



CHiQ

REFRIGERATOR / FREEZER

► **USER MANUAL**

MODEL

CSH311NWL5

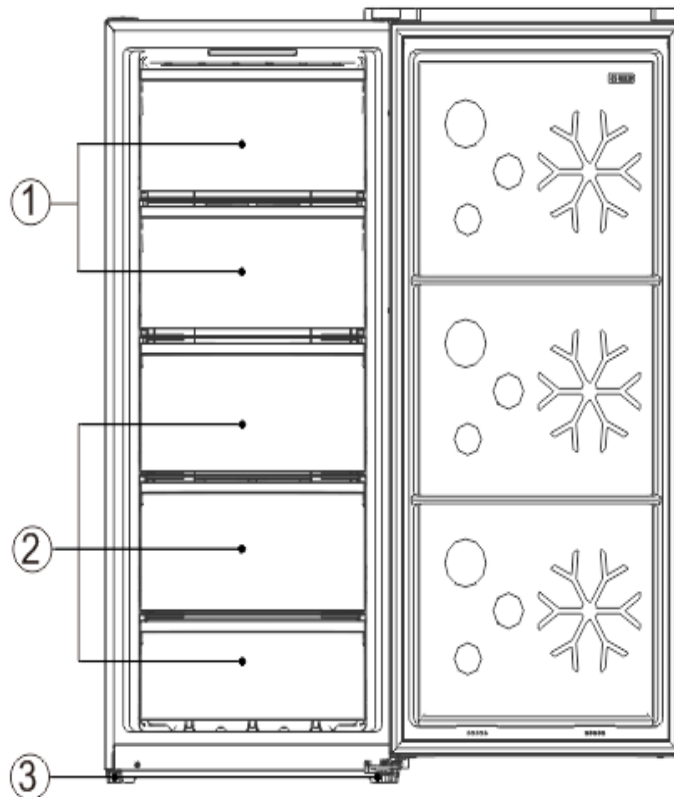
CSH310NBSL5



Customer Service 1300 796 688

www.chiq.com.au

PART NAMES AND LOCATIONS



No.	Description
1	Freezer drawer flips
2	Freezer drawers
3	Leveling feet

IN ACCESSORY BAG: USER MANUAL, WARRANTY CARD, SCREW, HINGE COVER, UPPER HINGE MANUAL

As the manufacturer holds the authority to redesign or modify its products without notice: Any modifications or upgrades of our products will result in this Refrigerator varying slightly from this manual but the functionality will remain the same to that as set out within this manual.

IMPORTANT SAFETY INSTRUCTIONS

⚡ WARNING ⚡

Follow these basic precautions to reduce the risk of fire, electrical shock hazards or injury when operating the Refrigerator:

- **This product has been designed for using in a normal domestic environment. It is not intended for commercial use which will avoid warranty, such as supermarket, food shop, pharmacy, commercial kitchen & etc.**
- Persons with lack of experience and knowledge, reduced physical or mental capabilities, need to be given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- It is critical use this appliance safely. Read all instructions before operating the Refrigerator and do not attempt to repair or modify this unit in any way as it can cause harm or void the warranty.
- Please ensure all persons using this appliance are also informed and comply with the details set out within this manual and the product Terms and Conditions.
- When unpacking the appliance for the first time, keep all cardboard and plastic packaging out of reach from children.
- Report any notable defects with the appliance to Chiq or retailer as soon as it is noted. Failure to do so can result in a non-warranty claim. Keep all packaging materials in a safe location until the unit has been installed properly.
- If the supplied power cord of this unit is damaged, it must be replaced by qualify service agent or similarly qualified persons in order to avoid any risk of injury. It is recommended the power cord is situated in a safe location when operating or transporting the appliance to prevent any damage that may cause electrical shock or fire hazards.
- **DANGER or WARNING:**

This unit is not designed for outdoor installation.

Service of this unit

The installation or any service of the appliance is recommended by a qualified technician or service company.

Ventilation Hazards

Never clean the Refrigerator or Refrigerator parts with flammable fluids, or store gasoline or any other flammable vapors and liquids in the vicinity of this or any other Refrigerator as the gas and/or vapour can cause a fire hazard, explosion or inhalation.

