REFRIGERATOR

RVC467.. RVC477.. RVC497..



GAGGENAU

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

Only use this appliance:
- For chilling food.
- 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.
Children above the age of three years old and younger than eight years old may load and unload the refrigerating appliance.

1.5 Safe transport

⚠ WARNING – Risk of tipping!
The appliance is very top-heavy and may tip over.
- ▸ The appliance must be transported by two or more people.
- ▸ Do not remove the appliance from the pallet until it is ready for installation.
- ▸ Keep the door closed until the appliance is secured in the built-in niche.

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

1.6 Safe installation

⚠ WARNING – Risk of electric shock!

Incorrect installation is dangerous.

- ▸ Connect and operate the appliance only in accordance with the specifications on the rating plate.
- ▸ Connect the appliance to a power supply with alternating current only via a properly installed socket with earthing.
- ▸ The protective conductor system of the domestic electrical installation must be properly installed.
- ▸ Never equip the appliance with an external switching device, e.g. a timer or remote control.
- ▸ When the appliance is installed, the mains plug of the power cord must be freely accessible. If free access is not possible, an isolating switch must be integrated into the permanent electrical installation according to the installation regulations.
- ▸ When installing the appliance, check that the power cable is not trapped or damaged.

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

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

⚠ WARNING – Risk of explosion!

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

- ▸ Keep ventilation openings in the appliance casing or in the integrated casing clear of obstruction.

⚠ WARNING – Risk of fire!

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

- ▸ Do not use extension cables or multiple socket strips.
- ▸ Only use adapters and power cords approved by the manufacturer.
- ▸ If the power cord is too short and a longer one is not available, please contact an electrician to have the domestic installation adapted.

Portable multiple socket strips or portable power supply units may overheat and cause a fire.

- ▸ Do not place portable multiple socket strips or power supply units on the back of the appliance.

⚠ WARNING – Risk of tipping!

The appliance is very top-heavy and may tip over.

- ▸ The appliance must be installed by two or more people as soon as it is no longer secured and is removed from the pallet.
- ▸ Secure the unit using the supplied anti-tip bracket.
- ▸ Do not leave the appliance unattended during installation.

⚠ CAUTION – Risk of cutting!

Touching sharp edges on the appliance may lead to cuts.

- ▸ Wear protective gloves.

1.7 Safe use

⚠ WARNING – Risk of electric shock!

An ingress of moisture can cause an electric shock.

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

⚠ WARNING – Risk of suffocation!

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

- ▸ Keep packaging material away from children.
- ▸ Do not allow children to play with packaging material.

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

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

⚠ WARNING – Risk of explosion!

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

- ▸ To accelerate the defrosting process, do not use any other mechanical devices or means other than those recommended by the manufacturer.

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

Products which contain flammable propellants and explosive substances may explode, e.g. spray cans.

- Do not store products which contain flammable propellants (e.g. spray cans) or explosive substances in the appliance.

⚠ WARNING – Risk of fire!

Electrical devices within the appliance may cause a fire, e.g. heaters or electric ice makers.

- Do not operate electrical devices within the appliance.

⚠ WARNING – Risk of injury!

Containers that contain carbonated drinks may burst.

- Do not store containers that contain carbonated drinks in the cold storage compartment below 1 °C (34 °F).

Injury to the eyes caused by escaping flammable refrigerant and hazardous gases.

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

⚠ 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 30*

Improper repairs are dangerous.

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

⚠ WARNING – Risk of fire!



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

- ▸ Keep naked flames and ignition sources away from the appliance.
- ▸ Ventilate the room.
- ▸ Switch off the appliance.
- ▸ Unplug the mains plug from the mains or switch off the circuit breaker in the fuse box.
- ▸ Call customer service. →*Page 30*

2 Preventing material damage

ATTENTION

The high weight of the appliance or, if not rolling freely, the appliance's castors may damage the floor when the appliance is moved.

- ▸ Transport the appliance using a sack truck.
- ▸ Use floor protection when moving the appliance, and do not move it in a zigzag fashion.

Using the base, runners or appliance doors as a seat surface or climbing surface may damage the appliance.

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

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 discolour.

▸ Never clean fittings and accessory in the dishwasher.

3 Environmental protection and saving energy

3.1 Disposing of packaging

The packaging materials are environmentally compatible and can be recycled.

▸ Sort the individual components by type and dispose of them separately.

3.2 Saving energy

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

Selecting the installation location

- Keep the appliance out of direct sunlight.
- Install the appliance as far away as possible from heating elements, cookers and other heat sources:
  - Maintain a 30 mm clearance to electric or gas cookers.
  - Maintain a 300 mm clearance to oil or solid-fuel cookers.
- Never cover or block the external ventilation openings.

