

Problem: Frost forming inside the wine cooler.

Possible Cause: Drawer(s) blocking internal fan

Solution: Move drawer(s) to the bottom portion of the appliance

Possible Cause: Items are blocking the internal fan

Solution: Move items so they do not block the fan

Possible Cause: The environment is too humid.

Solution: Although this unit uses an auto-defrost system, under certain conditions, manual defrosting may be required. If frost builds up, try running the cooler on a warmer temperature setting.

Possible Cause: The ambient temperature is too low.

Solution: Close the door tightly and do not open the door too frequently or for a long period of time.

Possible Cause: The door is opened too frequently or for a long period of time.

Solution: Unplug the unit to allow the frost to melt.

Problem: The wine cooler makes too much noise.

Possible Cause: The cooler does not have the suggested ventilation.

Solution: Make sure the cooler has at least 4 inches on the sides and 6 inches in the back for clearance.

Possible Cause: If the noise is from the fan, it may be normal operating noise.

Solution: The fan makes normal fan noises.

Possible Cause: The unit is not leveled.

Solution: Make sure the cooler is on a hard and level surface. Do not place the wine cooler on carpet.

Possible Cause: Popping or cracking noises are coming from the unit.

Solution: Some popping or cracking noises are normal. They are caused by expansion and contraction of the inside walls due to temperature changes.

Problem: Condensation builds up on the glass door. (WC-241DS Model)

Possible Cause: Ambient temperature or humidity is high

Solution: Lower the room humidity by a dehumidifier or air conditioner

Problem: The unit is frosting often

Possible Cause: The door gasket is not sealing

Solution: “The door may need to be re-positioned
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Possible Cause: Use a screw driver to loosen the screws to re-position the door/hinge and tighten the screws

Solution: “Ensure the door gasket is not loose
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Possible Cause: Ambient temperature or humidity is high.

Solution: Lower the room humidity with a dehumidifier or air conditioner

Problem: Frost forming inside the appliance

Possible Cause: “The environment is too humid.”

Solution: Although this unit uses an auto-defrost system, under certain conditions, manual defrosting may be required. If frost builds up, try running the unit on a warmer temperature setting.

Possible Cause: The ambient temperature is too low

Solution: Close the door tightly and do not open the door too frequently or for a long period of time.

Possible Cause: “The door is opened too frequently for a long period of time.”

Solution: Unplug the unit to allow the frost to melt.

Possible Cause: Items are blocking the internal fan.

Solution: Move items so they do not block the fan