

2-Door Built-In Refrigerator | REF-365-SS



Online Warranty Registration



Please read these instructions and warranty information carefully before use and keep them handy for future reference.

USER MANUAL

請即進行保用登記！

有關保用條款細則，請看本說明書最後一頁。

Please register your warranty information now!

For Warranty Terms & Conditions,
please refer to the last page of this user manual.

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Warnings & Safety Precautions

WARNING!

Read all instructions carefully before using this product.

- This product is for domestic indoor use only. If this product is used for any commercial, industrial, rental or other purposes, product warranty will be VOIDED.
- This product is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of this product by an adult responsible for their safety.
- Mind your children and DO NOT let children play with this product.
- Cleaning and user maintenance shall not be made by children without supervision.
- Check the voltage indicated on the rating label before using this product.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazards.
- Unplug this product from the power source before cleaning and maintenance.
- Contact German Pool authorized service technician for repair or maintenance of this product.

Before using this product, please read this manual carefully and keep it for future reference. The design and specifications are subject to change without prior notice for product improvement. The diagrams in this manual are just for reference. Please take the appearance of the actual product as the standard.

Important Safety Instructions

Read and save these instructions!



DANGER! Risk of fire / flammable materials

DANGER! Risk of fire / flammable materials

Refrigerant and cyclopentane foaming material used for this product are flammable. Therefore, when this product 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.

Before switching on this product for the first time, read the following safety hints!

1. This product is a domestic refrigerator, 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.

Warnings & Safety Precautions

2. This product 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 this product by a person responsible for their safety.

Explanation of Terms/Symbols

	DANGER This symbol indicates that there are dangers to the life and health of persons due to extremely flammable gas.
	WARNING The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in death or serious injury.
	CAUTION The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.

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: 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.



WARNING

General Safety

1. Children should be supervised to ensure that they do not play with this product.
2. If the supply cord is damaged, it must be replaced by German Pool Customer Service & Repair Centre in order to avoid a hazard.
3. DO NOT store explosive substances such as aerosol cans with a flammable propellant in this product.
4. This product has to be unplugged after use and before carrying out user maintenance on this product.
5.  **WARNING!** Keep ventilation openings, in this product's enclosure or in the built-in structure, clear of obstruction.
6.  **WARNING!** DO NOT use mechanical devices or other means to accelerate the defrosting process, other than those recommended by German Pool.
7.  **WARNING!** DO NOT damage the refrigerant circuit.
8.  **WARNING!** DO NOT use electrical appliances inside the food storage compartments of this product, unless they are of the type recommended by German Pool.
9.  **WARNING!** Please abandon this product according to local regulators for it uses flammable blowing gas and refrigerant.

Warnings & Safety Precautions

10.  **WARNING!** When positioning this product, ensure the supply cord is not trapped or damaged.
11.  **WARNING!** DO NOT locate multiple portable socket-outlets or portable power supplies at the rear of this product.
12. DO NOT use extension cords or ungrounded (two prong) adapters.
13. To avoid a hazard due to instability of this product, it must be fixed in accordance with the instructions.
14. This product 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.



CAUTION

1. DO NOT pull the power cord when pulling the power plug of this product. Firmly grasp the plug and pull out it from the socket directly.
2. To ensure safe use, DO NOT damage the power cord or use the power cord when it is damaged or worn.
3. A dedicated power socket must be used, and the power socket shall not be shared with other electrical appliances.
4. The power plug should be firmly contacted with the socket or else fires might be caused.
5. Ensure that the grounding electrode of the power socket is equipped with a reliable grounding line.
6. In case of leakage of gas and other flammable gases, turn off the valve of the leaking gas and then open the doors and windows. DO NOT unplug this product and other electrical appliances considering that spark may cause a fire.
7. DO NOT use electrical appliances on the top of this product, unless they are of the type recommended by German Pool.
8. The gaps between refrigerator doors and between cabinet doors and refrigerator body are small, DO NOT put your hand in these areas to prevent from pinching the finger. Please be gentle when closing the refrigerator door to avoid falling articles.
9. DO NOT pick foods or containers with wet hands in the Freezing Chamber when this product is running, especially metal containers in order to avoid frostbite.
10. DO NOT allow any child to get into or climb this product; otherwise suffocation or falling injury of the child may be caused.
11. DO NOT place heavy objects on the top of this product considering that objectives may fall when close or open the door, and accidental injuries might be caused.
12. DO NOT put flammable, explosive, volatile and highly corrosive items in this product to prevent damages to the product or fire accidents.
13. DO NOT place flammable items near this product to avoid fires.
14. This product is intended for household use, such as storage of foods; DO NOT use it for other purposes, such as storage of blood, drugs or biological products, etc.
15. DO NOT store beer, beverage or other fluid contained in bottles or enclosed containers in the

Warnings & Safety Precautions

Freezing Chamber of this product; otherwise the bottles or enclosed containers may crack due to freezing and cause damages.



WARNING

1. This product 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 this product. Cleaning and user maintenance shall not be made by children without supervision.
2. 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 this product.
 - Clean regularly surfaces that can come in contact with food.
 - Store raw meat and fish in suitable containers in the refrigerator, so that it is not in contact with or drip onto other food.
 - If this product is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mould developing within this product.



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 does 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.

Disposal



WARNING

Risk of child entrapment. Before you throw away this product:

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

Warnings & Safety Precautions

Environmental Protection



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.



CAUTION

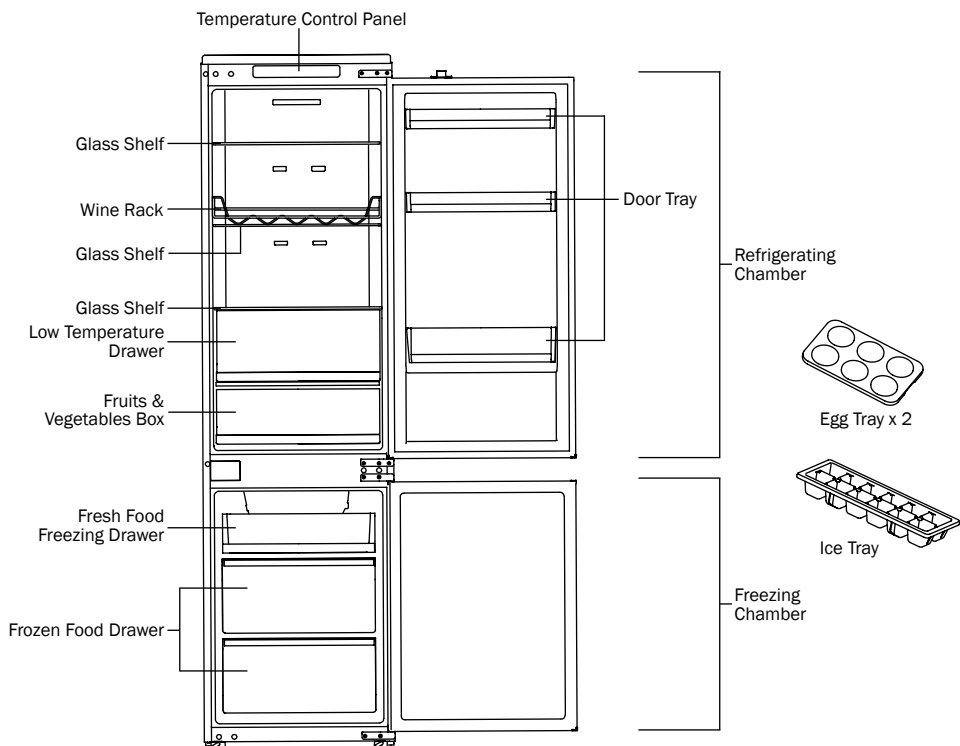
Refrigerant and cyclopentane foaming material used for the refrigerator are flammable. Therefore, when the refrigerator is scrapped, it shall be kept away from any fire source and be recovered by a special recovering company with corresponding qualification other than be disposed by combustion, so as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

Package Information



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.

Product Structure



Freezing Chamber

The Freezing Chamber is designated for the storage of food frozen at very low temperature, long-term storage of frozen food, and for the production of ice.

- The drawers are only suitable for storing frozen food. DO NOT store hot food designated for freezing.
- DO NOT put fresh and frozen food next to each other. The frozen food may thaw.
- Room temperature, thermostat setting, and frequency of opening the door of the Freezing Chamber may affect the storage period for frozen food.

Refrigerating Chamber

- To reduce moisture and subsequent ice build-up, DO NOT place unsealed containers of liquid in into the Refrigerating Chamber. Frost tends to concentrate in the coolest parts of the evaporator. Storing uncovered liquids results in a more frequent need for defrosting.
- DO NOT put warm foods in the Refrigerating Chamber. Allow food to cool down at room temperature before placing in Refrigerating Chamber to ensure adequate air circulation in the Refrigerating Chamber.

Product Structure

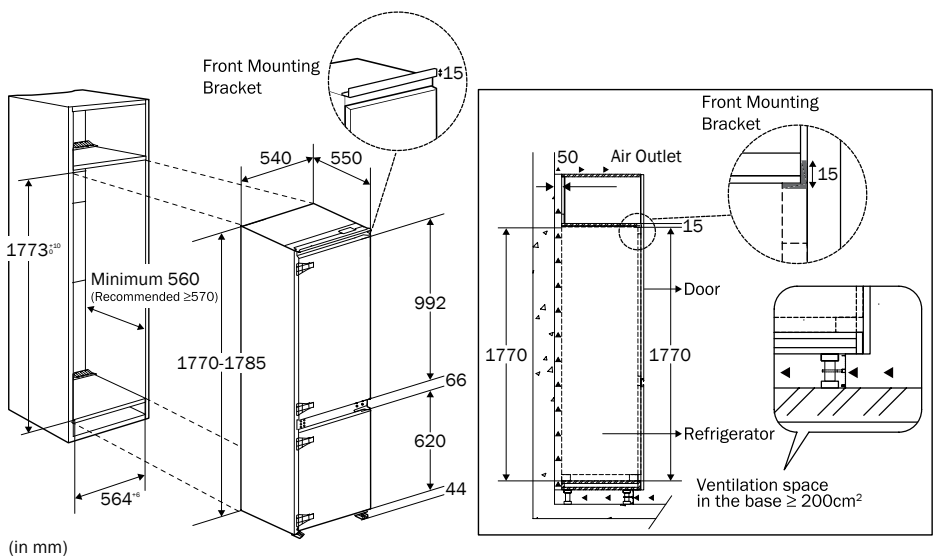
- Foods or food containers should not touch the back wall of the refrigerator because they could freeze to the wall. DO NOT keep regularly opening the door of the refrigerator.
- Fruit and vegetables without packaging can be placed in the Fruits & Vegetables Box.

