

Gaggenau

User manual

RT 289

Fridge-freezer

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1 Safety

Observe the following safety instructions.

1.1 General information

- Read this instruction manual carefully.
- Keep the instruction manual and the product information safe for future reference or for the next owner.
- Do not connect the appliance if it has been damaged in transit.

1.2 Intended use

This appliance is only intended to be fully fitted in a kitchen.

Only use this appliance:

- for chilling and freezing food and for making ice cubes.
- In private households and in enclosed spaces in a domestic environment.
- Up to an altitude of max. 2000 m above sea level.

1.3 Restriction on user group

This appliance may be used by children aged 8 or over and by people who have reduced physical, sensory or mental abilities or inadequate experience and/or knowledge, provided that they are supervised or have been instructed on how to use the appliance safely and have understood the resulting dangers.

Children must not play with the appliance.

Cleaning and user maintenance must not be performed by children unless they are being supervised.

Children above the age of three years old and younger than eight years old may load and unload the the fridge-freezer.

1.4 Safe transport



WARNING – Risk of injury!

The high weight of the appliance may result in injury when lifted.

- ▶ Do not lift the appliance on your own.

1.5 Safe installation

WARNING – Risk of electric shock!

Improper installation is dangerous.

- ▶ Connect and operate the appliance only in accordance with the specifications on the rating plate.
- ▶ Connect the appliance to a power supply with alternating current only via a properly installed socket with earthing.
- ▶ The protective conductor system of the domestic electrical installation must be properly installed.
- ▶ Never equip the appliance with an external switching device, e.g. a timer or remote control.
- ▶ When the appliance is installed, the mains plug of the power cord must be freely accessible. If free access is not possible, an all-pole isolating switch must be installed in the permanent electrical installation according to the installation regulations.
- ▶ When installing the appliance, check that the power cable is not trapped or damaged.

If the insulation of the power cord is damaged, this is dangerous.

- ▶ Never let the power cord come into contact with heat sources.

WARNING – Risk of explosion!

If the appliance's ventilation openings are sealed, a leak in the refrigeration circuit may result in a flammable mixture of gas and air.

- ▶ Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

WARNING – Risk of fire!

It is dangerous to use an extended power cord and non-approved adapters.

- ▶ Do not use extension cables or multiple socket strips.
- ▶ If the power cord is too short, contact Customer Service.
- ▶ Only use adapters approved by the manufacturer.

Portable multiple socket strips or portable power supply units may overheat and cause a fire.

- ▶ Do not place portable multiple socket strips or power supply units on the back of the appliance.

1.6 Safe use

WARNING – Risk of electric shock!

An ingress of moisture can cause an electric shock.

- ▶ Only use the appliance in enclosed spaces.
- ▶ Never expose the appliance to intense heat or humidity.
- ▶ Do not use steam- or high-pressure cleaners to clean the appliance.

WARNING – Risk of suffocation!

Children may put packaging material over their heads or wrap themselves up in it and suffocate.

- ▶ Keep packaging material away from children.
- ▶ Do not let children play with packaging material.

Children may breathe in or swallow small parts, causing them to suffocate.

- ▶ Keep small parts away from children.
- ▶ Do not let children play with small parts.

WARNING – Risk of explosion!

Mechanical devices or other devices may damage the refrigeration circuit; flammable refrigerant may escape and explode.

- ▶ To accelerate the defrosting process, do not use any other mechanical devices or devices other than those recommended by the manufacturer.

Products which contain flammable propellants and explosive substances may explode, e.g. spray cans.

- ▶ Do not store products which contain flammable propellants (e.g. spray cans) or explosive substances in the appliance.

WARNING – Risk of fire!

Electrical devices within the appliance may cause a fire, e.g. heaters or electric ice makers.

- ▶ Do not operate electrical devices within the appliance.

⚠ WARNING – Risk of injury!

Containers that contain carbonated drinks may burst.

- ▶ Do not store containers that contain carbonated drinks in the cool-fresh compartment.
- ▶ Do not store containers that contain carbonated drinks in the freezer compartment.

Injury to the eyes caused by escaping flammable refrigerant and hazardous gases.

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

⚠ WARNING – Risk of cold burns!

Contact with frozen food and cold surfaces may cause burns by refrigeration.

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

⚠ CAUTION – Risk of harm to health!

To prevent food from being contaminated, you must observe the following instructions.

- ▶ If the door is open for an extended period of time, this may lead to a considerable temperature increase in the compartments of the appliance.
- ▶ Regularly clean the surfaces that may come into contact with food and accessible drain systems.
- ▶ Store raw meat and fish in suitable containers in the refrigerator so that they do not touch or drip on other food.
- ▶ If the fridge/freezer is empty for an extended period of time, switch off the appliance, defrost it, clean it and leave the door open to prevent the formation of mould.

Metal or metal-style parts in the appliance may contain aluminium. If acidic food comes into contact with aluminium in the appliance, aluminium foil ions may pass into the food.

- ▶ Do not consume soiled food.

1.7 Damaged appliance

WARNING – Risk of electric shock!

If the appliance or the power cord is damaged, this is dangerous.

- ▶ Never operate a damaged appliance.
- ▶ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.
- ▶ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box.
- ▶ Call customer services. → *Page 30*

Incorrect repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

WARNING – Risk of fire!



If the tubes are damaged, flammable refrigerant and harmful gases may escape and ignite.

- ▶ Keep naked flames and ignition sources away from the appliance.
- ▶ Ventilate the room.
- ▶ Switch off the appliance. → *Page 15*
- ▶ Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
- ▶ Call after-sales service. → *Page 30*

2 Preventing material damage

ATTENTION!

Using the base, runners or appliance doors as a seat surface or climbing surface may damage the appliance.

- ▶ Do not stand or support yourself on the base, runners or doors.

Contamination with oil or fat may cause plastic parts and door seals to become porous.

