

**Gaggenau**

Information for Use

**RVY497...**

Fridge-freezer

**Further information and explanations are available online:**



## Table of contents

<b>1 Safety .....</b>	<b>4</b>		
1.1 General information.....	4		
1.2 Intended use.....	4		
1.3 Restriction on user group.....	4		
1.4 Safe transport.....	4		
1.5 Safe installation .....	5		
1.6 Safe use .....	6		
1.7 Damaged appliance.....	8		
<b>2 Preventing material damage ....</b>	<b>10</b>		
<b>3 Environmental protection and saving energy.....</b>	<b>10</b>		
3.1 Disposing of packaging .....	10		
3.2 Saving energy.....	11		
<b>4 Installation and connection.....</b>	<b>11</b>		
4.1 Scope of delivery.....	11		
4.2 Criteria for the installation location.....	11		
4.3 Installing the appliance .....	12		
4.4 Preparing the appliance for the first time.....	12		
4.5 Connecting the appliance to the drinking water connection.....	12		
4.6 Connecting the appliance to the electricity supply.....	12		
<b>5 Familiarising yourself with your appliance.....</b>	<b>13</b>		
5.1 Appliance .....	13		
5.2 Control panel.....	14		
<b>6 Features.....</b>	<b>15</b>		
6.1 Shelf.....	15		
6.2 Storage container .....	15		
6.3 Cool-fresh container .....	16		
6.4 Frozen food pull-out container.....	16		
6.5 Suspended frozen food container.....	16		
6.6 Door tray.....	16		
6.7 Ice cube container.....	16		
6.8 Camera.....	16		
6.9 Odour filter .....	17		
6.10 Accessories.....	17		
<b>7 Before using for the first time ..</b>	<b>18</b>		
7.1 Performing initial start-up .....	18		
<b>8 Basic operation .....</b>	<b>19</b>		
8.1 Switching on the appliance .....	19		
8.2 Operating tips.....	19		
8.3 Switching off the appliance .....	19		
8.4 Setting the temperature.....	19		
8.5 Cool-fresh compartment storage setting.....	19		
8.6 Lock.....	19		
<b>9 Basic settings.....</b>	<b>20</b>		
9.1 Changing the basic settings ..	20		
9.2 Overview of the basic settings.....	20		
<b>10 Additional functions .....</b>	<b>23</b>		
10.1 Fast cooling .....	23		
10.2 Automatic Fast freezing.....	23		
10.3 Manual Fast freezing .....	23		
10.4 Holiday mode .....	24		
10.5 Automatic door-opening aid..	24		
10.6 Rest mode.....	24		
<b>11 Alarm.....</b>	<b>25</b>		
11.1 Door alarm .....	25		
11.2 Temperature alarm .....	25		

<b>12 Home Connect .....</b>	<b>25</b>	18.2 Defrosting in the cool-fresh compartment .....	33
12.1 Setting up the Home Connect app .....	26	18.3 Defrosting in the freezer compartment .....	33
12.2 Setting up Home Connect.....	26	<b>19 Cleaning and servicing .....</b>	<b>33</b>
12.3 Remote diagnostics .....	26	19.1 Care instructions for stainless steel surfaces.....	33
12.4 Data protection.....	26	19.2 Preparing the appliance for cleaning .....	34
12.5 Status of the Home Connect connection.....	27	19.3 Cleaning the appliance .....	34
<b>13 Service settings .....</b>	<b>27</b>	19.4 Cleaning the camera.....	34
13.1 Changing service settings.....	27	19.5 Removing the fittings.....	35
13.2 Overview of the service settings.....	28	19.6 Replacing the odour filter.....	36
<b>14 Refrigerator compartment .....</b>	<b>29</b>	<b>20 Troubleshooting.....</b>	<b>37</b>
14.1 Tips for storing food in the refrigerator compartment .....	29	20.1 Power failure.....	41
14.2 Chill zones in the refrigerator compartment.....	29	<b>21 Storage and disposal .....</b>	<b>41</b>
<b>15 Cool-fresh compartment.....</b>	<b>29</b>	21.1 Taking the appliance out of operation .....	41
15.1 Storage recommendations for the cool-fresh compartment.....	29	21.2 Disposing of old appliance ..	41
15.2 Storage times in the cool-fresh compartment at 0 °C (32 °F).....	30	<b>22 Customer Service.....</b>	<b>42</b>
<b>16 Freezer compartment.....</b>	<b>30</b>	22.1 Product number (E-Nr.), production number (FD) and consecutive numbering (Z-Nr.) .....	42
16.1 Freezing capacity .....	30	<b>23 Technical data .....</b>	<b>42</b>
16.2 Fully utilising the freezer compartment volume .....	30	23.1 Information regarding Free and Open Source Software...	42
16.3 Tips for storing food in the freezer compartment.....	30	<b>24 Declaration of Conformity .....</b>	<b>42</b>
16.4 Tips for freezing fresh food ...	31		
16.5 Shelf life of frozen food at -18 °C (0 °F).....	31		
16.6 Defrosting methods for frozen food .....	31		
<b>17 Water system.....</b>	<b>31</b>		
17.1 Water filter .....	31		
17.2 Ice cube maker .....	32		
<b>18 Defrosting .....</b>	<b>33</b>		
18.1 Defrosting in the refrigerator compartment.....	33		



# 1 Safety

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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

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 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.

Do not let children play with the appliance.

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

## 1.4 Safe transport

### **WARNING – Risk of tipping!**

The appliance is very top-heavy and may tip over.

- ▶ The appliance must be transported by two or more people.
- ▶ Do not remove the appliance from the pallet until it is ready for installation.
- ▶ Keep the doors and drawers closed until the appliance is fully installed.

**⚠ WARNING – Risk of injury!**

The heavy 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!**

Incorrect 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 isolating switch must be integrated into 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 closed off, a leak in the refrigeration circuit may result in a flammable mixture of gas and air.

- ▶ Keep ventilation openings in the appliance casing or in the integrated casing 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.
- ▶ Only use adapters and power cords approved by the manufacturer.

- ▶ If the power cord is too short and a longer one is not available, please contact an electrician to have the domestic installation adapted.

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.

### **⚠ WARNING – Risk of tipping!**

The appliance is very top-heavy and may tip over.

- ▶ The appliance must be installed by two or more people as soon as it is no longer secured and is removed from the pallet.
- ▶ Secure the unit using the supplied anti-tip bracket.
- ▶ Do not leave the appliance unattended during installation.

### **⚠ CAUTION – Risk of cutting!**

Touching sharp edges on the appliance may lead to cuts.

- ▶ Wear protective gloves.

## **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!**

If the cooling circuit is damaged, flammable refrigerant may escape and explode.

- ▶ To accelerate the defrosting process, do not use any other mechanical devices or means other than those recommended by the manufacturer.
- ▶ If food is stuck to the freezer compartment, loosen it with a blunt object such as the handle of a wooden spoon.

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 or in the variable-temperature compartment below 1 °C (34 °F).
- ▶ 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 and turn off the water tap.
- ▶ Call customer services. → *Page 42*

Improper 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 or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or special appliance power cable, which is available from the manufacturer or its Customer Service.



