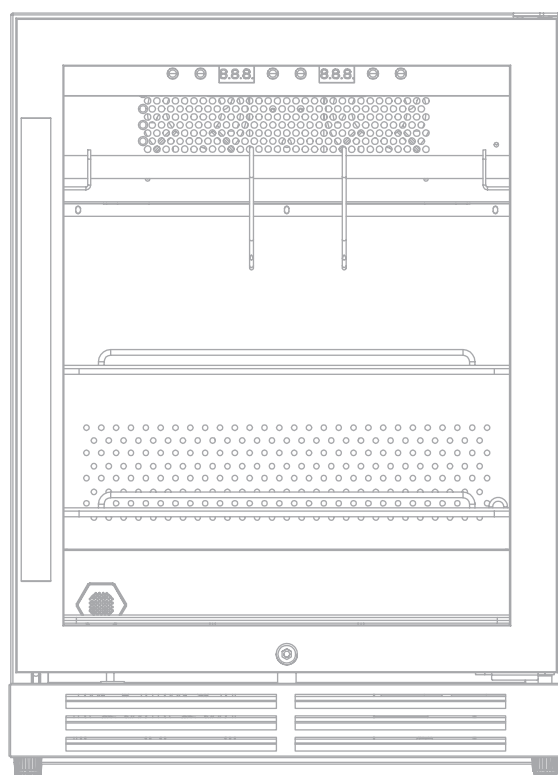




**DRY AGING FRIDGE**  
**MODEL NUMBER SERIES**  
**FFSDA6840-24**



IFORMS TO UL STD. 60335-1 & 60335-2-24 & 60335-2-89  
 IFORME AUX NORMES UL. STD. 60335-1 & 60335-2-24 & 60335-2-89  
 TIFIED TO CSA STD. C22.2 No. 60335-1 & 60335-2-24 & 60335-2-89  
 IFORME AUX NORMES C22.2 NO.60335-1 & 60335-2-24 & 60335-2-89

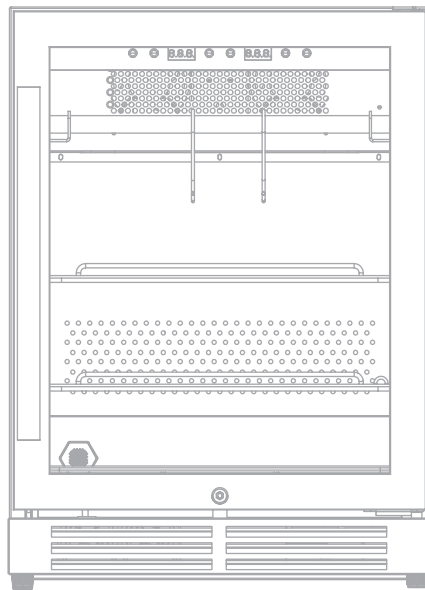
# INSTRUCTION MANUAL

Read these instructions carefully before using your appliance, and keep it carefully.  
 If you follow the instructions, your appliance will provide you with many years of good service.

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## **DRY AGING FRIDGE**



**MODEL NUMBER SERIES**  
**FFSDA6840-24**

## Customer Care

Thank you for purchasing a Forno product. Please read the entire instruction manual before operating your new appliance for the first time. Whether you are an occasional user or an expert, it will be beneficial to familiarize yourself with the safety practices, features, operation and care recommendations of your appliance.

Both the model and serial number are listed inside the product. For warranty purposes, you will also need the date of purchase .

Record this information below for future reference.

### Product Information

Model Number : \_\_\_\_\_

Serial Number : \_\_\_\_\_

Date of Purchase : \_\_\_\_\_

Purchase Address And Phone : \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Service Information

Use these numbers in any correspondence or services calls concerning your product.

If you received a damaged product, immediately contact Forno.

To save time and money, before you call for serviced, check the troubleshooting guide. It listed the causes of minor operation problems that you can correct yourself.



*“Need some quick help? Simply scan the qr code and get access to our fast support form. We’re always here to assist you with any questions or concerns you may have. So, don’t hesitate to reach out!”*

### Services in Canada and Untied States

Keep the instruction manual handy to answer your questions. If you don’t understand something or need more assistance, please visit our website for fast support. Please provide us your name, number, address, serial number of the product that troubleshooting, proof of purchase, and a short description of the issue. A customer service representative will contact you as soon as possible. All warranty work needs to be authorized by FORNO customer service. All our authorized service providers are carefully selected and rigorously trained by us.



# **WARNING**

FOR YOUR SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol. This symbol alerts you to potential hazards that can kill or hurt you and others. All safety messages will follow the safety alert symbol and either the word “DANGER,” “WARNING” or “CAUTION.” These words mean:



- You can be killed or seriously injured if you don't **immediately** follow instructions.



- You can be killed or seriously injured if you don't follow instructions.



- A potentially hazardous situation which, if not avoided, could result in minor or moderate injury.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.



**WARNING** : This product can expose you to chemicals including [Lead, lead and lead compound, which is [are] known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warning.ca.gov](http://www.P65Warning.ca.gov).



## **WARNING**

### FOR YOUR SAFETY

This chapter provides you with important safety notices when handling the device.

The device corresponds with the required safety regulations. Improper use can result in personal or property damages.

Please read the information contained herein so that you can become familiar with your device quickly and take advantage of the full scope of its functions.



### **WARNING**

A warning notice of this level of danger indicates a possible dangerous situation.

If the dangerous situation is not avoided, this can lead to serious injuries.

► Observe the instructions in this warning notice in order to avoid the personal injuries.



### **WARNING**

A warning notice of this level of danger indicates a possible dangerous situation.

