

## 55cm Under Counter Freezer



## IG355W / IG355B

Please read these instructions carefully before use and retain for future reference.

Before switching on your appliance,  
always check for any damage which may have been caused in transit.

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## IMPORTANT SAFETY INSTRUCTIONS

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

- This product is intended to be used in a household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses and by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - catering and similar non retail applications.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are recommended by the manufacturer.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Ensure that the electricity supply in your home is rated at AC220 - 240 volts before operating the appliance.
- Do not use the appliance if there is any damage to the power cord.
- Use of an extension cord is not recommended with this product.
- This product is for indoor use only.
- Keep packaging material out of the reach of children, as there is a risk of suffocation.
- Always unplug the appliance before attempting to move it.
- Children should be supervised to ensure that they do not play

with the appliance.

- Ensure that the refrigerant circuit is not damaged.
- The refrigerant of this product is R600a which is flammable.
- Ensure when moving the appliance or during installation that the cooling system does not get damaged.
- **DANGER:** Risk of child entrapment
  - Before you dispose of your old refrigerator or freezer, remove the doors and leave the shelves in place so that children cannot easily climb inside.
- When disposing of the appliance, remove the plug so the appliance is unusable.



**IMPORTANT:** Always allow 12 hours before turning on to allow the coolant gases time to settle after the freezer is in place.



**Packaging:** The cardboard packaging is recyclable and should be disposed of according to local regulations. Keep the packaging materials out of the reach of children.

Before installation take care to remove all cardboard or other packaging, including material from the condenser tubes and any material surrounding the motor / compressor unit.



**WARNING:** Risk of fire / flammable materials.

- When positioning the appliance, ensure the supply cord is not trapped or damaged.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.
- To avoid contamination of food, pay attention to the following:
  - opening the door for long periods can cause a significant increase of the temperature in the compartments of the appliance;
  - clean regularly surfaces that can come in contact with food and accessible drainage systems;
  - clean water tanks if they have not been used for 48 hours; flush the water system connected to a water supply if water has not been drawn for 5 days;
  - store raw meat and fish in suitable containers in the appliance so that it is not in contact with or cannot drip onto other food;
  - two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making ice-cream and making ice cubes;
  - one-, two- and three-star compartments are not suitable for the freezing of fresh food;
  - if the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry and leave the door open to prevent mould developing within the appliance.

The table below contains general guidelines on the storage of food in refrigerated appliances.

<b>Refrigerator location</b>	<b>Type of food</b>
Fridge door	<ul style="list-style-type: none"><li>• Foods with natural preservatives, such as jams, juices, drinks, condiments.</li><li>• Do not store perishable foods.</li></ul>
Crisper bin (salad drawer)	<ul style="list-style-type: none"><li>• Fruits, herbs and vegetables should be placed separately in the crisper bin.</li><li>• Do not store bananas, onions, potatoes, garlic in the refrigerator.</li></ul>
Fridge shelf – bottom chiller bin	<ul style="list-style-type: none"><li>• Raw meat, poultry, fish (for short-term storage).</li></ul>
Fridge shelf – middle	<ul style="list-style-type: none"><li>• Dairy products, eggs.</li></ul>
Fridge shelf – top	<ul style="list-style-type: none"><li>• Foods that do not need cooking, such as ready-to-eat foods, deli meats, leftovers.</li></ul>
Freezer drawer/shelf	<ul style="list-style-type: none"><li>• Foods for long-term storage.</li><li>• Bottom drawer/shelf for raw meat, poultry, fish.</li><li>• Middle drawer/shelf for frozen vegetables, chips.</li><li>• Top drawer/shelf for ice cream, frozen fruit, frozen baked goods.</li></ul>

