

CHEST FREEZERS

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**OWNER’S MANUAL
AND INSTALLATION
INSTRUCTIONS**

Chest—Manual Defrost Model:
HCM9DMWW

**ENGLISH/FRANÇAIS/
ESPAÑOL**

Write the model and serial
numbers here:

Model # _____

Serial # _____

You can find the rating label on
the right hand side of the freezer
above the machine compartment
cover.

IMPORTANT SAFETY INFORMATION

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

⚠ WARNING To reduce the risk of fire, explosion, electric shock, or injury when using your freezer, follow these basic safety precautions:

- This freezer must be properly installed and located in accordance with the Installation Instructions before it is used.
- Unplug the freezer before making repairs or cleaning.
NOTE: Power to the freezer cannot be disconnected by any setting on the control panel.
NOTE: Repairs must be performed by a qualified Service Professional.
- Replace all parts and panels before operating.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Do not use an extension cord.
- To prevent suffocation and entrapment hazards to children, remove the lid from any freezer before disposing of it or discontinuing its use.
- To avoid serious injury or death, children should not stand on, or play in or with the appliance.
- Children and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use this appliance only if they are supervised or have been given instructions on safe use and understand the hazards involved.
- This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels, bed & breakfast and other residential environments; catering and similar non-retail applications.

⚠ CAUTION To reduce the risk of injury when using your freezer, follow these basic safety precautions.

- Do not clean freezer with warm water when it is cold. Components may break if exposed to sudden temperature changes or impact, such as bumping or dropping.
- Keep fingers out of the “pinch point” areas; clearances between the lid and cabinet are necessarily small. Be careful closing lid when children are in the area.
- Do not touch the cold surfaces in the freezer compartment when hands are damp or wet, skin may stick to these extremely cold surfaces.
- Do not refreeze frozen foods which have thawed completely.

⚠ WARNING **EXPLOSION HAZARD Flammable Refrigerant**

This appliance contains isobutane refrigerant, R600a, a natural gas with high environmental compatibility. However, it is also combustible. Adhere to the warnings below to reduce the risk of injury or property damage.

1. When handling, installing and operating the appliance, care should be taken to avoid damage to the refrigerant tubing.
2. Service shall only be performed by authorized service personnel. Use only manufacturer-authorized service parts.
3. Dispose of refrigerator in accordance with Federal and Local Regulations. Flammable refrigerant and insulation material used require special disposal procedures. Contact your local authorities for the environmentally safe disposal of your refrigerator.
4. Keep ventilation openings in the appliance enclosures or in the built-in structure clear of obstruction.
5. Do not use mechanical devices or other means to accelerate the defrosting process.
6. Do not damage refrigerant circuit.
7. Do not use electrical appliances inside the food storage compartment of the appliance.

STATE OF CALIFORNIA PROPOSITION 65 WARNINGS:

⚠ WARNING This product contains one or more chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

READ AND SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INFORMATION

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

INSTALLATION

⚠ WARNING **EXPLOSION HAZARD**

Keep flammable materials and vapors, such as gasoline, away from freezer. Failure to do so can result in fire, explosion, or death.

CONNECTING ELECTRICITY

⚠ WARNING **ELECTRICAL SHOCK HAZARD**

Plug into a grounded 3-prong outlet.

Do not remove the ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded.

The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this appliance.

Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.

Where a standard 2-prong wall outlet is encountered, it is your personal responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet.

The freezer should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.

A 115 Volt AC, 60 Hz, 15- or 20-amp fused, grounded electrical supply is required. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires.

Never unplug your freezer by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.

Immediately discontinue use of a damaged supply cord. If the supply cord is damaged, it must be replaced by a qualified service professional with an authorized service part from the manufacturer.

When moving the freezer away from the wall, be careful not to roll over or damage the power cord.

PROPER DISPOSAL OF YOUR OLD APPLIANCE

⚠ WARNING **SUFFOCATION AND ENTRAPMENT HAZARD**

Failure to follow these disposal instructions can result in death or serious injury

IMPORTANT: Child entrapment and suffocation are not problems of the past. Junked or abandoned appliances are still dangerous even if they will sit for "just a few days." If you are getting rid of your old appliance, please follow the instructions below to help prevent accidents.

Before You Throw Away Your Old Freezer:

- Take off the freezer lid.
- Leave the baskets in place so that children may not easily climb inside.

Refrigerant and Foam Disposal:

Dispose of refrigerator in accordance with Federal and Local Regulations. Flammable refrigerant and insulation material used require special disposal procedures. Contact your local authorities for the environmentally safe disposal of your refrigerator.