Note:

- The optimal temperature setting of each chamber depends on the ambient temperature.
- Please store different foods according to their respective chamber or their recommended storage temperature.

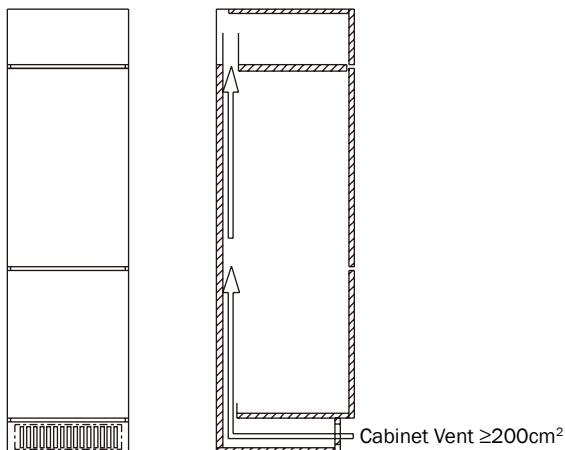
Installation Instructions

Installation Diagram



Note:

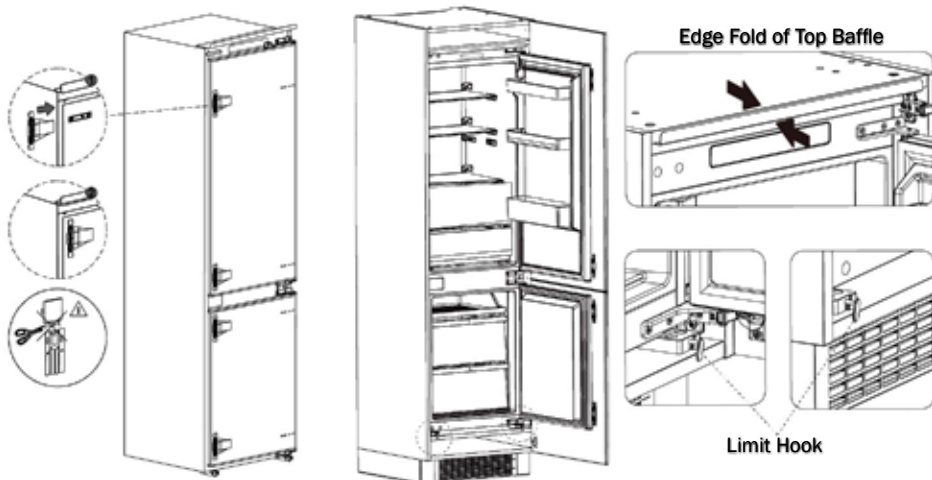
Rated power consumption is based on a cabinet depth of 570mm. The product also works normally in a cabinet shallower than 570mm, but will consume more energy.



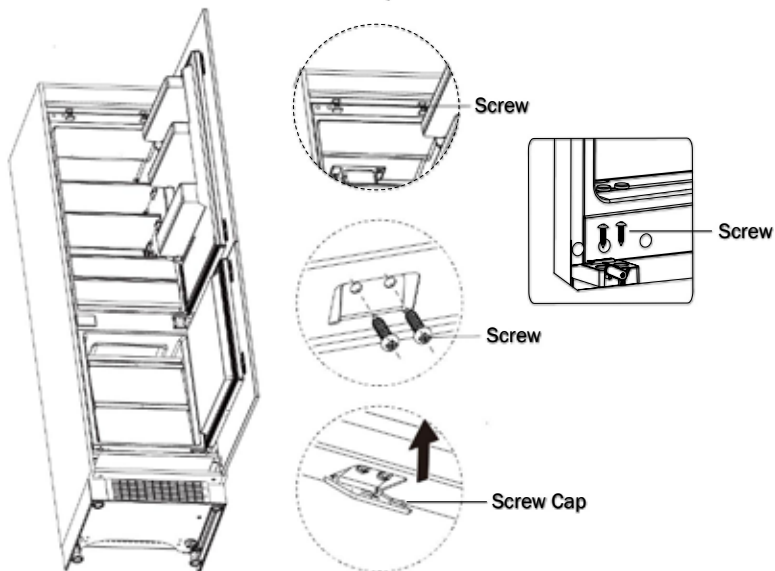
Installation Instructions

Install in Cabinet

1. Install the 4 fixed blocks from the accessory package onto the corresponding sliding rails of the door body. Push the refrigerator into the cabinet, adjust it to make sure the edge fold of the top baffle completely touch the top edge of the cabinet, and the limit hooks of supporting legs completely touch the bottom edge of the cabinet.

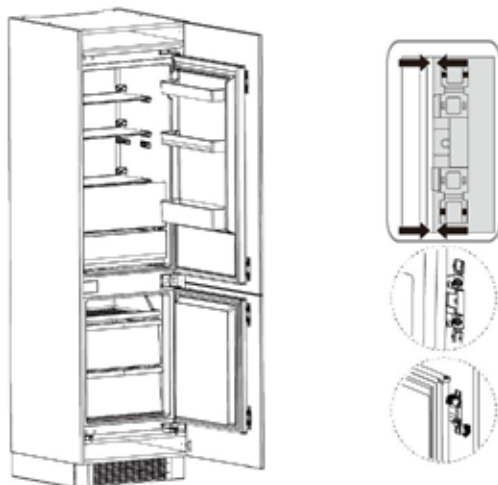


2. Fix the supporting legs with screws, then install the screw caps. Fix the top baffle to the top of the cabinet inner with screws, then install the screw caps.

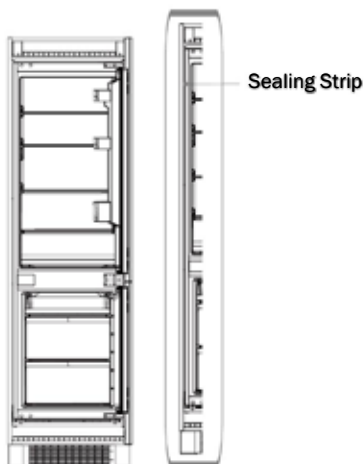


Installation Instructions

3. Open the lower door of cabinet to the maximum angle, and open the Freezing Chamber door to the corresponding position. Slide in the block to make sure inner edge of the cabinet align with the Freezing Chamber door edge, then fix the block to the cabinet door with screws and close the screw caps. Fix the Refrigerating Chamber door to the upper cabinet door in the same way.



4. Take out the sealing strip from the accessory bag, and press it in the gap between the cabinet and the refrigerator. Installation is completed.

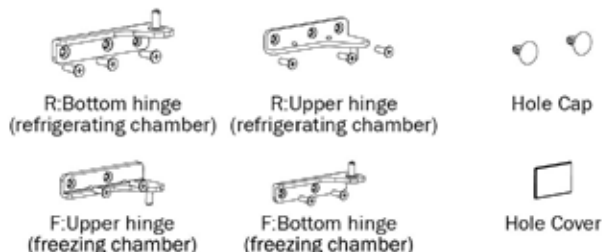


Installation Instructions

Door Reversal (Optional)

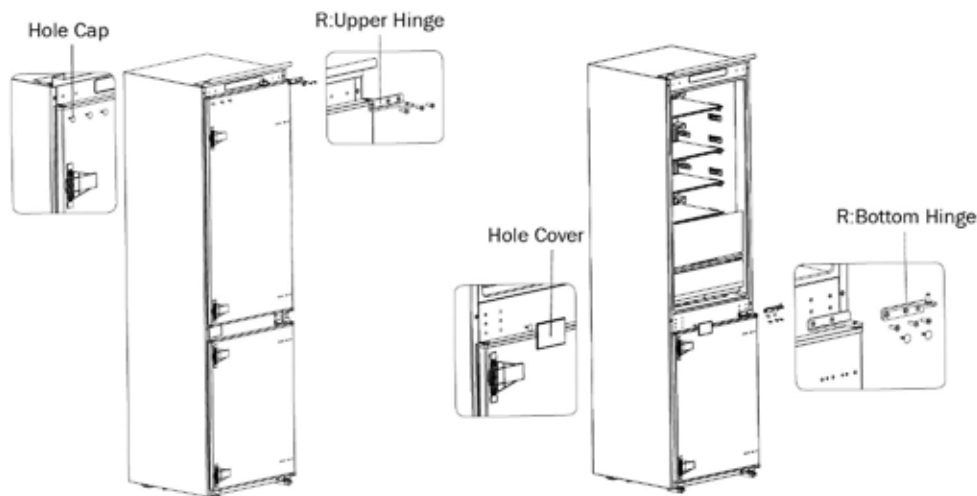
You can skip this part if the refrigerator door opens in the right direction. Otherwise, reverse the position of the hinges. To do this, carefully place the refrigerator on its back. Use spacers to prevent crushing the condenser pipes and damaging the compressor unit.

Parts already mounted on the refrigerator (as shipped):



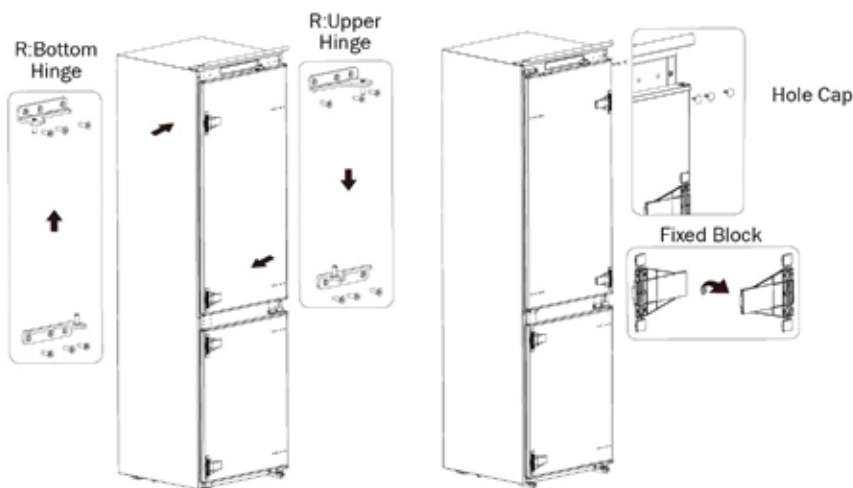
Step:

1. Power off the refrigerator, and remove all objects from the door trays.
2. Remove the R:Upper hinge and hole caps of Refrigerating Chamber.
3. Remove Refrigerating Chamber door, R:Bottom hinge and hole cover.

