

**RF463304**

**RF463305**

**RF463505**

Freezer

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## Safety instructions

This appliance complies with the relevant safety regulations for electrical appliances and is fitted with noise suppression.

The refrigeration circuit has been checked for leaks.

### About these instructions

- Read and follow the operating and installation instructions. They contain important information on how to install, use and maintain the appliance.
- The manufacturer is not liable if you disregard the instructions and warnings in the operating and installation instructions.
- Retain all documents for subsequent use or for the next owner.

### Risk of explosion

- Never use electric devices inside the appliance (e.g. heaters or electric ice makers).
- Do not store products which contain flammable propellants (e.g. spray cans) or explosive substances in the appliance.
- Store high-percentage alcohol tightly closed and standing up.

### Risk of electric shock

Improper installations and repairs may put the user at considerable risk.

- If the mains cable is damaged: Immediately disconnect appliance from the electricity supply.
- Do not use multiple sockets, extension leads or adapters.

- Have the appliance repaired by the manufacturer, Customer Service or a similarly qualified person only.
- Use original parts supplied by the manufacturer only.

The manufacturer guarantees that these parts satisfy the safety requirements.

### Risk of cold burns

- Never put frozen food straight from the freezer compartment into your mouth.
- Avoid prolonged contact of skin with frozen food, ice and the tubes in the freezer compartment.

### Risk of injury

Containers which contain carbonated drinks may burst.

Do not store containers which contain carbonated drinks in the freezer compartment.

### Danger due to refrigerants

The tubes of the refrigeration circuit convey a small quantity of an environmentally friendly but flammable refrigerant (R600a). It does not damage the ozone layer and does not increase the greenhouse effect. If refrigerant escapes, it may injure your eyes or ignite.

- Do not damage the tubes.

If the tubes are damaged:

- Keep naked flames and ignition sources away from the appliance.
- Ventilate the room.
- Switch off the appliance and pull out the mains plug.
- Call the after-sales service.

## **Avoiding placing children and vulnerable people at risk**

At risk are:

- Children,
- People who have limited physical, mental or sensory abilities,
- People who have inadequate knowledge concerning safe operation of the appliance.

Measures:

- Ensure that children and vulnerable people have understood the hazards.
- Children or vulnerable people must be supervised by a responsible person when using the appliance.
- Only children from 8 years and above may use the appliance.
- Supervise children while the appliance is being cleaned or maintained.
- Never allow children to play with the appliance.

## **Risk of suffocation**

- If the appliance features a lock: keep the key out of the reach of children.
- Keep children away from the packaging and its parts.

## **Damage**

To prevent damage:

- Do not stand or support yourself on the base, runners or doors.
- Keep plastic parts and door seals free of oil and grease.
- Pull the mains plug – not the power cord.

## **Weight**

The appliance is very heavy. The appliance should always be transported and set up by at least 2 persons.

→ *"Installing the appliance" on page 6*

## Intended use

Use this appliance

- only for freezing food, making ice and dispensing drinking water.
- only in the home and in the home environment.
- only according to these operating instructions.

This appliance is intended for use up to a maximum height of 2000 metres above sea level.

## Environmental protection

### Packaging

All materials are environmentally safe and recyclable:

- Dispose of packaging in an environmentally friendly manner.
- Please ask your dealer or inquire at your local authority about current means of disposal.

### Old appliances

Valuable raw materials can be reclaimed by recycling old appliances.

**⚠ Warning – Children may become locked in the appliance and suffocate!**

- To prevent children from climbing in, leave shelves and containers in the appliance.
- Keep children away from the redundant appliance.

#### Caution!

**Refrigerant and harmful gases may escape.**

Do not damage the tubes of the refrigerant circuit and insulation.

- 1 Remove the mains plug.
- 2 Sever the power cord.
- 3 Have the appliance disposed of professionally.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

## Installation and connection

### Scope of supply

After unpacking all parts, check for any damage in transit.

If you have any complaints, contact the dealer from whom you purchased the appliance or our customer service.

→ "Customer service" on page 30

The delivery consists of the following parts:

- Built-in appliance
- Interior fittings (depending on model)
- Installation material
- User manual
- Installation instructions
- Customer service booklet
- Warranty enclosure
- Information on the energy consumption and noises

### Technical specifications

Refrigerant, cubic capacity and further technical specifications can be found on the rating plate.

→ "Getting to know your appliance" on page 9

### Installing the appliance

#### Installation location

The more refrigerant an appliance contains, the larger the room must be in which the appliance is situated. Leaking refrigerant can form a flammable gas-air mixture in rooms which are too small.

The room must be at least 1 m<sup>3</sup> per 8 g of refrigerant. The amount of refrigerant in your appliance is indicated on the rating plate inside the appliance.

→ "Getting to know your appliance" on page 9

The weight of the appliance may be up to 460 kg depending on the model. The base must be sufficiently stable and should not give. If necessary, reinforce the floor.

#### Permitted room temperature

The permitted room temperature depends on the climatic class of the appliance.

Information on the climatic class can be found on the rating plate.

→ "Getting to know your appliance" on page 9

#### Climatic category Permitted room temperature

<b>SN</b>	+10 °C ... 32 °C
<b>N</b>	+16 °C ... 32 °C
<b>ST</b>	+16 °C ... 38 °C
<b>T</b>	+16 °C ... 43 °C

The appliance is fully functional within the permitted room temperature.

If an appliance of climatic class SN is operated at colder room temperatures, the appliance will not be damaged up to a room temperature of +5 °C.

### Built-in cut-out

The cut-out must fulfil these criteria:

- Anti-tilt bracket must be fitted
- Cut-out depth min. 610 mm, for flush installation 635 mm
- rectangular
- stable – the side panels and the top must be min. 16 mm thick and securely attached to the bottom or wall
- Depth of shortest side panels min. 100 mm

### Side-by-side installation

Observe the specifications in the installation instructions for a side-by-side installation.

If a partition wall is required between the appliances, it must be at least 16 mm wide.

## Tips for saving energy

If you follow the instructions below, your appliance will use less power.

**Note:** The arrangement of the features does not affect the energy consumption of the appliance.

### Installing the appliance

Keep the appliance out of direct sunlight.	The appliance needs to cool less frequently at low ambient temperatures and therefore consumes less power.
Install the appliance as far away as possible from heating elements, cooker and other heat sources:	
At least 1¼" (3 cm) from electric or gas cookers.	
At least 11¾" (30 cm) from oil or solid-fuel cookers.	
<b>Note:</b>	
If this is not possible, attach an insulating plate between the appliance and heat source.	
Select an installation location with a room temperature of approx. 20 °C.	
Do not cover or block the ventilation openings.	If the warm air can escape, the appliance needs to cool less frequently and therefore consumes less power.
Ventilate the room daily.	

### Using the appliance

Open the appliance door only briefly.	The air in the appliance does not warm up so intensely. The appliance needs to cool less frequently and therefore consumes less power.
Transport purchased food in a cool bag and place in the appliance quickly.	
Allow warm food and drink to cool down before placing in the appliance.	
Thaw frozen food in the refrigerator compartment to utilise the low temperature of the frozen food.	
Always leave a space between the food and the back wall.	The air can circulate and the humidity will remain constant. The appliance needs to cool less frequently and therefore consumes less power.
Pack food airtight.	
Do not cover or block the ventilation openings.	The appliance consumes less power if warm air can escape.
Vacuum the ventilation openings once a year.	

