



# 6 cu.ft. Upright Freezer



## EU57W

### **Congratulations on the purchase of your new Epic Freezer!**

To activate your Warranty, please register your appliance at **[www.stirlingmarathon.com](http://www.stirlingmarathon.com)** or by completing and mailing the enclosed Warranty Registration Card. We are confident you will have years of hassle-free enjoyment and ask that you please retain the Use & Care Guide for future reference and your safety.

Before installing please, read your Use & Care Guide carefully and pay special attention to the Safety & Warning information outlined in the following pages.

***For immediate assistance: 1-844-309-9777***  
***[www.stirlingmarathon.com](http://www.stirlingmarathon.com)***

## Important Safety Information

### ⚠ WARNING ⚠

#### SUFFOCATION HAZARD AND RISK OF CHILD ENTRAPMENT

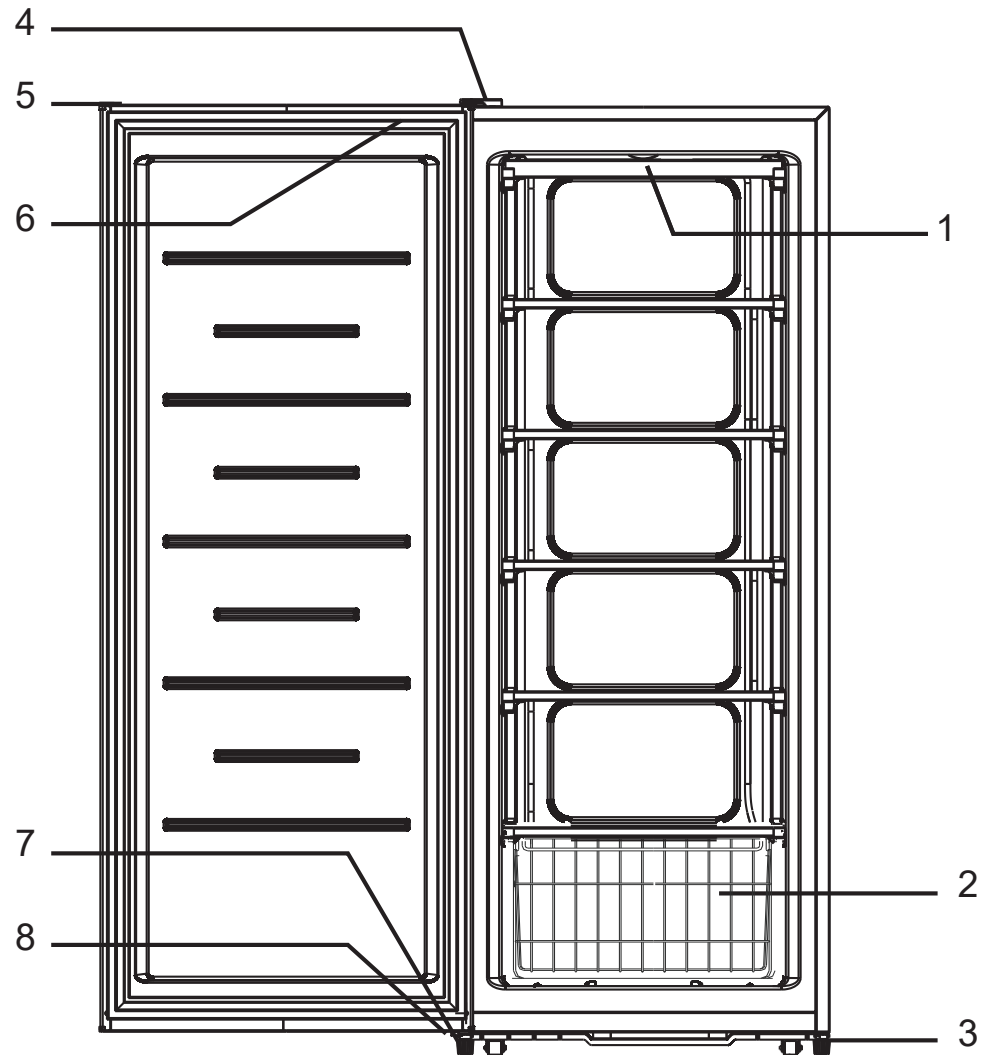
Before installing please read your Use & Care Guide carefully and pay special attention to the Safety and Warning information outlined in the following pages.

