



## **Frost Free Built-In Freezer**

Instruction of use



BFFD3577

# Please read these instructions first before using your appliance

Thank you for choosing a **Beko** appliance.

Please take some time to read this user manual before using your appliance, to ensure you know how to safely operate the controls and functions. Carefully follow all unpacking and installation instructions to ensure the appliance is correctly connected and fitted prior to use.

Please write your product model and serial number on the last page of this user manual, and store in a safe location close to the appliance for easy future reference. This user manual may also be applicable for several other models. Differences between models will be listed.

If you have any questions or concerns, please call our Customer Service Team or find help and information online at [www.beko.co.uk](http://www.beko.co.uk).

## Explanation of symbols used throughout this User Manual



- The terminal in the plug is marked with the symbol.



- The freezer compartment is marked with the symbol.



- Some installation steps in furniture are marked with the symbol of attention.



- Important information or useful usage tips.



- Symbol for waste electrical and electronic equipment.



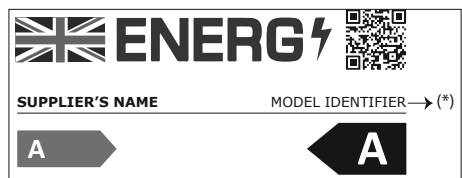
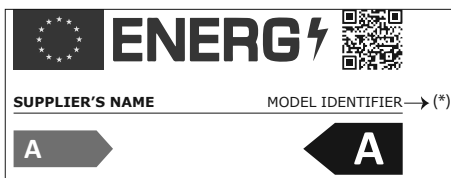
### **WARNING!**

In order to ensure a normal operation of your refrigerating appliance, which uses a completely environmentally friendly refrigerant the R600a (flammable only under certain conditions) you must observe the following rules:

- Do not hinder the free circulation of the air around the appliance.
- Do not use mechanical devices in order to accelerate the defrosting, others than the ones recommended by the manufacturer.
- Do not destroy the refrigerating circuit.
- Do not use electric appliances inside the food keeping compartment, other than those that might have been recommended by the manufacturer.

### Information

The model's technical information can be retrieved by scanning the QR code on the Energy label and proceeding to the website entering the model identifier.



# CONTENTS

---

## **1 Your refrigerator** **4**

## **2 Warnings** **5**

Electrical requirements.....	6
Warning! This appliance must be earthed.....	6
Energy saving tips .....	6

## **3 Installation** **7**

Disposing of the packaging .....	7
Disposing of your old appliance .....	7
Placing and Installation .....	7
Transportation instructions.....	7
Installation instructions.....	8
Reversing the door .....	9

## **4 Before operating** **10**

Final Check .....	10
-------------------	----

## **5 Operating the product** **11**

Control Panel .....	11
Storing Frozen Food .....	11
Freezing Fresh Food .....	12
Making ice cubes .....	12
Defrosting.....	12

## **6 Maintenance and cleaning** **13**

## **7 Do's and Don'ts** **14**

Problem solving .....	15
-----------------------	----

### **Standard manufacturer guarantee terms and conditions.....16**

### **Built-in appliances guarantee terms and conditions.....17**

### **Parts guarantee terms and conditions.....18**

### **How to obtain service.....19**

#### **Recycling**



This product bears the selective sorting symbol for waste electrical and electronic equipment (WEEE).