READ AND SAVE THESE INSTRUCTIONS

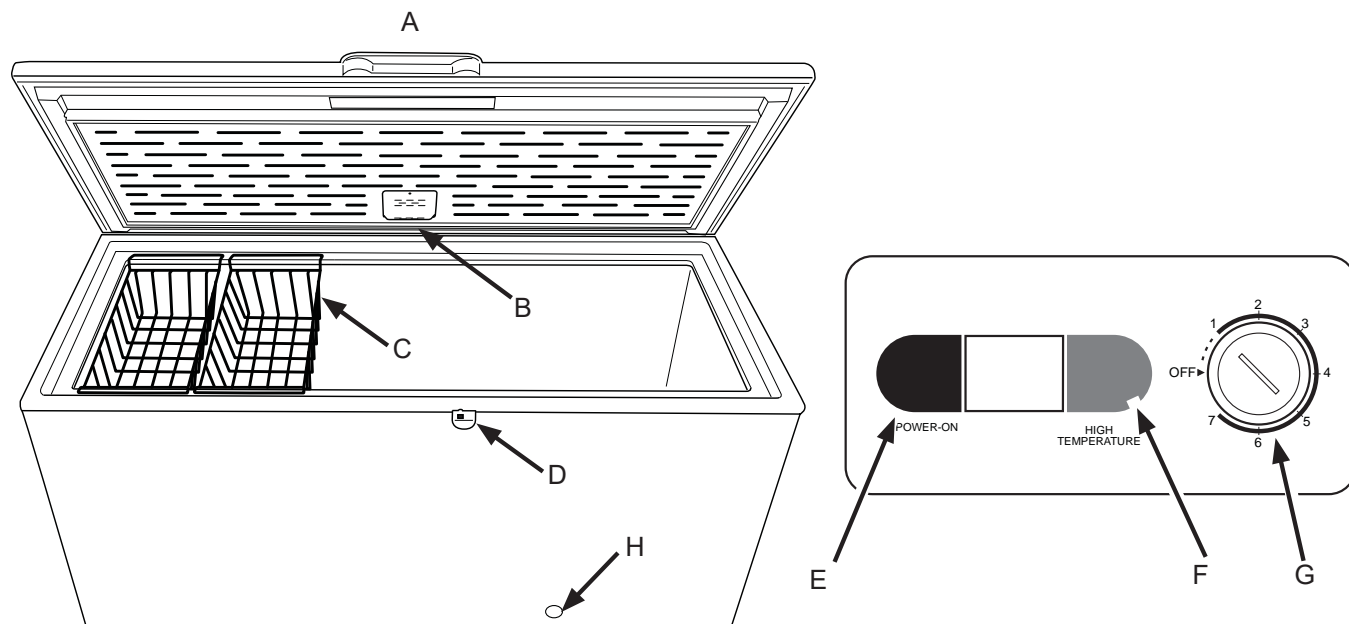
Operation

Starting the Freezer

1. Clean the inside of the freezer with a mild solution of baking soda and water (see Care and Cleaning).
2. Connect cord to power outlet.
3. Make sure the temperature control is set at 4 (recommended setting) between 1 (least cold) to 7 (coldest).
4. Allow freezer to operate for at least 6 to 8 hours before placing food inside.

Features

Controls



- A. Handle
- B. Light
- C. Removable Wire Basket (2)
- D. Security Lock (with key)
- E. Power Indicator (green light)
- F. Alarm Indicator (red light)
- G. Temperature Control
- H. Exterior Drain Plug

Freezer Status Lights

RED: The red light will turn on automatically when the temperature of the freezer is too high, above 23°F (-5°C). It will go off once the temperature is below 23°F (-5°C).

GREEN: The green light is the indicator light and assures you that your freezer is running. If the indicator light is not glowing, immediately check for power interruption, unplugged power cord, open circuit breaker, blown fuse, or burned out indicator light. If the light is burned out, contact service for a replacement.

Temperature Control Dial

Turn using a coin in the slot to adjust the freezer temperature between 1 and 7.

⚠ WARNING Freezer must be unplugged to avoid electrical hazard from power source when installing, cleaning or repairing the freezer

Features

Recommended Grounding Method

A 115 Volt, 60 Hz, AC only, 15- or 20-amp fused, grounded electrical supply is required. It is recommended that a separate circuit serving only your freezer be provided. Use an outlet that cannot be turned off by a switch. Do not use an extension cord.

