

USE & CARE GUIDE

Undercounter Refrigeration



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Features and specifications are subject to change at any time without notice. Visit our website, subzero.com for the most up-to-date information.

Important Note

To ensure the safe and efficient use of Sub-Zero equipment, please take note of the following types of highlighted information throughout this guide:

IMPORTANT NOTE highlights information that is especially important.

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

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



Thank You

Thank you for purchasing your new Sub-Zero undercounter unit. With Sub-Zero, you can rely on a 60-year tradition of quality and reliability. Undercounter units simplify life at home by bringing refrigeration anywhere it's needed.

Your Sub-Zero undercounter model is protected by a warranty that is one of the finest in the industry. Take a moment to read the warranty statement at the end of this guide and refer to it should service become necessary.

This use & care guide will answer most of your questions about the features, operation and maintenance of your undercounter unit. If you have questions that are not addressed here, call Sub-Zero customer care at 800-222-7820 or visit our website, subzero.com.

Undercounter Features

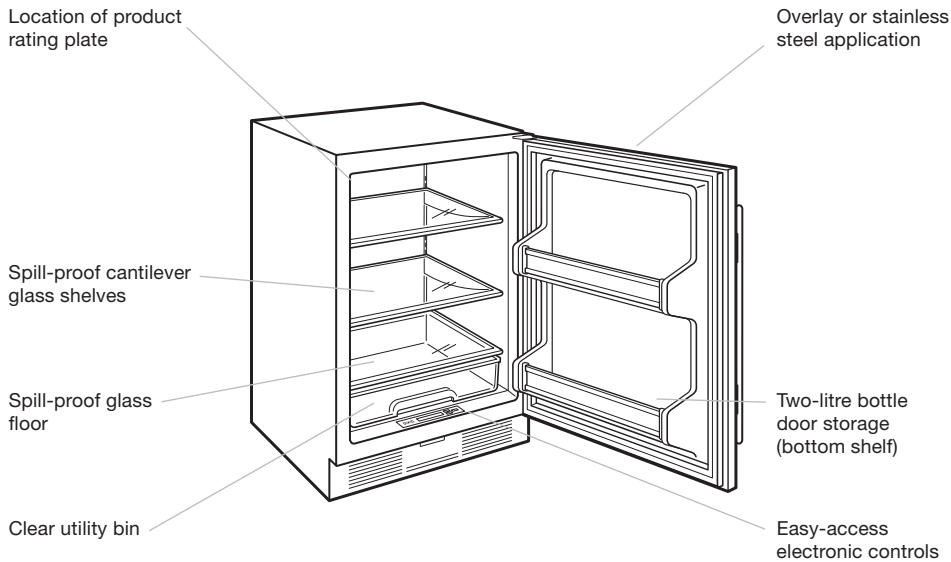
- All undercounter units are designed to be built in for that custom Sub-Zero look.
- Models UC-24R and UC-24C(I) can be fitted with a custom overlay or stainless steel door panel. A stainless steel panel with handle is available as a sales accessory for these models.
- Model UC-24RO is available only in stainless steel and comes complete with door panel and handle installed.
- Model UC-24BG must be ordered as an overlay unit or a stainless steel unit .
- The full-view glass door and accent lighting of model UC-24BG matches the appearance of wine storage model 424G.
- Model UC-24RO is approved for outdoor use in temperatures from 50°F (10°C) to 110°F (45°C).
- Electronic controls with digital readout LCD display are up front and easy to access.
- The cantilevered glass shelves are adjustable, easy to clean and spill proof. The glass floor is also spill proof.
- All units except model UC-24C(I) feature a clear utility bin for storage of smaller items.
- Models UC-24BG and UC-24C(I) feature wine storage of 16 and 8 (750 ml) bottles, respectively. The roller-glide wine storage shelves faced with natural cherry-wood have a three-quarter extension for easy access.
- Bright lighting provides even illumination throughout the interior.
- An indicator in the LCD display will alert you if service may be necessary.
- Model UC-24C(I) refrigerator/freezer features an automatic ice maker with clear ice container. The ice maker provides high-quality, crescent-shaped ice that won't stick to the side of the glass.
- All units except model UC-24BG feature two-litre bottle storage in the bottom door shelf.
- A UL approved lock is standard on model UC-24RO and available as a sales accessory for all other models.
- Sabbath mode will allow the lights to remain off during certain religious observances.
- Undercounter models are designed for mechanical system airflow at the front of the unit.
- Undercounter units are UL approved for US and Canada.
- Undercounter units offer the Sub-Zero two, five and twelve year residential warranty — one and five year warranty for model UC-24RO. See warranty details at the end of this guide.