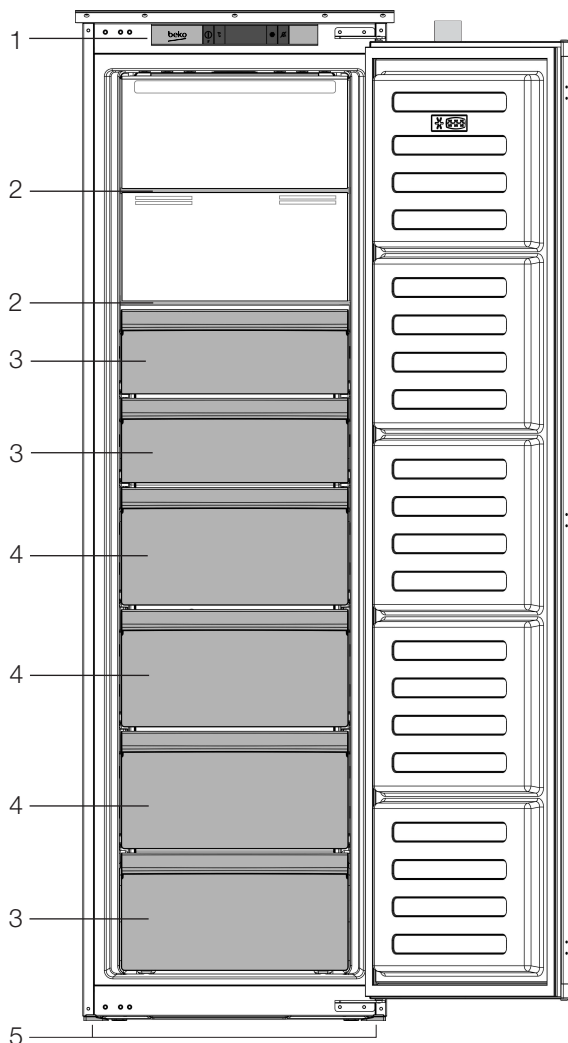
This means that this product must be handled pursuant to European Directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.

For further information, please contact your local or regional authorities.

Electronic products not included in the selective sorting process are potentially dangerous for the environment and human health due to the presence of hazardous substances.

# 1 Your refrigerator

Congratulations on your choice of a **Beko** quality Appliance which has been designed to give you service for many years.



1. Control Panel
2. Cabinet Shelves
3. Standard drawers
4. Extra-large drawers
5. Front feet

**i** Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

## 2 Warnings

---

- Do not connect your appliance to the electricity supply until all packing and transit protectors have been removed.
- If transported horizontally leave to stand upright for at least **4** hours before switching on to allow compressor oil to settle.
- If you are discarding an old refrigerator with a lock or latch fitted to the door, disable the lock/latch, ensure that it is left in a safe condition to prevent the entrapment of young children.
- This freezer must only be used for its intended purpose i.e. the storing and freezing of edible foodstuff.
- Do not dispose of the appliance on a fire. At **Beko**, the care and protection of our environment is an ongoing commitment. This appliance which is among the latest range introduced is particularly environment friendly. Your appliance contains non CFC / HFC natural substances in the cooling system (called R600a) and in the insulation (called cyclopentane) which are potentially flammable if exposed to fire. Therefore, take care not to damage, the cooling circuit / pipes of the appliance in transportation and in use. In case of damage do not expose the appliance to fire or potential ignition source and immediately ventilate the room where the appliance is situated.
- We suggest you contact your local authority for disposal information and facilities available.
- See 'Installation instructions' on page **8** for information on suitable location.
- To obtain the best possible performance and trouble free operation from your appliance it is very important to carefully read these instructions.
- On delivery, check to make sure that the product is not damaged and that all the parts and accessories are in perfect condition.
- Ensure that the plug remains readily accessible. Do not use multiple adapter or extension cable.
- Failure to observe these instructions may invalidate your right to free service during the guarantee period.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- We suggest you keep these instructions in a safe place for easy reference.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Children should be supervised to ensure that they do not play with the appliance.

## Electrical requirements

Before you insert the plug into the wall socket make sure that the voltage and the frequency shown on the rating plate inside the appliance corresponds to your electricity supply. Rating label is on the left hand side of freezer inner liner. We recommend that this appliance be connected to the mains supply via a suitable switched and fused socket. The appliance must be positioned so that the plug is accessible.

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


Should the mains lead of the appliance become damaged or should it need replacing at any time, it must be replaced by a special purpose made mains lead which can only be obtained from a **Beko** authorised service agent.

