



REFRIGERATOR
User Manual

HONLQ2S38EWK

- Please read this manual carefully before using refrigerator.
- Retain it for future reference.



WARNING: Risk of fire/flammable material

EN

The symbol indicates there is a risk of fire since flammable materials are used. Take care to avoid causing a fire by igniting flammable material.



Safety information.....	5
Intended use	10
Product description.....	11
Use.....	12
Equipment	13
Care and cleaning.....	15
Troubleshooting	18
Installation.....	21
Technical data.....	23
Customer service	25

Thank you

Thank you for purchasing a Hoover Product.

Please read these instructions carefully before using this appliance. The instructions contain important information which will help you get the best out of the appliance and ensure safe and proper installation, use and maintenance.

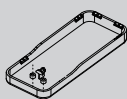
Keep this manual in a convenient place so you can always refer to it for the safe and proper use of the appliance.

If you sell the appliance, give it away, or leave it behind when you move house, make sure you also pass this manual so that the new owner can become familiar with the appliance and safety warnings.

EN

Accessories

Check the accessories and literature in accordance with this list:



Hinge cover



Energy label



Warranty card



WARNING – Important Safety information



NOTICE-General information and tips



Environmental information

EN



Disposal

Help protect the environment and human health. Put the packaging in applicable containers to recycle it. Help to recycle waste of electrical and electronic appliances. Do not dispose appliances marked with this symbol with the household waste. Return the product to your local recycling facility or contact your municipal office.



WARNING!

Risk of injury or suffocation!

Refrigerants and gases must be disposed of professionally. Ensure that the tubing of the refrigerant circuit is not damaged before being properly disposed of. Disconnect the appliance from the mains supply. Cut off the mains cable and dispose of it. Remove the trays and drawers as well as the door catch and seals, to prevent children and pets to get closed in the appliance.

Before switching on the appliance for the first time read the following safety hints!:



WARNING!

Before first use

- ▶ Make sure there is no transport damage.
- ▶ Remove all packaging and keep out of children's reach.
- ▶ Wait at least two hours before installing the appliance in order to ensure the refrigerant circuit is fully efficient.
- ▶ Handle the appliance always with at least two persons because it is heavy.

Installation

- ▶ The appliance should be placed in a well-ventilated place. Ensure a space of at least 10 cm above and around the appliance.
- ▶ Never place the appliance in a damp area or location where it might be splashed with water. Clean and dry water splashes and stains with a soft clean cloth.
- ▶ Do not install the appliance in direct sunlight or in the near of heat sources (e.g. stoves, heaters).
- ▶ Install and level the appliance in an area suitable for its size and use.
- ▶ Keep ventilation openings in the appliance or in the in-built structure clear of obstruction.
- ▶ Make sure that the electrical information on the rating plate agrees with the power supply. If it does not, contact an electrician.
- ▶ The appliance is operated by a 220-240 VAC/50 Hz power supply. Abnormal voltage fluctuation may cause the appliance to fail to start, or damage to the temperature control or compressor, or there may be an abnormal noise when operating. In such case, an automatic regulator shall be mounted.
- ▶ Do not use multi-plug adapters and extension cables.
- ▶ Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.
- ▶ Ensure that the power cable is not trapped by the refrigerator. Do not step on the power cable.

**WARNING!**

- ▶ Use a separate earthed socket for the power supply which is easy accessible. The appliance must be earthed.
Only for UK: The appliance's power cable is fitted with 3-cord (grounding) plug that fits a standard 3-cord (grounded) socket. Never cut off or dismount the third pin (grounding). After the appliance is installed, the plug should be accessible.
- ▶ Do not damage the refrigerant circuit.