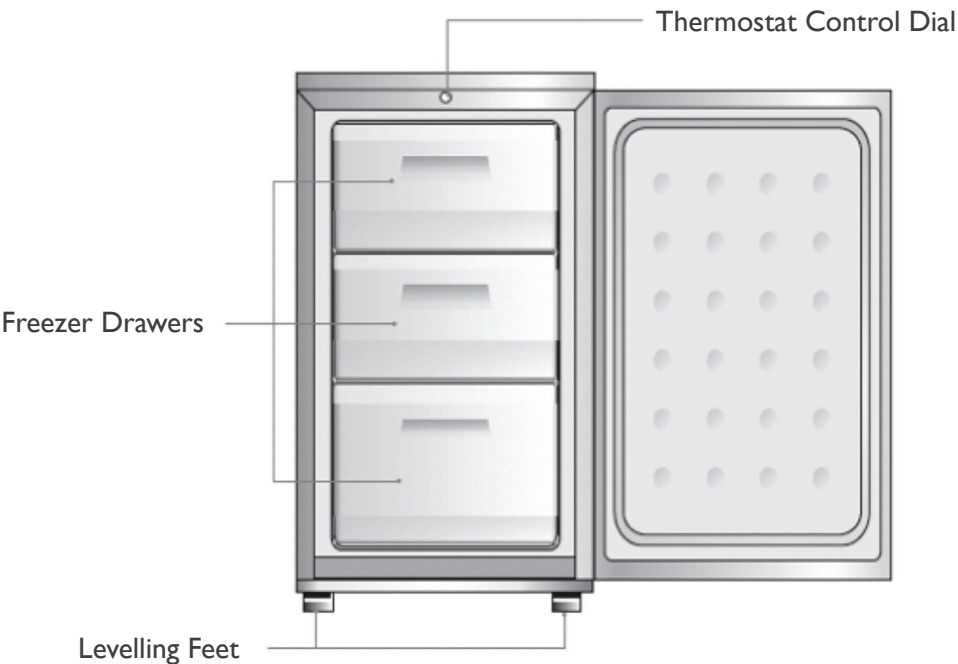
## SPECIFICATION

Supplier Name / Trade Mark	Igenix
Model Number	IG355W / IG355B
Category Type	Upright freezer
Energy Efficiency Class	E
Annual Energy Consumption	164kWh/annum
Freezing Capacity	4kg/24h
Fridge Storage Volume (Litre) and Applicable Star Rating Compartment	N/A
Freezer Storage Volume (Litre)	88
Applicable Star Rating Compartment	4 Star
Refrigeration System (Frost Free, Static, Totally No Frost)	Static
Temperature Rise Time	15hr
Climate Class	SN/N/ST
This appliance is intended to be used at an ambient temperature between “10” (lowest temperature) °C and “38”(highest temperature) °C	
Noise Emission (dB)	39(dB)
Built-In Appliance	N/A
Wine Storage Appliance	N/A
Voltage (V)	220-240V~
Wattage Power (W)	70W
Frequency (Hz)	50Hz
Power Source	AC

### Ambient Room Temperature Limits

Class	Symbol	Ambient average temperature °C
Extended temperature	SN	+10 to +32
Temperature	N	+16 to +32
Subtropical	ST	+16 to +38
Tropical	T	+16 to +43

**APPLIANCE OVERVIEW**



# INSTALLATION

## Location and Air Circulation

- The appliance must stand vertically on a flat, even surface, to level the appliance turn levelling feet until the appliance is as level as possible.
- This appliance has been designed to operate in ambient temperatures between 10°C and 38°C.
- It is not recommended to stand the appliance on a carpeted surface.
- It is not recommended to place this appliance in a room where the temperature is likely to drop below 0°C for prolonged periods, as the internal appliance temperature will not be maintained.
- The appliance should not be placed near to sources of heat e.g. cookers, radiators, direct sunlight or in any unheated rooms e.g. garages, or outhouses, as extreme temperatures will affect the performance of your appliance.
- Do not expose the appliance to damp conditions, open air or rain.
- Do not lift the appliance by the pipes or the door when moving.
- It is not recommended to place the appliance in a wall recess, fitted cabinet or furniture as this will not allow adequate ventilation and cause a potential fire hazard.
- Allow 25mm of clearance space at the sides of the appliance and 20mm above the appliance.
- It is not recommended to place the appliance directly against the wall, allow at least a 15mm clearance space at the rear.

Providing you follow the recommended ventilation requirements you will:

- Increase the life of the appliance.
- Minimise the risk of condensation on the outside of the appliance.
- Minimise operating noises caused by vibration.

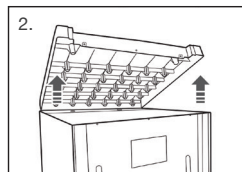
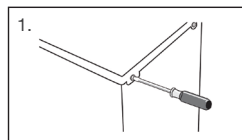
## Reverse the Door

The appliance door can be fitted to open to either the left or the right depending on its location. The appliance will have to be tilted and supported in order to carry this out. It is advisable to get some help during this procedure.

