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# 266L Top Mount Fridge

**MTM266S**

**MTM266W**

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# Welcome

**Residentia Group**

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**Head Office**

165 Barkly Avenue  
Burnley, Victoria  
Australia 3121

—

**ACN**

600 546 656

—

**Online**

residentia.group  
www.mykin.house

—

**Postage**

PO Box 5177  
Burnley, Victoria  
Australia 3121

—

**Telephone**

1300 11 4357

Congratulations on purchasing your new Refrigerator. The Mykin brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at: [www.residentia.group](http://www.residentia.group)

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your new dishwasher, it's features or importantly taking care of the appliance, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting:  
<http://support.residentiagroup.com.au>

Or you can contact us via phone by dialing: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing a Mykin appliance and we look forward to being of service to you.

Kind Regards,  
The Residentia Team

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# General Information

**Before switching on the appliance for the first time read the following safety hints!**

- > This appliance is intended to be used in household and similar applications such as staff kitchen areas in shops, offices and other working environments; farm houses and by clients in hotels, motels and other residential type environments; bed and breakfast type environments; catering and similar non-retail applications.
- > 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 appliance by a person responsible for their safety.

## Explanation of terms/symbols

	<b>DANGER</b> This symbol indicates that there are dangers to the life and health of persons due to extremely flammable gas.
	<b>WARNING</b> The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in death or serious injury.
	<b>CAUTION</b> The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.
	<b>ATTENTION</b> The signal word indicates important information (e.g. damage to property), but not danger.

**IMPORTANT:** Pay particular attention to messages that contain the words **DANGER**, **WARNING** or **CAUTION**. These words are used to alert you to a potential hazard that can seriously injure you and others.

The instructions will tell you how to reduce the chance of injury and let you know what can happen if the instructions are not followed.

**ATTENTION:** These operating instructions are general. This means that certain functions apply to your refrigerator/freezer, while others do not.

We are constantly working on the further development and improvement of our appliance types and models. Therefore, we reserve the right to make changes to the design, equipment and accessories of all types and models without prior notice.

# Important Safety Warnings

## READ AND SAVE THESE INSTRUCTIONS!



### **WARNING: Risk of fire / flammable material**

Refrigerant and cyclopentane foaming material used for the appliance are flammable. Therefore, when the appliance is scrapped, it shall be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm



## **WARNING**

### General Safety

- > Children should be supervised to ensure that they do not play with the appliance.
- > If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- > Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- > The appliance has to be unplugged after use and before carrying out user maintenance on the appliance.
- > **WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- > **WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- > **WARNING:** Do not damage the refrigerant circuit.
- > **WARNING:** Do not use electrical appliances inside the food storage compartments of the appliance,
- > **WARNING:** Ventilation  
Do not block ventilation openings. Insufficient airflow may cause overheating and compressor failure.
- unless they are of the type recommended by the manufacturer.
- > **WARNING:** Please abandon the refrigerator according to local regulators for it use flammable blowing gas and refrigerant.
- > **WARNING:** When positioning the appliance, ensure the supply cord is not trapped or damaged.
- > **WARNING:** Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- > Do not use extension cords or ungrounded (two prong) adapters.
- > To avoid a hazard due to instability of the appliance, it must be fixed in accordance with the instructions.
- > The refrigerator must be disconnected from the source of electrical supply before attempting the installation of accessory. Ensure that the power cable is not trapped by the refrigerator. Do not step on the power cable.
- > For a freestanding appliance: this refrigerating appliance is not intended to be used as a built-in appliance.
- > **WARNING:** Tipping Hazard  
This appliance is heavy and may tip over. Use two or more people to move and install the appliance.

