
QUAD DOOR REFRIGERATOR FREEZER

CARE AND MAINTENANCE

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FISHER & PAYKEL

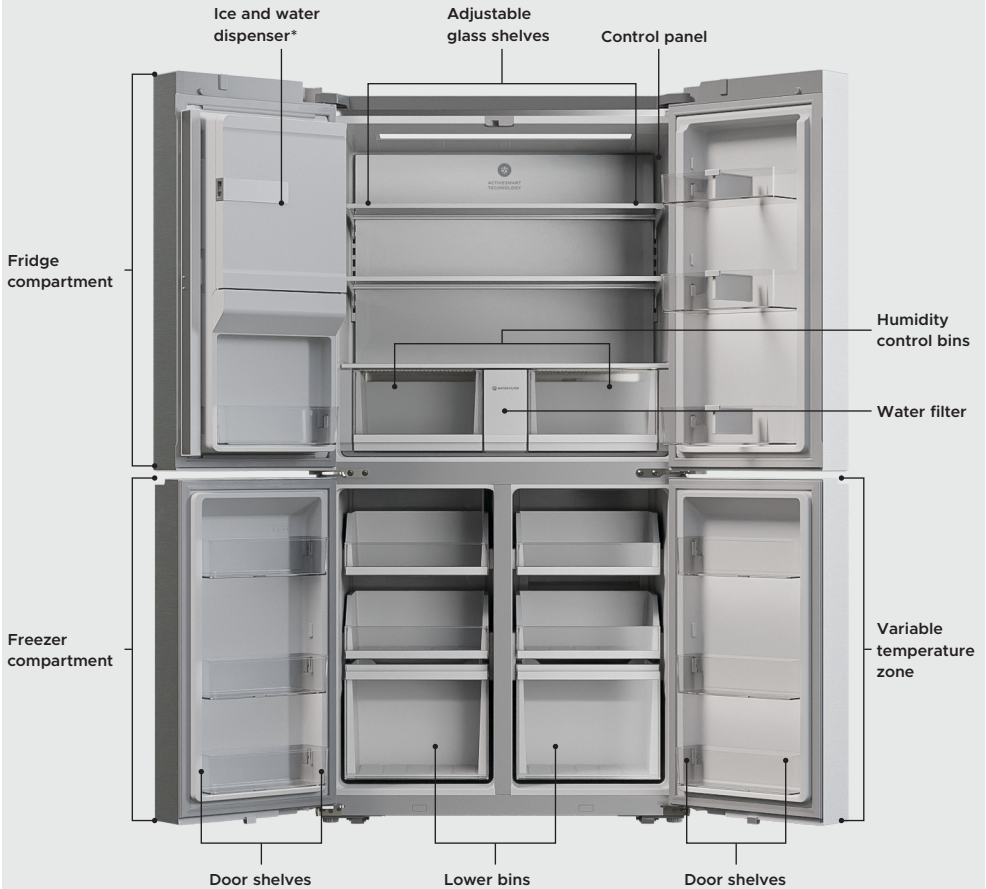
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QUAD DOOR REFRIGERATOR FREEZER