This appliance is certified by Star-K to meet strict religious regulations in conjunction with specific instructions found on www.star-k.org.

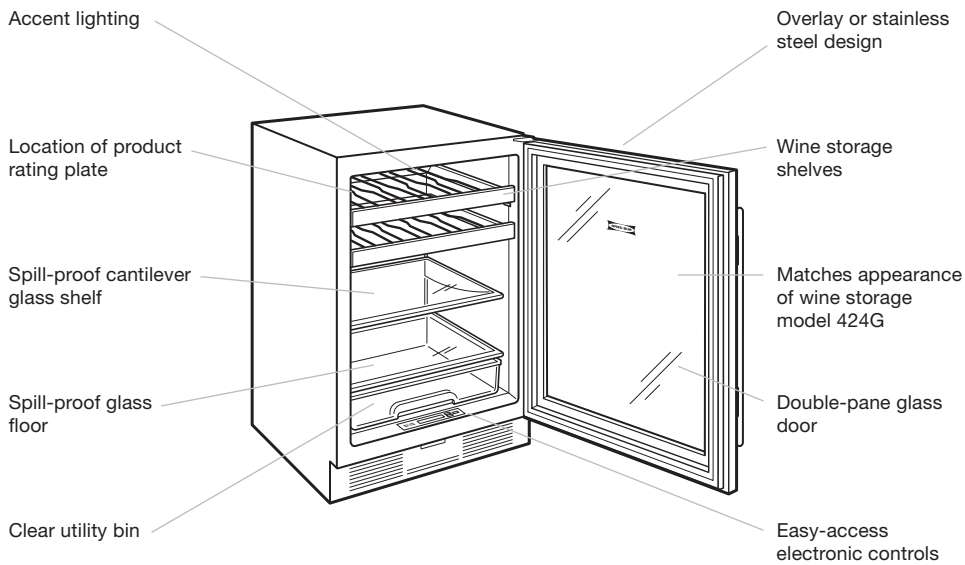
Model UC-24R

ALL REFRIGERATOR

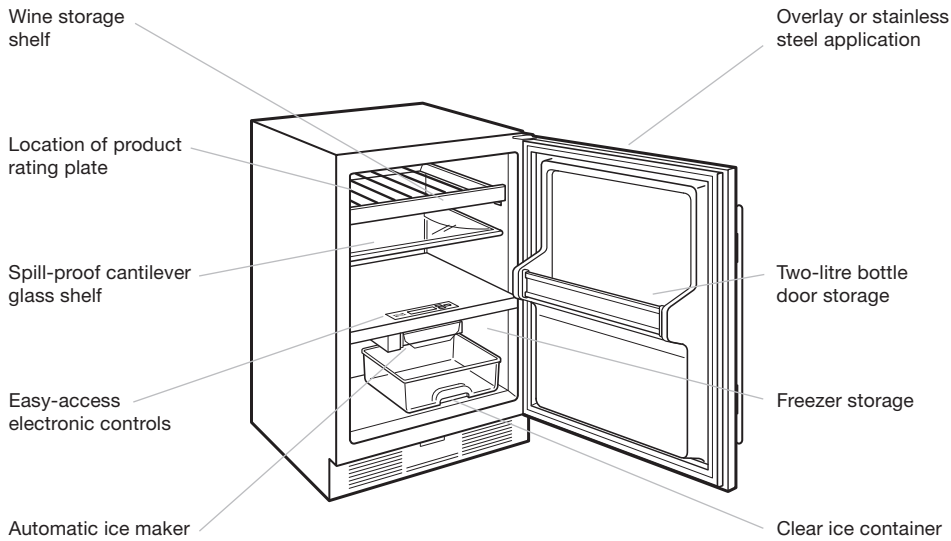


Model UC-24BG

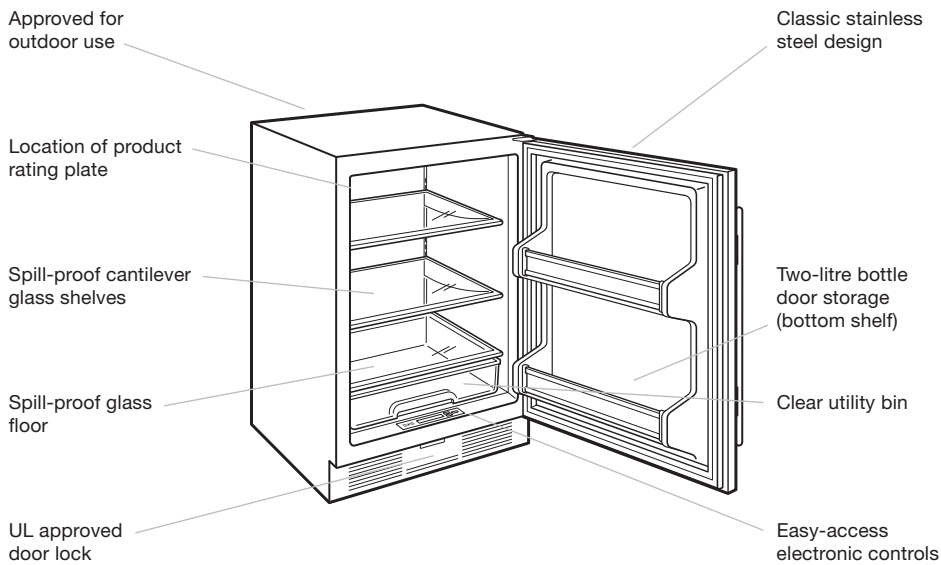
BEVERAGE CENTER WITH GLASS DOOR



Model UC-24C(I)
REFRIGERATOR/FREEZER



Model UC-24RO
OUTDOOR ALL REFRIGERATOR



Electronic Controls

The electronic controls of your Sub-Zero undercounter unit monitors and accurately displays temperatures within one degree of your preset temperature. It also monitors operation of the unit and lets you know if there's a problem. The control panel with digital LCD display is located up front and is easy to access.

TEMPERATURE CONTROL

To adjust the temperature in the undercounter unit, press the COLDER or WARMER key pad on the control panel.

The temperature ranges are 34°F (1°C) to 45°F (7°C) in the refrigerator section, and -5°F (-21°C) to +5°F (-15°C) in the freezer section of model UC-24C(I). It is normal for temperatures to fluctuate slightly, depending on external influences such as an open door, the degree of humidity and room temperature.

TEMPERATURE DISPLAY

The electronic controls can display temperatures in Fahrenheit (°F) or Celsius (°C).

For model UC-24C(I), to convert Fahrenheit to Celsius, turn the unit off then back on. Within the first minute after turning the unit on, press and hold the freezer WARMER key pad and the POWER key pad. Then, press and hold the freezer WARMER and COLDER key pads for 15 seconds and release. A 'C' will appear in the temperature readings on the LCD. Follow the same procedure to convert from Celsius to Fahrenheit.