**⚠ 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.
- ▶ Unplug the mains plug from the mains or switch off the circuit breaker in the fuse box.
- ▶ Call customer service. → *Page 42*

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## 2 Preventing material damage

### ATTENTION!

The high weight of the appliance or, if not rolling freely, the appliance's castors may damage the floor when the appliance is moved.

- ▶ Transport the appliance using a sack truck.
- ▶ Use floor protection when moving the appliance, and do not move it in a zigzag fashion.

Condensation may form on the casing due to a lack of air circulation.

- ▶ Never remove the spacers from the rear of the appliance.
- ▶ Never remove the spacers from the sides of the appliance unless this is described in the installation instructions.

When the appliance door is closed, an open door pillar may damage the appliance.

- ▶ Never open the door pillar manually.
- ▶ If the door pillar has been opened, close it before closing the appliance door.

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.

If the water pressure is too high or too low, the appliance may not be able to operate properly.

- ▶ Make sure that the water pressure in the water supply system is at least 200 kPa (2 bar) and max. 800 kPa (8 bar).
- ▶ If the water pressure exceeds the maximum value specified, a pressure-reducing valve must be installed between the drinking water connection and the hose set of the appliance.

Modified or damaged water hoses may result in material damage and damage to the appliance.

- ▶ Never kink, crush, modify or cut through water hoses.
- ▶ Only use the water hoses supplied with the appliance or genuine spare hoses.
- ▶ Never re-use water hoses that have been used before.

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. When aluminium comes into contact with acidic foods, it corrodes and discolours.

- ▶ Only store packaged food in the appliance.

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.

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## 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:
  - Maintain a 30 mm clearance to electric or gas cookers.
  - Maintain a 300 mm clearance to oil or solid-fuel cookers.
- Never cover or block the external ventilation openings.

### Saving energy during use

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

- Open the appliance only briefly and then close it carefully.
- Never cover or block the interior ventilation openings or the exterior ventilation openings.
- 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.
- Vacuum the external ventilation grilles when they are dusty.

## 4 Installation and connection

### 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 42*.

The delivery consists of the following:

- Equipment and accessories<sup>1</sup>
- Installation material
- Installation instructions
- User manual
- Customer service directory
- Warranty enclosure<sup>2</sup>
- 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 m<sup>3</sup> per 8 g refrigerant. The volume of refrigerant is indicated on the rating plate. → "*Appliance*", *Fig. 1/16*, *Page 14*

<sup>1</sup> Depending on the appliance specifications

<sup>2</sup> Not in all countries

## en Installation and connection

The weight of the appliance ex works may be up to 225 kg depending on the model.

The subfloor must be sufficiently stable to bear the weight of the appliance.

This refrigerator is intended for use at ambient temperatures of 10 °C to 43 °C.

The appliance is fully functional within the permitted room temperature.

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

### 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 34*

### 4.5 Connecting the appliance to the drinking water connection

#### Requirements

- A corner valve must be installed on the water connection and be freely accessible following installation of the appliance.
  - The water connection is checked and is of drinking water quality.
1. Rinse the drinking water connection thoroughly until the drinking water is no longer cloudy and contains no deposits.

If the drinking water is still cloudy or contains deposits, install an external water filter system.

2. Install the drinking water connection according to the enclosed installation instructions.

### 4.6 Connecting the appliance to the electricity supply

1. Insert the non-heating appliance plug of the power cable into the appliance.
2. Insert the mains plug of the appliance's power cable in a socket nearby.

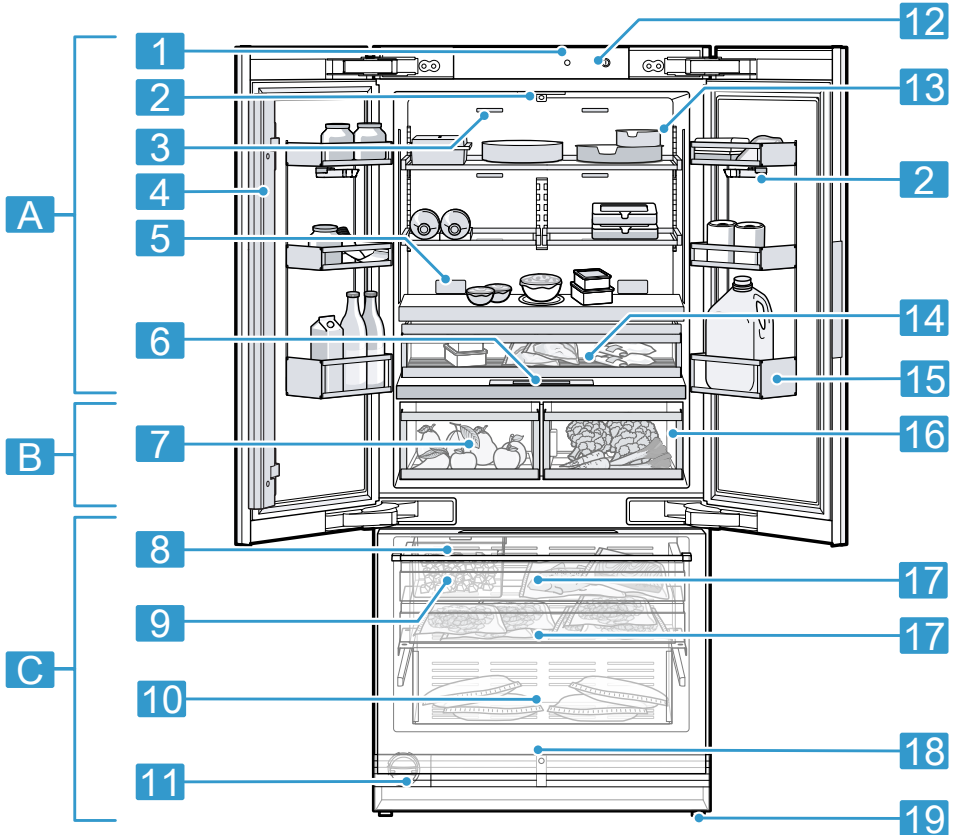
The connection data of the appliance can be found on the rating plate. → "*Appliance*", Fig. **1/16**, *Page 14*

3. 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** Refrigerator compartment  
→ Page 29

**B** Cool-fresh compartment  
→ Page 29

**C** Freezer compartment  
→ Page 30

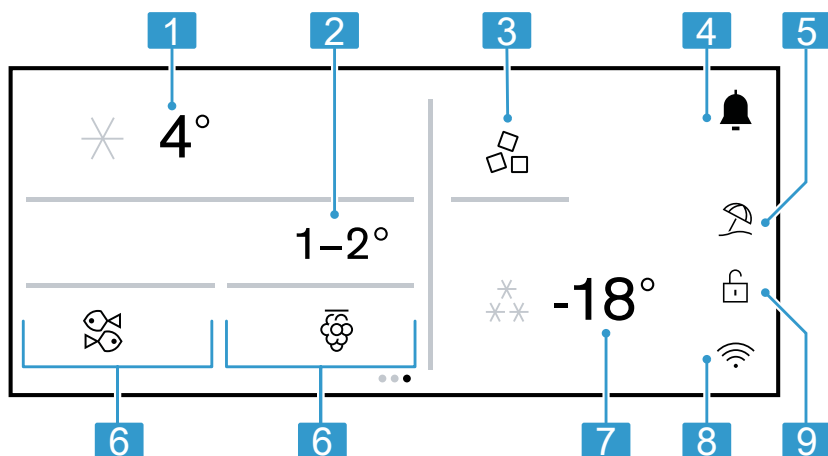
**1** Door opening aid (refrigerator compartment)

