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Fridge-freezer

CTC29...

CTC35...

[en] Information for Use

Futher information and explanations are available online:



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1 Safety

Observe the following safety instructions.

1.1 General information

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

1.2 Intended use

Only use this appliance:

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

1.3 Restriction on user group

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

Do not let children play with the appliance.

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

1.4 Safe transport

WARNING – Risk of injury!

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

- ▶ Do not lift the appliance on your own.

1.5 Safe installation

⚠ WARNING – Risk of electric shock!

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 all-pole isolating switch must be installed in the permanent electrical installation according to the installation regulations.
- ▶ When installing the appliance, check that the power cable is not trapped or damaged.

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

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

⚠ WARNING – Risk of explosion!

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

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

⚠ WARNING – Risk of fire!

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

- ▶ Do not use extension cables or multiple socket strips.
- ▶ 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.

1.6 Safe use

⚠ WARNING – Risk of electric shock!

An ingress of moisture can cause an electric shock.

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

⚠ WARNING – Risk of suffocation!

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

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

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

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

⚠ WARNING – Risk of explosion!

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

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

The appliance may tip.

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

⚠ WARNING – Risk of burns!

Individual parts on the back of the appliance become hot during operation.

- ▶ Never touch these hot parts.

⚠ WARNING – Risk of cold burns!

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

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

⚠ CAUTION – Risk of harm to health!

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

- ▶ If the door is open for an extended period of time, this may lead to a considerable temperature increase in the compartments of the appliance.
- ▶ Regularly clean the surfaces that may come into contact with food and accessible drain systems.

- ▶ Store raw meat and fish in suitable containers in the refrigerator so that they do not touch or drip on other food.
- ▶ If the fridge/freezer is empty for an extended period of time, switch off the appliance, defrost it, clean it and leave the door open to prevent the formation of mould.

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

- ▶ Do not consume soiled food.

1.7 Damaged appliance

WARNING – Risk of electric shock!

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

- ▶ Never operate a damaged appliance.
- ▶ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.
- ▶ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box.
- ▶ Call customer services. → *Page 29*

Incorrect repairs are dangerous.

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

WARNING – Risk of fire!



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

- ▶ Keep naked flames and ignition sources away from the appliance.
- ▶ Ventilate the room.
- ▶ Switch off the appliance. → *Page 17*

- ▶ Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
- ▶ Call after-sales service. → *Page 29*

2 Preventing material damage

ATTENTION!

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.

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

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

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

- ▶ Do not store unpackaged food in the appliance.

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.
- Make sure there is a distance of 50 mm between the side wall and the appliance.
- Never cover or block the external ventilation openings.

Saving energy during use

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

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

Standby mode

If the appliance is not being used, the display automatically switches to standby mode.

In standby mode, the brightness of the control panel is reduced.

Notes

- If Super cooling is switched on, **super** lights up.
- If Super freezing is switched on, **super** lights up.

Standby mode is deactivated as soon as you operate the display 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 29.

The delivery consists of the following:

- Free-standing appliance
- Equipment and accessories¹
- Installation instructions
- User manual
- Customer service directory
- Warranty enclosure²
- Energy label

4.2 Criteria for the installation location

WARNING

Risk of explosion!

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

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

volume of refrigerant is indicated on the rating plate. → "Appliance", Fig. 1/4, Page 14

The weight of the appliance ex works may be up to 70 kg depending on the model.

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

Permitted room temperature

The permitted room temperature depends on the appliance's climate class.

The climate class of the appliance is T; the permitted room temperature in climate class T is 16 °C to 43 °C.

The appliance is fully functional within the permitted room temperature.

Over-and-under and side-by-side installation

If you want to install 2 refrigerating appliances one over the other or side by side, you must maintain a clearance of at least 150 mm between the appliances. Selected appliances can be installed without a minimum clearance. Ask your dealer or kitchen planner about this.