# Important Safety Warnings (Continued)



## CAUTION

### Daily use

- > Do not pull the power cord when pulling the power plug of the refrigerator. Please firmly grasp the plug and pull out it from the socket directly.
- > To ensure safe use, do not damage the power cord or use the power cord when it is damaged or worn.
- > Please use a dedicated power socket and the power socket shall not be shared with other electrical appliances.
- > The power plug should be firmly contacted with the socket or else fires might be caused.
- > Please ensure that the grounding electrode of the power socket is equipped with a reliable grounding line.
- > Please turn off the valve of the leaking gas and then open the doors and windows in case of leakage of gas and other flammable gases.
- > Do not unplug the refrigerator and other electrical appliances considering that spark may cause a fire.
- > Do not use electrical appliances on the top of the appliance, unless they are of the type recommended by the manufacturer.
- > The gaps between refrigerator doors and between doors and refrigerator body are small, be noted not to put your hand in these areas to prevent from squeezing the finger. Please be gentle when close the refrigerator door to avoid falling articles.
- > Do not pick foods or containers with wet hands in the freezing chamber when the refrigerator is running, especially metal containers in order to avoid frostbite.
- > Do not allow any child to get into or climb the refrigerator; otherwise suffocation or falling injury of the child may be caused.
- > Do not place heavy objects on the top of the refrigerator considering that objectives may fall when close or open the door, and accidental injuries might be caused.
- > Do not put flammable, explosive, volatile and highly corrosive items in the refrigerator to prevent damages to the product or fire accidents.
- > Do not place flammable items near the refrigerator to avoid fires.
- > The refrigerator is intended for household use, such as storage of foods; it shall not be used for other purposes, such as storage of blood, drugs or biological products, etc.
- > Do not store beer, beverage or other fluid contained in bottles or enclosed containers in the freezing chamber of the refrigerator; or otherwise the bottles or enclosed containers may crack due to freezing to cause damages.
- > CAUTION: Do not touch frozen food or freezer walls with wet hands as this may cause frostbite or skin injury.
- > NOTE: Use of a surge protector is recommended in areas with unstable power supply.



## WARNING

- > Connect to potable water supply only. (Suitable for ice cube maker) (\*)
- > To prevent children from being entrapped, the keys must be kept out of reach of children and not in the vicinity of chest freezer (or refrigerator) (suitable for products with locks).(\*)

(\*): This feature varies depending on the model purchased.

# Important Safety Warnings (Continued)

For EU standard:

**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.**

**To avoid contamination of food, please respect the following instructions:**

- 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 48h; flush the water system connected to a water supply if water has not been drawn for 5 days. **(Note 1)(\*)**
- Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or 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. **(Note 2)(\*)**
- 1 star, 2 star and 3 star compartments are not suitable for the freezing of fresh food. **(note 3)(\*)**
- For appliances without a 4-star compartment: this refrigerating appliance is not suitable for freezing foodstuffs. **(note 4)(\*)**
- 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.

**Note 1,2,3,4: Please confirm whether it is applicable according to your product compartment type.**

**(\*)**: This feature varies depending on the model purchased.



"4 star" symbol: Freezer at -18 °C or colder, and it has the ability of quick freezing a certain amount of food



"3 star" symbol: Freezer compartment at -18 °C or colder



"2 star" symbol: Freezer compartment at -12 °C or colder



"1 star" symbol: Freezer compartment with a target temperature and storage conditions of -6 °C



## CAUTION

**This product is not recommended for use with sockets or main switch with the AFCI/GFCI function, otherwise it may cause false tripping.**

1. It's not pose a safety risk when tripped.
2. If tripping persists, it is recommended to replace the sockets or main switch without AFCI/GFCI function.



## WARNING

**Risk of child entrapment. Before you throw away your old refrigerator or freezer:**

- > Take off the doors.
- > Leave the shelves in place so that children may not easily climb inside.

# Environmental Protection

## Disposing of old electrical devices in an environmentally-friendly manner



This crossed-out wheeled bin symbol indicates that waste electrical and electronic products (WEEE) should be disposed of separately from the municipal waste stream.

Old electrical products can contain hazardous substances so correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. Your old appliance may contain reusable parts that could be used to repair other products, and other valuable materials that can be recycled to conserve limited resources.

## Package information



Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

### CAUTION

Refrigerant and cyclopentane foaming material used for the refrigerator are flammable. Therefore, when the refrigerator is scrapped, it shall be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as to prevent damage to the environment or any other harm.

# Installation Instructions

## Before first use

Remove the exterior and interior packing, wipe the outside thoroughly with a soft dry cloth and the inside with a wet, lukewarm cloth.

Avoid placing the cabinet in a narrow recess or near any heat source, direct sunlight, or moisture.

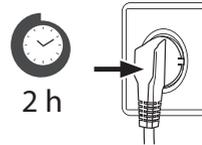
Let air circulate freely around the cabinet. When installing the unit, ensure that 10 cm of free space is left at both sides, 7.5 cm at the rear of the unit and 10 cm at the top of the unit.

Before connecting your refrigerator to the power supply, check that the voltage stated on the rating label of your appliance corresponds to the voltage in your home. A different voltage could damage the appliance.

The appliance must be grounded. The manufacturer is not responsible for damages that may occur as a result of usage without grounding.

## Connecting the appliance

After installing the product, please let it stay for more than 2 hours before turning on the power, otherwise it will lead to a decrease in cooling capacity or a damage to the product.

