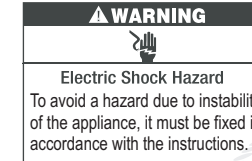


Fig. 1



Refrigeration Compartment (RC) Operating

Now you can easily adjust all your refrigerator settings according to your needs. Your new IntelliFresh with its new control panel comes with a host of advanced features that are sure to delight you. Just plug in the refrigerator and follow the instructions given below to discover the convenience of operating IntelliFresh.

For Electronics User Interface



All Season Mode (Default when refrigerator is switched on)

It intelligently controls the temperature in your refrigerator as per load, usage and outside weather conditions so that you get perfect cooling, always.

To activate this feature, press the 'Intellisense' button on the UI. Also turn the knob in the freezer to 'Normal'.

Chef Mode

Avoid defrosting process for frozen food you will eat within a short time. e.g marinades and ready to cook items.

To activate this feature press the 'Convert mode' button on the UI. Convert Mode light will turn 'On'. Also turn the knob in the Freezer to 'Min Freeze'.

To cancel press the 'Convert mode' button again. Convert mode light will turn 'Off'. Refrigerator will go back to its last temperature setting. Turn the knob in the freezer to 'Normal'.

Dessert Mode

Keeps ice creams and desserts ready to serve.

To activate this feature press the 'Convert mode' button on the UI. Convert mode light will turn 'On'. Also turn the knob in the Freezer to 'Normal'.

To cancel press the 'Convert mode' button again. Refrigerator will go back to its last temperature setting.

Party Mode

Have a party at home? Now get better cooling and store more food items and beverages with the party mode.

To activate this feature, set temperature to 1-2 C. Also turn the knob in the Freezer to 'Min Freeze'.

Deep Freeze mode

For food items that need to be stored frozen for long.

To activate this feature, set temperature to 1-2 C. Also turn the knob in the Freezer to 'Deep Freeze'.

Door Open Alarm



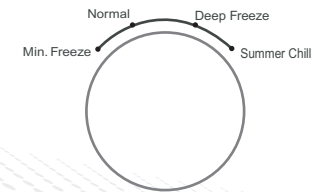
Door open alarm alerts you to close the refrigerator door, if it has been left open by mistake for more than a minute. This not only prevents cooling loss but also saves electricity. When the door is closed, the door alarm icon turns off.

Key Lock

You can lock the user interface so no prying kids or anyone else can change your settings. Long press the power saving button for 2 sec to activate / deactivate the key lock.

Additional Features

Refrigerator can self diagnose the sensor failure in each compartment, so if the customer finds any of the following error code on UI, he can directly call a service center and communicate the error code.



Error Code on UI	Failure
E1	FC Sensor
E2	RC Sensor
E3	Ambient Sensor

Refrigerator Compartment (RC) Settings



UP/DOWN

Desired refrigerator temperature can be set using UP/ DOWN keys.
Temperature range : 1 to 7 deg C (1-Coldest, 7- Warmest) as per Whirlpool standard test process

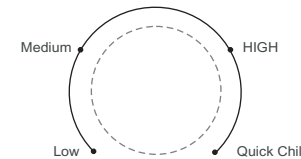
For models without electronic user interface

Temperature Control

To control the temperature of your refrigerator turn the knob according to your requirement. This is provided inside the refrigerator section. Turn knob to the left to reduce the cooling and to the right to increase the cooling. It is preset to the middle position.

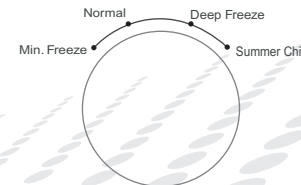
For NEO 455** Models :

RC Knob Position	Usage Condition
Low	During winters or when there is not much food in the refrigerator.
Mid	This is the default & recommended setting. Can be used in normal usage.
High	During summers or when there is lot of food stored in the refrigerator
Quick Chill	During extreme summers or when you want faster cooling.



Recommended Freezer Compartment (FC) Settings

TEMPERATURE SETTING RECOMMENDATION			
FREEZER			
WINTER (upto 15°C)		NORMAL (25°C-35°C)	
	MIN FREEZE		NORMAL
MONSOON (15°C-25°C)		SUMMER (>35°C)	
	MIN FREEZE		SUMMER CHILL



Air Flow Control

The Air Flow Control in the freezer controls the distribution of cold air between the refrigerator compartment and freezer compartment. Turn knob to the left for 'Normal Ice' and to the right for 'Fast Ice' setting. It is preset to the middle position as shown in the picture for uniform cooling in freezer and refrigerator compartments.