For models UC-24BG, UC-24R and UC-24RO, to convert Fahrenheit to Celsius, turn the unit off then back on. Within the first minute after turning the unit on, press and hold the WARMER key pad and the POWER key pad. Then, press and hold the WARMER and COLDER key pads for 15 seconds and release. A 'C' will appear in the temperature readings on the LCD. Follow the same procedure to convert from Celsius to Fahrenheit.

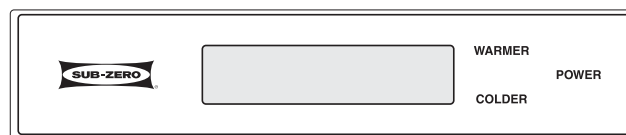
LCD DISPLAY

Electronic control functions, such as digital temperatures and service indicators, are shown in the LCD display, located on the control panel. If you are using your unit frequently, the numbers may fluctuate.

The temperature readout in the LCD display will be visible through the glass door of model UC-24BG.

POWER

The POWER key pad on the control panel will turn off all electrical power to the undercounter unit for cleaning or service.



Control panel — undercounter models except UC-24C(I).

Electronic Controls

SABBATH MODE (STAR-K)

All undercounter models feature the Sabbath mode. This is for certain religious observances where the lights need to be turned off. Sabbath mode will not disable the ice maker.

To initiate Sabbath mode, while the unit is on, press the POWER key pad so that 'OFF' is visible in the LCD display. The unit will be off.

Then press and hold the POWER key pad for 10 seconds. This will turn the unit back on and will disable the lights. To return the unit to normal lighting, press and release the POWER key pad.

If you have questions about Star-K compliance, visit www.star-k.org.

VISUAL SERVICE DISPLAY

The microprocessor monitors temperatures inside the unit. If there is a temperature problem, you'll be alerted by a flashing SERVICE indicator. The same SERVICE indicator will also flash if the condenser needs cleaning. Before calling for service, check and see if the condenser area needs cleaning. Refer to condenser cleaning on page 13.

Refrigerator Storage

ADJUSTABLE GLASS SHELVES

To remove or adjust the glass shelves, first tilt the shelf up at the front, then lift it up and out of the tracks on the rear wall of the unit. Refer to the illustration below.

If the door is limited to a 90° opening, you will need to clear the door shelves in order to remove a shelf. Lift and pivot the end of the shelf nearest the door upward, and remove.

To replace a shelf, insert it in the tracks at the rear of the refrigerator with the front of the shelf raised slightly. As you push the shelf in, lower the front of the shelf until it locks into position.

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

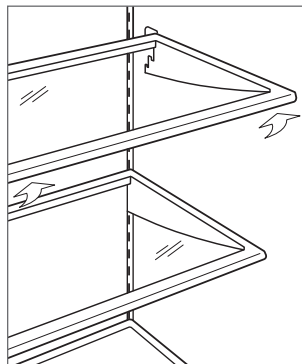
▲ CAUTION

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

UTILITY BIN

Undercounter models, except UC-24C(I), feature a clear utility bin for storage of small items. The utility bin slides out to access stored items.

To remove the utility bin, simply pull the bin straight out. Slide the bin back in to replace.



Adjustable glass shelves.

Wine Storage

MODELS UC-24BG AND UC-24C(I)

Undercounter models UC-24BG and UC-24C(I) feature shelves for wine storage. The roller-assembly shelves with three-quarter extension allow easy access to stored 750 ml bottles.

The wine storage shelves have a solid natural cherrywood facing that can be replaced with other wood to match your cabinetry. Details on how to replace the shelves' wood facing can be found in the Sub-Zero design guide. Check our website at subzero.com or call Sub-Zero customer care at 800-222-7820.

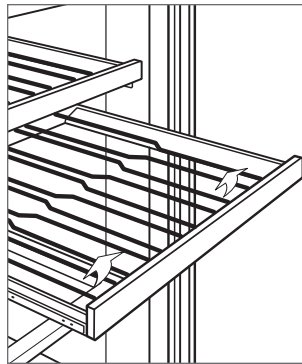
IMPORTANT NOTE: If you choose to stain or seal the shelves' natural cherrywood facing, be aware that some of these substances are hazardous and will damage stored wine.