RF620QNTVX1, RF620QNTVD1, RF620QNPVX1, RF620QNPVB1,
RF620QZPVG1

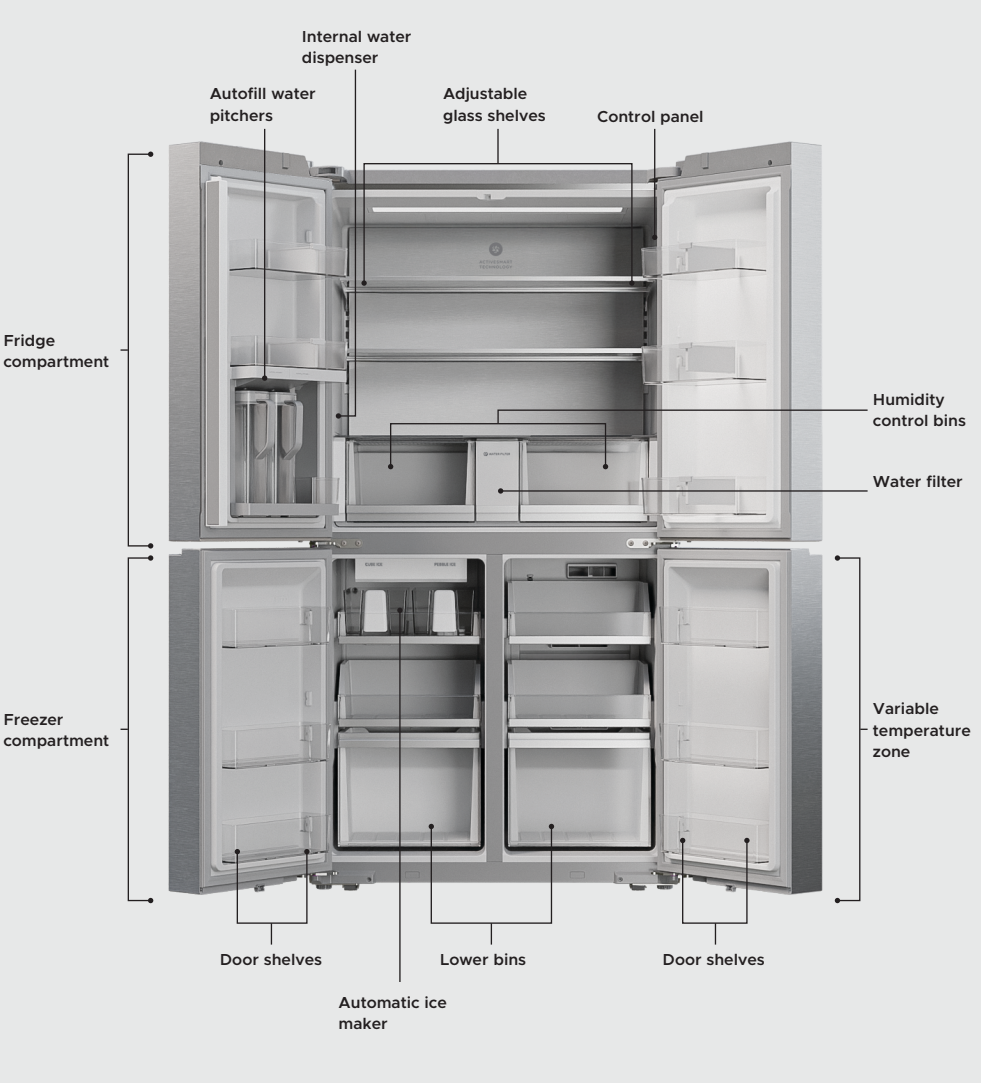
GET TO KNOW YOUR APPLIANCE

EXTERNAL DISPENSER MODELS



*Located on front of door

GET TO KNOW YOUR APPLIANCE
INTERNAL DISPENSER MODELS





Key steps to maintain your appliance

Make these steps a regular part of your cleaning routine to get the best results from your appliance.

- Clean surfaces with a damp cloth, and dry them with a lint-free cloth.
- Remove shelves and bins to make cleaning easier.
- Regularly vacuum around and behind your appliance to maintain optimum performance.
- Replace your water filter regularly.



We do not recommend:

- Scouring pads
- Stainless steel cleaners or polishes
- Abrasive, acidic, alkaline or solvent cleaning products
- Handwashing dish detergents, laundry or other detergents or disinfectants.

Internal surfaces, shelves and bins

Remove shelves and bins as needed. Clean with a damp cloth and mild detergent. Dry with a clean, lint-free cloth. Use a small brush to clean difficult to reach spots if needed.

Exterior surfaces and door

Clean with warm water and mild detergent. Rinse with clean water and dry with a clean, lint-free cloth. Do not use any abrasive stainless steel cleaners, glass cleaners, solvents or scourer pads as these will damage the door surface. Use a small brush with warm water and mild detergent to clean around the door seal as needed.

Cabinet surround

We recommend regularly vacuuming the floor around your appliance and cleaning behind it once or twice a year to maintain optimum performance.