If the dangerous situation is not avoided, this can lead to slight or moderate injuries.

► Observe the instructions in this warning notice in order to avoid the personal injuries.

#### **PLEASE NOTE**

A notice of this kind indicates additional information, which will simplify the handling of the machine

1. The earth wire has been connected to the power plug, please do not alter the power plug without authorization. It must use a reliable power outlet when connecting the power supply.
2. Do not put the power socket and other equipment on the top of the unit, do not put packaging and any combustible around the unit, so as to avoid accidental fire.
3. Do not operate this device if its power cable or plug is damaged, if it does not work properly or if it is damaged or has been dropped. If the power cable is damaged, it will need to be replaced by the manufacturer or his service agency or a similar qualified person, to avoid any dangers.
4. Do not open the housing on the device under any circumstances. There is a danger of an electrical shock if live connections are touched and the electrical or mechanical structure is altered. In addition, functional faults on the device can also occur.
5. The equipment must be maintained by professional maintenance personnel, there is no repair parts inside the unit.
6. Used product need to be recycled by specialized companies, do not arbitrarily discarded. The door and shelf need to be disassembled before discard.
7. Please use the product at the appropriate ambient temperature according to the climate type on the product nameplate. Abnormal temperature and frost may occur when the temperature range of the corresponding climate type is exceeded.

|       |                               |
|-------|-------------------------------|
| SN    | +10° C~+32° C (+50° F~89° F)  |
| N     | +16° C~+32° C (+61° F~89° F)  |
| ST    | +16° C~+38° C (+61° F~100° F) |
| T     | +16° C~+43° C (+61° F~109° F) |
| SN-ST | +10° C~+38° C (+50° F~100° F) |
| SN-T  | +10° C~+43° C (+50° F~109° F) |

## Important Safety Instructions

---

- This appliance couldn't share a socket with other appliance, otherwise, it is easy to cause short circuit or damage the electronic components.
- Do not squeeze the power plug, it will cause fire or electric shock if it is damage.
- Ensure the grounding wires connect correctly. If ignore this, it will has the possibility to cause the receiving an electric shock accident or equipment failure.
- Do not damage, prick, twisting, stretching the power cord, it may result in fire or electric leakage if the power cord is damaged.
- Cannot lengthen the power cord without authorization, otherwise, it is easy to cause short circuit or damage the electronic components.
- Before changing the inner light, turn off the appliance first and then unplug the unit from the wall outlet.
- Check the plug whether has dust or foreign matter, then, plug in firmly.
- Clean the dust on the plug regularly to reduce the possibility of fire.
- Before cleaning, switch the device off, remove the plug from the wall socket and keep the hand dry.
- Do not put the foreign matter into the compressor room cover, otherwise, this can lead to electric shock or other injuries.

### WARNING

The equipment must be maintained by professional maintenance personnel, otherwise, it may cause injury, electric shock or fire and will loss of warranty.

Do not climb the cabinet, otherwise, the equipment will overturned, especially keep it away from children.

### WARNING

Do not place heavy objects on the top of the cabinet, or they may fall off when the device is opened and causing injury.

Never use the device to store flammable materials, such as benzene, ether, alcohol. Otherwise, there could be an explosion.

Do not store the objects which is sensitive to temperature changes, such as medications or chemicals, otherwise, deterioration or accident may occur.

Do not put vases, glassware or any container with liquid on the top of equipment, it might cause electrical leakage or other damage when the liquid splashed on electronics.

Do not use flammable sprays around the equipment. Sparks from electrical or control circuits may cause a fire or explosion.

Do not pour the liquid directly onto the device when cleaning. Liquid can cause the equipment short circuit or electricity leakage, even fire.

Keep the equipment away from the open flame and high temperature place.

The equipment is only allowed to be used as household appliances and cannot withstand harsh conditions and can't install on recreational vehicles or ships.

Do not touch the equipment or power cord if you found gas leakage, evacuate immediately and call fire department on your

cell phone.

Ensure that your old device is stored safely away from children until it is taken away. Before you throw away your old refrigerator take off the doors and leave the shelves in place, so that children may not easily climb inside.

### WARNING

WARNING: Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

WARNING: Do not use mechanical devices or those methods which recommend by other manufacturers to accelerate the defrosting process

WARNING: Do not damage the refrigerant circuit.

WARNING: Do not use electrical appliances inside the equipment, unless they are of the type recommended by the manufacturer

The refrigerant and insulation used in this equipment need to go through a special treatment process, so please consult the service agent or relevant professional when discard.

This product contains a small amount of isobutene (R600a), which is a combustible gas that can work in a variety of environments. Do not destroy any components of the cooling circuit during transportation and installation of the machine.

The refrigerant spewing out of the pipe can burn or cause eye damage. If leaks are found, eliminate open fires or potential sources, and ventilate the room in which the unit is located.

