

RF410304

Freezer

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Safety instructions

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

The refrigeration circuit has been checked for leaks.

About these instructions

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

Risk of explosion

- Never use electric appliances inside the appliance (e.g. heaters or electric ice makers).
- Do not store products which contain flammable propellant (e.g. spray cans) or explosive substances in the appliance.
- Keep high-percentage alcohol tightly sealed and store in an upright position.
- Do not use additional means to accelerate the defrosting process other than those recommended by the manufacturer.

Risk of electric shock

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

- When installing the appliance, ensure that the mains cable is not trapped or damaged.
- If the mains cable is damaged: immediately disconnect the appliance from the electricity supply.
- Do not use multi-outlet power strips, extension leads or adapters.
- Have the appliance repaired by the manufacturer, Customer Service or a similarly qualified person only.
- Use original parts supplied by the manufacturer only.

The manufacturer guarantees that these parts satisfy the safety requirements.

Risk of cold burns

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

Risk of injury

Containers which contain carbonated beverages may burst.

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



Fire hazard/Danger due to refrigerants

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

- Do not damage the tubes.

If the tubes are damaged:

- Keep naked flames and ignition sources away from the appliance.
- Ventilate the room.
- Switch off the appliance and pull out the mains plug.
- Please contact Customer Service.



Fire hazard

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

Avoiding placing children and vulnerable people at risk

At risk here are:

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

Measures:

- Ensure that children and vulnerable people have understood the hazards.
- A person responsible for safety must supervise or instruct children and vulnerable people who are using the appliance.
- Only children aged 8 years and above may use the appliance.
- Supervise children who are cleaning and maintaining the appliance.
- Never allow children to play with the appliance.

Risk of suffocation

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

Damage to property

To prevent damage to property:

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

Weight

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

→ "Installation and connection" on page 6

Intended use

Use this appliance

- only for freezing food and making ice.
- Only in the home and in the home environment.
- Only according to this user manual.

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

Green living

Packaging

All materials are environmentally safe and recyclable:

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

Old appliances

Valuable raw materials can be reclaimed by recycling old appliances.

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

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

Caution!

Refrigerant and harmful gases may escape.

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

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



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

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

Installation and connection

Scope of supply

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

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

The delivery consists of the following parts:

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

Technical specifications

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

→ "Getting to know your appliance" on page 9

Installing the appliance

Installation location

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

Per 8 g of refrigerant the room must be at least 1 m³ in size. The amount of refrigerant in your appliance is indicated on the rating plate inside the appliance.

→ "Getting to know your appliance" on page 9

The weight of the appliance may be up to 460 kg depending on the model.

Permitted room temperature

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

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

→ "Getting to know your appliance" on page 9

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

The appliance is fully functional within the permitted room temperature.

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

Built-in cut-out

The cut-out must fulfil these criteria:

- Anti-tilt bracket fitted
- Cut-out depth min. 610 mm, for flush installation 635 mm
- Rectangular
- Sturdy – the side panels and the top must be min. 16 mm thick and securely attached to the floor or wall
- Depth of shortened side panels: min. 100 mm

Side-by-side installation

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

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

Tips for saving energy

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

Note:

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

Installing the appliance

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

Using the appliance

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

Before using the appliance for the first time

- 1 Remove information material, adhesive tape and protective film.
- 2 Clean the appliance.
→ "Cleaning" on page 22

Electrical connection

Caution!

Do not connect the appliance to electronic energy saver plugs.

Note:

You can connect the appliance to mains-controlled and sine-controlled inverters.

Mains-controlled inverters are used for photovoltaic systems which are directly connected to the national grid. Sine-controlled inverters must be used for isolated applications. Isolated applications, e.g. on ships or in mountain lodges, which are not directly connected to the national grid.

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

- 2 Connect the appliance to a correctly installed socket.

The socket must comply with the following data:

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

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

→ "Getting to know your appliance" on page 9

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

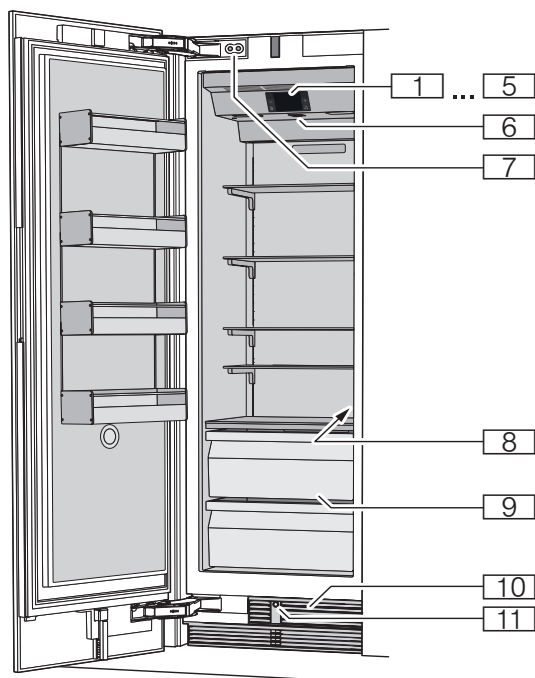


Warning

Risk of electric shock!