Sliding Basket

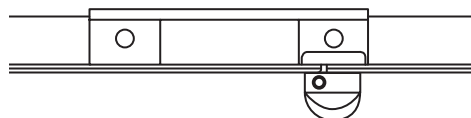
Store small packages in the basket to avoid losing them in the bottom of the freezer. The basket can be moved from side to side or it can be removed when loading or unloading the food below it.

To remove basket, lift it straight up and out. To replace basket, lower basket back into place.



Key Eject Lock

The lock is spring loaded so the key cannot be left in the lock. To lock or unlock, press the key in while turning. If the key is lost, contact your dealer for a replacement or go to GEApplianceParts.com. Always give the model and serial number of the freezer when requesting a replacement key.



⚠ WARNING

To prevent a child from being entrapped, keep the key out of reach of children and away from the freezer.

Defrosting Instructions

In most climates, defrosting will be necessary only about twice a year.

To have your freezer operate most efficiently, do not permit more than 1/4" (6 mm) thickness of frost, on average, to accumulate on the walls.

To remove frost, scrape with a plastic or wood spatula or scraper.

Do not use an ice pick, metal, or sharp-edged instrument as it may damage or scratch the freezer.

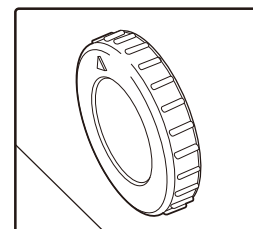
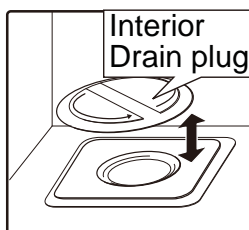
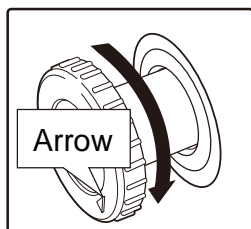
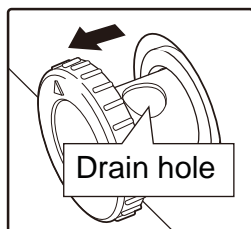
Do not use boiling water as it may damage the freezer.

Do not use any electrical device in defrosting your freezer.

For Complete Defrosting

1. Turn the temperature control to far left OFF setting and unplug the freezer.
2. Remove all food and place it in corrugated boxes, insulated bags, picnic coolers, etc. Use towels and newspapers for insulation as needed.
3. Place a tray (not included) in front of the freezer, beneath the exterior drain plug to collect the water. Pull out the drain plug about 1" (2.5 cm) until the drain hole on the plug shows completely. Turn the drain plug clockwise until the arrow is pointed down. Unscrew counterclockwise to remove the interior drain plug. This allows the water to flow out into the tray.
4. With the lid open, you may choose to use pans of hot tap water (less than 120° F [49° C]) to speed defrosting. Directing air from an electric fan into the freezer will also help. Do not place fan or any electrical device in the freezer. Remove large pieces before they melt.
5. Wipe water from walls with a towel or sponge.
6. After defrosting, clean the inside of the freezer (see Care and Cleaning).
7. Replace the drain plugs.
8. Plug in the freezer. Return the temperature control to its previous position and return food to the freezer.

NOTE: Water that has accumulated at the bottom of the freezer during defrosting will drain into the tray. Monitor the tray under the drain to avoid overflow.



⚠ WARNING Freezer must be unplugged to avoid electrical hazard from power source when defrosting unit.

Care And Cleaning

Cleaning Your Freezer

- **Outside.** Protect the paint finish. The finish on the outside of the freezer is a high quality, baked-on paint finish. With proper care, it will stay new-looking and rust-free for years. Apply a coat of appliance polish wax when the freezer is new and then at least twice a year. Appliance polish wax also works well to remove tape residue from freezer surfaces.

Keep the finish clean. Wipe with a clean cloth lightly dampened with appliance polish wax or mild liquid dishwashing detergent. Dry and polish with a clean, soft cloth. Do not wipe the freezer with a soiled dishwashing cloth or wet towel. Do not use scouring pads, powdered cleaners, bleach, or cleaners containing bleach.

NOTICE: Care should be taken in moving the freezer away from the wall. All types of floor coverings can be damaged, particularly cushioned coverings and those with embossed surfaces.

- **Inside.** Clean the inside of your freezer at least once a year. We recommend that the freezer be unplugged before cleaning. If this is not practical, wring excess moisture out of sponge or cloth when cleaning in the vicinity of switches, lights or controls.