- ▶ Keep plastic parts and door seals free of oil and grease.

Metal or metal-style parts in the appliance may contain aluminium. Aluminium reacts when it comes into contact with acidic foods.

- ▶ Do not store unpackaged food in the appliance.

- Maintain a 30 mm clearance to electric or gas cookers.
- Maintain a 300 mm clearance to oil or solid-fuel cookers.
- Use a niche depth of 560 mm.
- Never cover or block the exterior ventilation grilles.

Saving energy during use

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

- Open the appliance only briefly.
- Never cover or block the interior ventilation openings or the exterior ventilation grilles.
- Transport purchased food in a cool bag and place in the appliance quickly.
- Allow warm food and drinks to cool down before storing them.
- Thaw frozen food in the refrigerator compartment to utilise the low temperature of the food.
- Always leave some space between the food and to the back panel.
- Defrost the freezer compartment regularly.
- Open the freezer compartment door only briefly and then close it properly.

3 Environmental protection and saving energy

3.1 Disposing of packaging

The packaging materials are environmentally compatible and can be recycled.

- ▶ Sort the individual components by type and dispose of them separately.

3.2 Saving energy

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

Selecting the installation location

- Keep the appliance out of direct sunlight.
- Install the appliance as far away as possible from heating elements, cookers and other heat sources:

4 Installation and connection

You can find out where and how best to install your appliance here. You will also learn how to connect your appliance to the power supply.

4.1 Scope of delivery

After unpacking all parts, check for any transport damage and for completeness of delivery. If you have any complaints, contact your dealer or our after-sales service → Page 30.

The delivery consists of the following:

- Built-in appliance
- Equipment and accessories¹
- Installation material
- Installation instructions
- User manual
- Customer service directory
- Warranty enclosure²
- Energy label
- Information on energy consumption and noises
- Information about Home Connect

4.2 Criteria for the installation location

WARNING Risk of explosion!

If the appliance is in a space that is too small, a leak in the refrigeration circuit may result in a flammable mixture of gas and air.

- Only install the appliance in a space with a volume of at least 1 m³ per 8 g refrigerant. The

volume of refrigerant is indicated on the rating plate. → "Appliance", Fig. 1/6, Page 13

The weight of the appliance ex works may be up to 75 kg depending on the model. The subfloor must be sufficiently stable to bear the weight of the appliance.

Permitted room temperature

The permitted room temperature depends on the appliance's climate class. The climate class can be found on the rating plate. → "Appliance", Fig. 1/6, Page 13

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

Niche dimensions

Observe the niche dimensions if you install your appliance in the niche. If this is not the case, problems may occur when installing the appliance.

Niche depth

Install the appliance in the recommended niche depth of 560 mm.

¹ Depending on the appliance specifications

² Not in all countries

If the niche depth is smaller, the energy consumption increases slightly. The niche depth must be a minimum 550 mm.

Niche width

An inside niche width of at least 560 mm is required for the appliance.

4.3 Installing the appliance

- ▶ Install the appliance in accordance with the enclosed installation instructions.

4.4 Preparing the appliance for the first time

1. Remove the informative material.
2. Remove the protective foil and transit bolts, e.g. remove the adhesive strips and carton.
3. Clean the appliance for the first time. → *Page 23*

4.5 Connecting the appliance to the electricity supply

1. Insert the mains plug of the appliance's power cable in a socket nearby.

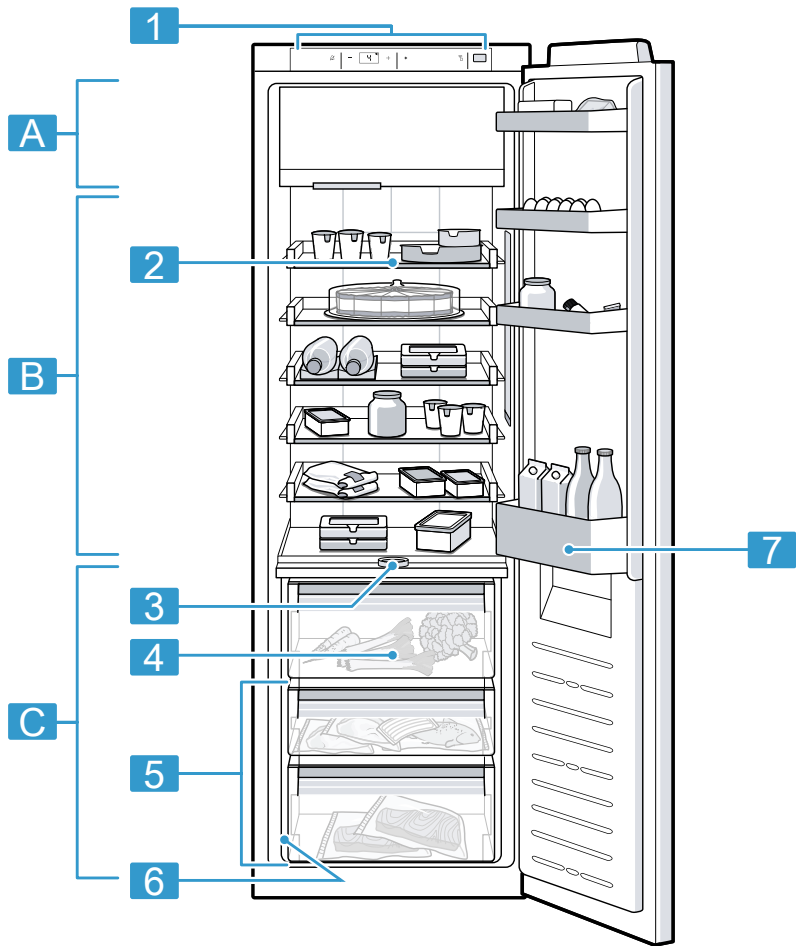
The connection data of the appliance can be found on the rating plate. → *"Appliance", Fig. 1/6, Page 13*

2. Check the mains plug is inserted properly.
- ✓ The appliance is now ready for use.

5 Familiarising yourself with your appliance

5.1 Appliance

You can find an overview of the parts of your appliance here.