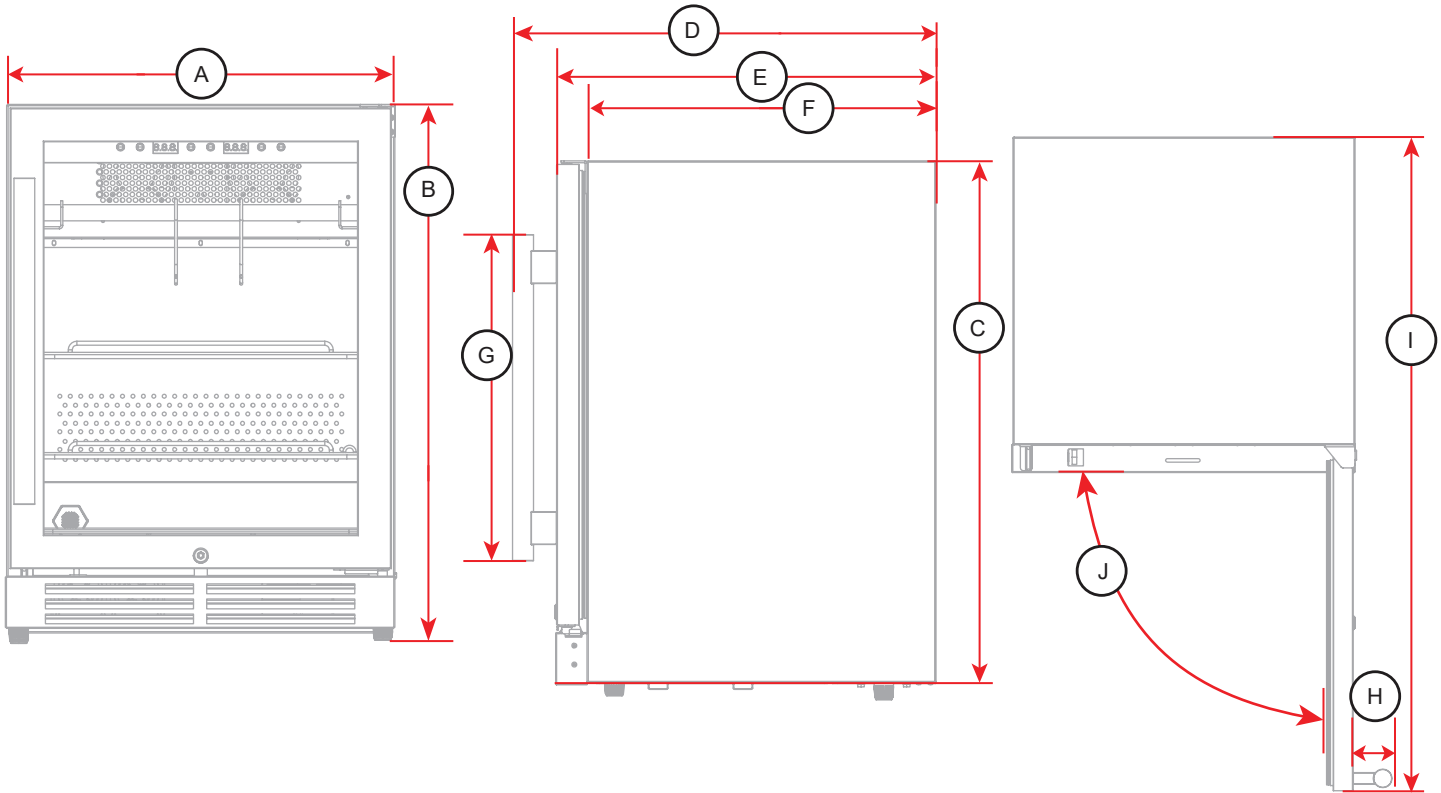
To prevent the formation of flammable gas mixtures in the event of a cooling loop leak, the size of room which place the equipment should be determined according to the amount of refrigerant.

Each 8g of R600a refrigerant need one square meter of space. The amount of refrigerant can be checked on the rating label. Do not start the machine when the product has any signs of damage. Any questions, please consult your dealer.

### ATTENTION

- Grasp plug and pull out from the socket when pull out the power plug, never pull the power cord.
- If you do not use the equipment for a fairly long period of time, you should pull out the plug, remove all the shelves, clean the equipment thoroughly and keep the door open for 48 hours.
- Do not operate this device if its power cable or plug is damaged, if it does not work properly or if it is damaged or has been dropped. If the power cable is damaged, it will need to be replaced by the manufacturer or his service agency or a similar qualified person, to avoid any dangers.
- Do not place the equipment where it can collide with furniture or other objects.
- Do not put your hand to the metal base which is under the equipment, otherwise, the sharp edges on the metal base may cause harm to you.
- Transport, unpack and use two or four persons to set down the device because of the heavy weight of the device. Be sure to move the equipment vertically.