Electrical Connection

Make certain, when installing or moving the unit that the power outlet has been connected to, has been fitted by a qualified electrician and the ground wire has been connected properly to meet the Australian Electrical Standards.

R600a WARNINGS

NOTE: This model uses R600a flammable refrigerant in its sealed system. The following must be observed for your safety:

R600a Refrigerant Warning

- This appliance contains 0.079kg grams R600a refrigerant which is environmentally friendly, but flammable. It does not damage the ozone layer, nor does it increase the greenhouse effect.
- During transportation and installation, ensure that the tubing of the refrigerant circuit is not damaged.
- Leaking refrigerant can ignite and may damage the eyes.
- In the event any damage does occur, avoid exposure to open fires and any device which creates a spark. Disconnect the appliance from the mains power.
- Thoroughly ventilate the room in which the appliance is located for several minutes.
- Notify Customer Service for necessary action and advice.
- The room for installing the appliance must be at least 1 cubic metre per 8 grams of refrigerant. The refrigerant quantity contained in this appliance is listed above in grams; it is also noted on the Rating Plate of the appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

It is hazardous for anyone other than an Authorised Service Person to carry out servicing or repairs to this appliance. In Queensland the authorized person must hold a Gas Work Authorisation for hydrocarbon refrigerants, before carrying out servicing or repairs which involve the removal of covers.

1. Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
2. Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
3. Do not damage the refrigerant circuit.
4. Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
5. Do not store explosive substances such as aerosol cans with a flammable propellant in the appliance.

Disposal

The environment and personal safety must be considered when disposing of this

appliance. Please ensure the appliance is taken to a recycle center for safe recycling. DO NOT dispose of the appliance in land fill as the insulation and refrigerant gas contained in these appliances are flammable.

Product Features

Product Features

This appliance is a single-door upright refrigerator/freezer featuring inverter technology and electronic temperature control.

The appliance can operate in either **Refrigerator Mode** or **Freezer Mode**, providing flexible storage options to suit your needs.

- **Freezer Mode** is suitable for the long-term storage of frozen foods such as meat, seafood and other frozen products.
- **Refrigerator Mode** is ideal for storing fresh foods including fruit, vegetables, dairy products and beverages.

Electronic Temperature Control

The appliance is equipped with an electronic control system and LED display, allowing temperature settings and operating functions to be adjusted easily.

Inverter Technology

The inverter compressor automatically adjusts its operating speed according to the cooling demand, helping to:

- Maintain a more stable internal temperature
- Improve energy efficiency
- Reduce operating noise
- Enhance overall performance

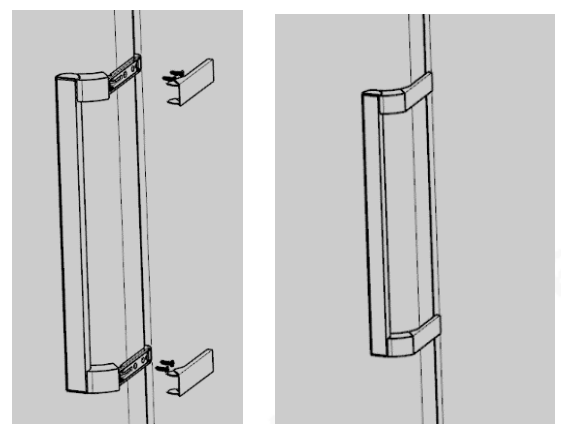
Environmentally Friendly Design

This appliance uses environmentally responsible refrigerants and insulation materials designed to minimise environmental impact while maintaining efficient cooling performance.

Convertible Refrigerator / Freezer

Handle instruction

- a) Find the handle assembly in the unit.
- b) Remove four screws on the side of the door.
- c) Attach handle on the door with the four screws.
- d) Put the handle cover on the position, assemble the cover with two clamping claws into the two holes on the end of handle guide rail.
- e) Push the end of cover near the handle