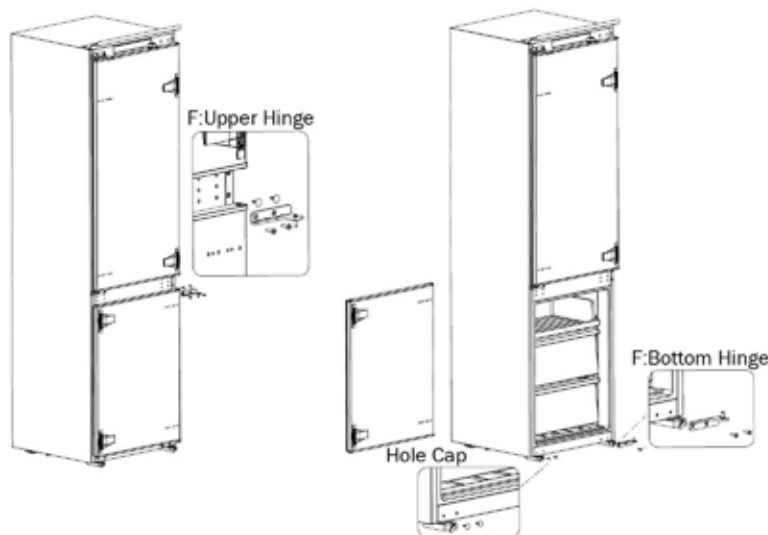


Installation Instructions

4. Exchange the R:Bottom hinge and R:Upper hinge of the Refrigerating Chamber, and install the Hole Cover on the opposite side.
5. Remove the two fixed blocks of Refrigerating Chamber door, rotate them 180°, and install them on other side of Refrigerating Chamber door.

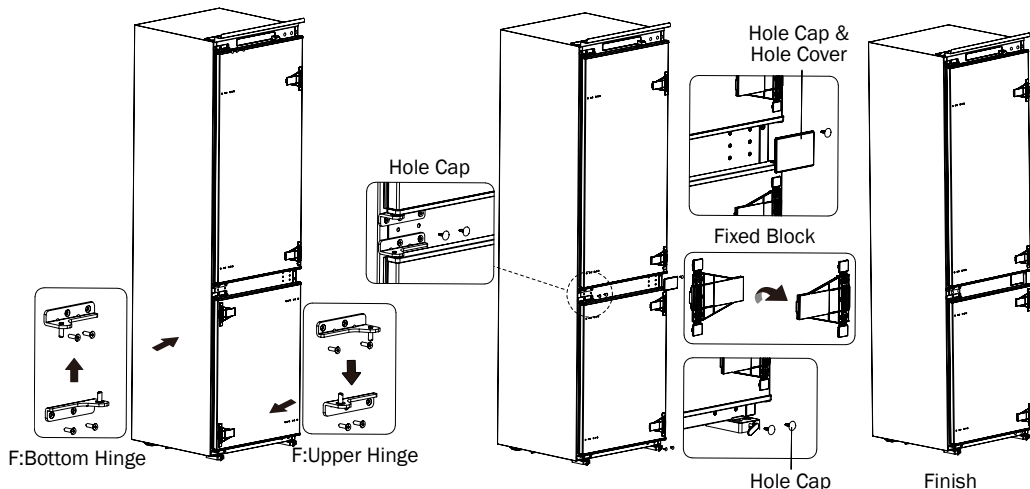


6. Remove the F:Upper hinge of Freezing Chamber door and hole caps.
7. Remove the Freezing Chamber door, the F:Bottom hinge and the hole cover.



Installation Instructions

8. Exchange the F:Bottom hinge and F:Upper hinge, then install them according to the steps below, and install the hole cover on the opposite side.
9. Remove the two fixed blocks of Freezing Chamber door and rotate them 180°, and install them on other side of Freezing Chamber door, finished.



Moving the Product

⚠ WARNING!

- Before making changes, the refrigerator must be disconnected from power.
- Precautions should be taken to prevent any personal injury.
- After connecting the power plug to the outlet, wait 2 or 3 hours before you put food into the refrigerator. If you add food before the refrigerator has cooled completely, your food may spoil.

1. Remove all food from the refrigerator.
2. Take the power plug off, insert and fix it into the power plug hook at the rear or on top of the product.
3. Fix parts with tape to prevent them from falling off while moving the product.
4. Move the product carefully with at least two persons. If the product is to be moved over a long distance, keep the product upright.
5. After installing the product, plug the power plug into the socket again.

Changing the Lamp

Any replacement or maintenance of the LED lamp must be conducted by German Pool Customer Service & Repair Centre.

Operation Instructions

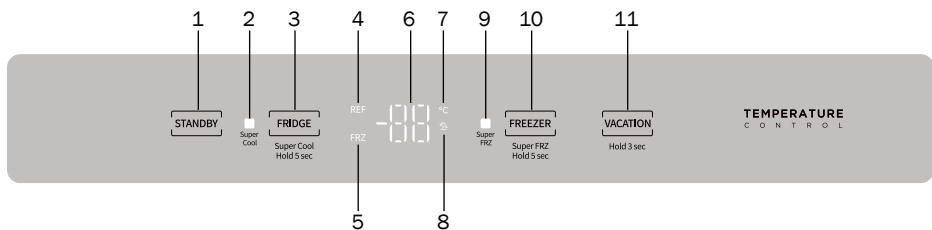
Note:

The product should be allowed to run continuously once it is turned on. Generally, the operation of the product should not be interrupted, otherwise the service life may be impaired.

Control Panel

⚠ WARNING!

DO NOT use sharp objects to operate the Control Panel, to avoid scratching or damaging the Control Panel.



1. Standby Button
2. Super Cooling Mode Indicator Light
3. Refrigerating Chamber Temperature Button
4. Refrigerating Chamber Indicator Light
5. Freezing Chamber Indicator Light
6. LCD Screen
7. Temperature Unit Indicator
8. Vacation Mode Indicator Light
9. Super Freezing Mode Indicator Light
10. Freezing Chamber Temperature Button
11. Vacation Mode Button

Turn On

Connect the power plug to a power socket, the product turns on, emits a ring and starts operating using the default or last used settings. LCD screen and all indicator lights light up for 3 seconds, then LCD screen shows Refrigerating Chamber set temperature (in °C) by default.

Standby Mode

- Long-press Standby Button for 10 seconds, the refrigerator goes into Standby Mode. Control Panel goes dark, and the product stops operating. In Standby Mode, all buttons except the Standby Button are disabled. If user presses a disabled button, the product emits a ring.
- To turn the product back on, long-press the Standby Button for 10 seconds. Control Panel lights up, and product resumes operation.

Operation Instructions

Note:

In Standby Mode, the product is still connected to power. To disconnect the power, unplug the power plug from the socket or turn off the socket switch.

Door Opening & Closing

The LED lamp inside the Refrigerating Chamber turns on when the Refrigerating Chamber door opens and turns off when the door closes. The Control Panel turns on when the Refrigerating Chamber door opens and turn off 15 seconds after the door closes.

Setting the Temperature

- When the product is plugged in for the first time, the Refrigerating Chamber is set to 5 °C and the Freezing Chamber is set to -20 °C by default. When the product is plugged in or switched on again, it sets the temperatures to the last settings unless the Memory Function is off.
- To adjust Refrigerating Chamber temperature, press Refrigerating Chamber Temperature Button repeatedly to cycle among 2 °C to 8 °C; during adjustment, Refrigerating Chamber Indicator Light blinks, if the product does not receive any new command in a few seconds, it will automatically confirm the setting, Refrigerating Chamber Indicator Light will light up constant.
- To adjust Freezing Chamber temperature, press Freezing Chamber Temperature Button repeatedly to cycle among -24 °C to -16 °C; during adjustment, Freezing Chamber Indicator Light blinks, if the product does not receive any new command in a few seconds, it will automatically confirm the setting,, Freezing Chamber Indicator Light will lights up constant.

Note:

- In Vacation Mode, Refrigerating Chamber temperature and Freezing Chamber temperature cannot be adjusted.
- The lower the set temperature, the more electricity the product consumes, but the longer the food can be stored safely, and vice versa.

Checking the Set Temperature

- To view the set temperature for the Freezing Chamber, press Freezing Chamber Temperature Button, Freezing Chamber Indicator Light lights up, LCD screen shows Freezing Chamber's temperature.
- To view the set temperature for the Refrigerating Chamber, press Refrigerating Chamber Temperature Button, Refrigerating Chamber Indicator Light lights up, LCD screen shows Refrigerating Chamber's temperature.

Super Cooling Mode

The Super Cooling Mode is designed to rapidly cool down newly placed food in the Refrigerating Chamber. If a significant amount of room temperature food is placed in (such as after grocery shopping), it is recommended to activate the Super Cooling Mode to ensure quick cooling of the products and reduce

Operation Instructions

the temperature rise, thereby effectively prolonging the preservation of the existing food items inside.

- Long-press Refrigerating Chamber Temperature Button for 5 seconds, Super Cooling Mode Indicator Light blinks, LCD screen shows 2 °C; when Super Cooling Mode Indicator lights up constant, it means Super Cooling Mode is on.
- Product will automatically exit Super Cooling Mode after 6 hours or when the Refrigerating Chamber temperature reaches 2 °C. To manually exit Super Cooling Mode, press Refrigerating Chamber Temperature Button.

Super Freezing Mode

The Super Freezing Mode is designed to freeze food in the shortest time. If a large amount of food is frozen at one time, or the food needs to be frozen quickly, it is recommended to activate the Super Freezing Mode and put the food in. In this mode, freezing speed of the Freezing Chamber will be increased, and energy consumption will increase.

- Long-press Freezing Chamber Temperature Button for 5 seconds, Super Freezing Mode Indicator Light blinks, LCD screen shows -24 °C; when Super Freezing Mode Indicator lights up constant, it means Super Freezing Mode is on.
- Product will automatically exit Super Freezing Mode after 40 hours. To manually exit Super Freezing Mode, press Freezing Chamber Temperature Button.

Vacation Mode

If the Refrigerating Chamber will not be used for a prolonged period of time, user can turn on Vacation Mode to save energy. In Vacation Mode, the product does not cool the Refrigerating Chamber, and keeps the Freezing Chamber at -20 °C.