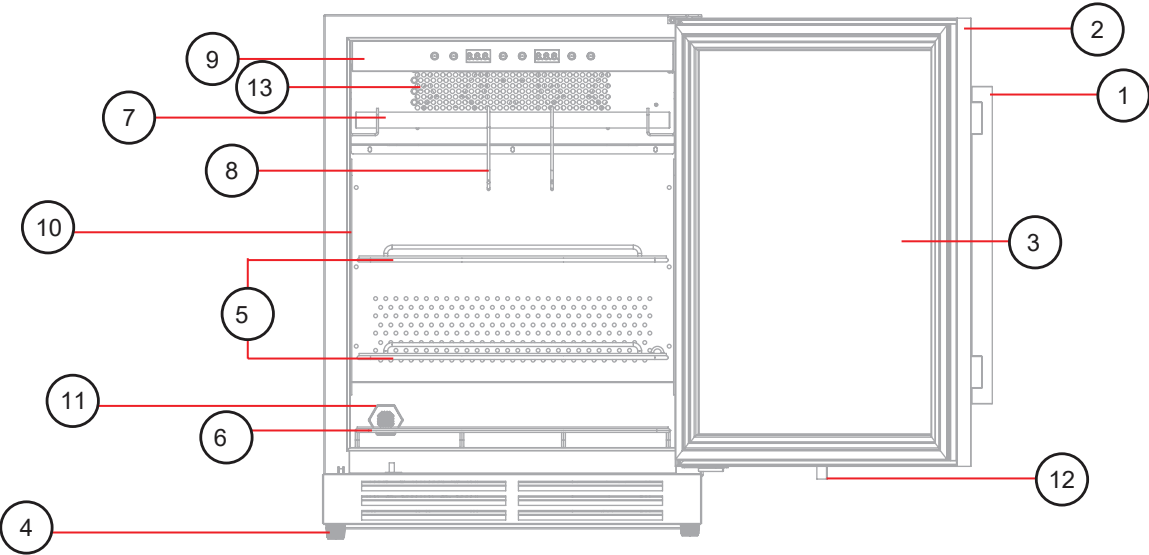
Product Dimension



| A             | B                                         | C                    | D                            | E                  |
|---------------|-------------------------------------------|----------------------|------------------------------|--------------------|
| Overall Width | Overall Height Hinge to Foot (on maximum) | Height Top to Bottom | Overall Depth Handle to Back | Depth Door to Back |
| 23 11/32"     | 32 17/32"                                 | 31 1/2"              | 25 9/16"                     | 22 7/8"            |
| 59.5cm        | 82.6cm                                    | 80cm                 | 64.9cm                       | 58.2cm             |

| F                         | G             | H            | I                          | J       |
|---------------------------|---------------|--------------|----------------------------|---------|
| Depth Front Frame to Back | Handle Height | Handle Width | Depth with Door Fully Open | Opening |
| 21 1/16"                  | 19 11/16"     | 2 21/32"     | 44 3/4"                    | 139°    |
| 53.5cm                    | 50cm          | 6.75cm       | 113.65cm                   | -       |

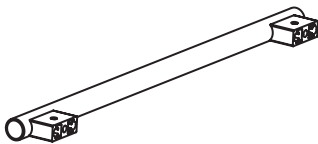
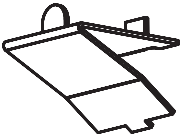
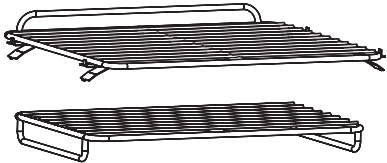
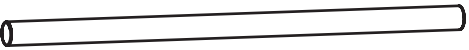
**Names of Parts and Accessories**



|   |                                  |
|---|----------------------------------|
| 1 | Forno Handle                     |
| 2 | Stainless Steel Frame            |
| 3 | UV Door Film Protection          |
| 4 | Adjustable Foot                  |
| 5 | Adjustable Stainless Steel Shelf |
| 6 | Removable Stainless Steel Shelf  |
| 7 | Stainless Steel Hanger Rack      |

|    |                               |
|----|-------------------------------|
| 8  | Stainless Steel Butcher Hooks |
| 9  | Control Panel                 |
| 10 | Shelf T rack                  |
| 11 | Charcoal Filter               |
| 12 | Key Lock                      |
| 13 | UV Light                      |

**Supplied Parts**

|                                                                                                        |                                                                                                                                                                        |                                                                                                                          |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
|  <p>Handle</p>      |  <p>2x Stainless Steel Butcher Hooks</p>                                            |  <p>Keys</p>                        |
|  <p>8x Brackets</p> |  <p>2x Adjustable Stainless Steel Shelf<br/>1x Removable Stainless Steel Shelf</p> |  <p>Stainless Steel Hanger Rack</p> |

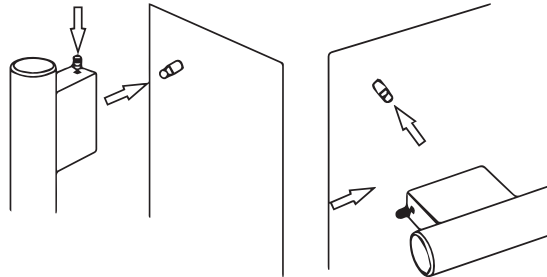
## The Handle Installation

The device comes with one metal stainless steel handle. To install simply screw them to the door with the supplied screws.

To do this, slide the rubber seal on the back of the door to the side to lay open the predrilled holes. Use the included screws to install the handle on the door.

### Installing The Handle

1. Locate the handle over the pins on the door panel.
2. Fix the handle by tighten the screw.



### Electrical connection

In order to ensure the safe and trouble-free operation of the device, the following instructions must be observed for the electrical connection:

- Before connecting the device, compare the connection data (voltage and frequency) on the rating plate with those of your electrical network. This data must agree in order that no damages occur in the device. If in doubt, ask your qualified electrician.
- The connection between the device and the electrical network may employ a 3 meter long (max.) extension cable with a cross-section of 1.5 mm<sup>2</sup>. The use of multiple plugs or gangs is prohibited because of the danger of fire that is involved with this.
- Make sure that the power cable is undamaged and has not been installed under or over hot or sharp surfaces.
- This unit is not designed to be installed in an RV or used with an inverter.
- The electrical outlet must be protected by a 16A safety cut-out switch.
- The electrical safety of the device is only guaranteed if the device is connected to a properly installed protective conductor system. If in doubt, have the house installation checked over by a qualified electrician. The manufacturer cannot be made responsible for damages that are caused by a missing or damaged protective conductor.

### Removal of stainless steel shelves

To remove a stainless steel shelf, first remove the meat. Use gloves which are suitable for contact with food. Lift the stainless steel shelf upwards and then gently pull it out.

#### PLEASE NOTE

► Carefully ensure that the stainless steel shelves and/or hanging rack for the butcher hooks is correctly locked into position before you place meat on it or suspend meat from it.

### Ground connection

The wire must be grounded to avoid electric shock.

