Freezer

RVF417.. RVF467.. RVF477.. RVF497..

GAGGENAU

You can find additional information and explanations online. Scan the QR code on the title page.

Table of contents

1 Safety 3
1.1 Definition of the signal words 3
1.2 General information 4
1.3 Intended use 4
1.4 Restriction on user group 4
1.5 Safe transport 4
1.6 Safe installation 5
1.7 Safe use 6
1.8 Damaged appliance 8

2 Preventing material damage 8

3 Environmental protection and saving energy 9
3.1 Disposing of packaging 9
3.2 Saving energy 9

4 Installation and connection 10
4.1 Scope of delivery 10
4.2 Criteria for the installation location 10
4.3 Installing the appliance 10
4.4 Preparing the appliance for the first time 10
4.5 Connecting the appliance to the drinking water connection 11
4.6 Connecting the appliance to the electricity supply 11

5 Familiarising yourself with your appliance 12
5.1 Appliance 12
5.2 Control panel 13
5.3 Control panel (submenu) 14

6 Features 14
6.1 Shelf 14
6.2 Frozen food pull-out container 15
6.3 Door tray 15
6.4 Ice cube container 15
6.5 Accessories 15

7 Basic operation 16
7.1 Switching on the appliance 16
7.2 Operating tips 16
7.3 Switching off the appliance 16
7.4 Setting the temperature unit ... 16
7.5 Setting the temperature 16
7.6 Keylock 16

8 Additional functions 16
8.1 Automatic Fast freezing 17
8.2 Manual Fast freezing 17
8.3 Door opening aid 17
8.4 Interior lighting 18
8.5 Rest mode 18
8.6 Filter change notification 18
8.7 Factory settings 18

9 Alarm 19
9.1 Door alarm 19
9.2 Temperature alarm 19

10 Home Connect 19
10.1 Setting up Home Connect 20
10.2 Switching on the connection to the WLAN home network (Wi-Fi) 20
10.3 Switching off the connection to the WLAN home network (Wi-Fi) 20
10.4 Installing updates for the Home Connect software 20
10.5 Resetting Home Connect settings 20
10.6 Remote diagnostics 20
10.7 Data protection 21

11 Freezer compartment 21
11.1 Freezing capacity 21

11.2 Fully utilising the freezer compartment volume 21
11.3 Tips for storing food in the freezer compartment 22
11.4 Tips for freezing fresh food ... 22
11.5 Shelf life of frozen food at −18 °C (0 °F) 22
11.6 Defrosting methods for frozen food 22
12 Water system 22
12.1 Bypass cap 23
12.2 Filter change notification 23
12.3 Ice cube maker 24
13 Defrosting 24
13.1 Defrosting in the freezer compartment 24
14 Cleaning and servicing 24
14.1 Care instructions for stainless steel surfaces 24
14.2 Preparing the appliance for cleaning 25
14.3 Cleaning the appliance 25
14.4 Cleaning the bypass cap 25
14.5 Removing the fittings 26
15 Troubleshooting 26
15.1 Power failure 30
16 Storage and disposal 30
16.1 Taking the appliance out of operation 30
16.2 Disposing of old appliance ... 31
17 Customer Service 31
17.1 Product number (E-Nr.), production number (FD) and consecutive numbering (Z-Nr.) 31
18 Technical data 31
18.1 Information regarding Free and Open Source Software .. 32
19 Declaration of Conformity 32

⚠ 1 Safety

Observe the following safety instructions.

1.1 Definition of the signal words

This is where you can find explanations for the safety signal words used in this manual.

⚠ WARNING
This indicates that death or serious injuries may occur as a result of non-observance of this warning.

⚠ CAUTION
This indicates that minor or moderate injuries may occur as a result of non-observance of this warning.

ATTENTION
This indicates that damage to the appliance or other material damage may occur as a result of non-compliance with this warning.

Note: This alerts you to important information.

1.2 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.

1.3 Intended use

Only use this appliance:
- for freezing food and making ice cubes.
- in private households and in enclosed spaces in a domestic environment.
- Up to an altitude of 2000 m above sea level.

1.4 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.

1.5 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 door closed until the appliance is secured in the built-in niche.

⚠ WARNING – Risk of injury!
The heavy weight of the appliance may result in injury when lifted.
- ▸ Do not lift the appliance on your own.

1.6 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.

1.7 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 allow children to 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 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.
- 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.

1.8 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 service. →*Page 31*

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 of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

⚠ WARNING – Risk of fire!

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

- ▸ Keep naked flames and ignition sources away from the appliance.
- ▸ Ventilate the room.
- ▸ Switch off the appliance. →*Page 16*
- ▸ Unplug the mains plug from the mains or switch off the circuit breaker in the fuse box.
- ▸ Call customer service. →*Page 31*

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.