## Warning! This appliance must be earthed

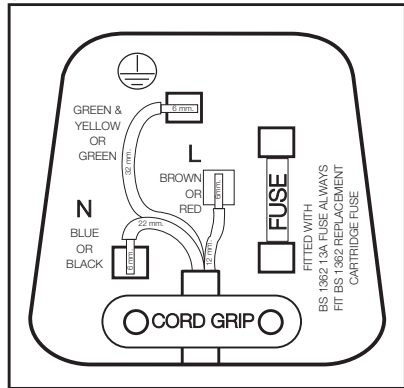
If the fitted moulded plug is not suitable for your socket, then the plug should be cut off and an appropriate plug fitted. Destroy the old plug which is cut off as a plug with bared cord could cause a shock hazard if inserted into a socket elsewhere in the house. The moulded plug on this appliance incorporates a 13A fuse. Should the fuse needs to be replaced an ASTABEAB approved BS 1362 fuse of the same rating must be used. Do not forget to refit the fuse cover. In the event of losing the fuse cover the plug must not be used until a replacement fuse cover has been fitted. Colour of the replacement fuse cover must be the same colour as that visible on the pin face of the plug. Fuse covers are available from any good electrical store.

### Important! Fitting A Different Plug

As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug proceed as follows (see diagram):

1. Connect the green-yellow or green (Earth) wire to the terminal in the plug marked 'E' or with the symbol  or coloured green and yellow or green.
2. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.
3. Connect the brown (Live) wire to the terminal in the plug marked 'L' or coloured red.

With alternative plugs, a 13A fuse must be fitted either in the plug or adaptor or in the main fuse box. If in doubt, contact a qualified electrician.



## Energy saving tips

1. Ensure your appliance is installed in a well ventilated area.
2. Ensure the time between buying chilled/frozen food and placing them in your appliance is kept at minimum, particularly in summer. We recommend you use a cool bag or a special carrier bag to carry perishable food.
3. Do not leave the door (s) of your appliance open longer than necessary and ensure they are closed properly after each opening.
4. Energy consumption of this appliance is measured while freezer compartment is loaded without use of top shelf lid and the drawers except the bottom drawer. It is advised that freezer compartment is loaded without use of drawers except the bottom drawer in order to achieve maximum loading capacity.

### 3 Installation

#### Disposing of the packaging

The packing materials may be dangerous for children. Keep the packing materials out of the reach of children or dispose of them by classifying them in accordance with the waste instructions. Do not dispose of them along with the normal household waste.

The packing of your refrigerator is produced from recyclable materials.

#### Disposing of your old appliance

Dispose of your old refrigerator without giving any harm to the environment.

- You may consult your authorised dealer or waste collection center of your municipality about the disposal of your refrigerator.

Before disposing of your refrigerator, cut off the electric plug and, if there are any locks on the door, make them inoperable in order to protect children against any danger.

#### Placing and Installation

1. Install your appliance to a place that allows ease of use.
2. Keep your appliance away from heat sources, humid places and direct sunlight.
3. There must be appropriate air ventilation around your appliance in order to achieve an efficient operation.
4. Do not operate this appliance unless installed in furniture (The appliance should be located on a smooth surface).

**WARNING:** Do not locate extension sockets or charging transformers/ power supplies or Lithium-Iron battery operated products adjacent to the compressor as they could overheat.

#### Transportation instructions

1. The appliance should be transported only in a vertical upright position. The packing as supplied must be intact during transportation.
2. If during the course of transport the appliance has to be transported horizontally, it must only be laid on its right hand side when standing in the front of the appliance. After bringing it to upright position, it must not be operated for at least **4** hours to allow the system to settle.
3. Failure to comply with the above instructions could result in damage occurring to the appliance. The manufacturer will not be held responsible if these instructions are disregarded.
4. The appliance must be protected against rain, moisture and other atmospheric influences.
5. When positioning your appliance take care not to damage your flooring, pipes, wall coverings etc. Do not move the appliance by pulling by the door or handle.
6. Empty any water in the drain tray before moving. See section 'Defrosting' and 'Maintenance and cleaning' for further information.
7. Make sure that the defrost water pipe at the back of the product is fixed to the plastic evaporating pan on the top of the compressor, to avoid defrost water spillage on the floor.

**IMPORTANT:** Care must be taken while cleaning / carrying the appliance to avoid touching the bottom of the condenser metal wires at the back of the appliance as you might injure your fingers and hands. Do not attempt to sit or stand on top of your appliance as it is not designed for such use. You could injure yourself or damage the appliance.

**IMPORTANT:** Make sure that mains cable is not caught under the appliance during and after carrying / moving the appliance, to avoid the mains cable becoming cut or damaged."

