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# Fridge-freezer combination

**KBN96V..**

**[en]** Information for Use



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



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## 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

This appliance is only intended to be fully fitted in a kitchen.

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.

## 1.4 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 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.
- ▶ 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.

## **1.7 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 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 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.
- ▶ Store raw meat and fish in suitable containers in the refrigerating appliance 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.

**1.8 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.
- ▶ Call customer service. → *Page 27*

Improper repairs are dangerous.

- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or

special appliance power cable, which is available from the manufacturer or its Customer Service.

**⚠ 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 15*
- ▶ Unplug the mains plug from the mains or switch off the circuit breaker in the fuse box.
- ▶ Call customer service. → *Page 27*

---

## 2 Preventing material damage

### ATTENTION

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. When aluminium comes into contact with acidic foods, it corrodes and discolours.

- ▶ Only store packaged food in the appliance.

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.

---

## 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.
- 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.

---

## 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 27*.

The delivery consists of the following:

- Built-in appliance
- Equipment and accessories <sup>1</sup>
- Installation material
- Installation instructions
- User manual
- Customer service directory
- Warranty enclosure <sup>2</sup>
- 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<sup>3</sup> per 8 g refrigerant. The volume of refrigerant is indicated on the rating plate.

→ "Appliance", Fig. **1**/**6**

*Page 12*

The weight of the appliance ex works may be up to 80 kg depending on the model.

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

#### **Niche dimensions**

Observe the niche dimensions if you install your appliance in the niche. If this is not the case, problems may occur when installing the appliance.

<sup>1</sup> Depending on the appliance specifications

<sup>2</sup> Not in all countries

### Niche depth

Install the appliance in a recommended niche depth of 560 mm.

### Niche width

An inside niche width of at least 710 mm is required for the appliance.

### 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.

## 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*

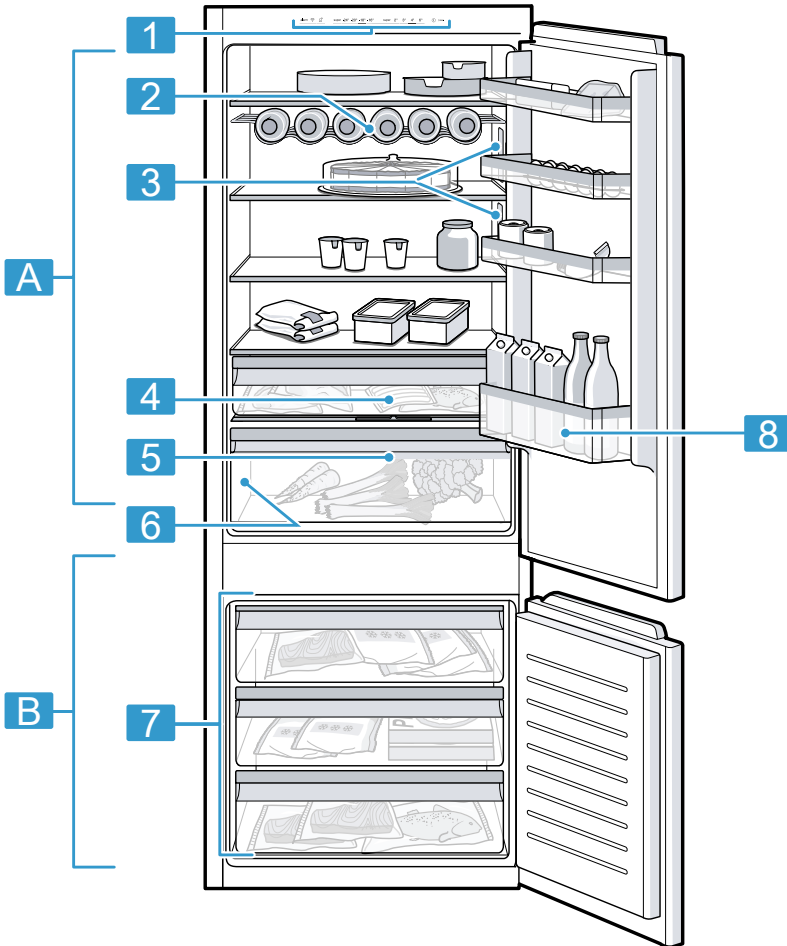
## 4.5 Connecting the appliance to the electricity supply