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.
- ▸ Never pull on the water hose on the rear panel of the appliance.

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.

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

- ▸ Never clean fittings and accessory in the dishwasher.

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.
- Always leave some space between the food and to the back panel.

Control panel energy-saving mode

If the appliance is not being used, the control panel automatically switches to control panel energy-saving mode.
In control panel energy-saving mode, the selection option for the ice and water dispenser is shown with reduced brightness.

Note: If Fast freezing is switched on, ⁂ lights up.

Control panel energy-saving mode is deactivated as soon as you operate the control panel, press the dispensing button or open the door.

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 31*.

The delivery consists of the following:
- Equipment and accessories [1]
- Installation material
- Installation instructions
- User manual
- Customer service directory
- Warranty enclosure [2]
- 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^3 per 8 g refrigerant. The volume of refrigerant is indicated on the rating plate.
  → *"Appliance", Fig.* **1**/7 *Page 13*

The weight of the appliance ex works may be up to 190 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.

[1] Depending on the appliance specifications
[2] Not in all countries

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 25*

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. Draw mains water from the domestic drinking water connection until the 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 water hose according to the enclosed installation instructions on the appliance.

4.6 Connecting the appliance to the electricity supply

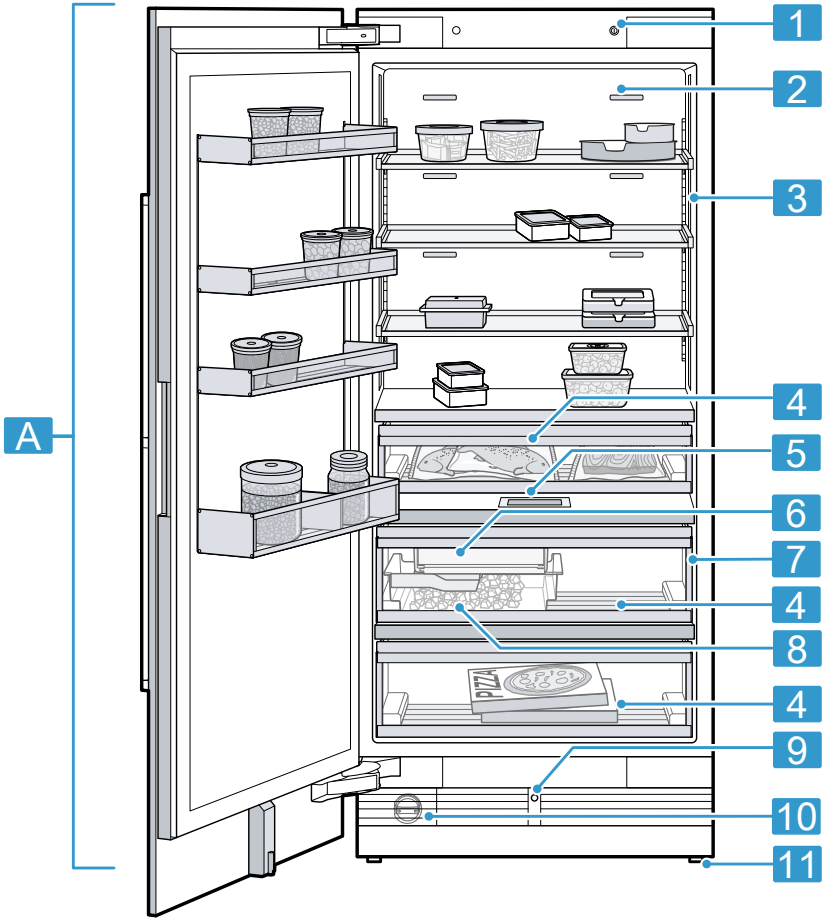
1. Insert the mains plug of the appliance's power cable in a socket nearby.
   The connection data of the appliance can be found on the rating plate.
   → *"Appliance", Fig.* **1** / 7 *Page 13*
2. Check the mains plug is inserted properly.

✔ The control panel shows an animation and is locked.
✔ The appliance is ready to use once the animation has ended and the temperature displays light up.