Knob Positions	Usage Conditions
Min Freeze	For normal ice in freezer & strong cooling in your refrigerator compartment
Normal	For even cooling in both the refrigerator & freezer compartment
Deep Freeze	For quick ice in your freezer compartment.
Summer Chill	For Faster Ice making in extreme Summer Season (Turn back knob to "Normal" Position for Regular Usage)

Voltage Range

Voltage range of operation at room temperature:

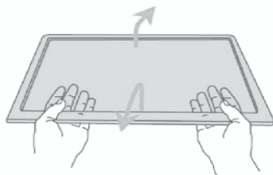
** For Inverter VCC Compressor is 160V to 300V 50Hz.

** T & C Apply

OPERATING

Adapta Shelves

Refrigerator shelves have adjustable position.



To move them :

1. Position both hands under the shelf, holding firmly with your thumbs
2. Pull the shelf toward you to release it from the rails to be able to move it
3. Move the shelf following the vertical rails visible on the interior of the refrigerator to the desired position

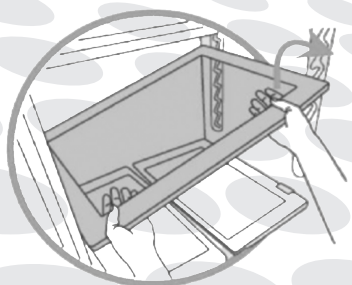
To move down :

- 3a. With the shelf loose, move it down by pulling lightly in your direction and shift down

To move up :

- 3b. With the shelf loose, move it upwards by pushing the shelf toward the refrigerator and shift up

To remove the Adapta shelves



1. Place both hands under the shelf, holding firmly with your thumbs
2. Pull the shelf towards you to release it
3. Lift one of the sides of the shelf and tilt it while the other side comes loose from the rails
4. Pull the shelf toward you and remove it from the refrigerator

Note: For cleaning use damp cloth

To place the Adapta shelf back in the refrigerator:

1. Position the shelf tilted inside the Refrigerator
2. Snap it in one of the rails
3. Reposition it in a horizontal position
4. Check that the shelf is attached fine to the rails

⚠ WARNING

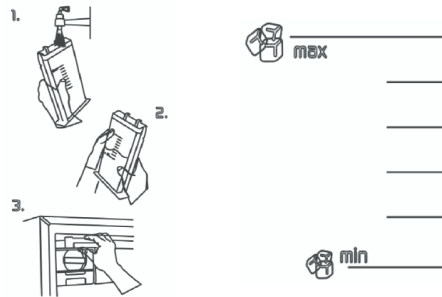
This appliances is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

⚠ WARNING

Children should be supervised to ensure that they do not play with the appliance.

Water Docket

Refrigerator ice compartment have auto water filling feature in ice trays .



To Fill water:

1. Position water docket below tap water.
2. Check water level mentioned on water docket for Min & Max ice.
3. Place water docket as shown in fig.

To Collect Ice

After filling the water in water docket arrange the parts as shown in figure.
To collect ice in the collector twist the knob in clockwise direction.
Do not use ice collector for ice making.

Note:

1. Before filling water, Please remove ice from water docket in-let.
2. Before filling water, Please remove ice from both ice trays.

For Best Performance

- 1) Keep Air Openings / Ducts / Vents open for Air Flow.
- 2) Store Vegetable in Vegetable Compartment for best Performance
- 3) To avoid Cross Contamination of odour, store food in close vessel/container
- 4) Store food according to manufacturer's guideline for temperature requirement.

Frozen Food to be stored in Freezer Compartment Only

Do not store Fruits and Vegetable in Freezer compartment, Everyday fresh, TOP Shelf
(Except Convertible Products)

Care required with regard to frozen food in storage in the event of an extended non-running of the appliance (interruption of power supply or failure of the refrigerating system).

MAINTENANCE

Cleaning your Intellifresh / Neo Fresh

Before cleaning, always switch-off the power supply and remove the plug from the socket.

- ▶ Remove all shelves and bins. To remove refrigerator shelves, slide them till the front and push them up gently from the front of the shelf and then pull out.
- ▶ Slide out the chiller/everyday fresh slide, tilt upwards and pull out gently.
- ▶ Remove the refrigerator and freezer door bins by pushing up and pulling out.
- ▶ Use a soft cloth and mild detergent to clean the refrigerator thoroughly. Take care not to damage the door seals.
- ▶ Allow the refrigerator to dry by leaving the door open for some time.
- ▶ Plug the power cord in and switch the mains on. Allow the refrigerator to cool for some time before placing food inside.
- ▶ Take out the ice twister assembly from freezer shelf & place it back gently after cleaning, Make sure Assemble the parts as it is taken out.

