

**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 instructions for installation and use. They contain important information on how to install, use and maintain the appliance.
- The manufacturer is not liable if you disregard the notifications 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 appliances inside the appliance (e.g. heaters or electric ice makers).
- Do not store products which contain flammable propellant (e.g. spray cans) or explosive substances in the appliance.
- Keep high-percentage alcohol tightly sealed and store in an upright position.
- Do not use additional means to accelerate the defrosting process other than those recommended by the manufacturer.

### Risk of electric shock

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

- When installing the appliance, ensure that the mains cable is not trapped or damaged.
- If the mains cable is damaged: immediately disconnect the appliance from the electricity supply.
- Do not use multi-outlet power strips, 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 between your skin and frozen food, ice or the tubes in the freezer compartment.

### Risk of injury

Containers which contain carbonated beverages may burst.

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

**Fire hazard/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 contribute to 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.
- Please contact Customer Service.

**Fire hazard**

Portable multi-outlet power strips or power supplies may overheat, causing a fire. Never leave portable multi-outlet power strips or portable power supplies behind the appliance.

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

At risk here are:

- Children,
- People with 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.
- A person responsible for safety must supervise or instruct children and vulnerable people who are using the appliance.
- Only children aged 8 years and above may use the appliance.
- Supervise children who are cleaning and maintaining the appliance.
- 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 property**

To prevent damage to property:

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

→ "Installation and connection" on page 7

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## Intended use

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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 this user manual.

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

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## Green living

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### 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!**


- Leave shelves and containers in the appliance to prevent children from climbing in.
- Keep children away from the redundant appliance.

#### Caution!

**Refrigerant and harmful gases may escape.**

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

- 1 Pull out the mains plug.
- 2 Cut through the power cable.
- 3 Have the appliance disposed of properly.

 This appliance is labelled in accordance with European Directive 2012/19/EU on waste electrical and electronic equipment (WEEE).

This Directive provides an EU-wide framework for returning and recycling old appliances.

## 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 32

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 10

### Installing the appliance

#### Installation location

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

At least 1 m<sup>3</sup> of room space is required 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 10

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 climate class of the appliance.

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

→ "Getting to know your appliance" on page 10

Climate class	Permitted room temperature
SN	+10°C ... 32°C
N	+16°C ... 32°C
ST	+16°C ... 38°C
T	+16°C ... 43°C

The appliance is fully functional within the permitted room temperature.

If an appliance with climate 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 fitted
- Cut-out depth min. 610 mm, for flush installation 635 mm
- Rectangular
- Sturdy – the side panels and the top must be min. 16 mm thick and securely attached to the floor or wall
- Depth of shortened 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, cookers 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.	
Select an installation location with a room temperature of approx. 20°C.	
Do not cover or block the ventilation openings. Ventilate the room daily.	If the warm air can escape, the appliance needs to cool less frequently and therefore consumes less power.

### Using the appliance

Open the appliance door only briefly.	The air in the appliance will not warm up as much. The appliance will need to cool less frequently, and therefore consume less power.
Transport purchased food in a cool bag and place in the appliance quickly.	
Allow warm food and beverages to cool down before placing in the appliance.	
Defrost 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. Pack food airtight.	The air can then circulate and the humidity will remain constant. The appliance will need to cool less frequently, and therefore consume less power.
Do not cover or block the ventilation openings. Vacuum the ventilation openings once a year.	The appliance consumes less power if warm air can escape.



## Before using the appliance for the first time

- 1 Remove information material, adhesive tape and protective film.
- 2 Clean the appliance.  
→ "Cleaning" on page 26

## 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!

If the water pressure exceeds the maximum value, a pressure relief valve must be installed between the drinking water connection and the hose set to avoid damage to the appliance.

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

- 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 directly connected 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 directly connected to the national grid.

