



# Classic Series Refrigeration

## *Use and Care Guide*



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## Customer Care

The model and serial number are listed on the product rating plate. Refer to page 6 for rating plate location. For warranty purposes, you will also need the date of installation and name of your authorized Sub-Zero dealer. Record this information below for future reference.

### SERVICE INFORMATION

Model Number
Serial Number
Date of Installation
Certified Service Name
Certified Service Number
Authorized Dealer
Dealer Number

If your product ever needs attention, be sure to use a Sub-Zero Factory Certified Service provider.

## Important Note

To ensure this product is installed and operated as safely and efficiently as possible, take note of the following types of highlighted information throughout this guide:

**IMPORTANT NOTE** highlights information that is especially important.

### ▲ CAUTION

Indicates a situation where minor injury or product damage may occur if instructions are not followed.

### ▲ WARNING

States a hazard that may cause serious injury or death if precautions are not followed.

## IMPORTANT SAFEGUARDS

### **⚠ WARNING**

**This appliance is only intended for residential use.**

### **⚠ WARNING**

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

### **⚠ WARNING**

**Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.**

### **⚠ WARNING**

**This appliance contains flammable refrigerant and must be handled, installed, serviced, and decommissioned by authorized personnel. Once decommissioned, consult local authorities for disposal instructions.**

### **⚠ WARNING**

**Do not damage the refrigerant circuit.**

### **⚠ WARNING**

**Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.**

### **⚠ WARNING**

**This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. Children aged from 3 to 8 years are allowed to load and unload refrigerating appliances.**

## IMPORTANT SAFEGUARDS

### **⚠ WARNING**



This symbol indicates risk of fire/flammable materials.

### **⚠ WARNING**

To minimize the risk of ignition due to improper installation, replacement parts, or service procedures, only refrigeration technicians with flammable refrigerant training who are aware of the dangers of dealing with high voltage electricity and refrigerant under pressure are allowed to work on this equipment.

### **⚠ CAUTION**

Appliances without a four-star compartment are not suitable for freezing foodstuffs.

### **⚠ CAUTION**

To avoid food contamination, respect the following:

- Regularly clean surfaces that come into contact with food and accessible drainage systems.
- Clean ice and water dispensers that have not been used in 48 hours. Dispense and discard ice and water if the ice and water have not been used in more than five days.
- Do not allow raw meat and fish to touch other food in the refrigerator. Store in suitable containers.
- One-, two-, and three-star compartments are not suitable for freezing fresh food.
- Two-star frozen-food compartments are suitable for storing pre-frozen food, storing or making ice cream and making ice cubes.
- If the refrigerating appliance is left empty for long periods, switch off, defrost, clean, dry, and leave the door open to prevent mold developing within the appliance.

## IMPORTANT SAFEGUARDS

### ⚠ WARNING

**Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.**

### ⚠ CAUTION

**Incorporated ice makers must be installed by the manufacturer or its service agent.**

### ⚠ WARNING

**Do not expose this appliance to rain.**

**IMPORTANT NOTE:** Allowing doors or drawers to remain open for an extended period increases the temperature inside the appliance.

### ⚠ WARNING

**DANGER: Risk of child entrapment. Before you throw away your old refrigerator or freezer, take off the doors and leave shelves and drawer dividers in place so that children may not easily climb inside.**

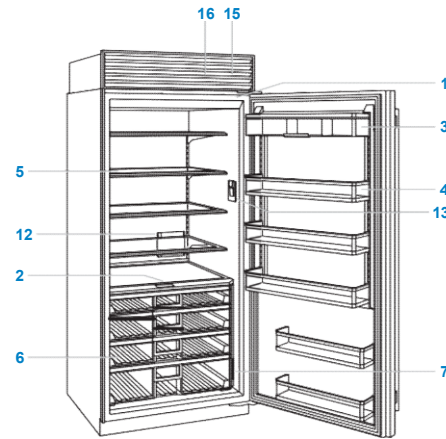
This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices and other working environments
- farm houses and by clients in hotels, motels and other residential type environments
- bed and breakfast type environments
- catering and similar non-retail applications