- Long-press Vacation Mode Button for 3 seconds, Vacation Mode Indicator Light blinks, and LCD screen shows -20 °C. When Vacation Mode Indicator lights up constant, it means Vacation Mode is on.
- Long-press Vacation Mode Button again for 3 seconds, Vacation Mode Indicator Light goes dark, and product exits Vacation Mode.

Note:

- In Vacation Mode, Refrigerating Chamber Temperature Button and Freezing Chamber Temperature Button are disabled.
- In Vacation Mode, DO NOT store any food in the Refrigerating Chamber. Leave the Refrigerating Chamber door open to allow air to circulate to prevent the formation of mould and unpleasant odors.

Memory Function

The product has a Memory Function. After the product exits Super Cooling Mode, Super Freezing Mode, Vacation Mode or Standby Mode, it will resume operation using the last used settings.

Operation Instructions

Note:

- When product is disconnected from the power supply, Memory Function remains active. However, if the power is disconnected for an extended period (such as during a prolonged power outage), the memory will be lost, and the product will operate in factory default setting when power is restored.
- The product will not remember the elapsed time for Super Cooling Mode or Super Freezing Mode. If power is cut off during these two modes, when power resumes, the product will run that mode again for the whole default duration.
- Memory Function will only be turned on after the product has operated continuously for more than 30 minutes. If product has only operated for less than 30 minutes, it will not remember the last used settings.

Door Opening Alarm

If refrigerator door remains open for more than 2 minutes, an alarm will go off. To stop the alarm, close the door or press any button. If you stop the alarm by pressing a button and keep the door open, the alarm will go off again after another 2 minutes. If the door is left open for over 15 minutes, the product will turn off the alarm and LED light, and continue operating as usual. In Vacation mode, the alarm is disabled.

In Case of Power Failure

In case of power failure, even in summer, food inside the product can be kept for several hours; during power failure, it is recommended that the user not open the refrigerator doors, and DO NOT place any more new food into the product.

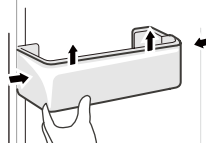
Cleaning & Maintenance

Defrosting

This product operates by air-cooling principle and thus has automatic Defrosting Function. In case of frost formed due to change of season or temperature, it be manually removed by disconnection of the product from power supply or by wiping with a dry towel.

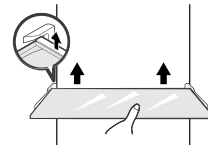
Cleaning the Door Tray

To take out the door tray, use both hands to push the tray inwards and upwards. After washing the tray, user can reinstall the tray to their preferred height.



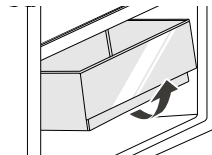
Cleaning the Glass Shelf

To take out the glass shelf, lift the shelf upwards to detach from the backstop. After washing the shelf, reinstall the shelf securely.



Cleaning the Fruits & Vegetables Box

Hold the handle of the box and pull it out completely until it stops. Lift the box up and remove by pulling it out.



Transporting the Product

Before transporting this product, take out all objects inside, fix all the accessories (eg. glass shelves, drawers, door trays, etc.) with tape, tighten the supporting legs, then close the doors and seal securely with tape. During transportation, keep the product away from vibration, the inclination during transport must not exceed 45°. DO NOT allow the product to lay upside down or horizontally.

Storing the Product

If the product will not be used in a prolonged period of time, unplug it from the power source, clean the interior thoroughly, and leave the refrigerator doors open to prevent odor.

Troubleshooting

⚠ WARNING!

- Before maintenance work, turn off the product and disconnect from power source.
- DO NOT disassemble or repair this product on your own, improper repair will cause the warranty to become voided. This product must only be repaired by a professional technician authorized by German Pool Customer Service & Repair Centre; if consumer entrusts personnel not designated by German Pool, or if consumer repairs this product by themselves, there may be a risk of personal injury or property loss.
- If problem persists or for problems not listed in the table below, please contact German Pool Customer Service & Repair Centre for assistance.

Problem	Possible Cause	Solution
Failed operation	Product is not connected to power or poor socket contact	Connect the plug properly
	Voltage is too low	Check voltage
	Power failure or partial circuits have tripped	Have electrician check the circuit box
Odor	Odorous food not tightly wrapped	Wrap food tightly
	Food has rotten	Check for rotten food
	Inside of the refrigerator is dirty	Clean refrigerator
Long-time operation of the compressor	Long operation of the refrigerator in summer	This is normal
	when the ambient temperature is high	It is not recommended to put too much food in the product at the same time
	Food is not cooled before being put into the refrigerator	Allow food to cool to room temperature before placing in refrigerator
	Refrigerator doors are opened too frequently	Reduce the frequency of opening the refrigerator doors
Lamp does not light up	Refrigerator is not connected to power supply	Connect the plug properly
	Lamp is damaged	Contact German Pool Customer Service & Repair Centre to replace lamp
Door cannot be properly closed	The door is stuck by food packages. Too much food is placed	Do not put too much food inside refrigerator
	The refrigerator is tilted	Make sure the refrigerator is placed on a sturdy and level surface
Abnormal noises	Buzz: The compressor may produce buzzes during operation, and the buzzes are loud particularly upon start or stop	This is normal
	Creak: Refrigerant flowing inside of the product may produce creak	This is normal
	The floor is not level; the refrigerator is not placed stably	Make sure the refrigerator is placed on a sturdy and level surface
	The accessories are not placed at proper locations	Place accessories at their proper locations

Troubleshooting

Problem	Possible Cause	Solution
Door seal fails to be tight	Foreign matters on the door seal	Remove foreign matters
	Door seal is crooked	Heat the door seal and then cool it for restoration (blow it with an electrical drier or use a hot towel for heating)
Water pan overflows	There is too much food in the chamber, or food stored contains too much water, resulting in heavy defrosting	Remove excess food or the food with too much water
	The doors are not closed properly, resulting in frosting due to entry of air and increased water due to defrosting	Close refrigerator doors properly
Hot housing	Heat dissipation of the built-in condenser via the housing	This is normal
	Housing becomes hot due to high ambient temperature, storage of too much food or shutdown of the compressor	Provide sound ventilation to facilitate heat dissipation
Surface condensation	Condensation on the exterior surface and door seals of the refrigerator	This normal when the ambient humidity is too high. Just wipe the condensate with a clean towel
Error Code E1	Refrigerating Chamber temperature sensor failure	Contact German Pool Customer Service & Repair Centre
Error Code E2	Freezing Chamber temperature sensor failure	Contact German Pool Customer Service & Repair Centre
Error Code E5	Freezing Chamber defrosting temperature sensor failure	Contact German Pool Customer Service & Repair Centre
Error Code E6	Internal communication failure	Contact German Pool Customer Service & Repair Centre
Error Code E7	Ambient temperature sensor failure	Contact German Pool Customer Service & Repair Centre

Defrosting Interval Claim

Environmental Temperature	Interval Between Two Defrosting Cycles	Time	Specific Conditions
32 °C	Minimum two defrosting intervals (Δt_{d-min})	12h	Heavy use, frequent opening of doors
	Maximum two defrosting intervals (Δt_{d-max})	96h	Under low humidity conditions, there is no door opening action and no special mode is set

Technical Specification

Model	REF-365-SS
Rated Voltage	220-240 V~
Rated Frequency	50 Hz
Rated Defrost Power	185W @ 230 V
Total Net Storage Volume	267 L
Refrigerant / Mass	R600a / 30 g
Product Dimension	(H)1770 (W)540 (D)555 mm
Net Weight	66.5 kg

- Information in this User Manual is for reference only. Specification and design are subject to change without prior notice.
- If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.
- Refer to www.germanpool.com for the most update version of the User Manual.

目錄

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警告及注意事項

⚠ 警告！

使用本產品前，請仔細閱讀所有說明。

- 本產品只限家居室內日常使用，如產品作任何商業、工業、出租或其他用途，保用證即告失效。
- 請勿讓兒童或身體有殘障、精神不健全及對本產品缺乏經驗或知識的人士單獨使用本產品；如需使用，必須要在負責任的成年人監管下方可使用。
- 應照顧好兒童，確保他們不會玩耍本產品。
- 無成年人監管下，勿讓兒童清潔及維護本產品。
- 使用前，請先檢查所有電壓是否與本產品標籤上的電壓相符。
- 如果電源線損壞，為免發生意外，電源線必須由廠方、廠方指定的維修中心或同等合格的技術人員進行更換。
- 清潔或檢查本產品前，必須先關機及拔掉插頭。
- 請聯繫德國寶授權的技術人員進行維修或保養本產品。

使用本產品前，請仔細閱讀本說明書，並妥善保管以備日後查閱。由於產品不斷改良，設計與規格如有變更，恕不另行通知。本說明書中的圖示僅供參考，請以實際產品外觀為準。

重要安全指

請細閱及保留本說明書！



危險！ 小心受傷、燒傷、觸電或火災危險！

危險！

火災風險／易燃材料：本產品使用的製冷劑和發泡材料均為可燃性材料。廢棄本產品或舊雪櫃必須與火源隔絕，不能燃燒處理。必須交予具有資格的專業回收公司處理，以避免對環境造成危害或引發其他危險。

首次使用本產品前，請仔細閱讀以下安全提示！

1. 本產品為家用雪櫃，只適用於家庭或類似環境的應用，例如商店、辦公室或工作環境中的廚房區域；亦適用於農舍、酒店、汽車旅館和其他住宿環境供客人使用；民宿類型環境。
2. 本產品不適合身體、感官或精神能力較弱，或缺乏使用經驗及知識的人士（包括兒童）使用，除非有負責其安全的人士對其進行監督或指導。

警告及注意事項

標語／符號說明

	危險 此符號及標語表示存在因易燃氣體導致危及生命健康的風險。
	警告 此符號及標語表示存在中等風險的危害，若未能避免，可能導致死亡或重傷。
	小心 此符號及標語表示存在低風險的危害，若未能避免，可能導致輕度或中度傷害。

重要事項：

請特別留意包含「危險」、「警告」或「小心」的訊息。這些詞語用於提醒您注意可能嚴重傷害您或他人的潛在危險。相關指示將告訴您如何降低受傷風險，並讓您瞭解未遵守指示可能發生的後果。