WINE STORAGE SHELF REMOVAL

To remove a wine storage shelf, pull the shelf out to its full extension, gently and evenly lift up on both sides of the front of the shelf and remove. Refer to the illustration below. Reverse the procedure to reinstall the shelf.

⚠ CAUTION

Be sure to unload all bottles from the wine storage shelf before removing it.



Wine storage shelf removal.

Freezer Storage

MODEL UC-24CI

Model UC-24CI refrigerator/freezer features an automatic ice maker with clear ice container.

The ice container is removed by pulling it straight out. Reinstall using the reverse process.

ICE MAKER OPERATION

The ice maker of model UC-24CI is fully automatic and has been tested at the factory.

The level of ice in the ice container is controlled by an ice level arm. When the container is filled with ice, the ice level arm senses the level and shuts off the ice maker. As ice is used, the level drops and the ice level arm signals the ice maker to restore ice production.

To shut off the ice maker, lift the ice level arm up or to the off position.

ICE PRODUCTION

The ice maker is designed to produce enough ice for normal family use. The timing of ice making cycles will vary depending on load conditions, door openings and room temperature. On average, you can expect a cycle of ice (eight cubes per cycle) every two hours until the container is full.

The ice maker operates on water pressure of 20 psi (1.4 bar) to 100 psi (6.9 bar). In some cases, a reverse osmosis water filter system may not be able to maintain the minimum pressure.

Dispose of the first bucket of ice produced by your new unit to ensure that pipe residue or other particles associated with new water lines are not consumed.

IMPORTANT NOTE: If ice is not used regularly it tends to fuse together. To avoid this, empty and replace the ice in the container as needed.

Operations

AUTOMATIC DEFROST

Your Sub-Zero unit is equipped with an automatic defrost system. The refrigerator section will defrost during each off cycle of the refrigerator compressor. The freezer section of model UC-24C(I) is controlled by an energy-saving adaptive defrost system, which defrosts as needed.

DOOR CLOSING

The door of your undercounter unit has a spring-loaded closure mechanism. As the door closes, the door closer engages to help close and seal the door.

SOUNDS

You may hear some noises in the normal operation of the unit. Surrounding acoustics like walls, floors and cabinets may affect the sound of your unit. Some noises may be enhanced when the door is open.

While the compressor is in operation, you may hear a slight hum. During the start-up and shutdown of the compressor, you may feel vibration for a few seconds.

During the ice maker cycle (model UC-24CI), you may hear the sound of ice dropping into the container or the solenoid valve operating while refilling the ice maker with water.

Vacation Time

For extended vacations, shut off power to the undercounter unit. Empty the unit and block the doors open slightly to let fresh air in and keep the interior dry and fresh smelling.

For short vacations, remove all perishable items. Shut off the ice maker and empty the ice container. Do not change the control settings.

If your religious observances require turning off the lights, refer to Sabbath mode, page 8.

Cleaning

STAINLESS STEEL EXTERIOR

To clean the exterior of a stainless steel model, use a soft, nonabrasive stainless steel cleaner like Signature polish and apply with a soft lint-free cloth.

Signature polish is available from Signature Limited Laboratory, P. O. Box 13436, Dayton, Ohio 45413, or call 877-376-5474.

To bring out the natural luster of the stainless steel, lightly wipe the surface with a water-dampened microfiber cloth followed by a dry polishing chamois. All work should follow the grain direction of the finish. Better results are obtained by keeping the cloth in continuous contact with the stainless steel.

⚠ CAUTION

Do not use a metallic or highly abrasive cleaner or cloth, as this will scratch the stainless steel finish.

