

INSTALLATION AND OPERATING INSTRUCTIONS

willow



WILLOW WBC48B/WBC48SS 48L Table Top Beverage Cooler

WBC48B
WBC48SS

WELCOME

Thank you for choosing Willow for your new appliance. Your item is pre-registered and your warranty starts from the point of purchase; all you need to do is keep hold of your proof of purchase.

We are proud to provide a range of appliances that have been designed with the consumer in mind. Our products are not only stylish but reliable, easy to use and are guaranteed to give you years of issue-free use.

Although you may already be familiar with a similar product, we recommended that you take the time to carefully read over these instructions before installation and use. This will ensure that you get the most from your purchase.

It is recommended that you keep this user manual in a safe place for future reference along with your proof of purchase and the product's serial number.



2 YEAR WARRANTY

This product is guaranteed for 24 months from the date of original purchase. Any defect that arises due to faulty materials or workmanship will be repaired free of charge (or if applicable the product will be replaced or the purchase price refunded).

The 2 year warranty is subject to the following provisions:

- The product must be correctly installed and operated in accordance with the instructions contained in the manual.
- The warranty does not cover accidental damage, misuse, cabinet parts, knobs or consumable items.
- The appliance must be used solely for domestic purposes.
- The warranty will be rendered invalid if the product is re-sold or has been damaged by inexpert repair.
- Willow disclaim any liability for loss or damage arising from the breakdown of a product.
- Specifications are subject to change without notice.
- This warranty is an addition to and does not diminish your statutory or legal rights.

willow

Willow is a UK household electrical appliance company, based in Staffordshire.

Willow Appliances Limited
Registered in England & Wales company number 12117113
Unit 7 Wellington Crescent, Fradley Park, Lichfield, Staffordshire, WS13 8RZ

After Sales Support: 0330 0564 777
General Enquiries: 0330 0564 777
sales@willowappliances.co.uk
support@willowappliances.co.uk

willow

Contact
After Sales Support: 0330 0564 777
support@willowappliances.co.uk

www.willowappliances.co.uk

PRODUCT SUPPORT

If you require any technical guidance or find that your appliance is not operating as intended, a simple solution can often be found in the 'Troubleshooting' section of this user manual.

Your Willow product is guaranteed against faults and breakdowns for 24 months. If you need assistance within the first 28 days of purchase, please contact the retailer supplier. If you still require further assistance after 28 days, call one of our experts on **0330 0564 777**. In order for us to help you efficiently, please have the following information to hand:

Model Ref:

You can find the Model Ref and Serial Number on the rating plate, a small information panel usually on the rear of your appliance.

Serial Number:

Date of Purchase:

The Date of Purchase can be found on your receipt or confirmation email.

Lines are open 9am – 5:30pm, Monday to Friday. Local call rates apply. Calls to the enquiry line may attract extra charges depending on your call plan/tariff.

For security and training purposes, telephone calls to and from the enquiry line may be recorded and monitored.

HERE FOR YOU

Important Safeguards

READ ALL INSTRUCTIONS

Read this manual thoroughly before first use, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to. Keep the manual in a safe place for future reference, along with the completed warranty card, purchase receipt and carton. If applicable, pass these instructions on to the next owner of the appliance. Always follow basic safety precautions and accident prevention measures when using an electrical appliance, including the following:

Electrical safety and cord handling

- Make sure your outlet voltage and circuit frequency correspond to the voltage stated on the appliance rating label. If this is not the case, contact the after sales support line and do not use the refrigerator.
- Do not use any other appliance at the same time on the same electrical circuit as it may overload the circuit and blow the fuse or circuit breaker.
- To protect against fire and electric shock, do not immerse the cord, plug, power base or the Retro Under Counter Fridge body itself in water or other liquid. Do not expose the electrical connections to water.
- The cord should be run in such a way that there will be no risk of anyone pulling it inadvertently or tripping over it.
- Do not kink, bend, squash, strain or damage the power cord and protect it from sharp edges and heat.
- Grip the plug when disconnecting, do not pull the cord.
- Do not let the cord hang over the edge of a table or bench top. Do not let it touch hot surfaces.
- Do not pick up or operate the appliance if the power supply cord or plug is damaged, or after it malfunctions or has been dropped or damaged in any way.
- In case of damage, contact the after sales support line for advice.
- A damaged cord or plug must be replaced by the manufacturer or a qualified person in order to avoid a hazard.
- Make sure all electrical connections are clean and dry before switching on.
- Do not use this appliance in conjunction with an extension cord.
- Unplug the appliance from the power outlet when not in use and before cleaning, servicing, maintenance or moving the appliance.
- This appliance is not intended to be operated by means of an external timer or separate remote control system.

PRODUCT DISPOSAL

Declaration of conformance to product standards

This appliance conforms to all relevant standards applicable to domestic appliances sold in the UK

This appliance/fitting is marked according to the European directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.



The symbol on the product, or on the documents accompanying the product, the crossed out wheeled bin symbol, indicates that this appliance/fitting may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment.

Disposal must be carried out in accordance with local environmental regulations for waste disposal.

For more detailed information about treatment, recovery and recycling of this product, please contact your local authority, your household waste disposal service or the retailer where you purchased the product.

Maintenance & Cleaning

Disconnect the appliance from the power supply before cleaning.

Internal Cleaning

- Do not pour water over the appliance.
- The cavity should be cleaned periodically using a solution of bicarbonate of soda and lukewarm water (5ml to 0.5 litre of water)
- Clean the accessories separately with soap and water. Do not put them in the dishwasher.
- Do not use abrasive products, detergents or soaps.
- After washing, rinse with clean water and dry carefully.
- When you have finished cleaning reconnect the plug with **dry hands**.

External Cleaning

- Wash the outer cabinet with warm soapy water. Do NOT use abrasive products.
- There are sharp edges on the underside of the product so care should be taken when cleaning.
- Once or twice a year dust the rear of the appliance and the compressor at the back of the appliance, with a brush or vacuum cleaner, as an accumulation of dust will affect the performance of the appliance and cause increased energy consumption.

WARNING!

- Never clean the unit with an abrasive, acid, oil or solvent based cleaning agent, or with abrasive pads or scourers. Never use flammable fluids or sprays for cleaning as the fumes from these substances can create a fire hazard or explosion.
- Never clean the appliance with a steam cleaner. Moisture could accumulate in the electrical components, danger of electric shock! Hot vapours can lead to the damage of plastic parts.
- The appliance must be completely dry before it is placed back into service.
- Ethereal oils and organic solvents can attack plastic parts, e.g. lemon juice or the juice from orange peel, or cleansers that contain acetic acid. Do not allow such substances to come into contact with the appliance parts.
- **Risk of child entrapment. Before you throw away your old appliance:**
Take off the doors.
Leave the shelves in place so that children may not easily climb inside.
Cut the connection cable (as close to the appliance as you can).
If this appliance you are replacing features a spring lock (latch) on the door or lid, be sure to make that spring lock unusable before you discard the old appliance.
This will prevent it from becoming a death trap for a child.