¹ Depending on the appliance specifications

² Not in all countries

4.3 Installing the appliance

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

4.4 Preparing the appliance for the first time

1. Remove the informative material.
2. Remove the protective foil and transit bolts, e.g. remove the adhesive strips and carton.
3. Clean the appliance for the first time. → *Page 21*

4.5 Connecting the appliance to the electricity supply

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

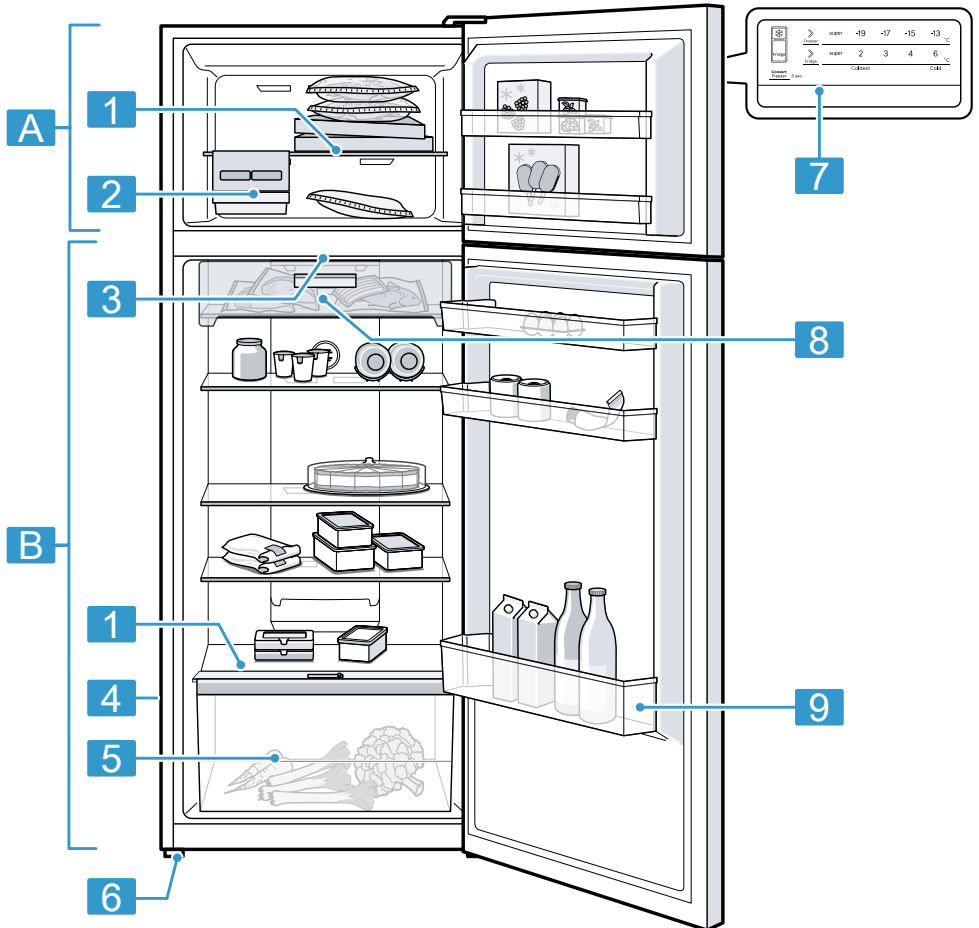
The connection data of the appliance can be found on the rating plate. → "*Appliance*", Fig. **1/4**, *Page 14*