注意：

我們持續致力於各類型號產品的開發與改良，因此保留對所有類型型號之設計、配備及配件進行變更的權利，恕不另行通知。



警告

一般安全須知

1. 嚴禁讓兒童玩耍本產品，務必監督兒童。
2. 如電源線損壞，為避免危險，必須由德國寶客戶服務及維修中心更換。
3. 嚴禁在本產品中儲存如易燃噴霧劑等易爆物品。
4. 本產品在使用後及進行保養前，必須拔除電源插頭。
5.  **警告！** 必須保持本產品外殼或內置結構中的通風口暢通無阻。
6.  **警告！** 嚴禁使用非德國寶建議的機械裝置或其他方式加速除霜過程。
7.  **警告！** 嚴禁損壞製冷劑迴路。
8.  **警告！** 嚴禁在本產品的食物儲藏室內使用非德國寶建議的電器。
9.  **警告！** 因本產品使用易燃發泡氣體及製冷劑，必須遵循所在地的法規報廢本產品。
10.  **警告！** 放置本產品時，必須確保電源線未被夾壓或受損。
11.  **警告！** 嚴禁在本產品後方放置多個便攜式插座或便攜式電源。
12. 嚴禁使用延長線或未接地（兩孔）轉接插頭。
13. 為避免因本產品不穩固而發生危險，必須依照本說明書指示加以固定。
14. 安裝配件前，必須先將本產品電源斷開。確保電源線未被壓住，嚴禁踩踏電源線。



小心

1. 拔出本產品電源插頭時，嚴禁拉扯電源線。必須緊握插頭，直接從插座拔下。
2. 為確保安全使用，嚴禁損壞電源線或於電源線破損或磨損時繼續使用本產品。
3. 必須使用專用電源插座，嚴禁與其他電器共用插座。

警告及注意事項

4. 電源插頭必須與插座緊密接觸，否則可能引致火災。
5. 必須確保電源插座的接地極已連接可靠的接地線。
6. 發生氣體洩漏或其他易燃氣體洩漏時，立即關閉漏氣閥門，然後打開門窗。鑒於拔除插頭時可能產生火花引發火災，嚴禁拔除本產品或其他電器的插頭。
7. 嚴禁在本產品頂部使用非德國寶建議的電器。
8. 冷藏室門與急凍室門之間的間隙，及櫃門與櫃門板之間的間隙很小，嚴禁將手放入這些區域，以防夾傷手指。關閉冷藏室門及急凍室門時必須輕力，以免物品掉落。
9. 本產品運行時，嚴禁以濕手拿取急凍室內的食物或容器，尤其是金屬容器，以免凍傷。
10. 嚴禁讓兒童進入或攀爬本產品，以免造成兒童窒息或跌落受傷。
11. 嚴禁在本產品頂部放置重物，以免開關門時物件掉落，造成意外傷害。
12. 嚴禁在本產品內存放易燃、易爆、揮發性及高腐蝕性物品，以免損壞產品或引發火災。
13. 嚴禁將易燃物品靠近本產品，以免引發火災。
14. 本產品僅供家庭使用，例如儲存食物；嚴禁將其用於其他用途，例如儲存血液、藥品或生物製品等。
15. 嚴禁將瓶裝啤酒、飲料或其他密封容器內的液體存放於本產品的急凍室內；否則容器可能因凍結而破裂，造成損害。



警告

1. 本產品可供年滿8歲兒童及肢體、感官或心智能力受限者，或缺乏經驗與知識者使用，但必須在對其安全負有責任之人員的監督或指導下，以安全的方式使用本產品，並讓他們了解所涉及的危險。嚴禁讓兒童玩耍本產品。未經監督，嚴禁兒童進行清潔或保養。
2. 為避免食物受污染，必須遵守以下指示：
 - 長時間打開雪櫃門會導致本產品內部間隔溫度顯著升高。
 - 定期清潔可能接觸食物的表面。
 - 將生肉和魚類存放在雪櫃中適當的容器內，避免其接觸或滴落到其他食物上。
 - 若長時間閒置本產品，必須將其關閉、除霜、清潔、弄乾，並保持雪櫃門打開，以防止內部滋生霉菌。



小心

本產品不建議與具備電弧故障斷路器(AFCI)與接地故障斷路器(GFCI)功能的插座或總開關一同使用，否則可能導致錯誤跳開。

1. 跳開時不構成安全風險。
2. 若持續出現跳開情況，建議更換為不具備AFCI/GFCI功能的插座或總開關。

警告及注意事項

棄置產品



警告

兒童困陷風險。廢棄本產品前必須：

1. 取下門板。
2. 讓置物架保持原位，以免兒童輕易爬入。

環境保護



此標誌代表廢棄電子電機產品（WEEE）應與一般都市廢棄物分開處理。舊電器產品可能含有有害物質，因此正確廢棄舊電器有助於預防對環境及人類健康造成潛在負面影響。您的舊電器中可能含有可用於修理其他產品的可重複使用零件，以及其他可回收以節約有限資源的寶貴材料。



小心

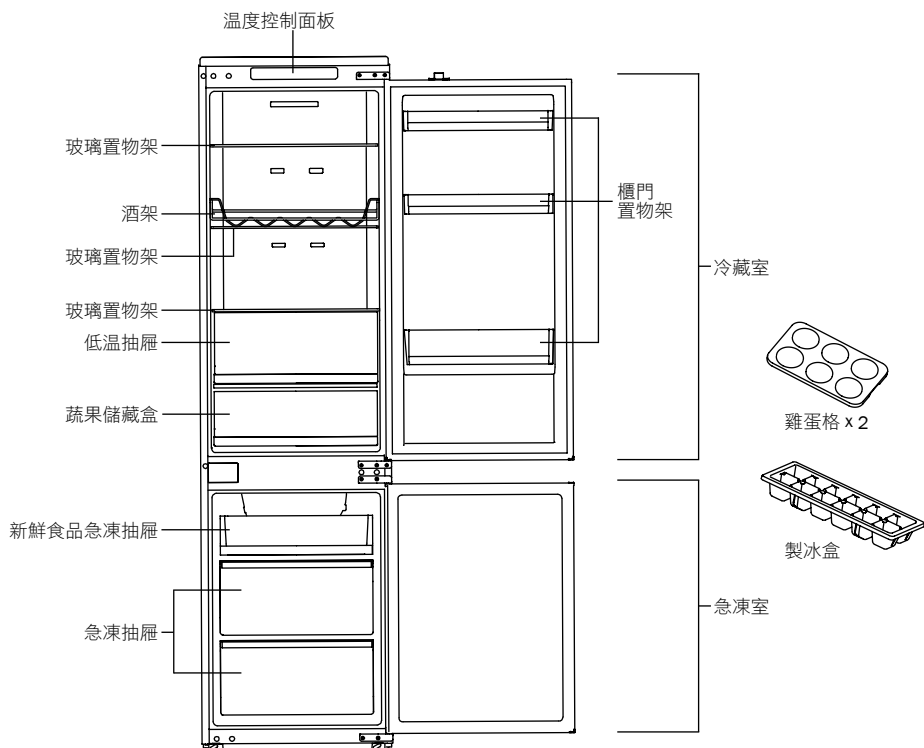
製冷劑與發泡材料均為易燃物。因此，本產品報廢時必須使其遠離任何火源，並交由具備相應資格的專門回收公司處理，嚴禁以燃燒方式廢棄，以免破壞環境或造成其他危害。

包裝材料



嚴禁將包裝材料與家居或其他廢棄物一同丟棄。請使用回收或收集系統，他們可確保該材料安全環保回收。

產品結構



急凍室

急凍室專用於存放經低溫冷凍之食物、長期儲存急凍食品及製作冰塊。

- 僅可使用抽屜存放急凍食物，嚴禁用於存放待冷凍的熱食。
- 嚴禁將新鮮食物與急凍食物放在一起，以免急凍食物解凍。
- 室溫、恆溫器設定及急凍室的開門頻率，均可能影響急凍食品的儲存期限。

冷藏室

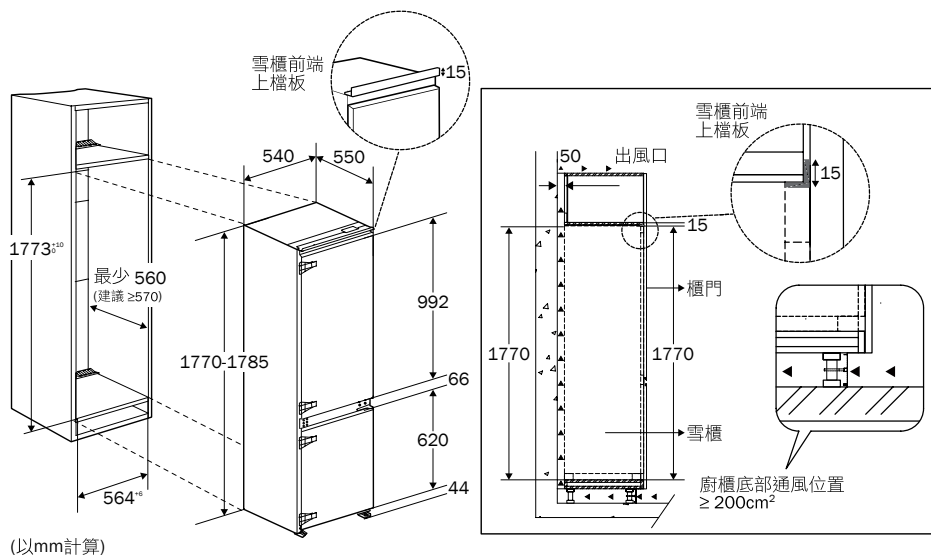
- 為減少濕氣及後續結霜，嚴禁將裝載液體的未密封容器放入冷藏室。霜凍通常集中在蒸發器最冷的部分。存放未加蓋的液體會導致需要更頻繁地除霜。
- 嚴禁將溫熱的食物放入冷藏室。讓食物置於室溫下冷卻後再放入，以確保冷藏室內有足夠的空氣循環。
- 嚴禁讓食物或食物容器觸及冷藏室後壁，否則可能凍結在壁上。嚴禁頻繁開關冷藏室門。
- 無包裝的水果和蔬菜可放置於蔬果保鮮盒內。

