



Refrigeration - Tips & FAQs

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Q: Where can I find my serial/model number?

A: The serial number is a 23-character code made up of letters and numbers and is written under a barcode on a small white label sticker, located inside the fridge on the left hand side wall behind the crisper drawer.

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Q: How do I register my product?

A: To register your product please visit [Hisense Warranty](#).

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Q: Why does my fridge not come on at all?

A: There are a few simple checks you can do: see if the light comes on when you open the fridge door and make sure the power is connected correctly. Change the plug to another socket and be sure other electrical devices work when connected to the same power point.

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Q: Why is my fridge not cooling at all?

A: To lower the fridge temperature, simply adjust the thermostat. Listen to see if you can hear the sound of the compressor running, or the sound of the compressor starting and stopping continuously.

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Q: Why is my fridge not cooling enough?

A: Adjust the temperature to a lower setting, check the door is sealed properly when closed and make sure there are no warm food items placed in the fridge.

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Q: Why is ice forming on the back of the fridge compartment?

A: Check the temperature setting, ensuring it's not too low. Make sure the doors are properly sealed when closed. A small amount of ice may form but this will disappear on the defrost cycle.

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Q: Why is my fridge vibrating / making a noise?

A: The internal fan and compressor will generate noise. This is completely normal.

Check if the fridge is level, adjust the feet if not. Be sure there is enough clearance between the wall / skirting board and the fridge. The product's noise level is indicated on the energy label provided.

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Q: How long do I need to wait before I can switch it on after delivery?

A: If the appliance has been stood upright during transit you can switch it on immediately. Ask your driver if it has been loaded on its side, if this is this case, we would suggest waiting 12 hours.

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Q: Do I need to defrost my appliance?

A: Although our appliances automatically defrost, a layer of frost may occur on the freezer compartment's interior walls if the freezer door is opened frequently or kept open too long.

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Q: There is water around my refrigerator and on the floor. What can I do?

A: Moisture will build up if the refrigerator door is obstructed or not sealing properly. Verify nothing is blocking the door from closing and the door is sealing all around the edges.

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Q: There is liquid inside by refrigerator. What can I do?

A: Make sure to wipe any liquids on the inside of your refrigerator and verify over the next few days if this reoccurs. This may be caused by condensations such as placing warm food items in a cold refrigerator. The shelves and storage compartments of your refrigerator must be kept dry of liquids at all times.

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Q: The refrigerator sides seem to get warm, is this normal?

A: Sides of the refrigerator get warm and this is normal. Make sure the product has adequate gaps all around to ensure good ventilation.

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Q: Should my Refrigerator be making noise when in use?

A: A refrigerator makes a variety of different noises during operation and this is normal. This mostly due to the product maintaining its temperature setting. The noises may come from a variety of different sections of the product like the compressor, the fan or even the cooling refrigerant.

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Q: My frozen products are melting in my freezer. What can I do?

A: Verify the product is securely plugged into a working power point. Once verified make sure the door is sealing tightly. If the door is not sealing properly please refer to our door seal FAQ. If the issue persists please be with your product and contact Hisense Customer Support at 1-855-344-7367 between the Hours of Monday to Friday 8am – 8pm EST.

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Q: My Fridge is not cold enough, what can I do?

A: Verify the temperature settings are correctly set. Make sure to avoid blocking airflow vents within the product with contains or stored food items as this may reduce cool airflow from being distributed evenly. Putting warm/hot food inside the fridge will also affect the temperature of the refrigerator. If the issue persists please be with your product and contact Hisense Customer Support at 1-855-344-7367 between the Hours of Monday to Friday 8am – 8pm EST.

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Q: My refrigerator is not sealing, what can I do?

A: Using a damp wash cloth, wipe the entire rubber edge of the door seals as well as the fridge contact points. Verify the seal is pushed in firmly all around the edges and test the door is correctly sealing.

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Q: I can't close my refrigerator door completely. What do I do?

A: Inspect that no containers or food items are blocking or affecting the door from closing.

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