

# Hisense

life reimagined

## USER'S OPERATION MANUAL


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

RB371N4EW1  
RB371N4EY1  
RB371N4EC1

English

## Contents

Safety and warning information.....2	Helpful and hints and tips..... 16
Installing your new appliance .....7	Cleaning and care .....18
Description of the appliance .....13	Troubleshooting.....20
Control panel.....14	Disposal of the appliance .....23
Using your appliance.....16	

 This appliance is produced in accordance with the following EU guidelines: 2006/95/EC, 2004/108/EC, 2009/125/EC, EC.643/2009 and 2002/96/EC



## Safety and warning informationContents

For your safety and correct usage, before installing and first using the appliance, read this user manual carefully, including its hints and warnings.

To avoid unnecessary mistakes and accidents, it is important to make sure that all people using the appliance are thoroughly familiar with its operation and safety features. Save these instructions and be sure that they remain with the appliance if it is moved or sold, so that anyone using it throughout its life will be properly informed on usage and safety notices.

For the safety of life and property, keep the precautions of these user's instructions as the manufacturer is not responsible for damages

caused by omission.

### **Safety for children and others who are vulnerable**

- This appliance can be used by children aged from 8 years and above, and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance should not be carried out by children without supervision.
- Keep all packaging away from children as there is risk of suffocation.

- If you are discarding the appliance, pull the plug out of the socket, cut the connection cable (as close to the appliance as you can) and remove the door to prevent children from suffering an electric shock or from closing themselves inside.
- If this appliance, featuring a magnetic door seals, is to replace an older appliance having a spring lock (latch) on the door or lid, please make the spring lock unusable before you discard the old appliance. This will reduce the risk of trapping children or animals inside.

### General safety



• **WARNING** — This appliance is designed to be used in domestic households and not intended for use in retail or commercial environments.

- **WARNING** Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- **WARNING** — If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- **WARNING** — Keep ventilation openings in the appliance enclosure or in any built-in structure clear of obstruction.
- **WARNING** — Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- **WARNING** — Do not damage the refrigerant circuit.
- **WARNING** — Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- **WARNING** — The refrigerant and insulation are flammable.

When disposing of the appliance, do so only at an authorized waste disposal center. Do not expose to flame.

## Refrigerant

The refrigerant isobutene (R600a) is contained within the refrigerant circuit of the appliance. This is a natural gas with a high level of environmental compatibility, which is nevertheless flammable. During transportation and installation of the appliance, ensure that none of the components of the refrigerant circuit becomes damaged.

The refrigerant (R600a) is flammable.



### Caution: risk of fire

If the refrigerant circuit is damaged:

- Avoid naked flames and sources of ignition.
- 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 shortcircuit, fire, and/or electric shock.



## Electrical safety

- 1.The power cord must not be lengthened.
- 2.Make sure that the power plug is not crushed or damaged. A crushed or damaged power plug may overheat and cause a fire.
- 3.Make sure that you can access the main plug of the appliance.
- 4.Do not pull the main cable.
- 5.If the power plug socket is loose, do not insert the power plug. There is a risk of electric shock or fire.
- 6.You must not operate the appliance without the interior lighting lamp cover.
- 7.The fridge should only be supplied with single phase alternating current of 220 ~ 240V / 50Hz . If the supply fluctuates outside this range an automatic A.C. voltage regulator of more than 350W should be used. The fridge should be plugged into an adequately earthed supply

## Daily use

- Do not store flammable gas or liquids in the appliance, there is a risk of explosion.
- Do not operate any electrical appliances in the appliance (e.g. electric ice cream makers, mixers etc.).
- When unplugging always pull the plug from the mains socket. Do not pull on the cable.
- Do not place hot items near the plastic components of this 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 manufacture's instructions.
- The manufactures 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.

- 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 naked flames away from the appliance
- 
- The appliance is only intended for keeping food and/or beverages for normal household consumption as explained in this instruction booklet  
The appliance is heavy. Care should be taken when moving it.
  - 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.

- 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.

## **Caution!**

### **Care and cleaning**

- Before performing maintenance, switch off the appliance and disconnect the mains plug from the mains socket.
- Do not clean the appliance with metal objects, steam cleaners, ethereal oils, organic solvents or abrasive cleansers.
- Do not use sharp objects to remove frost from the appliance. Use a plastic scraper.