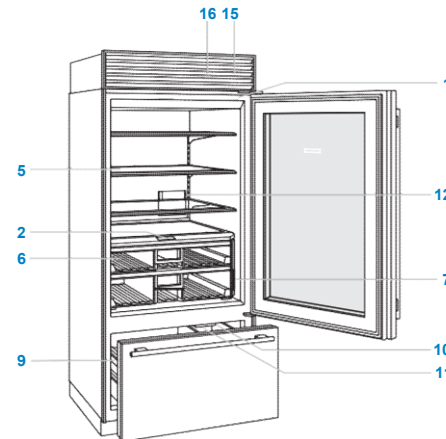
Classic Series Features

FEATURES

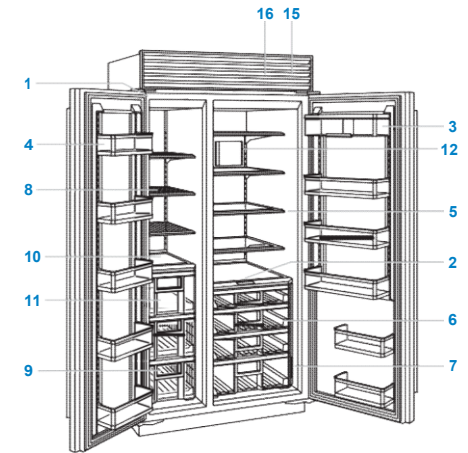
1	Product Rating Plate
2	Touch Control Panel
3	Flip-Up Dairy Compartment
4	Adjustable Door Shelves
5	Refrigerator Shelves
6	Refrigerator Storage Drawers
7	Freshness Cards
8	Freezer Shelves
9	Freezer Storage Drawers
10	Ice Maker
11	Removable Ice Bin with Handle
12	Air Purification System
13	Internal Water Dispenser
14	External Ice and Water Dispenser
15	Water Filtration System (behind grille)
16	Condenser (behind grille)



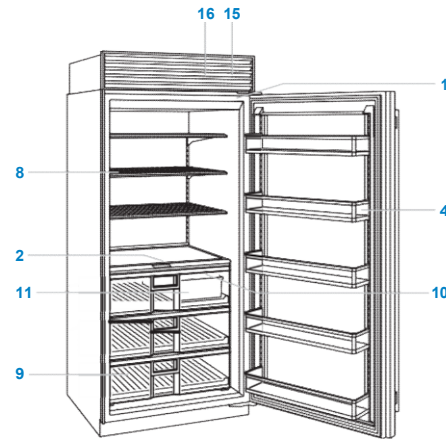
All Refrigerator Model



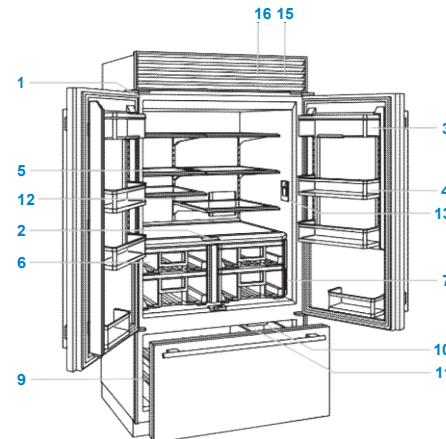
Over-and-Under Model (glass door model shown)



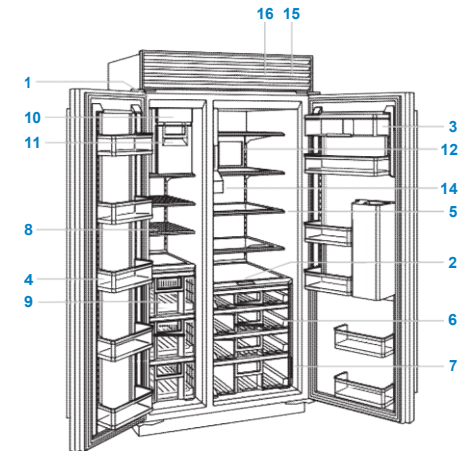
Side-by-Side Model



All Freezer Model



French Door Model



Side-by-Side Model with External Dispenser

Touch Control Panel

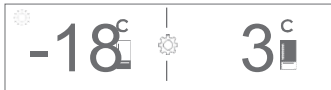
For initial start-up, touch and hold ⓘ on the control panel for 2 seconds.