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

5 Familiarising yourself with your appliance

5.1 Appliance

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



1

A Freezer compartment
→ Page 19

B Refrigerator compartment
→ Page 19

1 Fixed shelf → Page 15

2 Ice cube maker → Page 16

3 Lighting

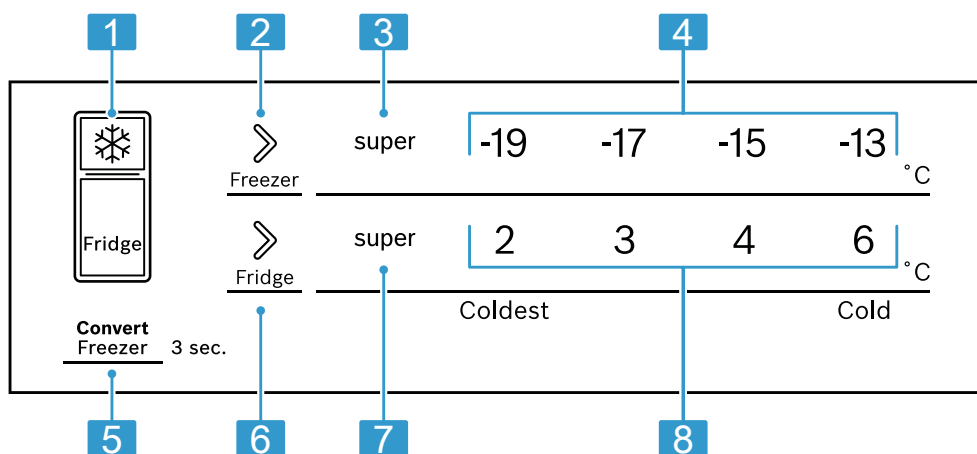
- 4** Rating plate → Page 29
- 5** Fruit and vegetable container with humidity control → Page 15
- 6** Screw foot
- 7** Control panel → Page 14

- 8** Refrigerator compartment flap → Page 15
- 9** Door storage compartment for large bottles → Page 16

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

5.2 Control panel

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



- 2**
- 1** ❄️ lights up when the refrigerator compartment mode is switched off.
 - 2** ➤ (Freezer compartment) sets the temperature of the freezer compartment.
 - 3** **super** lights up when Super freezing is switched on.
 - 4** Displays the set temperature for the freezer compartment in °C.
 - 5** **Convert Freezer** switches the refrigerator compartment mode on or off.
 - 6** ➤ (Refrigerator compartment) sets the temperature of the refrigerator compartment.
 - 7** **super** lights up when Super cooling is switched on.
 - 8** Displays the set temperature for the refrigerator compartment in °C.

6 Features

The features of your appliance depend on the model.

6.1 Shelf

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

→ "Removing the shelf", Page 22

6.2 Fixed shelf

Always put the fixed shelf in the specified position.

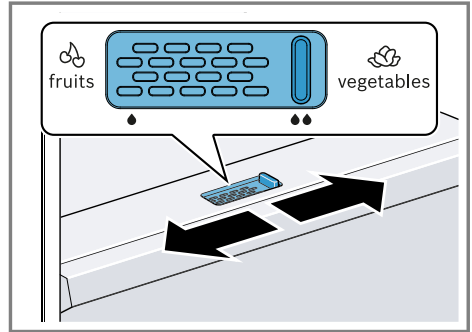
6.3 Refrigerator compartment flap

Temperatures are lower on the shelf behind the refrigerator compartment flap than in the refrigerator compartment. Temperatures below 0 °C may occur.



Use the lower temperatures on the shelf behind the refrigerator compartment flap to store delicate foods, e.g. fish, meat and sausages.

6.4 Fruit and vegetable container with humidity control

Store fresh fruit and vegetables loose in the fruit and vegetable container. Cover any chopped fruit and vegetables, or store in air-tight packaging. You can adjust the humidity in the fruit and vegetable container using the humidity controller. This allows fresh fruit and vegetables to be stored for longer than with conventional storage.



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

- Low humidity  fruits required when primarily storing fruit or mixed items, or if the appliance is very full.
- High humidity  vegetables required when primarily storing vegetables or when the appliance is not very full.

Condensation may form in the fruit and vegetable container depending on the food and quantity stored. Remove the condensation with a dry cloth and adjust the air humidity to a lower setting using the humidity controller.