### **Installation Important!**

- For electrical connection carefully, follow the instructions given in this manual.  
Unpack the appliance and check for damage. Do not connect the appliance if it is damaged. Report possible damage immediately to your retailer. In this case, please retain packing.

- It is advisable to wait at least four hours before connecting the appliance to avoid damaging the compressor.
- Adequate air circulation should be provided around the appliance. To achieve sufficient ventilation. Please follow the instructions relevant to installation.
- Wherever possible the back of the product should not be too close to flammable materials as some components are hot in normal operation. The appliance must not be locate close to radiators or cookers.
- Make sure that the mains plug is accessible following installation of the appliance.


### **Service**

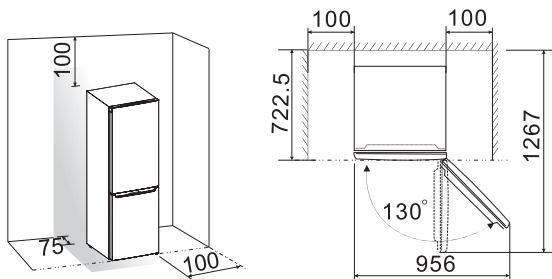
- This product must be serviced by an authorized Service Center or Service Agent, and only genuine spare parts must be used

## Installing your new appliance

Before using the appliance for the first time, you should read the following tips.

### 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 this reason, sufficient clear space should be available around the refrigerator. It is advisable for there to be at least 75mm of space from the back to the wall, at least 100mm from its top, at last 100mm from its side to the wall and a clear space in front to allow the doors to open 130°. As shown in following diagrams.



Note:

- This appliance performs well within the climate class from SN to T shown in the table below.

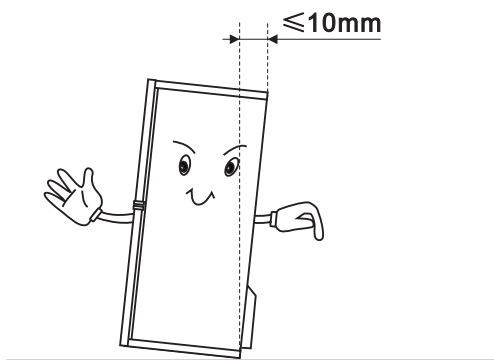
It may not work properly if left at a temperature above or below the indicated range for a long period.

Climate class	Ambient temperature
SN	+10°C to +32°C
N	+16°C to +32°C
ST	+16°C to +38°C
T	+16°C to +43°C

- Stand your appliance in a dry place to avoid high moisture.
  - Keep the appliance out of direct sunlight, rain or frost.
- Stand the appliance away from heat sources such as stoves, fires or heaters.

## Leveling of appliance

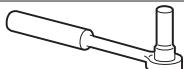
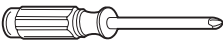
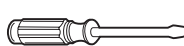




- For sufficient leveling and air circulating in the lower rear section of the appliance, the bottom feet may need to be adjusted. You can adjust them manually by hand or by using a suitable spanner.
- To allow the doors to self-close, tilt the top backwards by about 10mm.



## Reversing the door

The side at which the door opens can be changed, from the right side (as supplied) to the left side, if required. **Warning!** When reversing the door, the appliance must not be connected to the mains. Ensure that the plug is removed from the mains socket.

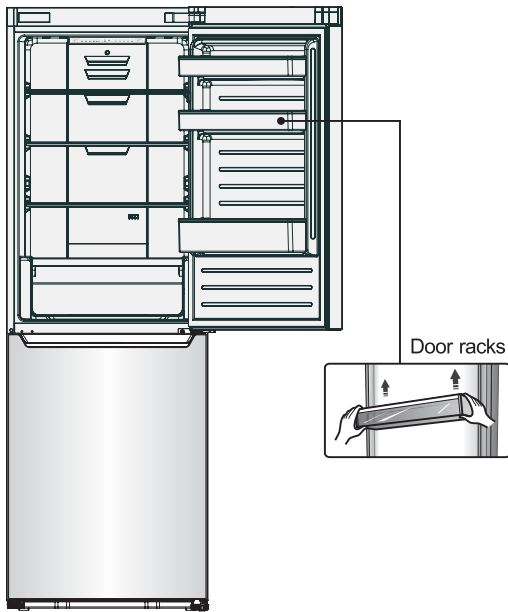
## Tools you will need

Not provided		
		
8mm socket wrench	Cross-shaped screwdriver	
		
Thin-blade screwdriver	Monkey wrench	8mm wrench
Additional parts (in the plastic bag)		
		