1

A Freezer compartment
→ Page 21

B Refrigerator compartment
→ Page 19

C Cool-fresh compartment
→ Page 20

1 Control panel → Page 13

2 Extendable shelf → Page 14

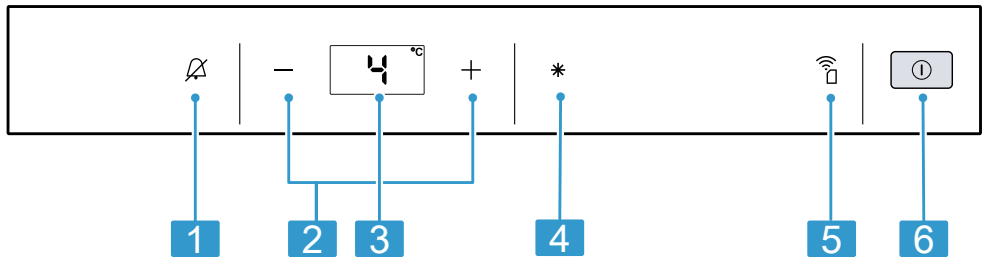
- 3** Partition with humidity controller → *Page 14*
- 4** Fruit and vegetable container → *Page 14*
- 5** Cool-fresh container → *Page 14*

- 6** Rating plate → *Page 30*
- 7** Door storage compartment for large bottles → *Page 14*

Note: Deviations between your appliance and the diagrams may differ with regard to their features and size.

5.2 Control panel

You can use the control panel to configure all functions of your appliance and to obtain information about the operating status.



2

- 1** switches the warning signal off.
- 2** Displays the set temperature for the refrigerator compartment in °C.
- 3** -/+ sets the temperature of the refrigerator compartment.
- 4** * switches the Fast function on or off.
- 5** opens the menu for setting Home Connect.
- 6** switches the appliance on or off.

6 Features

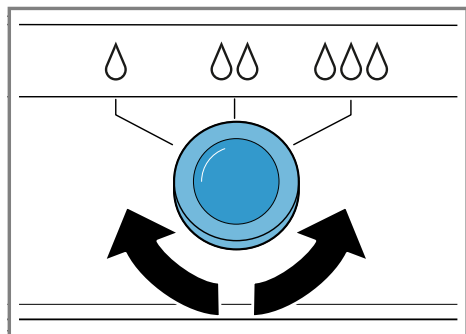
The features of your appliance depend on the model.

6.1 Extendable shelf

In order to achieve an improved overview and to remove food more quickly, remove the shelf.

6.2 Fruit and vegetable container

Store fresh fruit and vegetables in the fruit and vegetable container. You can adjust the humidity in the fruit and vegetable container via the humidity controller on the partition and a special seal.



The air humidity in the fruit and vegetable container can be set according to the type and amount of food to be stored by turning the humidity control:

- Low humidity Δ required when primarily storing fruit or if the appliance is very full.
- Medium humidity ΔΔ required for a mixed load.
- High humidity ΔΔΔ required when primarily storing vegetables or when the appliance is not very full.

Condensation may form in the fruit and vegetable container depending on the food and quantity stored. Remove the condensation with a dry cloth and adjust the air humidity using the humidity controller. To ensure that the quality and aroma are retained, store fruit and vegetables that are sensitive to cold outside of the appliance at temperatures of approx. 8 °C to 12 °C, e.g. pineapple, bananas, citrus fruits, cucumbers, courgettes, peppers, tomatoes and potatoes.

6.3 Cool-fresh container

Use the lower temperatures in the cool-fresh container to store highly perishable food, e.g. fish, meat and sausages.

6.4 Door rack

To adjust the door racks as required, you can remove the door rack and re-insert elsewhere.

→ "Removing door rack", Page 24

6.5 Accessories

Use original accessories. These have been made especially for your appliance.

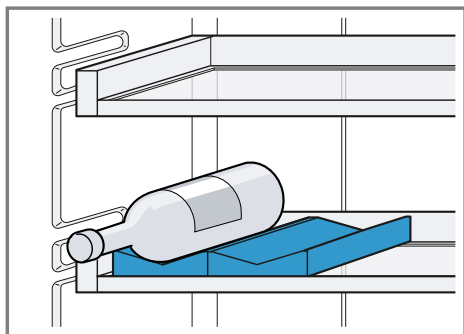
The accessories for your appliance depend on the model.

Egg tray

Store eggs safely on the egg tray.

Bottle shelf

Store bottles securely on the bottle shelf.



Tip: You can use up to five bottle trays on an extendable shelf.

Ice cube tray

Use the ice cube tray to make ice cubes.

Making ice cubes

1. Fill the ice cube tray with water up to $\frac{3}{4}$ and place in the freezer compartment.

If the ice cube tray is stuck to the freezer compartment, loosen it with a blunt implement only (e.g. spoon handle).

2. To loosen the ice cubes, twist the ice cube tray slightly or hold it briefly under flowing water.

7 Basic operation

7.1 Switching on the appliance

1. Press ①.
- ✓ The appliance begins to cool.
2. Set the required temperature.
→ Page 15

7.2 Operating tips

- Once you have switched on the appliance, the set temperature is only reached after several hours.

Do not put any food in the appliance until the temperature has been reached.

- The housing to the left, the right and beneath the cool-fresh compartment may heat up slightly temporarily. This prevents condensation in the area of the door seal.
- When you close the door, a vacuum may be created. The door is then difficult to open again. Wait a moment until the vacuum is offset.

7.3 Switching off the appliance

- Press ①.