1. Insert the appliance plug of the power cord into the appliance.
  2. 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. **1/6**  
*Page 12*
  3. Check the mains plug is inserted properly.
- ✓ The temperature displays show an animation and the control panel is locked.
  - ✓ The appliance is ready to use once the animation has ended and an LED lights up for each temperature display.

## 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** Refrigerator compartment  
→ Page 19

**1** Control panel → Page 12

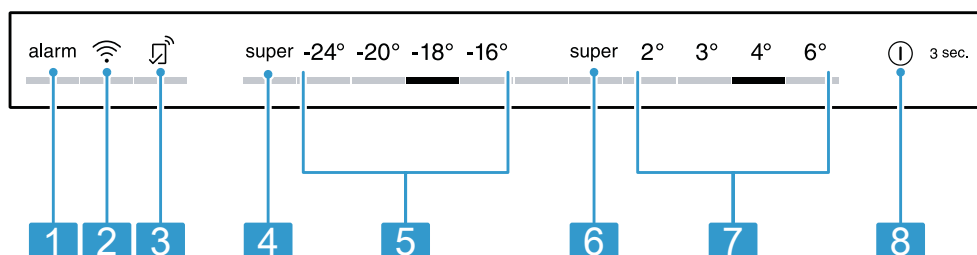
**B** Freezer compartment  
→ Page 19

- 
- 2** Bottle shelf → *Page 13*<sup>1</sup>
- 
- 3** Lighting
- 
- 4** Storage container → *Page 13*
- 
- 5** Fruit and vegetable container with humidity control  
→ *Page 13*
- 

- 
- 6** Rating plate → *Page 28*
- 
- 7** Frozen food container  
→ *Page 23*
- 
- 8** Door tray for large bottles  
→ *Page 14*
- 

## 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** alarm switches the warning signal off.
- 
- 2** switches the connection to the WLAN home network (Wi-Fi) on or off.
- 
- 3** lights up if user-defined settings have been set via the Home Connect app. You can find more information in the Home Connect app.
- 

- 
- 4** super (Freezer compartment) switches Super freezing on or off.
- 
- 5** Displays the set temperature for the freezer compartment in °C.
- 
- 6** super (Refrigerator compartment) switches Super cooling on or off.
- 

<sup>1</sup> Depending on the appliance specifications

- 7** 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 Bottle shelf

Store bottles securely on the bottle shelf.

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

→ "Removing the shelf", Page 22

### 6.3 Storage container

The temperatures in the storage container are lower than in the refrigerator compartment. Temperatures below 0 °C may occur occasionally.

In order to reach temperatures close to 0 °C in the storage container, set the refrigerator compartment temperature to 2 °C. → Page 15

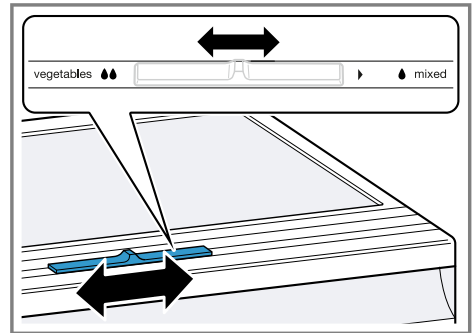
Use the lower temperatures in the storage container to store highly perishable food, e.g. fish, meat and sausages.

### 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

- 8** ① 3 sec. switches the appliance on or off.