The recommended temperatures are preset at -18°C for a freezer and 3°C for a refrigerator. The temperatures are adjustable in one-degree increments. The combination model has two temperature zones.

To adjust temperature:

- 1 Touch the temperature to be adjusted.
- 2 Touch + or – until the desired temperature is displayed. Refer to the illustration below.

To adjust additional settings, touch ⚙ on the control panel. Refer to the illustration below.


















Dual-zone home screen



Single-zone home screen

SETTINGS

-  Adjust refrigerator drawer temperature and humidity
-  Turn ice maker and max ice on or off
-  Turn air purifier on or off
-  Adjust soft on lighting and accent lighting (if applicable)
-  Turn night mode on or off
-  Turn the internal dispenser on or off (if applicable)
-  Turn door alarm on or off and adjust duration
-  Adjust door alarm volume and tone
-  Turn water filter reminder on or off
-  Turn the unit on or off
-  Turn Sabbath on or off
-  Adjust temperature units
-  Select language
-  System information
-  View troubleshooting and service information

Dual Refrigeration®

This Sub-Zero features a unique Dual Refrigeration® system to keep food fresher longer.

With the Sub-Zero Dual Refrigeration® system, individual refrigerator and freezer systems have been designed to maintain accurate, consistent temperatures and proper humidity levels for longer food life expectancy. Dual Refrigeration® eliminates transfer of fresh food odors to frozen food and ice and does not freeze the moisture out of the air in the fresh food section.

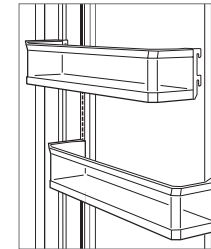
Refrigerator Storage

ADJUSTABLE DOOR SHELVES

To reposition a door shelf or dairy compartment:

- 1 To remove, lift the shelf from the bottom and slide out. Refer to the illustration below.
- 2 To install, place in the desired position and slide the shelf down onto the guides.

**IMPORTANT NOTE:** If the door opening is limited to 90°, door shelves may need to be removed before removing a storage drawer or glass shelf.

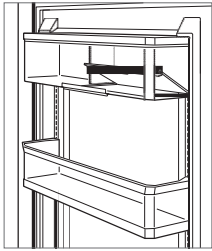


Door shelf removal

## Refrigerator Storage

### FLIP-UP DAIRY COMPARTMENT

The bottom of the dairy compartment rotates upward to accommodate taller items below. For models without vertical dividers in the compartment, the entire bottom rotates upward. For models with a vertical divider, one section rotates upward. Refer to the illustration below.



Flip-up dairy compartment

### GLASS SHELVES

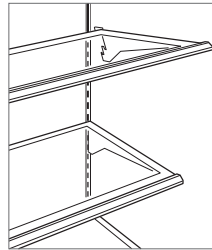
**To reposition a glass shelf:**

- 1 To remove, tilt the shelf up, then lift up and out. Refer to the illustration below.
- 2 To install, insert the shelf in the tracks along the back wall, then lower the front until it locks into position.

**IMPORTANT NOTE:** Use care when handling glass shelves to prevent breakage or scratching the interior.

#### CAUTION

Glass shelves should warm to room temperature before immersing in warm water.



Glass shelf removal

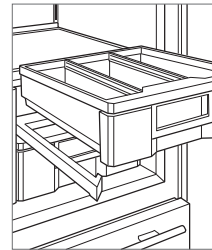
### REFRIGERATOR DRAWERS

**To remove and install a refrigerator drawer:**

- 1 To remove, pull the drawer open until it stops.
- 2 Lift the front of the drawer slightly and pull straight out. Refer to the illustration below.
- 3 To install, pull the drawer carrier out and align the bottom of the drawer with the carrier.
- 4 Slide the drawer back into position.

**To reposition a refrigerator drawer divider:**

- 1 To remove, pull the divider straight up.
- 2 To install, align tabs on the divider with notches in the drawer and push down.