To ensure that the quality and aroma are retained, store fruit and vegetables that are sensitive to cold outside of the appliance at temperatures of approx. 8 °C to 12 °C, e.g. pineapple, bananas, citrus fruits, cucumbers, courgettes, peppers, tomatoes and potatoes.

6.5 Door rack

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

→ "Removing door rack", Page 22

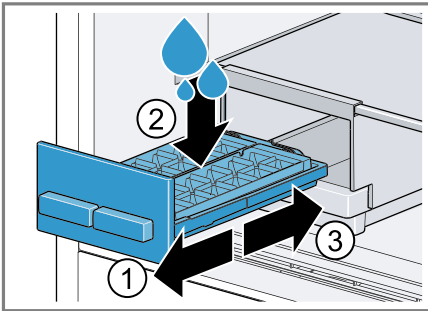
6.6 Ice cube maker

Use the ice cube maker to make ice cubes out of drinking water.

Making ice cubes

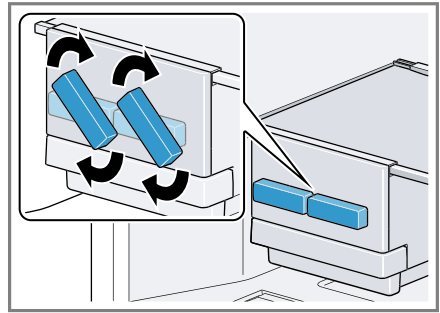
Use only drinking water to make ice cubes.

1. Remove the ice cube tray ①, fill $\frac{3}{4}$ full with drinking water ② and re-insert ③.

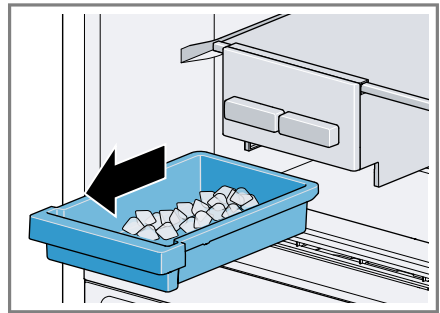


Note: If it is filled with too much drinking water, this may impair the function of the ice cube maker. The ice cubes cannot be removed individually from the ice cube tray. Too much drinking water was added and is running into the ice cube container, causing any ice cubes to freeze together.

2. When the ice cubes are frozen, rotate the knob on the ice cube tray several times in a clockwise direction and release it.



- ✓ The ice cubes will loosen and fall into the ice cube container.
3. Pull out the ice storage container and remove the ice cubes.



6.7 Accessories

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

The accessories for your appliance depend on the model.

Egg tray

Store eggs safely on the egg tray.

7 Basic operation

7.1 Switching on the appliance

1. Electrically connect the appliance.
→ Page 12
- ✓ The appliance begins to cool.
2. Set the required temperature.
→ Page 17

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.
- The front and side panels of the housing heat up occasionally. This prevents condensation from forming.
- When you close the door, a vacuum may be created. The door is then difficult to open again. Wait a moment until the vacuum is offset.

7.3 Switching off the appliance

- ▶ Disconnect the appliance from the power supply. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.

7.4 Setting the temperature

Setting the refrigerator compartment temperature

- ▶ Press \gg (Refrigerator compartment) repeatedly until the temperature display shows the required temperature.
Wait 5 seconds until the temperature on the control panel is set.

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

Setting the freezer compartment temperature

- ▶ Press \gg (Freezer compartment) repeatedly until the temperature display shows the required temperature.
Wait 5 seconds until the temperature on the control panel is set. The recommended temperature in the freezer compartment is -18 °C.

8 Additional functions

8.1 Super cooling

With Super cooling, the refrigerator compartment cools as cold as possible. Switch on Super cooling before placing large quantities of food.

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

Switching on Super cooling

- ▶ Press \gg (Refrigerator compartment) repeatedly until **super** lights up.
Wait 5 seconds until the temperature on the control panel is set.