Use warm water and baking soda solution—about a tablespoon of baking soda to a quart of water. Rinse thoroughly with water and wipe dry. Do not use cleaning powders or other abrasive cleaners. **DO NOT** wash removable parts in a dishwasher.

An open box of baking soda in the freezer will absorb stale freezer odors. Change the box every three months.

⚠ CAUTION Damp objects stick to cold metal surfaces. **DO NOT** touch interior metal surfaces with wet or damp hands.

In Case of Extended Power Failure

- Keep freezer lid closed. Your freezer will keep food frozen for 24 hours provided warm air is not admitted.
- If freezer is out of operation for 24 hours or more, add dry ice. Leave ice in large pieces. Add more ice as required.

⚠ CAUTION Handling of dry ice can cause freezing of the hands—gloves or other protection is recommended.

- If dry ice is not available, move food to a frozen food locker temporarily—until power is restored.

Preparing to Move

Turn the temperature control to OFF. Disconnect the power cord plug from the wall outlet. Remove foods, defrost (on Manual Defrost models) and clean the freezer.

Secure all loose items such as baskets by taping them securely in place to prevent damage.

Be sure freezer stays in upright position during actual moving and during transportation. The freezer must be secured during transportation to prevent movement. Protect outside of freezer with blanket.

Care And Cleaning

Preparing for Vacation

To maintain freezer in operation during vacations, be sure your house power is not turned off. For sure protection of freezer contents, you may want to ask a neighbor to check the power supply and freezer operation every 24 hours.

For extended vacations or absences, you may prefer to move your frozen foods to a storage locker temporarily. If your freezer is to be left empty, disconnect power cord plug from wall outlet. To prevent formation of odors, place open box of baking soda in freezer and leave freezer lid open.

Save Money and Energy

- The freezer should be located in the coolest area of the room, away from heat-producing appliances or heating ducts, and out of direct sunlight.
- Let hot foods cool to room temperature before placing in the freezer. Overloading the freezer 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 buildup inside the freezer.
- Freezer baskets should not be lined with aluminum foil, wax paper or paper towels. Liners interfere with cold air circulation, making the freezer less efficient.
- Organize and label food to reduce lid openings and extended searches. Remove as many items as needed at one time, and close the lid as soon as possible.

Preparing of Installation

Read these instructions completely and carefully.

Freezer Location

Your freezer should be conveniently located for day-to-day use in a dry, well-ventilated room.

Do not install the freezer where the temperature will go below 0°F (-18°C) or above 110°F (43°C), because it will not maintain proper temperatures.

Do not install the freezer in a location exposed to rain water or direct sunlight.

Be sure to install your freezer on a floor strong enough to support it when it is fully loaded.

Level Freezer

Level the freezer from side to side and front to back so that the lid will seal properly. Use shims to level the freezer if necessary.

NOTE: It should not be necessary to remove the lid during installation. If, for some reason, the hinges need adjustment, call a professional service company..

Clearances and Ventilation

Allow at least 2" (50.8 mm) clearance on both sides of the freezer and 2" (50.8 mm) between the back of the freezer and the wall. Leave room above the freezer to open the lid.

Do not cover the freezer with items such as blankets, sheets, tablecloths, etc. This reduces air circulation.

Keep flammable materials and vapors, such as gasoline, away from freezer.

Lid Removal

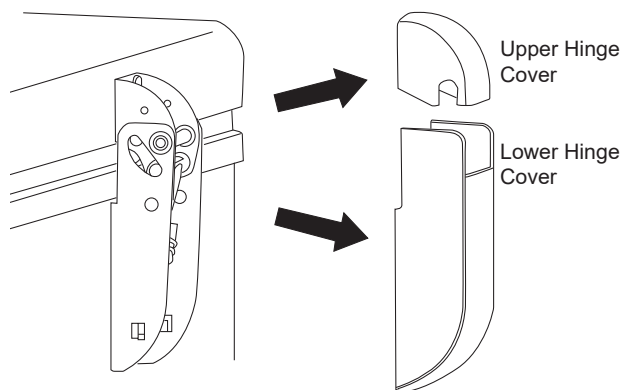
⚠ CAUTION LIFTING HAZARD

The lid is heavy. Use both hands to secure the lid before lifting.