Refrigerator drawer removal

## Freezer Storage

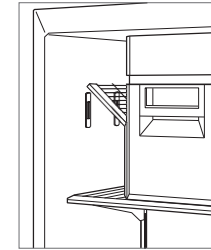
### WIRE SHELVES

**To reposition a wire shelf:**

- 1 To remove, tilt the shelf up, then lift up and out.
- 2 To install, insert the shelf in the tracks along the back wall, then lower the front until it locks into position.

### FOLD-UP FREEZER SHELF

For models with an ice dispenser, the fold-up shelf rotates up and down to accommodate large or small items.



Fold-up freezer shelf



Freezer Storage

**FREEZER DRAWERS**

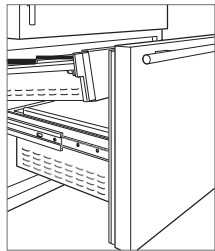
**To remove the freezer baskets (over-and-under models):**

- 1 Pull the drawer open until it stops.
- 2 Lift the upper and lower freezer baskets up and out. Refer to the illustration below.

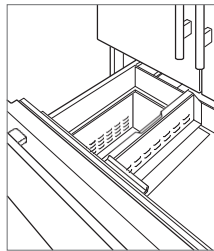
**To install the freezer baskets (over-and-under models):**

- 1 Insert the lower basket into the four corner retainers.
- 2 Position the upper basket onto the side rails and slide back until it clicks.

Expandable freezer basket—for over-and-under models (excludes 30" model), the left side of the upper freezer basket is adjustable to allow for tall item storage in the lower basket. Slide to the right or left to adjust. Refer to the illustration below.



Freezer basket removal



Expandable freezer basket

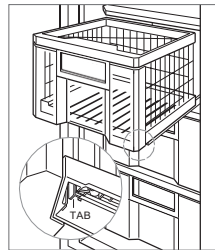
**To remove a freezer drawer (all freezer and side-by-side models):**

- 1 Pull the drawer open until it stops.
- 2 Pull the two plastic tabs located behind the bottom two corners of the drawer forward, then lift up and out. Refer to the illustration below.

If the door opening is limited to 90°, the top drawer must be removed before removing the middle or lower drawer.

**To install a freezer drawer (all freezer and side-by-side models):**

- 1 Push the drawer slides in.
- 2 Align the drawer with the slides and push back until it stops.
- 3 Press down on the front of the drawer to engage the slides.



Freezer drawer removal

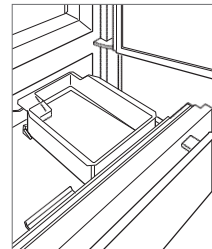
**ICE BIN**

**To remove the ice bin (over-and-under models):**

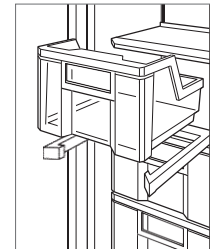
- 1 Pull the freezer drawer open until it stops.
- 2 Lift the ice bin up and out. Refer to the illustration below.

**To remove the ice bin (side-by-side models):**

- 1 Pull the ice bin forward until it stops.
- 2 Lift the ice bin straight up. Refer to the illustration below.
- 3 To install, pull the carrier out and align the bottom of the ice bin with the carrier.
- 4 Slide the ice bin back into position.



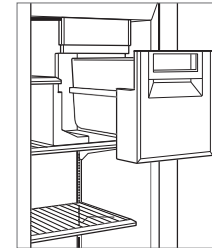
Over-and-under models



Side-by-side models

**To remove the ice bin (side-by-side dispenser models):**

- 1 Pull the ice bin forward until it stops.
- 2 Lift to clear the carrier assembly along the back, then pull forward and out. Refer to the illustration below.



Side-by-side dispenser models

### Temperature



#### TEMPERATURE CONTROL

To optimize food preservation, the refrigerator drawer temperature is adjustable automatically or manually. All drawers are set to the same temperature and cannot be adjusted individually.

**Auto Mode**—automatically adjusts the refrigerator drawer temperature 2° below the refrigerator set temperature, but cannot go below 1°C.