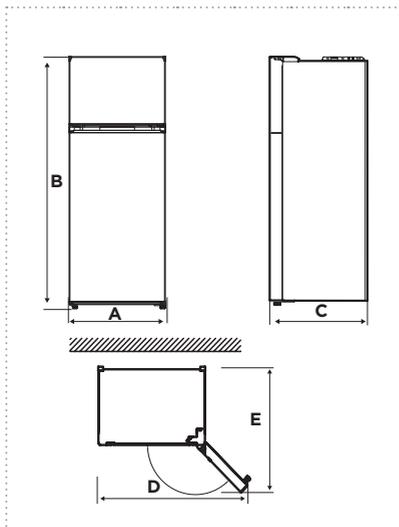


Allow the appliance to run empty for 24 hours so the compartment can cool to the appropriate temperature.

### ⚠ CAUTION

The refrigerator should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate. When positioning the appliance, ensure the supply cord is not trapped or damaged.

## Space requirement diagram



A	B	C	D	E
545	1657	610	1097	1237

Notice: All dimensions in mm

## Ambient Temperature

Depending on the climate class, this refrigerator is intended to be used at an ambient temperature range as specified in the following table.

The product may not operate properly at temperatures outside of the specific range.

You can find the climate class on the product label.

Climate Class	Ambient Temperature
SN	+10 °C to +32 °C
N	+16 °C to +32 °C
ST	+16 °C to +38 °C
T	+16 °C to +43 °C

If you have any doubts regarding installation, please turn to the vendor, to our customer service or to the nearest Authorised Service Centre.

### ● ATTENTION

The cooling performance and power consumption of the refrigerator may be affected by the ambient temperature, the door-opening frequency, and the location of the refrigerator. We recommend adjusting the temperature settings as appropriate.

# Installation Instructions (Continued)

## Door reversal (Optional)

Based on the location where you plan to use your refrigerator, you may find it more convenient to reverse the position of the door.

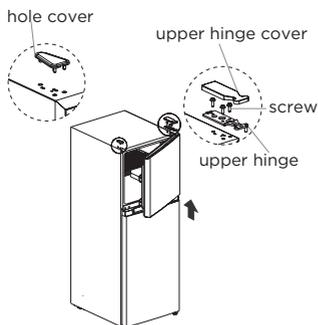
### **CAUTION**

To avoid injury to yourself or your property, we recommend that someone assist you during the door reversal process.

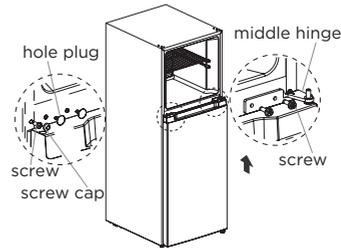
- > Make sure that your refrigerator is unplugged and empty.
- > Have someone available to assist you in the process.
- > Keep all of the parts you remove to reuse them later.

### STEP:

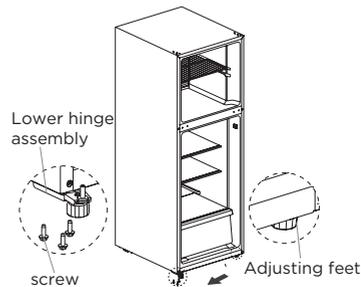
1. Please power off this appliance before conduct this operation. Remove all food from door shelves.
2. Remove hole cap, the upper hinge cover, fitting screws of upper hinge, upper hinge and sleeve pipe, then uplift the freezer door until it is separated from cabinet completely.



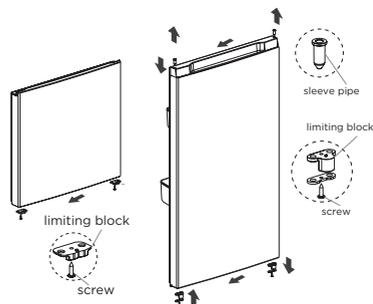
3. Unscrew the middle hinge screws, remove the middle hinge, and remove the two hole plug, a screw, a screw cap on the middle beam, then remove the refrigerator door.



4. Remove the adjusting feet, lower hinge screw and lower hinge assembly, then install the lower hinge assembly on the other side of the box and install the adjusting feet on the side of the adjusting feet opening.

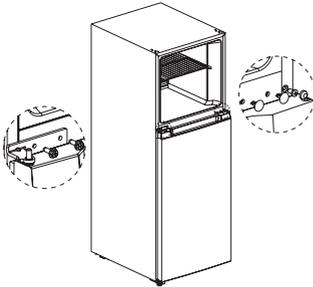


5. Dismantle the limiting blocks and screws on the lower cover of both refrigerator door and freezing door, install them on the other side of both doors; then install the sleeve pipe on the upper cover of the refrigerator door on the other side.