Door reversal instruction

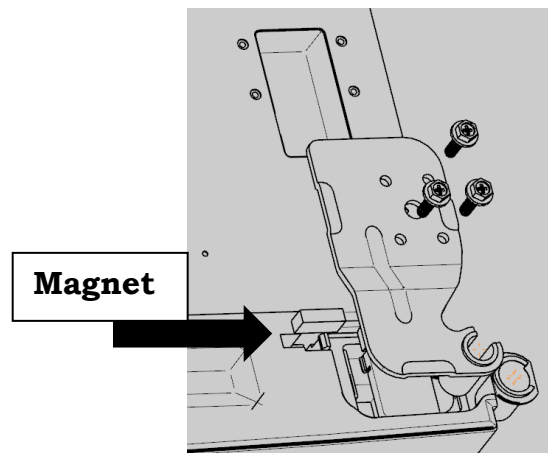
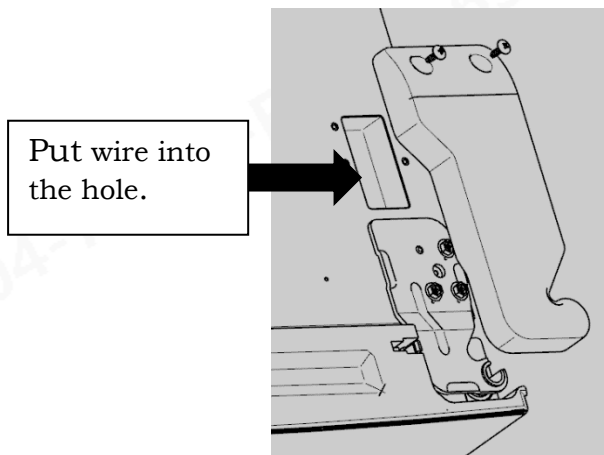
Door reversal job requests some spare parts which are in the accessory bag, top hinge, top hinge cover

For safety purpose, two people is recommended for the job.

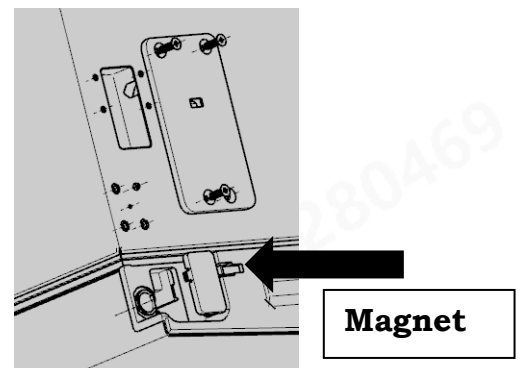
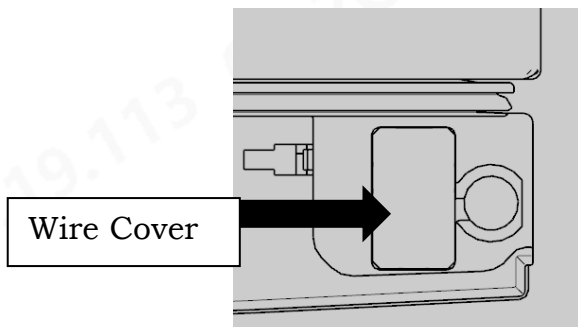
The following tool is required: ladder, flat screwdriver, phillips screwdriver, adjustable spanner, socket wrench and 8mm socket.

(This instruction is for right hinge models. It can be done on opposite way for left hinge models.)

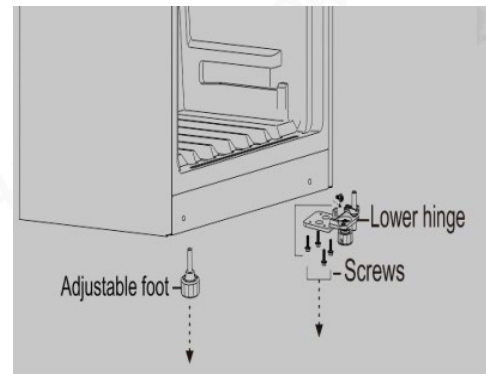
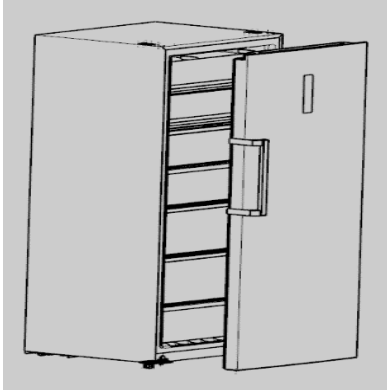
- a) Make sure the power cable is unplugged from power point.
- b) Remove the screws from the upper hinge cover and remover the cover carefully.
Disconnect two wire connections and put the communication wires (the wires come from cabinet) into the hole on the top of the unit.



