

FREQUENTLY ASKED QUESTIONS

Question	Answer	Suggestions
<p>Why didn't it reach the temperature value I set?</p>	<ol style="list-style-type: none"> 1. refrigeration mode selection is unreasonable. 2. refrigerator items stored more than two-thirds, the refrigerator cooling slower. Since food absorbs more cold, if the refrigerator stores too much food, it takes longer for the refrigerator to make ice. 3. high ambient temperature, the use of space confined poor heat dissipation. 4. less refrigerant or leakage of refrigerant. 	<ol style="list-style-type: none"> ① With the refrigerator empty, set it to -20°C and fast cooling mode, and wait for 3 hours of cooling before putting in food. ② Meanwhile food should be chilled in the home refrigerator for 12 hours before being placed in the car refrigerator. ③ Move the refrigerator to a location with lower ambient temperature and good ventilation. The heat sink should not be blocked when the product is working ④ 25 °C ambient temperature, empty box running 2 hours, the temperature can reach -20 ± 3 °C. If it can not be reached, it is insufficient refrigerant and needs professional maintenance. Refill the refrigerant.
<p>The expected heat preservation effect is not achieved?</p>	<p>After the refrigerator is turned off, the refrigeration system stops running, the refrigerator is no way to keep cool for a long time.</p>	<ol style="list-style-type: none"> ① Put in food or water after the refrigerator has cooled to the lowest temperature. ② After the refrigerator is turned off, you need to put in ice to keep warm. ③ After the refrigerator is disconnected, you need to re-energise the refrigerator to cool within 2 hours.
<p>Why is the refrigerator so loud? (e.g. "Rustling", "Buzzing", or "Running Water")</p>	<ol style="list-style-type: none"> 1. the refrigerator compressor operation, will produce current sound, such as "humming" sound are required in the normal phenomenon. 2. "Rustling":Refrigerator refrigeration, refrigerant will be sprayed by the capillary tube to the evaporator, so it will produce "rustling", not refrigerant leakage or noise. 3. When the refrigerant flows in the pipeline, it will produce the sound of running water, and this phenomenon is normal. 4. Above sounds are in line with ≤45db range. 	<p>If it affects your sleep or life, you can use the refrigerator by placing it 5 meters away.</p>
<p>Bluetooth connection unavailable.</p>	<p>The connection is not correct.</p>	<ol style="list-style-type: none"> 1. When using Bluetooth mode for the first time, the mobile phone needs to be connected under 2.4GWiFi network to connect with the refrigerator successfully. 2. If you can't connect for the first time, you can unbind it on your mobile phone and connect again. 3. After disconnecting the WiFi connection, you need to wait for 2-3 minutes to use Bluetooth control directly.
<p>The Car Refrigerator does Not Work</p>	<ol style="list-style-type: none"> 1. Check whether the power is connected correctly or not(the plug is loose, positive and negative poles are reversed, etc.). 2. Check whether the refrigerator is turned on. 3. Check whether the cooling ventilation is normal. 4. Check whether the fuse is blown. 	