Stop Block		Left Hinge Cover

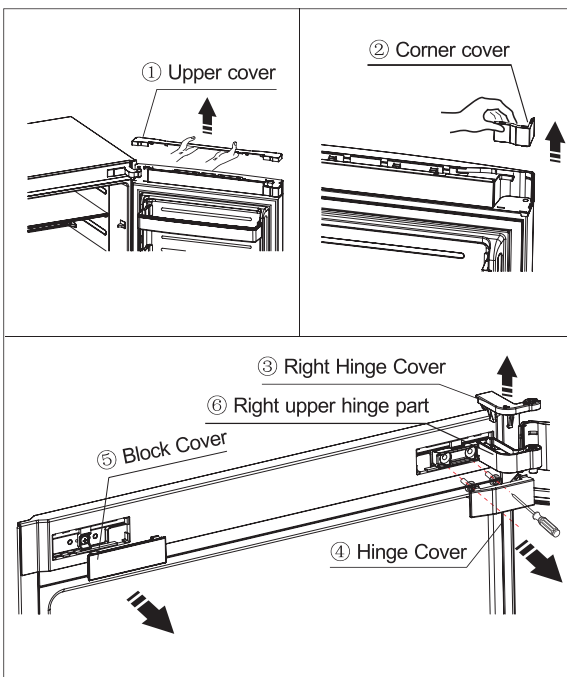
**Note:** When required tilt the refrigerator back in order to gain access to the base. You should rest it on soft foam packaging or similar material to avoid damaging the backboard of the refrigerator. To reverse the door, the following steps are generally recommended.

1. Stand the refrigerator upright. Open the upper door to take out all door racks (to avoid rack damaged) and then close the door.





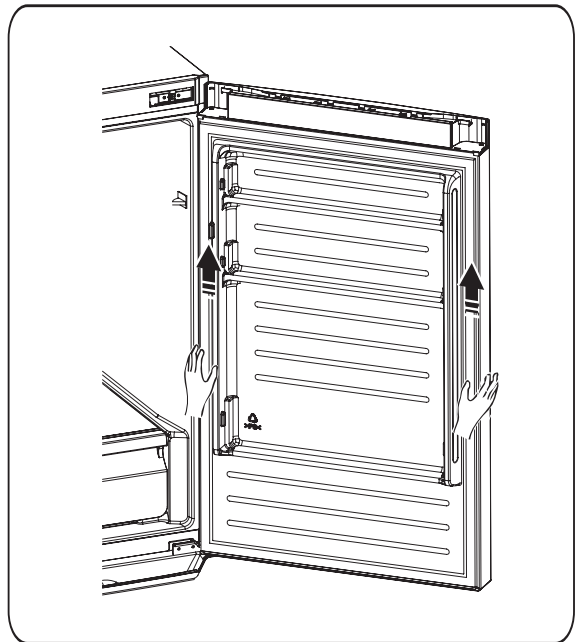
2. Remove the upper cover ① and corner cover ② on top of the upper door, then remove right hinge cover ③ and hinge cover ④, and block cover ⑤ on top of the cabinet.



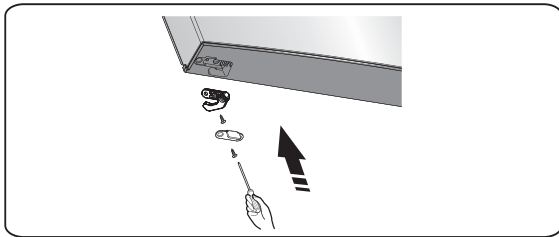
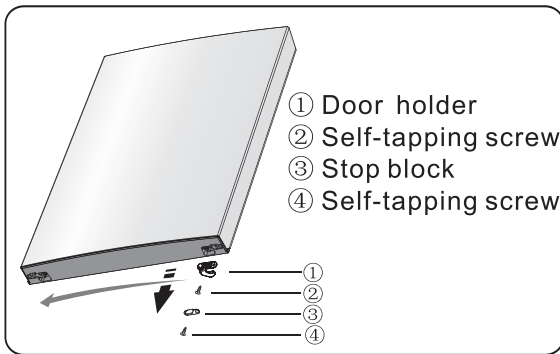
3. Remove the 2 screws which are used for fixing the right upper hinge part ⑥ (see the picture above).