- 1 After installing the appliance, wait at least 1 hour before connecting it to avoid damaging the compressor.
- 2 Connect the appliance to a correctly installed socket. The socket must comply with the following data:

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

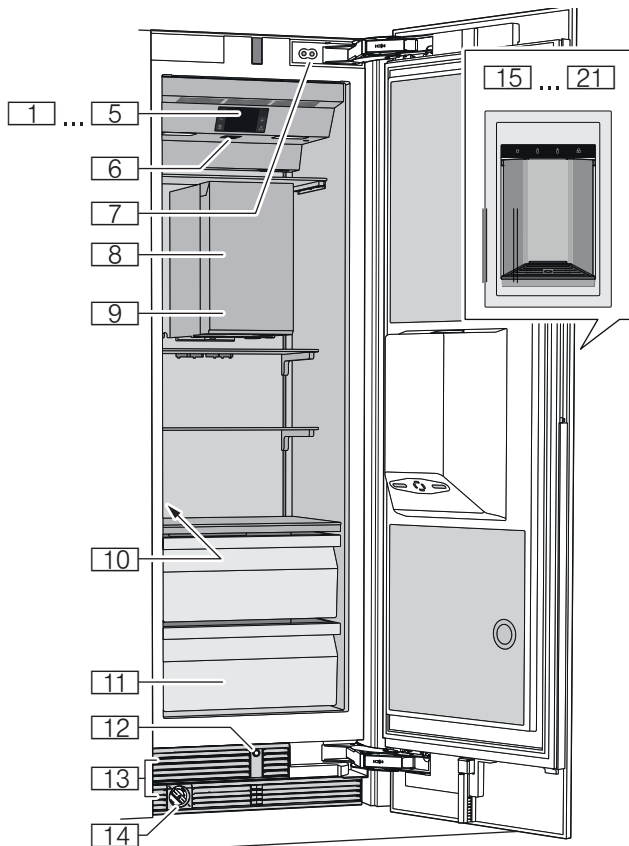
Outside Europe: Check whether the indicated current type of the appliance corresponds with the values of your power supply. The appliance specifications are specified on the rating plate.  
→ "Getting to know your appliance" on page 10

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

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

If the length of the mains cable is insufficient, do NOT use multi-outlet power strips or extension leads. Instead, please contact Customer Service for alternative solutions.

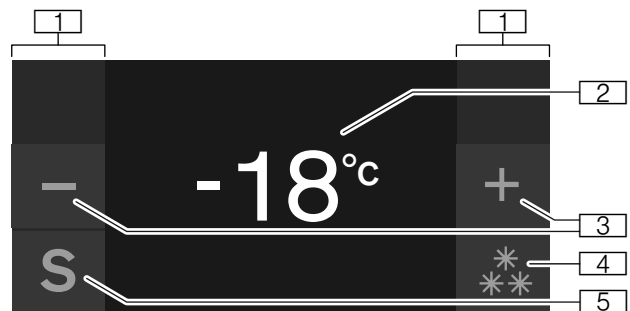
## Getting to know your appliance



### Appliance

- 1...5 Controls
- 6 Main switch on/off
- 7 Door damper
- 8 Ice maker
- 9 Ice cube container
- 10 Rating plate
- 11 Frozen food container
- 12 Automatic door opening
- 13 Ventilation opening
- 14 Particle filter
- 15...21 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 14

## Basic settings menu

To access the **Basic settings** menu:

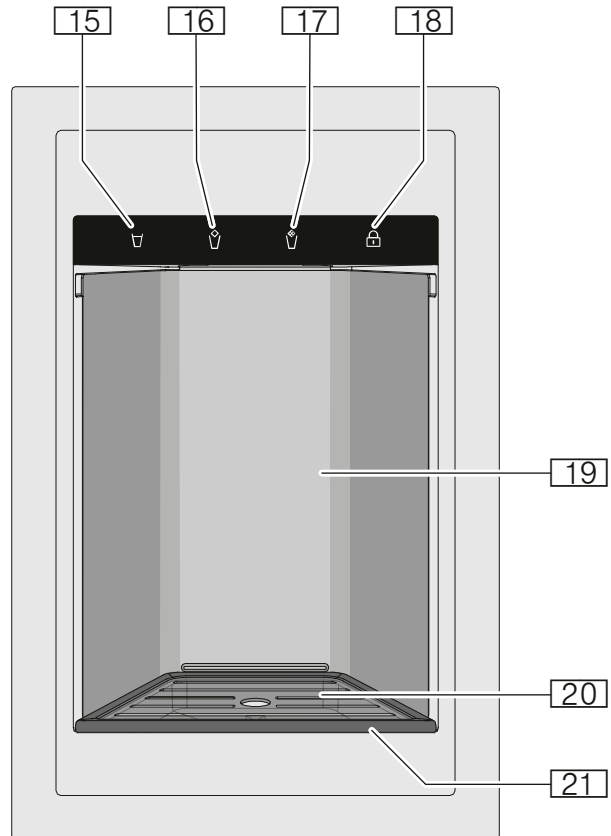
- 1 Press the **S** button.
- 2 Press the **◀** button to move to the menu item **Basic settings**.
- 3 Open the menu using the **✓** button.