Cautions

- ▶ Do not splash water directly on the refrigerator.
- ▶ Do not work with flammable sprays.
- ▶ Be sure to check the voltage before inserting the power supply cord into the socket.
- ▶ Be sure not to re-insert the power supply cord into the socket within 5 minutes of removing it from the socket.
- ▶ Ensure that the water does not get into the LED/bulb panels or other electrical components of your refrigerator.
- ▶ Ensure that water does not get into the control panel of the freezer door.
- ▶ Do not allow water to collect at the bottom of the refrigerator.
- ▶ Do not store volatile chemicals such as ether and benzene in the refrigerator.
- ▶ The fumes, besides damaging food can build up and cause an explosion.
- ▶ Do not keep the door open more than 90 mins once power on.
- ▶ Do not try to open the doors when lock is activated.

MAINTAINENCE

Moving your Refrigerator

Switch-off the mains and disconnect the power cord from socket.

Remove all food items from the refrigerator, freezer and vegetable drawer.

Use a soft, damp cloth to wipe the refrigerator from the inside and outside.

Fasten the doors and interior components using tape to prevent them from moving/opening during transportation.

Lift the refrigerator slightly from the front and slide using castors at the rear.

TROUBLESHOOTING

PROBLEM	PROBING	SOLUTION
Refrigerator does not work	Is the power cord plugged in the socket	Reconnect the power plug
	Is there a power breakdown	Wait till the power resumes
	Has the circuit breaker tripped	Check through some electrician
Ice formation is slow	Is the air flow knob set to normal ice position	Set your upper compartment knob (Airflow knob) to fast ice mode
Cooling in the refrigerator is not enough	Elite model: Is your cooling mode set to lower modes	Press it to set it to higher position
	Is the passage obstructed by food	Reposition the food items kept directly in front of the air duct "Do not overload the refrigerator, enough space should be kept for cool air circulation"
	Are the refrigerator doors fully closed	Ensure always doors to be in completely closed position
	Are you storing hot foods in the refrigerator	Do not keep hot utensils in the refrigerator
	Are there any pads or plastic covers on the shelf	Remove all pads or plastic covers to clear the airflow path
	Is there frequent door openings	Avoid Frequent Door Openings to avoid cooling loss.
Excess Cooling in the Refrigerator**	have you checked setting?	Incase of Excess Cooling in RC compartment, adjust the display setting (on the UI Panel / Thermostat setting) to One step warmer from current setting

Electrical Shock Hazard



- ▶ Do not attempt to modify any part of the appliance.
- ▶ Do not connect this appliance to power sources other than specified.
- ▶ If the power cord is damaged, have it replaced by your Whirlpool Service Center.
- ▶ Do not use mechanical devices or other means to accelerate the defrosting process.
- ▶ Do not damage the refrigerant circuit.
- ▶ Do not use electrical appliances in the food storage compartments.

Internal water leakage	Is there any water droplets on shelf / air diffuser.	Shelf & Air-Diffuser Condensation - As cold air is getting circulated, it is very normal to get fogginess on the shelves & air-diffuser
	Is there any water droplets on shelf / air diffuser/crisper cover / Crisper bottom	To conserve electricity, it is always advisable not to keep refrigerator open for longer time; Also surroundings preferred to be without any airflow source
	Is there any water droplets on shelf	For RC Door/ Floor water leakage, check for water bottle spillover
Vegetable getting spoiled in Crisper	Is there Veggies in Plastic bags or wet	Vegetables should not be kept in non-ventilated plastic bags, instead they should be kept in open condition
Refrigerator side walls / Center rail are hot	This is not a problem. The walls heat slightly during normal operation	Please refer to the sticker pasted on the side wall It is intended to evaporate moisture or droplets
Refrigerator gives a mild shock	Is your house earthing proper	Please get your house wiring checked by some electrician
	Static Discharge shock	Can be due to Static Charge accumulation on the human body - regular phenomenon, no product specific issue
Smell Inside the Refrigerator	Has the refrigerator not been cleaned recently	Please clean your refrigerator frequently
Smell Outside the Refrigerator	Is there any Smell issue - Outside the refrigerator	Food/ Milk products/ Insects/ Other impurities deposition at Defrost Water Tray for longer time leads to smell at backside of Refrigerator --> Keep the tray under observation
Door not closing	Is there any packaging EPS present on product.	Check if door Bottom EPS stucked between Freezer & Refrigerator Door
FC open when RC door closed	FC open when RC door closed	It's a normal tendency due to pressure difference between refrigerator-freezer compartment
Door Alarm not working	No alarm after keeping RC door open more than 2 min.	Call customer care (Available for selected models only*)
Ant/ Other Insects entry in the refrigerator	Is any food items contains ants before keeping it in Refrigerator.	For insects --> If food/utensils are kept near to high luminance source, then it attracts insects towards it. It is recommended to keep the product a little away from light & airflow source For Ants --> Check the food for ants, before keeping into the refrigerator
Noise	Is there proper installation?	Refrigerator is installed in a weak or uneven place or leveling screw needs adjusting.