7.4 Setting the temperature

Setting the refrigerator compartment temperature

- Press $-/+$ repeatedly until the temperature display shows the required temperature.

The recommended temperature in the refrigerator compartment is 4°C .

Setting the cool-fresh compartment temperature

Note: The standard setting of the cool-fresh compartment is preset at 0. Setting 0 corresponds to a temperature of around 0°C . You can set the temperature in the cool-fresh compartment to 3 settings warmer or colder.

A change in the standard setting will affect the temperature in the refrigerator compartment and the freezer compartment.

Tip: If frost forms on the food items in the cool-fresh compartment, set a higher cool-fresh compartment temperature.

1. Press and hold * until the temperature display flashes.
 2. Press -/+ to change the setting.
 - Setting -3 corresponds to the coldest setting.
 - Setting +3 corresponds to the warmest setting.
- ✓ The selected setting is saved after one minute.

Setting the freezer compartment temperature

- In order to set the freezer compartment temperature, change the refrigerator compartment temperature → *Page 15*.

The refrigerator compartment temperature influences freezer compartment temperature. Refrigerator compartment temperatures that are set to warm generate warmer freezer compartment temperatures.

8 Additional functions

8.1 Fast function

With the Fast function, the refrigerator compartment and the freezer compartment cool more intensively. Switch on the Fast function 4 to 6 hours before placing food weighing 2 kg or more.

In order to utilise the freezing capacity, use the Fast function.

→ *"Freezing capacity", Page 21*

Note: When the Fast function is switched on, increased noise may occur.

Switching on Fast function

- Press *.
- ✓ * lights up.

Note: After approx. 36 hours, the appliance switches to normal operation.

Switching off Fast function


- Press *.
- ✓ The previously set temperature is displayed.

9 Alarm

9.1 Door alarm

If the appliance door is open for a longer period, the door alarm switches on.

Switching off the door alarm

- Close the appliance door or press .
- ✓ The warning tone is switched off.

10 Home Connect

This appliance is network-capable. Connect your appliance to a mobile device to control its functions via the Home Connect app.

The Home Connect services are not available in every country. The availability of the Home Connect function depends on the availability of Home Connect services in your country. You can find information about this at: www.home-connect.com. To be able to use Home Connect, you must first set up the connection to the WLAN home network (Wi-Fi¹) and to the Home Connect app.

¹ Wi-Fi is a registered trademark of the Wi-Fi Alliance.

After switching on the appliance, wait at least 2 minutes until internal device initialisation is complete. Only then should you set up Home Connect.

- Connecting appliance to WLAN home network (Wi-Fi) with WPS function → *Page 17*
- Connecting appliance to WLAN home network (Wi-Fi) without WPS function → *Page 17*

The Home Connect app guides you through the entire login process. Follow the instructions in the Home Connect app to configure the settings.

Tips


- Please consult the documents supplied by Home Connect.
- Please also follow the instructions in the Home Connect app.

Notes

- Please note the safety precautions in this instruction manual and make sure that they are also observed when operating the appliance via the Home Connect app. → *"Safety", Page 4*
- Operating the appliance on the appliance itself always takes priority. During this time it is not possible to operate the appliance using the Home Connect app.

10.1 Connecting the appliance to a WLAN home network (Wi-Fi) with WPS function

If your router has a WPS function, you can connect the appliance to your WLAN home network (Wi-Fi) automatically.

1. Press .
- ✓ The temperature display shows **On**.
2. Press ***** repeatedly until the temperature display shows **RC**.


3. Press **+**.

- ✓ The temperature display shows an animation for two minutes. The appliance is ready for automatic connection to the WLAN home network (Wi-Fi).
4. Activate the WPS function on the router during this period.
To do this, take note of the information in the documents for your router.
 - ✓ Once successfully connected, **On** flashes in the temperature display.
 5. If the temperature display shows **OF**, the appliance was unable to establish a connection to the WLAN home network (Wi-Fi).
 - Check whether the appliance is located within the range of the WLAN home network (Wi-Fi).
 - Repeat the process or establish the connection manually → *Page 17*.
 6. Connect the appliance to the Home Connect app. → *Page 18*

10.2 Connecting the appliance to a WLAN home network (Wi-Fi) without WPS function

If your router does not have a WPS function, you can connect the appliance to your WLAN home network (Wi-Fi) manually. The appliance briefly sets up its own WLAN network. You can connect a mobile device to the WLAN network and transfer the network information for the WLAN home network (Wi-Fi) to your appliance.

Requirement: The Home Connect app has been installed on your mobile device.


1. Press .
- ✓ The temperature display shows **Ln**.
2. Press ***** repeatedly until the temperature display shows **SA**.
3. Press **+**.
- ✓ The appliance now sets up its own WLAN network with the network name "HomeConnect".
- ✓ The temperature display shows an animation. The appliance is ready for manual connection to the WLAN home network (Wi-Fi).
4. Follow the instructions in the Home Connect app on the mobile device.
- ✓ The network information for the WLAN home network (Wi-Fi) is transferred to the appliance.
- ✓ Once successfully connected, **On** flashes in the temperature display.
5. If the temperature display shows **OF**, the appliance was unable to establish a connection to the WLAN home network (Wi-Fi).
 - Check whether the appliance is located within the range of the WLAN home network (Wi-Fi).
 - Repeat the process.

10.3 Connecting the appliance to the Home Connect app

If you have automatically connected your appliance to your WLAN home network (Wi-Fi), you can connect your appliance to the Home Connect app.

Requirements

- The appliance is connected to the WLAN home network (Wi-Fi).
→ *Page 17*
- The Home Connect app has been installed on your mobile device.