**Manual Mode**—manually adjust the refrigerator drawer up to 2° above or below the refrigerator setpoint, but cannot go below 1°C or above 6°C.

#### To adjust temperature:

- 1 Touch 
- 2 Touch 
- 3 Touch "A" or "M" to toggle between modes.
- 4 Touch + or – to adjust the temperature manually.

### Humidity

#### HUMIDITY CONTROL

Some foods, particularly vegetables, require enhanced levels of humidity to maximize freshness. The refrigerator drawer humidity level is adjustable. Select "Enhanced" to make sure produce lasts to its full potential. All drawers are set to the same level and cannot be adjusted individually.

#### To adjust humidity:

- 1 Touch 
- 2 Touch 
- 3 Touch  to toggle between settings.

### Air Purification System

Many fresh foods emit ethylene gas, a naturally-occurring compound that hastens food ripening and spoilage. If your unit is equipped with an air purification system, the cartridge has been factory installed and is located on the back wall of the refrigerator.

To turn on air purification, touch  on the options screen.

#### ⚠ WARNING

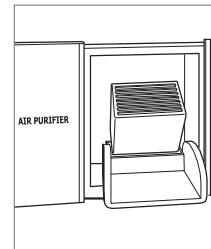
**This appliance contains a UV emitter. Do not stare at the light source.**

#### AIR PURIFICATION CARTRIDGE

The air purification cartridge lasts approximately one year. "Snooze/Refresh" appears on the control panel when the cartridge needs to be replaced. Touch "Snooze" to delay the reminder for 24 hours or until the cartridge can be replaced.

#### To replace the air purification cartridge:




- 1 To access the air purification cartridge, slide the door to the left.
- 2 Grasp the black cover from the top and rotate downward. The cartridge pops out and can be removed. Refer to the illustration below.
- 3 Remove the new cartridge from packaging and insert with the connector pointing downward.
- 4 Close the black cover, then slide the door to the right.
- 5 Follow the instructions on the control panel. The cartridge life cycle resets for approximately one year.



Air purification cartridge

### Ice Maker

#### To operate the ice maker:

- 1 To turn on the ice maker, touch  on the options screen. A single highlighted cube indicates the ice maker is turned on.  indicates the max ice feature is turned on.
- 2 To turn off the ice maker, touch  until no cubes are highlighted.

After initial start-up, discard the first few batches of ice. The ice may contain impurities from new plumbing connections.

**Max ice** increases ice production up to 30% for a 24-hour period. During that period, some components may run at a higher speed resulting in a unique audible tone. This is typical and will revert back after 24 hours or when the ice bin is full.

Ice may fuse together if not used regularly. To avoid, discard the ice and allow the ice maker to replenish.

Turn off the ice maker if the ice bin is removed for an extended period. The unit is equipped with a 3-minute delay after the ice bin is removed, to ensure cubes are not ejected before the ice maker is turned off or the ice bin is installed.

### Night Mode

Night mode automatically reduces interior light brightness when low ambient light is detected. ☀️ appears in the upper-left corner of the control panel display when night mode is turned on.

🌙 appears when low ambient light is detected. The interior light brightness remains reduced for three minutes, even if the ambient light changes. Touch 🌙 to increase brightness.

**To turn night mode on or off:**

- 1 Touch ☀️.
- 2 Touch 🌙.

### Sabbath

This appliance is certified by Star-K to meet strict religious regulations in conjunction with specific instructions found on [www.star-k.org](http://www.star-k.org).

Sabbath mode automatically turns on the interior lights at a reduced brightness. The lights stay on when the door is closed. The lights cannot be turned off in Sabbath mode.

Sabbath mode automatically turns off after 74 hours. All lighting preferences return to the previous setting when Sabbath mode is turned off.

**To turn on Sabbath:**

- 1 Touch ☀️.
- 2 Touch and hold ⭐ for 3 seconds.

**To turn off Sabbath:**

- 1 Touch and hold ⭐ for up to 10 seconds.

### Ice and Water Dispenser

The 1.2 L internal water tank must fill before water flows from the dispenser. Press and hold the water dispenser paddle for up to 60 seconds until water is dispensed.