<b>2</b>	Camera	<b>12</b>	Main switch
<b>3</b>	Inner ventilation openings (refrigerator compartment)	<b>13</b>	Interior lighting
<b>4</b>	Door pillar with condensation protection → <i>Page 10</i>	<b>14</b>	Storage container → <i>Page 15</i>
<b>5</b>	Odour filter → <i>Page 17</i>	<b>15</b>	Door tray for large bottles → <i>Page 16</i>
<b>6</b>	Control panel → <i>Page 14</i>	<b>16</b>	Rating plate → <i>Page 42</i>
<b>7</b>	Cool-fresh container → <i>Page 16</i>	<b>17</b>	Frozen food pull-out container → <i>Page 16</i>
<b>8</b>	Ice cube maker → <i>Page 32</i>	<b>18</b>	Door opening aid (freezer compartment)
<b>9</b>	Ice cube container → <i>Page 16</i>	<b>19</b>	Screw foot
<b>10</b>	Suspended frozen food container → <i>Page 16</i>		
<b>11</b>	Water filter → <i>Page 31</i>		

**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.



<b>2</b>		<b>2</b>	Displays the temperature of the storage container in $^{\circ}\text{C}$ or $^{\circ}\text{F}$ .
<b>1</b>	Allows the refrigerator compartment to be set.		

- |          |   |
|----------|---|
| <b>3</b> | Allows ice cube production to be set.   |
| <b>4</b> | 🔔 opens the notification centre.  |
| <b>5</b> | Displays the set mode.  |
| <b>6</b> | Allows the cool-fresh compartment to be set.  |
| <b>7</b> | Allows the freezer compartment to be set.   |
| <b>8</b> | Shows the status of Home Connect, for example whether Home Connect is switched on or off. |
| <b>9</b> | Switches the display's button lock on or off.   |

### Operating logic

Some areas of the display respond to touch. You can activate settings by touching the buttons. The activated settings are highlighted in blue on the display. You can change or deactivate the activated settings by repeatedly pressing on the relevant buttons on the display.

Symbol	Description
①	Display additional information
🔘	Switch on the function
🔘	Switch off the function

## 6 Features

The features of your appliance depend on the model.

### 6.1 Shelf

#### ATTENTION!

If fitted at an angle, the hooks on the shelf can scratch the rear panel of the refrigerator compartment.

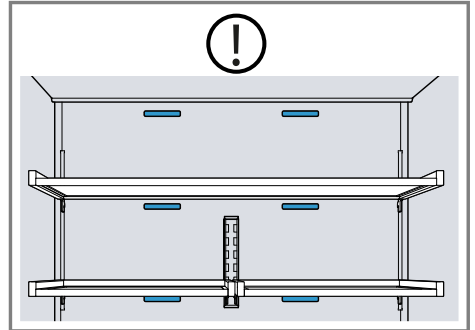
- ▶ Ensure that the shelf is horizontal and that the hooks are properly fitted in place.

To vary the shelf as required, you can remove the shelf and re-insert it elsewhere.

→ "Removing the shelf", Page 35

#### Note

To avoid impeding the circulation of air, do not cover the inner ventilation openings.



### 6.2 Storage container

The temperatures in the storage container are lower than in the refrigerator compartment. Temperatures below 0 °C may occur occasionally. In order to reach temperatures close to 0 °C in the storage container, set the refrigerator compartment temperature to 2 °C.

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

### 6.3 Cool-fresh container

To automatically set the cool-fresh container to the right humidity and temperature for your food, use the different cool-fresh container storage settings.

Store fresh fruit and vegetables loose in the cool-fresh container.

Cover any chopped fruit and vegetables, or store in air-tight packaging.

For hygiene reasons, do not store fruit and vegetables in a cool-fresh container with meat and fish.

Condensation may form in the cool-fresh container depending on the type and quantity of food stored.

Remove the condensation with a dry cloth.

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 (46 °F) to 12 °C (54 °F), e.g. pineapple, bananas, citrus fruits, cucumbers, courgettes, peppers, tomatoes and potatoes.

### 6.4 Frozen food pull-out container

In order to achieve an improved overview and to remove frozen food more quickly, remove frozen food pull-out container.

### 6.5 Suspended frozen food container

Store large frozen items in the suspended frozen food container.

### 6.6 Door tray

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

→ *"Removing door tray", Page 35*

### 6.7 Ice cube container

If ice cube production is switched on, the ice cubes are automatically stored in the ice storage container.

#### **ATTENTION!**

The ice cube maker may become blocked or damaged by food or objects stored in the ice storage container.

- ▶ Never store food or objects in the ice storage container.

### 6.8 Camera

Each time the door is closed, the cameras take a photo of the refrigerator compartment, the cool-fresh compartment and the inside of the refrigerator compartment doors. You



can call up the photos using the Home Connect app and a mobile device. Activating the cameras

**Note:** Close the appliance door slowly so that the cameras are able to take high-quality photos. If you close the appliance door too quickly, the photos may be blurred. The photos may also be unclear if the camera is dirty.

→ "Cleaning the camera", Page 34

## 6.9 Odour filter

The odour filter filters odours in the refrigerator compartment and can be replaced if necessary.

→ "Replacing the odour filter", Page 36

## 6.10 Accessories

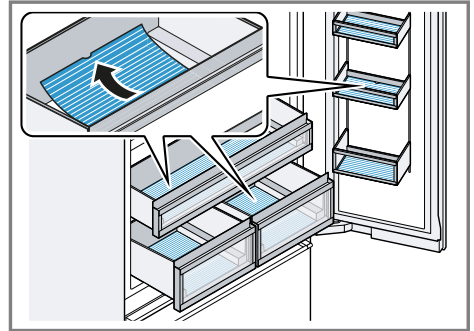
Use original accessories. These have been made especially for your appliance.

The accessories for your appliance depend on the model.

### Anti-slip mat

The anti-slip mat prevents bottles and food from slipping.

Condensation may form on the anti-slip mat depending on the type and quantity of food stored. Where necessary, remove the anti-slip mat and wipe away the condensation with a dry cloth.

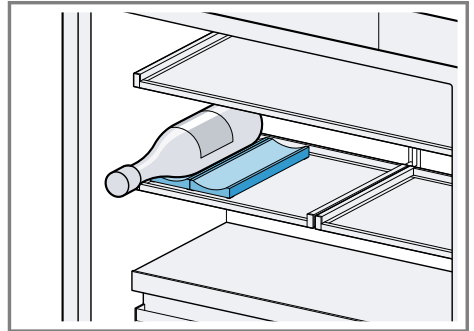


### Egg container

Store eggs safely in the egg container.

### Variable bottle shelf

Store bottles securely on the variable bottle shelf.