1. Press .
- ✓ The temperature display shows **Ln**.
2. Press ***** repeatedly until the temperature display shows **PA**.
3. Press **+**.
- ✓ The temperature display shows an animation.
4. Follow the instructions in the Home Connect app until the process is complete.
- ✓ Once successfully connected, the temperature display shows **On**.
5. If the temperature display shows **OF**, the appliance was able to establish a connection to the Home Connect app.
 - In the Home Connect app, check whether the mobile device is connected to the WLAN home network (Wi-Fi).
 - Repeat the process.
6. If the temperature display shows **Er**, reset the Home Connect settings. → *Page 19*

10.4 Installing updates for the Home Connect software

The appliance searches for updates to the Home Connect software at regular intervals.

Note: If updates are available, the temperature display shows **UP**.


To reset the update and the temperature display to the set temperature, press any touch field.

1. Press .
- ✓ The temperature display shows **Ln**.
2. Press ***** repeatedly until the temperature display shows **UP**.
3. Press **+**.
- ✓ The temperature display shows an animation.
- ✓ The update is installed.

- ✓ The control panel is locked during the installation.
- ✓ If the installation is successful, the temperature display shows **0n**.
- 4. If the temperature display shows **Er**, the appliance was unable to install the update.
 - Repeat the process at a later point.
- 5. If the update cannot be completed after several attempts, contact customer service → *Page 30*.

10.5 Resetting Home Connect settings

If your appliance experiences connection problems with the WLAN home network (Wi-Fi) or your appliance wants to log into a different WLAN home network (Wi-Fi), you can reset the Home Connect settings.

1. Press .
- ✓ The temperature display shows **En**.
2. Press ***** repeatedly until the temperature display shows **rE**.
3. Press **+**.
 - ✓ The temperature display shows an animation for 15 seconds.
 - ✓ The temperature display then shows **0n**.
 - ✓ The Home Connect settings have been reset.

10.6 Data protection

Please see the information on data protection.

The first time your appliance is registered on a home 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 Wi-Fi communication module installed).
- Security certificate of the Wi-Fi communication module (to ensure a secure data connection).
- The current software and hardware version of your appliance.
- Status of any previous reset to factory settings.

This initial registration prepares the Home Connect functions for use and is only required when you want to use the 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 retrieved in the Home Connect app.

11 Refrigerator compartment

You can keep dairy products, eggs, prepared meals, pastries, open preserves and hard cheese in the refrigerator compartment.

The temperature can be set from 3 °C to 8 °C.

The refrigerator compartment can also be used to store highly perishable foods in the short to medium term. The lower the selected temperature, the longer the food remains fresh.

11.1 Tips for storing food in the refrigerator compartment

- Only store food when fresh and undamaged.
- Observe the best-before date or use-by date specified by the manufacturer.
- Store food well wrapped or covered.
- Allow hot food and drinks to cool down first before placing in the appliance.

11.2 Chill zones in the refrigerator compartment

The air circulation in the refrigerator compartment creates different chill zones.

Coldest zone

The coldest zone is on the partition and in the door rack for large bottles.

Tip: Store highly perishable food such as fish, sausages and meat in the cool-fresh compartment.
→ *"Cool-fresh compartment", Page 20*

Warmest zone

The warmest zone is at the very top of the door.

Tip: Store food that does not spoil easily in the warmest zone, e.g. hard cheese and butter. Cheese can then continue to release its aroma and the butter will still be easy to spread.

12 Cool-fresh compartment

In the cool-fresh compartment, you can keep fresh food fresh three times longer than in the refrigerator compartment.

The temperature in the cool-fresh compartment is kept at around 0 °C. Storing food in the fresh compartment retains the quality of the food better. The low temperature and the optimum moisture provide ideal storage conditions for fresh food.

12.1 Storage times in the cool-fresh compartment at 0 °C

The storage times are dependent on the original quality of your food.

Food	Storage time
Fresh fish, seafood	up to 3 days
Poultry, meat (boiled/fried)	up to 5 days
Beef, pork, lamb, sausage (cold meat)	up to 7 days
Smoked fish, broccoli	up to 14 days
Salad greens, fennel, apricots, plums	up to 21 days
Soft cheese, yoghurt, quark, buttermilk, cauliflower	up to 30 days

13 Freezer compartment

You can store frozen food, freeze food and make ice cubes in the freezer compartment.

The temperature in the freezer compartment depends on the temperature in the refrigerator compartment. Long-term storage of food should be at -18°C or lower.

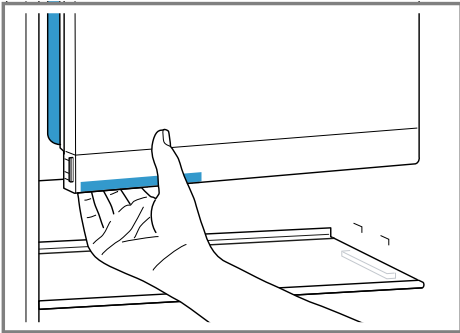
The freezer compartment can be used to store perishable food long-term. The low temperatures slow down or stop the spoilage.

13.1 Freezer compartment door

To ensure that the frozen food that is stored does not thaw and the freezer compartment is not covered in too much ice, always close the freezer compartment door.

The position of the handle on the freezer compartment door indicates whether or not the freezer compartment is correctly closed.

Note: When you close the freezer compartment door, you can hear it engaging.



13.2 Freezing capacity

The freezing capacity indicates the quantity of food that can be frozen right through to the centre within a specific period of time.

Information on freezing capacity can be found on the rating plate. → "Appliance", Fig. 1/6, Page 13

Prerequisites for freezing capacity

1. Approx. 6 hours before placing fresh food in the appliance, switch on Fast function.
→ "Switching on Fast function", Page 16
2. Store larger quantities of fresh food store at the bottom, close to the back panel. This is where food will freeze most quickly.

13.3 Tips for storing food in the freezer compartment

- Spread out the food over a wide area in the freezer compartment.
- Do not bring food which is to be frozen into contact with frozen food.