**To reduce the risk of fire, electrical shock, or injury follow these basic precautions when using your appliance.**

- 1) Keep ventilation openings, in the appliance enclosure or built-in structure, clear of obstruction.
- 2) Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- 3) Do not use electrical appliances inside the appliance
- 4) Never allow children to play with, operate, or crawl inside the appliance. Risk of child entrapment.
- 5) **WARNING----GROUNDING INSTRUCTIONS** This appliance must be grounded. In the event of an electrical short circuit, grounding reduces the risk of electrical shock by providing an escape wire for the electrical current. This appliance is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.
- 6) **DO NOT USE AN EXTENSION CORD**
- 7) Use an exclusive 115V wall outlet. Do not connect your refrigerator to extension cords or together with any other appliance in the same wall outlet. Do not splice the cord.
- 8) Always unplug before any maintenance or service on the appliance.
- 9) If a component is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons to avoid a hazard.
- 10) Follow local regulations regarding disposal of the appliance due to flammable refrigerant and blowing gas. All refrigeration products contain refrigerants, which under the guidelines of federal law must be removed before disposal. It is the consumer's responsibility to comply with federal and local regulations when disposing of this product.
- 11) This appliance is intended to be used in household and similar environment such as:
  - Staff kitchen, workshop, office and other working environments;
  - Farmhouses and by clients in hotels, motels and other residential type environments;
  - Bed and breakfast type environments;
  - Catering and similar non-retail applications.
- 12) Do not store or use gasoline or any inflammable liquors and liquids inside or in the vicinity of the refrigerator.
- 13) Do not use an extension cord with this appliance. If the power cord is too short, have a qualified electrician install an outlet near the appliance. The use of an extension can negatively affect the appliance's performance.

## Model Description

1. Temperature Control
2. Freezer Basket
3. Adjustable legs
4. Top hinge cover
5. Reversible door plug
6. Gasket/Door Seal
7. Bottom hinge
8. Door stopper



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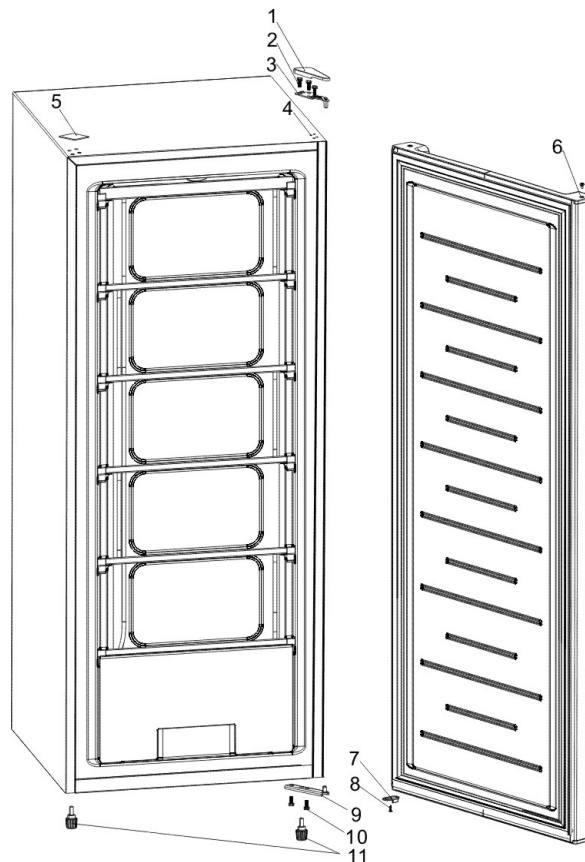
# Installation