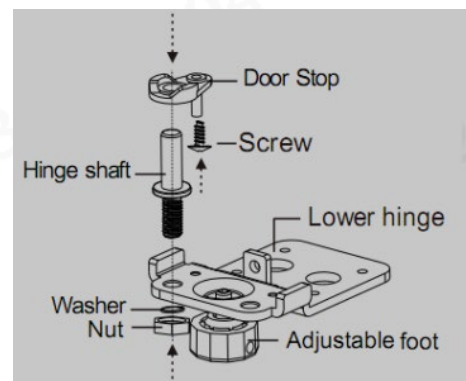
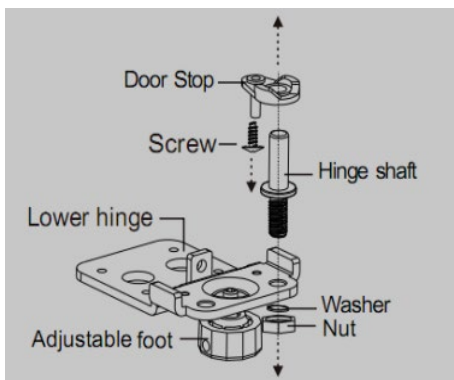
- c) Remove the three bolts on the upper hinge, then remove the upper hinge and hinge bush.
(! Important !) Please remove a black color magnet next to the hinge and insert it to another side.
- d) Remove the wire cover under the hinge and put the door communication wire (the wires come from the door) into the hole, then put the wire cover back on.



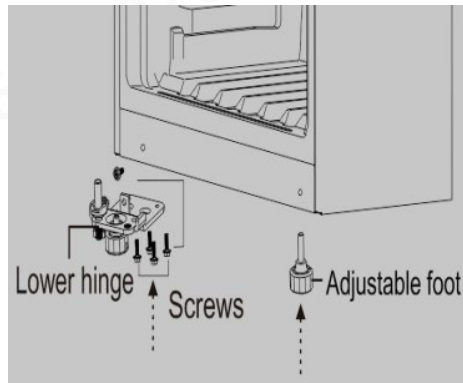
- e) Remove the three screws and cover from the left-side top of the refrigerator, take out the wire harness and install the hinge bush. Remove the wire cover on the top left door and take out two wire harness from there.
- f) Lift up the refrigerator door, remove it from bottom hinge and keep it on a stable place.
- g) Remove the front leveling feet, use adjustable spanner or socket wrench to remove the 5 screws, then remove the hinge.



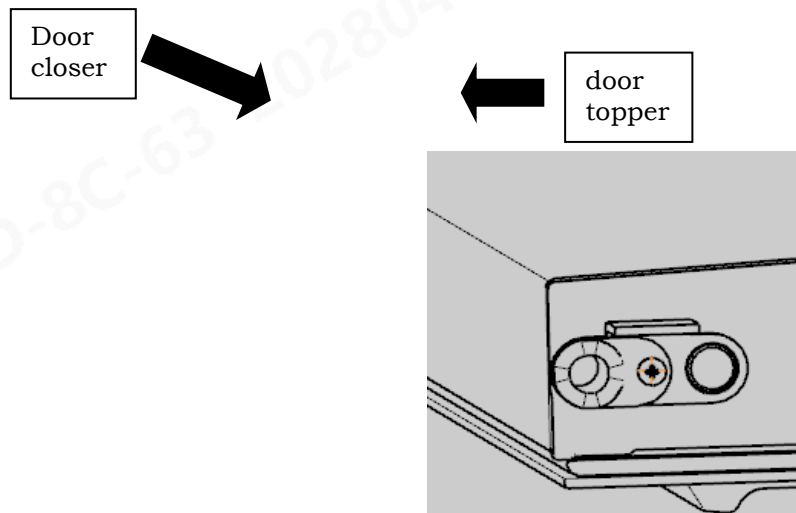
- h) Relocate the door stop and hinge shaft to the left side of the hinge. Follow the steps below:
 - 1) Remove the screw fixing the stopper with a cross screwdriver;
 - 2) Remove the nut and washer fixing the hinge shaft with a wrench.
 - 3) Put the hinge shaft into the hole on the left side of the lower hinge and fix it firmly with the removed nut and washer.
 - 4) Align the door stopper hole with the hinge shaft, install them properly, and then fit the stopper with the removed screw.