**Caution!** Please hold the upper door by hand during step 3 to prevent the door dropping.

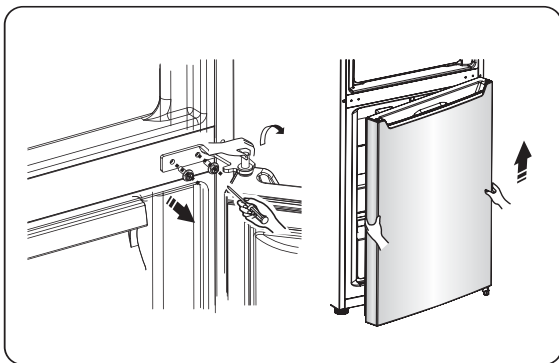
4. Remove the upper door from the middle hinge by carefully lifting the door straight up.



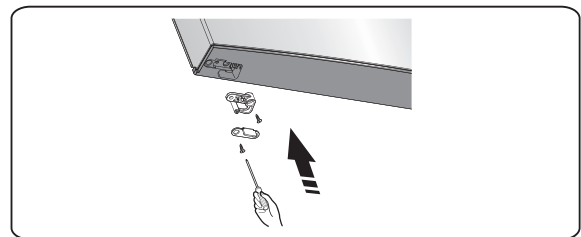
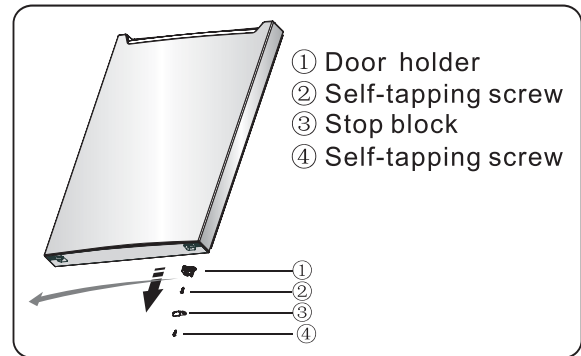
5. Place the upper door on a smooth surface with its panel upwards. Loose screw ④ and part ③, then loose screw ② and part ①. Install another stop block (in the plastic bag) to the left side with screw ②, then install part ③ with screw ④. Keep part ① into the plastic bag with the appliance for future reference.



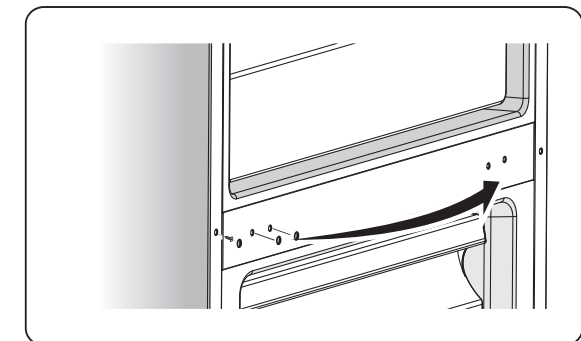
6. Loosen screws used to fix the middle hinge and remove middle hinge. Then remove the lower door.



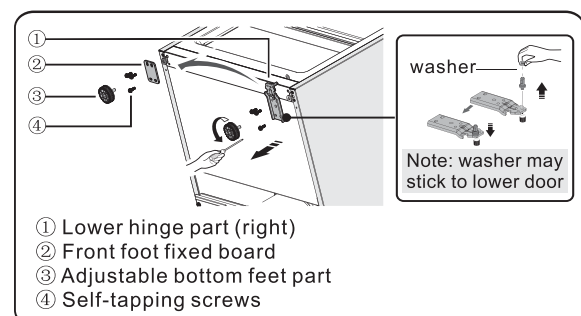
7. Place the lower door on a smooth surface with its panel upwards. Loose screw ④ and part ③, then loose screw ② and part ①. Turn part ① by 180° and install it with screw ②, then install part ③ with screw ④.