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## Installing Your Unit

- Use two or more people to move and install the appliance. Failure to do so can result in back or other injuries.
- Locate the refrigerator 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. Do not use where the room temperature is below -15°C or in high heat/humidity locations.
- **This freezer is not designed or approved for outdoor use.**
- The appliance must be installed with all electrical and drain connections following with state and local codes. A standard electrical supply (115 V AC only, 60 Hz), properly grounded following the National Electrical Code and local codes and ordinances are required.
- The fuse (or circuit breaker) size should be 15 amperes.
- It is important for the appliance to be levelled to work properly. You may need to make several adjustments to level it.
- Plug into a grounded 3-prong outlet, do not remove grounding prong, do not use an adapter, and do not use an extension cord.
- We recommend that your unit be on its own circuit. Please make sure to use a receptacle not controlled by a light switch
- Place your unit on a floor that is strong enough to support the unit when it is fully loaded. To level your unit, adjust the levelling legs at the bottom of the unit.
- **Allow 5 inches of space between the back and sides of the unit, which allows the proper air circulation to cool the compressor and condenser.**
- Avoid locating the unit in moist areas.
- Before connecting the unit to the power source, let it stand upright for approximately 2 hours. This will reduce the possibility of a malfunction in the cooling system from handling during transportation.

# How to Reverse Freezer Door Hinge



- 1. Door hinge cover
- 2. Screw
- 3. Door hinge pin
- 4. Plug
- 5. Plug cover
- 6. Plug
- 7. Bottom hinge pin sleeve
- 8. Screw
- 9. Bottom hinge
- 10. Screw
- 11. Adjustable foot

1. Remove the top hinge cover, then unscrew the three screws that affix the hinge to the cabinet.
2. Pull the door upwards to remove it from the lower hinge.
3. Tilt the cabinet backwards while someone holds the unit and remove the 2 adjustable feet and the lower hinge.
4. Move the lower hinge to the opposite side and secure it, along with the 2 adjustable feet.
5. Position and slot the door onto the lower hinge.
6. Remove the plug cover (covering the hinge hole) on the top of the door frame, then secure the top door hinge cover on the same side of the door as the lower hinge.
7. If necessary, readjust the lower hinge (9) further towards the back to make sure the door gasket will make good contact along all 4 sides.
8. To check if the seal is making the appropriate amount of contact, take an A5 piece of paper place it between the gasket and the cabinet. The paper should be difficult to remove, if there is little or no resistance repeat Step 7 before testing again. Repeat this test on all four sides to make sure that your unit will run efficiently.
9. Re-install the hole cap, and hinge cover on their new sides.

## Before First Use

- Remove the exterior and interior packing.
- Clean the interior surface with lukewarm water using a soft cloth. Do not use solvent-based cleaning agents or abrasives on the interior. These cleaners may damage or discolour the interior.
- After plugging the appliance into a wall outlet, allow the unit to cool down for 2-3 hours before placing food in the refrigerator compartment.

## Use and Care

### Setting the Temperature Control

1. Insert the power supply cord into the electrical outlet.
2. Turn the thermostat dial to “7”. Close the door and let the freezer operate for 15-20 minutes.
3. After allowing your unit to run for 24 hours, you can adjust the temperature setting to a warmer setting. We recommend for the unit to be set at 4 to run as efficiently as possible.



To control the internal temperature, adjust the thermostat “1” is the warmest setting. “7” is the coldest. The Dial may be set any place on the scale. It does not have to be set exactly on a number.

Note: Wait 3-5 minutes before restarting if you unplug the freezer. The unit may fail to operate properly if restarted too quickly.

### Defrosting your freezer

Defrost the freezer compartment when the ice/frost are approximately  $\frac{1}{4}$ " thick or every 3 months, whichever comes first and follow these steps:

1. Set the thermostat dial to “0” to defrost
2. Remove all contents from the freezer
3. Leave the freezer door open to allow accumulated ice/frost to melt and remove large pieces of ice as needed
4. After defrosting, remove accumulated ice/water and wipe the freezer compartment dry with a soft cloth.



**Do not use boiling water because it may damage the plastic parts. NEVER use a sharp or any metallic instrument to remove frost as it may damage the cooling system and will void the warranty.**

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## Care and Maintenance

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### **Cleaning Your Unit**

- After defrosting, gently wash & wipe the interior with a mild detergent in warm water
- Wash & Wipe the freezer basket and door railings with a mild detergent
- The outside of the unit should be cleaned with mild detergent and warm water.