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 controller:

- Move to the left for low humidity ♠ when primarily storing fruit or mixed items, or if the appliance is very full.
- Move to the right for high humidity ♠♠ 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, cucum-

bers, courgettes, peppers, tomatoes and potatoes.

## 6.5 Door tray

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

→ "Removing door tray", Page 22

## 6.6 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.

### Ice cube tray

Use the ice cube tray to make ice cubes.

### Making ice cubes

Use only drinking water to make ice cubes.

1. Fill the ice cube tray with drinking water up to  $\frac{3}{4}$  and place in the freezer compartment.

If the ice cube tray is stuck to the freezer compartment, loosen it with a blunt object such as the handle of a wooden spoon.

2. To loosen the ice cubes, twist the ice cube tray slightly or hold it briefly under flowing water.

---

# 7 Basic operation

## 7.1 Switching on the appliance

1. Electrically connect the appliance.  
→ Page 10

**Note:** If the appliance has been previously switched off using the

control panel, press and hold

① **3 sec.** for three seconds.

- ✓ The temperature displays show an animation and the control panel is locked.
  - ✓ The appliance is ready to use once the animation has ended and an LED lights up for each temperature display.
  - ✓ The appliance begins to cool.
  - ✓ A warning signal sounds and the temperature display (freezer compartment) and "alarm" flash because the freezer compartment is still too warm.
2. Switch off the warning tone using **alarm**.
  - ✓ "alarm" goes out as soon as the set temperature has been reached.
  3. Set the required temperature.  
→ Page 15

## 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 housing around the freezer compartment is temporarily heated slightly. This prevents condensation in the area of the door seal.
- 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

- ▶ Press and hold **Ⓢ** **3 sec.** for 3 seconds.

### 7.4 Setting the temperature

**Tip:** Via the Home Connect app, you can set temperatures that are not shown on the control panel.

#### Setting the refrigerator compartment temperature

- ▶ Press the required temperature. The recommended temperature in the refrigerator compartment is 4 °C.  
→ *"OK" sticker, Page 19*

#### Setting the freezer compartment temperature

- ▶ Press the required temperature. The recommended temperature in the freezer compartment is -18 °C.

---

## 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 Super cooling

With Super cooling, the refrigerator compartment cools as cold as possible.

Switch on Super cooling before placing large quantities of food in the refrigerator compartment.

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

#### Switching on Super cooling

- ▶ Press **super** (Refrigerator compartment).
- ✓ "super" (Refrigerator compartment) lights up.

**Note:** After approx. 6 hours, the appliance switches to normal operation.

#### Switching off Super cooling

- ▶ Press **super** (Refrigerator compartment).

### 8.2 Automatic Super freezing

With automatic Super freezing, the freezer compartment cools down to a much lower temperature than in normal mode. This freezes food more quickly.

The automatic Super freezing is switched on if you place a certain volume of fresh food in the appliance.

The automatic Super freezing is activated at the factory. You can deactivate the automatic Super freezing. If automatic Super freezing is switched on, increased noise may occur.

After operation, the appliance switches from automatic Super freezing to normal operation.

#### Activating automatic Super freezing

- ▶ Press and hold **super** (Freezer compartment) for five seconds until an audible signal sounds.
- ✓ If 2 audible signals sound, the automatic Super freezing is activated.

## Deactivating automatic Super freezing

- ▶ Press and hold **super** (Freezer compartment) for 5 seconds until an audible signal sounds.
- ✓ If 3 audible signals sound, the automatic Super freezing is deactivated.

## Cancelling automatic Super freezing

1. Press and hold **super** (Freezer compartment) for 5 seconds.
  - ✓ If 3 audible signals sound, the automatic Super freezing has been cancelled.
2. Activate Super freezing. → *Page 15*

## 8.3 Manual Super freezing

With Super freezing, the freezer compartment cools as cold as possible. Switch on Super freezing four to six 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 manual Super freezing

- ▶ Press **super** (Freezer compartment).
- ✓ "super" (Freezer compartment) lights up.