Usage conditions and restrictions

- This appliance is intended for domestic use only.
- This product is not intended for commercial use. Do not use it outdoors.
- Only use this refrigerator as described in this manual. Any other use is not recommended and may cause fire, electric shock or injury.
- Improper installation and the use of accessories not recommended by the appliance manufacturer may result in fire, electric shock or personal injury and will invalidate your warranty.
- We assume no responsibility for any eventual damages caused by improper or faulty use.
- This appliance is not intended for use by persons (including children) with reduced physical, sensor or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliances by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.
- Close supervision is necessary when any appliance is used by or near children.
- Do not use chemical, steel wool or abrasive cleaners to clean the outside of the unit, as these will scratch the metal surface.
- Do not operate the unit near liquids (kitchen sink, water basins, taps etc).
- Ensure that all the parts are correctly assembled before operation.
- Maintain the appliance in accordance with the instructions to ensure that it functions properly.
- If there is a product malfunction, or if it has been damaged in any way, call the after sales support for assistance.
- Immediately unplug the appliance if fire or smoke is emitted.
- Place the product on a straight, rigid and stable surface, away from sources of direct sunlight or excessive heat.
- Do not place the product near heat sources such as radiators, heat registers, stoves or other appliances that produce heat.
- Do not place the product near other items that may damage it, such as naked flame sources (lit candles) or objects containing water (a vase or fish bowl).
- Take care that no objects fall and no liquids are spilled into any openings.

WARNING!


- **Prevent overheating:** Place the product in a sufficiently aerated place. Ensure that air can circulate freely around the back of the refrigerator.
To ensure best performance, leave a distance of about 100mm to all sides of the fridge.
- This appliance features a short power cord to reduce the risk of being entangled, and to reduce the risk of tripping. An extension cord or longer detachable cord is not recommended for use with this product.
- There are no user-serviceable parts inside. Do not attempt to service this product. Please call our after sales support for instructions.

FLAMMABLE - REFRIGERANT GAS WARNINGS

 **Danger!** Risk of fire or explosion. Flammable refrigerant used. To be repaired only by trained service personnel. Do not puncture refrigerant tubing.

Safety information

 **Caution!** Risk of fire or explosion. Flammable refrigerant used. Consult repair manual/owner's guide before attempting to service this product. All safety precautions must be followed.

 **Caution!** Risk of fire or explosion. Dispose of property in accordance with federal or local regulations. Flammable refrigerant used.

 **Caution!** Risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions carefully. Flammable refrigerant used.

- The refrigerant isobutane (R600a) is contained within the refrigerant circuit of the appliance, a gas with a high level of environmental compatibility, which is nevertheless flammable. During transportation and installation of the appliance, ensure that none of the components of the refrigerant circuit become damaged.
- **WARNING: Do not damage the refrigerant circuit! Never use an appliance with a damaged refrigerant circuit!** If the refrigerant circuit becomes damaged, avoid proximity to open fires and all types of heat and ignition sources. Thoroughly ventilate the room in which the appliance is located.
- It is hazardous for anyone other than an authorised service person to service this appliance.
- The room for installing the appliance must be at least 1m³ per 8g of refrigerant. The amount and type of refrigerant in the appliance can be found in the Technical Specifications.

Going away?

- **Short vacation:** Leave the fridge operating during vacations of less than a month.
- **Long vacation:** If you are not going to use the fridge for longer periods, remove all food and unplug the power cord. Clean and dry the interior thoroughly. To prevent odour and mould growth, leave the door open slightly, blocking it open, if necessary. (Restrict children's access to the room with the open fridge to avoid creating a child entrapment risk.)

Moving the fridge

- Unplug the fridge and remove all food from inside. Securely tape down the drawer and shelves and tape the door shut. Turn the levelling feet up to the base to avoid damage.
- **CAUTION:** Never pick up the refrigerator by the door.
- Protect the outside of the unit with a blanket or similar soft material and make sure the fridge stays secure in the upright position during transportation.

Disposal of Old Appliances

Be sure to make any locks unusable, remove any door(s) and discard separately. Warning - chemical hazard: do not allow children to play with the old appliance. Contact your local authority for disposal procedures.

- Before disposing of an old appliance, please make sure it is switched off and safe. Unplug the appliance and break any locks in order to avoid children becoming trapped.
- Please note: refrigeration system contains gas and refrigerants which require specialised waste disposal. Some vulnerable materials in a refrigerator are not damaged prior to disposal. You can contribute to environment awareness by insisting on an appropriate non-polluting method of disposal.

