



User Manual

Convertible Upright Freezer/ Refrigerator

MODEL: CCUG108W
CCUG108B
CCUG108WV
CCUG108BV



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PRODUCT REGISTRATION

Thank you for purchasing our W Appliance product. This easy-to-use manual will guide you in getting the best use of your freezer.

Remember to record the model and serial numbers. They are on a label on the rear of the freezer.

Model number

Serial number

Date of purchase

Staple your receipt to your manual. You will need it to obtain warranty service.

SAFETY INFORMATION

DANGER

DANGER - Immediate hazards which **WILL** result in severe personal injury or death

WARNING

WARNING - Hazards or unsafe practices which **COULD** result in severe personal injury or death

CAUTION

CAUTION - Hazards or unsafe practices which **COULD** result in minor personal injury

IMPORTANT SAFETY INSTRUCTIONS

WARNING

When using electrical appliances, basic safety precautions should be followed, including the following

NOTE: If the freezer has been placed in a horizontal or tilted position for any period of time, wait 24 hours before plugging the unit in.

1. Use this appliance only for its intended purpose as described in this use and care guide.
2. This freezer must be properly installed in accordance with the installation instructions before it is used. See grounding instructions in the installation section.
3. Never unplug your freezer by pulling on the power cord. Always grasp the plug firmly and pull straight out from the outlet.
4. Do not operate any appliance with a damaged cord or plug. Return appliance to the nearest authorized service facility for examination, repair or adjustment.
5. Unplug your freezer before cleaning or before making any repairs. Note: If for any reason this product requires service, we strongly recommend that a certified technician performs the service. Component parts shall be replaced with like components and servicing shall be done by factory authorized service personnel, so as to minimize the risk of possible ignition due to incorrect parts or improper service.
6. Do not use any electrical device or any sharp instrument in defrosting your freezer.
7. **DANGER** – Risk of child entrapment. Before you throw away your old refrigerator or freezer, take off the doors and leave the shelves in place so that children may not easily climb inside.
8. After your freezer is in operation, do not touch the cold surfaces in the freezer compartment, particularly when hands are damp or wet. Skin may adhere to these extremely cold surfaces.

SAFETY INFORMATION

9. Do not refreeze foods that have been thawed completely. The United States Department of Agriculture in Home and Garden Bulletin No. 69 reads: "...You may safely refreeze frozen foods that have thawed if they still contain ice crystals or if they are still cold-below 40°F.
"...Thawed ground meats, poultry, or fish that have any off-odor or off-color should not be refrozen and should not be eaten. Thawed ice cream should be discarded. If the odor or color of any food is poor or questionable, discard it. The food may be dangerous to eat ... Even partial thawing and re-freezing reduce the eating quality of foods, particularly fruits, vegetables, and prepared foods. The eating quality of red meats is affected less than that of many other foods. Use refrozen foods as soon as possible, to save as much of its eating quality as you can."
10. This freezer should not be recessed or built-in in an enclosed cabinet. It is designed for freestanding installation only.
11. Do not operate your freezer in the presence of explosive fumes.
12. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
13. Children should be supervised to ensure that they do not play with the appliance.
14. Do not use extension cords or ungrounded (two prong) adapters.

The instructions shall include the substance of the following:

This appliance is intended to be used in household and similar applications such as

- staff kitchen areas in shops, offices and other working environments;
- farm houses and by clients in hotels, motels and other residential type environments;
- bed and breakfast type environments;
- catering and similar non-retail applications.

SAFETY INFORMATION

-  **WARNING:** Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
-  **WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
-  **WARNING:** Do not damage the refrigerant circuit.
-  **WARNING:** Do not use electrical appliances in the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

SAVE THESE INSTRUCTIONS
HOUSEHOLD USE ONLY

DANGER

Risk of child entrapment. Before you throw away your old, take off the doors.
Leave the shelves in place so that children may not easily climb inside.

SAFETY INFORMATION

REFRIGERANT GAS WARNINGS



DANGER - Risk of fire or explosion. Flammable refrigerant used. DO NOT use mechanical devices to defrost freezer. DO NOT puncture refrigerant tubing.