FAQS

Q. 1 Is moisture in the Vegetable Drawer normal?

Ans. Yes. As the water in the vegetables evaporates, it strikes the cold surface of the refrigerator, hence resulting in formation of water droplets. The humid air over the vegetable is however swept away by the dynamic airflow inside the refrigerator, keeping your vegetables fresh.

Q. 2 Why do I hear a noise from the back of the refrigerator?

Ans. The refrigerator is kept cold inside with the help of cooling coil, fan motor which is inside the product and the compressor which is fitted at the bottom rear side of the refrigerator. During the operation of the refrigerator it is normal to hear a humming noise.

Q. 3 How much power does my refrigerator consume ?

Ans. For power consumption refer to energy label on product.

Q. 4 Why is there smell emanating from my refrigerator?

Ans. Check if any item which emanates strong smell has been kept unwrapped in the refrigerator. If so, wrap it in polythene or keep it in a closed container. Keeping cut lemon will also help in reducing the odour.

Q.5 How much time is required to make ice?

Ans. Depending on the room temperature and the door opening frequency, the ice making in the trays provided could be anywhere between 90 mins to 135 mins. However, depending upon the usage pattern, it can even go higher.

Q.6 Why are the sidewalls hot sometimes?

Ans. Sidewalls are warm as a hot gas tube is provided at the side edges of the cabinet. This helps in avoiding moisture formation on the walls when humidity is high.

Q.7 Why is there a noise when the compressor starts?

Ans. It is normal to hear noise when the compressor starts and stops

Q.8 How frequently should I clean my refrigerator? Can I use detergents?

Ans. It is advisable to clean your refrigerator twice a month. You can clean it with warm water and mild detergents.

FAQS

Q. 9 What is the use of a chiller / Everyday fresh slide?

Ans. In chiller you have colder temperature than that of shelves and Vegetable Drawer. This compartment can be used for faster cooling of water, beverages, beer and milk preservation etc. As a precaution, please do not store bottles for longer duration since it could freeze & burst.

Q. 10 Why do vegetables get spoilt when kept on the top shelf (below chiller)?

Ans. The zone below the chiller is not suitable for vegetables. It is recommended to store vegetables in the Vegetable Drawer, which has the desired temperature for keeping vegetables fresh.

Q. 11 Does milk get spoilt when kept in the vegetable drawer?

Ans. Milk needs colder temperature for it to remain fresh. Since the vegetable drawer is kept at warmer temperature, milk will get spoilt in it. It is recommended to store milk in the chiller.

Q. 12 I wish to keep the door open for some time. However I don't want to hear the alarm sound. What do I have to do?

Ans. 6th Sense™ Door Open Alarm* buzzer is provided to alert the user when the door is left open for more than 2 minutes. However, if the door is to be intentionally kept open for more than 2 minutes, the buzzer may be temporarily switched off by pressing the 6th Sense™ Door Open Alarm* switch.

Q. 13 Do I need to clean the back tray of my refrigerator?

Ans. As your product is equipped with frost free mechanism, you need not clean the tray, however in extreme moisture conditions; very seldom you may require to empty the tray.

Q. 14 What brand of stabilizer is recommended?

Ans. Whirlpool® recommends Duromax Voltage Stabilizers. For specifications, please contact your nearest Whirlpool® Authorized Dealer or Whirlpool® Authorized Service Partner.

CHARGEABLE
CALLS



House Wiring Issues
Damage caused due to house wiring issues such as short leading to general non-functioning of the machine.
Rat bite issues on wiring harness
Damages such as short circuit leading to non-functioning of the machine due to rat bite on wiring harness.
Changes in the wiring
Any changes done in the product wiring by Whirlpool unauthorized person.

Hazardous Substances :

A few components used in manufacturing this refrigerator contain low content of some substances classified as hazardous, according to EWaste Rules published by the Government of India. These do not pose any risk to the storage of food and beverages in the refrigerator. Nor does physical contact with the refrigerator during the life of the product endanger health or safety to humans or any living creature. However, if the refrigerator is not disposed safely at the end of its life, inappropriate handling of waste may pose risks to health and environment. Hence, it is our advice that you contact Whirlpool when you are ready to discard the product so that we can channelize the appliance and its components for safe disposal.