## Before using your appliance for the first time

- 1 Remove information material, adhesive tape and protective film.
- 2 Clean the appliance.  
→ "Cleaning" on page 25

## Water connection

### Caution!

- Installation and connection of the appliance must be carried out by qualified technicians according to the installation instructions supplied.
- To avoid damage to the appliance and to ensure its proper functioning, it should only be connected to a drinking water system.
- To avoid water damage, a shut-off valve must be installed.

### Water pressure of drinking water system

### Caution!

To avoid damage to the appliance, a pressure relief valve must be installed between the drinking water connection and the tubing, should the water pressure exceed the maximum value.

**Note:** If the water pressure is too low, this will impair the relevant functions of the appliance.

- Min. 0.2 Mpa (2 bar / 29 psi)
- Max. 0.8 Mpa (8 bar / 116 psi)

## Electrical connection

### Caution!

Do not connect the appliance to electronic energy saver plugs.

**Note:** You can connect the appliance to mains-controlled and sine-controlled inverters. Mains-controlled inverters are used for photovoltaic systems which are connected directly to the national grid. Sine-controlled inverters must be used for isolated applications. Isolated applications, e.g. on ships or in mountain lodges, which are not connected directly to the national grid.

- 1 After installing the appliance, wait at least 1 hour before connecting it to prevent damaging the compressor.

- 2 Connect the appliance via a correctly installed socket. The socket must comply with the following data:

Socket with	220 V ... 240 V
Conductor	50 Hz
Fuse	10 A ... 16 A

Outside Europe: Check whether the indicated current type of the appliance corresponds with the values of your power supply. Appliance specifications are on the rating plate.

→ "Getting to know your appliance" on page 9

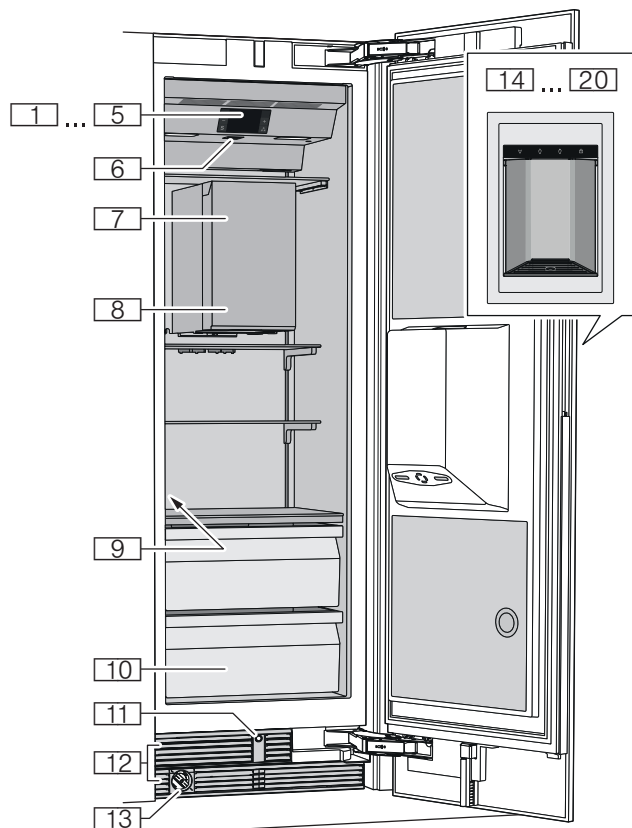
- 3 Connect the appliance to a socket near the appliance. The socket must also be freely accessible following installation of the appliance.

### **Warning – Risk of electric shock!**

If the length of the mains cable is inadequate, never use multiple sockets or extension leads. Instead, please contact Customer Service for alternatives.



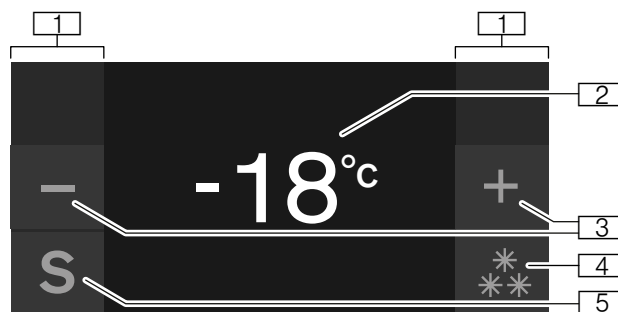
## Getting to know your appliance



## Appliance

- 1 ... 5 Controls
- 6 Main switch on/off
- 7 Ice maker
- 8 Ice cube container
- 9 Rating plate
- 10 Frozen food container
- 11 Automatic door opening
- 12 Ventilation opening
- 13 Particle filter
- 14 ... 20 Ice and water dispenser

## Controls



- 1 Touch fields  
There are sensors under the touch fields. Touching the symbol calls up the respective function.
- 2 Freezer compartment temperature display  
Indicates the set temperature in °C/°F.
- 3 -/+ buttons  
Used to change the temperature.
- 4 \*\*\*/\*\* button  
Switches super freezing on or off.
- 5 S button  
Opens main menu.

### Main menu

Press **S** button to open the main menu.

In the main menu you can find:

- Basic settings
- Display lock for cleaning
- Ice cube production
- Eco mode
- Reset water filter counter
- Self-test
- Rest mode (when active)

→ "Operating the appliance" on page 13

## Basic settings menu

To access the **Basic settings** menu:

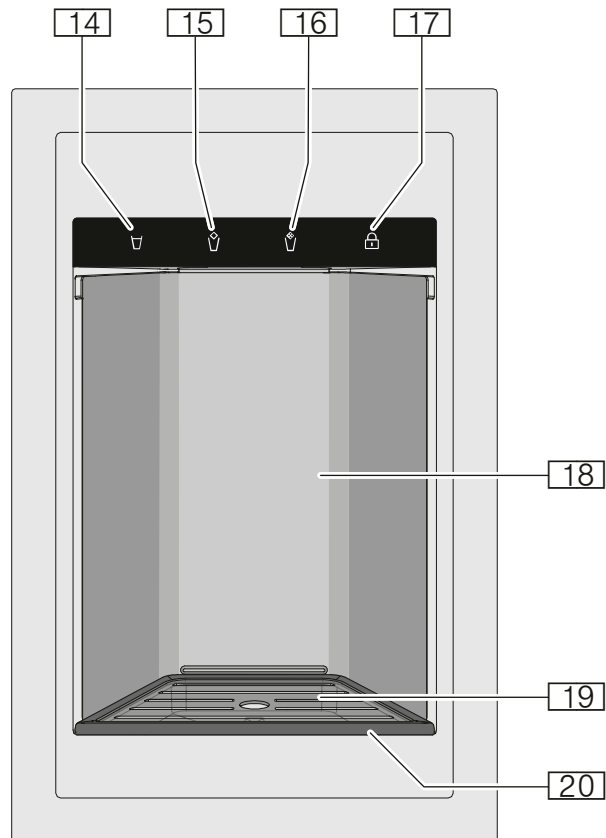
- 1 Press **S** button.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Open menu using **✓** button.