INTERIOR CLEANING

To clean interior surfaces and removable parts, wash with a mild solution of soap and lukewarm water with a little baking soda. Do not use vinegar. Rinse and dry thoroughly. Avoid getting water on lights, control panel and the solid cherrywood facing on the wine storage shelves.

Do not use abrasive cleaners or cloths on any of the interior or exterior surfaces, including the glass door panel.

GLASS DOOR

The glass door panel of model UC-24BG can be cleaned using any standard glass cleaner available on the market today.

⚠ CAUTION

Before cleaning the unit, shut off power to the unit at the control panel.

⚠ CAUTION

Do not submerge or pour hot water over cold glass shelves.

Cleaning

CONDENSER CLEANING

Clean the condenser area every three to six months. The cleaning schedule will depend on the amount of dust and lint that accumulates in this area.

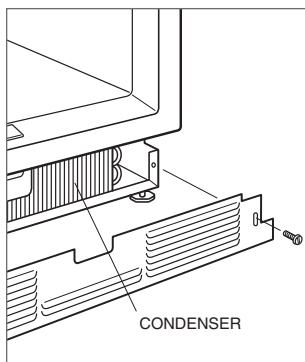
The condenser is located behind the kickplate. Remove the kickplate to expose the condenser area. Refer to the illustration below. Use a soft bristle brush and vacuum hose to remove dust and lint from the condenser area. To avoid bending the condenser fins, be sure to vacuum in the direction of the fins (up and down).

⚠ CAUTION

Before cleaning the condenser, shut off power to the unit at the control panel. When you clean the condenser, wear gloves to avoid injury from the sharp condenser fins.

⚠ CAUTION

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



Condenser location.

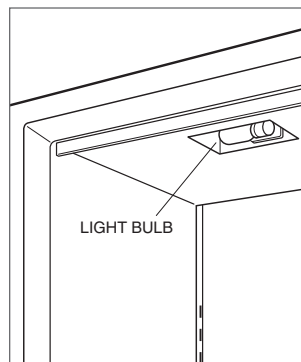
Interior Lighting

Model UC-24BG has rope-style lighting mounted to the top interior of the cabinet that cascades down the sides of the unit. This lighting is visible through the glass door.

All undercounter models have a recessed light bulb in the ceiling of the unit. To change the bulb, remove the 25-watt bulb by unscrewing it from the socket. Install a new replacement bulb. Refer to the illustration below.

⚠ WARNING

Shut off power to the unit before replacing the light bulb. Wear protective gloves when handling bulbs.



Light bulb location.

Troubleshooting

If your undercounter unit is not operating properly, use the following troubleshooting guide before calling Sub-Zero factory certified service. This guide will save you time and trouble and may help you avoid the expense of a service call.

Undercounter unit is not operating.

- Is the unit turned on? Refer to electronic controls on page 7.
- Is there electrical power to the unit? Check the household fuse or circuit breaker to see if it has been blown or tripped. A power outage may also have caused a disruption in service.
- Is the condenser area clean?
- Has the door been left open for an extended period? Be sure that food is not obstructing proper door closing.
- If the unit is still not operating, it may be in defrost mode. Wait 30 minutes and try to restart again.

'SERVICE' is flashing in the LCD display.

- This may indicate that the condenser needs cleaning. Clean the condenser area as outlined on page 13.
- This happens when the unit runs too long. A temperature sensor may be faulty. If this occurs, turn the unit off with the POWER key pad and then restart by pressing the key pad again. If 'SERVICE' is still flashing, call Sub-Zero customer care at 800-222-7820.

Undercounter unit is warmer than usual.

- Is the temperature set properly?
- Is the condenser area clean?
- Are the airflow vents in the kickplate blocked?
- Has the door been left open for an extended period? Be sure that food is not obstructing proper door closing.
- Has a large amount of food been added recently?

Undercounter unit runs for long periods of time.

- Is the condenser area clean?
- Has the door been left open for an extended period? Be sure that food is not obstructing proper door closing.
- Has a large amount of food been added recently?
- On hot days and in warm room temperatures, the compressor runs longer.
- There may be normal operation noises related to refrigerant circulation, fan operation, ice maker operation, defrost cycle or compressor operation.