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

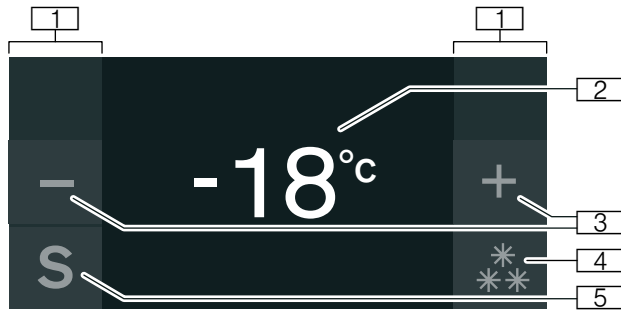
Getting to know your appliance



Appliance

- 1...5 Controls
- 6 Main switch on/off
- 7 Door damper
- 8 Rating plate
- 9 Frozen food container
- 10 Ventilation opening
- 11 Automatic door opening

Controls



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

Main menu

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

In the main menu you can find:

- Basic settings
- Display lock for cleaning
- Eco mode
- Self-test
- Rest mode (when active)

→ "Operating the appliance" on page 12

Basic settings menu

To access the **Basic settings** menu:

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

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

- Brightness
- Display screen
- Touch field colour
- Touch field tone type
- Touch field tone volume
- Volume signal tone
- Dimming when door is opened and closed
- Temperature unit
- Language
- Factory settings
- Demo mode
- Rest mode
- Automatic door opening
- Home network
- Automatic display lock for cleaning

→ "Operating the appliance" on page 12

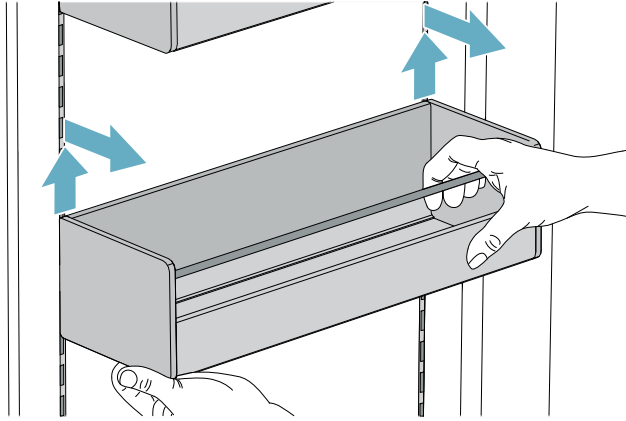
Features

(not all models)

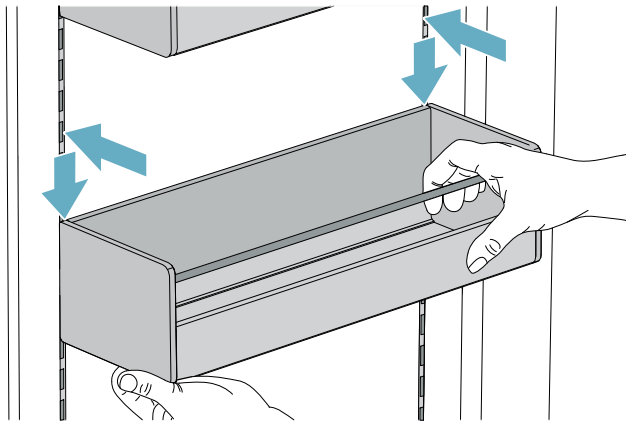
Storage compartment

You can remove and adjust the height of the storage compartment:

- Lift up storage compartment and remove.