5 Familiarising yourself with your appliance

5.1 Appliance

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



1

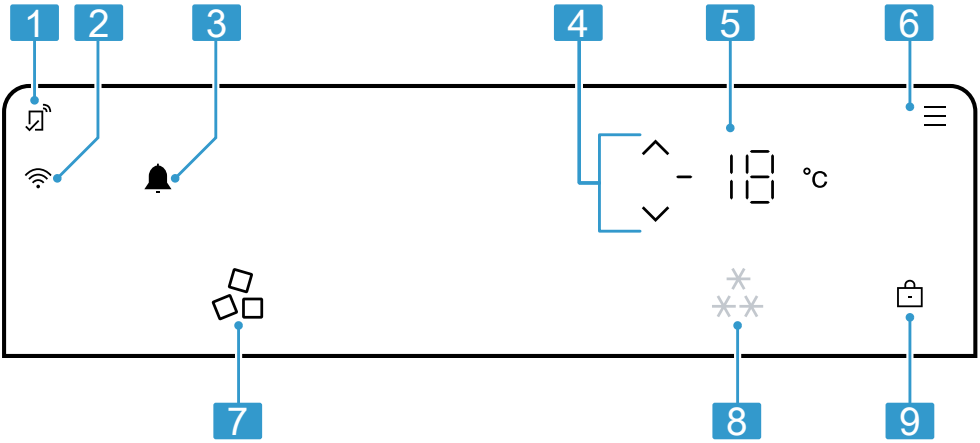
Deviations between your appliance and the diagrams may differ with regard to their features and size.

A	Freezer compartment →*Page 21*	2	Inner ventilation openings (freezer compartment)
1	Main switch	3	Lighting

4	Frozen food pull-out container →*Page 15*
5	Control panel →*Page 13*
6	Ice cube maker →*Page 24*
7	Rating plate →*Page 31*[1]
8	Ice cube container →*Page 15*
9	Door opening aid →*Page 17*
10	Bypass cap →*Page 23*
11	Screw foot

5.2 Control panel

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



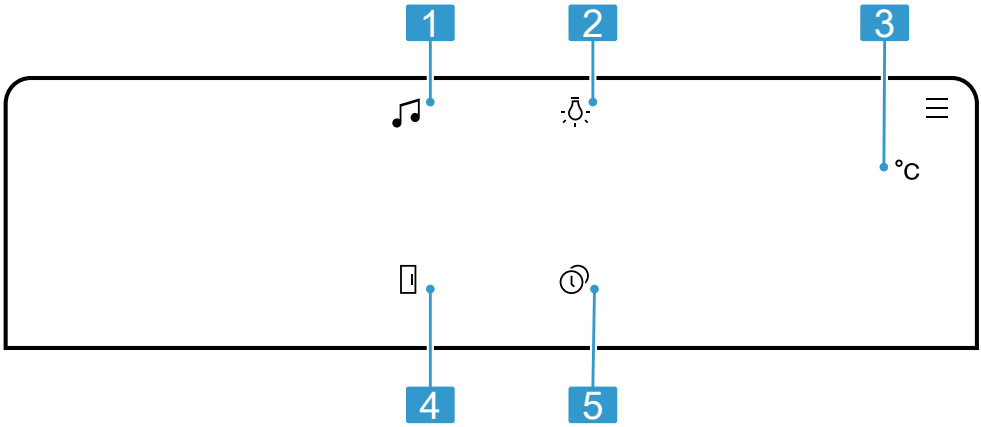
2

1	lights up if user-defined settings have been set via the Home Connect app. You can find more information in the Home Connect app.
2	switches the connection to the WLAN home network (Wi-Fi) on or off.
3	switches the warning signal off.
4	∨/∧ (Freezer compartment) sets the temperature of the freezer compartment.
5	Displays the set temperature for the freezer compartment in °F or °C.
6	☰ opens and closes the menu.
7	switches ice cube production off or on.
8	switches Fast freezing on or off.
9	switches the keylock for the control panel on or off.

[1] Depending on the appliance specifications

5.3 Control panel (submenu)

You can configure further settings in the submenu.



3

1	♫ opens the menu for setting the tones.
2	opens the menu for setting the lighting.
3	°C/°F opens the menu for changing the temperature unit.
4	opens the menu for setting the door-opening aid.
5	opens the menu for setting the rest mode.

6 Features

The features of your appliance depend on the model.

6.1 Shelf

ATTENTION

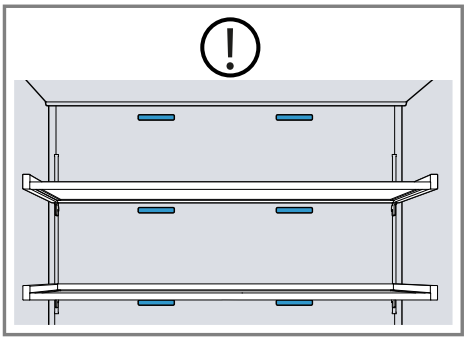
If fitted at an angle, the hooks on the shelf can scratch the rear panel of the refrigerator compartment.