**⚠️ CAUTION**  
**Limit continuous ice and water dispenser operation to seven minutes or less.**

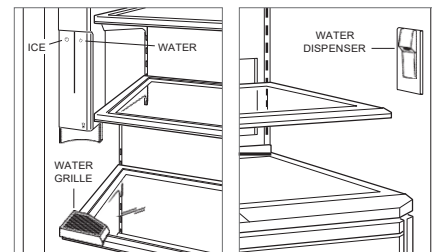
#### INTERNAL DISPENSER

The internal ice and water dispenser is designed to accommodate a 0.5 L pint glass. The removable water grille located below the dispenser collects water drops. Refer to the illustration below.

**FUNCTION**

- 📦 Touch and hold to dispense ice.
- 💧 Touch and hold to dispense water.

For a water-only dispenser, depress the paddle with a glass to dispense water. Water flow stops when the glass is removed. Refer to the illustration below.



Internal ice and water dispenser    Water dispenser

#### EXTERNAL DISPENSER

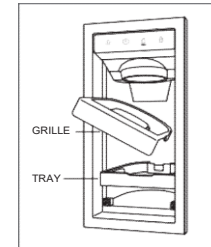
Ice and water are dispensed through the door.

The removable water grille located below the dispenser collects water drops. Refer to the illustration below. This is not a drain. Do not pour water into the water grille.

To dispense large quantities of ice and water, use the dispenser located inside the refrigerator. Refer to the illustration below.

**FUNCTION**

- ☀️ Turn light on or off.
- 📦 Touch to select ice, then press the paddle with a glass to dispense.
- 💧 Touch to select water, then press the paddle with a glass to dispense.
- 🔒 Press and hold to lock and unlock the dispenser.



Removable water grille

Food Preservation

Food Preservation Tips—To reduce the risk of spoilage, minimize food handling. Store fruits and vegetables separately. Store meats in the original packaging; once opened, re-wrap tightly.

Ethylene Gas—Many fresh foods emit ethylene gas, a naturally-occurring compound that hastens food ripening and spoilage. Sub-Zero refrigerators come with an air purification system (based on technology developed by NASA) that scrubs the air of ethylene and odor every 20 minutes. To reduce spoilage, do not store ethylene-producing fruits and vegetables with those that are ethylene-sensitive.

e<sup>+</sup> Indicates an ethylene-producing food.

e<sup>-</sup> Indicates an ethylene-sensitive food.

Humidity—The optimal humidity varies for different foods. To keep food fresher longer, store foods in the areas designated in the following charts.

FOOD	ECODE	REFRIGERATOR	FREEZER
<b>FRESH VEGETABLES</b>			
Artichokes		1–2 weeks	Freezing fresh vegetables is not recommended
Asparagus		2–3 weeks	
Bean sprouts		7–9 days	
Beans (green or lima)	e <sup>-</sup>	7–10 days	
Beets without tops		3–4 months	
Bok choy	e <sup>-</sup>	3 weeks	
Broccoli	e <sup>-</sup>	1–2 weeks	
Cabbage	e <sup>-</sup>	3–6 weeks	
Carrots	e <sup>-</sup>	1–5 months	
Cauliflower	e <sup>-</sup>	3–4 weeks	
Celery		1–2 months	
Corn		5–8 days	
Cucumbers	e <sup>-</sup>	10–14 days	
Eggplant*	e <sup>-</sup>	1–2 weeks	
Fresh herbs	e <sup>-</sup>	1–3 weeks	
Garlic*		6–7 months	
Ginger*		6 months	
Jicama*		1–2 months	
Kale	e <sup>-</sup>	1–2 months	
Leeks		2 months	
Lettuce	e <sup>-</sup>	2–3 weeks	
Mushrooms		1–2 weeks	
Onions		1–6 months	
Parsley	e <sup>-</sup>	1–2 months	
Peas (sugar, snap, snow)	e <sup>-</sup>	1–2 weeks	
Peppers (bell or chile)	e <sup>-</sup>	2–3 weeks	
Potatoes*		5–10 months	
Radishes		1–2 months	
Shallots		6 months	
Spinach	e <sup>-</sup>	10–14 days	
Squash (soft rind)	e <sup>-</sup>	1–2 weeks	
Tamarillos		7–10 days	
Water chestnuts		2–4 months	

\*Do not refrigerate.