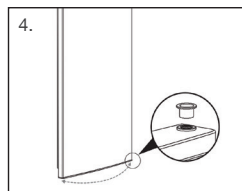
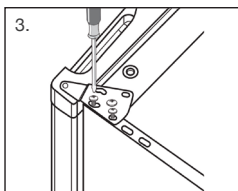
**Important:** Do not lay the appliance flat as this may damage the coolant system. Take care when fitting and tightening screws.

To change the direction of the door, please follow these instructions:

1. Ensure the appliance is unplugged and empty.
2. Remove the 2 screws on the back of the top cover (Fig 1).
3. Lift the rear of the lid and push forward to remove from the front locators. The top hinge now is accessible (Fig 2).



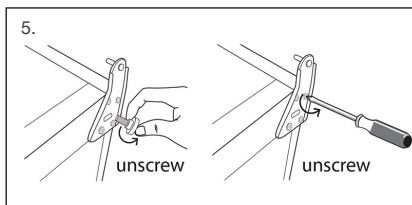
4. Unscrew the top door hinge located on the top of the door and then remove the top hinge that is holding the door in place (Fig 3).



5. With help, carefully tilt the unit backwards and rest the unit on something solid to stop it slipping.

6. Lift the door off the hinge pin and place in a safe place where it will not get damaged.

7. Remove the bottom bushing and bottom bushing cap and fit them on the opposite side (Fig 4).

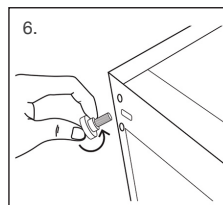


8. Unscrew the bottom hinge (Fig 5).

9. Remove the levelling foot and fit on the opposite side (Fig 6).

10. Screw the bottom hinge on the opposite side loosely (Fig 7).

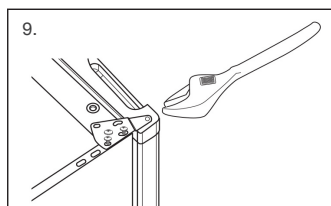
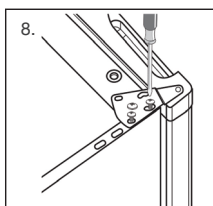
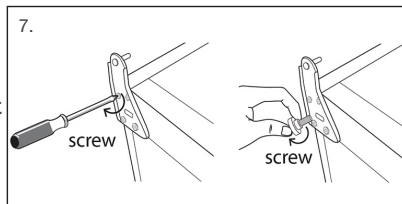
11. Carefully slide the door on to the bottom hinge pin.



12. Screw the top hinge loosely (Fig 8).

13. Check the fridge door is aligned horizontally and vertically so that the seals are closed on all sides.

14. Tighten the top hinge. Use a spanner to tighten it if necessary (Fig 9).

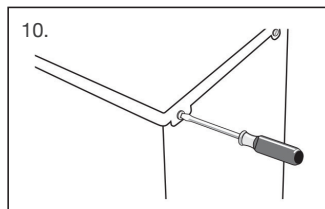


15. Put the top cover back and screw it into place securely (Fig 10).

16. With the door closed, check that the door is aligned horizontally and vertically and that the seals are closed on all sides before finally tightening the bottom hinge.

17. Re-adjust the levelling feet as needed.

18. Allow 5 hours for the appliance to stand upright before turning on to allow coolant gases time to settle after the appliance is in place.



# OPERATING INSTRUCTIONS

## Before using your Appliance:

- This appliance must be left to stand in an upright position for at least 5 hours before being switched on for the first time to allow the coolant gases time to settle after the freezer is in place.
- Before placing food in the appliance turn on and wait 24 hours, this is to make sure it is working correctly and also to allow for the optimal internal temperature to be reached.
- The interior of the appliance needs to be cleaned prior to use by wiping with a soft cloth and using warm water. Wipe the appliance completely dry before replacing any shelves or salad drawers.
- Once dry, plug the appliance into the mains socket.
- Avoid opening the door for long periods or unnecessarily.
- To maintain adequate air circulation, do not over fill the appliance.
- Allow hot or warm foods to cool to room temperature before storing in the appliance.
- Keep the food packed, wrapped or covered.
- For hygiene reasons, always wrap food using a suitable packaging material, before storing in your appliance to avoid contact with the surface of the appliance.
- Do not place food directly against the rear wall.

## Adjusting the Temperature

- There are 4 settings, setting 4 is the coldest.
- Setting 2 is the recommended setting when operating at normal room temperature between 16°C and 38°C.