In the **Basic settings** menu you will find the following sub-menus and setting options:

- Brightness
- Display screen
- Touch field colour
- Touch field tone type
- Touch field tone volume
- Signal tone volume
- Water filter counter
- Dimming when door is opened and closed
- Ice and water dispenser light
- Ice and water dispenser proximity sensor
- Temperature unit
- Language
- Factory settings
- Demo mode
- Rest mode
- Automatic door opening
- Home network
- Automatic display lock for cleaning

→ "Operating the appliance" on page 13

## Ice and water dispenser

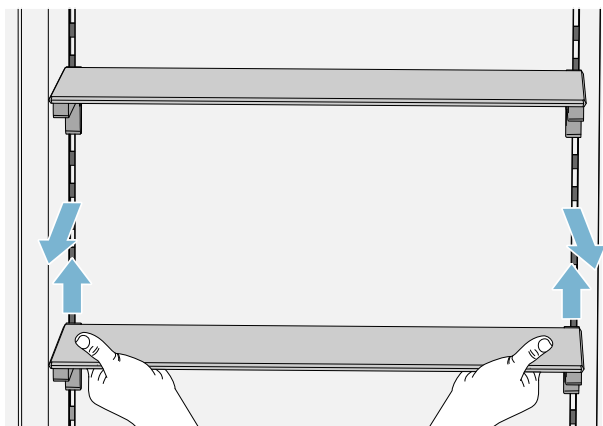


- 14 WATER button**  
Starts water dispensing.
- 15 CUBED button**  
Starts ice cube dispensing.
- 16 CRUSHED button**  
Starts dispensing crushed ice.
- 17 LOCK button**  
Locks controls for ice and water dispenser (child lock). To switch on or off, hold down for 3 seconds.
- 18 Ice and water dispenser cover**
- 19 Drip grate**
- 20 Drip tray**

## Interior fittings

### Shelf

You can remove and adjust the shelf:



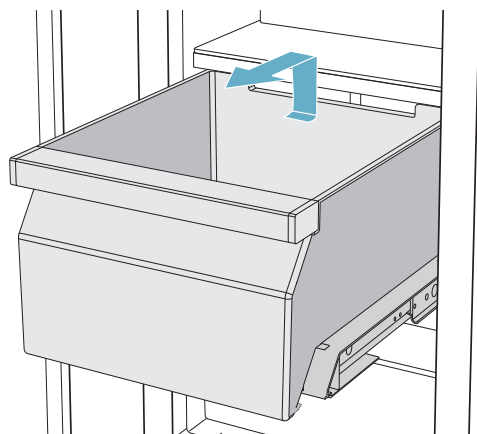
- 1 Lift shelf and remove.
- 2 When re-inserting, insert hooks on back of shelf at same height to make it level.

**Note:** Insert shelf carefully to avoid scratches to appliance.

### Container

You can remove the container:

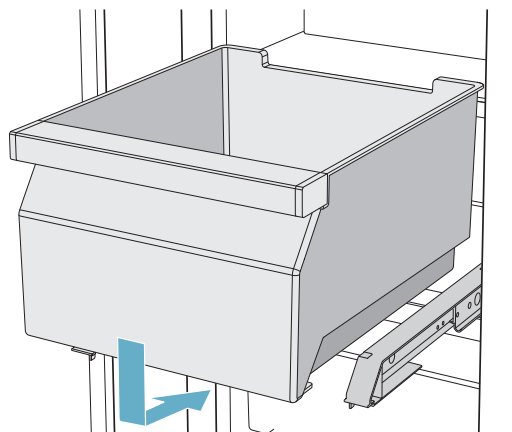
- Press container to the rear,
- Lift the container at the rear and remove.



You can insert the container:

- Pull out telescopic rails all the way

- Place the container on the telescopic rails and push into the appliance until it engages.



### Ice pack

In the event of a power failure or a fault:

- The ice pack delays the warming of the stored frozen food.

**Note:** The longest storage time is obtained by placing the ice pack on the food in the top compartment.

You can take out the ice pack for temporarily keeping food cool, e.g. in a cool bag.

### Ice maker

#### Caution!

#### Damage to the appliance!

Never store bottles or food in the ice cube container, even for short periods. This can block and damage the ice maker.

Ice cube production starts as soon as the appliance has reached the set temperature.

#### Notes

- Discard the first 30-40 ice cubes for hygiene reasons.
- Ice cube production stops automatically when the ice cube container is full.

Information about switching ice cube production on and off

→ "Switching ice cube production on or off" on page 14

### Particle filter

The particle filter supplied will only filter particles out of drinking water, not bacteria or microbes.

The particle filter can remain in the appliance permanently: it does not need to be changed.

**Note:** You can also use the appliance with a water filter. If you have replaced the particle filter with a water filter, you must switch the water filter counter on.

→ *"Switching the water filter counter on and off" on page 15*

The water filter must be changed regularly. To do so, note the information on the water filter.

A new particle filter or water filter can be obtained from customer service or a specialist dealer.

### Cleaning particle filter

The particle filter can remain in the appliance permanently: it does not need to be changed. We recommend cleaning it once a year.

This is how to clean the particle filter:

- 1 Turn the cap of the particle filter anticlockwise.
- 2 Pull out the particle filter.
- 3 Remove the inner filter at the rear of the particle filter.
- 4 Clean the filter under running water.
- 5 Replace the inner filter at the rear of the particle filter.
- 6 Slide the particle filter to the stop in the filter opening.

**Note:** The holder on the cap must be horizontal here.

- 7 Turn the particle filter clockwise to the stop.
- 8 When using a water filter: Reset water filter counter.

→ *"Reset water filter counter" on page 14*

**Note:** When a particle filter is used, the water filter counter is not required and therefore remains switched off.

### Changing the particle filter or replacing with a water filter

The particle filter can remain in the appliance permanently: it does not need to be changed. You can however change the particle filter if required or replace it with a water filter.

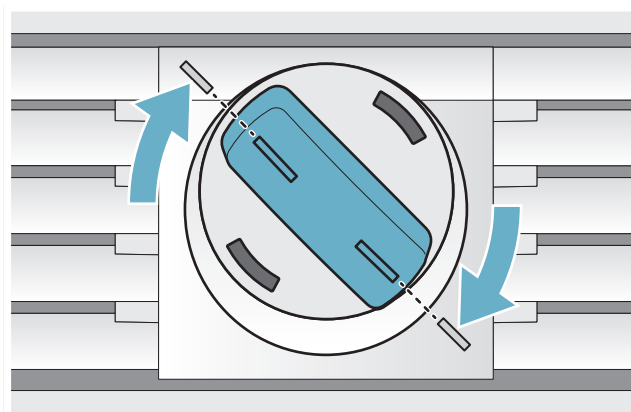
**Note:** After installing a particle or water filter, discard all ice cubes produced over the first 24 hours.

- 1 Turn the cap of the particle filter anticlockwise.
- 2 Pull out the particle filter.
- 3 Remove the protective cap from the new filter.
- 4 Take off the cap of the old particle filter and put it on the new particle or water filter.
- 5 Slide the new particle or water filter to the stop in the filter opening.

**Note:** The cap must be horizontal here.

- 6 Turn the particle or water filter clockwise to the marking.

**Note:** If the particle or water filter is not turned far enough, damage will be caused by water leaking out.



- 7 When using a water filter: Switch the water filter counter on.

→ *"Reset water filter counter" on page 14*

**Note:** When a particle filter is used, the water filter counter is not required and therefore remains switched off.

- 8 Discard the ice cubes produced over the first 24 hours.

