

REFRIGERATORS

Purpose

This document outlines the procedures for proper storage of Furrion refrigerators, actions which prevent irregular cooling performances. This document also walks through troubleshooting and steps to identify if hard resetting the appliance is necessary.

Proper Storage Information

If the refrigerator is not properly turned off, it unintentionally continues to operate while in storage, causing the appliance to overwork in extreme conditions beyond its intended design. The refrigerator control then detects an erroneous operating parameter/condition and locks out the systems to protect itself until power is reset. Compressor operation may stop working and will require a "hard reset" by disconnecting power to reset the cooling operation. See "Reconnect by Disconnecting Power (Hard Reset)" section.

NOTE: Sensitive electronic components may be damaged from the elevated heat due to improper storage and the control boards could require replacement.



Failure to follow proper storage procedures for the refrigerator could result in product damage and/or voiding the warranty.

Proper Storage Procedures for Model FCR16DCASA

NOTE: Also see video detailing the procedures: <https://support.lci1.com/videos/proper-storage-of-a-furrion-model-fcr16dcasa-refrigerator> or scan the QR code.



If the unit/appliance is in storage (closed up/not in use) the refrigerator model # FCR16DCASA should always be turned off using the controls of the refrigerator. The battery disconnect is **NOT** sufficient for ensuring the refrigerator is off. Physically turning off the refrigerator is required per the below instructions.

1. Hold down "Function" and "Lock" on the display for approximately 7 seconds. Hyphens (- -) will appear where the temperature is displayed and the internal lights will turn off after three minutes of the door being opened.
2. Keep the doors open for air circulation to keep the cavity dry.
3. To turn on the refrigerator, hold down "Function" and "Lock" on the display for approximately 7 seconds. The temperature will be displayed.

NOTE: For extended storage, including winterization, the battery should also be removed and maintained properly.

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Troubleshooting

What Is Happening?	Details
Is there power to the refrigerator?	Are cavity lights on and display lights on?
Is it truly not cooling?	Run refrigerator for 24 hours. Do cavities seem to reach a cold temperature?
Is the compressor running?	Is a compressor vibration detected with more than 4 amps measured?
How was the appliance being used when it stopped cooling?	Normal daily use or storage?
How was the refrigerator turned off?	Battery disconnect or at the refrigerator?

Reset By Disconnecting Power (Hard Reset)

For additional information, see also QR-182 - 12V Refrigerator Hard Reset Procedure: <https://lci-support-doc.s3.amazonaws.com/qr/ccd-0008369.pdf>

Also see video detailing procedure: <https://support.lci1.com/videos/how-to-hard-reset-a-furrion-refrigerator> or scan the QR code.



If the refrigerator compressor is not operating, try servicing by disconnecting power. It is important to first confirm the following:

- Shore power, or any external 120V supply, is disconnected.
- Disconnect all battery negative terminals and then remove all battery positive terminals.
- If equipped, disconnect any solar systems to the unit (12V DC). Check for quick disconnects.
- Cavity lights and display lights do not illuminate when opening/closing the refrigerator doors.

Reapply power to finish the reset process. Confirm the compressor is running and let it run for a 24-hour period to ensure cavities are reaching temperature.

Customer Service Contact

If the issue does not seem resolved, contact Customer Service directly by calling +1 (800) 789-3341 or email support@furrion.com.