Daily use

- ▶ This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- ▶ Children aged from 3 to 8 years are allowed to load and unload, but not allowed to clean or install the refrigerating appliances.
- ▶ Keep away children under 3 years of age from the appliance unless they are constantly supervised.
- ▶ Children shall not play with the appliance.
- ▶ If cool gas or other inflammable gas is leaking in the vicinity of the appliance, turn off the valve of the leaking gas, open the doors and windows and do not unplug a plug in the power cable of the refrigerator or any other appliance.
- ▶ Notice that the appliance is set for operation at a specific ambient range between 10 and 38°C. The appliance may not work properly if it is left for a long period at a temperature above or below the indicated range.
- ▶ Do not place unstable articles (heavy objects, containers filled with water) on top of the refrigerator, to avoid personal injury caused by falling or electric shock caused by contact with water.
- ▶ Do not pull on the door shelves. The door may be pulled slant, the bottle rack, may be pulled away, or the appliance may topple.
- ▶ Open and close the doors only with the handles. The gap between the doors and between the doors and the cabinet is very narrow. Do not extend your hands in these areas to avoid pinching your fingers. Open or close the refrigerator doors only when there are no children standing within the range of door movement.



WARNING!

- ▶ Do not store or use inflammable, explosive or corrosive materials in the appliance or in the vicinity.
 - ▶ Do not store medicines, bacteria or chemical agents in the appliance. This appliance is a household appliance. It is not recommended to store materials that require strict temperatures.
 - ▶ Never store liquids in bottles or cans (besides high percentage spirits) especially carbonated beverages in the freezer, as these will burst during freezing.
 - ▶
 - ▶ Do not set unnecessarily low temperature in the refrigerator compartment. Minus temperatures may occur at high settings. Attention: Bottles can burst
 - ▶ Unplug the appliance in the event of a power interruption or before cleaning. Allow at least 7 minutes before restarting the appliance, as frequent starting may damage the compressor.
 - ▶ Do not use electrical devices inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.
- Maintenance / cleaning
- ▶ Make sure children are supervised if they carry out cleaning and maintenance.
 - ▶ Disconnect the appliance from the electrical supply before undertaking any routine maintenance. Allow at least 5 minutes before restarting the appliance, as frequent starting may damage the compressor.

**WARNING!**

- ▶ Hold the plug, not the cable, when unplugging the appliance.
- ▶ Do not clean the appliance with hard brushes, wire brushes, detergent powder, petrol, amyl acetate, acetone and similar organic solutions, acid or alkaline solutions. Please clean with special refrigerator detergent to avoid damage.
- ▶ Do not scrape off frost and ice with sharp objects. Do not use sprays, electric heaters like heater, hair dryer, steam cleaners or other sources of heat in order to avoid damage to the plastic parts.
- ▶ Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- ▶ If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- ▶ Do not try to repair, disassemble or modify the appliance by yourself. In case of repair please contact our customer service.
- ▶ Eliminate the dust on the back of the unit at least once in the year to avoid hazard by fire, as well as increased energy consumption.
- ▶ Do not spray or flush the appliance during cleaning.
- ▶ Do not use water spray or steam to clean the appliance.
- ▶ Do not clean the cold glass shelves with hot water. Sudden temperature change may cause the glass to break.

Refrigerant gas information**WARNING!**

The appliance contains the flammable refrigerant ISOBUTANE (R600a). Make sure the refrigerant circuit is not damaged during transportation or installation. Leaking refrigerant may cause eye injuries or ignite. If a damage has occurred, keep away open fire sources, thoroughly ventilate the room, do not plug or unplug the power cords of the appliance or any other appliance. Inform the customer service.

In case of eyes get into contact with the refrigerant, rinse immediately it under running water and call immediately the eye specialist.

Intended use

This appliance is intended for cooling food. It has been designed exclusively for use 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 as well as in bed-and-breakfast and catering business. It is not intended for commercial or industrial use.