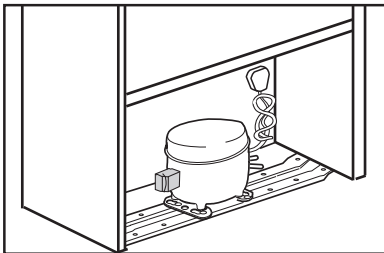
Do not allow children to play with the appliance or tamper with the controls.

**Beko** declines to accept any liability should the instructions not be followed.

## Installation instructions

1. The space in the room where the appliance is installed must not be smaller than 10 cubic metres.
2. This appliance has been designed to operate in ambient temperatures up to **38** degrees C (**100** degrees F) and is equipped with Freezer Guard technology which ensures that even if the ambient temperature falls to -15 degrees C, frozen food in the freezer does not thaw thanks to this. So, you may then install your appliance without having to worry about frozen food in the freezer being spoilt.
3. Do not place the appliance near cookers, radiators or in direct sunlight as this will cause your appliance to work harder. If installed next to a source of heat or freezer, maintain the following minimum side clearances:

From Cookers	50 mm (2")
From Radiators	300 mm (12")
From Freezers	25 mm (1")
4. Refer to "Maintenance and cleaning" section to prepare your appliance for use.
5. A special receptacle is supplied to store the mains plug during transit. The receptacle is fixed at the back of the cabinet, on the side of the compressor (see diagram). Gently remove the plug from the receptacle. Never pull the mains cord, you may damage the appliance. In the case of transportation, ensure you locate the plug in the receptacle provided to avoid transit damage.

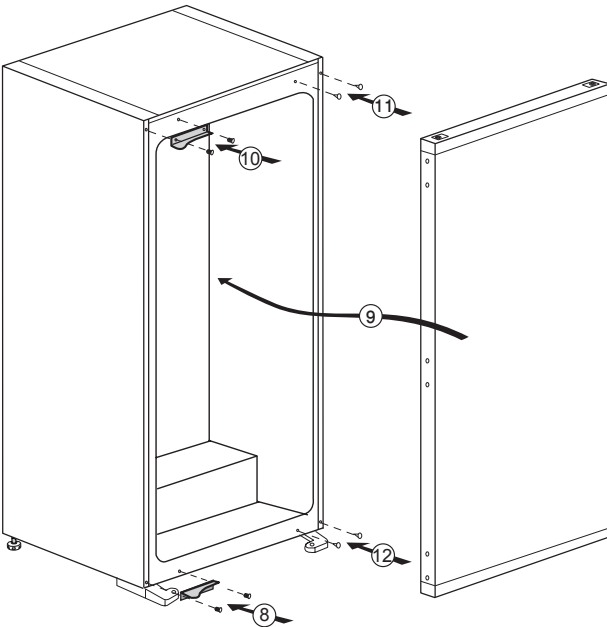
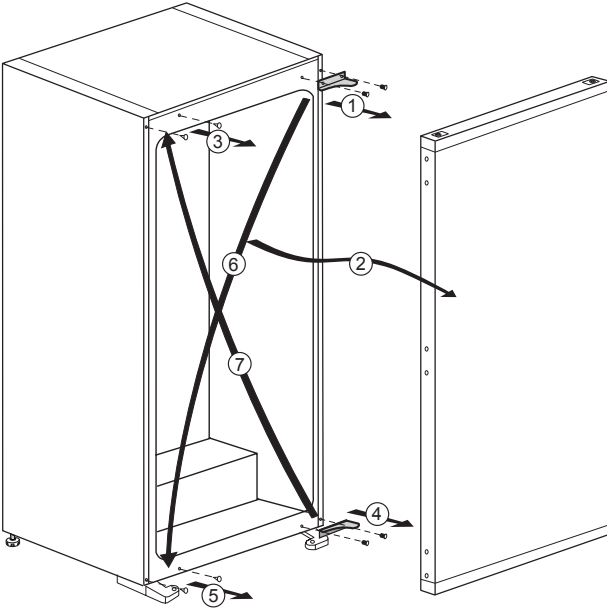




## Reversing the door

Proceed in numerical order:

1. Unscrew top hinge (1).
2. Carefully remove the door (2).
3. Unscrew lower hinge (4).
4. Remove plastic plugs (3 & 5).
5. Refit hinge (1) as lower hinge (8) on the left hand side (step 6).
6. Put the door back in its place (9).
7. Refit lower hinge (4) as top hinge (10) on the left hand side (step 7).
8. Refit plastic plugs (3 & 5) into the screw holes on the right hand side (11 & 12).



