

# CHIQ

**CTM519WD**

**CTM520SD**

USER MANUAL

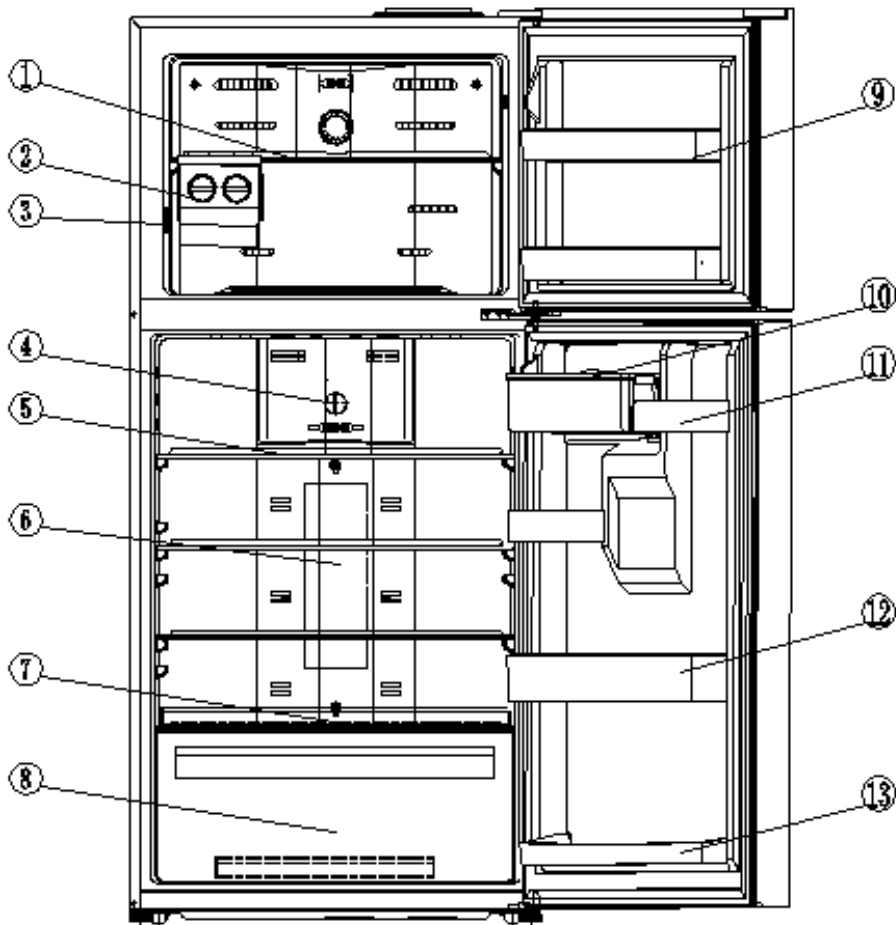
**FROST FREE  
REFRIGERATOR**

Keep this manual in a safe location and use it for reference.

Read this manual carefully before commencing operation of this appliance,  
and comply with the Terms and Conditions.

# PART NAMES AND LOCATIONS

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- 1) REFREEZER SHELVES
- 2) ICE CUBE TRAY
- 3) FREEZER TEMPERATURE CONTROL
- 4) REFRIGERATOR TEMPERATURE CONTROL
- 5) REFROGERATOR SHELVES
- 6) LLED LAMP
- 7) CRISPER COVER
- 8) CRISPER
- 9) FREEZER DOOR RACK
- 10) WATER CONTAINER
- 11) REFRIGERATOR DOOR UPPER RACK
- 12) REFRIGERATOR DOOR MIDDLE RACK
- 13) REFRIGERATOR DOOR BOTTOM RACK
- 14) IN ACCESSORY BAG: USER MANUAL, EGG TRAY & WARRANTY CARD

**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:

- 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 and report any notable defects with the appliance to Changhong 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 properly installed.
- If the supplied power cord of this unit is damaged, it must be replaced by the manufacturer or its 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. DO NOT unplug the appliance without switching the unit off from the outlet first or by yanking the cord.
- This appliance is intended to be used in a domestic household or similar applications such as:
  - Staff areas in shops and offices, hotels, motels and other residential type environments;
  - Catering and similar non-retail applications.
- **DANGER or WARNING: Risk of Child Entrapment.**  
**If discarding this unit, follow these simple precautions:**
  - Remove the door/s from the unit.
  - Leave the shelves in place so that children may not easily climb inside.
  - Never allow children to operate, play with, or crawl inside the refrigerator.
  - Children should be supervised near the unit at all times.
  - 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 persons responsible for their safety.
  - Only dispose of this appliance at an authorized waste disposal centre.
- **DANGER or WARNING: 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 0.024Kg of R600a flammable refrigerant in its sealed system. The following must be observed for your safety:

### R600a Refrigerant Warning

- This appliance contains a small quantity of 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.**

## INSTALLATION INSTRUCTIONS

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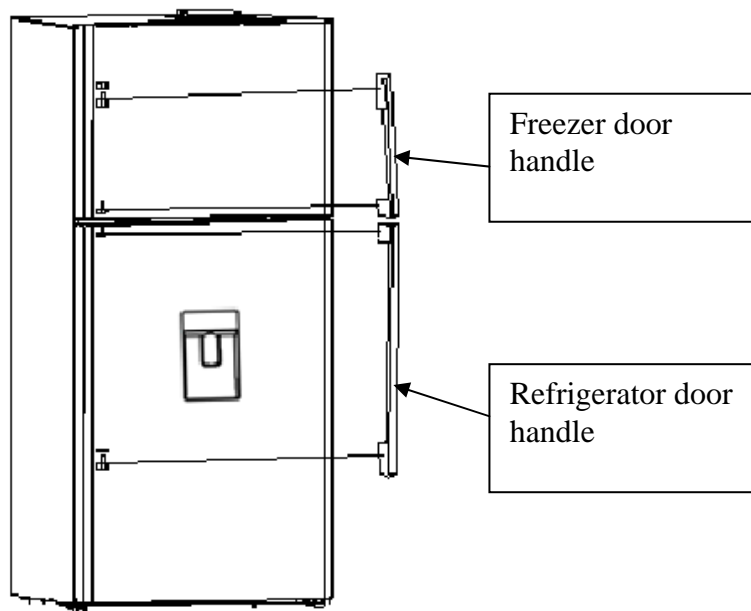
### Before Using the Refrigerator

- 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 lukewarm water using a soft cloth. (Refer to the cleaning instruction on page 5)

## Installing the Refrigerator

- This appliance is designed to be free standing only, and should not be recessed or built-in.
- 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 and allow water to properly drain.
- The leveling feet should only be used in forward and backward motions and never side to side.
- **Allow at least 5cm of space between the back and sides of the refrigerator to allow proper air ventilation.** 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 electrical consumption. Ambient temperature below 50°F or above 85°F will hinder the performance of this appliance.
- 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 2~3 hours before placing food in the refrigerator or freezer compartment.
- Do not place items on the top of this appliance.

## Door handle installation



Set two end covers of handle attach to the clips on the door and make sure it touch the door properly.

Then push the handle down firmly and make sure it is seating on the door properly.  
Install both door handles in same way.

# ENERGY SAVING TIPS

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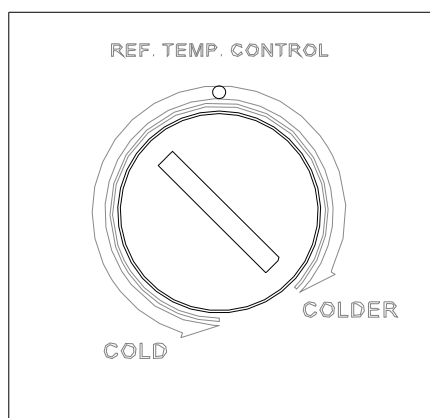
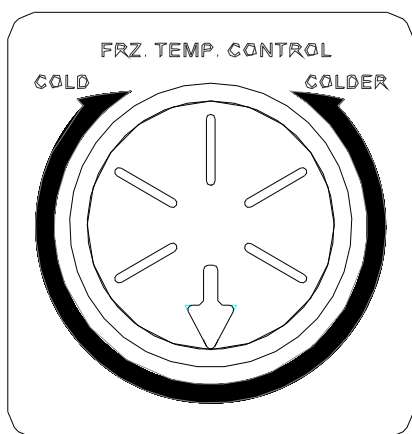
- Allow hot foods to cool to room temperature before placing in the refrigerator. Overloading the refrigerator forces the compressor to work harder. Foods that freeze too slowly may lose quality, or spoil.
- Do not adjust the temperatures colder than necessary. Refer to page 4 for temperature instructions.
- 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.
- Refrain from leaving the door/s open for a long time to conserve energy.