### **Power Failure**

Most power failures are corrected within a few hours and should not affect the temperature of your unit if you minimize the number of times the door is opened. If the power is going to be off for a longer period, you need to take the proper steps to protect your food.

### **Energy Saving Tips**

- The unit should be located in the coolest area of the room, away from heat-producing appliances or heating ducts, and out of the direct sunlight.
- Do not use outdoors or on wet surfaces. Use only as described in this manual.
- Use only the manufacturer's recommended attachments.
- Let hot foods cool to room temperature before placing them in the unit.
- Overloading the unit forces the compressor to run longer.
- Foods that freeze too slowly may lose quality or spoil.
- Be sure to wrap foods properly, and wipe containers dry before placing them in the freezer. This cuts down on frost build-up.

## Important Warning

- ⚠ Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- ⚠ Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- ⚠ Do not change or damage the refrigerant circuit.
- ⚠ Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance. During transportation and installation of the appliance, be certain that none of the components of the refrigerant circuit become damaged.
- ⚠ It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause a short circuit, fire and/or electric shock.
- ⚠ This appliance is intended to be used in residential household, office or light commercial applications such as Hotels and College Dorms.
- ⚠ All electrical components (plug, power cord, compressor and, etc.) must be replaced by a certified service agent or qualified service personnel.
- ⚠ The refrigerant contained within the compressor of the appliance is isobutene (R600a) which is environmentally friendly but flammable.
- ⚠ Make sure that the power cord is not crushed or damaged at the back of the appliance. A crushed or damaged power cord may overheat and cause a fire.
- ⚠ The power cord must not be lengthened.
- ⚠ Make sure that you can come to the power cord of the appliance Do not pull the mains cable.
- ⚠ If the electrical outlet is loose, do not insert the power plug. There is a risk of electric shock or fire.
- ⚠ You must not operate the appliance without the lamp.
- ⚠ This appliance is heavy. Care should be taken when moving it.
- ⚠ Do not remove nor touch items from the freezer compartment if your hands are damp/wet, as this could cause skin abrasions or frost/freezer burns.
- ⚠ Avoid prolonged exposure of the appliance to direct sunlight.

 Locate the refrigerator 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. Do not use where the room temperature is below -15°C, or in high heat/humidity locations. **This freezer is not designed or approved for outdoor use.**



## Troubleshooting

You can solve many common refrigerator problems easily, saving you the cost of a possible service call. Try the suggestions below to see if you can solve the problem before calling for service.

| <i>Problem</i>   | <i>Possible Causes</i>  |
|--|---|
| The freezer does not operate.                          | <ul style="list-style-type: none"> <li>•The power cord is unplugged.</li> <li>•The circuit breaker is tripped/fuse blown.</li> <li>•Is the green LED Power ON light illuminated - no plugged in?</li> </ul>   |
| The compressor turns on and off                        | <ul style="list-style-type: none"> <li>•The room temperature is warmer than normal</li> <li>•The door is left open or is frequently opened.</li> <li>•The refrigerator does not have the correct clearances.</li> <li>•The refrigerator has recently been disconnected for a long period of time.</li> </ul>  |
| The freezer seems to make too much noise               | <ul style="list-style-type: none"> <li>•The rattling noise may come from the flow of the refrigerant, which is normal.</li> <li>•As each cycle ends, you may hear gurgling sounds caused by the flow of refrigerant in your unit.</li> <li>•Contraction and expansion of the inside walls may cause popping and crackling noises.</li> <li>•The unit is not level.</li> </ul> |
| Vibrating or rattling.<br>(slight vibration is normal) | <ul style="list-style-type: none"> <li>•Levelling legs need adjusting.</li> <li>•Refrigerator is placed on an uneven or weak surface.</li> <li>•The refrigerator is touching the wall. Re-level the refrigerator and move it away from the wall.</li> </ul>   |
| The temperature of the external of the unit is warm.   | <ul style="list-style-type: none"> <li>•The exterior refrigerator walls can be as much as 30°F warmer than room temperature.</li> <li>•This is normal while the compressor works to transfer heat from inside the refrigerator cabinet.</li> </ul>  |
| The unit is frosting up quickly.                       | <ul style="list-style-type: none"> <li>•The door is left open or is frequently opened.</li> </ul>   |
| The door is difficult to open                          | <ul style="list-style-type: none"> <li>•The unit was recently opened and is going into vacuum sealing.</li> <li>•Wait 15 minutes until the temperature stabilizes in the freezer or you can gently use your fingers to push on the door seal (gasket) to break the seal, making it easy to open</li> </ul>  |
| The door will not close properly.                      | <ul style="list-style-type: none"> <li>•The refrigerator is not on a level surface.</li> <li>•The gasket is dirty.</li> <li>•A storage basket is out of position.</li> </ul>  |