8. Change screw hole covers on middle cover plate from left to right (as shown in figure below).

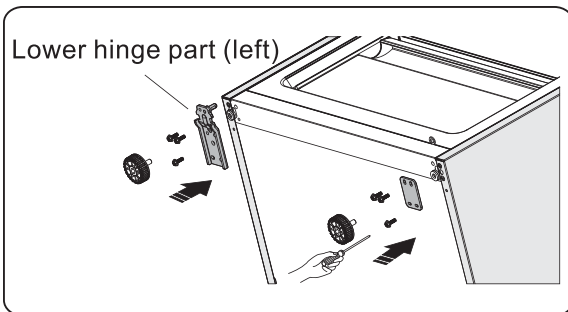


9. Tilt the refrigerator back and remove part ③ then loose screws ④. Remove part ② and part ①.

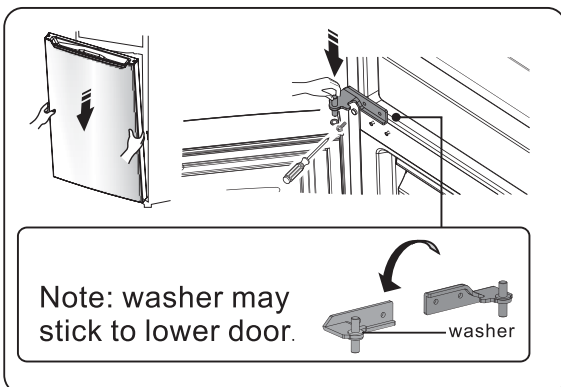


10. Screw out the lower hinge pin, change it to the opposite hole, tighten and then mount the washer (see the picture above).

11. Following step 9, change part ① to left and part ② to right and then fix them with screws ④. Finally install part ③.

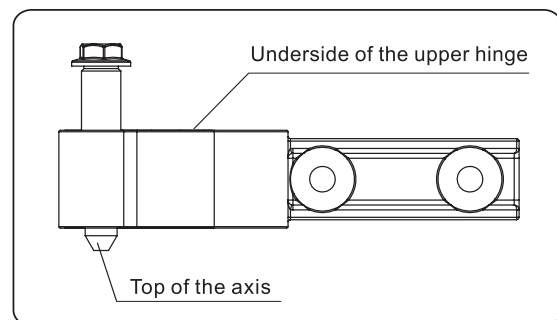
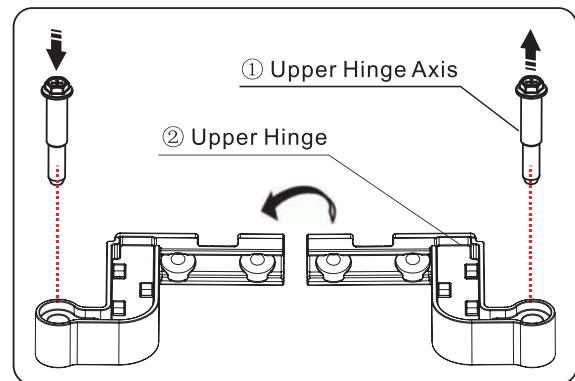


12. Move the lower door and adjust its position to align lower hole and upper hinge pin. Turn the middle hinge by 180°, change the washer on the pin to the upper side, adjust the middle hinge to the appropriate position and then install it.