# OPERATING INSTRUCTIONS

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## TEMPERATURE CONTROLS

- The refrigerator has two controllers for regulating the temperature for each section separately.
- The freezer temperature controller (FRZ TEMP CONTROL) is located on the left hand side of the wall and refrigerator one is located on the back wall of refrigerator section.
- The first time the unit has been switched on, set the temperature controllers to "COLDER" in refrigerator section and "COLDER" in freezer section.
- The range of the temperature controllers are from position "COLD" to "COLDER" (COLD being the warmest and COLDER being the coldest). We recommend starting at the mid-point for both the refrigerator and freezer after a period of 24 hours, then adjust the temperature controller to the setting that best suits your needs



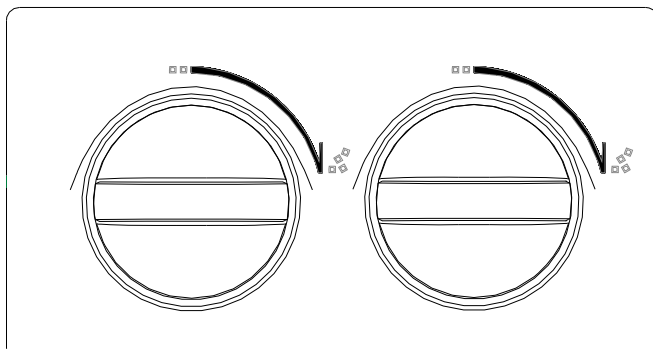
## Notes

- If the unit is unplugged or loses power, please wait approximately 3 to 5 minutes before restarting the unit. If there is any attempt to restart before this time delay, the refrigerator will not commence operation.
- Large quantities of food stored in the appliance or directly in front of the air vent will hinder the cooling efficiency of the appliance as this can affect the airflow.
- If you choose to change the thermostat settings in the fridge compartment, adjust the thermostat control by one increment at a time.
- Allow 24 hours for temperature to stabilize between adjustments. Do not keep opening and closing the door once increasing the temperature.

**Please note different sections of refrigerator compartment may be warmer or cooler than others – typically the back wall and bottom lowest shelf will be the coolest, the top door rack will be the warmest. To avoid frost bite, please don't put raw vegetables too close to the coolest area.**

## ICE CUBE TRAY

- (1) To make ice, pull the ice tray out, pour cool water into the trays until the water reaches to 3/4 high position of tray. Then push the ice tray in. To shorten the time of making ice, you can set the temperature control knob at the position "colder".
- (2) After finishes, gently twist the ice tray knob, and the ice cubes will drop into the ice storage box, pull out the box and get the ice cubes.



## Water Dispenser

Fill the water container from the middle round lid plug on the cover.

To clean the water container, put two hands on the bottom of it and lift it up.

Push water container back to position properly to avoid water leaking and dispenser valve out of working order.

# GENERAL CARE AND MAINTENANCE

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## 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 baking soda solution. The solution should be about 2 tablespoons of baking soda to a litre of water.
- 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.
- The exterior of the refrigerator should be cleaned with mild detergent and warm water. (door and side of the units only).
- Dry the interior and exterior with a soft cloth.
- The condenser coils should be vacuumed when they are dusty or dirty. The condenser is an internal tube, non-serviceable.
- Don't need to remove the water tray above compressor to empty water that will be evaporated by heat from compressor.

## Vacation Time

- Turn off the refrigerator first and then unplug the unit from the wall outlet.
- 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 or have the door removed.

## Repositioning and Relocating the Refrigerator

- Turn off the refrigerator first and then unplug the unit from the wall outlet.
- Remove all the food and drinks.
- Securely tape down all loose items inside your refrigerator.
- Tape the doors shut.
- **Be sure the refrigerator stays in the upright position during transportation.**



# TROUBLESHOOTING GUIDE

Many common refrigerator problems can be easily, saving you the cost of a possible service call. Try the suggestions below to see if you can solve the problem before calling for service.