注意：

- 各間隔的最佳溫度設定取決於環境溫度。
- 請根據不同食物種類，或依照所購買產品的建議儲存溫度，分類存放於相應的間隔。

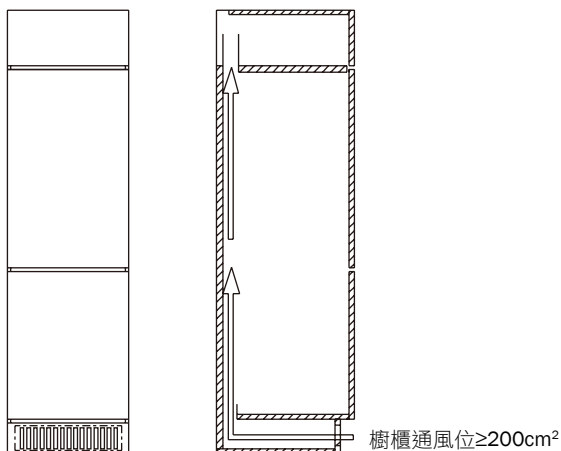
安裝說明

產品尺寸與安裝尺寸



注意：

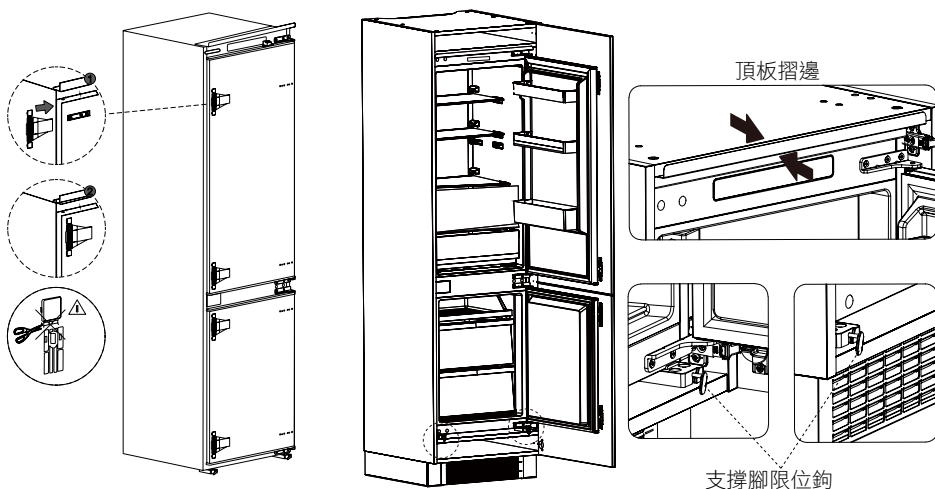
額定耗電量是以櫥櫃深度570mm為基礎進行測試。如將本產品安裝於深度小於570mm的櫥櫃內亦能正常運作，但可能因影響散熱而導致消耗更多能源。



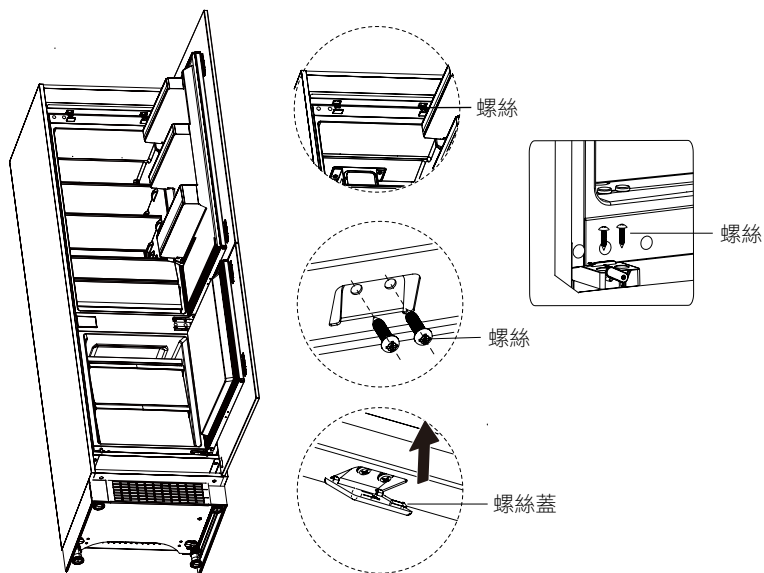
安裝說明

嵌入式安裝

1. 將配件包內的4個固定塊安裝於門體對應的滑軌上。將雪櫃推入櫥櫃內，調整其位置使頂板摺邊接觸櫥櫃頂部邊沿，支撐腳限位鉤必須完全貼住櫥櫃底部邊沿。

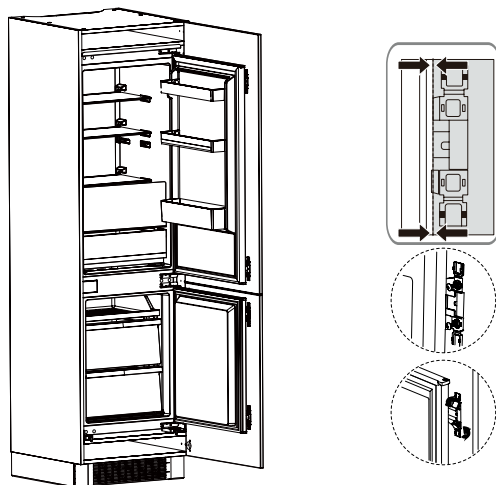


2. 用螺絲固定支撐腳，然後裝上螺絲蓋。用螺絲將頂部擋板固定至櫥櫃內側頂部，然後裝上螺絲蓋。

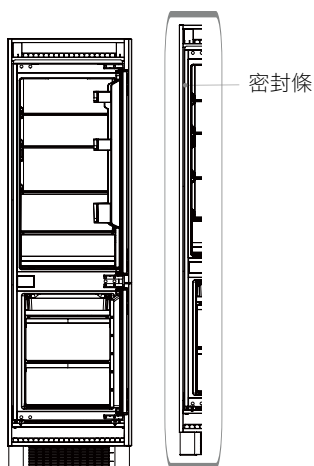


安裝說明

3. 將櫥櫃下門開啟至最大角度，並將急凍室門打開至對應位置。滑動門上的固定塊使其內邊沿與急凍室門邊沿對齊，然後用螺絲固定於廚櫃門上，最後蓋好螺絲蓋；用同樣的方法將冷藏室門安裝到櫥門上。



4. 從配件袋中取出密封條，將其裝入廚櫃與雪櫃之間的縫隙中。安裝完成。

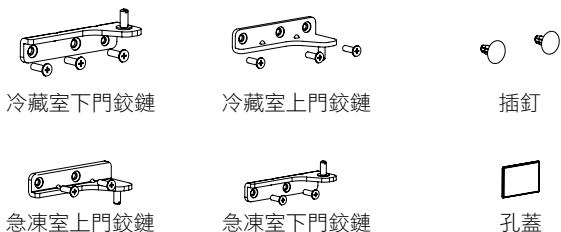


安裝說明

重置開門方向（可選）

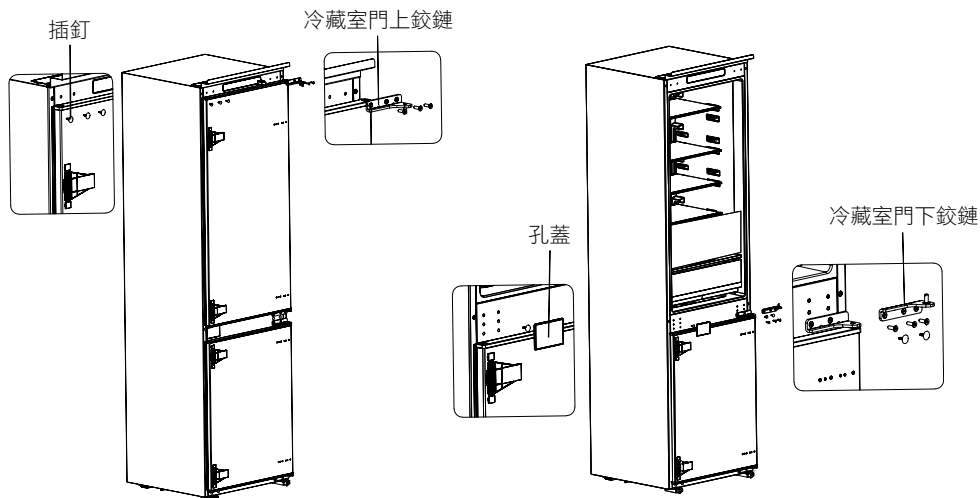
如雪櫃開門方向符合您的要求，請略過此點。否則，把鉸鏈安裝在相反的方向。反轉開門方向時，請平放雪櫃。為防止壓碎冷凝管或損壞壓縮機，請使用墊片。