EN

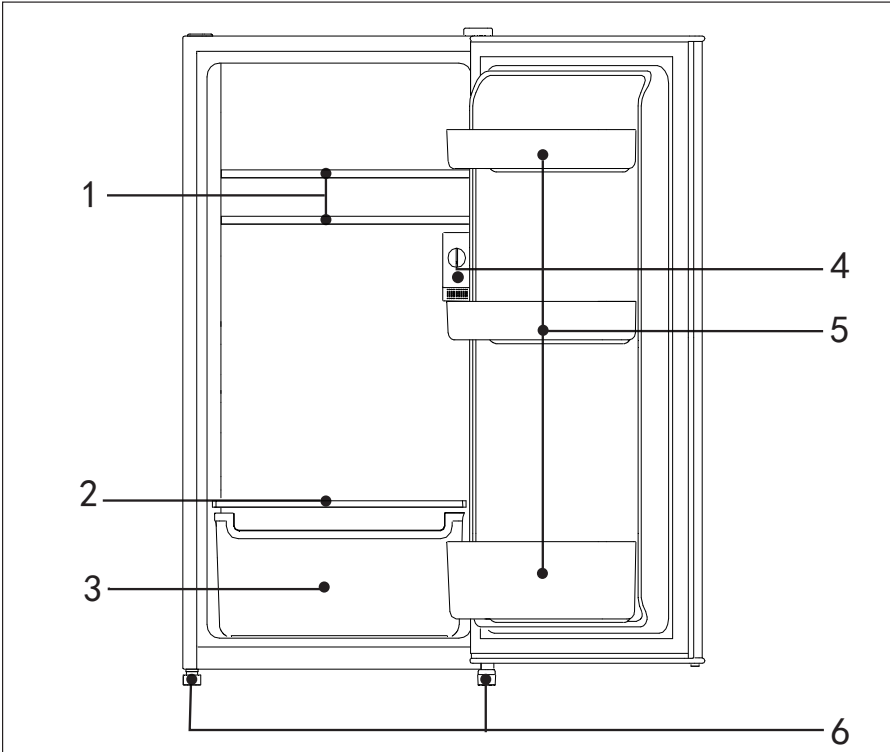
Changes or modifications to the device are not allowed. Unintended use may cause hazards and loss of warranty claims.

Standards and directives

This product meets the requirements of all applicable EC directives with the corresponding harmonised standards, which provide for CE marking.

i NOTICE

Due to technical changes and different models, some of the illustrations in this manual may differ from your model.

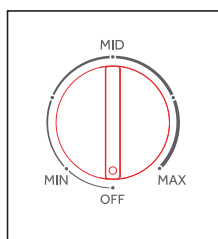


- 1 Large shelves
- 2 Small shelves
- 3 Fridge drawer
- 4 Controller
- 5 Door rack
- 6 Adjustable feet

Special Instructions:

In the picture "1", the two large shelves are the factory state, and users can adjust the position at will at the refrigerator according to their own needs in the actual use process.

■ Gear Description



- The temperature in the refrigerator is adjusted by the temperature controller knob. The gear "MIN,MID,MAX, off" on the scale means the refrigeration effect. The worse the refrigeration effect, the higher the temperature in the cabinet, and the smaller the power consumption of the refrigerator; The stronger the refrigeration effect, the lower the temperature in the box and the greater the power consumption of the refrigerator.
- The "MAX" position of the scale is the lowest temperature gear in the refrigerator. This position can be used for quick freezing. After the food is completely frozen, please turn the scale back to the original setting gear
- The "OFF" position on the knob is the shutdown position. When this position is set, the refrigerator will not cool.If the refrigerator needs to be stopped for a long time, please unplug the power plug.

Proposal

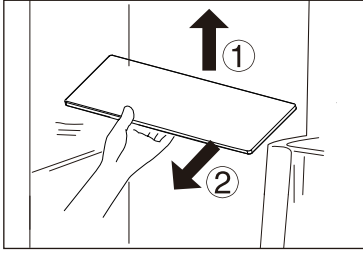
- The common gear of the refrigerator is the "MID" position of the scale turned on.
- If the temperature in the box is too high, please increase the scale appropriately.
- If the temperature in the box is too low, please reduce the gradient appropriately.
- Please select the position of the temperature controller knob scale according to the actual needs.