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

- Brightness
- Display screen
- Touch field colour
- Touch field tone
- 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 14

## Ice and water dispenser

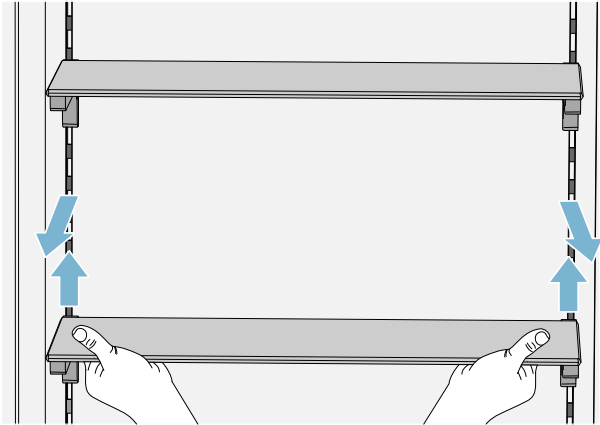


- 15 WATER** button  
Starts water dispensing.
- 16 CUBED** button  
Starts ice cube dispensing.
- 17 CRUSHED** button  
Starts dispensing crushed ice.
- 18 LOCK** button  
Locks controls for ice and water dispenser (child lock). To switch on or off, hold down for 3 seconds.
- 19** Ice and water dispenser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

## Features

### Shelf

You can remove and adjust the shelf:



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

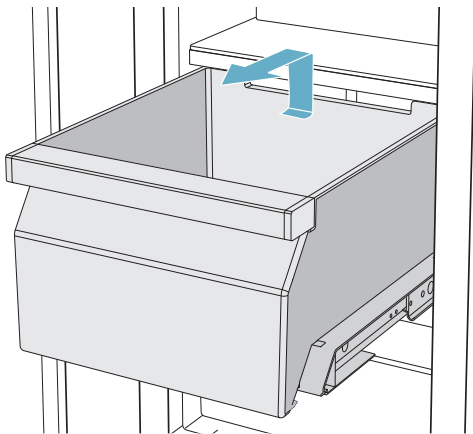
**Note:**

Insert shelf carefully to avoid scratching appliance.

### Container

You can remove the container:

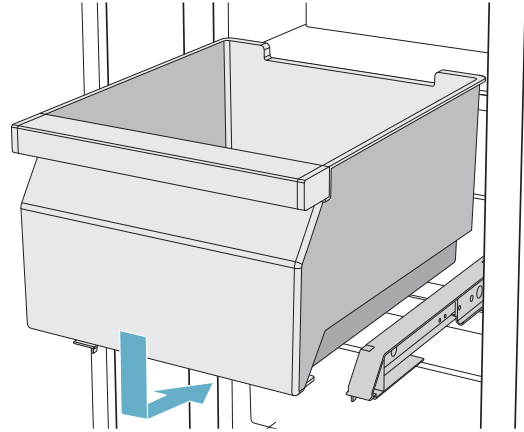
- Press container to the rear,
- Lift the container at the rear and remove.



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 15

### Filter cartridge with bypass

The supplied filter cartridge with bypass filters large particles out of the drinking water, but not bacteria or microbes.

The filter cartridge with bypass can be kept in the appliance permanently. You do not need to change the filter cartridge with bypass.

#### Note:

You can also use the appliance with a water filter. If you have replaced the filter cartridge with bypass with a water filter, you must switch the water filter counter on. → "Switching the water filter counter on and off" on page 16

The water filter must be changed regularly. When doing so, note the information on the water filter.

A new filter cartridge with bypass or a water filter can be obtained from Customer Service or a specialist dealer.

### Clean the filter cartridge with bypass

The filter cartridge with bypass can be kept in the appliance permanently; it does not need to be changed. We recommend cleaning it once a year.