- **DANGER** - Risk of fire or explosion. Flammable refrigerant used. To be repaired only by trained service personnel. DO NOT puncture refrigerant tubing.
- **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.

GROUNDING INSTRUCTIONS

ELECTRICAL REQUIREMENTS

The electrical requirements are a 115 volt 60 Hz, AC only, 15 amp. It is recommended that a separate circuit serving only the product be provided. The product is equipped with a 3-wire cord having a 3-prong grounding plug. It must be plugged into a wall receptacle that is properly installed and grounded.

This appliance must be grounded. In the event of an electrical short circuit, grounding reduces risk of electric shock by providing an escape wire for the electric current. The cord provided with this appliance is equipped with a grounding wire and a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

Avoid the use of three prong adapters or cutting off the third grounding prong in order to accommodate a two prong outlet. This is a dangerous practice since it provides no effective grounding for the freezer and may result in shock hazard.

WARNING

Improper use of the grounding plug can result in a risk of electric shock.

Consult a qualified electrician or serviceman if:

- 1) The grounding instructions are not completely understood.
- 2) You are unsure that the appliance is properly grounded.
- 3) You have any questions about the grounding or electrical instructions.

WARNING - RISK OF FIRE

It is important the plug fits tightly into the wall outlet.

If the plug does not fit securely and appears loose, it should not be used.

Have a licensed electrician replace the receptacle.

SET UP & USE

INSTALLATION GUIDE

1. Unpack your freezer by removing all packaging materials like carton, base, foams, adhesive tape, etc.
2. Remove all accessories, internal packaging material used to hold shelves, ice tray, etc. in place.
3. Clean the remains of all adhesive tap used and remove all printed material supplied.
4. Install the freezer in a convenient location away from extreme heat and cold. Allow sufficient clearance between the freezer and side wall so the door(s) will open without obstruction. Freezer is not designed for recessed installation.
5. The floor on which the freezer should be placed must be flat, hard, solid, and even. The freezer should not be placed on any soft material such as foam, plastic, etc.
6. The freezer is equipped with rollers to allow easier movement to a different location. In order to use the rollers turn the leveling legs to the right in order to raise them so they do not obstruct movement of the rollers. Once the freezer is placed in the final location, lower the leveling legs so the freezer does not inadvertently move. Level the freezer.
7. To level your freezer, use the two leveling legs located on the bottom front of your freezer. Adjust by turning the legs counter clockwise to raise or counterclockwise to lower your freezer. The door will close easier if the leveling legs are extended.

The following are recommended minimum clearances around the freezer for proper air circulation:

Sides: 4" (10mm)

Top: 12" (30mm)

Back: 4" (10mm)

Proper air circulation will help your freezer work at maximum efficiency.

NOTE: · The appliance must be correctly connected to the power supply.

CAUTION

Care should be taken during the handling moving and use of the freezer to avoid damaging the refrigerant tubing or increasing the risk of a leak

WARNING

It is important to keep the power cord away from the compressor at the back of the freezer as during operation, the compressor can reach a high temperature and could cause serious damage to the power cord.

SET UP & USE

PROTECTION FROM HEAT AND MOISTURE

- Do not install your freezer in any location where heavy moisture is present or if the location is not properly insulated. This freezer is not designed to operate in temperature setting below 55° Fahrenheit.
- Location for the freezer should be on a hard surface and away from direct sunlight and heat source, e.g., radiators, baseboard heaters, cooking appliances, etc.

DOOR ALIGNMENT

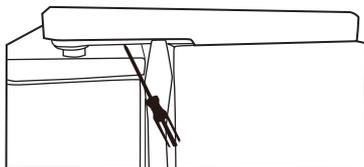
1. Remove the top hinge cover.
2. Loosen the top hinge screws using a Phillips head screwdriver.
3. Adjust the door and then Re-tighten the screws.