Connect a socket which is connected to a grounded wire

\* If the socket has been connected ground wire correctly, then, no need to connect another grounded wire

Connect a socket which isn't connected to a grounded wire

\* If the socket doesn't connect ground wire, you can connect to the buried copper connection on the ground.

Unable to connect ground position

\*If the location cannot connect the ground, connect the equipment to the leakage protection switch (the rated current can be checked on the rating label), then, connect to the socket.

**Remark:** Non conductive plastic tubing cannot be used to connect ground wires.

Not allowed position for connecting ground wire

\*DO not connect ground wire to gas pipe, water pipe, lightning arresters or telephone lines.

## Operating Instructions

This chapter provides you with important notices with regard to operating the device.

### Operating elements and displays:



Press to switch UV light on.



Change between the temperature and humidity settings.



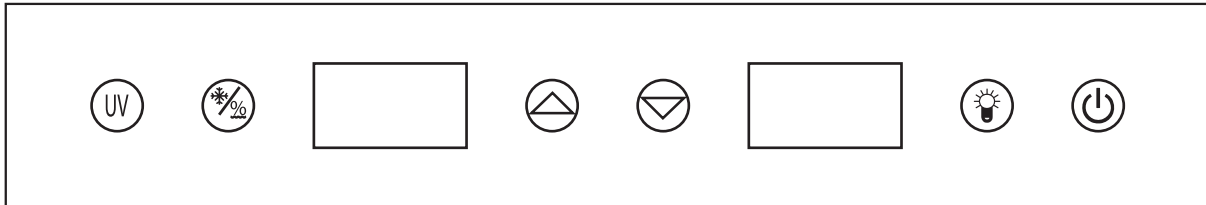
Setting the temperature 2-14°C and humidity (50% - 85%).



Press to switch LED light on, the light will automatically switch itself off after 4 hours.



Switch the device on / off.



### Operation:

1. Please clean the device before use (see chapter "Cleaning and Maintenance").
2. Press the button to switch the device on.
3. Switch on the UV light for at least 2 hours to sterilize the interior. UV button.

### Setting the temperature or humidity:

With  you can switch between the setting and display of temperature or humidity. Press the button  once, then the temperature flashes on the display and the temperature can be adjusted from 2-14°C in 1°C steps.

Press the button  twice, then the humidity indicator flashes on the display and the humidity can be adjusted from 50-85% in 1% steps. If you do not change the setting within 3 seconds, then the device will return to its previous setting. The device automatically returns to the temperature display.

- Only hang / place the meat in the Dry Ager when the device has reached the desired temperature.
- Tip: For ideal maturity results we recommend the following setting: temperature 3°C humidity 75%.
- Tip: You can switch between the temperature display in °C and °F by pressing the  and  buttons simultaneously for 3 seconds.

### LED light and UV light setting

Press  to switch on the LED light,

Press  to switch the UV light on.

### Please note

- The door has a safety switch. When you open the door of the device, the UV light switches off automatically. When you close the door, the UV light will turn on again. To protect your eyes, never look directly at the UV light.
- The UV light is used to clean the interior before, during and after the aging process.
- UV light need to be changed regularly. It is suggested to be changed each year.

The rating plate with the connection and performance data can be founded on the back of the device.

Please use the product at the appropriate ambient temperature according to the climate type on the product nameplate. Abnormal temperature and frost may occur when the temperature range of the corresponding climate type is exceeded.

## Operating Instructions (continued)

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|       |                               |
|-------|-------------------------------|
| SN    | +10° C~+32° C (+50° F~89° F)  |
| N     | +16° C~+32° C (+61° F~89° F)  |
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| SN-ST | +10° C~+38° C (+50° F~100° F) |
| SN-T  | +10° C~+43° C (+50° F~109° F) |

### Setup location

- Keep proper distance between the equipment and surrounding objects. The device requires an adequate flow of air in order to operate correctly. Leave a clearance of 15 cm around the appliance. (Freestanding only)
- Do not set up the device in a hot, wet or extremely damp environment or near flammable material, to prevent metal parts from rusting or causing electricity leakage.
- Place your appliance on a floor that is strong enough to support the appliance when it is fully loaded.
- If the floor was carpeted or wood floor, it is suggested that put the equipment on a thin backing board to avoid the heat from equipment make carpet or floor change color.
- Unstable installation can cause vibration, noise or door to sink.
- Locate the appliance away from direct sunlight and sources of heat (stove, heater, radiator, etc.). Direct sunlight may affect the acrylic coating and heat sources may increase electrical consumption.
- This unit is not designed for use in a garage or any other outside installation.
- **WARNING!** Do not close the ventilation openings in the device housing.
- The electrical socket must be easily accessible so that the power lead can be disconnected easily, in the case of an emergency.
- The installation and assembly of this device in non-stationary setup locations (e.g. on ships) must be carried out by specialist companies / electricians, provided they guarantee the prerequisites for the safe use of this device.
- After the equipment is installed, it should be placed for more than 4 hours before connecting the power, so as to avoid abnormal refrigeration caused by the compressor oil does not flowing back into the compressor due to handling.
- After at least 4 hours, plugging the appliance into the wall outlet, than place the steak in the appliance after the equipment runs for 5 hours.
- For energy saving reasons please ensure that the door is closed when the appliance is turned on.

### Information about dry ageing

The dry ageing of beef, pork and poultry is an expensive process and requires time and ideal conditions. You will be able to store good quality meat on the metal storage shelves or to suspend it on the meat hooks inside the equipment.

Check the meat regularly for the presence of wild fungi. If the degree of ageing which you desire has not been achieved, remove the meat, divide it into portions as you see fit and prepare it.