Refrigerator Disposal:

By ensuring this product is disposed of correctly, you will help avoid potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

The Symbol on the product or on the documents accompanying the product, indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the authorized collection center for the recycling of electrical and electronic equipment waste generated at the end of life of the product. Disposal must be carried out in accordance with local environmental regulations for e-waste disposal, which mandate channelization of e-waste to authorized collection center(s) or registered dismantler(s) or recycler(s) or returned to the pick-up or take back services provided by the manufacturer.

For more detailed information about treatment, recovery, disposal and recycling of this product, please call @ 60008558* (for private subscribers) & 18601804558 (for BSNL & MTNL subscribers)

* Prefix your city STD code

Relationship for life with The 10 (9+1) YEAR WARRANTY*



Whirlpool of India Ltd. (WOIL) offers the original purchaser of the Whirlpool refrigerator the benefit of a 10 Years Warranty that comprises of a 1 Year Comprehensive Warranty and a 9* Year warranty on the compressor, provided the refrigerator is still in the possession of and used by the purchaser, as from the date of purchase.

One Year Comprehensive Warranty.

The refrigerator and all parts thereof (except the light bulb, crisper glass, Handle, Key, Leg and add-on plastic parts) to be free from defects in material and workmanship under normal use and service. WOIL's obligations under this Warranty shall be limited to repairing or providing the replacement of any part (except the light bulb, crisper glass, Handle, Key, Leg and plastic parts) of said refrigerator which thus proves defective within one year from the date of original purchase and which on WOIL's examination discloses to its satisfaction to be thus defective.

9* Year Warranty on Compressor

The compressor to be free from defects in material and workmanship under normal use and service. WOIL's obligation under this warranty shall be limited to repairing or providing the replacement of compressor with another in working condition which thus proves defective within 9* years commencing immediately after the expiry of the 1 year period from the date of purchase and which on WOIL's examination discloses to its satisfaction to be thus defective. This warranty covers compressor only. Gas changing is to be borne by the customer. It does not cover any other part such as condenser, freezer, capillary, suction line, overload protector, relay, thermostat, drier, etc.

Warranty of Compressor voids if the customer has replaced / altered any Compressor attachments or accessories like Relay and / or OLP in part or full or if Servicing has been done by an unauthorized Service person.

Limitations of Warranty.

1. This Warranty shall not apply to defects arising, in WOIL's opinion -
 - a) By reasons of accident, alteration, abuse, misuse, neglect, improper installation, unauthorised repairs or replacement of original parts, fire, flood or other acts of God.
 - b) If the product is not used as per the guidelines and instructions given in the user care guide
2. Charges for repairs of this nature, if carried out, will have to be borne by the original purchaser.
3. This Warranty holds good only so long as there is correct use and maintenance of refrigerator as detailed in the use-and-care guide.
4. This Warranty will continue to be in force for the term herein specified, irrespective of what replacements may be provided under it, and such replacement shall not attract any fresh Warranty.
5. This Warranty is valid and binding provided that no service or repair has been attempted or effected by anyone other than the Authorised Service Franchisee and that immediate notification of any alleged defect is given to WOIL or to the service franchisee.
6. This Warranty will cease to be applicable to defects arising out of pulled out power cord, blown fuse or improper electrical circuit which results in inoperation of refrigerator.
7. WOIL's employees and/or dealer and/or service franchisee have no authority to vary the terms of this Warranty.
8. Refrigerators are designed to operate on 230 volts, AC 50 cycles, single phase power supply.
9. a) This Warranty will automatically terminate on the expiry of the Warranty period of twelve months, even if the refrigerator may not be in use for any time during the Warranty period for any reason whatsoever including any technical breakdowns, and the time taken for such repairs/replacements of parts and transit, whether under this Warranty or otherwise shall not be excluded from the Warranty period.
b) The warranty on compressor will automatically terminate on the expiry of 9* years, even if the refrigerator may not be in use for any time during the said period or for any reason whatsoever.
10. a) While WOIL will make every effort to carry out repairs/replacements of parts under this Warranty as soon as possible, it is expressly made clear that WOIL shall not be liable to do so within any specified period of time.
b) In the event of repairs/replacements of any parts, this Warranty will thereafter continue to remain in force only for the unexpired period of the Warranty.
11. It is entirely left to WOIL's discretion to effect repairs/replacements of parts at the site of installation or any at service station of its branches or of its authorised representatives/dealers.
12. The original serial numbers, if removed, obliterated or altered from the compressor or the cabinet, then this contract will cease to be valid.
13. Damage to the refrigerator or any parts thereof if caused during shifting or transportation is not covered by this Warranty. Customers are advised that all risks, inclusive of failure of the unit in transit, be covered by an Insurance Policy at their cost.
14. Only courts at National Capital Region Of Delhi or Gurgaon shall have jurisdiction for settling claims or disputes arising out of present warranty.
a) Under the terms of one year Warranty, free service will be provided only within Municipal limits of the towns where the company has its branches or authorised service franchisees. Free service, outside municipal limits specified above, will be provided after charging the to and fro travelling and other incidental expenses, as prevailing from time to time.
b) Under the Warranty on compressor, standard visit charges will be applicable within the municipal limits of town where WOIL has its Branch Office or authorised service franchisee. Service outside municipal limits will attract to and fro travelling, other incidental expenses in addition to standard visit charges, as prevailing from time to time.
15. The warranty does not cover any accessories external to the product like trolleys, covers, etc., even those marketed by Whirlpool. Also light bulb, crisper glass, plastic parts i.e. bins, crisper, chiller, etc. are not included in Warranty.
16. Any repair/replacement/refund shall be chargeable as per actual cost of such repair, replacement, where any damage to the product occurs due to any of the following reasons
a) House Wiring/Low Voltage/ Earthing NA.
b) Rat bite issues on wiring harness.
c) Any change with product wiring.
d) Overall cleaning of rubber and plastics parts, water tray cleaning
17. In case of any replacement of any part or entire product, the entire part or entire defective product shall be returned to WOIL.