Disposal of Packaging

Do not allow children to play with the packaging, and dispose of plastic bags safely.

- The cardboard may be broken or cut into smaller pieces and recycled. Any wrapping cover is made of polyethylene. The polyethylene pads and padding contain no fluorochloric hydrocarbons, and as such are most suitable for adequate recycling.

Trouble shooting

Problem	Solution
The fridge doesn't work	Check that the appliance is switched on.
	Check that there has not been a power cut.
	Check that the plug is not faulty.
	Check that the fuse has not blown.
	Check that the voltage is correct for the appliance.
	Are there any faults with the socket? For this purpose, try the plug of your appliance by connecting it to a socket which you are sure is working.
The temperature inside the appliance is not cold enough	Check that there is not too much food in the appliance.
	Check that the thermostat is set to a suitable temperature.
	Check that the appliance is not placed in direct sunlight, or too near to a heating source.
	Check that the ambient temperature is within the operation limits of the appliance.
	Are the doors of the appliance opened frequently? Once the door is opened, the humidity found in the air in the room enters the appliance, especially if the humidity levels in the room are very high. The more frequently the door is opened in humid conditions the more chance of the build up of moisture.
	The door is not closed completely.
	The door gasket does not seal properly.
	The cooler does not have the correct clearances at the sides/back.
The temperature within the appliance is too cold	Increase the working temperature by adjusting the thermostat to a lower setting. The highest setting should only be used as a rapid cool setting and should only be set 2 hours before a large amount of food is placed in the fridge. If this is not done the temperature in the fridge compartment could fall below 0°C as the compressor will run continuously.
	Hot and humid weather increases the internal rate of frost build-up. This is normal. Open the door less often and make sure it is always properly closed.
Moisture forms on the inside or outside walls of the fridge	Hot and humid weather increases the internal rate of frost build-up. This is normal.
	Open the door less often and make sure it is always properly closed.
The outer surfaces of the appliance are wet	Condensation will form on the outside of the cooler if it operates in moist areas, simply wipe it dry.

General safety

WARNING!



Do not use other electrical appliances (such as ice cream makers) inside of refrigerating appliances, unless they are approved for this purpose by the manufacture.

- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- During transportation and installation of the appliance, be certain that none of the components of the refrigerant circuit are damaged.
- Avoid open flames and sources of ignition.
- Thoroughly ventilate the room in which the appliance is situated.
- It is dangerous to alter the specifications or modify this product in any way.
- Any damage to the cord may cause a short circuit, fire and/or electric shock.

WARNING!

- **This appliance is heavy.** Care should be taken when moving it. To avoid back or other injury, consider a two person lift or mechanical aid when installing it. Failure to do so can result in back or other injury.
- Avoid prolonged exposure of the appliance to direct sunlight.
- This appliance is intended to be used in household only.

WARNING!

- Any electrical components (plug, power cord, compressor and etc.) must be replaced by a certified service agent or qualified service personnel.
- **DO NOT USE AN EXTENSION CORD.** Use an exclusive wall outlet. Do not connect your refrigerator to extension cords or in an outlet used by any other appliance.
- Make sure that the power plug is not squashed or damaged by the back of the appliance. A squashed or damaged power plug may overheat and cause a fire.

Safety information

- Before first use, it is advisable to wait at least eight hours before connecting the appliance to allow the oil to flow back in the compressor.
- Adequate air circulation should be around the appliance, lacking this leads to overheating. To achieve sufficient ventilation follow the instructions relevant to installation.
- The appliance must not be located close to radiators or cookers.
- Make sure that the mains plug is accessible after the installation of the appliance.