### Various aromas, depending on the amount of ageing

Depending on the meat used, you will be able to obtain subtle, nutty aromas after around 21 days.

Depending on the meat, you will obtain aromas similar to those of fungi after around 28-35 days.

Depending on the meat used, you will be able to obtain powerful aromas similar to that of blue cheese after around 45 days and longer.

The longer you allow the meat to age, the stronger the aroma will be.

### Moving the appliance

Turn off the appliance first. Remove all content.

Shurely tape down all lose items inside your appliance.

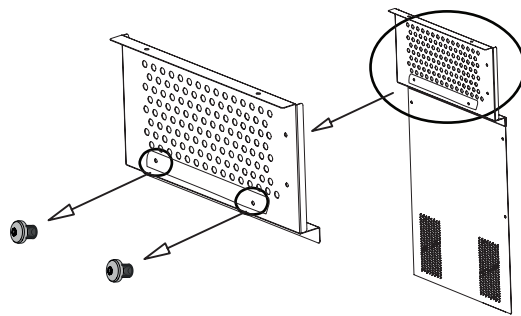
Tape doors shut.

Be sure the device stays in the upright position during transportation.

## Operating Instructions (continued)

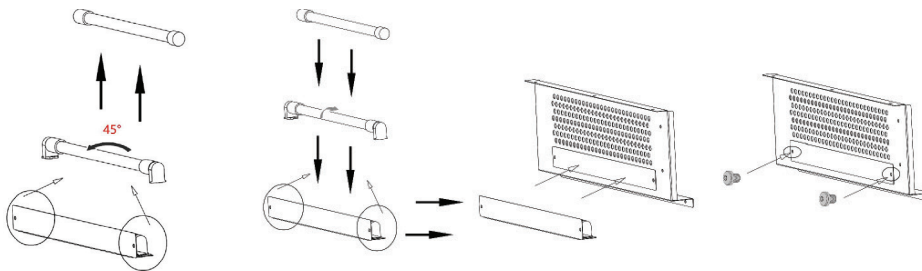
### Mode 1: Changing the UV lamp

Carefully loosen the screws.



Remove the cover

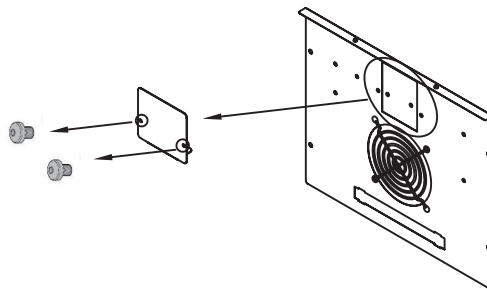
Hold the UV lamp firmly and turn it at a 45 ° angle, then pull it out and replace it.



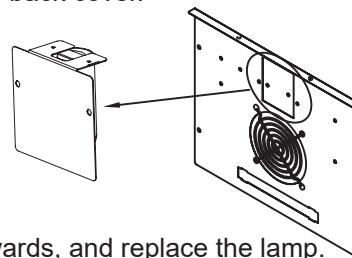
Installation backwards accordingly.

### Mode 2: Changing the UV lamp

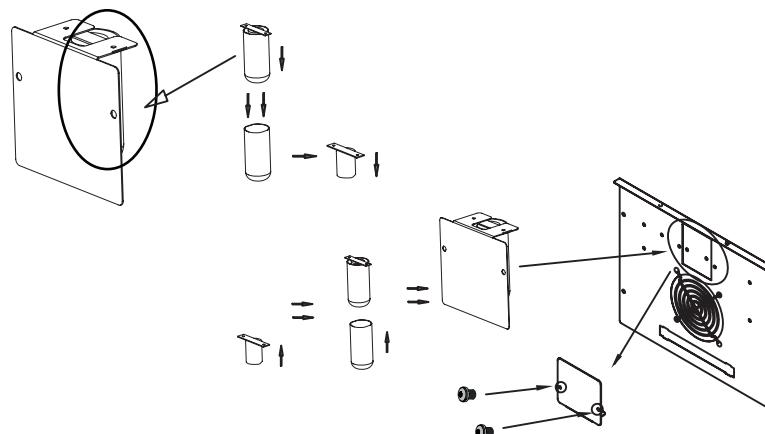
Carefully loosen the screws.



Remove the cover. The UV lamp is attached to the top of the back cover.



Loosen the top screws, pull the cover of the UV lamp downwards, and replace the lamp.



Installation backwards accordingly.

## Cleaning and Maintenance

---

This chapter provides you with important notices with regard to cleaning and maintaining the device. Please observe the notices to prevent damages due to cleaning the device incorrectly and to ensure trouble-free operation.

- ▶ Before cleaning, switch the dry ageing cooler off, remove the plug from the wall socket and remove all the meat.
- ▶ Interior space: Wash the inside with a damp cloth soaked in lukewarm water and a bit of mild detergent. Do not spill any liquid into fan or air hole.
- ▶ Door gasket: The door gasket can be removed to clean. It can be cleaned by a bit of mild detergent. After cleaning and assemble the door gasket, please fix the four corners first, then, embed it segment by segment.
- ▶ Do not use boiled water, detergent, acid alkaline detergent, soap, grinding powder, gasoline, alkenes, alcohol, benzene, organic solvent to scrub.
- ▶ Do not flush the cabinet with water directly in case of electrical failure.
- ▶ After cleaning, check whether the power cord and plug are damaged. If there is any damage or product failure, please do not repair without authorization, it must be repaired by professional maintenance personnel.
- ▶ If you do not use the equipment for a fairly long period of time, you should remove all the metal shelves, the metal suspension system and the meat hooks and you should clean the equipment thoroughly and open the door for 2~3 days. After the interior is fully dried, add activated carbon to avoid mold and odor.
- ▶ UV light is consumables, it is suggested to be changed each year.
- ▶ Fiber paper for Humidifying system is consumables, it is suggested to be changed each 3 months.