## 4 Before operating

---

### Final Check

Before you start using the appliance check that:

1. The interior is dry, and air can circulate freely at the rear of the cabinet.
2. Clean the interior as recommended under "Maintenance and cleaning".
3. Insert the plug into the wall socket and switch on the electricity supply.
4. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, whether the compressor is running or not which is quite normal.
5. Front edges of the cabinet may feel warm. This is normal. These areas are designed to be warm to avoid condensation.
6. **Do not load the appliance immediately it is switched on. Wait until the correct storage temperature has been reached. We recommend that you check the temperature with an accurate thermometer.**

## 5 Operating the product

### Control Panel



#### 1. On/Off Indicator

Press the On/Off button for 3 seconds to turn off or turn on the freezer. When the freezer is off, the symbol (●) is lit. All the other symbols are turned off.

#### 2. Freezer temperature setting button

Press this button (°C) to set the temperature of the freezer to -18, -19, -20, -21, -22, -23, -24, -18... respectively. Press this button to set the freezer temperature to the desired value.

#### 3. Quick Freeze function button

Press this button (❄) to activate or deactivate the quick freeze function. When you activate the function, the freezer will be cooled to a temperature lower than the set value.

Use the quick freeze function when you want to quickly freeze the food placed in the freezer. If you want to freeze large amounts of fresh food, activate this function before putting the food into the product.

If you do not cancel it, Quick Freeze will cancel itself automatically after 25 hours at the most or when the freezer reaches the required temperature. This function is not recalled when power restores after a power failure.

#### 4. Alarm Off

When the freezer door is opened for 1 minute a sound alarm turns on. The alarm can be turned off by pressing the "Alarm Off" (🔔) button. If you close the door and then open again "Door open alarm" will be activated again after 1 minute later. In the case of sensor failure, the warning icon will lit (⚠). If the button „Alarm off” is pressed, the warning will be "cleaned".

### Storing Frozen Food

Prepacked commercially frozen food should be stored in accordance with the frozen food manufacturer's instructions for a ❄❄❄❄ frozen food storage compartment. To ensure that the high quality achieved by the frozen food manufacturer and the food retailer is maintained the following should be remembered:

1. Put packets in the freezer as quickly as possible after purchase.
2. Ensure that contents are labelled and dated.
3. Do not exceed "Use By", "Best Before" dates on the packaging.

If there is a power failure do not open the door. Frozen food should not be affected if the failure lasts for less than 7 hrs. If the failure is longer, then the food should be checked and either eaten immediately or cooked and then refrozen.

#### Warnings!

Never store products that contain inflammable propellant gas (e.g. dispensers, spray cans etc.) or explosive substances.

Don't cover the shelves with any protective materials, which may obstruct air circulation.

Do not allow children to play with the appliance or tamper with the controls.

#### Warning:

Do not use any copper pot, dish inside the cabinet!

Do not load any food without package!

## Freezing Fresh Food

Please observe the following instructions to obtain the best results. Do not freeze too large a quantity at any one time. The quality of the food is best preserved when it is frozen right through to the core as quickly as possible. Do not exceed the freezing capacity of your appliance in 24 h which is **10 kg** (22 lb.). Placing warm food into the freezer causes the refrigeration compressor to operate continuously until the food is frozen solid. You may place fresh food to be frozen in any part of the freezer. Take special care not to mix already frozen food and fresh food.

## Making ice cubes

Fill the ice-cube tray 3/4 full with water and place it in the freezer.

As soon as the water has turned into ice, you can take out the ice cubes.

Never use sharp objects such as knives or forks to remove the ice cubes. There is a risk of injury!

**Note:** Let the ice cubes slightly thaw instead, or put the bottom of the tray in hot water for a short moment.

## Defrosting

**The appliance defrosts automatically.**

The **NO FROST** type defrost is completely automatic. No intervention from your side is required. The water is collected on the compressor tray. Due the heat of the compressor the water is evaporated.

## 6 Maintenance and cleaning

---

\*\* We recommend that you switch off the appliance at the socket outlet and pull out the mains plug before cleaning.