Note: After approx. 2 hours, the appliance switches to normal operation.

Switching off Super cooling

- ▶ Press \gg (Refrigerator compartment) repeatedly until the temperature display (refrigerator compartment) shows the required temperature.


Wait 5 seconds until the temperature on the control panel is set.

8.2 Super freezing

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


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

Switching on Super freezing

- ▶ Press  (Freezer compartment) repeatedly until **super** lights up.
Wait 5 seconds until the temperature on the control panel is set.

Note: After approx. 2 hours, the appliance switches to normal operation.

Switching off Super freezing



- ▶ Press  (Freezer compartment) repeatedly until the temperature display (freezer compartment) shows the required temperature.
Wait 5 seconds until the temperature on the control panel is set.

8.3 Refrigerator compartment mode

You can use the refrigerator compartment mode to convert the freezer compartment into a refrigerator compartment.

Switching on the refrigerator compartment mode

1. Remove all food from the freezer compartment.



2. Press and hold  for 3 seconds until  goes out.
 - ✓ The freezer compartment temperature setting and Super freezing are deactivated.
3. Wait at least 2 hours.
4. Clean the inside of the freezer compartment with a slightly damp, soft dish cloth.
5. Store the food correctly.

Tip: Do not store fruit and vegetables in the freezer compartment when the refrigerator compartment mode is switched on.

Switching off the refrigerator compartment mode

WARNING **Risk of injury!**

Containers that contain carbonated drinks may burst.

- ▶ Do not store containers that contain carbonated drinks in the freezer compartment.
1. Remove all food from the freezer compartment.
 2. Press and hold  for 3 seconds until  lights up.
 - ✓ The freezer compartment temperature setting and Super freezing are reactivated.
 3. Wait at least 2 hours.
 4. Add the frozen food.

9 Alarm

9.1 Door alarm

If the appliance door is open for a while, the door alarm switches on. A warning tone sounds.

Switching off the door alarm

- ▶ Close the appliance door or press any touch field on the control panel.
- ✓ The warning tone is switched off.

10 Refrigerator compartment

You can keep meat, sausage, fish, dairy products, eggs, prepared meals and pastries in the refrigerator compartment.

The temperature can be set from 2 °C to 6 °C.

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

10.1 Tips for storing food in the refrigerator compartment

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

10.2 Chill zones in the refrigerator compartment

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

Coldest zone

The coldest zone is on the top shelf.

Tip: Store highly perishable food such as fish, sausages and meat in the coldest zone.

Warmest zone

The warmest zone is on the fixed shelf.

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

11 Freezer compartment

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

The temperature can be set from -13 °C to -19 °C.

Long-term storage of food should be at -18 °C or lower.

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

11.1 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 22*
2. Stack food directly on the floor of the freezer compartment.

11.2 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.
- Spread out the food over a wide area in the freezer compartment.

11.3 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.

11.4 Shelf life of frozen food at -18 °C

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

11.5 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 Defrosting

12.1 Defrosting in the refrigerator compartment

The refrigerator compartment in your appliance defrosts automatically.

12.2 Defrosting in the freezer compartment

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

13 Cleaning and servicing

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

13.1 Preparing the appliance for cleaning

1. Disconnect the appliance from the power supply.
Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
2. Take out all of the food and store it in a cool place.
Place ice packs (if available) onto the food.
3. Remove all fittings and accessories from the appliance.
→ *Page 22*

13.2 Cleaning the appliance

WARNING

Risk of electric shock!

An ingress of moisture can cause an electric shock.

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

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

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

ATTENTION!

Unsuitable cleaning products may damage the surfaces of the appliance.

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

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

- ▶ Never clean fittings and accessory in the dishwasher.