DOOR REVERSAL

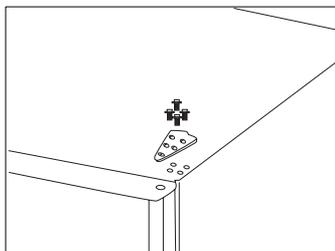
The freezer comes with the hinge located on the right so the opening of the freezer is on the left. If you would like to change this please follow the door reversal instructions.

⚠ CAUTION: To avoid personal injury to yourself and/or property, we recommend someone assist you during the door reversal process.

1. Remove the top hinge cover by inserting a flat head screwdriver on the side (where the metal hinge is exposed underneath) and gently push upwards.

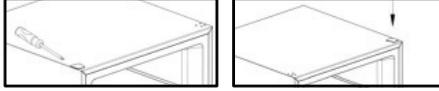


2. Using a Phillips Head Screwdriver, loosen and remove the 4 screws holding the top hinge in place.

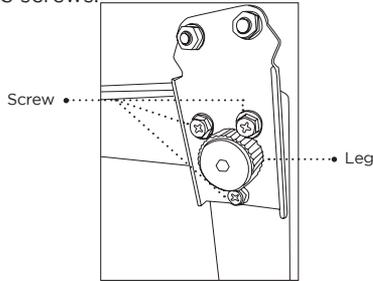


SET UP & USE

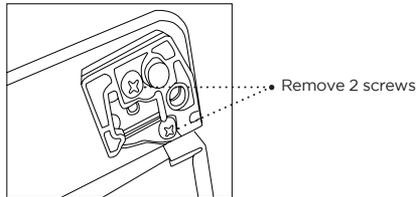
3. Remove top hinge bracket and carefully lift off the door.
4. Remove the screw hole cover from the opposite side of the cabinet using a flat head screwdriver and reinsert the cover in the screw hole openings of the just removed screws.



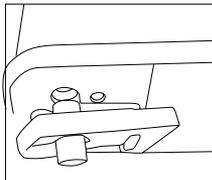
5. Remove any loose items in the freezer and carefully place it on its back.
6. Remove the lower hinge by removing the leg from the bottom of the hinge and the 3 screws.



7. Remove the door and place it so it does not become scratched or dented.
8. Remove the plastic bracket from the bottom of the door by removing the 2 screws.

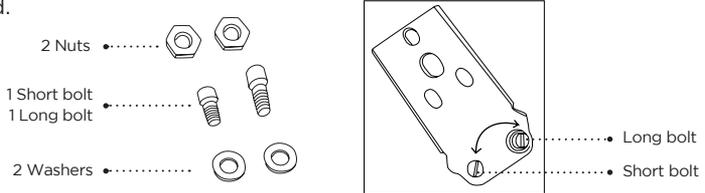


9. Turn the plastic bracket 180 degrees and reinstall it on the left bottom side of the door as shown. Secure with the 2 screws

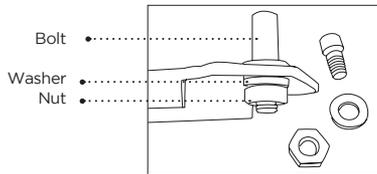


SET UP & USE

- Unscrew and remove the leveling leg from the left side of the cabinet and install on the right side of the cabinet.
- Before reinstalling the hinge to the opposite side of the cabinet you will need to remove the 2 nuts, 2 bolts (1 short bolt and 1 long bolt) and 2 washers from the hinge bracket. The position of the short bolt and the long bolt will need to be switched.

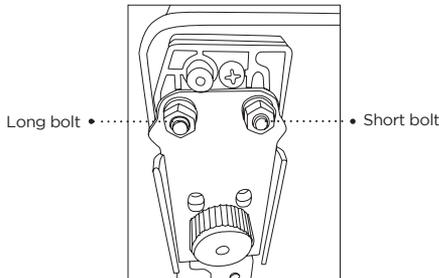


- Using a wrench remove the 2 nuts. You will be able to remove the bolts and washers.
- Reinstall the long bolt in the hole that the short bolt was removed from through the flat side of the hinge bracket. On the opposite side of the hinge bracket insert the washer and then the nut. Tighten the nut with a wrench.
NOTE: The long bolt should be installed so it is on the outside edge of the cabinet. Example. If the hinge is being installed on the left of the cabinet, the long bolt should be installed in the left hole.