Reminder

- When the ambient temperature of the refrigerator is high, if the scale number set is large, the ice may not stop, and the temperature in the cabinet may be too low.
- When the ambient temperature of the refrigerator is low, if the scale number is set to be small, the refrigerator may not be started, resulting in high temperature in the box, which is not conducive to food storage and preservation
- After the temperature is adjusted, it takes a period of time to achieve the temperature balance in the box. And the length of this period depends on the size of the changed gear, the ambient temperature, the frequency of opening the door, and the amount of food stored in the box

Before first use

- ▶ Remove all packaging materials, keep them out of children`s reach and dispose them in an environmentally friendly manner.
- ▶ Clean the inside and outside of the appliance with water and a mild detergent before putting any food in it.
- ▶ After the appliance has been levelled and cleaned, wait for at least 2-5 hours before connecting it to the power supply. See Section INSTALLATION.
- ▶ Precool the compartments at high settings before loading with food.



Adjustable shelves

1. The height of the shelves can be adjusted to fit your storage needs.
2. To relocate a shelf, remove it first by uplifting its hind edge ① and pulling it out ②.
3. To reinstall it, put it on the lugs on both sides and push it to the most rearward position until the rear of the shelf is fixed inside the slots in the sides

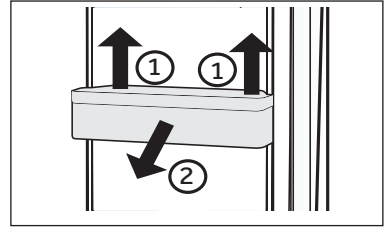
EN

i NOTICE

Ensure that all ends of a shelf are level.

Removable door racks/bottle holder

1. The door racks can be removed for cleaning:
2. Place hands on each side of the rack, lift it upwards ① and pull it out ②.
3. In order to insert the door rack, the above steps are carried out in reverse order.



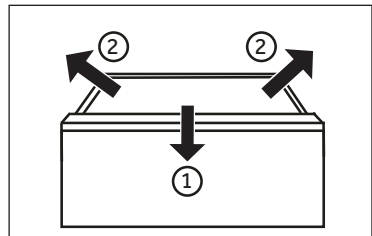
i NOTICE

When the appliance is switched on, it may take up to 12 hours for the correct temperatures to be reached.

Removable drawer

To remove the drawer out, pull out to the maximum extent ①, lift and remove ②.

In order to insert the drawer, the above steps are carried out in reverse order.



The Light

The LED interior light comes on when the door is opened. The performance of the lights is not affected by any of the appliances other settings.



Energy saving tips

- ▶ Make sure the appliance is properly ventilated (see INSTALLATION).
- ▶ Do not install the appliance in direct sunlight or in the near of heat sources (e.g. stoves, heaters).
- ▶ Avoid unnecessarily low temperature in the appliance. The energy consumption increases the lower the temperature in the appliance is set.
- ▶ Allow warm food to cool down before placing it in the appliance.
- ▶ Open the appliance door as little and as briefly as possible.
- ▶ Do not overfill the appliance to avoid obstructing the air flow.
- ▶ Avoid air within the food packaging.
- ▶ Keep door seals clean so that the door always closes correctly.
- ▶ Defreeze frozen food in the fridge storage compartment.

**WARNING!**

Disconnect the appliance from the power supply before cleaning.

Cleaning

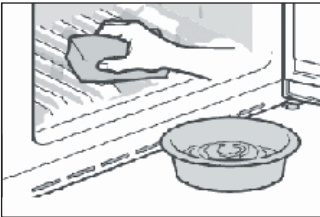
Clean the appliance when only little or no food is stored.

The appliance should be cleaned every four weeks for good maintenance and to prevent bad stored food odors.

EN

**WARNING!**

- ▶ Do not clean the appliance with hard brushes, wire brushes, detergent powder, petrol, amyl acetate, acetone and similar organic solutions, acid or alkaline solutions. Please clean with special refrigerator detergent to avoid damage.
- ▶ Do not spray or flush the appliance during cleaning.
- ▶ Do not use water spray or steam to clean the appliance.
- ▶ Do not clean the cold glass shelves with hot water. Sudden temperature change may cause the glass to break.
- ▶ In case of heating check the condition of frozen goods.