- 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 26*

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



6.2 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.

6.3 Door tray

To adjust the door tray as required, you can remove the door tray and reinsert elsewhere.
→ *"Removing door tray", Page 26*

6.4 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.

Note: To prevent the ice cube container from being overfilled, do not manually distribute the ice cubes throughout the ice cube container.

Tip: To ensure that no ice cubes fall out of the back of the ice cube container when removing them, always open the frozen food pull-out container fully.

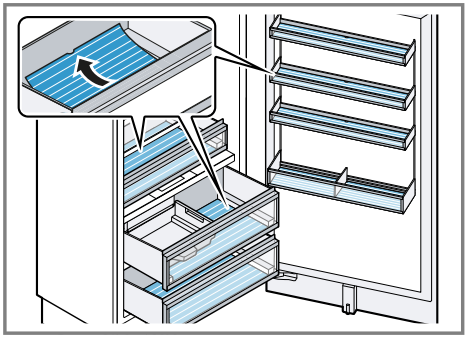
6.5 Accessories

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.

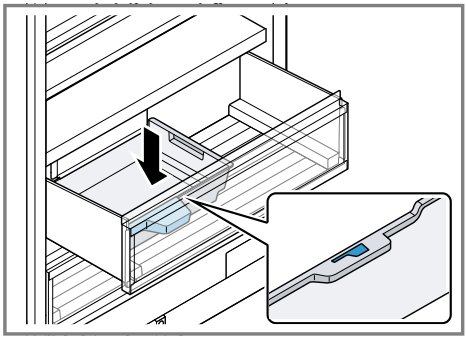
Condensation may form on the anti-slip mat depending on the type and quantity of food stored. Where necessary, remove the anti-slip mat and wipe away the condensation with a dry cloth.



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.



7 Basic operation

7.1 Switching on the appliance

1. Switch on the appliance at the main switch.
   → *"Appliance", Fig.* **1**/1 *Page 12*
✔ The control panel shows an animation and is locked.
✔ The appliance is ready to use once the animation has ended and the temperature displays light up.
✔ The appliance begins to cool.
2. Switch off the warning tone using 🔔.
✔ 🔔 goes out as soon as the set temperature has been reached.
3. Set the required temperature.
   →*Page 16*

7.2 Operating tips

- Once you have switched on the appliance, the set temperature is only reached after several hours. Do not put any food in the appliance until the set temperature has been reached.
- When closing the door, make sure that the door is not blocked by stored items.
- 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

7.3 Switching off the appliance

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

7.4 Setting the temperature unit

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

1. Press ☰.
2. Press **°C/°F**.
3. Press ☰.

7.5 Setting the temperature

Setting the freezer compartment temperature

▸ Press ⌄/⌃ (Freezer compartment) repeatedly until the temperature display (freezer compartment) shows the required temperature setting.
  The recommended temperature in the freezer compartment is –18 °C (0 °F).

7.6 Keylock

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

Switching on the keylock

▸ Press and hold 🔒 for 2 seconds.
✔ 🔒 lights up.

Switching off the keylock

▸ Press and hold 🔒 for 2 seconds.
✔ 🔒 goes out.

8 Additional functions

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

8.1 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 is switched on if you place a certain volume of fresh food in the appliance.
The automatic Fast freezing is activated at the factory. You can deactivate the automatic Fast freezing.
If automatic Fast freezing is switched on, increased noise may occur.
After operation, the appliance switches from automatic Fast freezing to normal operation.

Activating automatic Fast freezing

- ▸ Press and hold ⌄ for 3 seconds until a signal tone sounds.
- ✔ If 2 audible signals sound, the automatic Fast freezing is activated.

Deactivating automatic Fast freezing

- ▸ Press and hold ⌄ for 3 seconds until a signal tone sounds.
- ✔ If 3 audible signals sound, the automatic Fast freezing is deactivated.

Cancelling automatic Fast freezing

- ▸ Press ⁂.
- ✔ The previously set temperature is displayed.

8.2 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.
In order to utilise the freezer capacity, use Fast freezing.
→ *"Prerequisites for freezing capacity", Page 21*

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

Switching on manual Fast freezing

- ▸ Press ⁂.
- ✔ ⁂ lights up.

Note: After approx. 54 hours, the appliance switches to normal operation.

Switching off manual Fast freezing

- ▸ Press ⁂.
- ✔ The previously set temperature is displayed.

8.3 Door opening aid

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

Opening the door using the door-opening aid

ATTENTION
Repeatedly closing the door prematurely may lead to wear or failure of the door-opening aid.
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 door-opening aid is realigned.

1. Push the door in the middle.
- ✔ The 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 door-opening aid retracts and the door closes.