Autofill water pitchers (internal dispenser models only)

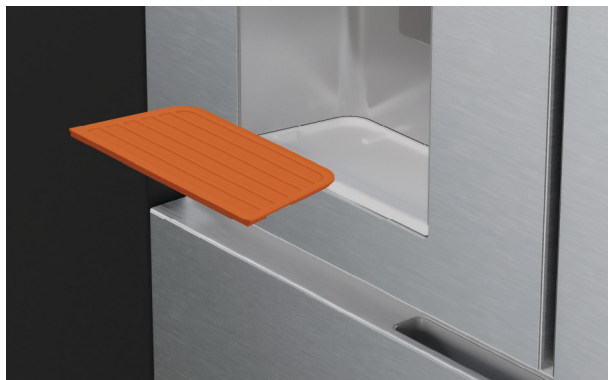
The water pitchers can be taken apart and cleaned using hot water and mild detergent. We recommend washing the pitchers before using them for the first time.

CLEAN YOUR APPLIANCE



Water dispenser

Lock the dispenser before cleaning to prevent water spilling. Clean with a damp cloth.



Drip tray

For external dispenser models, remove the drip tray, separate the two halves, and clean with water and mild detergent. Ensure the drip tray is back in place before using the dispenser again.



Ice bin

Clean your ice bin and discard any old ice in the bottom of the bin(s) regularly. Ensure that the ice scoop is placed in correct position in the tray, right hand side or at the front of the tray (model dependent).

REMOVE SHELVES FOR CLEANING



Glass shelves

To remove, tilt shelf up to dislodge it from support, lift it, then pull it out.

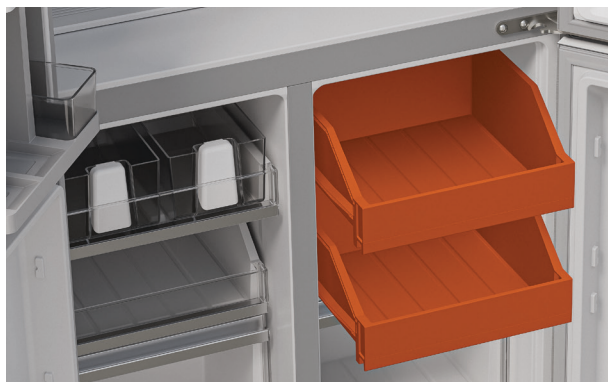
To refit, hook the shelf back onto supports at desired height.



Door shelves

To remove, tilt shelf up to dislodge it from support, lift it, then pull it out.

To refit, hook the shelf back onto supports at desired height.



Bins

To remove, slide the bin out then tilt up to lift free of the side runners.

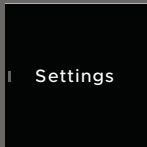
To refit, place back on the side runners and push back into place.

REPLACE THE WATER FILTER



You will get a reminder when it's time to replace your water filter. We recommend replacing the filter as soon as possible after getting the alert. To fit the replacement filter, follow the instructions supplied with new filter.

Once the new filter is fitted, dispense eight litres to flush it, and go to **SETTINGS** to reset the water filter timer.



1. Press the menu button  to access the menu, then use the arrows  or  to scroll to **SETTINGS**.

Press select  to enter settings.

2. Press the arrows  or  to scroll to **WATER FILTER TIMER RESET**.

Press select  once to select and again to confirm.

REPLACE THE WATER FILTER



The water filter is located between the humidity control bins. Guidance of how to replace your water filter can be found at fisherpaykel.com/water-filter or is supplied with your replacement.

MOVING YOUR APPLIANCE



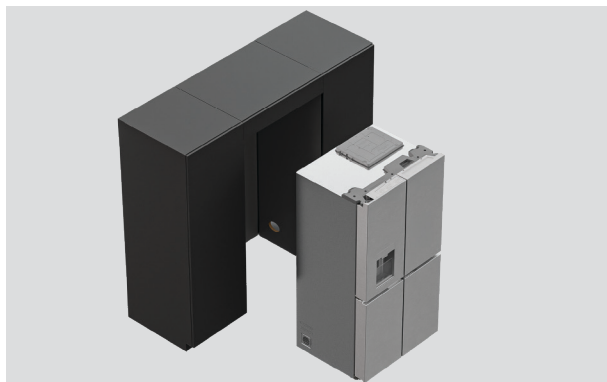
If your refrigerator is turned off for any reason, wait 10 minutes before turning it back on. This will allow the refrigeration system pressures to equalise before restarting.