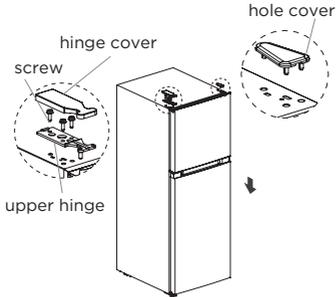


# Installation Instructions (Continued)

6. Install the refrigerator door on the lower hinge and then install the middle hinge and hole caps.



7. Install the freezing door on the middle hinge, and install the upper hinge, hinge cover and hole cover.



## ATTENTION

**Differences:** Due to technical changes and different models, some of the illustrations in this manual may differ from your model.

## Leveling feet

**To avoid vibration, the appliance must be leveled.**

If required, adjust the leveling feet to compensate for the uneven floor.

The front should be slightly higher than the rear to aid in door closing.

Leveling feet can be turned easily by tipping the cabinet slightly.

Turn the leveling feet counter clockwise ↺ to raise the unit, clockwise ↻ to lower it.

## Changing the light

Any replacement or maintenance of the LED lamps is intended to be made by the manufacturer, its service agent or similar qualified person.

## Moving the appliance

1. Remove all items from the appliance.
2. Pull the power plug out, insert and fix it into the power plug hook at the rear or on top of the appliance.
3. Tape parts such as shelves and the door to prevent from falling off while moving the appliance.
4. Move the appliance with more than two people carefully. When transporting the appliance over a long distance, keep the appliance upright.

# Installation Instructions (Continued)

## Tips for energy saving

Do not place the appliance near cookers, radiators or other heat sources. If the ambient temperature is high, the compressor will run more frequently and for longer, resulting in increased energy consumption.

Ensure that there is sufficient ventilation at the base of the appliance, on the sides of the appliance and at the back of the appliance.

Please also observe the spacing dimensions in the chapter "Installation".

The arrangement of drawers, shelves and trays as shown in the product overview offers the most efficient use of energy and should be retained as far as possible.

To obtain a larger storage space (e.g. for large refrigerated/frozen goods), the middle drawers and shelves can be removed. The top and bottom drawers and shelves should be removed last if necessary.

An evenly filled refrigerator/freezer compartment contributes to optimal energy use.

Allow warm food to cool before placing it in the refrigerator/freezer compartment. Food that has already cooled down increases energy efficiency.

Allow frozen food to defrost in the refrigeration compartment. The coldness of the frozen food reduces the energy consumption in the refrigerator compartment and thus increases the energy efficiency.

Open the door only as briefly as necessary to minimise cold loss. Opening the door briefly and closing it properly reduces energy consumption.

Setting the temperature no colder than necessary contributes to optimal energy use.

The door gaskets of your appliance must be perfectly intact so that the doors close properly and energy consumption is not increased unnecessarily.

## Stop using

### Power failure:

In case of power failure, even if it is in summer, foods inside the appliance can be kept for several hours; during the power failure, the times of door opening shall be reduced, and no more fresh food shall be put into the appliance.

### Long-time nonuse:

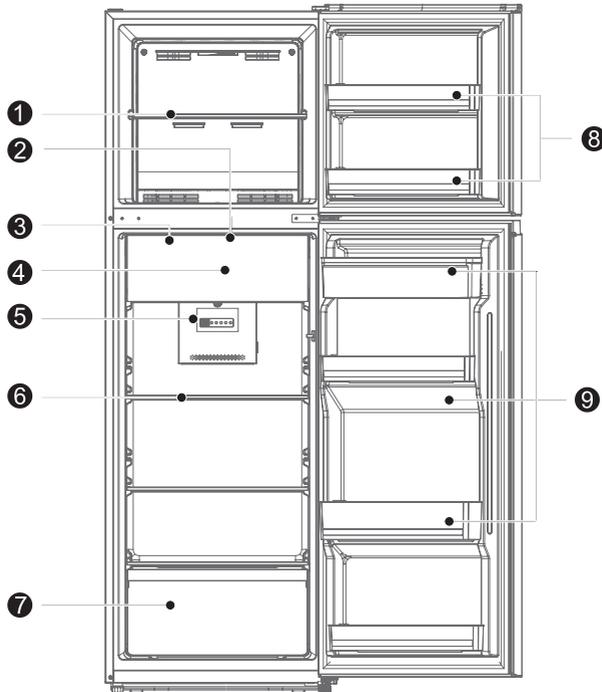
The appliance shall be unplugged and then cleaned; then the doors are left open to prevent odor.