- ▶ Always keep the door gasket clean.
- ▶ Clean the inside and housing of the appliance with a sponge dampened in warm water and neutral detergent.
- ▶ 1. Please scrub the interior and exterior of the refrigerator, including door sealing, door rack, glass shelves, boxes and so on, with a soft towel or sponge dipped in warm water (you may add neutral detergent into the warm water).
- ▶ 2. If there is liquid spilled, remove all the contaminated parts, directly rinse with the flow water, dry and place it back into the fridge.
- ▶ 3. If there is spilled cream (such as the cream, melting ice cream), please remove all the contaminated parts, put into the warm water with about 40 °C for some time, then rinse with the flow water, dry and place it back into the fridge.
- ▶ 4. In case some small part or component gets stuck inside of the fridge (between shelves or drawers), use small soft brush to release it. If you could not reach the part, please contact Haier service
- ▶ Rinse and dry with soft cloth.
- ▶ Do not clean any of the parts of the appliance in a dishwasher.
- ▶ Allow at least 5 minutes before restarting the appliance as frequent starting may damage the compressor.

Defrosting

The back of refrigerator compartment become progressively covered with frost. This should be removed.

Never use sharp metal tools to scrape off frost from the evaporator as you could damage it. However, when the ice becomes very thick complete defrosting should

be carried out as follows:

- pull out the plug from the socket;
- remove all stored food, wrap it in several layers of newspaper and put it in a cool place;
- keep the door open, and placing a basin underneath of the appliance to collect the defrost water;
- when defrosting is completed, dry the interior thoroughly replace the plug in the power socket to run the appliance again.

Replacing the LED-lamps



WARNING!

Do not replace the LED lamp yourself, it must only be replaced by either the manufacturer or the authorised service agent.

The lamps adopts LED as its light source, featuring low energy consumption and long service life. If there is any abnormality, please contact the customer service. See CUSTOMER SERVICE.

Parameters of the lamps:

Refrigerator compartment: 220 V max 2 W

Non-use for a longer period

If the appliance is not used for an extended period of time, and you will not use the Holiday-function for the refrigerator:

Take out the food.

Unplug the power cord.

Clean the appliance as described above.

Keep the doors open to prevent the creation of bad odours inside.

EN



NOTICE

Turn the appliance off only if strictly necessary.

Moving the appliance

1. Remove all food and unplug the appliance.
2. Secure shelves and other moveable parts in the fridge and the freezer with adhesive tape.
3. Do not tilt the refrigerator more than 45° to avoid damaging the refrigerating system.



WARNING!

- ▶ Do not lift the appliance by its handles.
- ▶ Never place the appliance horizontally on the ground.

Many occurring problems could be solved by yourself without specific expertise. In case of a problem please check all shown possibilities and follow below instructions before you contact an after sales service. See CUSTOMER SERVICE.



WARNING!

- ▶ Before maintenance, deactivate the appliance and disconnect the mains plug from the mains socket.
- ▶ Electrical equipment should be serviced only by qualified electrical experts, because improper repairs can cause considerable consequential damages.
- ▶ A damaged supply should only be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Problem	Possible Cause	Possible Solution
The compressor does not work.	<ul style="list-style-type: none"> • Mains plug is not connected in the mains socket. • The appliance is in the defrosting cycle 	<ul style="list-style-type: none"> • Connect the mains plug. • This is normal for an automatic defrosting
The appliance runs frequently or runs for a too long period of time.	<ul style="list-style-type: none"> • The indoor or outdoor temperature is too high. • The appliance has been off power for a period of time. • A door of the appliance is not tightly closed. • The door has been opened too frequently or for too long. • The temperature setting for the freezer compartment is too low. • The door gasket is dirty, worn, cracked or mismatched. • The required air circulation is not guaranteed. 	<ul style="list-style-type: none"> • In this case, it is normal for the appliance to run longer. • Normally, it takes 8 to 12 hours for the appliance to cool down completely. • Close the door/drawer and ensure the appliance is located on a level ground and there is no food or container jarring the door. • Do not open the door/drawer too frequently. • Set the temperature higher until a satisfactory refrigerator temperature is obtained. It takes 24 hours for the refrigerator temperature to become stable. • Clean the door/drawer gasket or replace them by the customer service. • Ensure adequate ventilation.
The inside of the refrigerator is dirty and/or smells.	<ul style="list-style-type: none"> • The inside of the refrigerator needs cleaning. • Food of strong odour is stored in the refrigerator. 	<ul style="list-style-type: none"> • Clean the inside of the refrigerator. • Wrap the food thoroughly..

