

# OPERATING MANUAL

## ICE CREAM FREEZERS and GELATO - SCOOPING CABINETS





## THIS MANUAL COVERS THE FOLLOWING MODELS

|                      |              |                        |               |
|----------------------|--------------|------------------------|---------------|
| UDD 100 SCEL         | UDD 400 SCBL | UDR 7 SC               | UDR 24 FATİH  |
| UDD 200 SCEL         | UDD 100 SC   | UDR 8 SC               | UDR 30 FATİH  |
| UDD 300 SCEL         | UDD 200 SC   | UDR 6 SCE              | UDR 36 FATİH  |
| UDD 400 SCEL         | UDD 205 SC   | UDR 8 SCE              | UDR 12 KANUNİ |
| UDD 500 SCEL         | UDD 300 SC   | UDR 10 SCE             | UDR 18 KANUNİ |
| UDD 550 SCEL         | UDD 305 SC   | UDR 12 SCE             | UDR 24 KANUNİ |
| UDD 100 SCEBN        | UDD 400 SC   | UDR 14 SCE             | UDR 24 GALAXY |
| UDD 200 SCEBN        | UDD 405 SC   | UDR 16 SCE             |               |
| UDD 205 SCEBN        | UDD 500 SC   | UDR 18 SCE             |               |
| UDD 300 SCEBN        | UDD 505 SC   | UDR 5 SCEB             |               |
| UDD 305 SCEBN        | UDD 550 SC   | UDR 7 SCEB             |               |
| UDD 400 SCEBN        | UDD 555 SC   | UDR 3 SCE LEAN         |               |
| UDD 405 SCEBN        | UDD 600 SC   | UDR 5 SCE LEAN         |               |
| UDD 500 SCEBN        | UDD 605 SC   | UDR 7 SCE LEAN         |               |
| UDD 505 SCEBN        | UDD 800 SC   | UDR 8 SCE LEAN         |               |
| UDD 100 SCEBL        | UDD 805 SC   | UDR 7 SCE LEAN PREMIUM |               |
| UDD 200 SCEBL        | UDD 100 SCB  | UDR 8 SCE LEAN PREMIUM |               |
| UDD 300 SCEBL        | UDD 200 SCB  | UDR 7 SCE PREMIUM      |               |
| UDD 400 SCEBL        | UDD 300 SCB  | UDR 8 SCE PREMIUM      |               |
| UDD 500 SCEBL        | UDD 400 SCB  | UDR 6 SCE ANKA         |               |
| UDD 550 SCEBL        | UDD 500 SCB  | UDR 8 SCE ANKA         |               |
| UDD 100 SCEBNL       | UDD 550 SCB  | UDR 10 SCE ANKA        |               |
| UDD 200 SCEBNL       | UDD 100 SCE  | UDR 12 SCE ANKA        |               |
| UDD 205 SCEBNL       | UDD 200 SCE  | UDR 14 SCE ANKA        |               |
| UDD 300 SCEBNL       | UDD 300 SCE  | UDR 16 SCE ANKA        |               |
| UDD 305 SCEBNL       | UDD 400 SCE  | UDR 18 SCE ANKA        |               |
| UDD 400 SCEBNL       | UDD 500 SCE  | UDR 7 B                |               |
| UDD 405 SCEBNL       | UDD 550 SCE  | UDR 9 B                |               |
| UDD 500 SCEBNL       | UDD 200 SCN  | UDR 7 BI               |               |
| UDD 505 SCEBNL       | UDD 205 SCN  | UDR 9 BI               |               |
| UDD 200 SBK          | UDD 300 SCN  | UDR 7 D                |               |
| UDD 300 SBK          | UDD 305 SCN  | UDR 9 D                |               |
| UDD 400 SBK          | UDD 400 SCN  | UDR 7 DI               |               |
| UDD 500 SBK          | UDD 405 SCN  | UDR 9 DI               |               |
| UDD 550 SBK          | UDD 500 SCN  | UDR 12                 |               |
| UDD 600 SBK          | UDD 505 SCN  | UDR 24                 |               |
| UDD 400 SBKN         | UDD 100 SCL  | UDR 12 YAVUZ           |               |
| UDD 100 SBK EUTECTIC | UDD 300 SCL  | UDR 18 YAVUZ           |               |
| UDD 205 SBK EUTECTIC | UDD 600 SCL  | UDR 12 BARBAROS        |               |
| UDD 405 SBK EUTECTIC | UDD 200 SCNL | UDR 18 BARBAROS        |               |
| UDD 160 CK           | UDD 100 SCEB | UDR 24 BARBAROS        |               |
| UDD 200 CK           | UDD 200 SCEB | UDR 12 BEYAZID         |               |
| UDD 300 CK           | UDD 300 SCEB | UDR 18 BEYAZID         |               |
| UDD 400 CK           | UDD 400 SCEB | UDR 12 ERTUGRUL        |               |
| UDD 500 CK           | UDD 500 SCEB | UDR 18 ERTUGRUL        |               |
| UDD 600 CK           | UDD 550 SCEB | UDR 36 ERTUGRUL        |               |
| UCD 2240 SCE         | UDR 3 SC     | UDR 12 FATİH           |               |
| UCD 2240 SCEL        | UDR 5 SC     | UDR 18 FATİH           |               |