- 9 Drain the water out of the old particle filter.

**Note:** You can dispose of the old particle filter with your household waste.

## Operating the appliance

### Switching on the appliance

- 1 Press the **main On/Off switch**.  
The appliance starts cooling and the light is switched on when the door is open.
- 2 Set the required temperature.  
→ "Setting the temperature" on page 13

#### Operating tips

- After the appliance has been switched on, it may take several hours until the set temperatures have been reached. Do not put in any food until the selected temperature has been reached.
- The fully automatic NoFrost system ensures that the freezer compartment remains free of ice.  
Defrosting is not required.
- The sides of the housing are partly heated slightly. This prevents condensation in the area of the door seal.
- If the freezer compartment door cannot be immediately re-opened after it has been closed, wait until the resulting low pressure has equalised.

### Switching off and disconnecting the appliance

#### Switch off the appliance

- Press the **main On/Off switch**.  
The appliance no longer cools.

#### Disconnecting the appliance

##### Caution!

Deterioration in water quality

The water supply must be turned off 3 hours before disconnecting. This prevents mould forming with any unused water.

If you do not use the appliance for a prolonged period:

- 1 Turn off the water supply to the appliance and wait 3 hours.
- 2 Remove groceries.
- 3 Press the **main On/Off switch**.
- 4 Pull out the mains plug or switch off the fuse.  
The appliance no longer cools.
- 5 Empty the ice cube container and clean the appliance.  
→ "Cleaning" on page 25
- 6 Leave the appliance open.

## Setting the temperature

#### Recommended temperature

Freezer compartment: -18 °C

#### Freezer compartment

- Keep pressing the button **-/+** until the display indicates the required temperature.

### Fast freezing

Fast freezing cools the freezer compartment as cold as possible.

Switch on fast freezing e.g.:

- to freeze food solid as quickly as possible
- 4 ... 6 hours before freezing food weighing 2 kg or more
- to use the max. freezing capacity

**Note:** When fast freezing is switched on, increased operating noise may occur.

After approx. 2 ½ days the appliance switches to normal operation.

Switching fast freezing on or off

- Press **\*\*/\*** button.

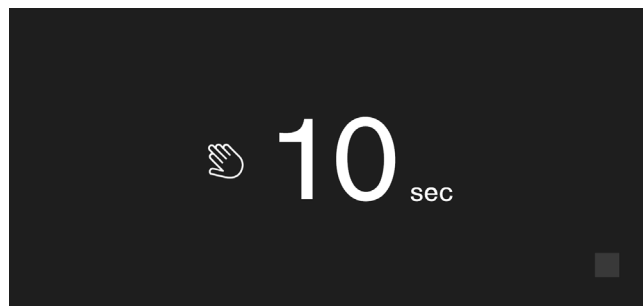
### Display lock for cleaning

You can use this function to switch off the touch function of the controls for 10 seconds. During this time you can clean the display.

→ "Cleaning the display" on page 25

- 1 Press **S** button to open the main menu.
- 2 Press **▶** button.

The cleaning display appears and the countdown starts.



## Switching ice cube production on or off

### Caution!

Damage to the appliance.

Never store bottles or food in the ice cube container, even for short periods. This can block and damage the ice maker.

Ice cube production starts as soon as the appliance has reached the set temperature.

**Note:** Ice cube production stops automatically when the ice cube container is full.

### Switching ice maker on or off

- 1 Press **S** button to open the main menu.
- 2 Use **>** button to move to the menu item **Ice cube production**.
- 3 Press **▶/■** button.

## Eco mode

Eco mode switches the appliance to energy-saving operation.

**The appliance automatically sets the following temperatures:**

- Freezer compartment: -16 °/3 °

### Switching Eco mode on or off

- 1 Press **S** button to open the main menu.
- 2 Press **>** button to move to the menu item **Eco mode**.
- 3 Press **▶/■** button.

The temperature is changed and the display shows the new temperature. When Eco mode is switched off, the recommended temperature is set.

**Note:** You can also switch Eco mode on or off by adjusting the temperature with the **-/+** buttons.

## Reset water filter counter

If you are using a water filter in your appliance instead of the particle filter supplied, you have to reset the water filter counter whenever you have replaced the water filter.

→ "Switching the water filter counter on and off" on page 15

- 1 Press **S** button to open the main menu.
- 2 Use **>** button to move to the menu item **Reset water filter counter**.

- 3 Press **✓** button to confirm and confirm the query again with **✓** button.

**Note:** If you cancel the query or take longer than 10 seconds to make an input, the water filter counter will not be reset.

## Self-test

This function can be used to start fault analysis on your appliance.

→ "Appliance self-test" on page 30

## Setting the brightness of the control panel

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **\\_** button to open the menu item **Brightness**.
- 5 Press **< >** buttons to set the required brightness.
- 6 Press **✓** button.  
The setting is saved.
- 7 Press **X** button to exit the menu.

## Setting up the display screen

You can choose between the settings **Reduced** and **Standard**. With the setting **Reduced** only the temperature and active special functions are displayed on the control panel after a short period without operation. If the touch fields are touched, all buttons will be visible again.

With the setting **Standard** all buttons always remain visible.

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Use **>** button to move to the menu item **Display screen**.
- 5 Press **\\_** button.
- 6 Press **< >** buttons to move to the required setting.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Setting the touch field colour

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **>** button to move to the menu item **Touch field colour**.
- 5 Press **\\_** button.
- 6 Press **< >** buttons to move to the required setting.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Setting the touch field tone type

You can change or switch off the sound of the tones generated when pressing buttons.

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button to open the menu item.
- 4 Press **>** button to move to the menu item **Touch field tone type**.
- 5 Press **\\_** button to open the menu item.
- 6 Press **< >** buttons to select the required setting.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Setting the touch field tone volume

You can adjust the volume level of the sounds generated when pressing buttons.

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button to open the menu item.
- 4 Press **>** button to move to the menu item **Touch field tone volume**.
- 5 Press **\\_** button to open the menu item.
- 6 Press **< >** buttons to select the required setting.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Setting the signal tone volume

You can adjust the volume level of the signal tones generated e.g. with alarms.

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button to open the menu item.
- 4 Press **>** button to move to the menu item **Signal tone volume**.
- 5 Press **\\_** button to open the menu item.
- 6 Press **< >** buttons to select the required setting.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Switching the water filter counter on and off

If you have replaced the particle filter with a water filter, switch the water filter counter on. This will remind you to replace the water filter in good time.

- 1 Press **S** button to open the main menu.
- 2 Use **<** button to move to the **Basic settings** menu.
- 3 Press **✓** button.
- 4 Use **>** button to move to the menu item **Water filter counter**.
- 5 To change the setting, press **\\_** button.
- 6 Select the required setting.
- 7 Confirm the selection by pressing **✓** button.

## Dimming when door is opened and closed

If dimming is switched on, the light will slowly become brighter when the door is opened, and then slowly darker when it is closed.

### Switching dimming on or off when opening and closing the door

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **>** button to move to the menu item **Dimming when opening and closing the door**.
- 5 Press **\\_** button.
- 6 Press **>** button to move to the menu item **On or Off**. Press **✓** button to confirm.

## Ice and water dispenser light

Use this function to set how long the light will illuminate the ice and water dispenser.