### Ethylene absorber

For important safety instructions and information about installation and use, see the enclosed installation instructions for the ethylene absorber. The ethylene absorber slows down the ripening of ethylene-sensitive fruit and vegetables to keep them fresher for longer. Installing and resetting the ethylene absorber

#### Installing the ethylene absorber

- Install the ethylene absorber in accordance with the installation instructions for the ethylene absorber.

en Before using for the first time

### Using the refill set

- ▶ Install the components of the refill set in accordance with the installation instructions for the ethylene absorber.

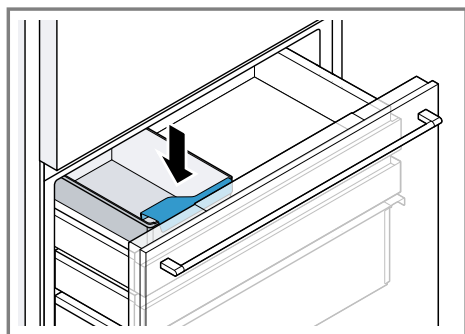
**Note:** Refill sets can be purchased from customer service or our website.

### Ice scoop

You can use the ice scoop to remove a portion of ice cubes.

#### Tip

Position the ice shovel on the front side of the ice storage container.



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## 7 Before using for the first time

### 7.1 Performing initial start-up

#### Requirements

- The appliance is installed in accordance with the enclosed installation instructions.
- The appliance is connected to the electricity supply. → Page 12


1. Switch on the appliance at the main switch. → "Appliance", Fig.

**1/12**, Page 14

2. Close the appliance doors, wait 3 minutes and reopen them.

3. Select a language and touch >.
4. Touch > to confirm the information on the display.
5. To activate the door opening assist, touch > and follow the instructions on the display.
6. To change the water filter type, touch "Change filter type" and follow the instructions on the display.
7. Follow the instructions on the display for checking the water connection and confirm by pressing >.
8. To confirm the summary, touch >
9. To complete the initialisation process, touch ✓.

✓ The appliance restarts and the display shows an animation.

10. As an option, touch  to select the required language and confirm using ✓.

11. Touch >.

12. Press > to start the Home Connect assistant and follow the instructions on the display.

**Note:** If you skip the Home Connect assistant, further manual settings appear on the display.

– Select the temperature unit "°C" or "°F".

– Select the time format "12" or "24".

– Set the time and confirm by pressing >.

– Press > to confirm the oxidation protection.

– Press > to start the ethylene absorber installation and follow the instructions on the display.

14. Touch > to confirm the information on the display.

15. Press ✓ to finalise the initial start-up.

## 8 Basic operation

### 8.1 Switching on the appliance

1. Switch on the appliance at the main switch. → "Appliance", Fig. **1/12**, Page 14
- ✓ The appliance begins to cool.
2. Set the required temperature. → Page 19

### 8.2 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 set temperature has been reached.
- The front and side panels of the housing heat up occasionally. This prevents condensation from forming.
- 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.
- The temperature in the appliance varies due to the following conditions:
  - How often the appliance is opened
  - Load capacity
  - Temperature of newly stored food
  - Ambient temperature
  - Direct sunlight

### 8.3 Switching off the appliance

- ▶ Switch off the appliance at the main switch. → "Appliance", Fig. **1/12**, Page 14

## 8.4 Setting the temperature

### Setting the refrigerator compartment temperature

1. Touch the temperature display (refrigerator compartment).
2. Swipe to the required temperature setting.

The recommended temperature in the refrigerator compartment is 4 °C (39 °F).

### Setting the freezer compartment temperature

1. Touch the temperature display (freezer compartment).
2. Swipe to the required temperature setting.

The recommended temperature in the freezer compartment is -18 °C (0 °F).

## 8.5 Cool-fresh compartment storage setting

You can set the temperature and humidity of the cool-fresh container using predefined storage settings.

**Tip:** Further settings are available in the Home Connect app.

### Setting the cool-fresh compartment storage setting

1. Touch the cool-fresh compartment storage setting.
2. Swipe the required storage setting and confirm using ↵.

## 8.6 Lock

The button lock prevents the appliance from being operated accidentally or incorrectly while running.

**Note:** You can permanently activate or deactivate the automatic button lock.

## Switching on the button lock

- ▶ Press and hold  for 3 seconds.
- ✓  lights up.

## Switching off the button lock

- ▶ Press and hold  for 3 seconds.

# 9 Basic settings

## 9.1 Changing the basic settings

1. Swipe to "Settings".
2. Swipe to and touch the required basic setting.
3. Change the basic setting.



## 9.2 Overview of the basic settings

Here you can find an overview of the basic settings and factory settings. The basic settings depend on the features of your appliance.



### "Sounds"

Setting	Selection	Description
Interaction sounds	"Stand-ard"/"Loud"/"Quiet"/"Off"	Set the volume.
Notification sounds	"Stand-ard"/"Loud"/"Quiet"/"Off"	Set the volume.
Process sounds	"Stand-ard"/"Loud"/"Quiet"/"Off" 30 "s"/3 "min"/10 "min"	Set the volume. Set the duration.

### "Interior lighting"

Setting	Selection	Description
Brightness	1 - 6 	Set the interior lighting from 1 to 6.
Light interaction		Switch the automatic interior lighting on or off. Switch the adjusted lighting on or off when operating the appliance.

### "Notifications"


Setting	Selection	Description
Info layer		Switch "Info layer" on or off.
Pop-up hints		Switch "Pop-up hints" on or off.

Setting	Selection	Description
Hidden notifications	Reset	Display "Hidden notifications" again.



### "Language"

Setting	Selection	Description
Language	See the information on the display	Set the operating language.


### "Time & Units"

Setting	Selection	Description
Time	See the information on the display 	Follow the instructions on the display and set the time. Switch the automatic time on or off.
Time format	"12"/"24"	Set the time format.
Temperature unit	"°F"/"°C"	Set the temperature unit.

### "Advanced"



Setting	Selection	Description
Demo mode		Switch the demo mode on or off. The appliance does not cool in demo mode. <b>Note:</b> The demo mode is only available for a certain time after the appliance is started.
Display rest mode		Switch rest mode on or off.
Factory settings	Restore	Reset the appliance to the factory settings.

### "Appliance"



Setting	Selection	Description
Automatic fast freezing		Activate or deactivate automatic Fast freezing.

Setting	Selection	Description
Door opening assist	See the information on the display	Switch on, set or switch off the automatic door-opening aid for the refrigerator compartment and freezer compartment.
Introduction to the appliance	Start	Personalise and get to know your appliance.

### "Home network"

Setting	Selection	Description
WiFi		Switch "WiFi" on or off.
Home Connect assistant	See the information on the display	Set up Home Connect. → Page 26
Camera		Switch the cameras on or off.
Network information	See the information on the display	Display the Home Connect network information.
Network credential reset	Confirm	Reset the Home Connect settings.

### "Display"

Setting	Selection	Description
Brightness	1 - 6 	Set the display lighting from 1 to 6. Switch the automatic display lighting on or off.
Reduced home screen		Standby mode shows reduced content in the display and highlights open drawers.
Child lock	See the information on the display	Switch "Child lock" on or off.

## 10 Additional functions

Find out which additional functions can be used for your appliance. Additional functions can be set via the Home Connect app.