## INFORMATION

Dear Customer,

In order to use more efficiently your product, which was manufactured and quality controlled in Uğur Soğutma A.Ş. plants with great care, we kindly request you to read this manual carefully and completely before starting using your product, to keep it for further reference and to use your product according to the terms stated herein.

If you fail to use your product according to the rules and instructions contained in this manual and/or in case of any usage error, our Company shall not be anyway responsible from the breaking down of your product.

Dear Customer,

Points to consider within this manual are indicated under the headings WARNING, CAUTION, NOTE and SUGGESTION

These headings are defined according to the degree of importance and we kindly request you to read each of them carefully.

The information stated under headings WARNING, CAUTION, NOTE and SUGGESTION in this operating manual applies for all stages during the period of use of your product, including transportation and installation.

#### WARNING!

Contains information for preventing serious damages, which may lead the product out of use, to injury, loss of life and property while the product is in use.

#### CAUTION!

Contains information for preventing the errors, which may decrease the efficiency of your product or failures while the product is in use.

#### NOTE

Contains explanatory information while the product is in use.

#### SUGGESTION

Contains information that may be useful while the product is in use.

#### NOTE

It is at the discretion of the consumer to take action related to the food inside your device in case of any failure. Our company is not responsible from the deterioration of your foodstuff due to any failure or usage error.

Our products are manufactured for cold storage of foodstuff. Our company is not responsible for any damage that may occur in the products that are used for another purpose.

## TABLE OF CONTENTS

**A - Things that must be done before using your product and security warnings.**

**B - General appearance and technical specifications of your product**

**C - Installation of your product.**

**D - Using your product**

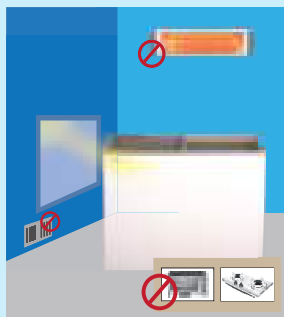
**E - Cleaning, maintenance and transportation of your product**

**F - Things that must be done before calling Authorized Service**

## A- THINGS THAT MUST BE DONE BEFORE USING YOUR PRODUCT AND SECURITY WARNINGS

### WARNING!

- Do not place your product to a place exposed to direct sunlight or influence area of the heat sources such as stove, radiator core, oven, cooker, radiant and infrared. Otherwise, this may cause performance decrease, damage of device or make it become dysfunctional. (Picture 1)
- Your product is set for operating at mains power of 220-240 Volt 50-60 Hz. Using your product with a different voltage may cause it become dysfunctional and fire. (Picture 2) Please check rating label on your device.
- Our company is not responsible for the failures and damages that may occur in case of using without grounding.
- Electrical installation must conform to national regulations. (Picture 3)
- There must absolutely be a residual current relay and a fuse in your electrical installation for preventing the risks of electrical shock and fire.
- Place the device in a damp-free place with unobstructed air circulation.
- You must clean inside your product before the first use.
- After placing your device in its place, wait for 3 or 4 hours without moving it before starting using.
- Pack your foodstuff airtight before placing them into your product for preventing them losing their tastes and not getting dry.
- In case of prolonged blackouts, do not open the door of your products for preventing heat loss. If you do not use your device or leave it empty for a short time, do not unplug it for saving energy. Otherwise, more energy will be consumed for retooling your product.
- In products, the doors of which are left opened or opened and closed continuously, frost deposit will increase and no cooling operation will be carried out. Thus open the doors only when needed. Make sure that the doors are closed if not required.
- Unplug your product in case of sudden blackouts. For starting again, plug in your product 10 minutes after the electricity is supplied. High voltage occurring at the moment of electricity supply may cause damage of your cabinet and fire.
- Do not allow wild animals and pets to enter into your product or walk around it. It may damage your product or cause death and injury of the animals. Furthermore, wild animals and pets may cause fire by giving harm to the electrical installation.