出廠時已安裝在雪櫃上的配件：



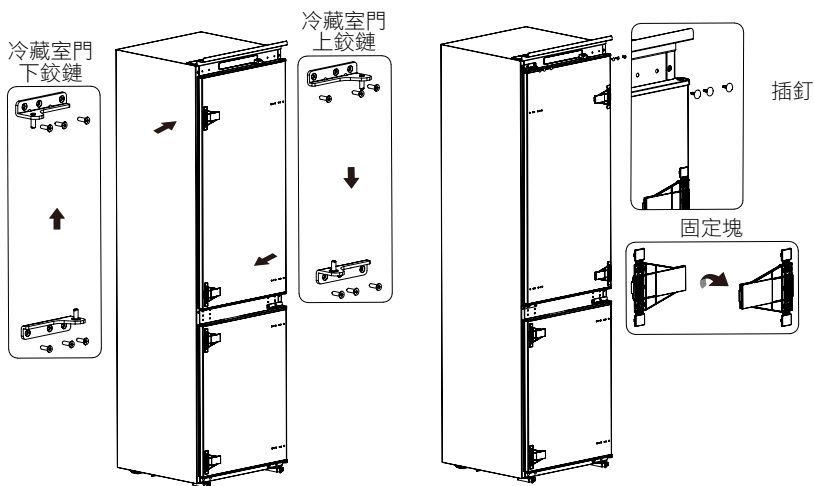
步驟：

1. 關閉雪櫃電源，並清走櫃門置物架上的所有物品。
2. 拆下冷藏室門的上鉸鏈及另一側的插釘。
3. 拆下冷藏室門的下鉸鏈及另一側的孔蓋。

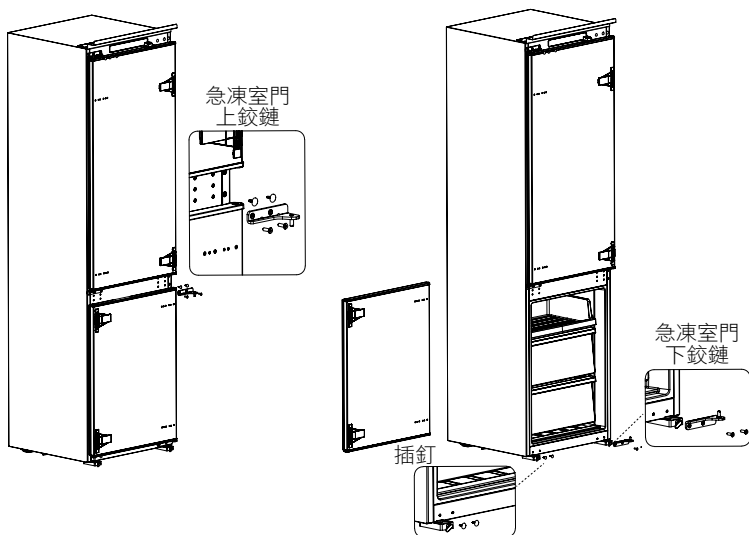


安裝說明

4. 將冷藏室門的下鉸鏈與上鉸鏈互換，並在另一側安裝孔蓋。
5. 拆下冷藏室門的兩個固定塊，將其旋轉180°，然後安裝到冷藏室門的另一側。

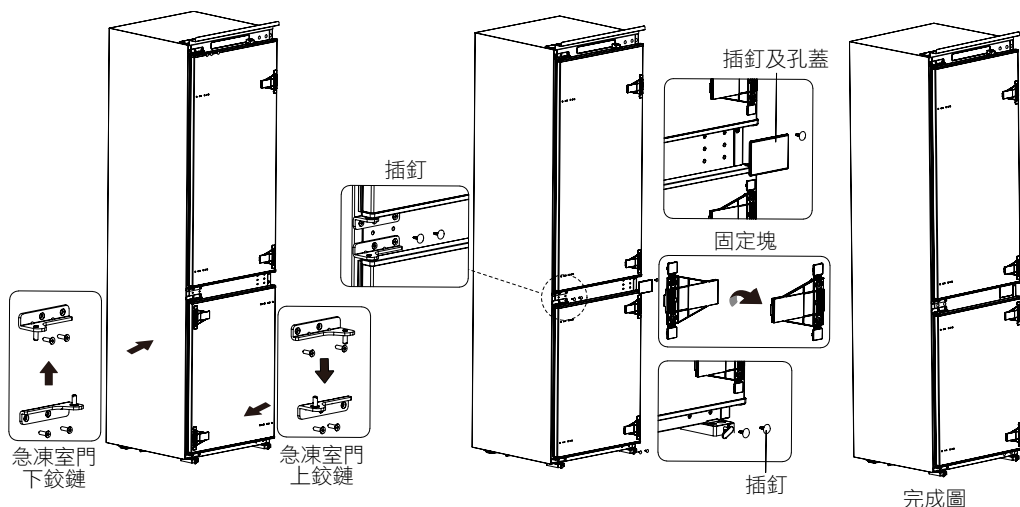


6. 拆下急凍室門的上鉸鏈及另一側的插釘。
7. 拆下急凍室門的下鉸鏈及另一側的孔蓋。



安裝說明

- 將急凍室門的下鉸鏈與上鉸鏈互換，並在另一側安裝孔蓋。
- 拆下急凍室門的兩個固定塊，將其旋轉180°，然後安裝到急凍室門的另一側。



移動產品

⚠ 警告！

- 移動前必須斷開雪櫃的電源。
- 應採取預防措施，避免任何人身傷害。
- 移動完成後，將電源插頭連接至插座，等待2至3小時再將食物放入雪櫃內。若在雪櫃未完全冷卻前即放入食物，食物可能會變質。

- 拿出雪櫃內的所有食物。
- 拔除電源插頭，將其插入並固定於產品後方或頂部的電源插頭掛鉤上。
- 使用膠帶固定配件，以防移動產品時配件脫落。
- 移動產品時須格外小心，並須由至少兩人協作。如需長距離搬運，必須讓產品直立。
- 安裝產品後，再次將電源插頭插入插座。

更換燈泡

LED燈泡必須由德國寶客戶服務及維修中心維護及更換。

使用說明

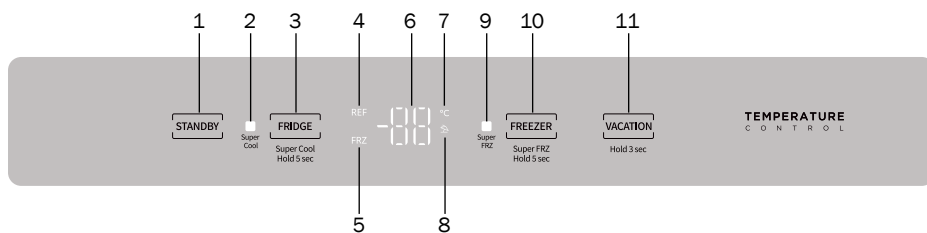
注意：

產品啟動後應讓其連續運行。一般情況下，不應中斷產品運作，否則可能影響使用壽命。

控制面板

⚠ 警告！

嚴禁使用尖銳物品操作控制面板，以免刮花或損壞面板。



- | | | |
|--------------|------------|--------------|
| 1. 待機鍵 | 5. 急凍室指示燈 | 9. 快速急凍模式指示燈 |
| 2. 快速冷藏模式指示燈 | 6. LCD顯示屏 | 10. 急凍室溫度鍵 |
| 3. 冷藏室溫度鍵 | 7. 溫度單位顯示 | 11. 外遊模式鍵 |
| 4. 冷藏室指示燈 | 8. 外遊模式指示燈 | |

連接電源

將電源插頭連接至插座，產品自動啟動並發出蜂鳴器提示聲，以預設或上次斷電前所使用的設定運作。LCD顯示屏及所有指示燈亮起3秒後，LCD顯示屏預設為顯示冷藏室的設定溫度（以攝氏度為單位）。

待機模式

- 長按「待機鍵」10秒返回待機模式，控制面板熄滅，產品停止運作。在待機狀況下，除「待機鍵外」所有按鍵無效。如按下無效的按鍵，產品將發出蜂鳴器提示聲。
- 如要啟動產品，長按「待機鍵」10秒，控制面板亮起，產品恢復運作。

注意：

使用「待機鍵」返回待機狀態，無法切斷產品電源。如需切斷電源，請將電源插頭從插座拔下或關閉插座開關。

開關雪櫃門

冷藏室內的LED照明燈會在冷藏室門打開時亮起，並在門關閉時熄滅。控制面板會在冷藏室門打開時亮起，並於門關閉後15秒熄滅。

使用說明

設定溫度

- 產品首次接通電源時，冷藏室預設溫度為5℃，急凍室預設溫度為：-20℃；當產品斷電後重新啟動時，若記憶功能未失效，其溫度將設定為切斷電源前所使用的設定值。
- 如需調節冷藏室溫度，重覆按「冷藏室溫度鍵」可循環選擇2℃至8℃，調節期間，冷藏室指示燈閃爍，數秒內如無任何操作將自動確認當前選擇溫度，冷藏室指示燈常亮。
- 如需調節急凍室溫度，重覆按「急凍室溫度鍵」可循環選擇-24℃至-16℃，調節期間，急凍室指示燈閃爍，數秒內如無任何操作將自動確認當前選擇溫度，急凍室指示燈常亮。

注意：

- 在「外遊模式」下，冷藏室及急凍室溫度不可調。
- 設定的溫度越低，產品耗電量越高，但食物可安全儲存的時間越長，反之亦然。

查看設定溫度

- 如需查看急凍室的設定溫度，按「急凍室溫度鍵」，急凍室指示燈亮起，LCD顯示屏顯示急凍室溫度。
- 如需再次查看冷藏室的設定溫度，按「冷藏室溫度鍵」，冷藏室指示燈亮起，LCD顯示屏顯示冷藏室溫度。

快速冷藏模式

此模式旨在用於快速冷卻新放入冷藏室的食物。當放入大量常溫食物時（例如剛購物回家），建議啟動快速冷藏模式，以確保食物迅速冷卻，並減少雪櫃內溫度上升幅度，從而有效延長內部現有食物的保鮮期。

- 長按「冷藏室溫度鍵」5秒，快速冷藏模式指示燈閃爍，LCD顯示屏顯示2℃，當快速冷藏模式指示燈常亮，表示快速冷藏模式已開啟。
- 產品將於6小時後或當冷藏室溫度降至2℃時自動退出快速冷藏模式。期間按「冷藏室溫度鍵」可手動退出快速冷藏模式。

快速急凍模式

此模式旨在以最短時間將食物凍結。如需一次性急凍大量食物或快速急凍食物時，建議啟動「快速急凍模式」後再放入食物。在此模式下，急凍室的急凍速度將提升，耗電量亦會隨之增加。

- 長按「急凍室溫度鍵」5秒，快速急凍模式指示燈閃爍，LCD顯示屏顯示-24℃。當快速急凍模式指示燈常亮，表示快速急凍模式已開啟。
- 產品將於40小時後自動退出快速急凍模式。期間按「急凍室溫度鍵」可手動退出快速急凍模式。

使用說明

外遊模式

若長時間不使用冷藏室，可啟動外遊模式以節省能源。在此模式下，雪櫃不會為冷藏室製冷，並將急凍室維持在-20℃的溫度。

- 長按「外遊模式鍵」3秒，外遊模式指示燈閃爍，LCD顯示屏顯示-20℃。當外遊模式指示燈常亮，表示外遊模式已開啟。
- 再次長按「外遊模式鍵」3秒，外遊模式指示燈熄滅，產品退出外遊模式。

注意：

- 外遊模式啟動時，「冷藏室溫度鍵」及「急凍室溫度鍵」無效。
- 在外遊模式下，不可在冷藏室存放任何食物，並將冷藏室門打開，以確保內部空氣流通，防止霉菌滋生及產生異味。

記憶功能

本產品具備記憶功能。當產品退出快速急凍模式、快速冷藏模式、外遊模式、待機模式後，將恢復使用上次的設定運作。

注意：

- 切斷產品電源後短時間內記憶功能仍然啟動，如長時間切斷電源（如長時間停電）記憶功能將失效，產品重新通電後將以出廠預設模式運行。
- 本產品不會記憶快速冷藏模式或快速急凍模式的已運行時間。如在快速冷藏模式或快速急凍模式下斷電，產品重新通電後將再次運行該模式，並重新計算自動退出該模式的時間。
- 記憶功能僅在產品連續運行超過30分鐘後才會開啟。如果產品運行少於30分鐘，則不會記憶所使用的設定。

