**Refrigerator Customer Service Booklet**

**Welcome to Refrigerator Customer Care**

Thank you for choosing our refrigerator. This booklet provides essential information on setup, usage, troubleshooting, and customer support. Follow these guidelines to ensure optimal performance and longevity of your appliance.

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**1. Getting Started**

* **Types of Refrigerators:** Single Door, Double Door, Side-by-Side, French Door, Mini Fridge
* **Key Features:** Inverter technology, frost-free cooling, adjustable shelves, temperature control, energy efficiency
* **Common Brands:** LG, Samsung, Whirlpool, Haier, Godrej, Panasonic, Bosch

**2. Installation & Setup**

* Place the refrigerator on a **level surface** with adequate ventilation.
* Keep at least **6 inches of space** around for proper airflow.
* Avoid direct exposure to **sunlight or heat sources**.
* Allow the fridge to stand **for 4-6 hours** before plugging it in.
* Set the initial temperature as per manufacturer guidelines.

**3. Usage Instructions**

* **Adjust temperature settings** based on seasonal requirements.
* Do not overload the fridge to maintain proper air circulation.
* Store perishable items in the correct compartments.
* Keep the door closed as much as possible to conserve energy.
* Use the freezer compartment appropriately to avoid excessive ice buildup.

**4. Maintenance & Cleaning Tips**

* Clean the **interior** with a mild detergent every month.
* Defrost the fridge if excessive ice forms in manual defrost models.
* Keep the **door seals clean** and check for leaks.
* Ensure **proper ventilation** around the condenser coils.
* Remove expired food items regularly to maintain hygiene.

**5. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Solution** |
| Refrigerator not cooling | Blocked vents, incorrect settings | Check airflow, reset temperature |
| Excessive frost buildup | Door not sealing properly | Inspect and clean door gasket |
| Water leakage | Clogged drain hole | Clean drain hole with warm water |
| Loud noise | Loose parts or uneven placement | Tighten screws, level the fridge |
| Power issues | Faulty plug or circuit breaker | Check power supply, reset breaker |

**6. Energy Efficiency & Safety**

* Set temperature between **2-5°C** for the fridge and **-18°C** for the freezer.
* Keep the refrigerator **at least 75% full** for optimal efficiency.
* Do not place hot food directly inside.
* Regularly **defrost manual models** to prevent excessive ice buildup.
* Ensure the power cord is **not damaged** and avoid using extension cords.

**7. Warranty & Support**

* **Warranty Period:** Typically 1-10 years (varies by brand and model).
* Covers **manufacturing defects** but excludes physical damage or unauthorized repairs.
* Keep the original invoice for warranty claims.

**8. Customer Care Contact Details**

For brand-specific support, contact your refrigerator manufacturer:

* **LG:** 1800-315-9999
* **Samsung:** 1800-5726-7864
* **Whirlpool:** 1800-208-1800
* **Haier:** 1800-102-9999
* **Godrej:** 1800-209-5511
* **Panasonic:** 1800-103-1333
* **Bosch:** 1800-266-1880

For additional assistance, visit the official website of your refrigerator brand.