PROBLEM	POSSIBLE CAUSES
<b>Refrigerator does not operate.</b>	<ul style="list-style-type: none"> <li>➤ Power cord isn't plugged in properly.</li> <li>➤ The circuit breaker tripped or a blown fuse.</li> </ul>
<b>The light is not working.</b>	<ul style="list-style-type: none"> <li>➤ The light bulb may be damaged. Refer to page 5 on how to change the globe.</li> </ul>
<b>Compressor runs all the time</b>	<ul style="list-style-type: none"> <li>➤ The room temperature is hotter than normal.</li> <li>➤ A large amount of food has been added to the refrigerator.</li> <li>➤ The door is opened too often.</li> <li>➤ The door is not closed completely.</li> <li>➤ The temperature control is not set correctly.</li> <li>➤ The door gasket does not seal properly.</li> <li>➤ The refrigerator does not have the correct clearances.</li> <li>➤ The refrigerator has recently been disconnected for a period of time. 4+ hours are required for the refrigerator to cool down completely pending on operating conditions.</li> </ul>
<b>Temperature inside the refrigerator is too warm.</b>	<ul style="list-style-type: none"> <li>➤ Temperature control is set incorrectly. Turn the control to a cooler setting and allow several hours for the temperature to stabilize.</li> <li>➤ Freezer control incorrectly set. Set back to mid position.</li> <li>➤ Door is kept open too long or is opened too frequently. Warm air enters the refrigerator every time the door is opened). Open the door less often.</li> <li>➤ The door is not closed completely.</li> <li>➤ The door gasket does not seal properly.</li> <li>➤ A large amount of warm or hot food might have been stored recently. Wait until the refrigerator has had a chance to reach its selected temperature.</li> <li>➤ The refrigerator has recently been disconnected for a period of time. 4 hours is required for the refrigerator to cool down completely.</li> </ul>
<b>Temperature inside the refrigerator is too cold.</b>	<ul style="list-style-type: none"> <li>➤ Freezer control incorrectly set. Set back to mid position.</li> <li>➤ Temperature control is set too cold. Turn the control to a warmer setting and allow several hours for the temperature to stabilize.</li> </ul>
<b>Temperature of external refrigerator surface is warm.</b>	<ul style="list-style-type: none"> <li>➤ The exterior refrigerator walls can be as much as 30°F warmer than room temperature. This is normal while the compressor works to transfer heat from inside the refrigerator cabinet.</li> </ul>

<p><b>Popping or cracking sound when compressor comes on.</b></p>	<ul style="list-style-type: none"> <li>➤ 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.</li> </ul>
<p><b>Bubbling or gurgling sound, like water boiling.</b></p>	<ul style="list-style-type: none"> <li>➤ Refrigerant (used to cool refrigerator) is circulating throughout the system. This is normal operation.</li> </ul>
<p><b>Vibrations.</b></p>	<ul style="list-style-type: none"> <li>➤ Check the refrigerator is on a level/even surface.</li> <li>➤ Floor is uneven or weak. Refrigerator rocks on the floor when it is moved slightly. Be sure floor can adequately support refrigerator.</li> <li>➤ Level the refrigerator by putting wood or metal shims under part of the refrigerator.</li> <li>➤ The refrigerator is touching the wall. Re-level the refrigerator and move it from the wall. See “Installation Instructions”.</li> </ul>
<p><b>Moisture forms on inside refrigerator walls.</b></p>	<ul style="list-style-type: none"> <li>➤ Weather is hot and humid, which increases internal rate of frost build-up. This is normal.</li> <li>➤ Door is slightly open.</li> <li>➤ Door is kept open too long, or is opened too frequently. Open the door less often.</li> <li>➤ The door is not sealed properly.</li> </ul>
<p><b>Moisture forms on outside of refrigerator.</b></p>	<ul style="list-style-type: none"> <li>➤ Door is slightly open, causing cold air from inside the refrigerator to meet warm moist air from the outside.</li> </ul>
<p><b>The doors will not close properly.</b></p>	<ul style="list-style-type: none"> <li>➤ The refrigerator is not on a level surface.</li> <li>➤ The gasket/s may be dirty or not properly maintained. Clean the seals and make sure they are dry before closing the door/s.</li> <li>➤ The storage basket and/or shelves are out of position.</li> </ul>
<p><b>Water dispenser leaking water</b></p>	<ul style="list-style-type: none"> <li>➤ Check water level in container.</li> <li>➤ Refit water container, put two hands on the bottom of it and lift it up. Check the dispenser vale and make sure it screws in water container properly.</li> <li>➤ Push water container back to position properly</li> </ul>
<p><b>Water dispenser flow rate is too low</b></p>	<ul style="list-style-type: none"> <li>➤ Check water level in container.</li> <li>➤ Refit water container, put two hands on the bottom of it and lift it up. Check the dispenser vale and make sure it screws in water container properly.</li> <li>➤ Push water container back to position properly</li> </ul>

**For any enquiries, please call the CHiQ Cusotmer care on: 1300 796 688.**