Take care when moving this refrigerator, ensure all obstacles are removed to prevent any physical impact that may cause damage.

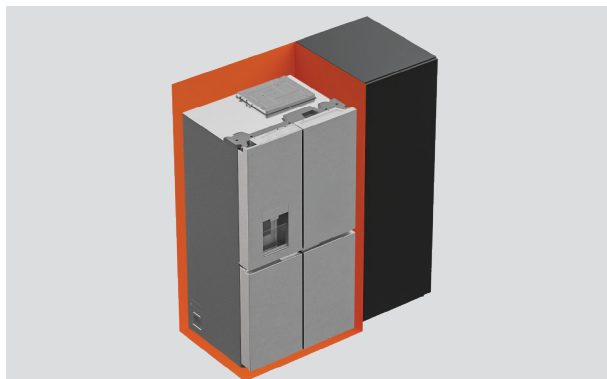


1. Turn off the refrigerator and unplug from the power point. Remove all food.

Turn the adjustable feet to the right as far as they will turn.



2. Ease the refrigerator out of its position. Tuck the power cord away, tape the shelves in place and tape the doors closed. If the cabinet needs to be placed at an angle or laid down, carefully lay it on its side (the left hand side when viewed from the front).



3. Relocate and install. If the refrigerator has been left on its side for any length of time, leave it standing upright as long as you can (a few hours) before turning on.

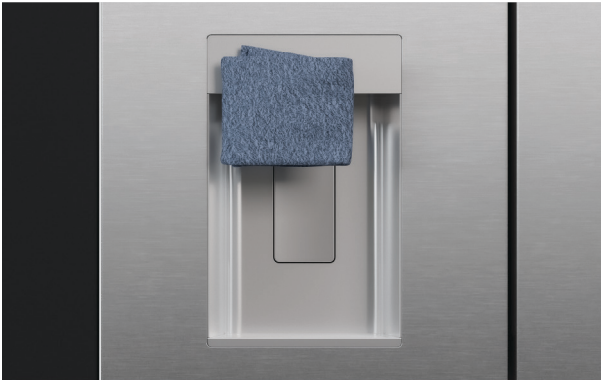
STORING YOUR APPLIANCE



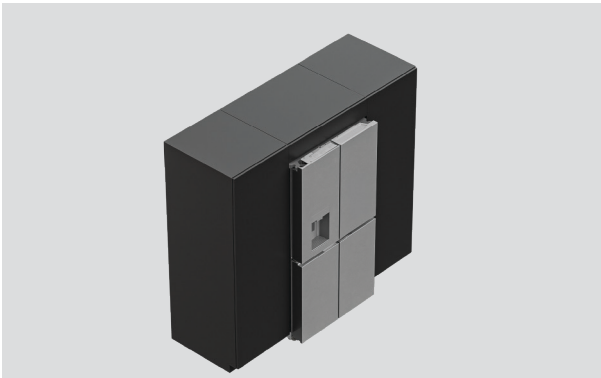
If your refrigerator is turned off for any reason, wait 10 minutes before turning it back on. This will allow the refrigeration system pressures to equalise before restarting.



When storing your cleaned refrigerator, leave the doors open. This allows air to circulate, preventing odours and mould growth.



Before using again, clean well using a mixture of warm water and a small amount of liquid dishwashing detergent. Rinse with clean water and dry with a soft lint-free cloth.



Holiday/Vacation time

Turn the ice off, but leave your refrigerator operating while you are on holiday/vacation.

General use

Why will the product not turn on?

- No power. Make sure the product is connected to the power supply and switched on at the wall.
 - Check the circuit breaker, or check if there is a power cut in your home or area. If the product still won't turn on, call Customer Care or your Authorised Service Centre.
-

Why is the display not working?

- The product may be in Sabbath Mode. Press and hold  to exit this mode.
-

Why is the light not working?