### Setting ice and water dispenser light

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button to open the menu item.
- 4 Use **>** button to move to the menu item **Ice and water dispenser light**.
- 5 Press **\\_** button to open the menu item.
- 6 Press **>** button to select the required duration.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Ice and water dispenser proximity sensor

When the proximity sensor is switched on, the ice and water dispenser light switches on automatically as soon as a glass is held underneath.

### Switching proximity sensor on or off

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button to open the menu item.
- 4 Press **>** button to move to the menu item **Motion sensor**.
- 5 Press **\\_** button to open the menu item.
- 6 Press **< >** buttons to move to the required setting.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Setting the temperature unit

You can choose between the unit °C and °F.

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **<** button to move to the menu item **Temperature unit**.
- 5 Press **\\_** button.
- 6 Press **< >** buttons to move to the required unit.
- 7 Press **✓** button.  
The unit will be changed.
- 8 Press **X** button to exit the menu.

## Setting the language

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **<** button to move to the menu item **Language**.
- 5 Press **\\_** button.
- 6 Press **< >** buttons to move to the required language.
- 7 Press **✓** button.  
The display restarts, and the start screen is displayed.

## Resetting to factory settings

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **<** button to move to the menu item **Factory settings**.
- 5 Press **\\_** button.  
A signal tone sounds and a message to confirm reset appears.
- 6 Press **✓** button.  
All settings are reset to the factory settings.
- 7 Press **X** button to exit the menu.



## Switching demo mode on or off

The cooling function of the appliance is switched off. All other functions can be used.

**Note:** Do not store any food in demo mode as the appliance remains at room temperature.

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **<** button to move to the menu item **Demo mode**.
- 5 Press **\\_** button.
- 6 Press **< >** buttons to select the setting **On** or **Off**.
- 7 Press **✓** button.  
The setting is saved.
- 8 Press **X** button to exit the menu.

## Rest mode

The appliance switches off the following:

- Automatic door opening  
**Note:** With handle-free installation, please note that you will not be supported when opening the door during this time.  
To open the door in this case, reach from below under the bottom panel of the unit.
- Ice maker
- Audible signals
- Interior lighting
- Messages on the control panel
- Background illumination of control panel is reduced

### Switching rest mode on or off

#### Displaying or hiding Rest mode in the main menu

To use Rest mode, you first have to display the function in the main menu:

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button.
- 4 Press **<** button to move to the menu item **Rest mode**. Press **\\_** button.
- 5 Press **>** buttons to move to the menu item **Available** or **Not available**. Confirm by pressing **✓** button.
- 6 Press **X** button to exit the menu.

The function is displayed or hidden in the main menu.

#### Switching Rest mode on

- 1 Press **S** button to open the main menu.
- 2 Press **⌚** button to open the view **Rest mode duration**.
- 3 Use **-/+** buttons to change the duration.
- 4 Press **▶** button to start.  
The appliance switches all listed functions off.

#### Switching Rest mode off

- After the selected time elapses, the appliance switches to normal operation.
- To end Rest mode before expiry of the selected time, press **■** button.

## Automatic door opening

The automatic door opening function supports you in opening the door.

As soon as you activate this function, automatic door opening moves out and supports you in opening the door.

### Caution!

Repeatedly closing the door too early will cause automatic door opening to fail or wear out.

Do not close the door as long as automatic door opening is still moved out.

If you have nevertheless closed the door, leave it closed for 5 minutes. Automatic door opening will re-adjust itself.

### Open the menu item Automatic door opening:

- 1 Press **S** button to open the main menu.
- 2 Use **◀** button to move to the **Basic settings** menu.
- 3 Press **✓** button to open the menu.
- 4 Use **◀** button to move to the menu item **Automatic door opening**.
- 5 To change the setting, press **\\_** button.

### Switching on Push-to-open system

In an installation situation without handles you can select the Push-to-open system. Your appliance will then open a crack if you press lightly on the door.

**Note:** Please note that automatic door opening is disabled if Rest mode is activated.

- 1 Open the menu item **Automatic door opening**.
- 2 Select menu item **Push-to-open system**.
- 3 Press **✓** button to open the menu item.
- 4 Select **Opening force**. Here you can select the level of force required to activate automatic door opening.
- 5 Select **Opening duration**. Here you can select how long the door should remain open a crack before it closes again automatically.

**Note:** If the door remains open a crack, the appliance checks once a second whether the door is still ajar. After the selected opening duration elapses, the appliance will close the door automatically.

### Switching on Pull-to-open system

In an installation situation with handles you can select the Pull-to-open system. Your appliance will support you in opening the door as soon as you pull on the handle.

- 1 Open the menu item **Automatic door opening**.
- 2 Select menu item **Pull-to-open system**.
- 3 Press **✓** button to open the menu item.
- 4 Select **Opening force**. Here you can select the level of force required to activate automatic door opening.

### Switching off automatic door opening

- 1 Open the menu item **Automatic door opening**.
- 2 Select menu item **Off**.

## Automatic display lock for cleaning

You can use this function to select whether the clean lock is switched on automatically when the door is opened.

- 1 Press **S** button to open the main menu.
- 2 Press **◀** button to move to the **Basic settings** menu item.
- 3 Press **✓** button.
- 4 Use **◀** button to move to the **Automatic display lock for cleaning** menu item.
- 5 To change the setting, press **\\_** button.

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## Alarm

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### Door alarm

If the appliance door is open for a longer time, the door alarm (continuous audible signal) switches on.

- Close the appliance door.  
The audible warning signal is switched off.

## Home Connect

This appliance is Wi-Fi-capable and can be remotely controlled using a mobile device.

**Note:** Wi-Fi is a registered trademark of the Wi-Fi Alliance.

In the following cases, the appliance functions like a refrigerator without a network connection and can still be manually operated via the controls:

- The appliance is not connected to a home network.
- Home Connect service is not available in the country in which the appliance is set up. For an overview of the countries in which Home Connect is available, see [www.home-connect.com](http://www.home-connect.com).

**Note:** Please observe the safety information in this instruction manual. Ensure that this is also observed if you operate the appliance via the Home Connect app and are not at home when doing so.

→ "Safety instructions" on page 3

Follow the instructions in the Home Connect app as well.

## Setting up Home Connect

### Notes

- Wait at least 2 minutes after switching on the appliance before setting up Home Connect. Only then is internal appliance initialisation complete.
- Observe the Home Connect supplementary sheet, which is available with the instructions for download under [www.gaggenau.com](http://www.gaggenau.com). Enter the E-number of your appliance in the search field.
- To change the settings of your appliance with Home Connect, you have to install the Home Connect app on your mobile device.  
Please observe the supplied Home Connect documents for doing this.  
Follow the steps specified by the app.

### Home network menu

Here's how to open the **Home network** menu:

- 1 Press **S** button to open the main menu.
- 2 Press **<** button to move to the menu item **Basic settings**.
- 3 Press **✓** button to open the menu item.
- 4 Press **<** button to move to the menu item **Home network**.
- 5 Press **\\_** button to open the menu item.

**Note:** The first time you open the menu, you will be automatically guided through initial setup. Follow the instructions on the control panel. For further information, please also see the following chapters.

- 6 Press **< >** buttons to select the required submenu.

- 7 Press **X** button to exit the menu.

The following submenus can be found in the **Home network** menu:

- Connecting
- Connect to app
- Software update
- Delete network settings

### Setting up the connection to the home network (WLAN)

The first time you open the menu, you will be automatically guided through the initial setup. Follow the instructions on the control panel.