PICTURE 1



PICTURE 2



PICTURE 3

## A- THINGS THAT MUST BE DONE BEFORE USING YOUR PRODUCT AND SECURITY WARNINGS

### WARNING!

- Your device does not have any sterilizing effect on the microorganisms. Therefore it is necessary that the foodstuff you place into your product must conform to the hygiene standards and packaged. Otherwise, microorganisms reproducing in foodstuff may pose a threat for your health.
- When you place packages, which are not packed, properly packed and cause leakages to your product, liquid leaks from the foodstuff may cause corrosion on the metal parts of your freezer, gas leakage at the pipes, yellowing on the plastic parts, cranks and disappearance of these hygiene conditions, odour formation and reproduction of the microorganisms that may pose a threat for your health.
- Place the foodstuff to be placed into your device after checking their expiry dates.
- Do not use your foodstuff in your product until their expiry dates. Defrost and use foodstuff with close expiry dates. Otherwise expired food may cause poisoning.
- Never place hot foodstuff into your device for cooling or freezing purposes. Keep it under room temperature and cool in the refrigerator.
- Do not use any object other than the plastic ice shaver supplied with your product for shaving the ice. Otherwise, if you use sharp, pointed and metal objects, you may damage internal wall of your product. Furthermore, this situation may lead to gas leakage.
- Do not ever pour water or any other liquid for defrosting in your device; never clean with steam cleaning devices. It may cause damage on your device or electric shock.
- Do not ever use a thermal source (electric heater, heater etc.) for accelerating defrosting in your device. These heaters may damage plastic parts of your freezer.
- The product you've purchased is designed and manufactured for storing frozen food only. Please do not use for other purposes. Our company shall not be responsible from the damage on the products that are used for purposes other than these.
- Your device is designed for using at indoor places. Do not use your product at outdoor places.
- Do not place materials that must not be frozen into your device. Do not use your product for defrosting frozen food.
- Device installation, placement, maintenance and cleaning must be done as stated in the manual. Do not apply anything contrary to the manual. In case of any damage that may happen in your device as the result of such use, warranty conditions will be invalid.
- Care must be taken for the products with glass doors as hitting them with a sharp, pointed object or contacting them with a very hot substance may cause them broken.
- Place your device onto a flat surface with no slope in order to prevent sliding or tilting of your device.
- Operate your device only in usage position.
- Do not expose your device to direct sunlight.
- Carry and store your device at normal using position only in order to protect it from damages. Actions in contrary may cause loss of the warranty rights.
- For preventing frost depositing in your product and high sweating on its glass, make sure that the discharge plug is closed.

## A- THINGS THAT MUST BE DONE BEFORE USING YOUR PRODUCT AND SECURITY WARNINGS

### NOTE

It is at the discretion of the consumer entirely to take action related to the food inside your product in case of any failure. Our company is not responsible from the deterioration of your foodstuff due to any failure or usage error.

The product you have purchased has been designed for storing frozen food used for commercial purposes.

Check your product if there are any failures or not immediately after receiving the product you've purchased. If there is any damage, contact to your seller within 24 hours.

In order to use your product efficiently and safely, please read this manual entirely before starting using your product and keep it as a source of reference. You can find updated version of the operating manual from our web site [www.ugur.com](http://www.ugur.com) or from our authorized services.



This product contains (WEEE) classification symbol, which indicates electric and electronic hardware. Accordingly, the user must conform to 2012/19/EU European Directive for recycling in order to minimize the environmental impact of the relevant product.

When you intend to throw your product to garbage or to allocate it as scrap, please contact to Authorized Services for learning necessary information. Your device must be definitely delivered to local WEEE disposal institutions in such cases.

The pictures shown in this manual are representative only and may vary depending on the model. Since the specifications stated in this manual include all options, some of them may not be present at your product.