\*\* Never use any sharp abrasive instrument, soap, household cleaner, detergent and wax polish for cleaning.

\*\* Use lukewarm water to clean the cabinet of the appliance and wipe it dry.

\*\* Use a damp cloth wrung out in a solution of one teaspoon of bicarbonate of soda to one pint of water to clean the interior and wipe it dry.

\*\* If the appliance is not going to be used for a long period of time switch it off, remove all food, clean it and leave the door ajar.

\*\* Check door seals regularly to ensure they are clean and free from food particles.

\*\* To remove a freezer drawer, pull it as far as possible, and then tilt it upwards, and then pull it out completely.

**\*\* If the Condenser or Plastic Evaporator Tray (Collects the defrost water) located at the back of the product requires cleaning maintenance, please contact service.**

**NOTE: This is not usually required under normal operating conditions. These items are not accessible without uninstalling the product.**

## 7 Do's and Don'ts

---

- Do- Clean your appliance regularly (see “Maintenance and cleaning”).
- Do- Keep raw meat and poultry below cooked food and dairy products.
- Do- Take off any unusable leaves on vegetables and wipe off any soil.
- Do- Leave lettuce, cabbage, parsley and cauliflower on the stem.
- Do- Wrap raw meat and poultry loosely in polythene or aluminium foil. This prevents drying.
- Do- Wrap fish and offal in polythene bags.
- Do- Wrap food which have a strong odour or can dry out in polythene bags, aluminium foil or place in an airtight container.
- Do- Check contents of the freezer every so often.
- Do- Keep food for as short a time as possible and adhere to “Best Before”, “Use by” etc. dates.
- Do- Store commercially frozen food in accordance with the instructions given on the packets that you buy.
- Do- Always choose high quality fresh food and be sure it is thoroughly clean before you freeze it.
- Do- Prepare fresh food for freezing in small portions to ensure rapid freezing.
- Do- Wrap all food in aluminium foil or freezer quality polythene bags and make sure any air is excluded.
- Do- Wrap frozen food when you buy it and put it in to the freezer as soon as possible.
- Do- Remove ice cream from the freezer 10-20 minutes before serving.
- Don't-** Store poisonous or any dangerous substances in your appliance. It has been designed for the storage of edible foodstuffs only.
- Don't-** Consume food which has been stored for an excessive time in the freezer.
- Don't-** Store cooked and fresh food together in the same container. They should be packaged and stored separately.
- Don't-** Leave the door open for long periods as this will make the appliance more costly to run and cause excessive ice formation.
- Don't-** Put hot food into the appliance. Let it cool down first.
- Don't-** Put liquid-filled bottles or sealed cans containing carbonated liquids into the freezer as they may burst.
- Don't-** Exceed the maximum freezing loads (**10** kg in any 24 hours) when freezing fresh food.
- Don't-** Give children ice-cream and water ices direct from the freezer. The low temperature may cause ‘freezer burns’ on lips.
- Don't-** Freeze fizzy drinks.
- Don't-** Try to keep frozen food which has thawed, it should be eaten within 24 hours or cooked and refrozen.
- Don't-** Remove items from the freezer with wet hands.
- Don't-** Close the freezer door before placing the compartment cover in its place.

## Problem solving

If the appliance does not operate when switched on, check whether:

- The plug is inserted properly in the socket and that the power supply is on. (To check the power supply to the socket, plug in another appliance).
- The fuse has blown/circuit breaker has tripped/main distribution switch has been turned off.
- New plug is wired correctly if you have changed the fitted moulded plug. If the appliance is still not operating after the above checks, please refer to the section on **“HOW TO OBTAIN SERVICE”**.
- Please ensure that above checks have been made as a charge will be made if no fault is found.

# BEKO UK AND ROI STANDARD MANUFACTURER GUARANTEE TERMS AND CONDITIONS

Your new Beko product is guaranteed against faulty materials, defective components or manufacturing defects.