- Product is not switched on. Check it is turned on at the wall or the isolating switch.
 - Light needs to be replaced. Call Customer Care or your Authorised Service Centre.
-

Why is the product beeping and displaying a code when I open the door?

- There is a fault. Record the code on the display, and call Customer Care or your Authorised Service Centre.
-

Why are the storage compartments too warm?

- Temperature setting not correct. See 'Selecting and adjusting modes and temperatures.'
 - Frequent door openings. Minimise door openings to allow temperature to stabilise.
 - Large number of food / beverages have been recently added. Take care not to overfill.
-

Why is the product making unfamiliar noises?

- Product is not stable or level. Check Installation guide at www.fisherpaykel.com or call Customer Care or your Authorised Service Centre.
 - Freezer is defrosting. This is normal.
 - Appliance is making ice. This is normal.
-

Why is the product warm on the outside?

- This is normal.
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Why is food freezing in the refrigerator?

- Temperature setting needs to be increased. Refer to 'Adjusting the temperature' and 'Food modes'.
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Why is there water in the vegetable bins?

- Fruit and vegetables can generate moisture and create condensation. Some condensation is beneficial when storing fruit and vegetables. Wipe out excess water with a cloth.
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Why does the bin not slide in and out smoothly/fully?

- Packaging is trapped. Check to ensure nothing is trapped behind the tray/bin.
 - Bin is not correctly positioned in the runners. Refit bin in its correct position.
-

Why is there condensation/ice in the compartment?

- This is normal during periods of high humidity. Wipe dry with a lint-free cloth.
 - Frequent or too long door openings. Minimise door openings.
 - Door gasket is leaking. Check and clean the door gasket seal.
 - Door not closing tightly. Rearrange items so door can close.
 - Doors not aligned. Call Customer Care or your Authorised Service Centre.
-

Why is there condensation on the outside of the product?

- This is normal during periods of high humidity. Wipe dry with a lint-free cloth.
-

Why is the door not closing?

- Items in the product are preventing door from closing tightly. Rearrange items so door can close.
 - Product is not installed correctly. Check Installation guide at www.fisherpaykel.com or call Customer Care or your Authorised Service Centre.
-

Why are the ice cubes so large/small?

- Blocked water filter. Change filter before calling technicians.
 - Water line is kinked or squashed. Unkink the external water line. If not kinked or squashed, call Customer Care or your Authorised Service Centre.
-

Why is the freezer door not opening?

- The door has recently been opened. Wait 30 seconds and try again.
-

Why is the ice discoloured?

- The water filter has not been flushed. Refer to installation guide for details on how to flush your water filter.
-

Why are the water pitchers not filling?

- Water supply may be turned off or not connected. Turn on water.
 - Pitchers not turned on. Turn on using internal display.
 - Pitchers are paused. After heavy use, wait a few minutes for autofilling to resume.
 - Pitchers are not in correct position. Refit pitcher(s).
 - Drip tray may be flooded. Remove pitchers, wipe drip tray of excess water, and refit pitchers.
 - Water line kinked or squashed. Check water line.
 - Pitchers are not working. Call Customer Care or your Authorised Service Centre.
-

Why is the ice maker not working?

- Ice maker not turned on. Switch ice maker on. Refer to 'Changing features.'
 - Water supply turned off or not connected. Connect the water supply.
 - Water pressure too low. Check water pressure.
 - Water line kinked or squashed. Check water line.
 - Filter is clogged. Replace water filter.
 - Ice cubes are clumped in the bin. Remove ice storage bin, loosen cubes and remove clumped ice. Refit ice storage bin.
 - Freezer compartment not working. Call Customer Care or your Authorised Service Centre.
-

Why do the ice cubes taste tainted?

- Unsealed foods may be emitting an odour. Wrap or cover strong smelling foods, discard ice cubes and clean ice storage bin. Refer to 'Interior cleaning'.
 - Poor taste from incoming water. Replace filter cartridge. Parts and accessories can be purchased through our Customer Care Centre.
-

Why are the ice cubes freezing slowly?

