



Problem: There is a build-up of ice in the freezer. It's difficult to pull out the freezer drawers.

Solution: You just need to defrost your freezer – this is very easy and it's good practice to do at least once during your tenancy.

If your freezer is beginning to look like this -----> it's time to defrost it, by following the simple steps below.



- 1). You'll need to turn off your freezer while you defrost it: if you have a fridge/freezer this means you'll have to turn the whole appliance off to defrost the freezer compartment. Transfer your freezer food into a cooler bag or put into carrier bags and place in the lower part of the fridge. Keep the fridge door closed while the freezer defrosts and your food will stay cool until you can turn the whole appliance back on.
- 2). Turn off the freezer, or fridge/freezer at the wall where it plugs in and leave the freezer door open. As the ice melts it will seep onto the floor so put down some tea towels or some handtowels to collect some of this water, until all of the ice has melted and you can mop up.
- 3). If you're strapped for time, boil the kettle and place a few containers of hot water into the freezer to help the built up ice melt. You can use a blunt utensil like a wooden spoon to gently scrape out the ice as it breaks away, while not damaging the freezer.
- 4). Once all the ice in the freezer has melted you just need to mop up any liquid on the floor and wipe out the freezer drawers and freezer compartment generally. Turn the freezer or fridge/freezer back on at the wall, get your food back into the freezer and you're done.

Taking these simple steps will mean the appliance works most effectively (reducing your energy bills) and meaning you can store food and get it out/into the freezer with ease.