## Matters Need Attention

### Waste disposal tips

Wrappage is used to protect electric appliance during transport and every part of materials are recycled materials.

- Corrugated paperboard/paperboard (made from waste paper)
- Polystyrene block (foam fluoride-free polystyrene)
- Plastic film, bag (polystyrene)
- Packing string (polystyrene)
- Never let child play with packing materials, plastic film may cause suffocation.
- Transport packing materials to public environmental collection depot.
- Waste cold wine cabinet still has many valuable raw materials and shall be treated separately in residential area not adopting garbage classification.
- Waste cold wine cabinet shall be scraped timely; take off plug, and remove power soft cable. Destroy lock to prevent such situation that a kid is locked by him/herself when playing the lock.

●Before sending the waste cold wine cabinet to public collection depot, cold circulation system shall not be damaged to ensure that the refrigerant and oil of cold wine cabinet suffers no leakage.

●For situations on waste collection date and collection depot, please consult with local environmental sanitation department or government agency.

### Warning

- Refrigerant and foam layer is flammable, Pay attention to the fire when maintenance, installation, transportation and handling. Used product need to be recycled by specialized companies, do not arbitrarily discarded.
- It is prohibited to place the machine in a place where is possible to leak corrosive and flammable gas, it is easy to explode or damage the machine.
- The grounding wires cannot be connected with the gas pipe, the water pipe system, the lightning rod and the telephone. If ignore this, it will has the possibility to cause the receiving an electric shock accident.
- Cannot lengthen the power cord without authorization, meanwhile, this appliance couldn't share a socket with other appliance, otherwise, it is easy to cause short circuit or damage the electronic components.
- This product does not contain any spare parts, please do not disassemble. The refrigerant used in this product is

## **Cleaning and Maintenance (continued)**

---

combustible, non-professional maintenance personnel shall not repair the machine, improper repair may be the risk of fire or explosion. If the machine is faulty, please contact the service personnel.

- 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.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- 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 inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

● WARNING: When positioning the appliance, ensure the supply cord is not trapped or damaged.

- WARNING: Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

● The plug must can be accessible after the product installed.

● DANGER: Risk of child entrapment. Before you throw away your old refrigerator or freezer:

\* Take off the doors.

\* Leave the shelves in place so that children may not easily climb inside.

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.
- When the machine is installed, the left and right sides and back must have more than 5cm of the heat dissipation space, the machine can not store flammable items.
- During handling, be careful, do not carry from the front and rear of the box, should be tilted from the left and right sides, can not lie down to move the box.

## Troubleshooting

- The following table assists in localizing and rectifying minor faults.
- Please contact the service advisory center timely when you check the following items, but the product is still cannot be used normally.

| No. | Fault                                                                  | Possible Cause                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Do not operate and no display                                          | <ul style="list-style-type: none"> <li>- Not plugged in using different voltage</li> <li>- Whether the power plug is properly plugged in</li> <li>- Switch on or off</li> </ul>                                                                                                                                                                                                                                                                                                        |
| 2   | Liquid sound, like Boiling water, gurgling sounds or slight vibrations | <ul style="list-style-type: none"> <li>- The sound of compressor when starts or stops working</li> <li>- The flowing sound of refrigerant in the refrigeration system</li> <li>- The evaporating sound of refrigerant in the evaporator</li> </ul> <p>These are normal phenomenon</p>                                                                                                                                                                                                  |
| 3   | The sound of drip-drop or popping or crackling noises                  | These sounds are due to the auto defrost cycle melting frost build-up. These are normal phenomenon                                                                                                                                                                                                                                                                                                                                                                                     |
| 4.  | Body heat (top and side)                                               | There are some condensers inside the casing, the surface heating is a normal phenomenon.                                                                                                                                                                                                                                                                                                                                                                                               |
| 5   | The Dry-Aged Cooler seems to make too much noise                       | <ul style="list-style-type: none"> <li>- Check the floor whether is flat or solid</li> <li>- Check the equipment whether is too close to the wall</li> <li>- When the compressor on or off, the noise will be a little louder than operation.</li> </ul>                                                                                                                                                                                                                               |
| 6   | Dew on the surface of cabinet and door                                 | When the temperature sets lower or the humidity is larger, condenser water may appear on the body and door. The insulation performance of glass door is limited, so the condenser water will be more serious than the body. This phenomenon does not belong to the quality problem.                                                                                                                                                                                                    |
| 7   | Cooling speed slowly                                                   | <ul style="list-style-type: none"> <li>- Locate the appliance away from direct sunlight and sources of heat (stove, heater, radiator, etc.). Direct sunlight may affect the acrylic coating and heat sources may increase electrical consumption.</li> <li>- Whether have the correct clearance</li> <li>- Whether the door is open too often</li> <li>- Whether the door is not closed completely.</li> <li>- Whether put too much steak inside the equipment at one time.</li> </ul> |

| ERROR CODE | Problem                          | Solution                 |
|------------|----------------------------------|--------------------------|
| H1         | Problem with contact of door.    | Contact customer service |
| H2         | Problem with temperature sensor. | Contact customer service |
| H3         | Problem with cooling             | Contact customer service |
| H4         | Problem with humidity            | Contact customer service |
| H5         | Problem with humidity sensor     | Contact customer service |
| H6         | Problem with defrosting          | Defrost the device       |
| E9         | Problem with signal cable        | Contact customer service |

## Warranty

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### What this limited warranty covers:

The Warranty coverage provided by Forno Appliances in this statement applies exclusively to the original Forno appliance ("Product") sold to the consumer ("Purchaser") by an authorized Forno dealer/distributor/retailer, purchased and installed in the United States or Canada, and which has always remained within the original country of purchase (the United States or Canada). Warranty coverage is activated on the date of the Product's original retail purchase and has a duration of two (2) years.

