TROUBLESHOOTING GUIDE

You can solve many common wine cooler 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.
Cellar is not cold enough.	External environment may require a higher setting. The door is opened too often. The door is not closed completely. The door gasket does not seal properly.	Check the temperature control setting. Close the door properly. Check the door gasket.
The compressor 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.
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”.	Plug the unit. Check the breaker and/or fuses.
Vibrations.	The cellar does not be leveled The bottles are vibrating. There is an object under the Cooler.	Check to assure that the Cellar is level. Make sure the bottles don’t touch each others. Remove the object.
The product seems to make too much noise.	The unit is not level.	Level the cellar. 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.
Display shows: E1, E2, E5, E6, EU	Temperature sensor failure or communication error	Call the service center
Inside light flashes	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 cooler and allow to manually defrost. Reconnect when ice has melted. If problem persists, contact for service instructions.
The door will not close properly.	The Cooler is not level. The door was reversed and not properly installed. The gasket is dirty. The shelves are out of position.	Level the cooler. Close the door properly. Clean the door gasket. Place the shelves properly.