Shifting of Whirlpool Refrigerator.

1. It is essential to pack the refrigerator properly, before it is moved from one place to another, to prevent any damages in transportation. This becomes most essential when you move the refrigerator from one city to another.
2. To pack the refrigerator properly, kindly contact WOIL's Branch Office or Authorised Dealer's Office in your city. During the Warranty period, whenever the refrigerator is shifted from the original city of purchase to another, a Warranty transfer fee of Rs. 200/- which also includes the reinstallation charge of the machine, will be charged from the purchaser/owner.
3. In addition to proper packing, it is important to insure for any transit damages. Damages to the refrigerator during transportation by the purchaser/owner is not covered under Warranty.

Service on Sundays.

In some of the cities where Whirlpool of India Limited is providing service, customers can avail Sunday service on specific request. For details contact our Branch Offices.

If you have any queries about the product, please write to:
Whirlpool Consumer Care Cell: Whirlpool of India Limited, 28, NIT Faridabad, Haryana, India-121001.

*Refer to page 15

10 (9+1) YEAR WARRANTY*

Name _____

Address _____

City _____ State _____ Pin _____

Tel (O) _____ ® _____

Model No.

Serial No.

Date of Purchase

Date	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Purchasers Signature

Dealers Stamp & Signature

WHIRLPOOL offers the original purchaser 1 Year comprehensive Warranty and a 9* year additional warranty on the compressor

INSTALLATION REPORT - Customer's Copy



Whirlpool Home Care Centre

Model No. & Serial No.: _____ Compressor No.: _____

Customers Name: _____ Telephone No.: _____

Address: _____

Installation Check Points

Machine Delivered on: _____ Machine Installed on: _____

		Tick Appropriate (By Service Engineer)	
Refrigerator Package Contains			
1	Received following items -Use and care guide & keys	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Demonstration			
1	Any Transit damage Observed after unpacking	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2	Condition of Earthing & Plug Point	Good <input type="checkbox"/>	Poor <input type="checkbox"/>
3	Warranty Terms & condition explained	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4	Basic Function & features	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5	User Interface function	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Explanation			
1	Usage of Refrigerator	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2	House Wiring - Voltage condition	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	a. Phase & Neutral (220 - 230 V)	___ Volt	
	b. Phase & Earth (220 - 230 V)	___ Volt	
	c. Neutral & Earth (< 10 V)	___ Volt	
	If not as per specification, has customer been advised on action to be taken?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3	House wiring condition	Good <input type="checkbox"/>	Poor <input type="checkbox"/>
	If poor, has customer been advised on action to be taken?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4	Door Locking/unlocking	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5	Refrigerator's body/side heating	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6	Door gasket removal/cleaning/fitment	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7	Leveling of the Refrigerator	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8	Vegetable storage guidelines in crisper	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9	Thermostat/Airflow setting as per loads and ambient	Yes <input type="checkbox"/>	No <input type="checkbox"/>
10	Normal Noise - Compressor, Gas flow & Fan air cutting	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11	Reason of electrical Shocks/hazards	Yes <input type="checkbox"/>	No <input type="checkbox"/>
12	Error code Explanation	Yes <input type="checkbox"/>	No <input type="checkbox"/>
13	Ice bracket usage	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14	Door alarm	Yes <input type="checkbox"/>	No <input type="checkbox"/>
15	Door opening and closing information	Yes <input type="checkbox"/>	No <input type="checkbox"/>
16	Cleaning in deck area	Yes <input type="checkbox"/>	No <input type="checkbox"/>
17	Bottle stuck	Yes <input type="checkbox"/>	No <input type="checkbox"/>
18	Things to be taken while covering of the refrigerator	Yes <input type="checkbox"/>	No <input type="checkbox"/>
19	Dos & Don'ts	Yes <input type="checkbox"/>	No <input type="checkbox"/>



Customer Voice..Your feedback matters!!!