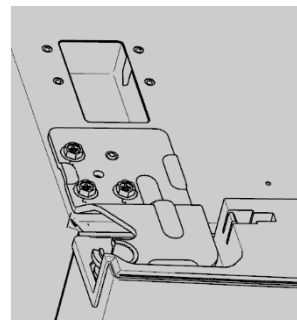
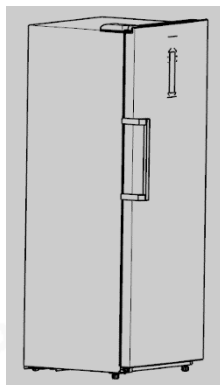
- i) Install the adjusted lower hinge assembly to the left bottom side of the cabinet, and install the left front adjustable foot to the right bottom side of the cabinet.



- j) Remove door stopper and door closer from right bottom of the door, install them on the left bottom side.

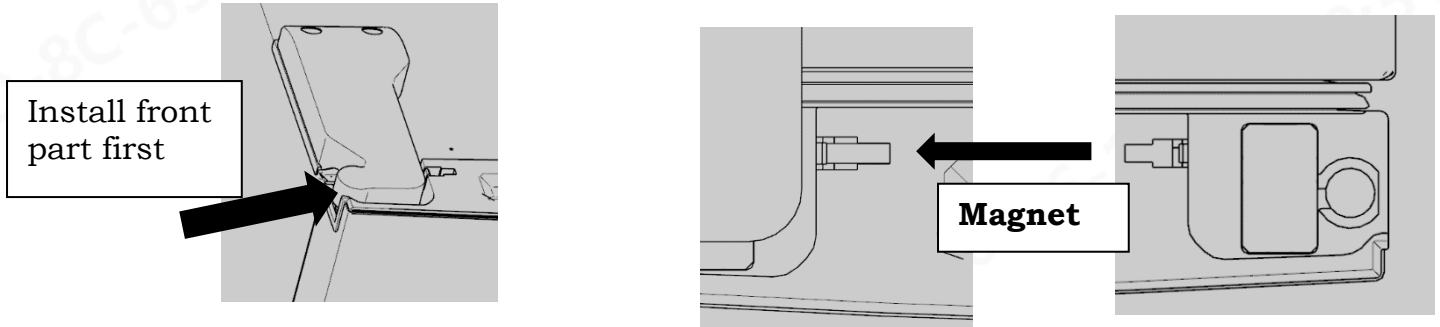


- k) Put the door on the left hinge and make sure the door is level with the cabinet and rubber gasket has a good seal. Hold the door on position before install the upper hinge.



- l) Get the upper left hinge from the accessory bag, fix it with bolts and install the ground wire(with a ring end) under one bolt. Connect red/yellow/blue cable socket from the door to same color one from cabinet.

- m) Remove a magnet sensor from right top hinge cover (the one is removed at the beginning), the parts has two wires and a two pins socket. Install it under the new hinge cover from the accessory bag. Connect the two pins socket to the wire harness from the cabinet.

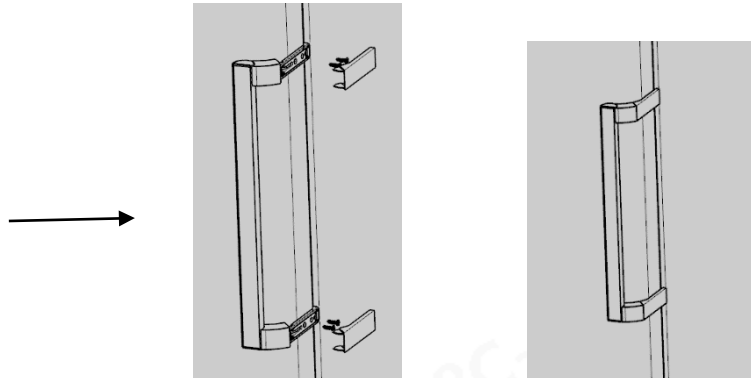


- n) When install the top left hinge cover, put the front on the position first, make sure a clip is attached to the metal hinge properly. Then push the back part on the position and secure it with two screws.