Clean the filter cartridge with bypass as follows:

- 1 Turn the cap of the filter cartridge with bypass anti-clockwise.
- 2 Pull out the filter cartridge with bypass.
- 3 Remove the inner filter at the rear of the filter cartridge with bypass.
- 4 Clean the filter under running water.
- 5 Replace the filter at the rear of the filter cartridge with bypass.
- 6 Insert the filter cartridge with bypass into the filter opening as far as it will go.

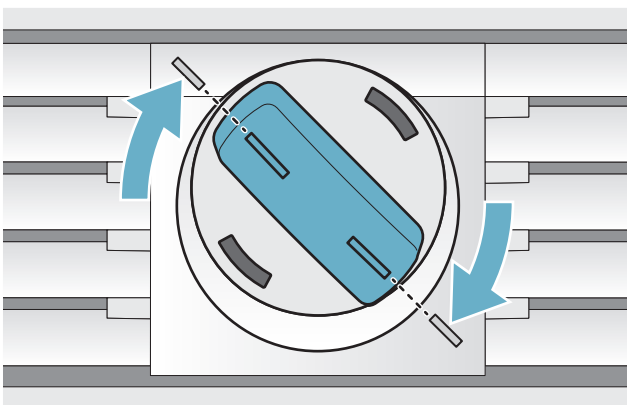
#### Note:

The cap must be kept horizontal when doing this.

- 7 Turn the filter cartridge with bypass clockwise direction up to the marking.

#### Note:

If you do not turn the filter cartridge with bypass far enough, water will leak out, causing damage.



### Changing the filter cartridge with bypass or replacing it with a water filter

The filter cartridge with bypass can be kept in the appliance permanently; it does not need to be changed. However, you can replace the filter cartridge with bypass if necessary, or replace it with a water filter.

#### Note:

After installing a water filter or filter cartridge with bypass, dispose of the first 5 glasses of water.

- 1 Turn the cap of the filter cartridge with bypass anti-clockwise.
- 2 Pull out the filter cartridge with bypass.
- 3 Remove the protective cap of the new water filter or the new filter cartridge with bypass.
- 4 Remove the cap of the old filter cartridge with bypass and put it on the new water filter or the new filter cartridge with bypass.
- 5 Slide the new water filter or filter cartridge with bypass into the filter opening as far as it will go.

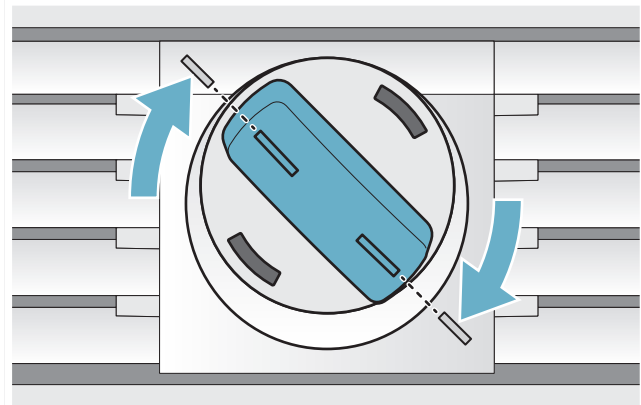
#### Note:

The cap must be kept horizontal when doing this.

- 6 Turn the water filter or filter cartridge with bypass clockwise up to the marking.

#### Note:

If you do not turn the water filter or the filter cartridge with bypass far enough, water will leak out, causing damage.



- 7 When installing a water filter: switch the water filter counter on. → "Reset water filter counter" on page 15

#### Note:

The water filter counter is not necessary when using a filter cartridge with bypass, and therefore remains switched off.

- 8 Dispense 5 glasses of water and dispose of them.
- 9 Drain the water from the filter cartridge with bypass which has been removed.

#### Note:

You can dispose of the filter cartridge with bypass which has been removed in your household waste.

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## Operating the appliance

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### Switching on the appliance

- 1 Press the **main On/Off switch**.  
The appliance starts refrigerating, and the light switches on when the door is open.
- 2 Set the required temperature.  
→ "Setting the temperature" on page 14

#### 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 heated slightly in certain areas. 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

#### Switching off the appliance

- Press the **main On/Off switch**.  
The appliance will stop refrigerating.

#### Disconnecting the appliance

##### Caution!

Deterioration in water quality

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

If you are not going to use the appliance for a long period:

- 1 Turn off the water supply to the appliance and wait 3 hours.
- 2 Remove the food.