**Note:** After approx. 50 hours, the appliance switches to normal operation.

## Switching off manual Super freezing

- ▶ Press and hold **super** (Freezer compartment) for 5 seconds.
- ✓ If 3 audible signals sound, the automatic Super freezing has been cancelled.

---

# 9 Alarm

## 9.1 Door alarm

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

## Switching off the door alarm

- ▶ Close the appliance door or press **alarm**.
- ✓ 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 and the set temperature (freezer compartment) and "alarm" flash.

### 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 Super 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 **alarm**.
- ✓ The warning tone is switched off.

## 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](http://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<sup>1</sup>) and to the Home Connect app. After switching on the appliance, wait at least 3 minutes until internal device 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 ob-

served 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 .

### 10.3 Intelligently networking appliances using Matter<sup>2</sup>

The universal Matter standard makes it possible to network smart appliances from different manufacturers. You can network smart appliances

<sup>1</sup> Wi-Fi is a registered trademark of the Wi-Fi Alliance.

<sup>2</sup> Matter is developed by Connectivity Standards Alliance™. This brand, related logos, and marks are trademarks of the Alliance, all rights reserved.

using a voice assistant or other central control units, for example.

**Note:** Not all appliances support the Matter standard. Check in the Home Connect app whether your appliance supports the Matter standard.

### Requirements

- The appliance is connected to the Wi-Fi home network and the Home Connect app.
- An app that supports the Matter standard for home appliances has been installed on your mobile device.
- ▶ Follow the instructions in the Home Connect app to add your appliance to your Matter network.

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

- ▶ Press .

## 10.5 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. The current software version can be found in the Home Connect app under the appliance information for the relevant home 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.

## 10.6 Resetting Home Connect settings

If your appliance experiences connection problems with the WLAN home network (Wi-Fi) or your appli-

ance wants to log into a different WLAN home network (Wi-Fi), you can reset the Home Connect settings.

- ▶ Press and hold  for 7 to 10 seconds until a third audible signal sounds.
- ✓ The Home Connect settings have been reset.

## 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.

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## 11 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 8 °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.

### 11.1 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.

### 11.2 Chill zones in the refrigerator compartment

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

#### Coldest zone

The coldest zone is in the storage container.

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

#### Warmest zone

The warmest zone is at the very top of the door.

**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.

### 11.3 "OK" sticker

The "OK" sticker lets you check whether the refrigerator compartment reaches the safe temperature ranges of +4 °C or colder recommended for food.

The "OK" sticker is not included with all models.

If the sticker does not indicate "OK", gradually reduce the temperature.

→ *"Setting the refrigerator compartment temperature", Page 15*

Once the appliance is switched on, it may take up to 12 hours until the set temperature is reached.



Correct setting

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## 12 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 to -24 °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.

## 12.1 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.
- To ensure that the air can circulate freely in the appliance, push the frozen food containers in as far as they will go.

## 12.2 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.

## 12.3 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.

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## 13 Defrosting

### 13.1 Defrosting in the refrigerator compartment

When the appliance is operating, condensation droplets or frost form on the rear panel of the refrigerator compartment due to functional reasons. The back panel in the refrig-

ator compartment defrosts automatically.



Condensation runs through the condensation channel into the drainage hole to the evaporation pan and does not have to be wiped away.

To ensure that the condensation can drain and odours do not form, observe the following information: Cleaning the condensation channel and drainage hole → *Page 22*.

### 13.2 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

### 14.1 Preparing the appliance for cleaning

1. Switch off the appliance.  
→ *Page 15*
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 22*

### 14.2 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.

#### **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 liquid gets into the drainage hole, the evaporation pan may overflow.

- ▶ The rinsing water must not get into the drainage hole.

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.