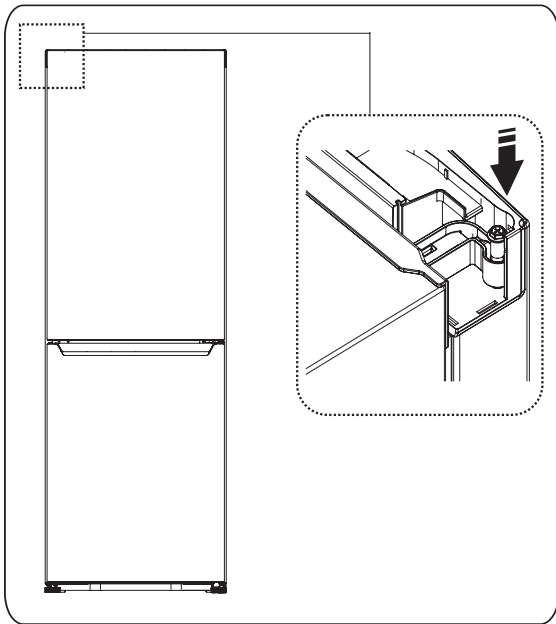


13. Screw out the upper hinge pins ①, turn the upper hinge ② over and fix the pins back on to it.

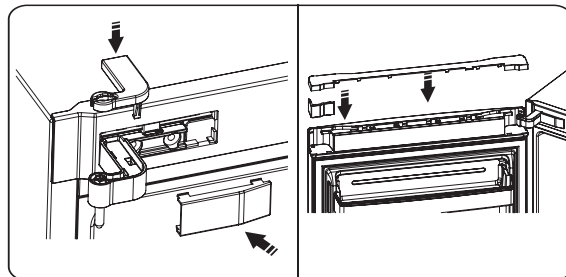
**Caution!** Ensure the hinge pins are fully tightened into position.



14. Move the upper door to an appropriate position, adjust upper hinge and upper door, then fix the hinge pin into the hinge hole. (Please hold upper door carefully when installing to avoid damage)



15. Assemble the cover to match the hinge.

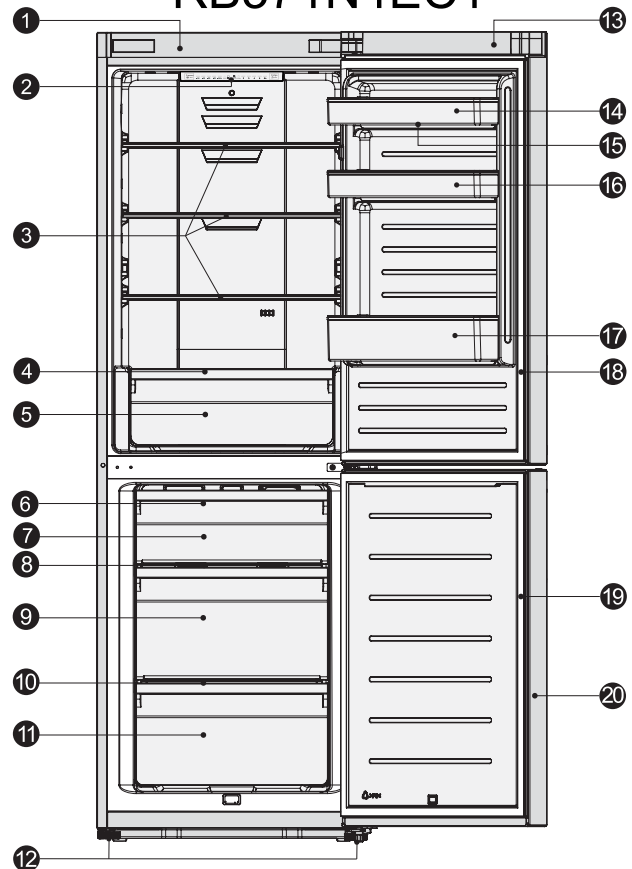


## Description of the appliance

1. Cabinet
2. LED light
3. Glass shelf
4. Crisper cover
5. Fruit and vegetables crisper
6. ice tray (inside)
7. Upper freezer drawer
8. Upper freezer glass shelf
9. Middle freezer drawer(huge box)
10. Middle freezer glass shelf
11. Lower freezer drawer
12. Adjustable bottom feet
13. Fridge door
14. Upper rack
15. Egg tray (inside)
16. Middle rack
17. Lower rack
18. Fridge door seal
19. Freezer door seal
20. Freezer door