13.4 Tips for freezing fresh food

- Freeze fresh and undamaged food only.
- Freeze food in portions.
- Cooked food is more suitable than food that can be eaten raw.
- Vegetables: Wash, chop up and blanch before freezing.
- Fruit: Wash, pit and perhaps peel, possibly add sugar or ascorbic acid solution.
- Food that is suitable for freezing includes baked items, fish and seafood, meat, game, poultry, eggs without shells, cheese, butter and quark, ready meals and leftovers.

en Defrosting

- Food that is unsuitable for freezing includes lettuce, radishes, eggs in shells, grapes, raw apples and pears, yoghurt, sour cream, crème fraîche and mayonnaise.

Packing frozen food

If you select suitable packaging material and the correct type of packaging, you can determine the product quality and prevent freezer burn.

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

13.5 Shelf life of frozen food at -18 °C

Food	Storage time
Fish, sausages, prepared meals and baked goods	up to 6 months
Poultry, meat	up to 8 months
Vegetables, fruit	up to 12 months

13.6 Defrosting methods for frozen food

CAUTION

Risk of harm to health!

During the thawing process, bacteria may multiply and spoil the frozen food.

- ▶ Do not refreeze food after it has been defrosted or started to defrost.
- ▶ Refreeze food only after cooking.
- ▶ These items should no longer be stored for the maximum storage period.

- Defrost animal-based food, such as fish, meat, cheese, quark, in the refrigerator compartment.
- Defrost bread at room temperature.
- Prepare food for immediate consumption in the microwave, in the oven or on the hob.

14 Defrosting

14.1 Defrosting in the refrigerator compartment

The refrigerator compartment in your appliance defrosts automatically.

14.2 Defrosting in the cool-fresh compartment

The cool-fresh compartment in your appliance defrosts automatically.

14.3 Defrosting in the freezer compartment

The freezer compartment does not defrost automatically. A layer of hoarfrost in the freezer compartment impairs refrigeration of the frozen food and increases power consumption.

Defrosting the freezer compartment

Regularly defrost the freezer compartment.

1. Switch on the Fast function approx. four hours before defrosting.
→ "Switching on Fast function", Page 16

This means that the food reaches very low temperatures and it can be stored for longer at room temperature.

2. Remove the frozen food and temporarily place it in a cool location. Wrap the frozen food with ice packs, if available, in coverings or newspaper.
3. Switch off the appliance.
→ *Page 15*
4. Disconnect the appliance from the power supply.
Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
5. To accelerate the defrosting process, place a pan of hot water on a trivet in the freezer compartment.
6. Wipe up the condensation water with a soft cloth or sponge.
7. Rub the freezer compartment dry with a soft, dry cloth.
8. Electrically connect the appliance.
9. Switch on the appliance.
→ *Page 15*
10. Put the frozen food in the appliance.
→ *Page 21*

15 Cleaning and servicing

To keep your appliance working efficiently for a long time, it is important to clean and maintain it carefully. Customer Service must clean inaccessible points. Cleaning by customer service can give rise to costs.

15.1 Preparing the appliance for cleaning

1. Switch off the appliance.
→ *Page 15*
2. Disconnect the appliance from the power supply.
Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.

3. Take out all of the food and store it in a cool place.
Place ice packs (if available) onto the food.
4. If there is a layer of hoarfrost, allow this to defrost.
5. Remove all fittings from the appliance.
→ *Page 24*

15.2 Cleaning the appliance



WARNING **Risk of electric shock!**

An ingress of moisture can cause an electric shock.

- ▶ Do not use steam- or high-pressure cleaners to clean the appliance.

Liquid in the lighting or in the controls can be dangerous.

- ▶ The rinsing water must not drip into the lighting or controls.

ATTENTION!

Unsuitable cleaning products may damage the surfaces of the appliance.

- ▶ Do not use hard scouring pads or cleaning sponges.
- ▶ Do not use harsh or abrasive detergents.
- ▶ Do not use cleaning products with a high alcohol content.

If you clean fittings and accessories in the dishwasher, this may cause them to become deformed or discoloured.

- ▶ Never clean fittings and accessory in the dishwasher.

1. Prepare the appliance for cleaning.
→ *Page 23*
2. Clean the appliance, the fittings, the components and the door seals with a dish cloth, lukewarm water and a little pH-neutral wash-up liquid.

en Cleaning and servicing

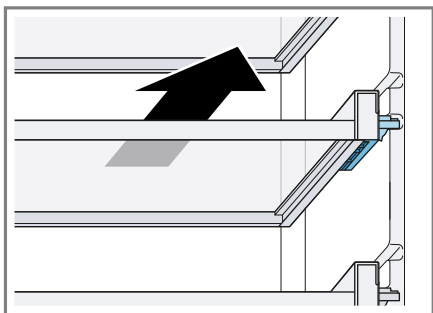
3. Dry thoroughly with a soft, dry cloth.
4. Insert the fittings and install the appliance components.
5. Electrically connect the appliance.
6. Switch on the appliance.
→ Page 15
7. Putting the food into the appliance.

15.3 Removing the fittings

If you want to clean the fittings thoroughly, remove these from your appliance.

Removing the extendable shelf

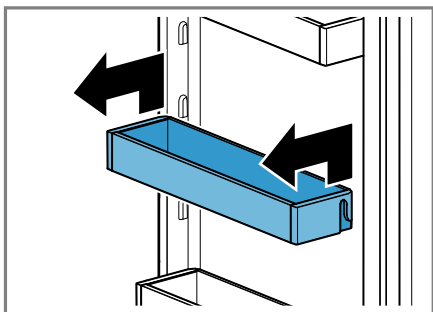
1. Firmly pull out the extendable shelf until the locking catch is released.