開門警報

若雪櫃門開啟超過2分鐘，雪櫃將發出警報聲。如要停止警報，請關門或按任意鍵。若按任意鍵停止警報後仍保持雪櫃門開啟，警報將於2分鐘後再次響起。若雪櫃門持續開啟超過15分鐘，產品將自動關閉警報及LED照明燈，並繼續正常運行。在外遊模式下，警報功能停用。

停電須知

若遇上停電，即使在夏季，雪櫃內的食物仍可保存數小時；停電期間切勿打開雪櫃門，並不要放入任何新食物。

清潔與保養

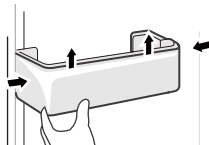
除霜

本產品採用空氣冷卻原理進行製冷，因此具備自動除霜功能。如因季節或溫度變化而出現霜凍，可透過切斷產品電源或使用乾布擦拭的方式手動除霜。

清潔櫃門置物架

用雙手將櫃門置物架向內及向上推拆出。

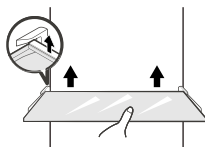
清洗櫃門置物架後，將其重新安裝至所需高度。



清潔玻璃置物架

將玻璃置物架向上提起，使其脫離後擋板。

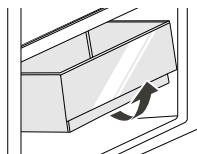
清洗層架後，將其重新安裝穩妥。



清潔蔬果儲藏盒

握著蔬果儲藏盒的手把，將其完全拉出至盡頭。

將盒子向上提起，再向外拉出即可取下。



搬運產品

搬運本產品前，先取出雪櫃內所有物件，並以膠紙固定所有配件（例如玻璃置物架、蔬果儲藏盒、急凍室抽屜等），擰緊支撐腳，再關上雪櫃門並以膠紙封好。搬運期間應避免震動，且搬運過程中雪櫃的傾斜角度不得超過45°，嚴禁將雪櫃倒置或橫放。

儲存產品

如將長時間不使用本產品，請從電源插座拔下插頭，徹底清潔內部，並將雪櫃門打開，以防產生異味。

故障檢修

⚠ 警告！

- 維修前必須先拔除電源插頭。
- 嚴禁擅自拆卸或維修本產品，維修不當將使保養失效。本產品應由本公司指派的專業技術人員進行維修，如果消費者委託非本公司指派的人員或者消費者自行進行維修，可能存在造成人身損害或財產損失的風險。
- 如果問題持續，或產品的問題未在下表中列出，請聯絡德國寶客戶服務及維修中心。

故障現象	可能原因	處理方法
產品不運作	產品未通電或插座接觸不良	正確連接插頭
	電壓太低	檢查電壓
	停電或部分電路跳閘	請持牌電工檢查電箱
產生異味	濃味食物未密封包裝	密封包裝食物
	食物變壞	檢查有沒有變壞食物
	雪櫃內部骯髒	清潔雪櫃
壓縮機長期運作	夏天雪櫃長期運作	屬正常現象
	環境溫度較高	不建議同時存放太多食物在雪櫃內
	食物未涼卻即放入雪櫃	讓食物涼卻至室溫後才放入雪櫃
	頻繁開關雪櫃門	減低開關雪櫃門次數
照明燈不亮起	雪櫃未連接電源	正確連接插頭
	照明燈損壞	聯絡德國寶客戶服務及維修中心更換照明燈
雪櫃門無法關好	放入太多食物，雪櫃門被食物包裝卡著	切勿放入太多食物在雪櫃內
	雪櫃傾斜	確保雪櫃放置於平穩的表面上
發出異響	嗡嗡聲：壓縮機在運作時可能發出嗡嗡聲，尤其是在啟動或停止時聲音特別大	屬正常現象
	吱吱聲：製冷劑在產品內部流動時可能發出吱吱聲	屬正常現象
	地面不平；雪櫃放置不穩	確保雪櫃放置於平穩的表面上
	配件未放置於正確位置	將配件放置於正確位置
雪櫃密封條漏氣	密封條上有異物	移除異物
	密封條彎曲	加熱密封條，然後涼卻使其恢復原狀（用電風筒吹或用熱毛巾敷）
水盤溢瀉	雪櫃內食物過多，或存放的食物含水量過高，導致需要頻繁除霜	移除過多的食物或含水量過高的食物
	雪櫃門未關緊，導致空氣進入而結霜，並因除霜而水分增多	正確關上雪櫃門

故障檢修

故障現象	可能原因	處理方法
機殼發熱	內置冷凝器通過外殼散熱	屬正常現象
	環境溫度過高、存放食物過多或壓縮機停機	確保通風良好，以利散熱
表面凝結水珠	雪櫃外部表面及密封條上出現水珠	當環境濕度太高，屬正常現象。用乾淨毛巾擦乾水珠即可
故障代碼E1	冷藏室溫度感應器故障	聯絡德國寶客戶服務及維修中心
故障代碼E2	急凍室溫度感應器故障	聯絡德國寶客戶服務及維修中心
故障代碼E5	急凍室除霜溫度感應器故障	聯絡德國寶客戶服務及維修中心
故障代碼E6	內部通信故障	聯絡德國寶客戶服務及維修中心
故障代碼E7	環境溫度感應器故障	聯絡德國寶客戶服務及維修中心

環境溫度	兩次自動除霜週期 相距時間	時間	特定條件
32 °C	最短相距時間 (Δt_{d-min})	12h	頻繁使用、經常開門
	最長相距時間 (Δt_{d-max})	96h	在低濕度環境下，無開門動作且未設定任何特殊模式

技術規格

型號	REF-365-SS
額定電壓	220-240 V~
額定頻率	50 Hz
額定除霜功率	185W @ 230 V
總容積	267 L
雪種 / 製冷劑	R600a / 30 g
產品尺寸	(H)1770 (W)540 (D)555 mm
淨重	66.5 kg

- 產品規格及設計如有變更，恕不另行通知。
- 中英文版本如有出入，一概以英文版為準。
- 本產品使用說明書以www.germanpool.com網上版為最新版本。

保用條款

Warranty Terms & Conditions

此保用提供德國寶產品之機件在正常使用下壹年保用(自購買日起計算)。

Under normal operations, the product will guarantee a 1-year full warranty provided by German Pool (effective from the date of purchase).

*貴戶須在購機十天內，以下列其中一種方式向本公司登記資料，保用手續方正式生效：

1) 填妥德國寶VIP手機應用程式保用登記表（掃描右方二維碼）

2) 填妥本公司網頁保用登記表
www.germanpool.com/warranty

3) 填妥保用卡郵寄至本公司



* This warranty is not valid until customer registration information is received by our Service Centre within 10 days of purchase via one of the following means:

1) Visit our VIP App and register online:
(Scan the QR Code on the right)

2) Visit our website and register online:
www.germanpool.com/warranty

3) Complete the attached Warranty Card and mail it back to our Customer Service Centre.



另請填妥以下表格並與正本發票一併保存，以便維修時核對資料。用戶提供之所有資料必須正確無誤，否則免費保用將會無效。 Please fill out the form below. This information and the original purchase invoice will be required for any repairs. Warranty will be invalidated if information provided is found to be inaccurate.

型號 Model No. : REF-365-SS

發票號碼 Invoice No. : _____

購買商號 Purchased From : _____

機身號碼 Serial No. : _____

購買日期 Purchase Date : _____

1. 未能出示購買發票正本者，將不獲免費維修服務。
2. 用戶應依照說明書的指示操作。本保用並不包括：
 - 上門安裝、檢驗、維修或更換零件之人工以及一切運輸費用；
 - 因天然與人為意外造成的損壞（包括運輸及其他）；
 - 電源接合不當、不依說明書而錯誤或疏忽使用本機所引致之損壞。
3. 於下列情況下，用戶之保用資格將被取消：
 - 購買發票有任何非認可之刪改；
 - 產品被用作商業或工業用途；
 - 產品經非認可之技術人員改裝或加裝任何配件；
 - 機身編號被擅自塗改、破壞或刪除。
4. 總代理有權選擇維修或更換配件或其損壞部份。
5. 產品一經被轉讓，其保用即被視作無效。

1. Customer who fails to present original purchase invoice will not be eligible for free warranty service.
2. Customer should always follow the operating instructions. This warranty does not apply to:
 - labour costs for on-site installation, check-up, repair, replacement of parts and other transportation costs;
 - damages caused by accidents of any kind (including material transfer and others);
 - operating failures resulting from applying incorrect voltage, improper usage, and unauthorized installations or repairs.
3. This warranty is invalid if:
 - the purchase invoice is modified by an unauthorized party;
 - the product is used for any commercial or industrial purposes;
 - the product is repaired or modified by unauthorized personnel, or unauthorized parts are installed;
 - the serial number is modified, damaged or removed from the product.
4. German Pool will, at its discretion, repair or replace any defective part.
5. This warranty will be void if there is any transfer of ownership from the original purchaser.

客戶服務及維修中心

香港

九龍大業街59號

三湘九龍灣貨運中心地下B室

電話：+852 2773 2888

傳真：+852 2356 9798

電郵：repairs@germanpool.com

澳門

澳門青洲大馬路（青洲新路）

515號美居廣場第二期1樓A座

電話：+853 2875 2699

傳真：+853 2875 2661

Customer Service & Repair Centre

Hong Kong

Unit B, G/F, Sunshine Kowloon Bay

Cargo Centre, 59 Tai Yip Street,

Kowloon, Hong Kong

Tel: +852 2773 2888

Fax: +852 2356 9798

Email: repairs@germanpool.com

Macau

A, 1 Andar, Mei Kui Kuong

Cheong Faze 2, No.515 Avenida

Do Conselheiro Borja Macau

Tel: +853 2875 2699

Fax: +853 2875 2661

此保用只適用於香港及澳門

This warranty is valid only in Hong Kong and Macau

German Pool (Hong Kong) Limited



香港《S MARK》
安全認證



中國電器/家電行業
十大影響力品牌

CEO

CEO非凡品牌大賞



香港優質商號



香港工商業獎



2007
最具潛質
創建品牌企業獎



香港中小企業
最佳拍檔大獎



香港消費者推崇品牌



香港《O夢》
優質服務證書



香港名牌十年成就獎
HONG KONG TOP BRAND TEN YEAR
ACHIEVEMENT AWARD

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