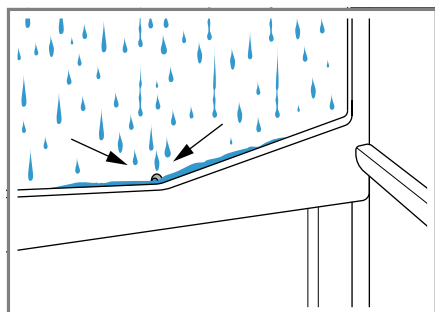
1. Prepare the appliance for cleaning.  
→ *Page 21*
2. Clean the appliance, the fittings, the accessories and the door seals with a dish cloth, lukewarm water and a little pH-neutral washing-up liquid.
3. Dry thoroughly with a soft, dry cloth.

4. Insert the fittings and install the removable appliance parts.
5. Electrically connect the appliance.  
→ Page 10
6. Putting the food into the appliance.

### 14.3 Cleaning the condensation channel and drainage hole

Regularly clean the condensation channel and drainage hole to ensure that the condensation can drain.

1. Remove the storage container.  
→ Page 22
2. Remove the shelf above the fruit and vegetable container.  
→ Page 23
3. Carefully clean the condensation channel and the drainage hole, e.g. using a cotton bud.

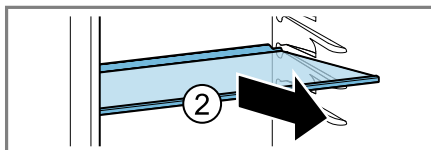
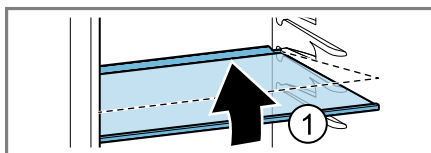


### 14.4 Removing the fittings

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

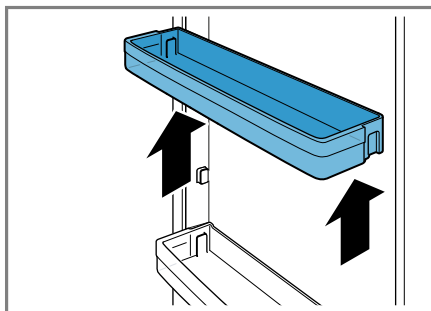
### Removing the shelf

- ▶ Lift the shelf at the front ①, pull it out and remove it ②.



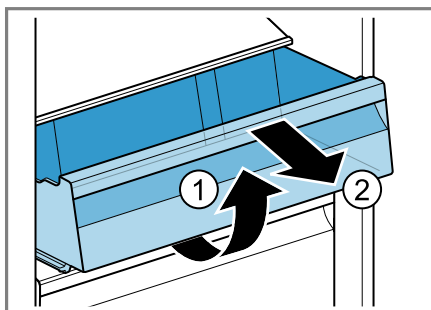
### Removing door tray

- ▶ Lift the door tray and remove it.



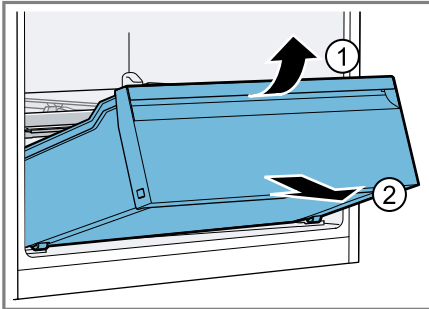
### Removing the storage container

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



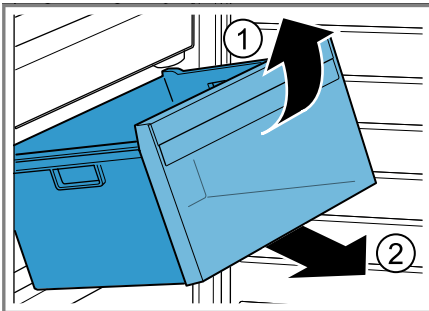
## Removing the fruit and vegetable container

1. Remove the door rack for large bottles. → *Page 22*
2. Pull out the fruit and vegetable container as far as it will go.
3. Lift the fruit and vegetable container at the front ① and remove it ②.