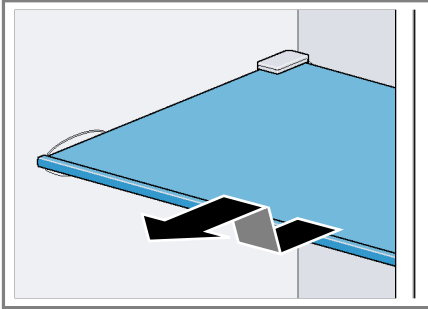
1. Prepare the appliance for cleaning.
→ *Page 21*
2. Clean the appliance, the fittings, the accessories and the door seals with a dish cloth, lukewarm water and a little pH-neutral washing-up liquid.
3. Dry thoroughly with a soft, dry cloth.
4. Insert the fittings.
5. Electrically connect the appliance.
→ *Page 12*
6. Putting the food into the appliance.

13.3 Removing the fittings

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

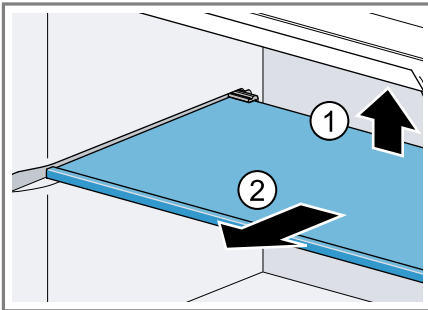
Removing the shelf

- ▶ Pull out, lift and remove the shelf.



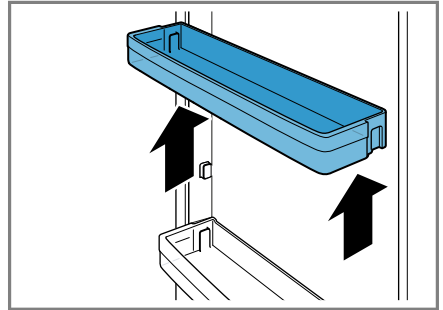
Removing the fixed shelf

- ▶ Lift the fixed shelf at the rear ① and remove it ②.



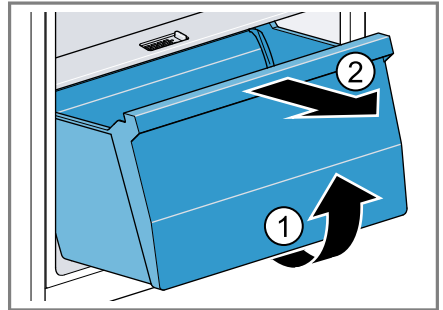
Removing door rack

- ▶ Lift the door rack and remove it.



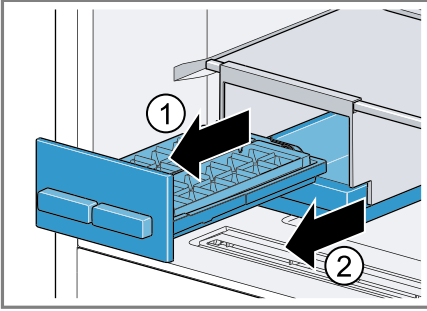
Removing the fruit and vegetable container

1. Pull out the fruit and vegetable container as far as it will go.
2. Lift the fruit and vegetable container at the front ① and remove it ②.

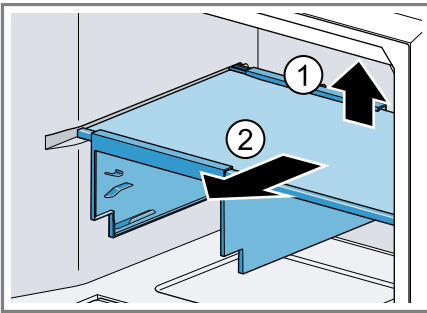


Removing the ice cube maker

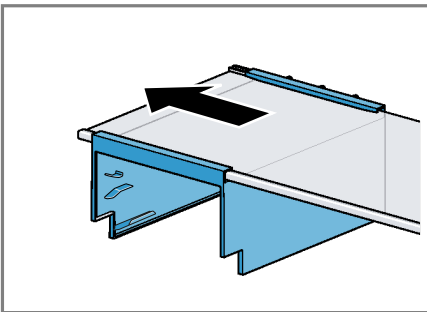
1. Remove and empty the ice cube tray ① and the ice storage container ②.



