

You can solve many common wine cellar problems easily, saving you the cost of a possible service call. Please try the suggestions below to see if you can solve the problem before emailing the service team.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Cellar does not operate	Not plugged in. The appliance is turned off. The circuit breaker tripped or a blown fuse.	Plug the unit. Turn on the unit. Check the breaker and/or fuses.
The compression turns on and off frequently	The room temperature is hotter than normal. A large amount of contents has been added to the cellar. 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.	Close the door properly. Check the door gasket. Don't open or close doors frequently
The fans turn on and off frequently	In order to circulate the air and maintain the set temperature inside the cabinet the fans must cycle on and off even when the compressor is off. The fans will cycle ON and OFF while the compressor is off approximately every 20 seconds, this is called [Semi-speed status] . This cycle is normal and meant both to circulate the air as well as ensure the continued operational status of the fans. If the fan stops completely and does not complete this cycle the fan is non-operational.	
Fan is always running	This is simply a function of the cooling system. The lower the setting the more the fan will run. If the room is very warm, the cooler will run more. The unit has been designed to run continuously when operating at the lower temperatures.	
The light does not work	Not plugged in. The circuit breaker tripped or a blown fuse. The light button is "OFF".	
The light does not work.	Not plugged in. The circuit breaker tripped or a blown fuse. The light button is "OFF".	Plug the unit. Press the power button turn on the Cellar. Check the breaker and/or fuses.

TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
Vibrations sound	The cellar does not be leveled The bottles are vibrating. There is an object under the Cellar.	Check to ensure that the Cellar is level. Make sure the bottles don't touch each others. Remove the object. Add silicone pads.
Cellar is not cold enough	The temperature has not been set to a low temperature value. The door is not completely closed. The door seal is deformed or damaged. The door opens too frequently.	Check the temperature control setting. Close the door properly. Check the door gasket. Don't open or close doors frequently
The phenomenon of flashing lights	In some instances, this is normal the light may flash when the automatic defrost function starts to work. Set temperature is higher than inner temperature.	Adjust temperature to resolve.
Frost appears in cabinet (on back)	Either too much humidity or too low of temperature inside cabinet.	Unplug cellar and allow to manually defrost. Reconnect when ice has melted. If problem persists, please contact service center for assistance.
The door will not close properly	The Cellar is not level, The door was reversed and not properly installed. The gasket is deformed or damaged. The shelves are out of position.	Level the cellar. Close the door properly. Clean the door gasket or Place the shelves properly.
Not cooling	Compressor and fan not working. The temperature is not set properly. Damaged door control switch. Pipeline blockage and solenoid valve malfunction. Leakage of refrigerant.	Open and close the door several times, listen to whether the compressor and fan are working properly? If working normally, is the set temperature value normal? If it is still normal, then confirm whether the sealing strip of the door seam is damaged, causing the door to not close tightly? If all the above issues are normal, it may be caused by a refrigeration system malfunction or refrigerant leakage. Please contact customer service center for assistance.

PROBLEM

POSSIBLE CAUSE

The product seems to make too much noise

The unit is not level.
Fan noise (inner fan, outer fan).
Working noise of refrigeration system (compressor noise).
Vibration noise (internal and external fan vibration, compressor vibration, loose foot pads).

SOLUTION

Level the cellar.

Check whether the inner and outer fans have scraped the wire group or other foreign objects on the blades during operation.

The rattling noise may come from the flow of the refrigerant, which is normal. As each cycle ends, you may hear gurgling sounds caused by the flow of refrigerant in your cellar. Contraction and expansion of the inside walls may cause popping and crackling noises. Check whether the inner and outer fans scrape the wires or other foreign objects during operation.

Check whether all parts inside and outside the box are tight, slippery teeth, missing, all parts should be all tight state.

Check whether the foot of the bottom of the box is high or low, if so, readjust to four feet are close to the ground.

Check whether the pipes in the compressor compartment are bumping into pipes or walls. If so, it is necessary to readjust the distance between pipes and pipes and between pipes and walls, preferably >5mm.

TROUBLESHOOTING GUIDE

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Display shows: E1, E2, E5, E6, E7, E8, E9, EA, EU	Temperature sensor failure or communication error	Please call the service center.
L0	Low temperature alarm	Please call the service center.
HI	High temperature alarm	Please confirm whether the internal and external fans are operating and whether the compressor is started? Both of the above are fine, but the temperature sensing probe is faulty; If the internal fan does not turn, it is a fan malfunction. all of the above questions, please contact the customer service center.
Et	Temperature difference alarm	<p>Please turn off the product and unplug the power supply, open the door for ventilation for 24-36 hours, and then the error can be cleared.</p> <p>If the problem is not solved after ventilation, you could also carefully remove the back plate of the fan inside the box to determine if there is ice formation. After the ice melts, restart the machine to set the temperature.</p> <p>It is recommended not to set the minimum temperature at this time.</p>
E0	The door is not closed properly	Check if the door is not tightly closed. If it is not properly closed, close the door again.If unable to resolve the issue, please contact after-sales service.