Problem	Possible Cause	Possible Solution
It is not cold enough inside the appliance.	<ul style="list-style-type: none"> The temperature is set too high. Too warm goods has been stored. Too much food has been stored at one time. The goods are too close to each other. A door/drawer of the appliance is not tightly closed. The door/drawer has been opened too frequently or for too long. 	<ul style="list-style-type: none"> Reset the temperature. Always cool down goods before storing them. Always store small quantities of food. Leave a gap between several foods allowing air flowing. Close the door/drawer. Do not open the door/drawer too frequently.
It is too cold inside the appliance.	<ul style="list-style-type: none"> The temperature is set too low. 	<ul style="list-style-type: none"> Reset the temperature.
Moisture formation on the inside of the refrigerator compartment.	<ul style="list-style-type: none"> The climate is too warm and too damp. A door/drawer of the appliance is not tightly closed. The door/drawer has been opened too frequently or for too long. Food containers or liquids are left open. 	<ul style="list-style-type: none"> Increase the temperature. Close the door/drawer. Do not open the door/drawer too frequently. Let hot foods cool to room temperature and cover foods and liquids.
Moisture accumulates on the refrigerators outside surface or between the doors/door and drawer.	<ul style="list-style-type: none"> The climate is too warm and too damp. The door is not closed tightly. The cold air in the appliance and the warm air outside it condensates. 	<ul style="list-style-type: none"> This is normal in damp climate and will change when the humidity decreases. Ensure that the door/drawer is tightly shut.
The sides of the cabinet and door strip get warm.	<ul style="list-style-type: none"> - 	<ul style="list-style-type: none"> This is normal.
The appliance makes abnormal sounds.	<ul style="list-style-type: none"> The appliance is not located on level ground. The appliance touches some object around it. 	<ul style="list-style-type: none"> Adjust the feet to level the appliance. Remove objects around the appliance.
A slight sound is to be heard similar to that of flowing water.	<ul style="list-style-type: none"> - 	<ul style="list-style-type: none"> This is normal.

To contact the technical assistance, visit our website: [https:// hoover.co.uk](https://hoover.co.uk)
Under the section "website", choose the brand of your product and your country.
You will be redirected to the specific website where you can find the telephone number and form to contact the technical assistance.

EN

Power interruption

In the event of a power cut, food should remain safely cold for about 5 hours. Follow these tips during a prolonged power interruption, especially in summer:

- ▶ Open the door/drawer as few times as possible.
- ▶ Do not put additional food into the appliance during a power interruption.
- ▶ If prior notice of a power interruption is given and the interruption duration is longer than 5 hours, make some ice and put it in a container in the top of the refrigerator compartment.
- ▶ An inspection of the goods is required immediately after the interruption.
- ▶ As temperature in the refrigerator will rise during a power interruption or other failure, the storage period and edible quality of food will be reduced. Any food that defrosts should be either consumed, or cooked and refrozen (where suitable) soon afterwards in order to prevent health risks.

Unpacking



WARNING!

- ▶ The appliance is heavy.
- ▶ Keep all packaging materials out of children's reach and dispose them in an environmentally friendly manner.
- ▶ Take the appliance out of the packaging.
- ▶ Remove all packaging materials.

Environmental conditions

The room temperature should always be between 16° C and 38° C, since it can influence the temperature inside the appliance and its energy consumption. Do not install the appliance near other heat-emitting appliances (ovens, refrigerators) without isolation.