### Moving:

Before the refrigerator is moved, take all objects inside out, fix the glass partitions, vegetable holder, freezing chamber drawers and etc. with tape, and tighten the leveling feet; close the doors and fix them with tape. During moving, the appliance shall not be laid upside down or horizontally, or be vibrated; the inclination during movement shall be no more than 45°

# Product Overview

## Parts and functions



- |   |                           |   |                                       |
|---|---------------------------|---|---------------------------------------|
| 1 | Shelf                     | 6 | Refrigerator glass shelf              |
| 2 | LED light                 | 7 | Fruits and vegetables box cover plate |
| 3 | Damper adjusting slider   | 8 | Door tray                             |
| 4 | Drawer flip               | 9 | Door tray                             |
| 5 | Temperature control panel |   |                                       |

- > For the most efficient use of energy, please keep the all internal items such as trays, drawers, shelves and ice cube box on the position supplied by manufacturer.
- > This refrigerating appliance needs to be installed independently and cannot be used as a built-in. Otherwise, it will cause problems such the performance and life of the appliance are reduced. And the manufacturer does not provide basic appliance warrant.

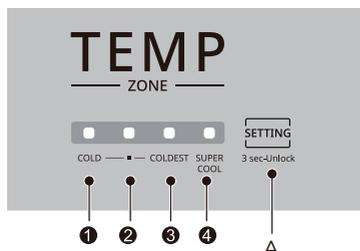
### ATTENTION

**Differences:** Due to technical changes and different models, some of the illustrations in this manual may differ from your model.

# Operation Instructions

## Use and functions

### Functions



### Button

- A Temperature setting button of refrigerator compartment

### Display screen

- Setting 1 (**COLD**)
- Setting 2 (**MID**)
- Setting 3 (**COLDEST**)
- Setting 4 (**SUPER COOL**)

### Display

- When electrify the refrigerator for first time, the display screen shines fully for 3 seconds, and then the refrigerator runs according to setting 3. In case of a failure, the corresponding LED blinks. In case of no failures, it shows the temperature setting of refrigerator.

Fault Code	Fault Description
Indicator setting ③ and setting ④	Refrigerator temperature sensor fault
Indicator setting ① and setting ④	Ambient temperature sensor fault
Indicator setting ② and setting ④	Freezer chamber Defrosting sensor fault

### Lock/Unlock

When the temperature control panel is in lock state, it needs to long press temperature setting key for 3 seconds for unlocking the panel, all LEDs will blink for 2 seconds when panel is unlocked. When the temperature control panel is in unlock state, if there is no operation on control panel within 15 seconds, it will enter into lock state automatically.

### Temperature setting

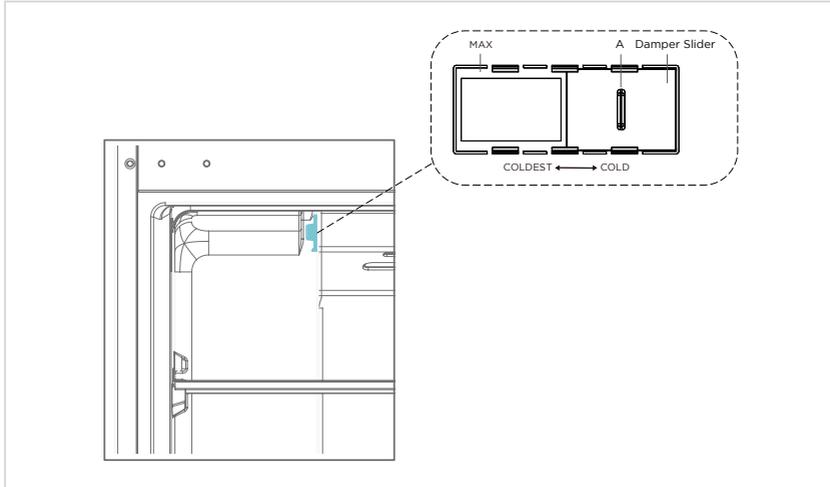
- Every time you press setting button, the gear changes once, after setting the gear 15s, the refrigerator will run according to the setting value.



## Operation Instructions (Continued)

### Damper adjusting slider

- The refrigerator can keep memory of following running status when power off.



- The temperature inside the freezer can be adjusted by changing the position of the damper slider. The initial position of the damper slider is at position A. If a lower temperature inside the freezer is required, you can adjust the damper slider from the position A to the left side.
- For better use of the refrigerator, it is recommended to keep the damper slider at its initial position.