Daily use


- Do not put **hot** food in the appliance.
- Store pre-packed food in accordance with the food manufactures instructions.
- **WARNING!** Do not use mechanical devices or other means to accelerate the defrosting process. Never use a sharp or metal instrument to remove frost or clean the appliance. Use a plastic scraper, if necessary.
- Appliance storage recommendations should be strictly adhered to. Refer to relevant instructions.
- If the refrigerator is unplugged, turned off or has lost power, you must wait 3 to 5 minutes before restarting the unit. If you attempt to restart before this time delay, the refrigerator will not start.

SAVE THESE INSTRUCTIONS

Trouble shooting

Problem	Solution
Smell/odour	<p>Check all the food and drink that is in the fridge is in date and correctly packaged. If it isn't then it should be removed immediately or repackaged.</p> <p>Check for spillages on each shelf, rack and drawer. You may need to remove the drawers to check that no spillages have settled underneath them. Spillages that have not been cleaned and have been left can cause smells and unwanted odours.</p>
The doors do not close properly	Ensure there are no obstructions preventing door closure.
	Check the door compartments and shelves are correctly in place.
	Check the door seal is not warped or torn.
Unusual noises	Check the appliance is level.
	Check the spacing's around the appliance and ensure it is not touching other items.
	Bubbling and gurgling sound: • This noise is emitted as the coolant fluid flows through the pipes within the system. This is normal.
	Water flowing sound: • This is the normal sound of water flowing into the drain trough during the defrosting process.
	If the appliance is operating noisily (compressor noise): This is normal. This noise indicates that the compressor is operating normally. As the compressor is being energized, it might run a bit more noisily for a short period of time.
	Contraction and expansion of the inside walls may cause popping and cracking noises.
The fridge door will not open.	If the door has just been opened, leave it for a few minutes to allow the air pressure to equalise before trying again.
The compressor runs continuously.	The temperature is set too cold: select a lower(warmer) setting.
	The door is open, or something is obstructing proper door closure.
	The door gaskets are worn, dirty or damaged.
	Large quantities of food have been added to the fridge.
	The room temperature is hotter than usual.
The external fridge surface is warm.	The exterior walls can be warmer than room temperature. This is normal while the compressor works to transfer heat from inside the fridge cabinet.

 NOTE: The refrigerator temperature will vary depending on the quantity of cans/ bottles stored and on the frequency with which the door is opened. The internal temperature varies in different parts of the refrigerator. The back of the refrigerators is coldest. Please keep the cans/bottles away from the rear wall to avoid freezing the bottles and to allow circulation of cold air.

 NOTE: Thermostat 0(OFF) position indicates the refrigerator is turned off although power is still being supplied. By turning the thermostat dial to the left, the refrigerator will turn on automatically. When the refrigerator is not to be used for a long period of time, disconnect the plug and leave the door partially open.

DEFROSTING

The surface of the evaporator ices up when the Refrigerator is working. This is an entirely normal part of operation. If the frost layer is more than 3mm/1/8" thick, the Refrigerator must be defrosted and cleaned to avoid unnecessary energy consumption and inefficient operation.

Remove all items inside and unplug the Refrigerator.

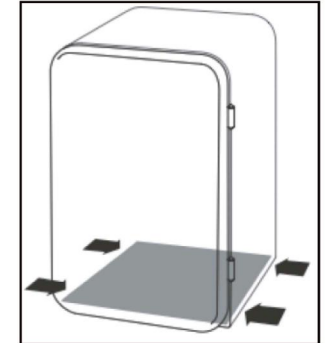
After defrosting, clean the Refrigerator and allow it to dry.

Reconnect to the mains supply and run the refrigerator.

Installing the refrigerator

- Before installing your new fridge, read all safety instructions in this manual, then follow the instructions below:
- Place the fridge on a sturdy, level floor for quieter operation. Ensure that the floor is strong enough to support the fridge when it is fully loaded.
- If the refrigerator is to be placed on carpet, support it with a wooden board underneath. **Be aware that placing the refrigerator on carpet may mean that heat from the compressor may cause the carpet to fade.**
- **This appliance is designed to be freestanding only and should not be recessed or built in.**
- Do not tilt the fridge more than 45° from upright when moving it.
- Avoid areas where the appliance would be exposed to direct sunlight, sources of heat (stove, heater, radiator, etc.), extreme cold ambient temperatures or excessive moisture and high humidity. Installing it in the coolest area of the room will save energy consumption and running costs.