2. Lower the shelf and swing it out to the side.

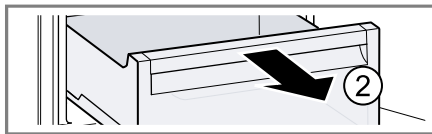
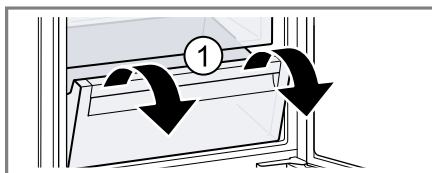
Removing door rack

- Lift the door rack and remove it.



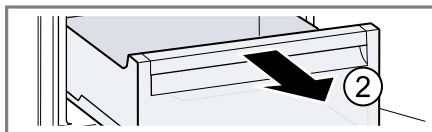
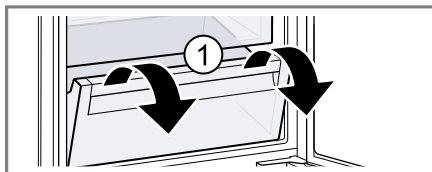
Removing the fruit and vegetable container

- Tilt the fruit and vegetable container forwards ① and remove it ②.



Removing the cool-fresh container

- Tilt the cool-fresh container forwards ① and remove it ②.



15.4 Removing appliance components

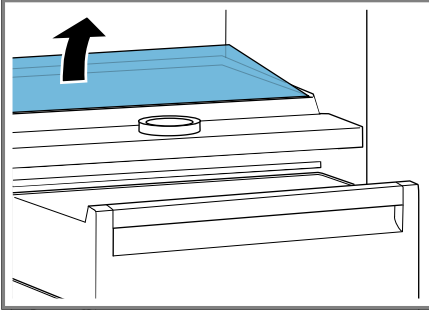
If you want to clean your appliance thoroughly, you can remove certain components from your appliance.

Partition and cover of the fruit and vegetable container

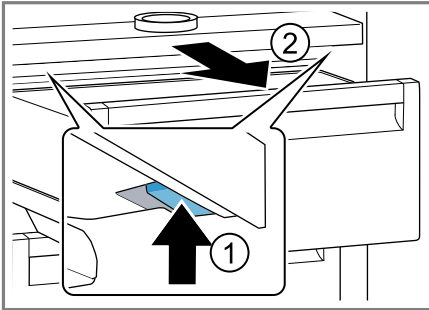
You can remove the partition and the cover of the fruit and vegetable container in order to clean it thoroughly.

Removing the partition

1. Remove the glass plate from the partition.



2. Remove the fruit and vegetable container.
3. Press the lever on the underside on both sides ① and pull the partition forwards ②.



4. Lift the partition and swivel it out to the side.

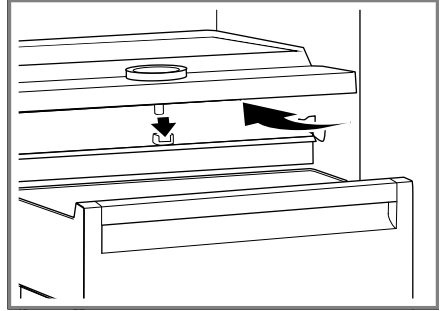
Removing the cover

- Lift the cover of the fruit and vegetable container, pull it forwards and swivel it out to the side.

Fitting the partition and cover

1. Insert the cover for the fruit and vegetable container.

2. Insert the partition.



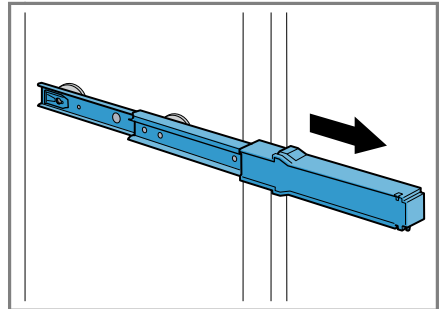
3. Place the glass plate on the partition.

Telescopic rails

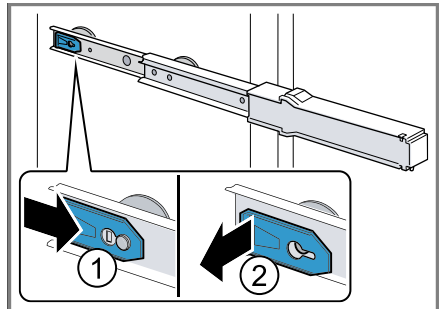
You can remove the telescopic rails in order to clean them thoroughly.

Removing telescopic rails

1. Pull out the telescopic rail.

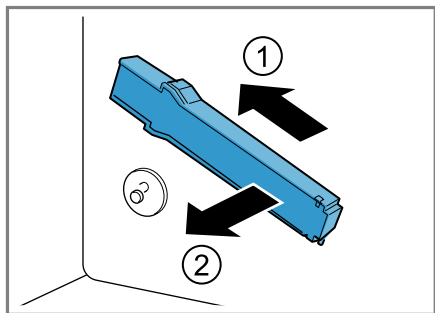


2. Move the lock in the direction of the arrow ① and loosen the pin from the rear ②.



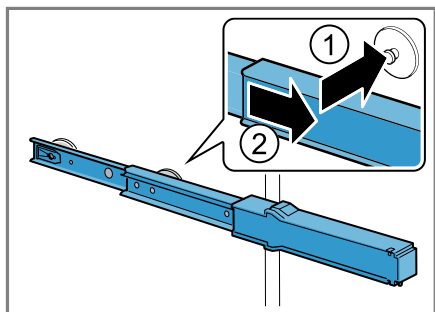
en Cleaning and servicing

3. Push in the telescopic rail.
4. Push the telescopic rail backwards above the rear pin ① and disengage ②.

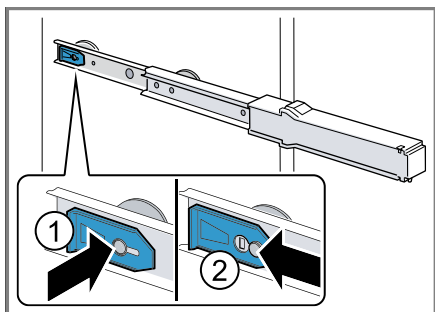


Installing telescopic rails

1. Place the extended telescopic rail on the front pin ① and pull it forwards slightly to lock in place ②.



2. Place the telescopic rail on the rear pin ① and push the locking mechanism back ②.



16 Troubleshooting

You can rectify minor faults on your appliance yourself. Read the troubleshooting information before contacting after-sales service. This will avoid unnecessary costs.