- 3 Press the **main On/Off switch**.
- 4 Pull out the mains plug or switch off the fuse.  
The appliance will stop refrigerating.
- 5 Empty the ice cube container and clean the appliance.  
→ "Cleaning" on page 26
- 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.

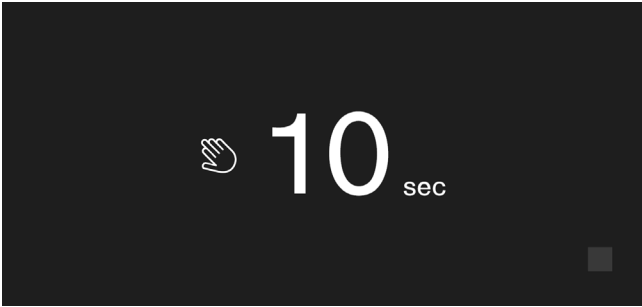
## Display lock for cleaning

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 26

- 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 16

- 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 32

## 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 display
- Background illumination of display 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**.

**Home network**

You can use this function to establish a connection between the refrigerator and your mobile device.

→ "Home Connect" on page 20

**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.

---

**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 operated manually using the controls:

- The appliance is not connected to a home network.
- The 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 instructions in this user manual. Ensure that these are also observed if you operate the appliance via the Home Connect app and are not at home when doing so.

→ "Safety instructions" on page 4

Please also follow the instructions in the Home Connect app.

## Setting up Home Connect

### Notes

- Wait at least 2 minutes after switching on the appliance before setting up Home Connect. Only then is the internal appliance initialisation complete.
- Observe the Home Connect supplementary sheet, which is either enclosed with the appliance or available for download with the instructions under [www.gaggenau.com](http://www.gaggenau.com). Enter the E-number of your appliance in the search field.

You can connect your appliance to the home WLAN network (Wi-Fi) in 3 basic steps.

- 1 Install the app.
- 2 Connect your refrigerator to the home WLAN network (Wi-Fi).
- 3 Connect your refrigerator to the Home Connect app.

### Home network menu

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

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

- 7 Press the **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

The first time you open the menu, you will be automatically guided through 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 your 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 automatic network connection with **✓** button. Follow the instructions on the control panel.
- 7 Start manual network connection if this function is not available, if you're not sure whether the function is available or if automatic network connection fails. The refrigerator temporarily generates its own network for connecting the mobile device.
- 8 Start manual network connection in the app of your mobile device.

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

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

→ "Verify signal strength" on page 20

### 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.
- 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 displayed automatically, 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 20*
- 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 in order to do 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 32*
- 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 will end their access.  
**Note:** You can interrupt remote diagnostics 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 WLAN home network (Wi-Fi), the Home Connect settings can be reset.

- 1 Open the **Home network** menu on your refrigerator.
- 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 WLAN home network (Wi-Fi), perform initial setup again.  
→ *"Setting up the connection to the home network" on page 20*

## Information on data protection

The first time your Home Connect appliance is registered on a WLAN home network connected to the Internet (Wi-Fi), 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 data connection).
- The current software and hardware version of your home 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:** Please note 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 anywhere between  $-24^{\circ}\text{C}$  and  $-14^{\circ}\text{C}$ .

The freezer compartment can be used to store perishable foods for long periods almost without any noticeable reduction in quality, as the low temperatures considerably slow down or stop deterioration. The appearance, flavour and all the 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 10

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 14

### Prerequisites for max. freezing capacity

- 1 Approx. 24 hours before inserting fresh produce: switch on fast freezing.  
→ *"Fast freezing"* on page 14
- 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 Fill the upper compartment with food first. This is where the food will freeze most quickly.
- 4 If the top compartment does not have enough space, 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  $-18^{\circ}\text{C}$  or lower.
- Do not interrupt the freezing chain. If possible, transport frozen food in a cool bag and place in the freezer compartment quickly.

## When loading products, please note:

- Freeze large quantities of food in the top compartment.  
Food will freeze very quickly and gently here.
- Distribute food across the compartments or frozen food containers, leaving plenty of space.
- Do not bring food to be frozen into contact with food already frozen.  
If required, restack frozen food in the frozen food containers.
- Important for unrestricted air circulation in appliance:  
Push in frozen food containers as far as they will go.