Switching off the door-opening aid

1. Press ☰.
2. Press ▯.
3. Press ∨/∧ until "OFF" lights up.
4. Press ☰.

Switching on the door-opening aid

1. Press ☰.
2. Press ▯.
3. Press ∨/∧ until "ON" lights up.
4. Press ☰.

8.4 Interior lighting

You can set the brightness of the interior lighting.

1	Minimum brightness
6	Maximum brightness
A	Automatic interior lighting
d	Dark interior lighting
5	Standard interior lighting
b	Bright interior lighting

Setting the interior lighting

1. Press ☰.
2. Press ☼.
3. Press ∨/∧ until the setting display submenu shows the required setting.
4. Press ☰.

8.5 Rest mode

The rest mode switches off all non-essential functions.

During rest mode, the following functions are switched off:

- Automatic Fast freezing and manual Fast freezing
- Alarm
- Ice cube production
- Interior lighting
- Signal tones
- Messages on the control panel

Note: The control panel lighting is switched off during rest mode. ⏻ lights up at a reduced brightness level.

Switching on rest mode

1. Press ☰.
2. Press ⏻.
3. Press ∨/∧ until "ON" lights up.
4. Press ☰.

Note: After approx. 74 hours, the appliance switches to normal mode.

Switching off rest mode

- ▸ Press and hold ⏻ until an audible signal sounds.
- ✔ ⏻ goes out.

8.6 Filter change notification

Every six months, the filter change notification is switched on.
⊛ flashes.

Note: Increased water consumption switches the filter change notification on sooner.

Switching off the filter change notification

1. Replace the water filter.
   The bypass cap does not need to be replaced.
2. Press ⊛.
- ✔ ⊛ goes out.
- ✔ The filter change status is reset.

8.7 Factory settings

In the event of malfunctions, you can reset the appliance to its factory settings.

Allows you to restore the appliance's factory settings

- ▸ Press and hold ⁂ for 4 to 7 seconds until a signal tone sounds.
- ✔ "OO" lights up during the process.
- ✔ After resetting, the appliance returns to normal mode.

9 Alarm

9.1 Door alarm

If the appliance door is open for a while, the door alarm switches on. A warning tone sounds, 🔔 flashes and the set temperature for the affected compartment flashes.

Switching off the door alarm

- ▸ Close the appliance door or press 🔔.
- ✔ The warning tone is switched off.

9.2 Temperature alarm

If the freezer compartment becomes too warm, the temperature alarm is switched on.
A warning tone sounds, 🔔 flashes and the set temperature for the affected compartment flashes.

⚠ **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

- ▸ Press 🔔.
- ✔ The warning tone is switched off.
- ✔ From this time on, the warmest temperature is measured again and saved.

10 Home Connect

This appliance is network-capable. Connect your appliance to a mobile device to control its functions via the Home Connect app.
The Home Connect services are not available in every country. The availability of the Home Connect function depends on the availability of the Home Connect services in your country. You can find information about this at: *www.home-connect.com*.
To be able to use Home Connect, you must first set up the connection to the WLAN home network (Wi-Fi [1]) and to the Home Connect app.
After switching on the appliance, wait at least 3 minutes until internal device

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

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, noting the information 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 3*
- Operating the appliance on the appliance itself always takes priority. During this time it is not possible to operate the appliance using the Home Connect app.

10.1 Setting up Home Connect

Requirement: The appliance is receiving signals from the WLAN home network (Wi-Fi) at its installation location.

1. Scan the following QR code.

   You can install the Home Connect app and connect your appliance via the QR code.
2. Follow the instructions in the Home Connect app.

10.2 Switching on the connection to the WLAN home network (Wi-Fi)

▸ Press ᯤ.

10.3 Switching off the connection to the WLAN home network (Wi-Fi)

▸ Press ᯤ.

10.4 Installing updates for the Home Connect software

Note: If an update of the Home Connect software is available, a message appears in the Home Connect app. You can find the current software version in the Home Connect app under the appliance information for the appliance.

▸ To install the update for the Home Connect software, follow the instructions in the Home Connect app.

✔ The control panel is partially locked during the installation.

10.5 Resetting Home Connect settings

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

▸ Press and hold ᯤ for 7 to 10 seconds until a third audible signal sounds.

✔ The Home Connect settings have been reset.

10.6 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*.

10.7 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.

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

11 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.
To protect foods from freezer burn, a permanent temperature setting of −24 °C (−11 °F) is possible.
To protect fatty foods such as fish and meat from oxidation, a permanent temperature setting of −24 °C (−11 °F) is possible.
◐ lights up from a freezer compartment temperature of −24 °C (−11 °F).
The freezer compartment can be used to store perishable food long-term. The low temperatures slow down or stop the spoilage.