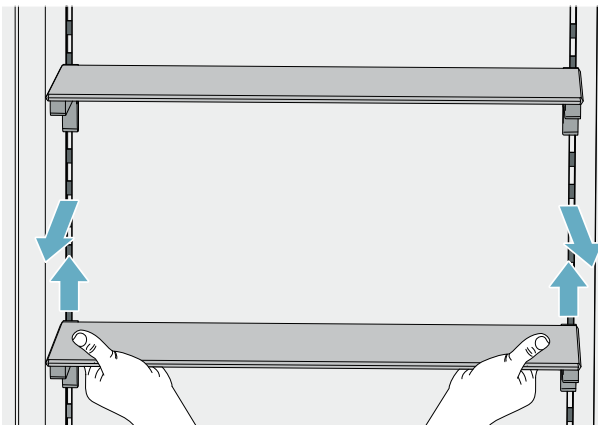


- Clean the storage compartment if necessary and carefully put it back in the same or a new position.



Shelf

You can remove and adjust the shelf:



- 1 Lift shelf and remove.

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

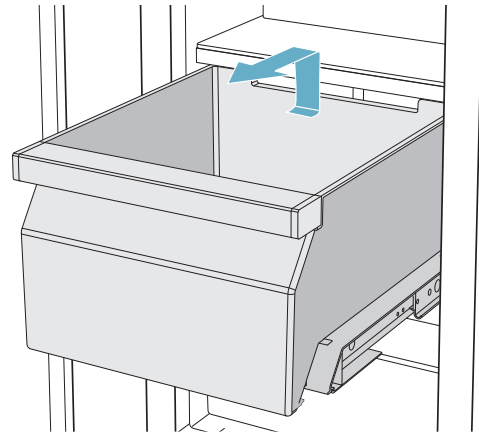
Note:

Insert shelf carefully to avoid scratching appliance.

Container

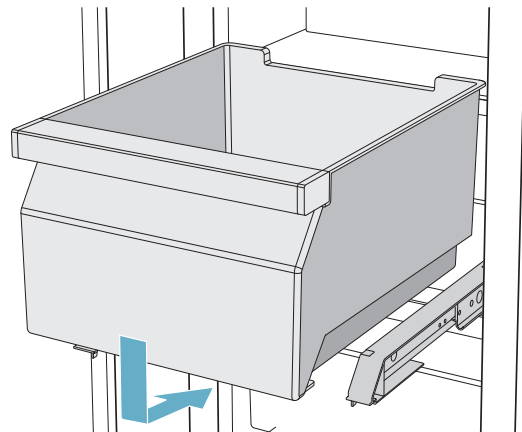
You can remove the container:

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



You can insert the container:

- Pull out telescopic rails all the way
- Place the container on the telescopic rails and push into the appliance until it engages.



Operating the appliance

Switching off and disconnecting the appliance

Switching off the appliance

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

Disconnecting the appliance

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

- 1 Remove groceries.
- 2 Press the **main On/Off switch**.
The appliance no longer cools.
- 3 Pull out the mains plug or switch off the fuse.
- 4 Leave the appliance open.

Setting the temperature

Recommended temperature

Freezer compartment: -18 °C

Freezer compartment

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

Fast freezing

Fast freezing cools the freezer compartment as cold as possible.

Switch on fast freezing e.g.:

- to quickly freeze food right through to the centre
- 4 ... 6 hours before inserting food weighing 2 kg or more
- to use the freezing capacity

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

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

Switching fast freezing on or off

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

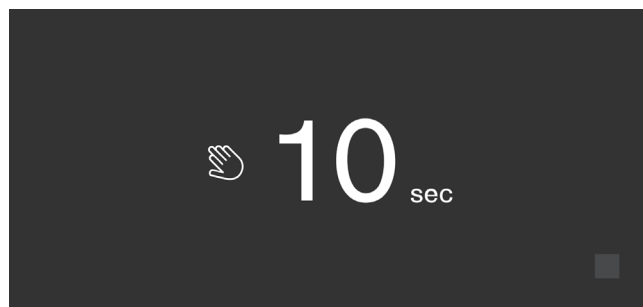
Display lock for cleaning

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

→ "Cleaning the display" on page 22

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

The cleaning display appears and the countdown starts.



Eco mode

Eco mode switches the appliance to energy-saving operation.

The appliance automatically sets the following temperatures:

- Freezer compartment: -16 °/3 °

Switching Eco mode on or off

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

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

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

Self-test

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

→ "Appliance self-test" on page 25

Setting the brightness of the control panel

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

Setting up the display screen

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

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

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

Setting the touch field colour

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

Setting the touch field tone type

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

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

Setting the touch field tone volume

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

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

Setting the signal tone volume

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

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

Dimming when door is opened and closed

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

Switching dimming on or off when opening and closing the door

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

Setting the temperature unit

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

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

Setting the language

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

Resetting to factory settings

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

Switching demo mode on or off

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

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

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

Rest mode

The appliance switches off the following:

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

Switching rest mode on or off

Displaying or hiding Rest mode in the main menu

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

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

The function is displayed or hidden in the main menu.