Double check and make sure the magnet is installed on the door top left side near the hinge cover.

- o) Remove the handle cover, remove four screws and the handle.

Install the handle on the other side of the door



- p) After the door handle is installed, the door reversing operation is finished.

If the unit keeps beeping after door is reversed, please check the following tips.

1. Check **step c**, make sure magnet is put into another side(new hinge side).
2. Check **step L**, make sure the magnet sensor is put under the new hinge cover properly.
3. Check **setp m**, make sure the hinge cover is on the position properly, a clip under the front edge need to be attached to metal hinge.

INSTALLATION INSTRUCTIONS

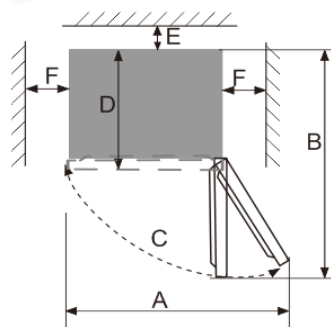
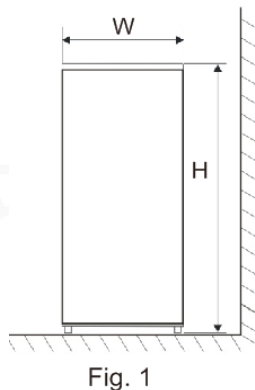
Before Using the Refrigerator

- Remove the exterior and interior packing.
- Before connecting the Refrigerator to a power source, let the unit stand upright for approximately 4 hours to mitigate the possibility of a malfunction in the cooling system from improper handling during transportation.
- Clean the interior surface with warm water using a soft cloth.

Installing the Refrigerator

- This appliance is designed to be free standing only, and should not be recessed or built-in.

W	D	H	A	B	C(°)	E	F
710	770	1570	1297	1407	130±5	50	50



Note: Figure 1, Figure 2 only illustrate the space demand of the product.

- **Allow at least 5cm of space between the back and sides of the Refrigerator to allow proper air ventilation.** Insufficient space will result in cooling and working life issue and voiding warranty.
- Place the Refrigerator on a **leveled/even** floor surface that is strong enough to support the weight of the Refrigerator when it is fully loaded to prevent vibrations.
- **Place the Refrigerator on a concrete, tile floor or waterproof floor is recommended. The fridge will produce defrost water or condensation moisture, it might cause water damage in some extreme circumstances.**
- **The front feet can be adjusted to level the appliance properly.** Adjust the two front feet to keep the Refrigerator leveled or elevated.
- Situate the Refrigerator away from direct sunlight and sources of direct heat (stove, heater, radiator, etc.). Direct sunlight may also affect the acrylic coating and heat sources may cause an increase power consumption.
- This unit is not designed for outside installation.
- Avoid situating the Refrigerator in moist OR **pest infestation** areas.
- Plug the Refrigerator into dedicated, properly installed-grounded wall outlet. Do not

under any circumstances cut or remove the third (ground) prong from the power cord. Any questions concerning power and/or grounding should be directed toward a certified electrician or an authorized service center.

- After plugging the appliance into a wall outlet, turn the unit on and allow the unit to cool down for 4-6 hours before placing food in the Refrigerator.
- Do not place heavy items on the top of this appliance.

ENERGY SAVING TIPS

- Allow hot foods to cool to room temperature before placing in the Refrigerator. Overloading the Refrigerator forces the compressor to work harder. Foods that freeze too slowly may lose quality, or spoil.
- Be sure to wrap foods properly, and wipe containers dry before placing them in the Refrigerator. This cuts down on frost build-up inside the Refrigerator.
- Organize and label food to reduce door openings and extended searches. Remove as many items as needed at one time, and close the door as soon as possible.



[symbol ISO 7010 W021
(2019-07)]

Warning; Risk of fire / Flammable
materials

- Symbol ISO 7010 W021 (2019-07) and its meaning
- 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.

OPERATING INSTRUCTIONS

Function & Setting

The display panel is on the door, the following picture will show the display symbols and functions.