# Food Storage

## Storing food

### Freezer compartment

The freezer compartment is designated for the low-temperature freezing of food, long-term storage of frozen food, and for the production of ice cubes.

Pay attention to the star classifications (4 star, 2 star and 1 star) in the freezer compartment and the resulting storage periods for frozen food.

Do not put fresh and frozen food next to each other. The frozen food may thaw.

When freezing large amounts of fresh food (such as meat, fish or chopped meat), please divide them into several small pieces before putting in, so that they can be quickly frozen and pick up easily.

Abide by the storage times recommended by food manufacturers on the packages, there is no information on the packaging, food should not be stored frozen for longer than three months from the date of purchase.

When purchasing frozen food, make sure that it was frozen at a suitable temperature and that the packaging is not damaged.

Frozen food should be kept in suitable individual packages to ensure that adjacent food cannot be contaminated. Consume thawed and defrosted foods immediately, do not refreeze them.

In case of prolonged power failure or malfunction of the appliance, remove the stored frozen food and check whether they are still edible, then store them in a sufficiently cool place or in another appliance.

To defrost food, remove it from the freezer and let it defrost at room temperature or in the refrigerator. To defrost food quickly, you can use the defrost function on your microwave, for example.

If you only want to defrost part of a pack, remove the portion you need and immediately close the rest of the pack. In this way, you will avoid "freezer burn" and will reduce ice formation on the remaining foods.

### Cooling compartment

To reduce moisture and subsequent ice build-up, never put liquid into the fridge compartment in unsealed containers. Frost tends to concentrate in the coolest parts of the evaporator. Storing uncovered liquids results in a more frequent need for defrosting.

Never put warm foods in the fridge compartment. These should first cool down at room temperature and then be placed so as to ensure adequate air circulation in the fridge compartment.

Foods or food containers should not touch the back wall of the fridge because they could freeze to the wall. Do not keep regularly opening the door of the refrigerator.

Meat and clean fish (packed in a package or plastic foil) can be placed in the fridge compartment, which can be used in 1-2 days.

Fruit and vegetables without packaging can be placed in the part designated for fresh fruit and vegetables.

### ATTENTION

Storage of too much food during operation after the initial connection to power may adversely affect the freezing effect of the refrigerator.

### Storage times and temperature

Note: Overlong storage or storage at inappropriate freezing temperature may cause a quality loss or spoiled foods, which causes food waste, is inedible and may cause food poisoning. The minimum temperature in most cases should be -18°C or colder. Follow the maximum recommended storage times below:

- > Stew, ice cream, sausages, bread: 2-6 months.
- > Fish, shrimp, lamb, meat: 4-8 months.
- > Vegetables, fruits, poultry, beef: 6-12 months.

# Maintenance & Cleaning



## CAUTION

Disconnect the appliance from the electrical supply before undertaking any routine maintenance. Allow at least 5 minutes before restarting the appliance, as frequent starting may damage the compressor.

Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

Do not try to repair, disassemble or modify the appliance by yourself. In case of repair please contact our customer service.

Eliminate the dust on the back of the unit at least once in the year to avoid hazard by fire, as well as increased energy consumption.

Check the door gasket regularly to make sure there are no debris. Clean the door gasket with a soft cloth dampened with soapy water or diluted detergent.

The interior of the product should be cleaned regularly to avoid odor.

Use a soft cloth or sponge to clean the inside of the product, with two tablespoons of baking soda and a quart of warm water. Then rinse with water and wipe clean. After cleaning, open the door and let it dry naturally before turning on the power.

For areas that are difficult to clean in the product (such as narrow sandwiches, 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 contaminants or bacterials accumulation in these areas.

Wipe the outer surface of the product with a soft cloth dampened with soapy water, detergent, etc., and then wipe dry.

Do not use hard brushes, clean steel balls, wire brushes, abrasives (such as toothpastes), organic solvents (such as alcohol, acetone, Isoamyl acetate, etc.), boiling water, acid or alkaline items, which may damage the fridge surface and interior. Boiling water and organic solvents such as benzene may deform or damage plastic parts.



Do not rinse directly with water or other liquids during cleaning to avoid short circuits or affect electrical insulation after immersion.

## Defrosting

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

1. Remove existing food and accessories baskets, unplug the appliance from the mains power and leave the doors open. Ventilate the room thoroughly to accelerate the thawing process.
2. When defrosting is completed, clean your freezer as described above.

**CAUTION!** Don't use sharp objects to remove frost from the freezer. Only after the interior completely dry should the appliance be switched back on and plugged back into the mains socket.