**The standard guarantee starts from the date of original purchase of the product, and lasts for a period of twelve (12) months unless Beko plc (the “Manufacturer”) agrees to extend the guarantee for the product in writing.**

**If you have purchased an American style Fridge freezer, the standard guarantee starts from the date of original purchase of the product, and lasts for a period of twenty four (24) months unless Beko plc (the “Manufacturer”) agrees to extend the guarantee for the product in writing.**

If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our Customer Service Team on **0333 207 9710** (UK and Northern Ireland) or **01 862 3411** (Republic of Ireland).

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

## What is covered by this guarantee?

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Beko plc Authorised Service Representative or Approved Engineer (together the “Service Representatives”) to carry out the repair.

## What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
  - Accidental damage, misuse or abuse of a product.
  - An attempted repair of a product by anyone other than a Service Representative.
  - Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.
- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product. To the extent permitted by law, the Manufacturer does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

## Important Notes

1. Your product is designed and built for domestic household use only.
2. The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
3. The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
4. Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
5. Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.



6. This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
7. This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.
8. This guarantee does not apply to graded sales (where the product is purchased as a “second”).
9. Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Customer Service Team on the number set out above.
10. The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
11. Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

### **Does Beko offer replacements?**

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model but when this is not possible, a model of similar specification will be provided. Subject to agreement, the Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

### **When will the repair take place?**

Our Service Representatives work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Service Representatives will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

### **Will there be any charge for the repairs?**

It is your responsibility to provide evidence to the Service Representative that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.
- Where a service call has been made and the Service Representative finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Service Representative providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the exclusive jurisdiction of the English Courts, save where you live in another part of the United Kingdom, in which case the governing law and exclusive jurisdiction of the courts of that country will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have exclusive jurisdiction.

This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8QU. Beko plc is registered in England and Wales with company registration number 02415578.

## **BEKO UK AND ROI BUILT-IN APPLIANCES GUARANTEE TERMS AND CONDITIONS**

**If you have purchased a built-in or integrated appliance, and registered it within 90 days of purchase by completing the online registration form, then the standard 12 month guarantee will be extended to 24 months, under the same terms and conditions as detailed in our Standard Guarantee Terms and Conditions.**

## BEKO UK AND ROI PARTS GUARANTEE TERMS AND CONDITIONS

**This 10 year parts guarantee relates to Beko products.** To confirm if your Beko appliance has our 10-year parts guarantee you can visit our website at [beko.co.uk/guarantee-terms](http://beko.co.uk/guarantee-terms) or telephone our registrations team on 0800 497 0732.

The Parts guarantee terms and conditions are in addition to our Standard guarantee terms and conditions detailed in the previous section.

**In order to activate the 10 year parts guarantee you MUST register the appliance within 90 days of the original purchase date. You can register by visiting our websites. For UK customer visit [beko.co.uk/register](http://beko.co.uk/register) or phone 0800 497 0732. For ROI customers visit [beko.ie/register](http://beko.ie/register) or phone 1800 911 690. Our Beko branded appliances carry FREE replacement parts for the first 10 years, provided they are fitted by our Service Representatives, at the applicable labour charge.**

Beko free standing appliances come with a 12 month parts and labour guarantee as standard.

Beko built-in, integrated appliances or American fridge freezers come with a 12 month parts and labour guarantee as standard. This is extended to 24 months, free of charge, upon registration of the appliance. When you register your appliance for additional guarantee, you will automatically activate the 10 year parts guarantee. You do not need to register twice.

To make a claim against your Beko Parts Guarantee (the "Guarantee"), all customer and product details must be registered with Beko plc using the procedure outlined below:

1. This extra 9 years (for free standing appliances) or 8 years (for built-in or integrated appliances or American fridge freezers) guarantee is only effective after the expiration of the standard manufacturer's guarantee.
2. It is only valid for certain models of Beko branded products serviced or repaired by Beko plc Authorised Service Representative and Own Engineers (the "Service Representative") and does not cover any labour charge or any:
  - a. Components including but not limited to cabinet or appearance parts, control knobs, flaps and handles.
  - b. Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
3. To activate your guarantee, you MUST register your appliance within 90 days of the original purchase date, For UK customers, visit [beko.co.uk/register](http://beko.co.uk/register) or phone 0800 497 0732. For ROI customers visit [beko.ie/register](http://beko.ie/register) or phone 1800 911 690.
4. Registrations made after 90 days of the original purchase date, may be required to pay an additional fee to activate the 10 year free parts guarantee.
5. Any repair must be carried out by a Service Representative and booked directly with Beko plc.
6. Labour for the repair is not included in this guarantee and is chargeable at the time of booking a repair.
7. The repair is guaranteed for 12 months for the same defect.
8. In the unlikely event that the appliance is beyond economical repair we may at the sole discretion of Beko plc offer you an appliance at a reduced price. Our call out fee will still apply.
9. If the fault can't be identified and the appliance is functioning normally a call out fee will apply.
10. The guarantee is not transferable and cannot be exchanged for cash.
11. There are no alternative or additional offers to this guarantee.
12. The guarantee is exclusive of the manufacturer's standard guarantee.
13. All repair pricing can be found here [beko.co.uk/guarantee-terms](http://beko.co.uk/guarantee-terms) (UK & ROI). Alternatively contact our Customer Services Team for further information.
14. All prices are subject to change without notice.
15. The Terms and Conditions shown above are in addition to the standard terms and conditions of your product guarantee. Please read and refer to such Terms and Conditions when making any claim.
16. We may use the information you provide for marketing purposes and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes in accordance with the applicable Data Protection Laws and General Data Protection Regulations (GDPR). You can opt into this service during the registration process. Further details are available at [beko.co.uk/cookie-and-privacy-policy](http://beko.co.uk/cookie-and-privacy-policy).
17. These Terms and Conditions are governed by the laws of England and Wales; manufacturer: Beko plc, Beko House, 1 Greenhill Crescent, Watford WD18 8QU. Company Registration Number: 02415578.

## HOW TO OBTAIN SERVICE FOR YOUR APPLIANCE

Please keep your purchase receipt or other proof of purchase details in a safe place; you will need to have this documentation available should the product require attention under guarantee.

Please take a few moments to complete the details below, as you will need this information when you call us, or to use our online services. For help please visit [beko.co.uk/support/model-finder](http://beko.co.uk/support/model-finder).

- The product model number is printed on the Operating Instruction Booklet / User guide.
- The product model and serial number is printed on the Rating Label affixed to the appliance.
- The Retailer (Purchased from) and Date of purchase will be printed on your purchase receipt or other proof of purchase paperwork.

Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for requesting service under guarantee.

Model number	Serial number	Purchased from	Date of purchase

For service under guarantee or for product advice please call our Customer Service Team.

**Before requesting service please check the troubleshooting guide in the Operating Instructions booklet or our video support found [beko.co.uk/support/how-to-guides](http://beko.co.uk/support/how-to-guides), as a charge may be levied where no fault is found, even though your product may still be under guarantee.**

After arranging a service visit please ensure the area around the product must be easily accessible to the Service Representative, without the need for cabinets or furniture to be removed or moved.

**It is your responsibility to ensure our Service Representatives have a clean and safe environment to carry out any repairs.**

Please have your Model number and Serial number available when you call us, as you will be required to provide it prior to booking a service visit.

### **UK Mainland & Northern Ireland:**

**0333 207 9710**

*Landline or mobile calls to 0333 numbers cost no more than calls to geographic numbers 01 or 02 and are charged at the basic rate. Calls from landlines and mobiles are included in free call packages but please check with your telephone service provider for exact call charges.*

### **Republic of Ireland:**

**01 862 3411**

### **Service once the manufacturers guarantee has expired**

*If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document, otherwise please call us using the appropriate number above, where service can be obtained at a charge.*

*If you do not have any extended guarantee you can call the Customer Services Team for UK customers on 0330 123 1750 and ROI customers on 01 862 3411.*

### **Contact us though our website**

Send us a secure message through our online contact us form. Please visit our website, click Contact Us and choose a product support topic from the list of options. Complete the required details and click send message.

### **Product registrations**

For UK registrations please visit [beko.co.uk/register](http://beko.co.uk/register) and for the Republic of Ireland visit [beko.ie/register](http://beko.ie/register).

Beko plc  
Beko House  
1 Greenhill Crescent  
Watford, Hertfordshire  
WD18 8QU  
Tel: 0845 6004911  
Fax: 0845 6004922  
e-mail: [service@beko.co.uk](mailto:service@beko.co.uk)  
website: [www.beko.co.uk](http://www.beko.co.uk)

4578338325\_AD  
EN