- The door may have been left open. Close the door.
 - Freezer compartment is set too warm. Turn temperature to a colder setting. Refer to 'Adjusting the temperature'.
-

Why is the ice wet/clumping?

- Ice will stick together over time. Tap to unstick with the ice scoop, or make new ice.
 - Freezer door open for long periods.
 - High ambient temperature.
 - Ice bin has been left out of the freezer. Gently tap ice to unstick it or empty ice bin and make new ice.
 - The filter is blocked. Replace the filter cartridge.
-

Why is the water dispenser not working?

- Water supply turned off or not connected. Turn the water on, or press dispenser for four minutes to remove trapped air from water line and fill the water system.
 - Supply line may be blocked. Check supply for kinks or leaks.
 - On first installation, there may be air in the water system. To remove air, run 3L of water through the dispenser.
 - Filter may be blocked and need replacing. Replace filter (see your 'Service and Warranty' document provided with your refrigerator).
 - The DISPENSER LOCK is activated. Navigate to 'Water Dispenser Lock' to deactivate.
 - Water frozen in tank. Increase temperature to a warmer setting in refrigerator compartment and freezer.
-

Why is the motor operating for long periods?

- The weather is hot. Minimise door openings to allow temperature to stabilise.
 - The door is being opened frequently.
 - Large amounts of food was recently added.
 - Temperature control set too slow.
 - Doors not sealing properly. Check that cabinet is level and gasket seals are clean.
-

Why can't I adjust the freezer temperature?

- Either **BOTTLE CHILL**, **FAST FREEZE**, or **ICE BOOST** is activated. Deactivate them if function is not desired.
-

Why is the refrigerator operating inefficiently?

- There is an accumulation of dust on or behind the rear compartment cover. Clean the rear compartment cover. If problem persists, please contact Customer Care.
-

Why is ice building up inside the freezer?

- The freezer door is not closing tightly. Arrange the items in freezer so door can close tightly, or check and clean the door gasket seal.
-

Why is the ice maker making loud and unfamiliar sounds?

- This is normal ice maker operation.
-

Why is the internal drip tray flooding?

- Any bulky or overhanging items on the shelf may dislodge the pitchers when the door is closed. Arrange the items so that they do not interfere with the pitchers.
-

Why is the autofill pitcher light flashing three times?

- The pitcher is turned off. Turn on using the internal display.
-

Why is the autofill pitcher light flashing twice every five seconds?

- The drip tray is flooded. Remove the pitchers, wipe the drip tray of excess water and refit the pitchers.
-

FAULTS

If a fault occurs, there will be 4 rapid beeps and the fault will be displayed on the control panel. Record the fault code and contact a Fisher & Paykel trained and supported service technician in order to repair the fault. You can do this by going online to fisherpaykel.com or by contacting our Customer Care Centre.

Normal appliance sounds

This product has been designed to have excellent energy ratings and cooling performance. As a result, it can produce sounds somewhat different to your old appliance.

Low frequency ticking	This is the valve that controls cooling to each compartment. This noise will only last for a few seconds at a time.
Fan air flow	This product has fans which change speed depending on demand. During cooling periods, such as after frequent door openings, fans circulate the cold air in the appliance producing some air-flow sound. This is quite normal.
Cracking or popping	This may occur when the automatic defrost function is operating.
Running water	This is the liquid refrigerant in the system and can be heard as a boiling or gurgling noise.
Hissing sound after closing the door	This is due to the pressure difference between the warm air that has entered the product, and suddenly cooled, and the outside air pressure.
Humming	This is the compressor running and is quite normal.
Ice maker noises	Motor operation (low humming).
	Running water as the ice maker and/or water tank fills.
	Water valve opening and closing (hissing sound).
	Loosened from the ice molding tray (cracking).
	Ice dropping into bin (clunking).
Other sounds	Product is not stable or level.
	Bottles or jars rattling on shelves.

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The models shown in this guide may not be available in all markets
and are subject to change at any time.

The product specifications in this guide apply to the specific products and models
described at the date of issue. Under our policy of continuous product improvement, these
specifications may change at any time.

For current details about model and specification availability in your country,
please go to our website or contact your local Fisher & Paykel dealer.

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