FOOD	ECODE	REFRIGERATOR	FREEZER
<b>FRESH FRUITS</b>			
Apples	e <sup>+</sup>	1–2 months	Freezing fresh fruits is not recommended
Apricots	e <sup>+</sup>	1–2 weeks	
Avocados <sup>†</sup>	e <sup>+</sup>	2–4 weeks	
Bananas*	e <sup>-</sup>	1–4 weeks	
Blueberries		10–18 days	
Cantaloupe	e <sup>+</sup>	2–3 weeks	
Cherries		2–3 weeks	
Figs	e <sup>+</sup>	7–10 days	
Grapefruit		6–8 weeks	
Grapes		2–3 weeks	
Honeydew melon	e <sup>-</sup>	3–4 weeks	
Kiwifruit	e <sup>-</sup>	4–6 weeks	
Lemons		1–6 months	
Limes		6–8 weeks	
Mangos <sup>†</sup>	e <sup>+</sup>	2–3 weeks	
Nectarines	e <sup>+</sup>	2–4 weeks	
Oranges		3–8 weeks	
Peaches		2–4 weeks	
Pears <sup>†</sup>	e <sup>+</sup>	2–3 weeks	
Pineapple		2–4 weeks	
Plums	e <sup>+</sup>	2–5 weeks	
Raspberries		3–6 days	
Strawberries		7–10 days	
Tomatoes*	e <sup>+</sup>	1–3 weeks	

FOOD	ECODE	REFRIGERATOR	FREEZER
<b>EGGS AND DELI</b>			
Eggs (fresh)		3 weeks	Freezing eggs and deli is not recommended
Egg substitute (opened)		3 days	
Egg, tuna, or ham salad		3–5 days	
Lunch meat, thinly sliced		1–2 days	

\*Do not refrigerate. <sup>†</sup>Ripen on the counter before refrigeration.

FOOD	ECODE	REFRIGERATOR	FREEZER
<b>SOUP</b>			
Stew with meat		3–4 days	2–3 months
Vegetable soup		3–4 days	2–3 months
<b>MEATS, FISH, AND POULTRY</b>			
Bacon		7 days	1 month
Beef steaks, roast		3–5 days	6–12 month
Bluefish, perch		2 days	2–3 month
Corned beef		5–7 days	1 month
Ham (whole)		7 days	1–2 months
Hamburger		1–2 days	3–4 months
Meat dishes (cooked)		3–4 days	2–3 months
Pork and veal chops		3–5 days	4–6 months
Poultry (cooked)		3–4 days	4–6 months
Poultry (raw)		1–2 days	9 months
Salmon, mackerel		4 days	5–9 months
Sausage (raw)		1–2 days	1–2 months
Shrimp		1 day	6 months
Smoked breakfast links, patties		7 days	1–2 months
<b>DAIRY</b>			
Butter		3 months	1 year
Cottage cheese		1–2 weeks	4 weeks
Cream cheese		2 weeks	Not recomm.
Process cheese		3–4 weeks	6–8 months
Whole or skim milk		1–2 weeks	Not recomm.
Yogurt		1 month	Not recomm.

Cleaning

STAINLESS STEEL EXTERIOR

Use a nonabrasive stainless steel cleaner and apply with a soft lint-free cloth. To bring out the natural luster, lightly wipe the surface with a water-dampened microfiber cloth followed by a dry polishing chamois. Always follow the grain of stainless steel.

INTERIOR CLEANING

To clean interior surfaces and all removable parts, wash with a mild solution of soap, water, and baking soda. Rinse and dry thoroughly. Avoid getting water on the lights and control panel.

CAUTION

Do not use vinegar, rubbing alcohol, or other alcohol-based cleaners on any interior surface.

VACATIONS

For extended vacations, turn power off at the control panel. Empty the unit and block doors open slightly to let fresh air in and keep the interior dry.