## A- SECURITY WARNINGS

### WARNING!

- The products mentioned in this manual are designed and manufactured under control according to national and international security norms.
- Following rules must be followed for a safe and secure use.
- Check that your outlet is suitable for the operation of your product. Always use your product with grounded socket. Make sure that electrical installation of your building is convenient. Do not use displaced and loose outlets.
- Do not ever use your product with extension cord or power strip.
- Always follow the instructions in this manual while replacing the bulb. The power of the bulb to be replaced is indicated on the product declaration name label, on the label just under the lamp and in this manual. Canopy lamps must only be made by Authorized Service..
- Lamp replacement for the lightings must only be made by Authorized Service.
- If power cable is damaged, its replacement must only be made by Authorized Service.
- Please call Authorized Service if you have any doubt about the electrical connection while your product is running.
- Always pull the plug of your product by holding it from the plug-head. Never pull the power cord.
- Do not remove any external protective cover that is not stated in this manual. You may access electrical parts posing threat to life if the external protective covers are removed.
- Never use pressurized water for cleaning. Pressurized water may cause damage in live parts.
- Do not handle the electrical issues by yourself. Do not forget that safety comes first.
- Never plug and operate a damaged (such as transportation damage) product. Always call an **Authorized Service**.
- Always consider maximum loading capacity while loading your product with frozen food. Do not exceed the loading line indicated in your product.
- Do not place defrosted products into your product again.
- Replacement for the live parts must only be made by Authorized Services.
- Always store packaging materials of your product out of reach of children. Packaging materials (nylon, styrofoam etc.) may pose danger for children.
- The product you've purchased must not be used by physically (visual, audial) or mentally handicapped people, children and people with inadequate knowledge without surveillance of a person responsible for their safety. Children must be guarded while using the product and it must be ensured that they are not playing with the product.
- Do not use any material and metal that are not recommended by the manufacturer while defrosting. You may damage cooling parts.
- Do not damage cooling cycle components.
- Do not anyway use the products/materials, which are not recommended by the manufacturer company inside and outside the cabin.
- Make sure that the intervention to be made to your product is certainly made by an Authorized Service.
- Do not carry, move your product under any circumstance while it is plugged in.
- Never carry out servicing and repair operations on your product while it is plugged in.
- Substances such as aerosol cans with flammable propellant must not be stored in this product.
- Always abide positioning rules of your product. Not abiding shutter and grill layouts may cause fire danger.

## A- SECURITY WARNINGS

### CAUTION!

Please check the refrigerant gas written on your product label.

**Following 5 clauses cover the products containing R600a and R290 Hydrocarbon gas.**

Do not obstruct the ventilation holes on the device cover or body.

Mechanical tools and other apparatus, other than the ones recommended by the manufacturers, must not be used for accelerating defrosting.

Cooling circuit must not be damaged.

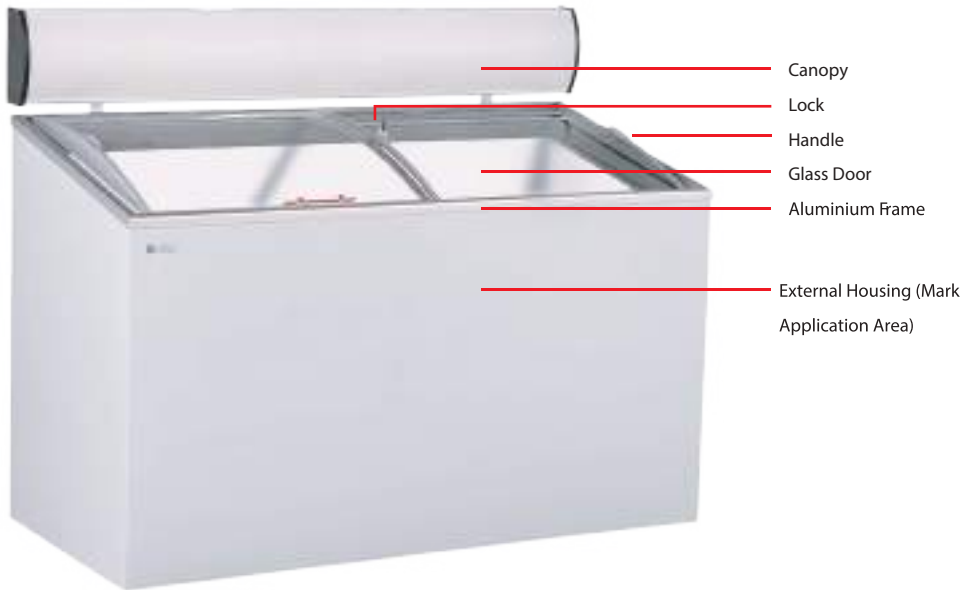
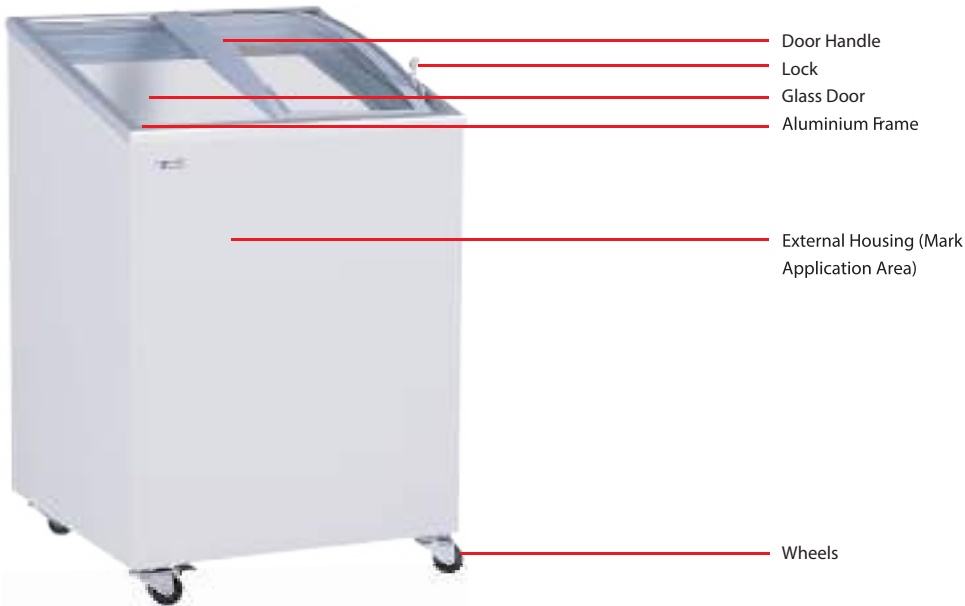
Electrical devices must not be used inside the food storage section of the device unless the models recommended by the manufacturer.