## ATTENTION

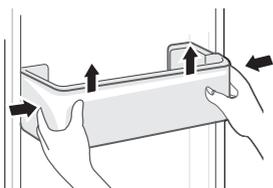
The appliance shall run continuously once it is started. Generally, the operation of the appliance shall not be interrupted; otherwise the service life may be impaired

## Maintenance & Cleaning (Continued)

### Cleaning of door tray

According to the direction arrow in the figure below, use both hands to squeeze the tray, and push it upward, then you can take it out.

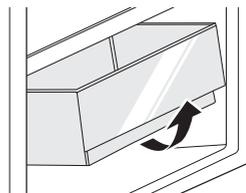
After washing the tray having been taken out, you can adjust its installing height in accordance with your requirement.



### Cleaning the vegetable drawer

Remove the contents of the drawer. Hold the handle of the vegetable drawer and pull it out completely until it stops.

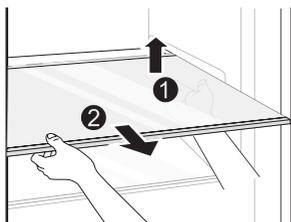
Lift the vegetable drawer up and remove it by pulling it out.



### Cleaning of glass shelf

As the innermost part of the refrigerator liner where contacting the shelves has a backstop, you shall raise the shelves upward, then you can be able to take it out.

Adjust or clean the shelves according to your requirement.



### ATTENTION

**Differences:** Due to technical changes and different models, some of the illustrations in this manual may differ from your model.

# Troubleshooting

The following simple issues can be handled by the user. Please call the after-sale service department if the issues are not solved.

Problem	Possible Causes	Solution
Not operate	<ul style="list-style-type: none"> <li>The power supply is not turned on and the plug is not firmly inserted.</li> <li>Low voltage, power failure or part of the circuit tripped.</li> </ul>	<ul style="list-style-type: none"> <li>Insert the power cord plug firmly.</li> <li>Check the power supply at home.</li> </ul>
Light not on	<ul style="list-style-type: none"> <li>The appliance is not powered on.</li> <li>The light is broken.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug and re-plug the power cord.</li> <li>Replace the light with a new one.</li> </ul>
Fruits or vegetables are frozen	<ul style="list-style-type: none"> <li>Has the food been placed at the back of the fridge? The area near the back wall is where the temperatures are coldest.</li> <li>Fruits or vegetables are stored in the Fresh/Chill zone.</li> </ul>	<ul style="list-style-type: none"> <li>Not placing food which may freeze easily at the back of the fridge compartment.</li> <li>The Fresh/Chill zone is only for meat/fish.</li> </ul>
Fridge/freezer is over-cooling	<ul style="list-style-type: none"> <li>Temperature control is not set correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Set the temperature higher.</li> </ul>
Compressor working for a long time	<ul style="list-style-type: none"> <li>High ambient temperature causing long working time.</li> <li>Putting too much food in at one time.</li> <li>Food is put in before it has cooled down.</li> <li>Opening the door too often.</li> <li>The frost layer inside is too thick.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal.</li> <li>Do not put too much food in at one time.</li> <li>Wait until the food has cooled down before putting it in.</li> <li>Do not open the door too often.</li> <li>Need to defrost.</li> </ul>
Door does not close properly	<ul style="list-style-type: none"> <li>Door is stuck with objects.</li> <li>Too much food in.</li> <li>Door gasket deformed.</li> </ul>	<ul style="list-style-type: none"> <li>Do not put in too much food.</li> <li>Place the appliance stably.</li> <li>Heat the door gasket, then cool it for restoration (with an electrical drier or hot water for heating).</li> </ul>
Outer wall is hot	<ul style="list-style-type: none"> <li>When the appliance is operating, heat is dissipated to the outside through the metal tubes inside the cabinet.</li> <li>Higher ambient temperatures in the summer cause the temperature of the outer wall to rise.</li> </ul>	<ul style="list-style-type: none"> <li>Higher temperature on the outer wall is normal.</li> <li>Increase the heat dissipation space, or put the appliance in a ventilated and cool place.</li> </ul>
Cross or vertical beams are hot	<ul style="list-style-type: none"> <li>There are metal tubes inside the beams, and the heat released from the tubes prevents condensation.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal.</li> </ul>
Odors	<ul style="list-style-type: none"> <li>Spoiled food</li> <li>Food with strong odors</li> <li>The interior compartment is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Clean and remove any spoiled food.</li> <li>Make sure strong smelling food is wrapped airtight.</li> <li>Clean the interior compartment.</li> </ul>
The actual temperature differs from the set temperature	<ul style="list-style-type: none"> <li>When warm food is put in, the temperature will rise temporarily.</li> <li>After setting a new temperature, it will take some time for the temperature in the compartment to reach the set temperature when the door is not opened.</li> <li>After the temperature stability, the actual temperatures at different locations within the compartment are different, with a deviation of about <math>\pm 3^{\circ}\text{C}</math>.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal.</li> <li>Wait for some time before testing the actual temperature.</li> </ul>