- 1 Install the **Home Connect** app on your mobile device.
- 2 Open the **Home network** menu on your refrigerator.
- 3 Open the app on the mobile device.
- 4 Log in or register with the app if access is not yet available.
- 5 Check the router of your home network to see if a WPS function is available for automatic connection.
- 6 If this function is available, start the automatic network connection with **✓** button and follow the instructions on the control panel.
- 7 Start the manual network connection if this function is not available, if you're not sure whether the function is available, or if the automatic network connection fails.  
The refrigerator temporarily generates its own network for connecting the mobile device.
- 8 Start the manual network connection in the app of the mobile device.

As soon as the refrigerator is connected to the mobile device, a connection between the refrigerator and the home network (WLAN) is established.

**Note:** If the connection cannot be established, check whether there is sufficient reception.

→ "Verify signal strength" on page 19

### Verify signal strength

The signal strength is displayed in the start window of the **Home network** menu. The signal strength should be at least 50 %. If the signal strength is too low, the connection could be interrupted.

### Improving the signal strength

- Place the router closer to the refrigerator.
- Ensure that the connection is not interfered with by screening walls.
- Install a repeater to make the signal stronger.

## Connecting the refrigerator to the Home Connect app

Use this menu to connect your refrigerator to mobile devices.

- 1 Install the **Home Connect** app on your mobile device and log in or register.
- 2 Open the **Home network** menu on your refrigerator.  
→ *"Setting up Home Connect" on page 19*
- 3 Press **➤** button to move to the menu item **Connect to app**.
- 4 Press **↵** button to open the menu item.
- 5 Confirm the message to display the refrigerator in the app.
- 6 Open the app and wait until the refrigerator is displayed.  
Use **Add** to confirm the connection between the app and the refrigerator.  
If the refrigerator is not automatically displayed, click on **Add appliance** in the app and follow the instructions. As soon as your refrigerator is displayed, add it with **+**.
- 7 Follow the instructions in the app until the process is complete.

## Installing updates for the Home Connect software

The refrigerator checks at regular intervals whether updates are available for the Home Connect software.

If an update is available, a small **S** exclamation mark appears on the **S**<sup>®</sup> button.


Installing the update:

- 1 Press **S**<sup>®</sup> button.  
The special menu **Home network note** opens.
- 2 Press **✓** button to open the menu item.  
A note window with the necessary steps for installing the new software appears.
- 3 To close the note window, press **✓** button.
- 4 Open the **Home network** menu on your refrigerator.  
→ *"Setting up Home Connect" on page 19*
- 5 Press **➤** button to move to the menu item **Software update**.
- 6 Press **↵** button to open the menu item.  
**Note:** The **↵** button is only visible if an update is available.  
Installing new software.
- 7 A note appears as soon as installation is complete.
- 8 Press **✓** button to close the note.

## Customer Service access

If you contact Customer Service, they can access your appliance and view its status after you have given your consent. You need to have your appliance connected to your home network for this.

Further information about Customer Service access and its availability in your country is available under [www.home-connect.com](http://www.home-connect.com) in the Help & Support area.

- 1 Contact Customer Service.  
→ *"Customer service" on page 30*
- 2 Confirm the start of Customer Service access in the app.  
During Customer Service access the symbol  appears on the control panel.
- 3 As soon as Customer Service has obtained the necessary data, they end access.  
**Note:** You can interrupt remote diagnosis early by switching off Customer Service access in the Home Connect app.

## Delete network settings

If there is a problem when trying to establish a connection or if you would like to register the appliance in a different home network (WLAN), the Home Connect settings can be reset.

- 1 Open the **Home network** menu on your refrigerator.  
→ *"Setting up Home Connect" on page 19*
- 2 Press **➤** button to move to the menu item **Delete network settings**.
- 3 Press **↵** button to open the menu item.
- 4 Confirm the message to delete the network settings.

To reconnect the appliance to the home network, perform initial setup again.

→ *Page 19*

## Information on data protection

The first time your Home Connect appliance is registered on the WLAN network connected to the Internet, your appliance will transmit the following types of data to the Home Connect server (initial registration):

- Unique appliance identification (consisting of appliance codes as well as the MAC address of the installed Wi-Fi communication module).
- Security certificate of the Wi-Fi communication module (to ensure a secure IT connection).
- The current software and hardware version of your domestic appliance.
- Status of any previous resetting to factory settings.

This initial registration prepares the Home Connect functions for use and is only required when you want to use these Home Connect functions for the first time.

**Note:** Be aware that the Home Connect functions can only be utilised with the Home Connect app. Information on data protection can be called up in the Home Connect app.

## Declaration of conformity


Gaggenau Hausgeräte GmbH hereby declares that the appliance with Home Connect functionality meets the essential requirements and other relevant provisions of Directive 2014/53/EU.

A detailed RED Declaration of Conformity can be found online at [www.gaggenau.com](http://www.gaggenau.com) among the additional documents on the product page for your appliance.



2.4 GHz band: 100 mW max.

5 GHz band: 100 mW max.

	BE	BG	CZ	DK	DE	EE	IE	EL
	ES	FR	HR	IT	CY	LV	LT	LU
	HU	MT	NL	AT	PL	PT	RO	SI
	SK	FI	SE	UK	NO	CH	TR	

5 GHz WLAN: for indoor use only

## Freezer compartment

The freezer compartment is suitable for:

- storing frozen food
- making ice cubes
- freezing food

The temperature can be set from -24 °C ... -14 °C.

The freezer compartment can be used to store perishable foods long-term almost without any noticeable reduction in quality as the low temperatures considerably slow down or stop deterioration. Appearance, flavour and all valuable ingredients are largely retained.

The time between putting fresh food in the freezer compartment and it freezing solid depends on the following factors:

- set temperature
- type of food
- amount of food in the freezer compartment
- quantity and type of storage

## Maximum freezing capacity

The maximum freezing capacity indicates the quantity of food that can be frozen solid within 24 hours.

Information on the maximum freezing capacity can be found on the rating plate.

→ *"Getting to know your appliance" on page 9*

To use the maximum freezing capacity, switch on fast freezing 24 hours before placing the fresh food in the freezer compartment.

→ *"Fast freezing" on page 13*

### Prerequisites for max. freezing capacity

- 1 Approx. 24 hours before inserting fresh produce: switch on fast freezing.  
→ *"Fast freezing" on page 13*
- 2 Take the container out of the freezer compartment and stack the food directly on the shelves and on the floor of the freezer compartment.
- 3 First fill the upper compartment with food. This is where the food will freeze most quickly.
- 4 If the top compartment is inadequate, store the remaining quantity in the compartment underneath.

## Fully utilising the freezer volume

To place the maximum quantity of frozen food in the freezer compartment:

- remove all fittings.
- Store food directly on the shelves and on the floor of the freezer compartment.

## Purchasing frozen food

- Check the packaging is not damaged.
- Check there is a sell-by date.
- The temperature in the supermarket freezer must be -18 °C or lower.
- Do not interrupt the freezing chain. If possible, transport frozen food in a cool bag and place in the freezer compartment quickly.