When the refrigerator is connected to power supply for the first time, all icons on the display panel gets illuminated for 2s, and the system runs in the freezer mode at -18°C by default.

When door is closed, the display will turn off automatically if no key operation within 15 seconds. It will light up if door is opened or any key is pressed.

The following key operations are valid only when the keys are unlocked and gets illuminated on the display.

Controls

"+" Button

Use this button to increase the temperature setting.

Press the + button once and the current temperature setting will begin flashing. Press the + button repeatedly to increase the temperature setting by one level at a time.

After selecting the desired temperature, press the **OK** button or wait 5 seconds for the setting to be saved automatically.

Available temperature settings are:

Fridge Mode:

2°C → 3°C → 4°C → 5°C → 6°C → 7°C → 8°C → 2°C

Freezer Mode:

-16°C → -24°C → -23°C → -22°C → -21°C → -20°C → -19°C → -18°C → -17°C → -16°C

Soft Freeze Mode:

-3°C → -13°C → -11°C → -9°C → -7°C → -5°C → -3°C

Cellar Mode:

5°C → 6°C → 7°C → 8°C → 9°C → 10°C → 11°C → 12°C → 13°C → 14°C → 15°C → 5°C

"-" Button

Use this button to decrease the temperature setting.

Press the – button once and the current temperature setting will begin flashing. Press the – button repeatedly to decrease the temperature setting by one level at a time.

After selecting the desired temperature, press the **OK** button or wait 5 seconds for the setting to be saved automatically.

Function Button

Selecting an Operating Mode

When the display is illuminated and the control panel is unlocked, press the **Function** button to cycle through the available operating modes. The selected mode indicator will flash.

Press the **OK** button within 5 seconds to confirm the selection.

Mode sequence:

Fridge Mode:

Fridge → Cellar → Chill → Fridge

Freezer Mode:

Freezer → Soft Freeze → Fast Freeze → Freezer

Switching Between Fridge and Freezer Modes

Press and hold the **Function** button for 3 seconds to switch between Fridge Mode and Freezer Mode.

OK Button

Press the **OK** button to confirm a temperature setting or mode selection.

When Child Lock is active, press and hold the OK button for 3 seconds to unlock the control panel. A countdown (3–2–1) will be displayed during the unlocking process.

Functions

Fridge Mode

Temperature range: **2°C to 8°C**

Suitable for storing fresh foods such as fruit, vegetables, dairy products and beverages.

Freezer Mode

Temperature range: **-16°C to -24°C**

Suitable for the long-term storage of frozen food.

Cellar Mode

Temperature range: **5°C to 15°C**

This mode is suitable for storing beverages, wine and other items that require a cool storage temperature.

Note: If the selected temperature is higher than the ambient temperature, the appliance may not operate until cooling is required.

Soft Freeze Mode

Available temperature settings:

-3°C, -5°C, -7°C, -9°C, -11°C and -13°C

Soft Freeze helps keep food chilled and ready to cook without fully freezing it.

Fast Freeze Mode

When Fast Freeze is activated, the appliance automatically operates at **-32°C**.

Fast Freeze helps preserve food quality and freshness by rapidly lowering the freezer temperature.

The Fast Freeze function will automatically switch off after **26 hours** of operation.

Temperature adjustments are not available while Fast Freeze is active.

Fast Freeze can only be activated when the appliance is operating in Freezer Mode.

Chill Mode

When Chill Mode is activated, the compartment temperature is automatically maintained at **0°C**.

This mode is ideal for rapidly chilling fresh food and helping maintain freshness.

Temperature adjustments are not available while Chill Mode is active.

Chill Mode can only be activated when the appliance is operating in Fridge Mode.

Door Open Alarm

If the door remains open for more than 3 minutes, an audible alarm will sound.

Press any button to silence the alarm temporarily. If the door remains open, the alarm will sound again after 3 minutes.

The alarm will stop automatically once the door is closed.

Power Failure Memory

In the event of a power outage, the appliance will automatically resume the previous operating settings once power is restored.

Compressor Protection Delay

To protect the compressor, the appliance includes a start-up delay function.

Following a power interruption of less than 5 minutes, the compressor will not restart immediately when power is restored.