Undercounter unit is frosted up.

- Has the door been left open for an extended period? Be sure that food is not obstructing proper door closing.
- Is the door closing and sealing properly? Contact your dealer if the door is not adjusted properly.

You hear unusual noises.

- These noises may be normal operating sounds related to refrigerant circulation, fan operation, ice maker operation, defrost cycle or compressor operation. Noises may be more noticeable when the door is open.

Troubleshooting

You hear occasional buzzing.

- Is the water supply connected to ice maker and turned on (model UC-24CI)?

Condensation forms inside the unit.

- This is normal during periods of higher humidity (summer) and with frequent door openings.
- Is the door closing and sealing properly?

Condensation forms outside the unit.

- During periods of high humidity, some condensation may appear on outside surfaces. The condensation will disappear when the humidity drops. Be sure that the door is closing and sealing properly. If condensation persists, contact Sub-Zero factory certified service.

Outside of the freezer section heats up.

- Clean the condenser area.

There is no ice (model UC-24CI).

- Is the ice level arm down and the ice container in position?
- Is the water supply connected?

There is an odor inside the unit.

- Clean the unit thoroughly and make sure all food is covered tightly.

Light bulb needs to be replaced.

- Refer to interior lighting on page 13.

You need product information.

- Call Sub-Zero customer care at 800-222-7820 or visit our website, subzero.com, for planning, installation and product information.

You need service.

- If service is necessary, maintain the quality built into your Sub-Zero unit by contacting Sub-Zero factory certified service.
- For the name of Sub-Zero factory certified service nearest you, check the contact & support section of our website, subzero.com or call Sub-Zero customer care at 800-222-7820.
- When calling for service, you will need the model and serial number of your unit. Both numbers are listed on the product rating plate located inside the cabinet, in the upper left area of the unit.

Frequently Asked Questions

TEMPERATURE

Q: How do I adjust the temperatures?

A: To adjust temperatures, refer to temperature control, page 7.

Q: What are the suggested temperature settings?

A: The recommended settings are 38°F (3°C) for the refrigerator section and 0°F (-18°C) for the freezer section.

Q: Condensation is forming on the inside and outside of my unit.

A: In climates with higher humidity, condensation will form and is considered normal. Leaving the door open for a long period of time may also contribute to condensation forming on the inside your unit.

Q: My unit isn't cooling properly.

A: Clean the condenser area as outlined on page 13.

NOISE

Q: Why do I hear my unit running constantly?

A: It is normal to hear the operation of the fan and compressor. Sounds will be accentuated based on the placement of the unit and overall room design.

ICE PRODUCTION (MODEL UC-24CI)

Q: My ice maker isn't producing very much ice.

A: On average, you can expect a cycle of ice (eight cubes per cycle) every two hours.

Q: The ice is freezing together and clumping.

A: If ice is not used regularly it tends to fuse together. You may need to discard the ice and allow ice to be replenished.

Q: The ice tastes funny and is discolored.

A: Model UC-24CI does not have an integrated water filtration system. Contact a local plumber to discuss water filtration options.

DOOR OPERATION

Q: Why is my door hard to open?

A: Your unit was designed for an airtight seal. A vacuum seal can form after the door is closed. Wait several seconds for pressure to equalize before reopening the door.

Q: The door on my unit is opening too fast and hitting the wall or surrounding cabinets.

A: The unit may not be leveled properly.

Service Information

This use & care guide gives you the information necessary to preserve food at optimum quality in your undercounter unit. Keep the door closed as much as possible whenever the unit is operating.

If you do need service, be sure to have the model and serial number of your unit when you call. The numbers are listed on the product rating plate located inside the cabinet, in the upper left area of the unit. Refer to pages 5–6 for location of the rating plate for your specific model.