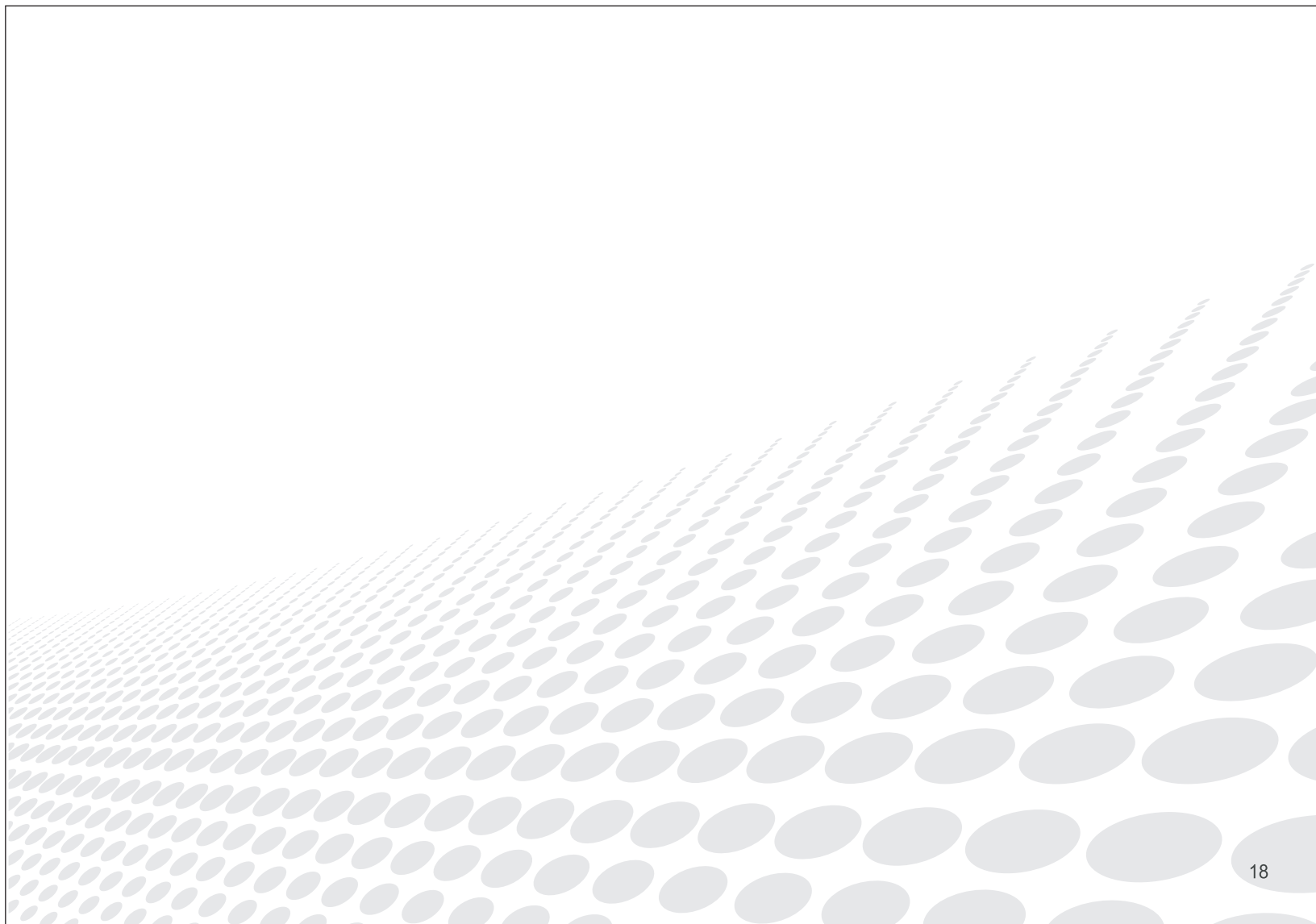
- The installation person was courteous & helpful
Yes No
- I would describe my experience with installation as
Satisfied Not Satisfied
- I confirmed my warranty by calling Whirlpool call center, post installation.
Yes No

I certify that the above information & checks have been done to my satisfaction & I am fully satisfied with the installation performance of the refrigerator.