High Temperature Alarm (After Power Failure)

When operating in Freezer Mode, if the compartment temperature rises above -10°C following a power interruption, the temperature display will flash to alert the user. Press any button to view the recorded temperature. Press any button again, or wait 5 seconds, to return to normal display mode.

Fault Alarm

If any of the following fault codes are displayed: **E0, E1, E2, EH or EC** please contact Customer Care or an authorised service technician for assistance.

GENERAL CARE AND MAINTENANCE

Cleaning the Refrigerator

- Upon installation of your new appliance, it is recommended that it be cleaned thoroughly and properly maintained thereafter.
- Turn off the Refrigerator and then unplug the unit from the wall outlet.
- Remove all food content before washing the inside with a damp cloth soaked in lukewarm water and dishwasher liquid. **Don't use any chemical detergent which might damage coating of the Refrigerator.**
- Be sure to keep the door gasket (seal) clean to keep the unit running efficiently as improper cleaning can cause the seal to dislodge and tear.
- Dry the interior and exterior with a soft cloth.

Vacation Time

- Turn off the Refrigerator first and then unplug the unit from the power point.
- Remove all food.
- Clean the Refrigerator.
- Leave the lid open slightly to avoid possible formation of condensation, mold, or odors.
- Use extreme caution in the case of children. The unit should not be accessible to child's play.
- **Short vacations:** Leave the Refrigerator operating during vacations of less than three weeks.
- **Long vacations:** If the appliance will not be used for several months, remove all food and unplug the power cord. Clean and dry the interior thoroughly. To prevent odour and mold growth, leave the door open slightly: blocking it open if necessary.

Repositioning and Relocating the Refrigerator

- Unplug the power cord from the wall outlet.
- Remove all the food and drinks.
- Securely tape down all loose items inside your Refrigerator.
- Tape the doors to be closed securely.

- It is recommended that the Refrigerator stays in the upright position during transportation. But if it is laid down for transport purpose, please lift it up immediately after the job is done. Please wait for at least 24 hours before putting the power.

TROUBLESHOOTING GUIDE

Problem	Solution
The Refrigerator has no power	➤ Power cord isn't plugged in properly. ➤ The circuit breaker tripped or a blown fuse. ➤ Try a different power point.
Compressor runs all the time	➤ The room temperature is hotter than normal. ➤ A large amount of food has been added to the Refrigerator. ➤ The door is opened too often. ➤ The door is not closed completely. ➤ The temperature control is not set correctly. ➤ The door gasket does not seal properly. ➤ The Refrigerator does not have the correct clearances. ➤ The Refrigerator has recently been disconnected for a period of time. 6+ hours are required for the Refrigerator to cool down completely pending on operating conditions.
Temperature inside the Refrigerator is too cold.	➤ Temperature control is set too cold. Turn the control to a warmer setting and allow several hours for the temperature to stabilize.
Temperature of external Refrigerator side walls are warm.	➤ The exterior Refrigerator walls can be as much as 15-20 degrees warmer than room temperature. This is normal while the compressor works to transfer heat from inside the Refrigerator cabinet to the condenser behind the Refrigerator side walls.
Popping or cracking sound when compressor comes on.	➤ Metal parts undergo expansion and contraction, as in hot water pipes. This is normal. Sound will level off or disappear as Refrigerator continues to run.
Bubbling or gurgling sound, like water boiling.	➤ Refrigerant (used to cool Refrigerator) is circulating throughout the system. This is normal operation.

Vibrations.	➤ Check the Refrigerator is on a level/even surface. ➤ Refrigerator rocks on the floor when it is moved slightly. Be sure floor can adequately support Refrigerator. ➤ Level the Refrigerator by putting wood or metal shims under part of the Refrigerator. ➤ The Refrigerator is touching the wall. Re-level the Refrigerator and move it from the wall. See “Installation Instructions”.
Moisture forms on outside of Refrigerator.	➤ Door is slightly open, causing cold air from inside the Refrigerator to meet warm moist air from the outside.
The doors will not close properly.	➤ The Refrigerator is not on a level surface. ➤ The gasket/s may be dirty or not properly maintained. Clean the seals and make sure they are dry before closing the door/s. ➤ The storage basket and/or shelves are out of position.

For any enquiries, please call the CHiQ Customer care on: 1300 796 688



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