- Insert the short bolt in the opposite hole that it was removed from. On the opposite side of the hinge bracket insert the washer and then the nut. Tighten the nut with a wrench.

- Align the door and the cabinet. Insert the bracket with the bolts into the holes in the door bracket with the long bolt being inserted in the left side as shown. Install the leveling leg and the 3 screws.
NOTE: Below image shows the door bracket installed on the left side of the door. If it is to be installed on the right side of the door the long bolt would also be installed on the right side of the bracket.



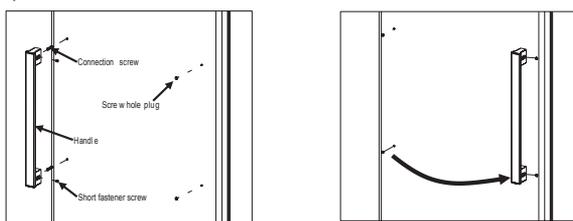
SET UP & USE

13. Reinstall the top hinge by inserting the pin into the pin hole on the door. Align the top hinge bracket with the screw holes. Install the 4 screws. Make sure the door is aligned and tighten all the screws.

NOTE: If the top of the door is not aligned with the cabinet, loosen the top hinge screws, adjust door and re-tighten the screws.

14. Place the unit back in an upright position. Replace the top hinge cover.

15. Change the position of the door handle to the other side of the door.



- A. To remove the handle, use an allen wrench to loosen the short fastener screws.
- B. Twist out the connection screw.
- C. On the opposite side of the door remove the screw hole plugs carefully as to not scratch the surface of the appliance. You can insert a thin piece of plastic or card underneath to lift up the screw hole plugs and remove.
- D. Reinsert the screw hole plugs on the opposite side of the door.
- E. Reinstall the handle to the opposite side of the door using the previously removed connection screws and short fastener screws.