### 10.1 Fast cooling

With Fast cooling, the refrigerator compartment cools as cold as possible.

Switch on Fast cooling before placing large quantities of food in the refrigerator compartment.

**Note:** When Fast cooling is switched on, increased noise may occur.

#### Switching on Fast cooling

1. Touch the temperature display (refrigerator compartment).
2. Touch ✖.
- ✓ ✖ lights up in the temperature display (refrigerator compartment).

**Note:** After approx. 6 hours, the appliance switches to normal operation.

#### Switching off Fast cooling

1. Touch the temperature display (refrigerator compartment).
2. Touch ✖.
- ✓ ✖ goes out on the temperature display (refrigerator compartment).
- ✓ The previously set temperature is displayed.

### 10.2 Automatic Fast freezing

With automatic Fast freezing, the freezer compartment cools down to a much lower temperature than in normal mode. This freezes food more quickly.

The automatic Fast freezing switches on if you place fresh food in the suspended frozen food container, starting from the right-hand side.

If the automatic Fast freezing is switched on, ✖ lights up and increased noise may occur. After operation, the appliance switches from automatic Fast freezing to normal operation.

**Note:** You can find out how to activate and deactivate automatic Fast freezing in the basic settings.

→ Page 21

### 10.3 Manual Fast freezing

1. Touch the temperature display (freezer compartment).

2. Touch ✖.

- ✓ ✖ goes out on the temperature display (freezer compartment).
- ✓ The previously set temperature is displayed.

### 10.3 Manual Fast freezing

With Fast freezing, the freezer compartment cools as cold as possible. Switch on Fast freezing four to six hours before placing food weighing 2 kg or more into the freezer compartment.

Use Fast freezing to accelerate ice cube production.

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

→ "Prerequisites for freezing capacity", Page 30

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

#### Switching on manual Fast freezing

1. Touch the temperature display (freezer compartment).

2. Touch ✖.

- ✓ ✖ lights up in the temperature display (freezer compartment).

**Note:** After approx. 8 hours, the appliance switches to normal operation.

## Switching off manual Fast freezing

1. Touch the temperature display (freezer compartment).
  2. Touch **\*\***.
- ✓ **\*\*** goes out on the temperature display (freezer compartment).
  - ✓ The previously set temperature is displayed.

## 10.4 Holiday mode

If you are going to be away for a long time, you can switch on energy-saving holiday mode on the appliance.

### CAUTION

#### Risk of harm to health!

The refrigerator compartment heats up while the holiday mode is switched on. The increased temperature may cause bacteria to increase and spoil the food.

- ▶ When the holiday mode is switched on, do not store any food in the refrigerator compartment.

The appliance automatically sets the temperatures.

Refrigerator compartment	14 °C (58 °F)
Cool-fresh compartment	4 °C (40 °F)
Freezer compartment	Temperature remains unchanged

**Note:** While the vacation mode is activated, ice cube production is switched off.

## 10.5 Automatic door-opening aid

The automatic door-opening aid supports you in opening the door.

**Note:** You can find out how to switch on, set or switch off the automatic door-opening aid in the basic settings. → Page 22

### Opening the door using the automatic door-opening aid

#### ATTENTION!

Repeatedly closing the door prematurely may cause the automatic door-opening aid to fail or wear out. Never close the door while the door-opening aid is extended.

- ▶ If you have nevertheless closed the door, leave it closed for 5 minutes. The automatic door-opening aid is realigned.

1. Push the door in the middle.
- ✓ The automatic door-opening aid extends and opens the door slightly.
2. Manually open the door.

If you do not open the door any further within 3 seconds, the automatic door-opening aid retracts and the door closes.

## 10.6 Rest mode

To ensure that you can also use the appliance on the Sabbath, the rest mode switches off all non-essential functions.

During rest mode, the following functions are switched off:

- Fast cooling
- Automatic Fast freezing and manual Fast freezing
- Alarm
- Ice cube production
- Interior lighting



- Signal tones
- Messages on the control panel

### Notes

- The brightness of the control panel lighting is reduced during the rest mode.
- You can find out how to switch on rest mode in the basic settings.  
→ Page 21

---

## 11 Alarm

### 11.1 Door alarm

If the appliance door is open for a while, the door alarm switches on. A warning tone sounds and a 🔔 "Door alarm cooling and freezer compartment" appears.

#### Switching off the door alarm

- ▶ Close the appliance door or touch 🔔.
- ✓ The warning tone is switched off.

### 11.2 Temperature alarm

If the freezer compartment becomes too warm, the temperature alarm is switched on. A warning tone sounds and 🔔 "Temperature alarm" lights up.

#### 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.

The temperature alarm can be switched on in the following cases:

- The appliance is switched on.  
Do not store any food until the appliance has reached the set temperature.
- Large quantities of fresh food are being placed inside.  
Switch on Fast freezing before placing large quantities of food in the appliance.
- The freezer compartment door is open for too long.  
Check whether the frozen food has defrosted or thawed.

#### Switching off the temperature alarm

- ▶ Touch "Yes, see highest temp." and use "OK" to confirm.
- ✓ The warning tone is switched off.

---

## 12 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](http://www.home-connect.com). To be able to use Home Connect, you must first set up the connection to the WLAN home network (Wi-Fi<sup>1</sup>) and to the Home Connect app.

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<sup>1</sup> Wi-Fi is a registered trademark of the Wi-Fi Alliance.

## en Home Connect

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

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

**Tip:** 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.

## 12.1 Setting up the Home Connect app

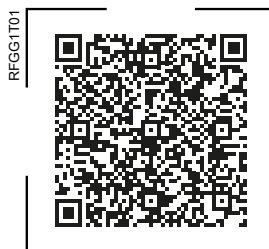
1. Install the Home Connect app on your mobile device.
2. Start the Home Connect app and set up access for Home Connect. The Home Connect app guides you through the entire login process.

## 12.2 Setting up Home Connect

### Requirements

- The Home Connect app has been installed on your mobile device.
- The appliance is receiving signals from the WLAN home network (Wi-Fi) at its installation location.

1. Open the Home Connect app and scan the following QR code.



2. Follow the instructions in the Home Connect app.

## 12.3 Remote diagnostics

Customer Service can use Remote Diagnostics to access your appliance if you contact them, have your appliance connected to the Home Connect server and if Remote Diagnostics is available in the country in which you are using the appliance.

**Tip:** For further information and details about the availability of Remote Diagnostics in your country, please visit the service/support section of your local website: [www.home-connect.com](http://www.home-connect.com).

## 12.4 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 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 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 the Home Connect functions for the first time.

### Notes

- 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.
- It is possible that users, persons or spaces outside of the appliance may be captured by the cameras and therefore displayed in the Home Connect app. Such photos are processed in the Home Connect system for the purpose of provision in the Home Connect app. Information on data processing can be retrieved in the Home Connect app.

## 12.5 Status of the Home Connect connection

This is where you will find an overview of the status of the Home Connect connection.

Symbol	Description
	The appliance is connected to the Home Connect app.
	The appliance is not connected to the Home Connect app.
	The appliance is not connected to the Wi-Fi home network.
	The remote diagnostics is activated.