Warranty coverage is non-transferable. In the event of replacement of parts or of the entire product, the replacement Product (or parts) shall assume the remaining original Warranty activated with the original retail purchase document. This Warranty shall not be extended with respect to such replacement. Forno Appliances will repair or replace any component/part which fails or proves defective due to materials and/or workmanship within 2 years of the date of the original retail purchase and under conditions of ordinary residential, non-commercial use. Repair or replacement will be free of charge, including labor at standard rates and shipping expenses. Purchaser is responsible for making the Product reasonably accessible for service. Repair service must be performed by a Forno Authorized Service company during normal working hours.

### Important

Retain proof of original purchase to establish warranty period. Forno's liability on any claim of any kind, with respect to the goods and/or services provided, shall in no event exceed the value of the goods or service or part thereof which has given rise to the claim.

### 30-Day Cosmetic Warranty

The Purchaser must inspect the product at the time of delivery. Forno warrants that the Product is free from manufacturing defects in materials and workmanship for a period of thirty (30) days from date of the original retail purchase of the Product.

This coverage includes:

- Paint blemishes
- Chips
- Macroscopic finish defects

### Cosmetic warranty does NOT cover:

- Issues resulting from incorrect transport, handling and/or installation (e.g.: dents, broken, warped or deformed structures or components, cracked or otherwise damaged glass components);
- Slight color variations on painted/enamelled components;
- Differences caused by natural or artificial lighting, location or other analogous factors; > stains/corrosion/dicoloration caused by external substances and/or environmental factors; > labor costs, display, floor, B-stock, out-of-box, "as is" appliances and demo units.

### How to receive service

To receive warranty services, the Purchaser must contact the Forno Support department in order to determine the problem and the required service procedures. Troubleshooting with

a customer service representative will be necessary before moving forward with the service. Model number, serial number and date of original retail purchase will be requested.

### Warranty Exclusions: What Is Not Covered.

- Use of the Product in any non-residential, commercial application.
- Use of the Product for anything other than its intended purpose.
- Repair services provided by anyone other than a Forno Authorized Service agency.
- Damages or repair services to correct services provided by unauthorized parties or the use of unauthorized parts.
- Installation not in accordance with local/state/city/county fire codes, electrical codes, gas codes, plumbing codes, building codes, laws or regulations.
- Defects or damage due to improper storage of the Product.
- Defects, damage or missing parts on products sold out of the original factory packaging or from displays. > Service calls or repairs to correct an incorrect installation of the Product and/or related accessories.
- Replacement of parts/service calls to connect, convert or otherwise repair the electrical wiring and/or gas line in order to properly use the product.
- Replacement of parts/service calls to provide instructions and information on the use of the Product.
- Replacement of parts/service calls to correct issues arising from the product being used in a manner other than what is normal and customary for residential use.
- Replacement of parts/service calls due to wear and tear of components such as seals, knobs, pan supports, shelving, cutlery baskets, buttons, touch displays, scratched or broken ceramic-glass tops.
- Replacement of parts/service calls for lack of/improper maintenance, including but not limited to: build up of residues, stains, scratches, discoloration, corrosion.
- Defects and damages arising from accidents, alteration, misuse, abuse or improper installation.
- Defects and damages arising from Product transport, logistics and handling. Inspection of the product must be made at time of delivery. Following receipt and inspection, the selling dealer/delivery company must be notified of any issues arising from handling, transport and logistics.
- Defects and damages arising from external forces beyond the control of Forno Appliances, including but not limited to wind, rain, sand, fires, floods, mudslides, freezing temperatures, excessive moisture or extended exposure to humidity, power surges, lightning, structural failures surrounding the appliance and other acts of God.
- Products whose serial number has been altered/damaged/tampered with. In no case shall Forno be held liable or responsible for damage to surrounding property, including furniture, cabinetry, flooring, panels, and other structures surrounding the Product. Forno is neither liable nor responsible for the Product if it is located in a remote area or an area where certified trained technicians are not reasonably available. Purchaser must bear any transportation and delivery costs of the Product to the nearest Authorized Service Center or the additional travel expenses of a certified trained technician

## **Warranty (continued)**

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THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE THAT SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTEE GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON FORNO. FORNO SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, TIME AWAY FROM WORK, MEALS, LOSS OF FOOD OR BEVERAGES, TRAVELING OR HOTEL EXPENSES, EXPENSES TO RENT OR PURCHASE APPLIANCES, REMODELING/CONSTRUCTION EXPENSES IN EXCESS OF DIRECT DAMAGES WHICH ARE UNDENIABLY CAUSED EXCLUSIVELY BY FORNO OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF FORNO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST FORNO BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY FORNO AND CAUSING THE ALLEGED DAMAGE. WITHOUT PREJUDICE TO THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT SOLD BY FORNO THAT IS NOT A DIRECT RESULT OF NEGLIGENCE ON THE PART OF FORNO THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NON-TRANSFERABLE, AND STATES YOUR EXCLUSIVE REMEDY.



FOR  
**FAST SUPPORT**  
EMAIL AT **INFO@FORNO.CA** 

Customer Support: Call 1-866-231-8893 or email: [info@forno.ca](mailto:info@forno.ca)