## Removing the frozen food container

1. Take out the frozen food container as far as it will go.
2. Lift the frozen food container at the front ① and remove it ②.

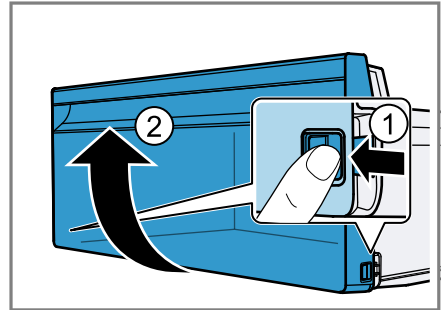


## Removing the front of the container

You can remove the front of the fruit and vegetable container and frozen food container to facilitate cleaning.

- ▶ Press in the snap-in hooks on the side of the container ① and re-

move the front from the container in a turning motion ②.



## 14.5 Removing appliance components

If you want to clean your appliance thoroughly, you can remove certain components from your appliance.

### Shelf above the fruit and vegetable container

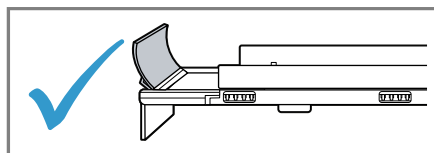
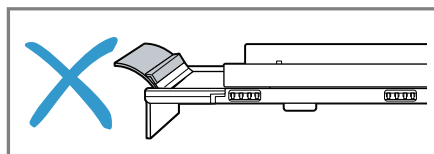
You can remove the cover of the fruit and vegetable container in order to clean it thoroughly.

### Removing the shelf above the fruit and vegetable container

1. Remove the storage container. → *Page 22*
2. Remove the fruit and vegetable container. → *Page 23*
3. Remove the shelf above the vegetable container. → *Page 22*

### Fitting the shelf above the fruit and vegetable container

1. Ensure that the spoiler on the shelf above the fruit and vegetable container is positioned correctly.



2. Insert the shelf above the fruit and vegetable container.

## 15 Troubleshooting



### WARNING


#### Risk of electric shock!


Improper repairs are dangerous.

- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or special appliance power cable, which is available from the manufacturer or its Customer Service.

Fault	Cause and troubleshooting
The appliance is not cooling, the displays and lighting are lit.	<p>Showroom mode is switched on.</p> <ol style="list-style-type: none"> <li>1. Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.</li> <li>2. Wait 2 minutes.</li> <li>3. Reconnect the appliance. → <i>Page 10</i></li> <li>4. Press and hold <b>super</b> (Refrigerator compartment) until 4 audible signals have sounded.</li> <li>5. After a short time, check whether your appliance is cooling.</li> </ol>
The LED lighting does not work.	<p>Different causes are possible.</p> <ul style="list-style-type: none"> <li>▶ Call customer service. The customer service number can be found in the enclosed customer service directory.</li> </ul>

<b>Fault</b>	<b>Cause and troubleshooting</b>
<p>The refrigeration unit is switching on more frequently and for longer.</p>	<p>The appliance has been opened frequently.</p> <ul style="list-style-type: none"> <li>▶ Do not open appliance door unnecessarily.</li> </ul> <hr/> <p>External ventilation openings are covered up.</p> <ul style="list-style-type: none"> <li>▶ Remove any obstructions from in front of the external ventilation openings.</li> </ul> <hr/> <p>Not a fault. Modern refrigeration machines switch on more frequently and have different power levels to cool more efficiently.</p>  <ul style="list-style-type: none"> <li>▶ Remove any obstructions from in front of the external ventilation openings.</li> <li>▶ 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.</li> <li>▶ Only open the appliance door as briefly as necessary.</li> <li>▶ Allow hot food and drinks to cool down first before storing in the appliance.</li> </ul>
<p>A layer of frost forms on the back wall of the refrigerator compartment.</p>	<p>Not a fault. Modern refrigeration machines ensure a more even temperature in the refrigerator compartment. The back wall of the refrigerator compartment is defrosted automatically at regular intervals.</p>  <ul style="list-style-type: none"> <li>▶ Only open the appliance door as briefly as necessary.</li> <li>▶ Pack the food airtight or cover it.</li> <li>▶ Allow hot food and drinks to cool down first before storing in the appliance.</li> <li>▶ Always leave some space between the food and the interior walls.</li> </ul>
<p>Home Connect is not working properly.</p>	<p>Different causes are possible.</p> <ul style="list-style-type: none"> <li>▶ Go to <a href="http://www.home-connect.com">www.home-connect.com</a>.</li> </ul>