### View 1 of the appliance

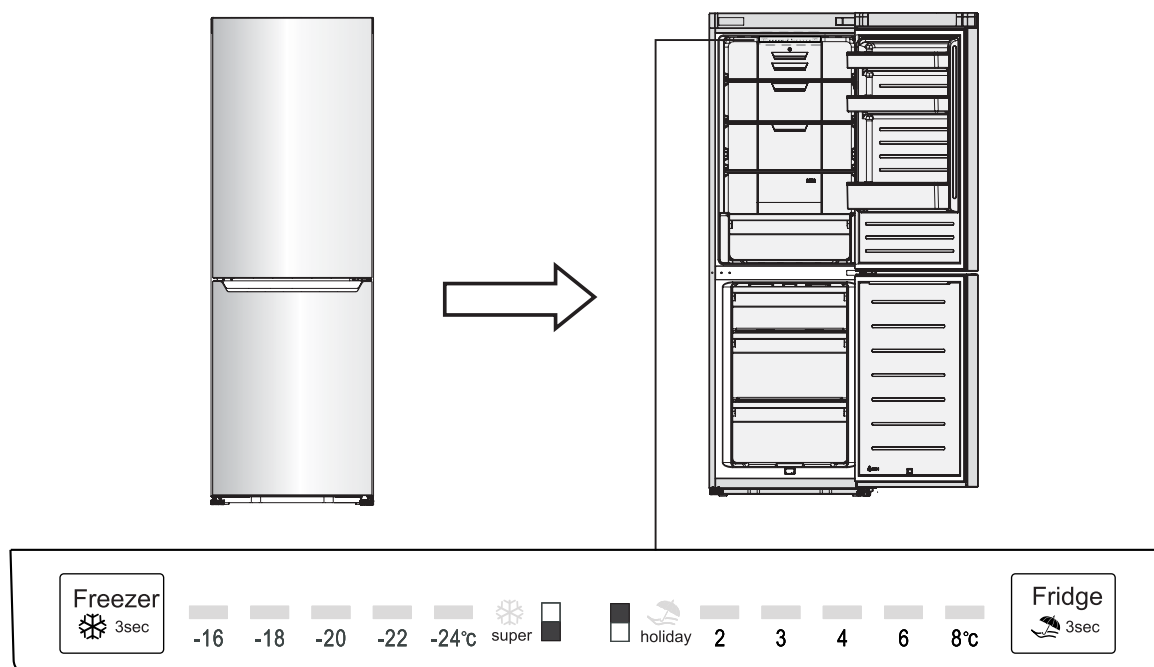
RB371N4EW1  
RB371N4EY1  
RB371N4EC1



**Note:** Due to unceasing modification of our products, your refrigerator may be slightly different from this instruction manual, but its functions and usage methods remain the same. To get more space in the freezer, you can remove drawers (except lower freezer drawer) and ice tray.

## Control panel

Use your appliance according to the following control guidelines. Your appliance has the corresponding functions as the control panels shown in the pictures below.




### Controlling the temperature

We recommend that when you start your refrigerator for the first time, the temperature for the refrigerator is set to 4°C and the freezer to -18°C. If you want to change the temperature, follow the instructions below.

**Caution!** When you set a temperature, you set an average temperature for the whole refrigerator cabinet. Temperatures inside each compartment may vary from the temperature values displayed on the panel,


depending on how much food you store and where you place it. Ambient temperature may also affect the actual temperature inside the appliance.

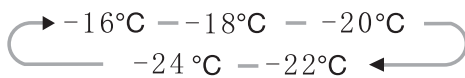
### 1. Fridge

Press the middle part of  button to set fridge temperature between 2°C and 8°C as needed, and control panel will display corresponding figures according to the following sequence.



## 2. Freezer

Press the middle part of  button to set freezer temperature between  $-16^{\circ}\text{C}$   $-24^{\circ}\text{C}$  and the control panel will display corresponding figures according to the following sequence.






## 3. Super Freeze



Super Freeze will quickly lower the temperature within

the freezer so food will freeze faster. This can lock in the vitamins and nutrients of fresh food and keep food fresh longer.



- Press the middle part of  button for 3 seconds to activate the super freeze function. The light  will come on.
- A full freezer will take around 24 hours to completely freeze.
- Super freeze automatically switches off after 26 hours .
- When the super freeze function is on, you can switch off super freeze function by


pressing the middle part of  button and the freezer temperature setting will revert back to the previous setting.

## 4. Holiday



If you are going to be away for a long period of time, you

can activate this function by pressing the middle part of  button for 3 seconds until the light  comes on.

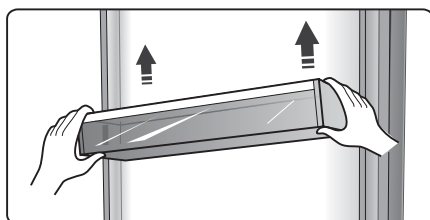
- When the holiday function is activated, the temperature of the refrigerator is automatically switched to  $15^{\circ}\text{C}$  to minimize the energy consumption. Important! Do not store any food in the fridge during this time.
- When the holiday function is on, you can switch it off by pressing the middle part of  button. The fridge temperature setting will revert back to the previous setting.