## Troubleshooting (Continued)

Problem	Possible Causes	Solution
Condensation forms on the outside	<ul style="list-style-type: none"> <li>Condensation may form when the humidity in the room is high.</li> </ul>	<ul style="list-style-type: none"> <li>This is normal. Wipe off the condensation using a dry cloth.</li> </ul>
Condensation forms inside the fridge and drawers	<ul style="list-style-type: none"> <li>The fridge maintains a high humidity to keep vegetables and other food items fresh.</li> <li>Humidity is too high in the room and doors have been opened frequently.</li> <li>The door gasket are not tight.</li> </ul>	<ul style="list-style-type: none"> <li>Wipe off the condensation using a dry cloth.</li> <li>Do not open doors as frequently or do not keep them open too long.</li> <li>Check the door gasket, clean or correct position.</li> </ul>
Frost around the vents	<ul style="list-style-type: none"> <li>Door is not closed properly.</li> <li>The door gasket are not tight.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure food does not block the door.</li> <li>Check the door gasket, clean or correct position.</li> </ul>
Hard to open the door	<ul style="list-style-type: none"> <li>The difference in air pressure between the inside and outside of the compartment may sometimes make it hard to open the freezer door.</li> </ul>	<ul style="list-style-type: none"> <li>Wait a few moments, and then try to open the door slowly.</li> </ul>

**Certain sounds can be heard during normal use of the refrigerator, which do not affect its correct operation.**

### **Sounds, which can be easily prevented:**

- > Noise caused by the appliance which is not level - adjust the position with the adjustable turn-in front feet. Alternatively, place pads made of soft material under the rear rollers, especially when the appliance is placed on tiles.
- > Touching the adjacent piece of furniture - move the refrigerator away.
- > Creaking of the drawers or shelves - take out and put back the drawer or shelf.
- > Sounds of clinking bottles - move bottles apart.

Sounds heard during normal use are mainly due to operation of the compressor (switching on) and cooling, system (thermal expansion and contraction of the radiator caused by flow of the cooling agent).

# Specifications

<b>Model/s:</b>	MTM266S, MTM266W
<b>Product Dimensions:</b>	W: 545mm, D: 610mm, H: 1657mm
<b>Weight:</b>	45kg
<b>Total Capacity:</b>	266L
<b>Fridge Capacity:</b>	206L
<b>Freezer Capacity:</b>	60L
<b>Temperature Range:</b>	Fridge: 1 – 10°C / Freezer: -12 – -24°C Cooling Zone Compartment: 3 – -3°C
<b>Other Features:</b>	Reversible Door, Cooling Drawer, Fruit & Vegetable Crisper Drawer, Glass Shelves, Electronic Temperature controls, NoFrost Automatic Defrost System, LED Lighting, Adjustable Levelling Feet
<b>Energy Rating:</b>	4.5 Stars MEPS
<b>Max Noise Rating:</b>	43 dB(A)

# Purchase Details

For your records, please record details of your purchase below and staple your receipt on the opposite page. Your serial number can be found on the rating plate of your Refrigerator.

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## STORE DETAILS

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STORE NAME | \_\_\_\_\_

ADDRESS | \_\_\_\_\_

TELEPHONE | \_\_\_\_\_ PURCHASE DATE | \_\_\_\_\_

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## PRODUCT DETAILS

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MODEL NO. | \_\_\_\_\_

SERIAL NO.\* | \_\_\_\_\_

**Attach your receipt to this page**







# Warranty Information

## WARRANTY TERMS AND CONDITIONS REFRIGERATORS

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

### 1. IN THIS WARRANTY

- (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
- (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
- (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
- (d) 'ASR' means Residentia Group authorised service representative;
- (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 600 546 656 in respect of Appliances purchased in Australia;
- (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
- (g) 'Warranty Period' means:
  - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
- (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.

2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.

3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters, seals or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.
5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.

## Warranty Information (Continued)

7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
- (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.<sup>10</sup> For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
- (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

### IMPORTANT

Before calling for service, please ensure that the steps in point 13 have been followed.

### CONTACT SERVICE

Service: 1300 11 HELP (4357)

<sup>10</sup>The Australian Consumer Law requires the inclusion of the following statement with this warranty:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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**myk1n**

**part of the family**