## 13 Service settings

You can implement various service settings.

### 13.1 Changing service settings

1. Swipe to "Service".
2. Swipe to and touch the required service setting.
3. Change the service setting.


## 13.2 Overview of the service settings

This is where you can find an overview of the service settings.

### "Quick guide"

Setting	Selection	Description
See the information on the display	Cooling drawer removal Upper freezer drawer removal Particle water filter cleaning Activated charcoal water filter replacement	Display the step-by-step instructions on the display. Touch the required instructions and follow the instructions on the display.

### "Holiday mode"

Setting	Selection	Description
Holiday mode		Switch holiday mode on or off. → "Holiday mode", Page 24

### "Filter management"

Setting	Selection	Description
Water filter saturation	See the information on the display	Displays the water filter status.
Air filter saturation		Displays the odour filter status.
Ethylene absorber saturation		Displays the status of the ethylene absorber.

### "Appliance information"

Setting	Selection	Description
See the information on the display	E-Number: Serial number: FD (production date): Z-Number: MAC-Address: WLAN SSID: IPv4-Address: IPv6-Address:	Displays information about your appliance.

## 14 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 2 °C (46 °F) to 8 °C (36 °F).

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.

### 14.1 Tips for storing food in the refrigerator compartment

- Only store food when fresh and undamaged.
- Store food covered or in air-tight packaging.
- To avoid impeding the circulation of air and to prevent food from freezing, do not place food in front of the inner ventilation openings or in direct contact with the back wall.
- Allow hot food and drinks to cool down first before placing in the appliance.
- Observe the best-before date or use-by date specified by the manufacturer.

## 14.2 Chill zones in the refrigerator compartment

The air recirculation cooling system allows the air to circulate evenly in the refrigerator compartment and ensures a constant temperature at all shelves.

### Coldest zone

The coldest zone is in the bottom area at the back panel.

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

→ "Cool-fresh compartment",  
Page 29




## 15 Cool-fresh compartment







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



The temperature can be set from 0°C (32°F) to 3°C (37°F) using predefined storage settings.

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.

### 15.1 Storage recommendations for the cool-fresh compartment

Storage setting	Food
 Fruit & Vegetables	Mixed load with fruit and vegetables
 Fruit	Fruit
 Vegetables	Vegetables

Storage setting	Food
 Meat	Meat
 Fish	Fish and seafood
 Beverages	Drinks
 Cold cuts/ Sausages	Cold cuts and sausage products
 Cheese	Cheese and dairy products
 Mixed load	Mixed load

**Tip:** Fruit, vegetables, drinks and snacks may freeze below 0 °C (32 °F).  
Use the  and  storage settings for "Meat" and "Fish" only.

## 15.2 Storage times in the cool-fresh compartment at 0 °C (32 °F)

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

## 16 Freezer compartment

You can store frozen food, freeze food and make ice cubes in the freezer compartment.  
The temperature can be set from -16 °C (3 °F) to -24 °C (-11 °F).  
Long-term storage of food should be at -18 °C (0 °F) or lower.  
The freezer compartment can be used to store perishable food long-term. The low temperatures slow down or stop the spoilage.

### 16.1 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. **1/16**, Page 14

### Prerequisites for freezing capacity

### 16.2 Fully utilising the freezer compartment volume

Learn how to store the maximum amount of frozen food in the freezer compartment.

1. Remove all fittings from the freezer compartment. → Page 35
2. Store food directly on the shelves and on the floor of the freezer compartment.

### 16.3 Tips for storing food in the freezer compartment

- Store food in air-tight packaging.
- Do not bring food which is to be frozen into contact with frozen food.
- Distribute the food over a wide area in the suspended frozen food container.

## 16.4 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.
- 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.

## 16.5 Shelf life of frozen food at -18 °C (0 °F)

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

Food	Storage time
Vegetables, fruit	up to 12 months

## 16.6 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.

## 17 Water system

Your appliance is equipped with water-carrying components. The water system only works if a water filter or a bypass cap is installed. Switch off ice cube production before disconnecting the appliance from the drinking water connection.

→ Page 33

### 17.1 Water filter

The water filter filters particles and the taste of chlorine out of the water. The water filter reduces further contamination, e.g. from chloramines, lead and pharmaceutical products.

**Note:** The water filter does not filter bacteria or microbes out of the water.

Change the water filter:

- Every 6 months.
- If "Replace filter" lights up.
- If the water output has visibly reduced.

**Tips**

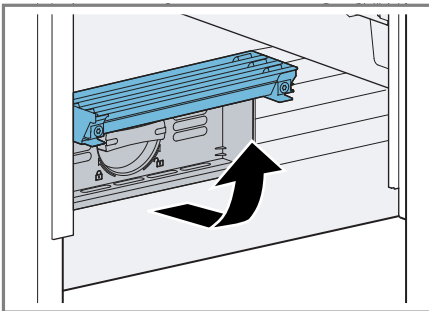
- A new water filter can be purchased from customer service, your dealer or our website.
- If you do not want to use a water filter in your appliance or an external water filter system is installed, you can permanently replace the water filter with a bypass cap.

The bypass cap filters only large particles out of the water and can be cleaned as required.

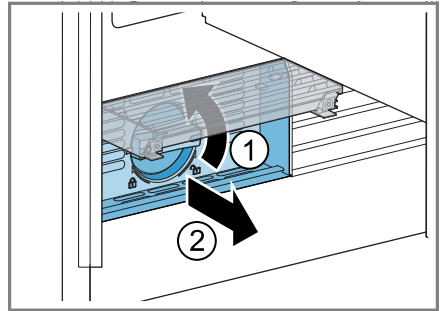
A bypass cap can be purchased from customer service or our website.

**Changing the water filter or replacing it with a bypass cap**

1. Hinge the filter cover upwards.



2. Turn the water filter anti-clockwise by 90° ① and remove it ②.
  - Remove the water filter with care as it is under pressure.



**Note:** When removing it, a small amount of water may drip out of the water filter. Remove the drips of water with a dry cloth.

**Tip:** You can dispose of the old water filter with your household waste.

3. Insert the new water filter or the bypass cap in the filter opening as far as it will go and turn it 90° clockwise as far as it will go.
4. Close the filter cover.
5. Discard the ice cubes produced during the first 24 hours, and dispense water for five minutes and then dispose of this.


**17.2 Ice cube maker**

Use the different functions of the ice cube maker to produce ice cubes.

**⚠ WARNING  
Risk of injury!**

Rotating parts may cause injury.

- ▶ Never reach into or underneath the ice cube maker.

 Standard production	Ice cube production
---	---------------------



**Note:** The ice cube maker automatically detects that the ice storage container is full and stops producing ice cubes.

It may take up to 48 hours until the ice storage container is full.

**Tip:** If the ice cubes taste stale, dispose of the remaining ice cubes and the cubes produced over the next 24 hours. If the ice cubes still taste stale, change the water filter.

### Putting the ice cube maker into operation


#### Notes

- Ice cube production starts as soon as the appliance is switched on and the freezer compartment has reached the set temperature.
- As soon as the freezer compartment reaches the set temperature, the first batch of ice cubes will be ready in approximately 4 hours.