## Fast Freezing

- Fresh food should be frozen as quickly as possible. Setting 4 makes your appliance operate at its coldest temperatures (approximately -28°C) continuously. It helps to quickly freeze food, retaining more of the goodness.
- Freezing will be completed after 24 hours. After freezing your food turn the thermostat control dial back to setting 2 (-18°C).
- It is not recommended to freeze large quantities of fresh food at once.

## CLEANING AND MAINTENANCE

Switch off the electrical supply and remove the plug from the mains socket before cleaning.

### Interior

**Note:** The interior of the appliance should be cleaned regularly to avoid odor.

1. Remove all food from the appliance and cover to help keep cool.
2. Remove all the shelves and salad drawer carefully from the appliance and wash in warm clean water with a soft cloth and dry thoroughly. Never replace the shelves or salad drawer into the appliance if wet.
3. Use a soft cloth or sponge to clean the inside of the appliance, with two tablespoons of baking soda and a quart of warm water. Rinse with water and wipe clean.
4. For areas that are difficult to clean in the appliance (such as narrow gaps or corners), it is recommended to wipe them regularly with a soft rag, soft brush, etc. and when necessary, combined with some auxiliary tools (such as thin sticks) to ensure no contaminant accumulation in these areas.
5. Open the door and allow the interior to dry naturally before replacing the shelves and salad drawer.
6. Plug in and switch on and allow the temperature in the appliance to drop back to an adequate temperature.
7. Replace the food in the appliance.

**Important:** Avoid getting water into the electric components of the appliance i.e. the thermostat, as this may damage your appliance.

### Defrosting

After a period of time frost will build up in the compartments. Regular defrosting will therefore be necessary to maintain the efficiency of the appliance. The best time to defrost your appliance is when the amount of food stored is low. To defrost the appliance, please follow the steps below:

- Take out the frozen food and store in a spare freezer, or wrap well and store in a cool dry place.
- Unplug the appliance from the mains supply, making sure not to pull the cord.
- Leave the door open. To speed up the defrosting process, bowls of warm water can be placed inside the appliance to raise the temperature.
- Place a shallow bowl or pan below the freezer compartment to catch dripping water.
- Remove the ice with a plastic ice scraper. **DO NOT** use pointed or sharp edged objects such as knives, forks or screw drivers to remove the ice.
- When all traces of ice have been removed and defrosting is completed, clean away any water and wipe your appliance dry.

Clean the appliance as described below:

1. Plug in and switch back on.
2. Turn the temperature control to the Setting 2.
3. Allow at least 24 hours for the appliance to return to the adequate temperature.
4. Put the food back into the appliance.

**Important:** Do not use any mechanical devices or other means to accelerate the defrosting process other than those recommended by the manufacturer.

## Exterior

- Use a clean, soft cloth dampened in soapy water to wipe the exterior surface of the appliance and dry thoroughly.
- Use a vacuum cleaner to remove dust from underneath the appliance and from around the compressor which is situated at the back of the appliance, regularly to maintain adequate ventilation. Use caution not to damage the coolant system.

**Important:** Do not use abrasive cloths, powders, household cleaners, bleach or wax polish to clean the appliance as these can leave a smell in the appliance and can damage the exterior.

## Door Seal

Check the door seal regularly to make sure there is no debris. Use a clean, damp soft cloth to wipe the door seal and in between the creases, avoid damaging the door seal as this will affect the performance of your appliance.

## Going Away

If you are going away and do not want to leave the appliance left on, switch off at the mains socket and remove the plug ensuring not to pull the cord. Remove any food and follow the cleaning instructions in the “Cleaning and Maintenance” section.

**Important:** Leave the door ajar as this will prevent odours and mould accumulating in the appliance and will allow the appliance to dry completely.

## Power Cut

In the event of a power cut keep the appliance door closed to maintain the temperature inside.

## Operating Sounds

The cooling gas which circulates in the cooling circuit may make a slight noise (bubbling sound) even when the compressor is not running. Do not worry this is quite normal. If these sounds are different check that:

- The appliance is level.
- Nothing is touching the back of the appliance.
- The contents of the appliance is not vibrating.

# TROUBLE SHOOTING GUIDE

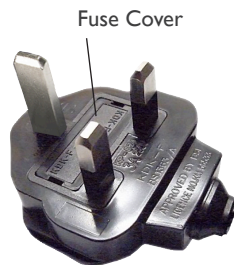
If you are having problems with your appliance, please use our Trouble Shooting Guide below. If you are unable to resolve the issue using this guide please ring our Customer Service Department on 01473 271 272. Please have the model code and purchase information available.