11.1 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 / 7 Page 13*

Prerequisites for freezing capacity

1. Approx. 24 hours before storing fresh food in the appliance, switch on Fast freezing.
   → *"Switching on manual Fast freezing", Page 17*
2. Store the food in the middle frozen food pull-out container first.
3. If the middle freezer drawer is not large enough, store the remaining items in the door compartments from bottom to top.

11.2 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 26*
2. Stack the food directly on the shelves and on the floor of the freezer compartment.

11.3 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.
- Place the food over the whole area of the frozen food containers.

11.4 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.

11.5 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
Vegetables, fruit	up to 12 months

11.6 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.

12 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 24*

12.1 Bypass cap

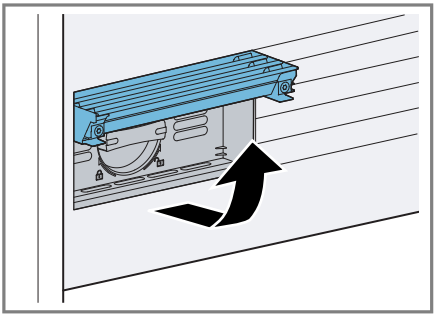
The bypass cap filters only large particles out of the water and can be cleaned as required.

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

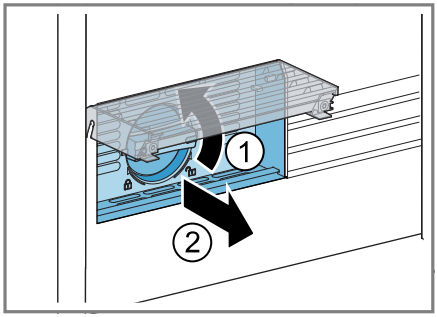
Tip: If you do not want to use a water filter in your appliance or an external water filter system is installed, you can permanently replace the water filter with a bypass cap.

Replacing the bypass cap with a water filter

1. Hinge the filter cover upwards.



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



Notes

- When removing it, a small amount of water may drip out of the bypass cap. Remove the drips of water with a dry cloth.
- You can dispose of the used bypass cap with your household waste.

3. Insert the water filter in the filter opening as far as it will go and turn it 90° clockwise.
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.

12.2 Filter change notification

Every six months, the filter change notification is switched on.
⊛ flashes.

Note: Increased water consumption switches the filter change notification on sooner.

Switching off the filter change notification

1. Replace the water filter.
   The bypass cap does not need to be replaced.

2. Press ⊛.
✔ ⊛ goes out.
✔ The filter change status is reset.

12.3 Ice cube maker

Use 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.

⁂	Ice cube production
⁂»	Accelerated 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 control panel.
2. Touch ⁂.

Switching off ice cube production

1. Touch the control panel.
2. Touch ⁂.

13 Defrosting

13.1 Defrosting in the freezer compartment

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

14 Cleaning and servicing

Customer Service must clean inaccessible points. Cleaning by customer service can give rise to costs.

14.1 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.
- Suitable cleaning agents and cleaning cloths are available from our customer service, your dealer or on our website.

14.2 Preparing the appliance for cleaning

1. Switch off the appliance.
   →*Page 16*
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 26*

14.3 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.

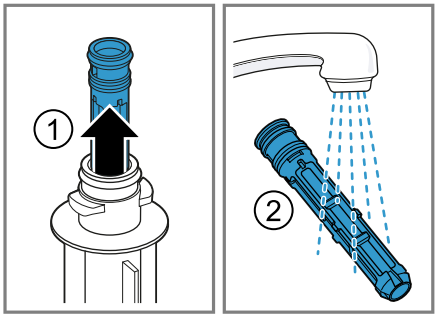
If you clean fittings and accessories in the dishwasher, this may cause them to become deformed or discolour.
- ▸ Never clean fittings and accessory in the dishwasher.

1. Prepare the appliance for cleaning.
   →*Page 25*
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 11*
6. Switch on the appliance.
   →*Page 16*
7. Putting the food into the appliance.

14.4 Cleaning the bypass cap

Tip: Clean the bypass cap once a year.

1. Turn the rotary knob on the bypass cap anti-clockwise by 90° and remove the bypass cap.
2. Remove the filter from the bypass cap ① and clean it under running water ②.