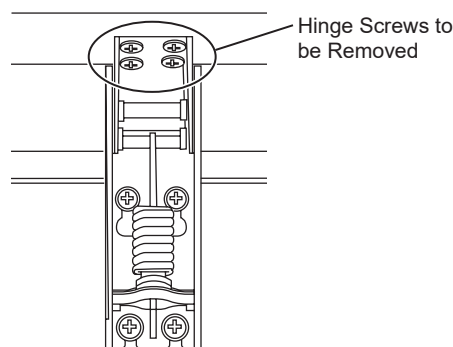
⚠ CAUTION HINGE SPRING UNDER TENSION

If it is necessary to remove the lid, follow these steps:

1. Remove the lower part of the hinge cover and then remove the upper part.



2. Open the lid to the maximum position. (The hinges are loosest at this position.)
3. Remove the 4 screws from the upper part of the hinge and lid. Do this for each of the 2 hinges.



4. To reinstall lid follow steps in reverse. Tighten all hinge screws but avoid over-tightening to prevent stripping. Reinstall hinge covers.

Troubleshooting Tips... Before you call for service

Save time and money! Review the charts on the following pages first and you may not need to call for service.

Problem	Possible Causes	What To Do
Freezer does not operate	Temperature control set to OFF position.	Turn the temperature control to a setting between 1 and 7.
	Freezer is unplugged.	Push the plug completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Replace fuse or reset the breaker.
Freezer starts/stops too frequently	Lid left open.	Check to see if package is holding lid open.
	Too frequent or too long lid openings.	Open the lid less often.
	Temperature control set too cold.	See About the operation of your freezer.
Freezer operates too long	Lid left open.	Check to see if package is holding lid open.
	Too frequent or too long lid openings.	Open the lid less often.
	Temperature control set too cold.	See About the operation of your freezer.
	Inadequate air circulation space around cabinet.	See Preparing to install the freezer.
	Room or outside weather is hot.	It's normal for the freezer to work harder under these conditions.
	Freezer has been disconnected recently for a period of time.	It takes 6-8 hours for the freezer to cool down completely.
	Large amounts of warm or hot food have been stored recently.	Warm food will cause the freezer to run more until the desired temperature is reached
Noisy operation or cabinet vibrates	Floor may be weak, causing freezer to vibrate when compressor is on.	Check to make sure freezer is located on solid floor and use shims, as needed, to level the unit.
	Cabinet is not positioned solidly on floor.	See Preparing to install the freezer. Use shims, as needed, to level the unit.
	Freezer is touching the wall.	Level freezer or move slightly. See Level Freezers.
Freezer temperature too warm	Lid left open.	Check to see if package is holding lid open.
	Too frequent or too long lid openings.	Open the lid less often.
	Temperature control is set too warm.	Turn control to a colder setting. Allow several hours for the temperature to stabilize.
	Large amounts of water or hot food may have been stored recently.	Wait until the freezer has had a chance to reach its selected temperature.
	Freezer has been disconnected recently.	Freezer requires 6-8 hours to cool down completely.
Foods defrosting	Temperature control set to OFF position.	Turn the temperature control to a setting between 1 and 7.
	Freezer is unplugged.	Push the plug completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Replace fuse or reset the breaker.
	Lid left open.	Check to see if package is holding lid open.
	Too frequent or too long lid openings.	Open the lid less often.
Freezer temperature too cold	Temperature control set too cold.	See About the operation of your freezer.

Troubleshooting Tips... Before you call for service

Problem	Possible Causes	What To Do
Moisture forms on outside of cabinet	Not unusual during periods of high humidity.	Wipe surface dry.
	Lid may not be seating properly, causing cold air from inside the freezer to meet warm moist air from the outside.	See Preparing to install the freezer.
Interior light does not work	No power at outlet.	Replace fuse or reset the breaker.
	Freezer is unplugged.	Push the plug completely into the outlet.
Lid won't fully close by itself	Package holding lid open.	Move package to a different location.
Slow starting time after being off	Built-in overload protection.	This is normal after being off.
Excessive frost buildup	Lid left open.	Check to see if package is holding lid open.
	Too frequent or too long lid openings.	Open the lid less often.
	Not unusual during periods of high humidity.	Wipe surface dry.
Freezer external surface temperature is warm	The external freezer walls can be as much as 30°F (16.7° C) warmer than room temperature.	This is normal while the compressor works to transfer heat from inside the freezer cabinet.
Louder sound levels whenever freezer is on	Modern freezers have increased storage capacity and more stable temperatures. They require a high-efficiency compressor.	This is normal. When the surrounding noise level is low, you might hear the compressor running while it cools the interior.
Higher sound levels when compressor comes on	Freezer operates at higher pressures during the start of the ON cycle.	This is normal. Sound will level off or disappear as freezer continues to run.
Popping or cracking sound when compressor comes on	Metal parts undergo expansion and contraction, as in hot water pipes.	This is normal. Sound will level off or disappear as freezer continues to run.
Bubbling or gurgling sound, like boiling water	Refrigerant (used to cool freezer) is circulating throughout the system.	This is normal.
Moisture forms on inside freezer walls	Weather is hot and humid, which increases internal rate of frost buildup.	This is normal.
	Lid may not be seating properly.	See Preparing to install the freezer.
	Lid is kept open too long, or is opened too frequently.	Open the lid less often.
Odors in freezer	Interior needs to be cleaned.	Clean interior with sponge, warm water and baking soda.
	Foods with strong odors are in the freezer.	Cover the food tightly.