2. Lift the fixed shelf with the holder at the rear ① and remove it ②.



3. Slide the holder out of the fixed shelf at the side.



Tip: In order to avoid covering the inner ventilation opening (freezer compartment) during fitting, position the ice cube maker on the left-hand side of the fixed shelf.

14 Troubleshooting

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

WARNING

Risk of electric shock!

Incorrect repairs are dangerous.

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

Fault	Cause and troubleshooting
The appliance is not cooling, the displays and lighting are lit.	Showroom mode is switched on. <ul style="list-style-type: none"> ▶ Carry out the appliance self-test. ✓ Once the appliance self-test has ended, the appliance switches to normal operation.
The LED lighting does not work.	Different causes are possible. <ul style="list-style-type: none"> ▶ Call customer service. The customer service number can be found in the enclosed customer service directory.
Side panels of the appliance are warm.	Not a fault. The side panels contain pipes which heat up during the cooling process. Units touching the appliance will not be damaged by the heat. No action required.
The warning tone sounds. The door alarm is switched on.	The appliance door is open. <ul style="list-style-type: none"> ▶ Close the appliance door.

Fault	Cause and troubleshooting
<p>The set temperature is not reached.</p> <p>Fully automatic defrosting no longer works.</p>	<p>The freezer compartment door was open for a long time. The evaporator (refrigeration unit) in the noFrost system is heavily iced up.</p> <p>Requirement: Store the frozen food well insulated in a cool place.</p> <ol style="list-style-type: none"> 1. Switch off the appliance. → <i>Page 17</i> 2. Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. 3. Move the appliance away from the wall. 4. Leave the appliance door open. ✓ After approx. 20 minutes, the condensation starts to run into the evaporation pan at the rear of the appliance.
	<div data-bbox="406 614 750 858" data-label="Image"> </div> <ol style="list-style-type: none"> 5. To prevent the evaporation pan from overflowing, mop up the condensation water with a sponge. The evaporator is defrosted if no more condensation water runs into the evaporation pan. 6. Clean the interior of the appliance. → <i>Page 21</i> 7. Switch the appliance back on. → <i>Page 17</i>
<p>The temperature differs greatly from the setting.</p>	<p>Different causes are possible.</p> <ol style="list-style-type: none"> 1. Switch off the appliance. → <i>Page 17</i> 2. Switch the appliance back on after five minutes. → <i>Page 17</i> <ul style="list-style-type: none"> - If the temperature is too warm, check the temperature again after a couple of hours. - If the temperature is too cold, check the temperature again on the following day.
<p>Condensation accumulates on the surface of the appliance and on the shelves inside.</p>	<p>The water contained in warm and humid air condenses on the colder surfaces of the appliance.</p> <ol style="list-style-type: none"> 1. Wipe away the water with a soft, dry cloth. 2. Open the appliance as briefly as possible. 3. Ensure that the appliance is always closed properly.

Fault	Cause and troubleshooting
The appliance hums, bubbles, buzzes, gargles, clicks or crackles.	Not a fault. A motor is running, e.g. refrigerating unit, fan. Refrigerant flows through the pipes. The motor, switches or solenoid valves are switching on or off. Automatic defrosting is running. No action required.
The appliance makes noises.	The appliance is not level. ▶ Align the appliance using a spirit level and the screw feet. The appliance is not free-standing. ▶ Observe the minimum clearances for the appliance. Fittings wobble or stick. ▶ Check the removable fittings and, if required, replace these. Bottles or containers are touching. ▶ Move the bottles or containers away from each other. Super freezing is switched on. No action required.

14.1 Power failure

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


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.