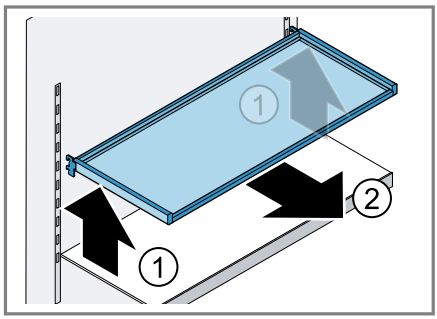
3. Reinsert the filter in the bypass cap.
4. Insert the bypass cap vertically into the filter opening as far as it will go and turn the rotary knob 90° clockwise as far as it will go.

14.5 Removing the fittings

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

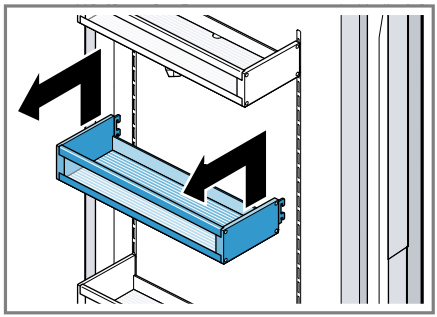
Removing the shelf

▸ Lift the shelf ① and remove it ②.



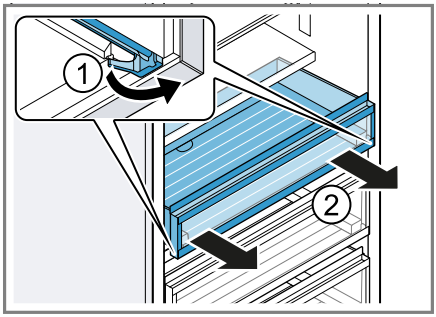
Removing door tray

▸ Lift the door tray and remove it.



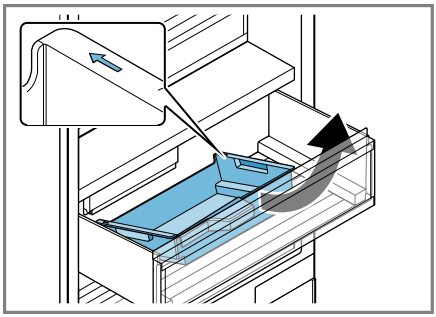
Removing the frozen food pull-out container

1. Pull out the frozen food pull-out container as far as it will go.
2. Below the frozen food pull-out container on both sides, press the telescopic rail lock from the inside outwards ① and remove the frozen food pull-out container ②.



Removing the ice storage container

1. Pull out the frozen food pull-out container as far as it will go.
2. Lift the ice cube container at the front and remove it.



15 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 of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

Fault	Cause and troubleshooting
The appliance is not cooling, the displays and lighting are lit.	Showroom mode is switched on. **1.** Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. **2.** Reconnect the appliance after five minutes. **3.** Press and hold ⁂ until 4 audible signals have sounded. **4.** After a short time, check whether your appliance is cooling.
The LED lighting does not work.	Different causes are possible. ▸ Call customer service. The customer service number can be found in the enclosed customer service directory.
The refrigeration unit is switching on more frequently and for longer.	The appliance has been opened frequently. ▸ Do not open appliance door unnecessarily.
	External ventilation openings are covered up. ▸ Remove any obstructions from in front of the external ventilation openings.
	Not a fault. Modern refrigeration machines switch on more frequently and have different power levels to cool more efficiently. ▸ Remove any obstructions from in front of the external ventilation openings. ▸ Install the appliance as far away as possible from heating elements, cookers and other heat sources. Avoid prolonged exposure of the appliance to direct sunlight. ▸ Only open the appliance door as briefly as necessary.

Fault	Cause and troubleshooting
The refrigeration unit is switching on more frequently and for longer.	▸ Allow hot food and drinks to cool down first before storing in the appliance.
Home Connect is not working properly.	Different causes are possible. ▸ Go to *www.home-connect.com*.
"E" or "d" appears on the temperature display.	The electronics have detected a fault. **1.** Switch off the appliance. →*Page 16* **2.** Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. **3.** Reconnect the appliance after five minutes. **4.** If the message still appears on the display, call Customer Service. The customer service number can be found in the enclosed customer service directory.
A warning signal sounds and 🔔 flashes. The door alarm is switched on.	The appliance door is open. ▸ Close the appliance door.
A warning tone sounds and the temperature display (freezer compartment) and 🔔 flash. The temperature alarm is switched on.	Different causes are possible. **1.** Press 🔔. ✔ The alarm is switched off. **2.** After several hours, check whether the set freezer compartment temperature has been reached again.
	External ventilation openings are covered up. ▸ Remove any obstructions from in front of the external ventilation openings.
	Larger quantities of fresh food have been put in. ▸ Switch on Fast freezing before placing a larger amount of food in the appliance. → *"Switching on manual Fast freezing", Page 17*
The temperature differs greatly from the setting.	Different causes are possible. **1.** Switch off the appliance. →*Page 16* **2.** Switch the appliance back on after five minutes. →*Page 16* ▸ If the temperature is too warm, check the temperature again after a couple of hours. ▸ If the temperature is too cold, check the temperature again on the following day.