CONDENSER

CAUTION

Before cleaning the condenser, turn power off at the control panel. Wear gloves to avoid injury from sharp condenser fins.

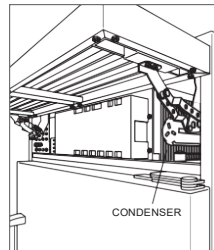
The condenser is located behind the flip-up grille. Clean the condenser every 6–12 months.

To clean the condenser:

- 1 Turn power off at the control panel.
- 2 Pull out on the bottom edge of the grille and rotate upward. Refer to the illustration below.
- 3 Use a soft bristle brush and vacuum to remove dust and lint from the condenser. To avoid damaging condenser fins, vacuum in the direction of the fins.

CAUTION

Failure to clean the condenser could result in temperature loss, mechanical failure, or damage.



Condenser location

Troubleshooting

UNIT OPERATION

No lights or cooling.

- 1 Verify power is on.
- 2 Verify electrical power to the unit and home circuit breaker is on.

No lights in the refrigerator or freezer.

- 1 The door may have been left ajar, which has disabled lights to eliminate excess heat. If the lights are out, close the door for one hour. If the lights are still out, contact Sub-Zero Factory Certified Service.
- 2 LED interior lighting must be replaced by Sub-Zero Factory Certified Service.

No refrigerator shelf light.

- 1 Verify the shelf is properly installed in the tracks along the back wall.
- 2 Verify nothing (a tall container or food) is preventing the shelf from engaging the tracks along the back wall.

Frost, condensation, or ice buildup inside the unit.

- 1 Verify the condenser is clean.
- 2 Verify the door is closing properly.
- 3 Verify the door has not been left ajar.
- 4 Verify the door gasket does not have rips or tears. If it does, contact Sub-Zero Factory Certified Service.
- 5 If icing is heavy, turn the unit off and use a hair dryer to melt the ice. The hair dryer should be set on low and kept moving at all times. Once the ice has melted, wipe up any water with a cloth or paper towel.

High temperatures, the unit runs excessively, or the unit is giving off too much heat.

- 1 Verify the condenser is clean.
- 2 Verify the door is closing properly.
- 3 Verify the door has not been left ajar.
- 4 Increased ambient temperatures may cause the compressors to run longer.
- 5 If the temperature display shows -18°C and 3°C, but is not cooling, the unit may be in Showroom Mode. Contact Sub-Zero Factory Certified Service.

No water from the dispenser.

- 1 Wait one hour, then try the dispenser again. Contact Sub-Zero Factory Certified Service if unresolved.

### Troubleshooting

#### ICE PRODUCTION

##### No ice.

- 1 Verify the ice cube indicator appears on the control panel display.
- 2 Verify the ice maker has been on for at least 24 hours.
- 3 Verify the freezer temperature is near -18°C.
- 4 Verify the ice bin is properly installed.
- 5 Verify the ice maker arm is in the down position.
- 6 Verify water is being supplied to the unit.

##### Blue or green ice.

- 1 Possible copper supply line corrosion. Contact a plumber to clean or replace.

##### Black flecks in the cubes.

- 1 Stop use and contact Sub-Zero Factory Certified Service.

##### Bad taste.

- 1 Defrost the freezer and clean with soap and water.
- 2 Place coffee grounds or charcoal briquettes in the freezer to absorb odor.

##### Hollow cubes.

- 1 Clean the condenser. Contact Sub-Zero Factory Certified Service if unresolved.

#### ODOR

- 1 Clean the unit before using for the first time. This will clear any odors that may have been trapped during shipping.
- 2 Replace the air purification cartridge.
- 3 Clean the unit and shelving thoroughly.
- 4 Cover uncovered food.

#### SERVICE

- Maintain the quality built into your product by contacting Sub-Zero Factory Certified Service.
- When contacting service, you will need the model and serial number of your unit. Both numbers are listed on the product rating plate. Refer to page 6 for rating plate location.
- For warranty purposes, you will also need the date of installation and name of your authorized Sub-Zero dealer. This information should be recorded on page 2 of this guide.

#### SERVICE (FOR GREECE & CYPRUS ONLY)

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