14.2 Conducting an appliance self-test

Your appliance has an appliance self-test which displays faults that can be eliminated by your customer service.

1. Disconnect the appliance from the power supply.

Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
2. Electrically reconnect the appliance after five minutes. → *Page 12*
3. Within the first 10 seconds after connecting to the power supply, press and hold  (Refrigerator compartment) for 5 to 10 seconds until an audible signal sounds.
 - ✓ The appliance self-test starts.
 - ✓ While the appliance self-test is running, a long audible signal sounds.
 - ✓ If, at the end of the appliance self-test, two audible signals sound and the temperature display indicates the set temperature, your appliance is OK. The appliance switches to normal operation.

- ✓ If, at the end of the appliance self-test, 5 audible signals sound and the temperature display LEDs light up with a different brightness, inform customer service. The LEDs provide customer service with information about this fault.

15 Storage and disposal

15.1 Taking the appliance out of operation

1. Disconnect the appliance from the power supply.

Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
2. Remove all of the food.
3. Clean the appliance. → *Page 21*
4. **ATTENTION!** Objects jammed between the door and the housing may damage the door hinge.
 - ▶ Open the door until it remains open by itself.
 - ▶ Do not insert any objects between the door and the housing.

To guarantee the ventilation inside the appliance, leave the appliance open.

15.2 Disposing of old appliance

Valuable raw materials can be re-used by recycling.

WARNING **Risk of harm to health!**

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

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

en Storage and disposal

- ▶ Keep children away from the redundant appliance.

⚠ WARNING
Risk of fire!

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

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

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

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



This appliance is labelled in accordance with the guidelines on e-waste Management and Handling Rules 2016 concerning used electrical and electronic appliances.

The guideline determines the framework for the return and recycling of used appliances.

Note: This product doesn't contain any of hazardous substances as specified in the e-waste Management and Handling Rules 2016. Any disposal through unauthorized agencies/person will attract action under Environment (Protection) Act 1986.

Dos

- Please visit our website <https://www.bosch-home.in/metapages/e-waste->

management to find out more details regarding e-waste disposal.

- Keep the product in isolated area, after it becomes non-functional/un-repairable so as to prevent its accidental breakage.
- Consult the authorized service center as to whether the Electronic Equipment can be repaired or not, before discarding.
- Consult the retailer about appliance take back schemes.

Don'ts

- The product should not be opened by the user himself/herself, but only by authorized service personnel.
- The product is not meant for re-sale to any unauthorized agencies/scrap dealers/kabariwalah.
- Don't dispose of the discarded Electronic Equipment in household bins or Municipal bins.
- Don't dump the discarded Electronic Equipment in the open or in any land fill site, as this will result in contamination of the soil and the ground water.
- Do not keep any replaced spare part(s) from the product in exposed area.

16 Customer Service

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

If you contact Customer Service, you will require the product number (E-Nr.) 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.

Helpline no.: 1800-266-1880
(Monday to Saturday – 8 am to 8 pm)

Email ID: service.in@bosch-home.com

Chat with us (WhatsApp):
+91-8451000555



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

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

→ "Appliance", Fig. **1/4**, Page 14

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

17 Technical data

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

→ "Appliance", Fig. **1/4**, Page 14



Thank you for buying a Bosch Home Appliance!

Register your new device on MyBosch now and profit directly from:

- **Expert tips & tricks for your appliance**
- **Warranty extension options**
- **Discounts for accessories & spare-parts**
- **Digital manual and all appliance data at hand**
- **Easy access to Bosch Home Appliances Service**

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www.bosch-home.com/welcome



Looking for help? You'll find it here.

Expert advice for your Bosch home appliances, help with problems or a repair from Bosch experts.

Find out everything about the many ways Bosch can support you:

www.bosch-home.com/service

Contact data of all countries are listed in the attached service directory.

BSH Household Appliances Manufacturing Pvt. Ltd.

www.bosch-home.com

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