Fault	Cause and troubleshooting
Water is leaking out of the appliance.	The water connection or water hose is not leak-tight. ▸ Check if the water connections are fastened firmly and the water hose is undamaged. If necessary, replace the water hose.
Ice cube production is low.	The appliance has only recently been connected. ▸ Wait approximately four hours until the first batch of ice cubes is ready.
	The freezer compartment has been opened frequently or for an extended period of time. ▸ Check ice cube production after a few hours.
	Low water pressure. ▸ Check the water pressure of the water supply system or the external water filter system, e.g. reverse osmosis system. Connect the appliance only to a water connection with sufficient water pressure. →*Page 9*
	The bypass cap is blocked. ▸ Clean the bypass cap. →*Page 25*
	Food or objects are blocking the fill level sensor for the ice cube maker. ▸ Remove all food and objects from the ice storage container.
	Fault in the ice cube maker. **1.** Switch off the appliance. →*Page 16* **2.** Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. **3.** Reconnect the appliance after five minutes. **4.** If the fault persists, call customer service. The customer service number can be found in the enclosed customer service directory.
The ice cube maker is not functioning.	Ice cube production is switched off. ▸ Switch on ice cube production. →*Page 24*
	There is no water supply. ▸ Ensure that there is a water supply and that the corner valve on the water connection is open. Contact an installer if necessary.
	Kink in the water hose. ▸ Turn off the water supply and straighten the kink in water hose. If necessary, replace the water hose.

Fault	Cause and troubleshooting
The ice cube maker is not functioning.	Fault in the ice cube maker. **1.** Switch off the appliance. →*Page 16* **2.** Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. **3.** Reconnect the appliance after five minutes. **4.** If the fault persists, call customer service. The customer service number can be found in the enclosed customer service directory.
The appliance hums, bubbles, buzzes, gargles, clicks, crackles or rumbles.	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.
The appliance makes noises.	The appliance is not level. ▸ Align the appliance using a spirit level and the screw feet.
	Fittings wobble or stick. ▸ Check the removable fittings and, if required, replace these.
	Containers are touching. ▸ Move the containers apart.
	Fast freezing is switched on. No action required.

15.1 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.

16 Storage and disposal

16.1 Taking the appliance out of operation

1. Switch off the appliance.
→*Page 16*

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. Clean the appliance. →*Page 25*
6. To guarantee the ventilation inside the appliance, leave the appliance open.

16.2 Disposing of old appliance

Valuable raw materials can be reused by recycling.

⚠ **WARNING**
Risk of harm to health!
Children can lock themselves in the appliance, thereby putting their lives at risk.
- Leave shelves and containers inside the appliance to prevent children from climbing in.
- Keep children away from the redundant appliance.

⚠ **WARNING**
Risk of fire!
If the tubes are damaged, flammable refrigerant and harmful gases may escape and ignite.
- Do not damage the tubes of the refrigerant circuit or the insulation.

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Dispose of the appliance in an environmentally friendly manner.
   Information about current disposal methods are available from your specialist dealer or local authority.

17 Customer Service

You can obtain function-relevant and storable genuine spare parts from our Customer Service for up to 15 years from the date on which your appliance was placed on the market. For more information, please contact our Customer Service team.
Detailed information about the warranty period and the warranty conditions in your country is available via the QR code on the enclosed document on service contacts and warranty conditions, from our customer service or on our website.
You can find the contact details for our customer service via the QR code on the enclosed document on service contacts and warranty conditions or on our website.

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

If you contact Customer Service, you will require the product number (E-Nr.), the production number (FD) and the consecutive numbering (Z-Nr.), which you can find on the appliance's rating plate.
→ *"Appliance", Fig.* **1** / 7 *Page 13*
Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

18 Technical data

Refrigerant, cubic capacity and further technical specifications can be found on the rating plate.
→ *"Appliance", Fig.* **1** / 7 *Page 13*

18.1 Information regarding Free and Open Source Software

This product includes software components that are licensed by the copyright holders as free software 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". [1]
You can also 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 or BSH Hausgeräte GmbH, Carl-Wery-Str. 34, 81739 Munich, Germany.
The relevant source code will be made available on request.
Please send your request to 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.

19 Declaration of Conformity

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

CE

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

[1] Depending on the appliance specifications

The difference is Gaggenau

gaggenau.com

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www.gaggenau.com

9001995108 (060312)
en