Customers signature: _____

Date: _____ Time: _____

Warranty is not applicable, if
- Product is not used as per installation guidelines/usage explanation, beyond 180 days from purchase,
- Chargeable situations as explained in user and care guide



INSTALLATION REPORT - Whirlpool's Copy



Whirlpool Home Care Centre

Model No. & Serial No.: _____ Compressor No.: _____

Customers Name: _____ Telephone No.: _____

Address: _____

Installation Check Points

Machine Delivered on: _____ Machine Installed on: _____

		Tick Appropriate (By Service Engineer)	
Refrigerator Package Contains			
1	Received following items - Use and care guide & keys	Yes <input type="radio"/>	No <input type="radio"/>
Demonstration			
1	Any Transit damage Observed after unpacking	Yes <input type="radio"/>	No <input type="radio"/>
2	Condition of Earthing & Plug Point	Good <input type="radio"/>	Poor <input type="radio"/>
3	Warranty Terms & condition explained	Yes <input type="radio"/>	No <input type="radio"/>
4	Basic Function & features	Yes <input type="radio"/>	No <input type="radio"/>
5	User Interface function	Yes <input type="radio"/>	No <input type="radio"/>
Explanation			
1	Usage of Refrigerator	Yes <input type="radio"/>	No <input type="radio"/>
2	House Wiring - Voltage condition	Yes <input type="radio"/>	No <input type="radio"/>
	a. Phase & Neutral (220 - 230 V)	___ Volt	
	b. Phase & Earth (220 - 230 V)	___ Volt	
	c. Neutral & Earth (< 10 V)	___ Volt	
	If not as per specification, has customer been advised on action to be taken?	Yes <input type="radio"/>	No <input type="radio"/>
3	House wiring condition	Good <input type="radio"/>	Poor <input type="radio"/>
	If poor, has customer been advised on action to be taken?	Yes <input type="radio"/>	No <input type="radio"/>
4	Door Locking/unlocking	Yes <input type="radio"/>	No <input type="radio"/>
5	Refrigerator's body/side heating	Yes <input type="radio"/>	No <input type="radio"/>
6	Door gasket removal/cleaning/fitment	Yes <input type="radio"/>	No <input type="radio"/>
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11	Reason of electrical Shocks/hazards	Yes <input type="radio"/>	No <input type="radio"/>
12	Error code Explanation	Yes <input type="radio"/>	No <input type="radio"/>
13	Ice bracket usage	Yes <input type="radio"/>	No <input type="radio"/>
14	Door alarm	Yes <input type="radio"/>	No <input type="radio"/>
15	Door opening and closing information	Yes <input type="radio"/>	No <input type="radio"/>
16	Cleaning in deck area	Yes <input type="radio"/>	No <input type="radio"/>
17	Bottle stuck	Yes <input type="radio"/>	No <input type="radio"/>
18	Things to be taken while covering of the refrigerator	Yes <input type="radio"/>	No <input type="radio"/>
19	Dos & Don'ts	Yes <input type="radio"/>	No <input type="radio"/>



Customer Voice.. Your feedback matters!!!

1. The installation person was courteous & helpful
Yes Satisfied No
2. I would describe my experience with installation as
Yes Not Satisfied No
3. I confirmed my warranty by calling Whirlpool call center, post installation.
Yes No

I certify that the above information & checks have been done to my satisfaction & I am fully satisfied with the installation performance of the refrigerator.

Customers signature: _____

Warranty is not applicable, if
- Product is not used as per installation guidelines/usage explanation, beyond 180 days from purchase.
- Chargeable situations as explained in user and care guide.



SERVICE CENTRE

Whirlpool | **magicare**

FOR SERVICE CALL 1800-208-1800 (Toll Free)

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Note: If the STD code is of more than 3 digits then subsequently remove the last digit as the total dialing has to be 11 digits . E.g . If STD Code is 0172 STD, then the dialing number will be 0172-6000855.



Whirlpool

DESIGNED TO DELIGHT™

WHIRLPOOL EXPERT SERVICE
 Call us for expert installation and additional warranty offers at 1800-208-1800 (toll-free)



www.whirlpoolindia.com



www.whirlpoolindiastore.com



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[/whirlpoolindia](https://www.pinterest.com/whirlpoolindia)

For Service related calls, dial our customer care number 1800-208-1800 (Toll-Free)
 For disposal of e-waste generated at end of life of your Whirlpool product, you may kindly call @ 60008558*
 (for private subscribers) & 18601804558 (for BSNL/MTNL subscribers) *kindly prefix your city STD code.
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