Installation of this device must be only made by Authorized Service for reducing flammability dangers.

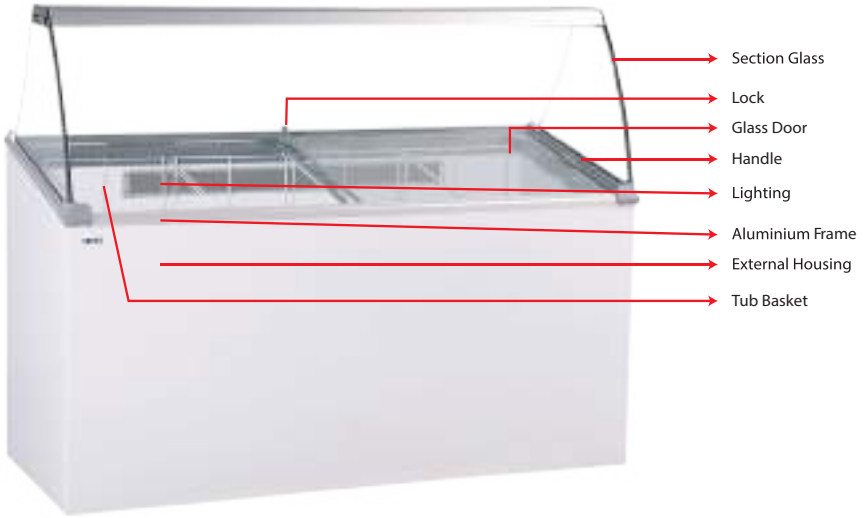
### WARNING!

If your product is damaged or not working properly, please unplug it from the wall outlet. Transfer the foodstuff inside of it to a convenient place and call the nearest Authorized Service.

B- GENERAL APPEARANCE OF YOUR PRODUCT



## B- GENERAL APPEARANCE OF YOUR PRODUCT



### NOTE

**Energy consumption test standard in commercial type products is EN23953-2.**

**Technical specifications of the products are stated on the labels of the product. Uğur Soğutma A.Ş. reserves the right to change technical specifications of the products without any notice.**

## C- INSTALLATION OF YOUR PRODUCT

### Selecting the place of installation

The operating environment of the product is very important for the smooth operation of your product. While selecting the operating environment,

Do not place your product exposed to outdoor environment (on the street, avenue, etc.).

Be careful for not obstructing lower shutter of the product with materials such as cardboard, box etc. for a proper cooling. (Picture 4)

Place the product at least one (1) meter away from heat resources (stove, radiator, electric heater etc.). (Picture 5)

Do not place it opposite to the air conditioner chutes, under fans and direct door and window openings. (Picture 6)

Do not expose to direct sunlight. Operation ratio will increase if sunlight comes to your product's glass. That means an increase in the energy consumption.

Air intake and outlet must absolutely be fluent and free for proper operation of the compressor section of your product.

While approaching your product to the wall, be careful that there is a gap of 150 mm (15 cm) between the wall and back of your product.