WARNING

Risk of electric shock!

Incorrect repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

Fault	Cause and troubleshooting
The appliance is not cooling, the displays and lighting light up.	<p>Showroom mode is switched on.</p> <ul style="list-style-type: none"> ▶ Carry out the appliance self-test. → <i>Page 29</i> ✓ Once the appliance self-test has ended, the appliance switches to normal operation.
The LED lighting does not work.	<p>Different causes are possible.</p> <ul style="list-style-type: none"> ▶ Call customer service. <p>The customer service number can be found in the enclosed customer service directory.</p>
HomeConnect is not working correctly.	<p>Different causes are possible.</p> <ul style="list-style-type: none"> ▶ Go to www.home-connect.com.
E or d appears in the temperature display.	<p>The electronics have detected a fault.</p> <ol style="list-style-type: none"> 1. Switch off the appliance. → <i>Page 15</i> 2. Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. 3. Reconnect the appliance after five minutes. 4. If the message still appears on the display, call customer service. <p>The customer service number can be found in the enclosed customer service directory.</p>

Fault	Cause and troubleshooting
The temperature differs greatly from the setting.	Different causes are possible. 1. Switch off the appliance. → <i>Page 15</i> 2. Switch the appliance back on after five minutes. → <i>Page 15</i> <ul style="list-style-type: none">– If the temperature is too warm, check the temperature again after a couple of hours.– If the temperature is too cold, check the temperature again on the following day.
The appliance hums, bubbles, buzzes, gargles or clicks.	Not a fault. A motor is running, e.g. refrigerating unit, fan. Refrigerant flows through the pipes. The motor, switches or solenoid valves are switching on or off. No action required.
The appliance makes noises.	Fittings wobble or stick. ► Check the removable fittings and, if required, replace these.
	Bottles or containers are touching. ► Move the bottles or containers away from each other.
	Fast function is switched on. No action required.

16.1 Power failure

During a power failure, the temperature in the appliance rises; this reduces the storage time and the quality of the frozen food.

The stored frozen food is cooled to the temperature increase time specified on the rating plate. → "Appliance", Fig. **1/6**, Page 13

Notes

- Open the appliance as little as possible during a power failure and do not place any other food in the appliance.
- Check the quality of the food immediately after a power failure.
 - Dispose of any frozen food that has defrosted and is hotter than 5 °C.
 - Cook or fry slightly thawed frozen food, and then either consume it or freeze it again.

16.2 Conducting an appliance self-test

1. Switch off the appliance.
→ Page 15
2. Switch the appliance back on after approx. five minutes. → Page 15
3. Within the first 10 seconds after switching on, press and hold * 3 to 5 seconds.
 - ✓ The appliance self-test starts.
 - ✓ While the appliance self-test is running, a long audible signal sounds.
 - ✓ If, at the end of the appliance self-test, two audible signals sound and the temperature display indicates the set temperature, your appliance is OK. The appliance switches to normal operation.
 - ✓ If, at the end of the appliance self-test, five audible signals sound and * flashes for 10 seconds, inform the after-sales service.

17 Storage and disposal

You can find out here how to prepare your appliance for storage. You will also find out how to dispose of old appliances.

17.1 Taking the appliance out of operation

1. Switch off the appliance.
→ Page 15
2. Disconnect the appliance from the power supply.
Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
3. Remove all of the food.
4. Defrost the appliance. → Page 22
5. Clean the appliance. → Page 23
6. To guarantee the ventilation inside the appliance, leave the appliance open.

17.2 Disposing of old appliance

Valuable raw materials can be reused by recycling.



WARNING **Risk of harm to health!**

Children can lock themselves in the appliance, thereby putting their lives at risk.

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

WARNING **Risk of fire!**

If the tubes are damaged, flammable refrigerant and harmful gases may escape and ignite.

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

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Dispose of the appliance in an environmentally friendly manner.

Information about current disposal methods are available from your specialist dealer or local authority.



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.

18 Customer Service

If you have any queries, are unable to rectify faults on the appliance yourself or if your appliance needs to be repaired, contact Customer Service. Function-relevant genuine spare parts according to the corresponding Eco-design Order can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area.

Note: Under the terms of the manufacturer's warranty applicable to the location, the use of Customer Service is free of charge. The minimum duration of the warranty (manufacturer's warranty for private consumers) in the European Economic Area is 2 years according to the terms of warranty applicable to the location. The terms of warranty do not affect other rights or claims held by yourself under local legislation.

Detailed information on the warranty period and terms of warranty in your country is available from our after-sales service, your retailer or on our website.

If you contact Customer Service, you will require the product number (E-Nr.) and the production number (FD) of your appliance.

The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

18.1 Product number (E-Nr.) and production number (FD)

You can find the product number (E-Nr.) and the production number (FD) on the appliance's rating plate.

→ "Appliance", Fig. **1/6**, Page 13
Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

19 Technical data

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

→ "Appliance", Fig. **1/6**, Page 13

More information about your model can be found online at <https://energylabel.bsh-group.com>¹. This web address is linked to the official EU EPREL product database. At the time of printing its web address had not yet been published. Please then follow the instructions on searching for models. The model identifier is made up of the characters before the slash in the product number (E-Nr.) on the rating plate. Alternatively you can also find the model identifier in the first line of the EU energy label.

¹ Only applies to countries in the European Economic Area

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