**Requirement:** The appliance is connected to the drinking water connection.

- ▶ For hygiene reasons, discard the ice cubes produced within the first 24 hours.

### Switching on ice cube production

1. Touch the ice cube maker setting.
2. Swipe to .

### Switching off ice cube production

1. Touch the ice cube maker setting.
2. Swipe to .

---

## 18 Defrosting

### 18.1 Defrosting in the refrigerator compartment

The refrigerator compartment in your appliance defrosts automatically.

### 18.2 Defrosting in the cool-fresh compartment

The cool-fresh compartment in your appliance defrosts automatically.

### 18.3 Defrosting in the freezer compartment

The fully automatic NoFrost system ensures that the freezer compartment remains frost-free. Defrosting is not required.

---

## 19 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.

### 19.1 Care instructions for stainless steel surfaces

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

#### Tips

- To prevent visible scratches, wipe the stainless steel surface in the direction of the grain.

## en Cleaning and servicing

- Suitable cleaning agents and cleaning cloths are available from our customer service, your dealer or on our website.

### 19.2 Preparing the appliance for cleaning

1. Switch off the appliance.
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. Remove all fittings and accessories from the appliance.  
→ Page 35

### 19.3 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 34
  2. Clean the appliance, the fittings, the accessories and the door seals with a dish cloth, lukewarm water and a little pH-neutral washing-up liquid.
  3. Dry thoroughly with a soft, dry cloth.
  4. Insert the fittings.
  5. Electrically connect the appliance.  
→ Page 12
  6. Switch on the appliance.
  7. Putting the food into the appliance.

### 19.4 Cleaning the camera

If the temperature or the air humidity changes, this may cause the camera lenses to steam up.

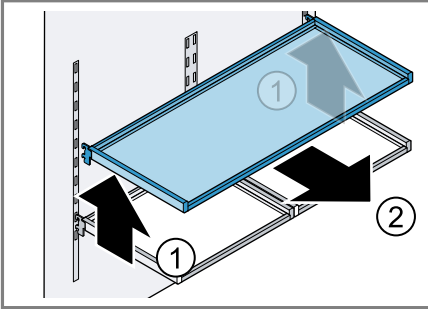
1. Clean the camera with a microfibre cloth.
2. Clean the camera lenses with a microfibre cloth and a commercially available rain deflector.

## 19.5 Removing the fittings

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

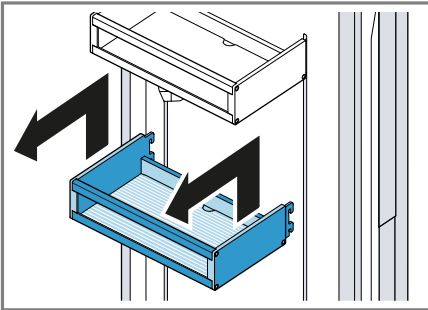
### Removing the shelf

- ▶ Lift the shelf ① and remove it ②.



### Removing door tray

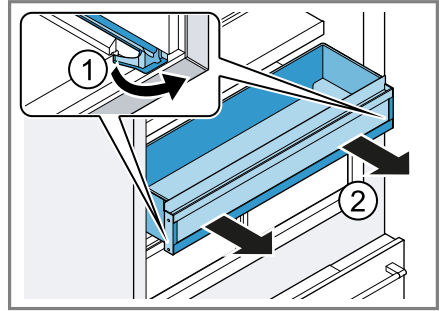
- ▶ Lift the door tray and remove it.



### Removing the storage container

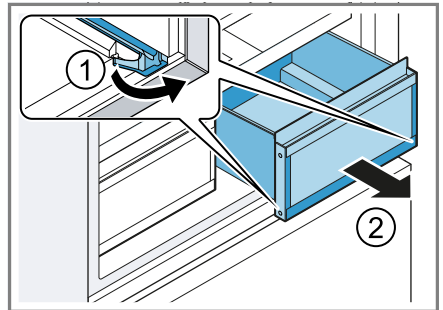
1. Pull out the storage container as far as it will go.

2. Lift the storage container at the front ① and remove it ②.



### Removing the cool-fresh container

1. Pull out the cool-fresh container as far as it will go.
2. Underneath the cool-fresh container on both sides, press the telescopic rail lock outwards ① and remove the cool-fresh container ②.

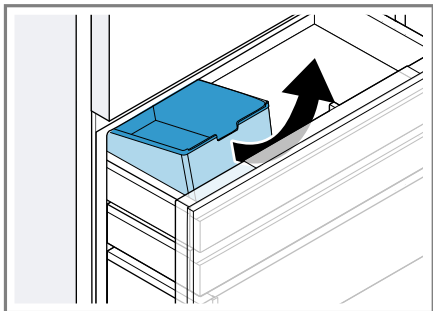


### Removing the ice storage container

1. Pull out the frozen food pull-out container as far as it will go.

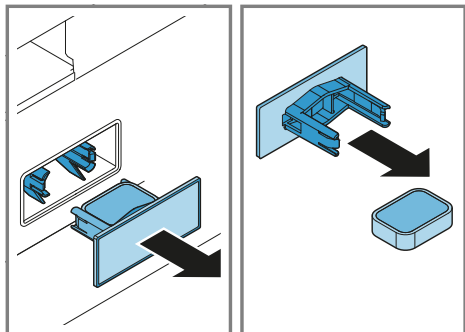
en Cleaning and servicing

2. Lift the ice cube container at the front and remove it.



## 19.6 Replacing the odour filter

1. Remove the odour filter holder.
2. Take the used odour filter out of the odour filter holder and replace it with the new odour filter.



**Note:** A new odour filter can be purchased from our customer service or our website.

## 20 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!**

Improper 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 or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or special appliance power cable, which is available from the manufacturer or its Customer Service.

Fault	Cause and troubleshooting
The appliance is not cooling, the displays and lighting are lit.	Showroom mode is switched on. <ol style="list-style-type: none"> <li>1. Swipe to "Settings".</li> <li>2. Swipe to ☺ "Advanced".</li> <li>3. Touch "Demo mode" .</li> </ol>
The LED lighting does not work.	Different causes are possible. <ul style="list-style-type: none"> <li>▶ Call customer service.</li> </ul> The customer service number can be found in the enclosed customer service directory.
Home Connect is not working properly.	Different causes are possible. <ul style="list-style-type: none"> <li>▶ Go to <a href="http://www.home-connect.com">www.home-connect.com</a>.</li> </ul>
The cameras do not take any photos.	The cameras are not activated in Home Connect. <ul style="list-style-type: none"> <li>▶ Activate the cameras.</li> </ul> <hr/> Cameras are not calibrated. <ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Disconnect the appliance from the mains.                             <p>Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.</p> </li> <li>3. Reconnect the appliance after five minutes.</li> <li>4. Use the main switch to switch the appliance on.                             <p>→ "Appliance", Fig. <b>1</b>/<b>12</b>, Page 14</p> </li> <li>5. Close the appliance doors and wait for 3 minutes.</li> <li>6. If the fault persists, call customer service.</li> </ol> The customer service number can be found in the enclosed customer service directory.