### WARNING!

In very humid environments, ensure that floor and wall of the place where the device is located, is not affected by water; against discharge water overflow danger.

In installations performed by Authorized Service, Authorized Service shall inform the consumer on the suitable place for installation and make suggestion, but the consumer shall give the final decision on where the installation will be made. This above mentioned process shall also be stated on the relevant installation form by Authorized Service. In all case of any loss arising from the place of installation of the product according to the final decision given by the consumer, responsibility related to such loss shall belong to the consumer.

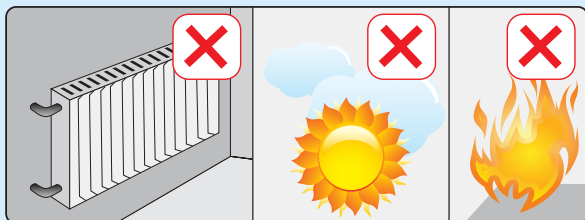
Your product gives the best cooling performance according to the climate condition under the conditions given below. Therefore, be careful that the temperature of the environment where your product will operates at these levels. The ambient temperature should not exceed the specified values in table.

| Climate Class | Temperature Range | Humidity |
|---------------|-------------------|----------|
| Class 3       | 25°C              | %60 Rh   |
| Class 4       | 30°C              | %55 Rh   |
| Class 5       | 40°C              | %40 Rh   |
| Class 7       | 35°C              | %75 Rh   |

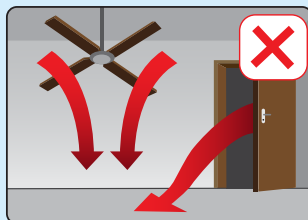


PICTURE 4

Climate Class of your product is indicated on the technical specification label on the product.



PICTURE 5



PICTURE 6

## C- INSTALLATION OF YOUR PRODUCT

### Positioning

Possible placement positions:

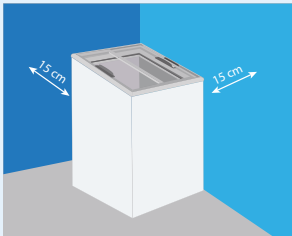
1- In a way that the back side alone is opposite to the wall; be careful that there is a gap of 150 mm (15 cm) between the wall and your product. (Picture 7)

2- In a way that is place to a corner; when you place it to a corner, leave a gap of 150 mm (15 cm) behind. You can lean the side, corresponding to the corner, to the wall.

The most important point to be considered in all cases of product placement is not to obstruct ventilation of the compressor assembly.

Without exposing your product to any slope, place and operate it in a manner that it is on its feet or wheels.

The freer the compressor assembly ventilation is, the better the device will run.



PICTURE 7

## C- INSTALLATION OF YOUR PRODUCT

### Installation

Before positioning, remove and disassemble all packaging materials and bottom wooden pallet of the product. (It may be necessary to lift your device for removing the bottom pallet).

Insert the replacement parts inside your product according to the installation instructions. Only use genuine spare parts. Please consult to salesperson for minimum period during which spare parts, are available.

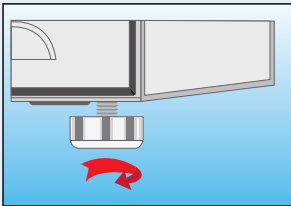
Inauthentic spare parts may constitute danger for you and damage your product.

Place the product anywhere you desire. Consider the placement rules written in the manual while positioning the product.

Balance your product in width and in depth by means of a water gauge.

Please perform optional balancing operation by means of the adjustable feet (optional) at the bottom front of your product. (Picture 8)

In models with wheels (optional), wheel brake (optional) must be locked or if there is no wheel brake, it must be guaranteed that the device will not move after the positioning of the product.



PICTURE 8

## C- INSTALLATION OF YOUR PRODUCT

### Electric Connection Rules

The product will start when you insert the plug into the outlet as shown in picture 9.

#### WARNING!

It is forbidden to insert the plug into multiple socket and to use extension cord. (Picture 10)

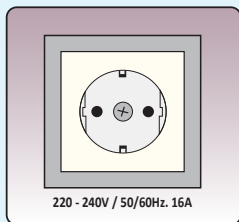
There is no separate on-off switch on your product.

Do not contact the cables of your product, which are connected to the mains, to hot surfaces.