Troubleshooting Tips... Before you call for service

Normal Operating Characteristics

These things are normal and do not indicate a need for service.

- A warm cabinet exterior as the refrigeration system transfers heat from the inside to the outside through the exterior cabinet walls.
- The sound of the high-efficiency compressor motor.

Freezer Warranty

Hotpoint.com

Hotpoint is backed by GE Appliances Service. All warranty service is provided by our Factory Service Centers, or an authorized Customer Care® technician. You can schedule service online at **Hotpoint.com/service** or call Hotpoint Service at 800.GE.CARES (800.432.2737). Please have your model number available when calling. In Canada, call 800.661.1616.

For the Period of:	Hotpoint Appliances Will Replace
One Year From the date of the original purchase	For 12 months from the date of original retail purchase, Hotpoint Appliances will choose, at its discretion, to replace or service the defective unit. Should Hotpoint Appliances decide to service the unit, Hotpoint Appliances will provide any part which fails due to a defect in materials or workmanship free of charge, along with any labor and related service costs to replace the defective part. During this period, should Hotpoint Appliances choose to replace the unit, it may do so by providing you with a certificate redeemable at a retailer for a replacement product.

What Hotpoint Will Not Cover:

- Service trips to your home to teach you how to use the product.
- Improper installation, delivery or maintenance.
- Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.
- Loss of food due to spoilage.
- Damage caused after delivery.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance.
- Product not accessible to provide required service.
- Associated costs when Hotpoint Appliances chooses to issue the consumer a certificate as a form of product replacement.

EXCLUSION OF IMPLIED WARRANTIES

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

For US Customers: This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. If the product is located in an area where service by a Hotpoint Appliances Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized Hotpoint Appliances Service location for service. In Alaska, the warranty excludes the cost of shipping or service calls to your home.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

Warrantor: GE Appliances, a Haier company

For Customers in Canada: This warranty is extended to the original purchaser and any succeeding owner for products purchased in Canada for home use within Canada. In-home warrant service will be provided in areas where it is available and deemed reasonable by Mabe to provide.

Warrantor Canada: MC Commercial, Inc., Burlington, Ontario, L7R 5B6

Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.

Consumer Support

Hotpoint Appliances Website

Visit **www.hotpoint.com** for all of your product and support needs.

Register Your Appliance

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material.

In the US: **Hotpoint.com/register**

In Canada: **Productsupport.mabe.ca/crm/Products/ProductRegistration.aspx**

Schedule Service

Expert GE Appliances repair service is only one step away from your door. Get on-line and schedule your service at your convenience any day of the year. In the US: **Hotpoint.com/service** or call 800.432.2737 during normal business hours.

In Canada: call 888.880.3030

Extended Warranties

You may purchase a Hotpoint Appliances extended warranty online at **Hotpoint.com/extended-warranty** or call 800-626-2224.

In Canada: call 888.880.3030

Parts and Accessories

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day.

In the US: **GEApplianceparts.com** or by phone at 877.959.8688 during normal business hours.

Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.

Customers in Canada should consult the yellow pages for the nearest MC Commercial service center, visit our website at **GEAppliances.ca/en/products/parts-filters-accessories** or call 800.661.1616.

Contact Us

If you need to contact us for any reason, please visit **Hotpoint.com/contact** or call 800.626.2005.

You may also write to:

In the US: General Manager, Customer Relations | GE Appliances, Appliance Park | Louisville, KY 40225

GEAppliances.com/contact

In Canada: Director, Consumer Relations, Mabe Canada Inc. | Suite 310, 1 Factory Lane | Moncton, N.B. E1C 9M3

GEAppliances.ca/en/contact-us