Temperature in the fridge freezer is too low

Issue

• Cooling too much, too cold in the fridge
• Temperature is too low in the fridge
• The fridge is freezing, frost is forming inside

Applies to

• Refrigerator
• Fridge freezer

Resolution

1. Check whether the appliance is cooling correctly
   • Measure the temperature with a thermometer in a glass of water placed inside the fridge.
   • If the temperature is between +4 to +5°C, the fridge is working correctly.
   • The core temperature of foodstuffs is more important than the internal air temperature of the fridge, as air temperature will fluctuate during each refrigeration cycle (between the refrigeration compressor starting and stopping).
   • Please note that cheaper thermometers may show variations of ±1–2°C or more.
   • Adjust the temperature by turning the temperature regulator or via the control panel.

2. Switch shopping mode off
   • Check the user manual to see whether your appliance has this feature and how you can turn it off.
   • You can download user manual here.

3. Check whether the fan inside the appliance is on and running (if your appliance has a fan)
   • You can check the fan by closing the appliance for a moment and opening it again.
   • Right after opening the door, you can hear whether the fan is running and whether it is stopping too soon.

4. Ensure that drawers are fully closed/slid all the way in

5. If the fridge has a cover/damper for the cold air circulation fan that can be opened and closed, you can close it.
The cover is normally located above the drawers or by the rear wall behind the drawers.

6. **Make sure that no foodstuffs are touching the rear wall of the appliance**
   
   - Move any items which are touching the rear wall to prevent water or ice from forming on the shelf.
   - The back wall will freeze during refrigeration and the ice will turn to water during automatic defrosting.
   - If any items are touching the back wall during the defrosting process, the water will run onto the shelf instead of flowing down into the drainage channel.

7. **Contact an Authorized Service Centre**

   If the above suggestions did not solve the problem, we recommend requesting a visit by a service engineer.