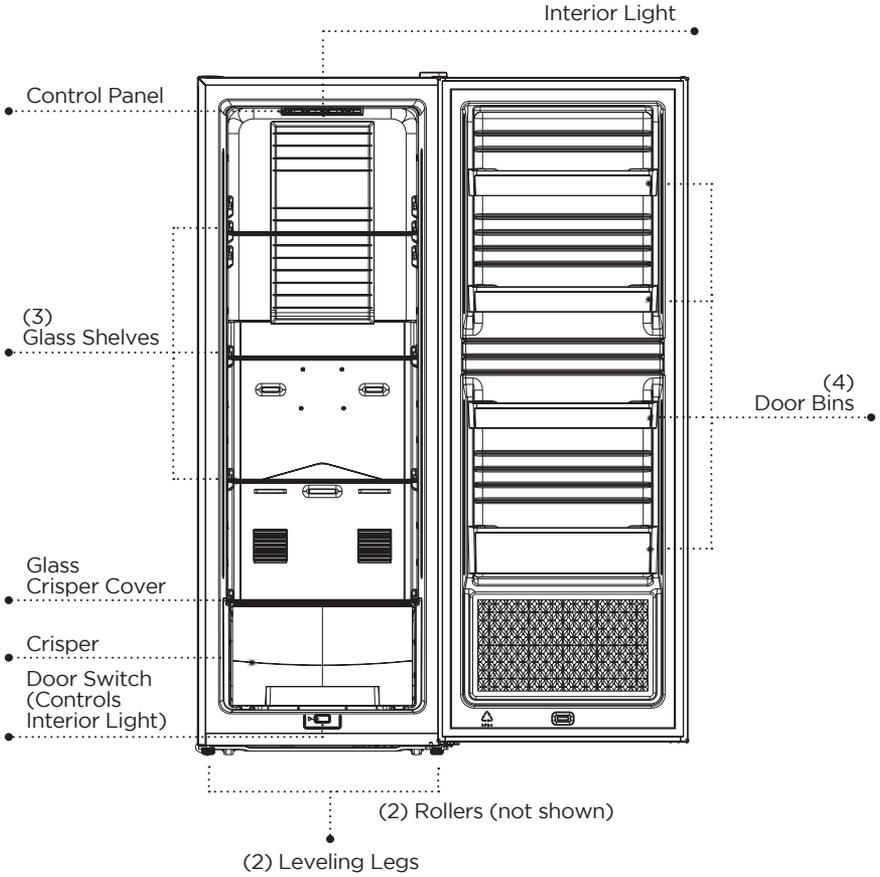
STARTING YOUR NEW FREEZER

1. After cleaning your freezer thoroughly. Wipe the outside with a soft dry cloth, the interior with a clean moist cloth.
2. Insert the power supply cord into the socket.
3. See OPERATION INSTRUCTIONS to set up operation as either a freezer or a refrigerator and make temperature selections.

NOTE: As the door gets pressed in during shipping, the gasket may have to be reset. This is done to prevent the cool refrigerated air from escaping. If there is a gap between the door gasket and the cabinet, set the gasket by gently pulling it out of the seal gap.

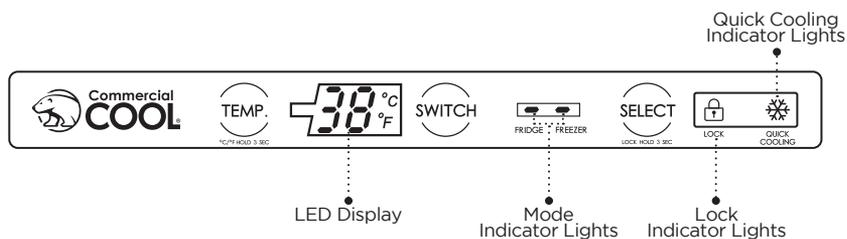
SET UP & USE

PARTS & FEATURES



SET UP & USE

OPERATION INSTRUCTIONS



The control panel is located inside the unit. When the door is opened the LED display will illuminate.

The control panel must be unlocked for any selection to be made. Touch and hold  for 3 seconds. The  indicator light will turn off. This indicates that the lock is deactivated so the temperature can be adjusted and the mode can be changed.

The lock will be reactivated if a selection has not been made in 10 seconds. The  light is illuminated when the control panel is locked and you will not be able to make a selection.

Converting between FRIDGE and FREEZER modes

Fridge mode or Freezer mode can be changed by pressing . The FRIDGE or FREEZER light will illuminate to indicate which mode is active.

After changing the mode allow several hours for the internal temperature to adjust.

Fahrenheit / Celsius

The display shows temperature in Fahrenheit or Celsius. Touch and hold  for 3 seconds to change. The °F or the °C will illuminate to show the selection.

Changing Temperature

To adjust the temperature repeatedly press  to scroll through the temperature ranges in one degree increments. When the unit is in freezer mode the temperature settings can be adjusted between -8°F -5°F (-22°C -15°C). When the unit is in fridge mode the temperature can be set between 33°F -45°F (1°C -7°C)

Quick Cooling

Touch  in freezer mode to quickly lower the temperature to freeze food. The temperature will lower to -22°F (-30°C).  will illuminate when QUICK COOLING is on. Touch  again to turn QUICK COOLING off. If QUICK COOLING is not shut off manually after running continuously for 24 hours it will turn off automatically.

CLEANING & CARE

WARNING

Always unplug your freezer before cleaning to avoid electric shock. Ignoring this warning may result in death or injury

CAUTION

To avoid personal injury or product damage always read and follow manufacturer's instructions and warnings before using any cleaning products.

CLEANING AND MAINTAINING

The freezer should be cleaned and maintained once a month. Before doing so, you must unplug the freezer.

POWER INTERRUPTION

In case of a power interruption/outage, unplug the power cord from the wall outlet. Replug the power cord to the wall outlet once the power has been restored. For long period of power outage, inspect and discard the spoiled or thawed foods. Clean the freezer thoroughly before using again.