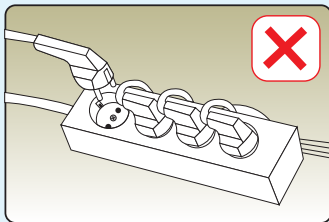
The outlet you will use must be grounded. Furthermore, the outlet to be used must have the resistance of at least 10-16 A and be protected with a suitable fuse. Definitely take assistance from our technical service or a competent electrician with regards to the fuse that should be present on the mains where the outlet is connected.

Mains voltage and frequency must be same with the value written on the label inside your product. If your mains voltage is extremely below or above the value indicated, definitely supply demanded voltage by using a voltage regulator. You can get assistance from an expert electrician with this regard.

Do not place your product's cord onto passageways. This may cause you to get injured and damage your cooler. (Picture 11)



PICTURE 9



PICTURE 10



PICTURE 11

## D- USING YOUR PRODUCT

### Start-up

#### WARNING!

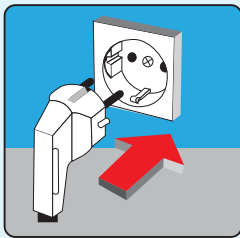
This operating manual applies for various device models. Hardware scopes of the models may vary. There may be differences in the pictures.

Clean inside and all accessories of your product before the first start up.

If your product has been shaken so much during the transportation and positioning, wait for one (1) hour without running it. Thus, the compressor oil, which may enter into the system, will return back. You may damage the compressor if you run it without considering this.

Insert your product's plug into an outlet with alternative current of 220-240V/50-60 Hz only, which has been installed according to the regulations. (Picture 12)

You will hear a slight sound from the compressor when your product is running.



PICTURE 12

### Setting Internal Temperature of Your Device

Internal temperature of your device has been factory set in a manner that it will protect your food without causing them spoiled.

The thermostat of your product is located at the compressor section and it can be set to the desired level only by the Authorized Service if requested (except the models with digital thermostat)

When you run your product at factory set value, you get the best result in terms of both the performance and energy consumption.

Run your device empty for at least three (3) hours. Therefore inside of your product will be cooled down in the best way.

#### NOTE

**Internal temperature of your product can be set between -18°C to -23°C (It can be set only by Authorized Services.).**

## D- USING YOUR PRODUCT

### Loading foodstuff to your product

You can load your foodstuff after running your product empty for three (3) hours (If your product is a thermometer installed model, you can control internal temperature of your product from here.)

#### WARNING!

Before loading your device with foodstuff, run your cooler empty for three (3) hours.

Do not load your product with food over the loading line.

### Defrosting

Your product has manual defrost.

If there is excessive frost deposit on the walls of your device, this will lead decrease in the cooling capacity and increase in energy consumption.

Clean the walls with frost deposit by means of a frost shaver supplied with the device without damaging the walls.

If the frost deposit and its thickness are high, place the products inside of your device to another suitable environment that prevents them to get spoiled.

Unplug your product. Frost deposit generally melts in two (2) hours.

Place a container at water discharge for preventing the melted ice waters to damage the floor.

After defrosting operation, wipe internal walls with a dry cloth to make sure that they are not wet.

Run your device empty again for three (3) hours and wait for it to cool down. Then you can place your foodstuff in it.

## D- USING YOUR PRODUCT

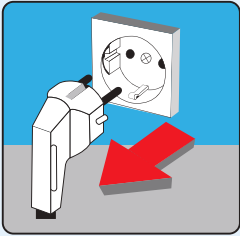
### Shutting down your product

Transfer the foodstuff inside your product to a convenient place.

Unplug your product. (Picture 13)

If your product will not be used for a long time, apply following considerations;

Clean your product. Otherwise the humidity on the wall may cause darkening of the internal surface.



PICTURE 13

### WARNING

**If your product will be stored at an indoor place after shutdown;**

Do not cover it with plastic sheets. Plastic will cause smell and sweating of your product as it does not breathe. Corrosion may be seen as the result of sweating.

Smell formation may occur in cases where you fail to store your product with the door open.

## E- CLEANING, MAINTENANCE AND TRANSPORTATION OF YOUR PRODUCT

### CLEANING

Cleaning of your device is composed of two stages, which are the internal cleaning and external cleaning. Following warnings must certainly be abided before start cleaning.

#### WARNING!

Unplug your product before every cleaning.

Always wear protective gloves during cleaning and maintenance. This will protect you from injuries.

Never use abrasive and scratching substances (flammable and sparkling, solvent like gasoline, thinner, acid) as cleaning agents. Never use flowing and pressurized water for cleaning.

### Internal cleaning

Transfer the foodstuff inside your product to a convenient place.

Before the internal cleaning, wait until the temperatures of the internal parts of your product reaches to the ambient temperature.