Switching Rest mode on

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

Switching Rest mode off

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

Automatic door opening

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

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

Caution!

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

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

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

Open the menu item Automatic door opening:

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

Switching on Push-to-open system

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

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

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

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

Switching on Pull-to-open system

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

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

Switching off automatic door opening

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

Home network

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

→ "Home Connect" on page 17

Alarm

Door alarm

If the appliance door is open for a long time, the door alarm switches on. A message appears on the control panel.

Turning off the door alarm

- Close the door.

Note: To mute the door alarm, you only have to acknowledge the message on the control panel. If the door remains open a few more minutes, the message will appear again.

Temperature alarm

If the freezer compartment becomes too warm, the temperature alarm is switched on. A message appears on the control panel. The message shows the warmest temperature reached in the freezer compartment.

Caution!

Bacteria may develop during the defrosting process and spoil the frozen food

Do not refreeze food after it has been defrosted or started to defrost.

Refreeze food only after cooking. Do not store frozen food for the maximum storage period.

Note: The alarm may be actuated without risk to the food in the following cases:

- The appliance is put into service and does not yet contain any food.
- Large quantities of fresh food are placed in the appliance.
- The freezer compartment door has been open too long.

Switching off the temperature alarm

- 1 Check that the cause of the temperature alarm has been eliminated.
- 2 Press ✓ button to acknowledge the message. The message disappears. The control panel again indicates the set temperature.

From this time on, the warmest temperature is measured again and saved.

Home Connect

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

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

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

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

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

→ "Safety instructions" on page 3

Please also follow the instructions in the Home Connect app.

Setting up Home Connect

Notes

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

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

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

Home network menu

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

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

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

- 6 Press the **< >** buttons to select the required submenu.
- 7 Press the **X** button to exit the menu.

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

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

Setting up the connection to the home network

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

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

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

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

→ "Verify signal strength" on page 17

Verify signal strength

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

Improving the signal strength

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

Connecting the refrigerator to the Home Connect app

Use this menu to connect your refrigerator to mobile devices.

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

Installing updates for the Home Connect software

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

If an update is available, a small **S** exclamation mark appears on the **S[®]** button.

Installing the update:

- 1 Press **S[®]** button.
The special menu **Home network note** opens.
- 2 Press **✓** button to open the menu item.
A note window with the necessary steps for installing the new software appears.
- 3 To close the note window, press **✓** button.
- 4 Open the **Home network** menu on your refrigerator.
→ *"Setting up Home Connect" on page 17*
- 5 Press **>** button to move to the menu item **Software update**.
- 6 Press **_** button to open the menu item.
Note: The **_** button is only visible if an update is available.
Installing new software.
- 7 A note appears as soon as installation is complete.
- 8 Press **✓** button to close the note.

Customer Service access

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

Further information about Customer Service access and its availability in your country is available under www.home-connect.com in the Help & Support area.

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

Delete network settings

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

- 1 Open the **Home network** menu on your refrigerator.
- 2 Press **>** button to move to the menu item **Delete network settings**.
- 3 Press **_** button to open the menu item.
- 4 Confirm the message to delete the network settings.

To reconnect the appliance to the WLAN home network (Wi-Fi), perform initial setup again.
→ *"Setting up the connection to the home network" on page 17*

Information on data protection

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

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

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

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

Declaration of Conformity

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

A detailed RED Declaration of Conformity can be found online at www.gaggenau.com among the additional documents on the product page for your appliance.



2.4 GHz band: 100 mW max.

5 GHz band: 100 mW max.



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

5 GHz WLAN: for indoor use only

Freezer compartment

The freezer compartment is suitable for:

- Storing frozen food
- Making ice cubes
- Freezing food

The temperature can be set anywhere between -24°C and -14°C .

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

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

- Set temperature
- Type of food
- Amount of food in the freezer compartment
- Quantity and type of storage

Freezing capacity

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

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

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

→ *"Fast freezing" on page 12*

Prerequisites for freezing capacity

- 1 Approx. 24 hours before inserting fresh produce: switch on fast freezing.
→ *"Fast freezing" on page 12*
- 2 Fill the lowest frozen food container with food first. This is where food will freeze most quickly.
- 3 If the lowest frozen food container does not have enough space, store the rest in the compartment above.

Fully utilising the freezer volume

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

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

Purchasing frozen food

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

When loading products, please note:

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

Freezing fresh food

Freeze only fresh and undamaged food.