CLEANING METHOD

Do not use harsh chemicals, abrasives, ammonia, chlorine bleach, concentrated detergents, solvents or metal scouring pads. Some of these chemicals may dissolve, damage and/or discolor your appliance.

Wipe the outside with a soft dry cloth. If necessary use a mild soap and water solution. Make sure to rinse and dry thoroughly.

To clean the interior, use a mild soap and water solution or prepare a cleaning solution of 3-4 tablespoons of baking soda mixed with warm water. Use a sponge or soft cloth, wipe down the interior of your freezer. The shelves and crisper can be removed for easy cleaning. Make sure to wipe off any cleaning residue with a damp cloth and dry thoroughly.

DOOR GASKET

Clean door gaskets every three months according to general instructions. Gasket must be kept clean and pliable to assure a proper seal.

- Petroleum jelly applied lightly on the hinge sides of gaskets will keep the gasket pliable and ensure a good seal.

VACATION AND MOVING CARE

- For long vacations or absences, it is best to remove all the food from your appliance.
- Unplug and clean the unit according to the CLEANING AND MAINTAINING instructions and leave the door open to remove any odors.
- When traveling or moving the freezer, always transport the unit vertically. Moving the unit on its sides may damage the freezer and/or its compressor. Secure shelves and bins to prevent damage.

AUTO DEFROST

- This appliance defrosts automatically so you do not have to manually defrost.

TROUBLESHOOTING & WARRANTY

BEFORE YOU CALL FOR SERVICE

IF THE FREEZER FAILS TO OPERATE:

- A) Check to make sure that the freezer is plugged in securely. If it is not, remove the plug from the outlet, wait 10 seconds and plug it in again securely.
- B) Check for a blown circuit fuse or a tripped main circuit breaker. If these seem to be operating properly, test the outlet with another appliance.

IF NONE OF THE ABOVE SOLVES THE PROBLEM, CONTACT A QUALIFIED TECHNICIAN. DO NOT TRY TO ADJUST OR REPAIR THE FREEZER YOURSELF.

CUSTOMER SERVICE

IMPORTANT DO NOT RETURN THIS PRODUCT TO THE STORE

If you have a problem with this product, please contact the W Appliance Co. Customer Satisfaction Center at 1-855-855-0294. DATED PROOF OF PURCHASE, MODEL # AND SERIAL # REQUIRED FOR WARRANTY SERVICE

TROUBLESHOOTING & WARRANTY

TROUBLESHOOTING

Troubleshoot your problem by using the chart below. If the freezer still does not work properly, contact W Appliance Co. customer service center or the nearest authorized service center. Customers must never troubleshoot internal components.

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Freezer does not work	<ul style="list-style-type: none"> A. Unit is not plugged in or is loose B. Fuse has blown or is defective C. There is a problem with the wall outlet 	<ul style="list-style-type: none"> A. Plug in the freezer. B. Check fuse, replace if necessary. C. To be corrected by a qualified electrician
Freezer or refrigerated temperature is too warm	<ul style="list-style-type: none"> A. Temperature is not properly adjusted B. Door was open for an extended period C. A large quantity of warm food was placed in the within the last 24 hours D. The appliance is near a heat source E. The appliance was recently changed from fridge mode to freezer mode 	<ul style="list-style-type: none"> A. Set the temperature to a cooler setting B. Open the door only as long as necessary. Check door gasket for proper seal C. Set the temperature to a colder setting temporarily. If using the unit in FREEZE mode QUICK COOLING can be turned on D. Please look in the "Protection From Heat and Moisture" section E. It takes several hours for the temperature to adjust when changing modes
Moisture or a small amount of frost has formed inside the unit	<ul style="list-style-type: none"> A. Door seal is not air-tight (possibly after reversing the door) B. Warm food was placed inside while in Freeze mode C. Frequent Door openings or door not closed properly 	<ul style="list-style-type: none"> A. Carefully warm the leaking sections of the door gasket with a hair dryer (on a cool setting). At the same time, shape the warmed door seal by hand so that it sits correctly B. Warm food will cause condensation to form and create frost. If a small amount of frost formed inside the unit, unplug it until it melts and wipe the moisture C. Open the door less frequently
Noise	<ul style="list-style-type: none"> A. Gurgling sound B. Compressor humming 	<ul style="list-style-type: none"> A. This is a normal sound of coolant flowing through condenser coils B. This is normal and will be louder at times when temperature is lowered or frequent door openings when the compressor cycles on to maintain the temperature. High room temperature can also cause the compressor to temporarily sound louder