## 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, bakes 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 Squeeze out the 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 sealing materials:

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

### Unsuitable packaging:

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

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

Fish, sausage, ready meals, baked goods:	Up to 6 months
Meat, poultry:	Up to 8 months
Fruit, vegetables:	Up to 12 months

## Defrosting frozen food

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

### Defrosting 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 food after it has been defrosted or started to defrost. You can only refreeze the food after 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.



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## Ice and water dispenser

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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.

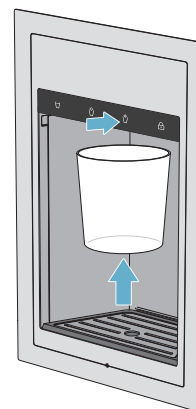
Ice cube production stops as soon as the ice cube container is full.

**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 then press the button again.
  - The dispensed water is cooled to a palatable temperature. To obtain a colder drinking temperature, add ice cubes to the glass.
  - The water may become warmer when dispensing 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.

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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. Metallic surfaces may corrode.
- Never clean shelves or containers in the dishwasher. These 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 that are 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 grain.

## 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 15*

Use a clean microfibre cloth for cleaning.

## Cleaning the equipment

To clean, take the variable parts out of the appliance.

→ "Features" on page 12

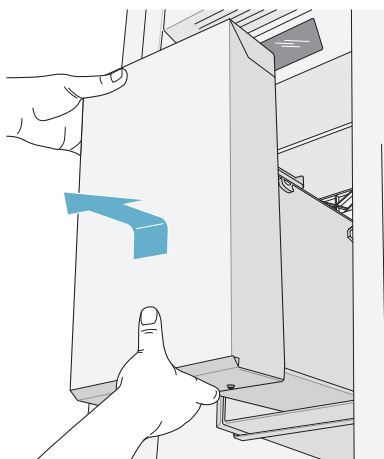
### Ice cube container

#### Caution!

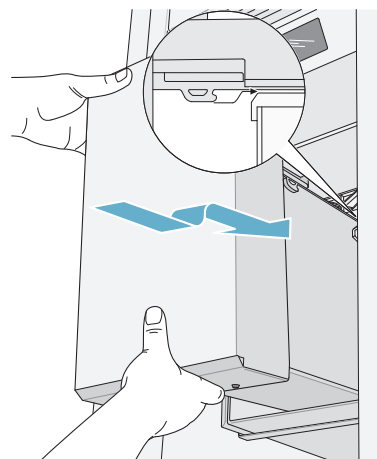
- **A full ice cube container is heavy:**  
Pull the container out with both hands.
- **Risk of cold burns:**  
Avoid prolonged contact of the skin with frozen food, ice and metal surfaces in the freezer compartment.

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.

---

## 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:** The motor, switches or solenoid valves are switching on and off.

**Cracking:** Automatic defrosting is running.

### 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.

## What to do in the event of a fault

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

### Appliance

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

---

Switch off appliance for 5 minutes.

→ *"Switching off and disconnecting the appliance" on page 14*

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 mains plug.

The fuse has been 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.

Demo mode is switched on.

Switch Demo mode off.

→ *"Switching demo mode on or off" on page 18*

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#### The door does not open when pressed.

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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.

→ *"Switching rest mode on or off" on page 18*

Pull-to-open is switched on.

Switch the appliance to Push-to-open.

→ *"Automatic door opening" on page 18*

The opening force is set too high.

Select a lower setting for the opening force.

→ *"Automatic door opening" on page 18*

The fuse has tripped.

Check the fuses.

The power has failed.

Check whether the power is on.

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## Ice and water dispenser

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

Fault with the appliance.

Call customer service.

→ "Customer Service" on page 32

### 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 14
Ice cube container is not properly inserted.	Insert ice cube container fully.
The ice maker is without power.	Call Customer Service. → "Customer Service" on page 32
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 14</i>

**Water is leaking out of the appliance.**

Water connection is not watertight.	<p>Check that 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

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If you are unable to rectify the fault, please contact our Customer Service. We will always find a suitable solution to avoid unnecessary visits by technicians.

The contact information for your nearest Customer Service office 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 10

**You can trust in the manufacturer's expertise.** You can therefore be sure that the repair is carried out by trained service technicians who carry original spare parts for your home appliances.

## Appliance self-test

Your appliance features a self-test programme; this displays the fault which your Customer Service team 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.

## Obtaining advice and ordering repairs if a fault occurs

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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