## Using your appliance

Your appliance is supplied with a number of accessories and this section describes how best to use them.

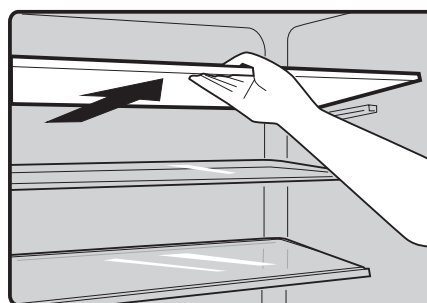
### Door rack

- It is suitable for the storage of eggs, canned liquid, bottled drinks and packed food, etc. Do not place too many heavy things in the racks.



### Shelf in Refrigerator chamber

- There are shelves in refrigerator chamber, and they can be taken out to be cleaned.



## Helpful hints and tips

### Energy saving tips

We recommend that you follow the tips below 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.

- 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.
- If the diagram shows the correct combination for the drawers, crisper and shelves, do not adjust the combination as this is designed to be the most



energy efficient configuration.

### **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, consuming more energy.
- Do cover or wrap the food, particularly if it has a strong flavor.
- Place food carefully so that air can circulate freely around it.

### **Hints for refrigeration**

- Meat (All Types) Wrap in polythene food: 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**

- When first starting-up or after a period out of use, let the appliance run at least 2 hours on the higher settings before putting 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 partially thawing the frozen food.
- Iced products, if consumed immediately after removal from the freezer compartment, will probably cause frost burns to the skin.

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

### **Hints for the storage of frozen food**

- 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.

## **Cleaning and care**

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

**Caution!** 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 control 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.

**Caution!**

-Don't use sharp objects as they are likely to scratch the surface.

-Don't 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. Wipe the inside of the fridge freezer with a weak solution of bicarbonate of 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.

Although this appliance automatically defrosts, a layer of frost may occur on the freezer compartment's interior if the door is opened frequently or kept open too long. If the frost is too thick wait until food stocks are low and proceed as follows:

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 thawing process.

2. When defrosting is completed, clean your freezer as described above.

**Caution!** Don't 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.

### **Door seal 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 seal with a mild detergent and warm water. Rinse and dry it thoroughly after cleaning.

**Caution!** Only after the door seals are completely dry should the appliance be powered on.

**Replacing the LED light:**

Warning: The LED light must not be replaced by the user. If the LED light is faulty, contact the customer helpline for assistance. To replace the LED light, the following steps can be used:

1. Unplug your appliance.
2. Remove light cover by pushing up and out.
3. Hold the LED cover with one hand and pull it with the other hand while pressing the connector latch.
4. Replace LED light and snap it correctly in to place.

## 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	Check whether the power cord is plugged into the power outlet properly.
	Check whether the "Power" function is on by pressing the "power" button for 1 second.
	Check the fuse or circuit of your power supply, replace if necessary.
	The ambient temperature is too low. Try setting the chamber temperature to a colder level to solve this problem.

Appliance is not working correctly	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.
Odours from the compartments	The interior may need to be cleaned.
	Some food, containers or wrapping cause odours.
Noise from the appliance	<p>The sounds below are quite normal:</p> <ul style="list-style-type: none"> <li>• Compressor running noises.</li> <li>• Air movement noise from the small fan motor in the fridge compartment or other compartments.</li> <li>• Gurgling sound similar to water boiling.</li> <li>• Popping noise during automatic defrosting.</li> <li>• 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> <li>• The back of appliance touching 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 in the 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> </ul>

The motor runs continuously	<ul style="list-style-type: none"> <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	Check that the air outlets are not blocked by food and ensure food is placed within the appliance to allow sufficient ventilation. Ensure that door is fully closed. To remove the frost, please refer to cleaning and care chapter.
Temperature inside is too warm	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.

## 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.

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

	Correct Disposal of this
	<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>

220-240v~, 50Hz, R600a ;

Hisense UK Ltd

First Floor, Unit 2, Meadow Court, Millshaw,

Leeds LS11 8LZ

For Service please call : 0844 346 0087

**Hisense**

life reimagined