## Note when loading products

- Freeze large quantities of food in the top compartment.  
This is where the food will freeze especially quickly and gently.
- Distribute food in the compartments or frozen food containers.
- Do not bring food which is to be frozen into contact with frozen food.  
If required, restack frozen food in the frozen food containers.
- Important for unrestricted air circulation in the appliance:  
push in frozen food container all the way.

## Freezing fresh food

Freeze only fresh and undamaged food.

Food which is boiled, fried or baked is more suitable for freezing than food which is raw.

Before freezing food, make preparations appropriate to the food in order to retain the best possible nutritional value, flavour and colour:

- Vegetables: wash, chop, blanch.
- Fruit: wash, pit and perhaps peel, possibly add sugar or ascorbic acid solution.

Information on how to do this can be found in the relevant literature.

### Suitable for freezing

- Baked goods
- Fish and seafood
- Meat
- Poultry and game
- Vegetables, fruit and herbs
- Eggs without shells
- Dairy products, e.g. cheese, butter and quark
- Ready meals and leftovers, e.g. soups, stews, cooked meat and fish, potato dishes, soufflés and desserts

### Not suitable for freezing

- Types of vegetables which are usually eaten raw, e.g. lettuce or radishes
- Unpeeled or hard boiled eggs
- Grapes
- Whole apples, pears and peaches
- Yoghurt, soured milk, sour cream, creme fraiche and mayonnaise

### Packing frozen food

The correct type of packaging and material selection are decisive factors in the retention of the product quality and prevent the development of freezer burn.

- 1 Place food in packaging.
- 2 Remove air.
- 3 Pack food airtight to prevent it from losing flavour and drying out.
- 4 Label packaging with contents and date of freezing.

### Suitable packaging:

- Plastic film
- Tubular film made of polyethylene (PE)
- Aluminium foil
- Freezer containers

### Suitable locks:

- Rubber bands
- Plastic clips
- Cold-resistant adhesive tape

### Not suitable packaging:

- Wrapping paper
- Greaseproof paper
- Cellophane
- Refuse bags and used shopping bags

### Shelf life of frozen food at $-18^{\circ}\text{C}$

Fish, sausage, ready meals and cakes and pastries:	up to 6 months
Meat, poultry:	up to 8 months
Fruit, vegetables:	up to 12 months

## Thawing frozen food

The thawing method must be adjusted to the food and application in order to retain the best possible product quality.

### Thawing methods:

- in the refrigerator compartment (especially suitable for animal-based foods such as fish, meat, cheese, quark)
- at room temperature (bread)
- in the microwave (food for immediate consumption or immediate preparation)
- in the oven/cooker (food for immediate consumption or immediate preparation)

### Caution!

Do not refreeze thawing or thawed food. You can only refreeze the food when it has been used for a ready-to-eat meal (boiled or fried).

The frozen food can no longer be stored for the maximum duration.

## Ice and water dispenser

You can use the ice and water dispenser to dispense:

- cooled water
- crushed ice
- ice cubes

### Before using the appliance for the first time

#### **Warning – Risk of injury!**

Never reach into the dispenser opening of the ice cube container.

#### **Caution!**

Do not place bottles or food in the ice cube container. This can block and so damage the ice maker.

#### **Notes**

- The ice and water dispenser only works when the appliance is connected to a drinking water pipe.
- Discard the first 5 glasses of water and the first 30-40 ice cubes for hygiene reasons

When the appliance has been connected, there may be air in the water circuit. Keep dispensing water until there are no more air bubbles in it.

It takes approx. 24 hours until the first batch of ice cubes is ready.

### Observing drinking water quality

All materials used in the ice and water dispenser are odourless and tasteless.

If the water has an aftertaste, this may be due to the following causes:

- Mineral content and chlorine content of the drinking water
- Material of the water pipe
- Freshness of the drinking water

**Note:** If you dispense water again after a long time, it may taste stale. In this case, discard the first 15 glasses.

You will obtain the best water quality if you dispense a little water regularly.

The particle filter supplied will only filter particles out of water, not bacteria or microbes.

### Information on operation of the ice maker

Ice cube production starts as soon as the freezer compartment has reached the set temperature. Once ready, the ice cubes are automatically discharged into the ice cube container.

Ice cube production stops as soon as the ice cube container is full.

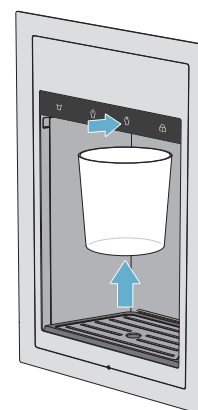
**Note:** You can accelerate ice production by setting a colder freezer compartment temperature. This will slightly increase energy consumption.

### Dispensing ice and water

#### **Notes**

- To prevent the ice from falling on the floor, hold the glass directly under the dispenser when dispensing crushed ice.
- To prevent water damage, the water dispenser automatically stops after 30 seconds of continuous dispensing. If you want to dispense more water, wait 5 seconds and press the button again.
- The dispensed water is cooled to a palatable temperature. To obtain a colder drinking temperature, put more ice cubes in the glass.
- The water may become warmer when dispensing fairly large amounts of water.

- 1 Hold the glass under the ice and water dispenser.
- 2 Keep pressing the dispensing button until the required quantity of ice or water is in the glass.





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## Defrosting

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### Freezer compartment

The fully automatic NoFrost system ensures that the freezer compartment remains free of ice. Defrosting is no longer required.

### Cleaning the display

The change in temperature and humidity can cause the controls to steam up.

Switch the clean lock on before cleaning.  
→ *"Display lock for cleaning" on page 13*

Use a clean microfibre cloth for cleaning.

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## Cleaning

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### Caution!

**Avoid damaging the appliance and the fittings.**

- Do not use abrasive, chloride or acidic cleaning agents or solvents.
- Do not use scouring or abrasive sponges.  
The metallic surfaces may corrode.
- Never clean the shelves or containers in the dishwasher.  
The parts may become deformed.

Proceed as follows:

- 1 Press the **main On/Off switch**.
- 2 Take out the food and store in a cool location.  
Place ice pack (if available) on the food.
- 3 Clean the appliance with a soft cloth, lukewarm water and a little pH-neutral washing-up liquid.

### Caution!

The rinsing water must not run into the light or through the drainage hole into the evaporation area.

- 4 Wipe the door seal with clean water and dry thoroughly with a cloth.
- 5 Switch appliance back on and put in food.

### Care instructions for stainless steel surfaces

When taking care of and cleaning stainless steel surfaces, use only cleaning agents suitable for stainless steel and a stainless steel cleaning cloth.

You can purchase a suitable stainless steel cleaning cloth from customer service.

To prevent visible scratches, clean the stainless steel surface in the direction of the structure.

## Cleaning the equipment

To clean, take the variable parts out of the appliance.  
→ "Interior fittings" on page 11

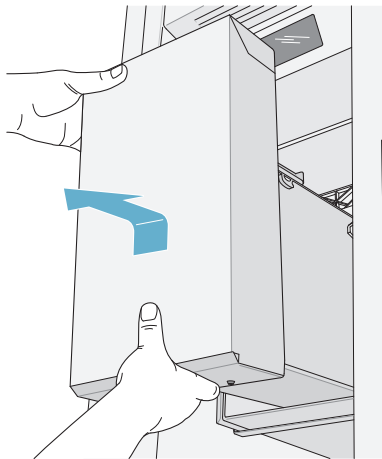
### Ice cube container

#### Caution!

- **A full ice cube container is heavy:**  
Pull the container out with both hands.
- **Risk of cold burns:**  
Avoid prolonged contact of the skin with frozen food, ice and metal surfaces in the freezer compartment.