- **Handle with care!** Do not apply force to any part such as the condenser or door. The metal rails on the bottom underneath of this refrigerator may have sharp edges, so always unpack and handle with care. Do not drag the unit: place it carefully in position to avoid scratching the floor.



Space requirements

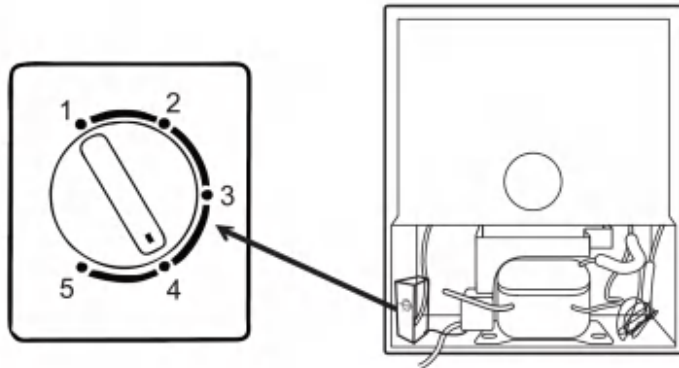
- Place the unit so there is enough space for the door to open.
- Ensure that air can circulate freely around the back of the cabinet, which is necessary to cool the compressor and condenser. Allow at least 100mm clear space at the back and 50mm at the sides of the unit.

Levelling

- The appliance must be installed level in order to work properly. If the unit is not level, the doors and magnetic seal alignments will not be covered properly.
- To level the unit, adjust one or both levelling feet at the base of the unit.

Mechanical Controller

- The mechanical thermostat temperature control is located at below places:



Setting The Temperature Control:

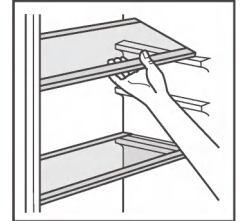
- To start the refrigerator, turn the temperature control to the position corresponding to the desired cooling.
The temperature of the refrigerator is controlled by adjusting/setting the thermostat control knob, located on the back in the cabinet.

Temperature Setting

- Setting 1(MIN) = lowest setting (warmest internal temperature)
Setting 5(MAX) = highest setting (coldest internal temperature)

Food storage

- The refrigerator compartment is suitable for short-term storage of fresh food. The temperature inside varies depending on the amount of food stored, the ambient temperature and the frequency of door opening. Adjust the thermostat accordingly.
- In order to maintain good cooling efficiency and save energy, we recommend you do not open the door for too long or too often. Do not overload the fridge, and keep enough space around items for cold air flow. Do not block ventilation openings.
- The walls of the fridge are equipped with a series of runners so that the shelves can be positioned to suit individual storage requirements.
- In order to keep fruit and vegetables fresh in the salad drawer, make sure they are properly packaged and the cover sits firmly on top of the salad drawer (applicable model).



Energy saving tips

- Place the fridge in the coolest area of the room, away from heat-producing appliances and out of direct sunlight.
- Let heated food and beverages cool to room temperature before placing them into the fridge.
- Do not overload the fridge as it forces the compressor to run longer.
- Wrap foods properly and wipe containers dry before placing them in the fridge. This cuts down on frost build-up inside the fridge.
- Do not line any fridge storage bin with aluminum foil, wax paper or paper towels. Liners interfere with cold air circulation, reducing cooling efficiency.
- Position food so that air can circulate freely around it.
- Do not leave the fridge door open for longer than required.
- Make sure no food touches the back of the compartment.
- Don't set the thermostat on exceeding cold temperatures.