Fault	Cause and troubleshooting
A warning tone sounds and the set temperature (refrigerator compartment) and "alarm" flash.	<p>The refrigerator compartment door is open.</p> <ul style="list-style-type: none"> <li>▶ Close the refrigerator compartment door.</li> </ul>
A warning tone sounds and the set temperature (freezer compartment) and "alarm" flash.	<p>Different causes are possible.</p> <ul style="list-style-type: none"> <li>▶ Press <b>alarm</b>.</li> <li>✓ The alarm is switched off.</li> </ul> <hr/> <p>The freezer compartment door is open.</p> <ul style="list-style-type: none"> <li>▶ Close the freezer compartment door.</li> </ul> <hr/> <p>External ventilation openings are covered up.</p> <ul style="list-style-type: none"> <li>▶ Remove any obstructions from in front of the external ventilation openings.</li> </ul> <hr/> <p>Larger quantities of fresh food have been put in.</p> <ul style="list-style-type: none"> <li>▶ Do not exceed the max. freezing capacity.</li> </ul>
The temperature differs greatly from the setting.	<p>Different causes are possible.</p> <ol style="list-style-type: none"> <li>1. Switch off the appliance. → <i>Page 15</i></li> <li>2. Switch the appliance back on after five minutes. → <i>Page 14</i></li> </ol> <ul style="list-style-type: none"> <li>▶ If the temperature is too warm, check the temperature again after a couple of hours.</li> <li>▶ If the temperature is too cold, check the temperature again on the following day.</li> </ul>
The base of the refrigerator compartment is wet.	<p>The condensation channel or drainage hole are blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the condensation channel and the drainage hole. → <i>Page 22</i></li> </ul>
The appliance hums, bubbles, buzzes, gargles, clicks or crackles.	<p>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.</p> <p>No action required.</p>
The appliance makes noises.	<p>Fittings wobble or stick.</p> <ul style="list-style-type: none"> <li>▶ Check the removable fittings and, if required, replace these.</li> </ul>
	<p>Bottles or containers are touching.</p> <ul style="list-style-type: none"> <li>▶ Move the bottles or containers away from each other.</li> </ul>

Fault	Cause and troubleshooting
<p>The appliance makes noises.</p> 	<p>Super freezing is switched on. No action required.</p>

## 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.

### 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 15*
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. Remove all of the food.
4. Clean the appliance. → *Page 21*
5. To guarantee the ventilation inside the appliance, leave the appliance open.

### 16.2 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.
- ▶ 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.

### **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. **1/6** Page 12  
Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

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## **18 Technical data**

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

→ "Appliance", Fig. **1/6** Page 12

### **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".<sup>1</sup> 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.

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<sup>1</sup> Depending on the appliance specifications









## Many thanks for choosing a Bosch home appliance!

Register your new appliance now on MyBosch and benefit directly from:

- **Expert advice and tips to make the most of your appliance**
- **Options for warranty extension**
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## Need some help? You can find it here.

Expert advice on your Bosch home appliances, help with problems or repairs by professionals from Bosch.

Discover all the different ways Bosch can assist you:

**[www.bosch-home.com/service](http://www.bosch-home.com/service)**

The contact details of all countries are listed in the attached service directory.



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