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

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

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

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

Suitable for freezing

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

Not suitable for freezing

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

Packing frozen food

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

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

Suitable packaging:

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

Suitable sealing materials:

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

Unsuitable packaging:

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

Shelf life of frozen food at -18°C

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

Defrosting frozen food

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

Defrosting methods:

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

Caution!

Do not refreeze food after it has been defrosted or started to defrost. You can only refreeze the food after it has been used for a ready-to-eat meal (boiled or fried).

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

Defrosting

Freezer compartment

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

Cleaning

Caution!

Avoid damaging the appliance and the fittings.

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

Cleaning the display

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

Switch the clean lock on before cleaning.

→ *"Display lock for cleaning" on page 12*

Use a clean microfibre cloth for cleaning.

Cleaning the appliance interior

Proceed as follows:

- 1 Pull out the mains plug or switch off the fuse.
 - 2 Take out the food and store in a cool location. Place ice pack (if available) on the food.
 - 3 Clean the appliance with a soft cloth, lukewarm water and a little pH-neutral washing-up liquid.
- Caution!**
The rinsing water must not run into the light or through the drainage hole into the evaporation area.
- 4 Wipe the door seal with clean water and dry thoroughly with a cloth.
 - 5 Reconnect appliance, switch on and put in food.

Cleaning the equipment

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

→ *"Features" on page 11*

Care instructions for stainless steel surfaces

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

You can purchase a suitable stainless steel cleaning cloth from Customer Service.

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

Noises

Normal noises

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

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

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

Cracking: Automatic defrosting is running.

Preventing noises

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

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

Lighting

Your appliance features a maintenance-free LED light.

Only Customer Service or authorised technicians may repair the light.

What to do in the event of a fault

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

Appliance

Temperature differs greatly from the set value.

Switch off appliance for 5 minutes.
→ *"Switching off and disconnecting the appliance" on page 12*

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

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

Displays do not illuminate.

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

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

The appliance has been opened frequently.	Do not open the appliance unnecessarily.
The ventilation openings are covered up.	Remove obstructions.
Large quantities of fresh food have been put in.	Switch on super cooling promptly in advance.

Appliance is not cooling, display and lighting are lit.

Demo mode is switched on.	Switch Demo mode off. → <i>"Switching demo mode on or off" on page 14</i>
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The door does not open when pressed.

A special mode has switched off automatic door opening.	To open the door, reach from below under the bottom panel of the unit or switch off special mode. → <i>"Switching rest mode on or off" on page 15</i>
Pull-to-open is switched on.	Switch the appliance to Push-to-open. → <i>"Automatic door opening" on page 15</i>
The opening force is set too high.	Select a lower setting for the opening force. → <i>"Automatic door opening" on page 15</i>
The fuse has tripped.	Check the fuses.
The power has failed.	Check whether the power is on.

Customer Service, product / production number and technical data

Customer Service

If you have any queries, are unable to rectify faults on the appliance yourself or if your appliance needs to be repaired, contact Customer Service.

You can solve many problems yourself by consulting the information on troubleshooting in these instructions or on our website. If this is not the case, contact Customer Service.

We will always find an appropriate solution and try to avoid unnecessary visits being made by a Customer Service technician.

With any warranty claims, we will make sure that your appliance is repaired by trained Customer Service technicians using genuine spare parts, including after the manufacturer's warranty has expired.

For safety reasons, repairs to the appliance should only be carried out by trained specialist staff. The warranty claim becomes void if repairs or interventions have been carried out by persons not authorised by us for that purpose or if our appliances have been fitted with spare, supplementary or accessory parts that were not genuine parts and then resulted in a defect.

Function-relevant genuine spare parts according to the corresponding Ecodesign Directive can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area.

Note: Under the terms of the manufacturer's warranty applicable to the location, the use of Customer Service is free of charge. The minimum duration of the warranty (manufacturer's warranty for private consumers) in the European Economic Area is 2 years (except for Denmark and Sweden, where it is 1 year) according to the terms of warranty applicable to the location. The terms of warranty do not affect other rights or claims held by yourself under local legislation.

Detailed information about the warranty period and terms of warranty in your country are available from Customer Service, your dealer or our website.

When contacting Customer Service, you will need the product number (E-Nr.) and the production number (FD) of your appliance.

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

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

The product number (E-Nr.) and the production number (FD) can be found on the rating plate of the appliance.

Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

Technical data

Refrigerant, net volume and further technical specifications can be found on the rating plate.

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

Appliance self-test

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

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

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

Obtaining advice and ordering repairs if a fault occurs

Contact information for all countries can be found on the enclosed Customer Service list.

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

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