For warranty purposes, you will also need the date of installation and the name of your authorized Sub-Zero dealer. Record this information below for future reference.

Model Number _____

Serial Number _____

Installation Date _____

Sub-Zero Factory Certified Service

Phone _____

Authorized Sub-Zero Dealer

Phone _____

BEFORE CALLING FOR SERVICE

Before calling Sub-Zero factory certified service, refer to the troubleshooting guide on pages 14–16.

PRODUCT REGISTRATION

Register your new Sub-Zero today so that we may ensure your satisfaction. You may register by one of the following options:

- 1) Mail in the completed Sub-Zero product registration card.
- 2) Register online at subzero.com.
- 3) Register by phone by calling Sub-Zero customer care at **800-222-7820**.

The model and serial number of your unit are printed on the enclosed Sub-Zero product registration card. If you provide us with your e-mail address, we will send you exciting new product updates and recipes as they become available, along with information on special events.

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Sub-Zero Products Limited Warranty

FOR RESIDENTIAL USE ONLY

FULL TWO YEAR WARRANTY*

For two years from the date of original installation, your Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, any part of the product that proves to be defective in materials or workmanship. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

FULL FIVE YEAR SEALED SYSTEM WARRANTY

For five years from the date of original installation, your Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, the compressor, condenser, evaporator, drier and all connecting tubing that prove to be defective in materials or workmanship. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

LIMITED TWELVE YEAR SEALED SYSTEM WARRANTY

For twelve years from the date of original installation, your Sub-Zero product warranty covers all parts to repair or replace, under normal residential use, the compressor, condenser, evaporator, drier and all connecting tubing that prove to be defective in materials or workmanship.

TERMS APPLICABLE TO EACH WARRANTY

The warranty applies only to products installed for normal residential use. The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada. This warranty does not cover any parts or labor to correct any defect caused by negligence, accident or improper use, maintenance, installation, service or repair.

THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT SUB-ZERO, INC. WILL PROVIDE, EITHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. SUB-ZERO, INC. WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

To receive parts and/or service and the name of Sub-Zero factory certified service nearest you, contact Sub-Zero, Inc., P.O. Box 44848, Madison, WI 53744; check the contact & support section of our website, subzero.com or call 800-222-7820.

*Stainless steel doors, panels, handles, product frames and interior surfaces are covered by a limited 60-day parts and labor warranty for cosmetic defects.

*Replacement water filters and air purification cartridges are not covered by the product warranty.



Sub-Zero Outdoor Products Limited Warranty

PRODUCT MUST BE APPROVED FOR OUTDOOR USE, DESIGNATED BY MODEL AND SERIAL NUMBER
FOR RESIDENTIAL USE ONLY

FULL ONE YEAR WARRANTY*

For one year from the date of original installation, your Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, any part of the product that proves to be defective in materials or workmanship. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

FULL FIVE YEAR SEALED SYSTEM WARRANTY

For five years from the date of original installation, your Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, the compressor, condenser, evaporator, drier and all connecting tubing that prove to be defective in materials or workmanship. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

TERMS APPLICABLE TO EACH WARRANTY

The warranty applies only to products installed for normal residential use. The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada. This warranty does not cover any parts or labor to correct any defect caused by negligence, accident or improper use, maintenance, installation, service or repair.

THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT SUB-ZERO, INC. WILL PROVIDE, EITHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. SUB-ZERO, INC. WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

To receive parts and/or service and the name of Sub-Zero factory certified service nearest you, contact Sub-Zero, Inc., P.O. Box 44848, Madison, WI 53744; check the contact & support section of our website, subzero.com or call 800-222-7820.

*Stainless steel doors, panels, handles, product frames and interior surfaces are covered by a limited 60-day parts and labor warranty for cosmetic defects.

*Replacement water filters are not covered by the product warranty.





SUB-ZERO, INC. P. O. BOX 44848 MADISON, WI 53744 SUBZERO.COM 800.222.7820

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