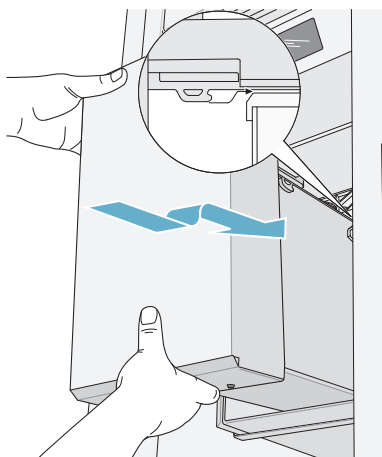
To ensure you always have fresh ice cubes and to prevent old ones from sticking together, remove them and clean the ice cube container regularly.

- 1 Lift the ice cube container.
- 2 Slowly pull out the ice cube container.



- 3 Empty and clean the ice cube container with lukewarm water.
- 4 Dry off the inside of the ice cube container well so new ice cubes do not freeze and stick to it.
- 5 Insert the ice cube container until it engages.

**Note:** If the ice cube container cannot be inserted, rotate the conveyor and try again.



### Drip tray

You can remove the drip tray to clean.

- 1 Remove the drip grate.
- 2 Remove the drip tray.
- 3 Empty and clean the drip tray with lukewarm water.
- 4 Re-insert the drip tray and the drip grate.

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## Noises

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### Normal noises

**Droning:** A motor is running, e.g. refrigerating unit, fan.

**Bubbling, buzzing or gurgling:** Refrigerant is flowing through the tubes.

**Clicking:** Motor, switches or solenoid valves are switching on and off.

**Cracking:** Automatic thawing successful.

### Preventing noises

**Appliance is not level:** Align appliance using a spirit level. If required, place a little packing underneath.

**Containers, shelves or storage compartments wobble or stick:** Check the removable fittings and re-insert if required.

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## Lighting

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Your appliance features a maintenance-free LED light.

Only customer service or authorised technicians may repair the light.

## Faults – what to do?

Before you call customer service, use this table to check whether you can rectify the fault yourself.

### Appliance

#### Temperature differs greatly from the set value.

Switch off appliance for 5 minutes.  
→ *"Switching off and disconnecting the appliance" on page 13*

If the temperature is too warm, check temperature again after a couple of hours.

If the temperature is too cold, check temperature again on the following day.

#### Displays do not illuminate.

The mains plug has not been inserted properly.	Connect the mains plug.
The fuse has tripped.	Check the fuses.
The power has failed.	Check whether the power is on.

#### The refrigeration unit is switching on more frequently and for longer.

The appliance has been opened frequently.	Do not open the appliance unnecessarily.
The ventilation openings are covered up.	Remove obstructions.

#### Appliance is not cooling, display and lighting are lit.

Showroom mode switched on.	Start the appliance self-test. → <i>"Appliance self-test" on page 30</i>  When the programme has ended, the appliance switches over to normal operation.
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#### The door does not open when pressed.

A special mode has switched off automatic door opening.	To open the door, reach from below under the bottom panel of the unit or switch off special mode. → <i>"Switching rest mode on or off" on page 17</i>
Pull-to-open is switched on.	Switch the appliance to Push-to-open. → <i>"Automatic door opening" on page 18</i>
The opening force is set too high.	Select a lower setting for the opening force. → <i>"Automatic door opening" on page 18</i>
The fuse has tripped.	Check the fuses.
The power has failed.	Check whether the power is on.

## Ice and water dispenser

### Ice is being produced and dispensed but no water.

Fault with the appliance.

Call customer service.

→ "Customer service" on page 30

### Ice and water dispenser not working.

Controls for ice and water dispenser are locked (child lock).	Unlock controls for ice and water dispenser.
Ice cubes may freeze together and block the dispenser or the ice maker.	<ol style="list-style-type: none"> <li>1 Open the door. Check inside whether ice cubes are stuck in the ice and water dispenser.</li> <li>2 If the ice and water dispenser is not blocked, carefully pull the ice cube container out. <b>Caution!</b> A full ice cube container is heavy! Use both hands and proceed slowly.</li> <li>3 Remove the ice cubes that are frozen together.</li> </ol>
After switching on or removing many ice cubes, there will be too few in the ice cube container.	It takes around 24 hours for an empty ice cube container to fill up.
Water tank is filling up.	When used for the first time, the water tank takes around 2 minutes to fill up.
Low water pressure.	Only connect appliance to pipes with sufficient water pressure.
The water filter/particle filter is blocked or needs to be replaced.	Replace water filter / clean particle filter.
<b>The ice maker is not functioning.</b>	
Ice cube production is switched off.	Switch on ice cube production.
Freezer compartment is too warm.	Set the temperature lower. → "Operating the appliance" on page 13
Ice cube container is not properly inserted.	Insert ice cube container fully.
Ice maker without power.	Call our after-sales service. → "Customer service" on page 30
No water supply.	Check water connection and contact technician if necessary.
Low water pressure.	Only connect appliance to pipes with sufficient water pressure.
Kink in water hose.	Turn off water supply, straighten out kink. Replace water hose, if necessary.

### Too few or deformed ice cubes, water pressure lower than usual.

After switching on or removing many ice cubes, there will be too few in the ice cube container.	It takes around 24 hours for an empty ice cube container to fill up.
Low water pressure.	Only connect appliance to pipes with sufficient water pressure.
The water filter/particle filter is blocked or needs to be replaced.	Replace water filter / clean particle filter.
Freezer compartment is too warm.	Set the temperature lower. → <i>"Operating the appliance" on page 13</i>

### Water is leaking out of the appliance.

Water connection is not tight.	<p>Check if the connections are fastened firmly and the water hose is undamaged.</p> <p>If the water hose is damaged, contact customer service and have it replaced. Replacement must be performed by customer service or a similarly qualified person. Use original parts supplied by the manufacturer only.</p>
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## Customer service

If you are unable to rectify the fault, please contact our customer service. We will always find an appropriate solution in order to avoid unnecessary visits by engineers.

The contact information for your nearest customer service can be found here or on the enclosed customer service list.

When calling, please state the product number (E-Nr.) and the production number (FD) which can be found on the rating plate.

→ *"Getting to know your appliance" on page 9*

**Trust the expertise of the manufacturer.** You can therefore be sure that the repair is carried out by trained service technicians who carry original spare parts for your domestic appliances.

## Appliance self-test

Your appliance features a self-test programme which displays the fault which your customer service can rectify.

- 1 Press **S** button to open the main menu.
- 2 Press **>** button to move to the **Self-test** menu item.
- 3 Press **✓** button to start the self-test.  
The self-test starts.
- 4 If faults are present, they will be displayed. In this case, follow the instructions.
- 5 The appliance restarts.
- 6 The message that the self-test has finished is displayed for 10 seconds. To acknowledge the message, press **✓** button.

When the self-test has ended, the appliance switches over to normal operation.

## Repair order and advice on faults

Contact information for all countries can be found on the enclosed customer service list.

GB	0344 892 8988	Calls charged at local or mobile rate.
IE	01450 2655	0.03 € per minute at peak. Off peak 0.0088 € per minute.
US	877 442 4436	toll-free

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