TROUBLESHOOTING & WARRANTY

TROUBLE	POSSIBLE CAUSE	POSSIBLE REMEDY
Door does not shut properly	A. The freezer door is not properly aligned B. Possible blockage from food containers, shelves, bins, etc.	A. Re-align the freezer door. Refer to the "Door Alignment" section B. Ensure nothing is blocking the door
Odor	A. Foods not properly sealed B. Interior needs cleaning	A. Removed any contaminated foods B. Please refer to "Cleaning" section
Cannot change selection on control panel	The control panel is locked	A. The control panel must be unlocked for any selection to be made. Touch and hold SELECT for 3 seconds and the lock indicator light will turn off indicating that the lock is deactivated

TROUBLESHOOTING & WARRANTY

LIMITED WARRANTY

Any repair, replacement, or warranty service, and all questions about this product should be directed to W Appliance Co. at **1 (855) 855-0294** from the USA or Puerto Rico.

W Appliance Co. warrants to the original purchaser that the product will be free from defects in material, parts and workmanship for the period designated for this product. The warranty commences the day the product is purchased and covers up to a period of **1 year (12 months) for labor/1 year (12 months) for parts (manufacturing defects only)/carry in service/ and a total of 2 years (24 months) for compressor part only.** W Appliance Co. agrees that it will, at its option, replace the defective product with either a new or remanufactured unit equivalent to your original purchase during the warranty period.

Exclusions: This warranty does not apply if any of the following conditions exist:

1. The appearance or exterior of the product has been damaged or defaced, or altered or modified in either design or construction.
2. The product's original serial number has been altered or removed, or cannot be readily determined.
3. Damage is due to a power line surge, or connection to an improper voltage source.
4. Damage is due to general misuse, accidents, or acts of God.
5. Repair attempts were made by unauthorized service providers; parts other than genuine parts were used; or parts were obtained from unauthorized service companies.
6. The product was transferred from the original owner.
7. The product was purchased as refurbished, like new, or second-hand, or with "As-Is" or "Final Sale" terms.
8. The product was used in a commercial or rental setting.
9. The product was used in settings other than ordinary households, or used other than in accordance with the provided instructions.
10. Damage is due to improper installation.

The following costs are not covered under this warranty:

1. Transportation and shipping costs associated with the replacement of the unit.
2. Service calls to instruct you how to use your product.
3. Service calls to repair or replace the house fuse, reset a circuit breaker, or correct the wiring in the house.
4. Service calls required due to improper installation.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER; W Appliance Co. SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE DURATION OF THE WARRANTY.

Some states do not allow the exclusion or limitations of incidental or consequential damages, or limitations on how long the warranty lasts. In these cases the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Obtaining Service: To obtain service, product literature, supplies or accessories please call **1 (855) 855-0294** to create a ticket for exchange/repair. Please make sure to provide the date of purchase, model number and a brief description of the problem. Our customer service representative will contact you or send detailed return instructions.

W Appliance Co. does not warrant that the appliance will work properly in all environmental conditions, and makes no warranty and representation, either implied or expressed, with respect to the quality, performance, merchantability, or fitness for a particular purpose other than the purpose identified within this user's manual. W Appliance Co. has made every effort to ensure that this user's manual is accurate and disclaims liability for any inaccuracies or omissions that may have occurred. Information in this user's manual is subject to change without notice and does not represent a commitment on the part of W Appliance Co.. W Appliance Co. reserves the right to make improvements to this user's manual and/or to the products described in this user's manual at any time without notice. If you find information in this manual that is incorrect, misleading, or incomplete, please contact us at **1- 855-855-0294**.

W Appliance Company LLC,
New York, NY 10018



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