Always wear protective gloves during cleaning and maintenance. This will protect you from injuries.

Remove the accessories from inside.

Perform cleaning with a soft cotton cloth and warm soapy water or by using the cleaning agents recommended by Authorized Service.

Dry with a dry cotton cloth. Products, which are not dried, may darken in time.

Make sure that no wet or humid area is left in the internal section after cleaning.

You can reload your product three (3) hours after running your product as stated in this manual.

### External cleaning

Clean with a cotton cloth and warm soapy water.

Prevent penetration of cleaning water into the front control panel and lighting section while cleaning.

Clean the door gasket by using clean soapy water only.

## E- CLEANING, MAINTENANCE AND TRANSPORTATION OF YOUR PRODUCT

### Transportation of your product

Unplug your product from the grounded outlet.

Carry out defrost operation.

Carry your product at normal using position. Do not carry vertically, tilted or with the door open.

Protect your product from the impacts while carrying. Do not carry your product when it is plugged in or full.

In order not to cause any accident or for preventing the product to get damaged by falling or sliding, secure your product to the vehicle during the transportation.

#### NOTE

**Pay attention to the following considerations if you do not use your product for reasons such as vacation, trip etc.**

**If you do not use it for a short time:**

**Leave your product in operating state.**

**If you do not use it for long time and want to shut it down:**

**Consume the foodstuff inside your product and empty it.**

**Unplug the power cord from the outlet.**

**Apply defrost and internal cleaning steps in this manual.**

**Dry inside of the product thoroughly. Darkening may occur in the product which is not dried.**

**Leave the product door open.**

## F- THINGS THAT MUST BE DONE BEFORE CALLING AUTHORIZED SERVICE

### Troubleshooting

The failures and solutions stated in this section can be performed easily by yourselves and always consult to an Authorized Service if these suggestions do not solve your problem.

#### CAUTION!

- Intervention to any failure that may occur in your product must be carried out by Authorized Service.
- Any intervention that may be done by you may harm you, your employee or customer, invalidate the product guarantee and cause material damage (fire etc..).  
In case of any failure, consult to Authorized Service.
- Please consult to salesperson for the minimum duration of the guarantee of the freezer.
- Consult your salesperson to order spare parts.

| Troubleshooting                                                              | Possible Cause                                                                                                                                                                                                                                                      | Result.                                                                                                                                                                                                           |
|------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Freezer is not working. (No sound or only fan sound comes from the product.) | It may be due to the thermostat<br>Not plugged in. The fuse may be blown or broken down.<br>Condenser lamella may be obstructed or get dirty.                                                                                                                       | It will run again when reached to the suitable temperature.<br>Insert the plug properly.<br>Consult to an Authorized Service.                                                                                     |
| Device internal temperature is high.                                         | External ambient temperature is very high or wrong thermostat setting.<br>Very close to the back wall, ventilation shutters are obstructed or it's front is prevented<br>It may have been exposed to excessive external wind.<br>Condenser lamellas are very dirty. | Move the freezer to a place where the external temperature is lower.<br>Adjust to the stated gap.<br>Clean in front of the ventilation shutters.<br>Prevent the wind.<br>Please consult to an Authorized Service. |
| Device internal temperature is very low.                                     | Wrong internal thermostat setting.                                                                                                                                                                                                                                  | Please consult to an Authorized Service.                                                                                                                                                                          |
| High degree of sweating on the glass and inside the device.                  | Water discharge hole may be obstructed when sweating is seen inside the cabin.<br>In glass sweating on the other hand, current external ambient humidity is over 65%.                                                                                               | Clean water discharge hole. With regards to the high humidity, you can move your freezer to an environment with less humidity.                                                                                    |
| Bad smell coming from the bottom part of the freezer.                        | Maybe discharge filled with water.                                                                                                                                                                                                                                  | Lower water discharge tray is dirty.                                                                                                                                                                              |











**Head Office:**

Yeni Sanayi Mahallesi Devlet Karayolu  
Caddesi No: 127/C Nazilli - AYDIN TURKEY  
**Tel:** 0.256 316 10 00 **Fax:** 0.256 316 10 31

**Marmara Region Headquarters:**

Mahmutbey Mahallesi 2534 Sokak No:9A  
Bağcılar - İSTANBUL TURKEY  
**Tel:** 0.212 624 32 28 **Fax:** 0.212 541 96 36  
[ugur@ugur.com.tr](mailto:ugur@ugur.com.tr) [www.ugur.com](http://www.ugur.com)

**A1304000018**