Space requirement

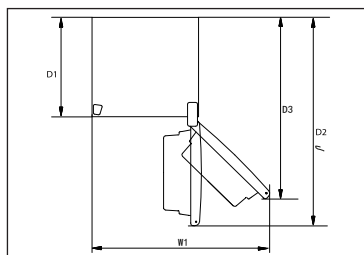
Required space when door is opened:

W1=742 mm

D1=425 mm

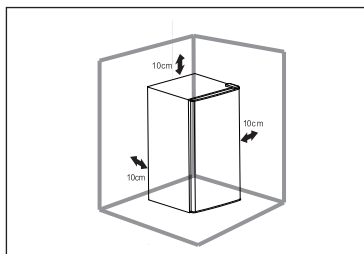
D2=892 mm

D3=776 mm



Ventilation cross-section

To achieve sufficient ventilation of the appliance for safety reasons, the information of the required ventilation cross sections must be observed.

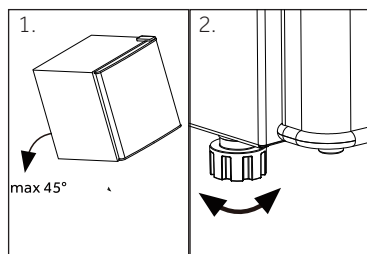


Aigning the appliance

The appliance should be placed on a flat and solid surface.

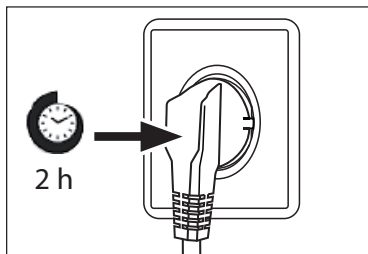
1. Tilt the refrigerator slightly backwards.
2. Set the feet to the desired level.

Make sure the distance to the wall on the hinge side is at least 100 mm for the door to open properly.



NOTICE

For a free standing appliance: this refrigerating appliance is not intended to be used as a built-in appliance



Waiting time

To the maintenance-free lubrication oil is located in the capsule of the compressor. This oil can get through the closed pipe system during slanting transport. Before connecting the appliance to the power supply you have to wait at least 2 hours so that the oil runs back into the capsule.

Electrical connection

Before each connection check if:

- ▶ power supply, socket and fusing are appropriate to the rating plate.
- ▶ the power socket is earthed and no multi-plug or extension.
- ▶ the power plug and socket are strictly according.

Connect the plug to a properly installed household socket.



WARNING!

To avoid risks a damaged power cord must be replaced by the customer service (see warranty card).

Product fiche according to regulation EU No. 2019/2016

Brand	Hoover
Model name / identifier	HONLQ2S38EWK
Category of the model	Refrigerator
Energy efficiency class	E
Annual energy consumption(kWh/year)(1)	85
Total volume(L)	90
Volume refrigerator(L)	90
Temperature of other compartments>14°C	Non applicable
Frost-free system	No
Climate rating(2)	SN-N-ST
Noise emission class and airborne acoustical noise emissions(db(A) re 1pW)	C(38)
Type of appliance	freestanding

Technical data

Explanations:

- Yes, featured

- (1) Based on the results of the standards conformance test over 24 hours. The actual consumption depends on the use and the location of the appliance.
- (2) Climate rating SN: This appliance is intended for use in an ambient temperature of between + 10°C and +32°C

Climate rating N: This appliance is intended for use in an ambient temperature of between + 16°C and +32°C

Climate rating ST: This appliance is intended for use in an ambient temperature of between + 16°C and +38°C

Additional technical data

Voltage / Frequency	220-240V ~/ 50Hz
Input current (A)	0.8
Main fuse (A)	16
Coolant	R600a
Dimensions (H/W/D in mm)	850 /452/ 479



We recommend our Haier Customer Service and the use of original spare parts. If you have a problem with your appliance, please first check section TROUBLE-SHOOTING.

If you cannot find a solution there, please contact

- ▶ your local dealer or
- ▶ our European Call Service-Center (see listed phone numbers below) or
- ▶ the Service & Support area at www.hoover.co.uk where you can activate the service
- ▶ claim and also find FAQs.

To contact our Service, ensure that you have the following data available. The information can be found on the rating plate.

Model _____

Serial No. _____

Also check the Warranty Card supplied with the product in case of warranty.

European Call Service-Center		
Country*	Phone number	Costs
United Kingdom (UK)	03444 995599	



2025 Version A



00605XXXXX