For any questions or concerns, please contact us at [customerservice@stirlingmarathon.com](mailto:customerservice@stirlingmarathon.com) or visit us at [www.stirlingmarathon.com](http://www.stirlingmarathon.com)



# 1 Year Limited Warranty

When operated and maintained according to the instructions in the Use & Care Guide, EPIC a registered trademark of Stirling Marathon Limited agrees to repair or replace this product for 2 years from the date of original purchase and/or agrees to pay for parts and service/labour required to correct defects in materials or workmanship. Any Service must be approved and provided by an Authorized Stirling Marathon Service provider. YOUR EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AT THE SOLE DISCRETION OF STIRLING MARATHON LIMITED AS PROVIDED HEREIN. This limited warranty is valid only in Canada and the Continental United States with proof of original purchase and confirmed warranty registration.

| TERMS OF WARRANTY BY PRODUCT | Capacity/Type         | Warranty Type |
|------------------------------|-----------------------|---------------|
| Refrigeration & Freezer      | Less than 6 cu.ft     | Carry-In      |
| Refrigeration & Freezer      | Greater than 6 cu.ft. | In-Home       |
| Electric & Gas Ranges        | All Sizes             | In-Home       |

## How to Obtain Service

**Carry-In:** The original purchaser must deliver or ship the defective product to an authorized Stirling Marathon Service present a copy of the original bill of sale or Warranty Registration Confirmation.

**In-Home:** Contact Authorized Service Center and provide a copy of the Original bill of sale or Warranty Registration Card. If you are in a remote area or the closest Authorized Service Center is further than 100 km (60 miles), you will be required to deliver the appliance to the closest Service Center at your expense.

Stirling Marathon is not responsible or liable for any spoilage or damage to food or other contents of this appliance, whether due to any defect of the appliance, or its use, whether proper or improper.

## Items Excluded from Warranty

- Damages due to shipping or improper installation.
- Damages due to misuse or abuse.
- Content losses due to failure of the unit.
- Commercial or Rental Use Limited to 90 days Parts & Labour.
- Plastic parts such as door bins, panels, door shelves, racks, light bulbs, etc.
- Punctures to the evaporator system due to improper defrosting of the unit.
- Service or Repair by a unauthorized service technicians.
- Service calls that do not involve defects in material and workmanship such as instruction on the proper use of the product, door reversal or improper installation.
- Replacement or resetting of house fuses or circuit breakers.
- Delivery costs incurred as the result of a unit that fails.
- Expenses for travel and transportation for product service if your appliance is located in a remote area where service by an unauthorized service technician is not available.
- The removal and reinstallation of your appliance if it is not installed correctly or is in an inaccessible location, as per the published installation instructions.
- Liability under this warranty is limited to repair, replacement or refund. If a replacement unit is not available or the unit cannot be repaired, liability is limited to the actual.
- Purchase price paid by the consumer.
- This warranty applies only to the original purchaser and does not extend to any subsequent owner(s) and is non-transferable.
- No warranty or insurance herein contained or set out shall apply when damage or repair is caused by any of the following: accident, alteration, abuse or misuse of the appliance such as inadequate air circulation in the room or abnormal operating conditions (extremely high or low room temperature).
- Use for commercial or industrial purposes (i.e. If the appliance is not installed in a domestic residence). Fire, water damage, theft, war, riot, hostility, acts of God such as hurricanes, floods etc.
- Service calls resulting in customer education.
- Improper installation (ie. Building-in of a free-standing appliance or using an appliance outdoors that is not approved for outdoor application).

For Service or Assistance please contact us at:  
**warranty@stirlingmarathon.com** or visit us at **www.stirlingmarathon.com**.