Fault	Cause and troubleshooting
Cameras take blurred photos.	<p>The appliance door was closed too quickly.</p> <ul style="list-style-type: none"> <li>▶ Close the appliance door slowly.</li> </ul>
	<p>Camera lenses are misted up. The appliance door was left open for too long.</p> <ol style="list-style-type: none"> <li>1. Clean the cameras. → <i>Page 34</i></li> <li>2. Do not leave the appliance door open for too long.</li> </ol>
	<p>The anti-mist film is damaged.</p> <ul style="list-style-type: none"> <li>▶ Call customer service.</li> </ul> <p>The customer service number can be found in the enclosed customer service directory.</p>
Photos are missing, are not cropped or show an incorrect angle.	<p>Cameras are not calibrated.</p> <ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.</li> <li>3. Reconnect the appliance after five minutes.</li> <li>4. Use the main switch to switch the appliance on. → <i>"Appliance", Fig. 1/12, Page 14</i></li> <li>5. Close the appliance doors and wait for 3 minutes.</li> <li>6. If the fault persists, call customer service.</li> </ol> <p>The customer service number can be found in the enclosed customer service directory.</p>
	Message showing "D" or "E" appears in the display.
The temperature differs greatly from the setting.	<p>Different causes are possible.</p> <ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Switch the appliance back on after five minutes. <ul style="list-style-type: none"> <li>– If the temperature is too warm, check the temperature again after a couple of hours.</li> <li>– If the temperature is too cold, check the temperature again on the following day.</li> </ul> </li> </ol>

<b>Fault</b>	<b>Cause and troubleshooting</b>
Water is leaking out of the appliance.	<p>The water connection or water hose is not leak-tight.</p> <ul style="list-style-type: none"> <li>▶ Check if the water connections are fastened firmly and the water hose is undamaged.</li> </ul> <p>If necessary, replace the water hose.</p>
Ice cube production is low.	<p>The appliance has only recently been connected.</p> <ul style="list-style-type: none"> <li>▶ Wait approximately four hours until the first batch of ice cubes is ready.</li> </ul> <hr/> <p>The freezer compartment has been opened frequently or for an extended period of time.</p> <ul style="list-style-type: none"> <li>▶ Check ice cube production after a few hours.</li> </ul> <hr/> <p>Low water pressure.</p> <ul style="list-style-type: none"> <li>▶ Check the water pressure of the water supply system or the external water filter system, e.g. reverse osmosis system.</li> </ul> <p>Connect the appliance only to a water connection with sufficient water pressure. → <i>Page 10</i></p> <hr/> <p>The water filter is blocked.</p> <ul style="list-style-type: none"> <li>▶ Change the water filter.</li> </ul>
	<p>Food or objects are blocking the fill level sensor for the ice cube maker.</p> <ul style="list-style-type: none"> <li>▶ Remove all food and objects from the ice storage container.</li> </ul>
	<p>Fault in the ice cube maker.</p> <ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.</li> <li>3. Reconnect the appliance after five minutes.</li> <li>4. If the fault persists, call customer service. The customer service number can be found in the enclosed customer service directory.</li> </ol>
The ice cube maker is not functioning.	<p>Ice cube production is switched off.</p> <ul style="list-style-type: none"> <li>▶ Switch on ice cube production.</li> </ul> <hr/> <p>There is no water supply.</p> <ul style="list-style-type: none"> <li>▶ Ensure that there is a water supply and that the corner valve on the water connection is open.</li> </ul> <p>Contact an installer if necessary.</p> <hr/> <p>Kink in the water hose.</p> <ul style="list-style-type: none"> <li>▶ Turn off the water supply and straighten the kink in water hose.</li> </ul>

Fault	Cause and troubleshooting
The ice cube maker is not functioning.	<p>If necessary, replace the water hose.</p> <hr/> <p>Fault in the ice cube maker.</p> <ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.</li> <li>3. Reconnect the appliance after five minutes.</li> <li>4. If the fault persists, call customer service. The customer service number can be found in the enclosed customer service directory.</li> </ol>
The appliance hums, bubbles, buzzes, gargles, clicks, crackles or rumbles.	<p>Not a fault. A motor is running, e.g. refrigerating unit, fan. Refrigerant flows through the pipes. The motor, switches, solenoid valves or water valves are switching on or off. Automatic defrosting is running. Ice cubes fall into the ice storage container. No action required.</p>
The appliance makes noises.	<p>The appliance is not level.</p> <ul style="list-style-type: none"> <li>▶ Align the appliance using a spirit level and the screw feet.</li> </ul> <hr/> <p>Fittings wobble or stick.</p> <ul style="list-style-type: none"> <li>▶ Check the removable fittings and, if required, replace these.</li> </ul> <hr/> <p>Bottles or containers are touching.</p> <ul style="list-style-type: none"> <li>▶ Move the bottles or containers away from each other.</li> </ul> <hr/> <p>Fast freezing is switched on. No action required.</p>



## 20.1 Power failure

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

On the website for your appliance, the technical data provides you with the storage times for frozen food in the event of a fault.

### 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.

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## 21 Storage and disposal

### 21.1 Taking the appliance out of operation

1. Switch off the appliance.
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. Disconnect the appliance from the drinking water connection.
4. Remove all of the food.
5. Remove the water filter.
6. Clean the appliance. → *Page 34*
7. To guarantee the ventilation inside the appliance, leave the appliance open.

### 21.2 Disposing of old appliance

Valuable raw materials can be re-used 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.

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## 22 Customer Service

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.), the production number (FD) and the consecutive numbering (Z-Nr.) of your appliance.

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

### 22.1 Product number (E-Nr.), production number (FD) and consecutive numbering (Z-Nr.)

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

→ "Appliance", Fig. **1/16**, Page 14  
Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

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## 23 Technical data

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

→ "Appliance", Fig. **1/16**, Page 14

## 23.1 Information regarding Free and Open Source Software

This product includes software components that are licensed by the copyright holders as free or open source software.

The applicable licence information is stored on your home appliance. You can also access the applicable licence information via your Home Connect app: "Profile -> Legal information -> Licence Information".<sup>1</sup>

You can download the licence information on the brand product website. (Please search on the product website for your appliance model and additional documents). Alternatively, you can request the relevant information from [oss-request@bshg.com](mailto:oss-request@bshg.com) or BSH Hausgeräte GmbH, Carl-Wery-Str. 34, 81739 Munich, Germany.

The source code will be made available to you on request.

Please send your request to [oss-request@bshg.com](mailto:oss-request@bshg.com) or BSH Hausgeräte GmbH, Carl-Wery-Str.34, 81739 Munich, Germany.

Subject: „OSSREQUEST“

The cost of performing your request will be charged to you. This offer is valid for three years from the date of purchase or at least as long as we offer support and spare parts for the relevant appliance.

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## 24 Declaration of Conformity

BSH Hausgeräte GmbH hereby declares that the appliance with Home Connect functionality conforms to the

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<sup>1</sup> Depending on the appliance specifications

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 (2400–2483.5 MHz):  
Max. 100 mW  
5-GHz band (5150–5350 MHz +  
5470–5725 MHz): max. 150 mW

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

5 GHz WLAN (Wi-Fi): For indoor use only.

AL	BA	MD	ME	MK	RS	UK	UA
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5 GHz WLAN (Wi-Fi): For indoor use only.

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**GAGGENAU**



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