<b>Fault</b>	<b>Possible Cause</b>	<b>Solution</b>
Appliance does not work	Mains plug is not plugged in or is loose.	Insert mains plug.
	Fuse has blown or is defective.	Check fuse, replace if necessary.
	Socket is defective.	Mains malfunctions are to be corrected by an electrician.
The food is too warm	Temperature is not properly adjusted.	Please look in the 'Adjusting the Temperature' section.
	Door was open for an extended period.	Open the door only as long as necessary.
	A large quantity of warm food was placed in the appliance within the last 24 hours.	Turn the thermostat control dial to a colder setting temporarily.
	The appliance is near a heat source.	Please look in the 'Installation' section.
Appliance cools too much	Temperature is set too cold.	Turn the thermostat control dial to a warmer setting temporarily.
Unusual noises	Appliance is not level.	Re-adjust the feet.
	The appliance is touching the wall or other objects.	Move the appliance slightly.
	A component, e.g. a pipe, on the rear of the appliance is touching another part of the appliance or the wall.	If necessary, carefully bend the component out of the way.
Water on the floor	Water drain hole is blocked.	See the 'Cleaning and Maintenance' section.
Side panels are hot	It's normal. Heat exchange parts are in the sides.	Use gloves to touch the sides.

## MAINS PLUG FUSE REPLACEMENT

### Fuse Replacement (Class I)

This appliance must be earthed. Remove the fuse cover with a small flat head screw driver. Take out the fuse and replace with a new fuse of the same Amp. Replace the fuse cover and push back into place.



## DISPOSAL INFORMATION

The European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in normal unsorted municipal waste.



Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment.

The crossed out “wheeled bin” symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.

## Igenix Warranty Terms & Conditions

This product is guaranteed for a period of 12 months as standard from the date of purchase against mechanical and electrical defects. You can extend your warranty for a further 12 months by registering your product.

Upon registration we will cover your product for a period of 24 months from the original purchase date against any mechanical or electrical defects.

To qualify for the guarantee, the product must be used for domestic household use only and in accordance with the instructions in the user manual. Any misuse of the product will result in the warranty being void.

The guarantee does not cover accidental damage, misuse, neglect, tampering or incorrect adjustment or installation.

The guarantee will be rendered invalid if the product is resold, has had its serial number removed (or has an invalid serial number), or if an unauthorised person has carried out any repairs or alterations.

The warranty does not cover accessories or consumable parts that require replacement under normal use. This includes shelving, dials, filters, belts and trays etc.

In the unlikely event of a breakdown please refer to the Troubleshooting guide in your user manual and check all plugs, fuses and the electricity supply.

If you still require assistance please contact our Customer Service department on **01473 271 272** or write to us at the following address:

**Customer Service Department  
38 Bluestem Road, Ransomes Europark  
Ipswich, IP3 9RR**

Please quote the Product Code which begins 'IG' or 'DF' and the Batch Code beginning '5' and give details of the exact fault. We will then decide whether to repair or replace the item.

Before we arrange the repair or replacement you will be required to return a copy of your proof of purchase. Please retain your original.

If an item is replaced within the agreed guarantee period, the guarantee for the replacement item will be calculated from the purchase date of the original.

In the event that the product is inspected and no fault is found or the product is not within the guarantee period you will be charged for the repair and any carriage costs.



## Thank you for choosing Igenix

As a valued customer we would like to offer you a FREE 2 year warranty to cover your product against any electrical or mechanical defects.

This means that in the unlikely event you develop a fault or problem with your product we will happily repair or replace the item free of charge.

To qualify for the 2 year warranty you must register your product within 30 days of purchase. The full Terms & Conditions of our warranty policy are shown on the opposite page. They are also available on our website. [www.igenix.co.uk](http://www.igenix.co.uk)

# igenix

38 Bluestem Road, Ransomes Europark, Ipswich, IP3 9RR  
EU: Castle Electrical Factors Ltd., Dundalk, A91 KA9R, IR  
Tel. 01473 271 272

Disclaimer: Igenix operate a policy of continual improvement and development.  
We therefore reserve the right to change/alter the specification and appearance of our appliances without prior notice.  
All diagrams and images shown in this manual are for illustration purposes only.