Saving energy during use

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

- Open the appliance only briefly and then close it carefully.
- Never cover or block the interior ventilation openings or the exterior ventilation openings.
- Transport purchased food in a cool bag and place in the appliance quickly.
- Allow warm food and drinks to cool down before storing them.
- 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.

Control panel energy-saving mode

If the appliance is not being used, the control panel automatically switches to control panel energy-saving mode.
In control panel energy-saving mode, the display is switched off.
Control panel energy-saving mode is deactivated as soon as you operate the control panel 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 30*.

The delivery consists of the following:
- Built-in appliance
- Equipment and accessories [1]
- Installation material
- Installation instructions
- User manual
- Customer service directory
- Warranty enclosure [2]
- Energy label
- Information on energy consumption and noises
- Information about Home Connect

4.2 Criteria for the installation location

⚠ WARNING
Risk of explosion!
If the appliance is in a space that is too small, a leak in the refrigeration circuit may result in a flammable mixture of gas and air.
- ▸ Only install the appliance in a space with a volume of at least 1 m^3 per 8 g refrigerant. The volume of refrigerant is indicated on the rating plate.
  → *"Appliance", Fig.* **1** / 8 *Page 13*

The weight of the appliance ex works may be up to 190 kg depending on the model.
The subfloor must be sufficiently stable to bear the weight of the appliance.
This refrigerator is intended for use at ambient temperatures of 10 °C to 43 °C.
The appliance is fully functional within the permitted ambient temperature.
If you operate the appliance in colder ambient temperatures, damage to the appliance can be ruled out up to an ambient temperature of 5 °C.

4.3 Installing the appliance

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

4.4 Preparing the appliance for the first time

1. Remove the informative material.
2. Remove the protective foil and transit bolts, e.g. remove the adhesive strips and carton.
3. Clean the appliance for the first time. →*Page 25*

4.5 Connecting the appliance to the electricity supply

Requirement: After transporting the appliance in a horizontal position and installing it, wait at least one hour before connecting it to the mains.

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

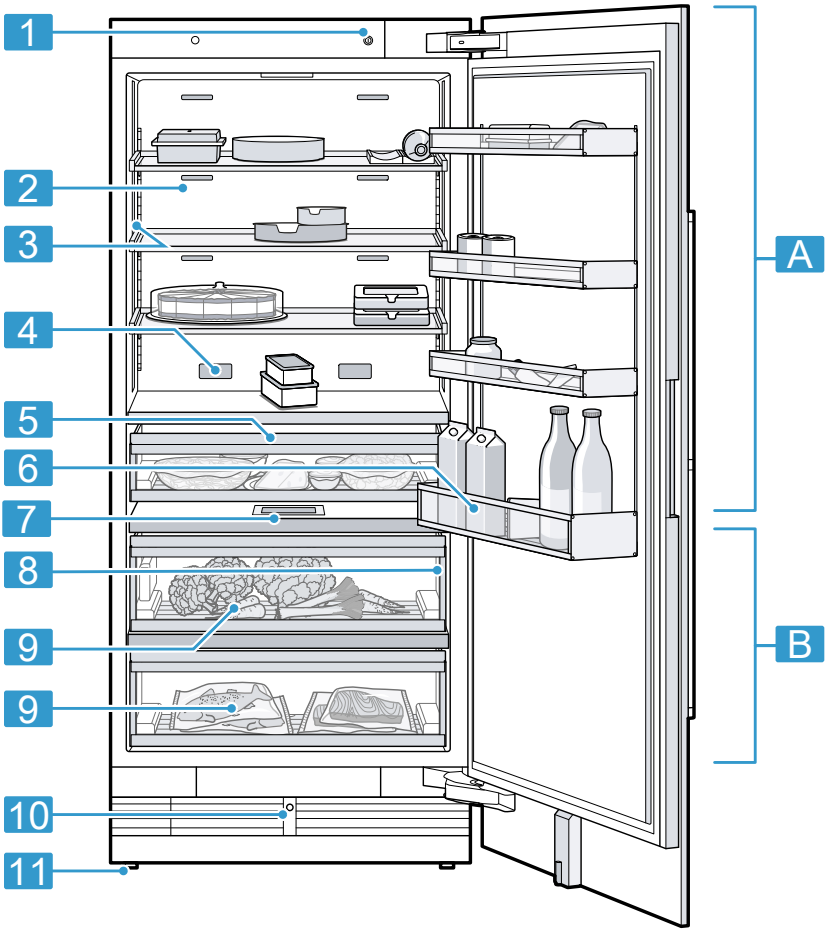
1. Insert the mains plug of the appliance's power cable in a socket nearby.
   The connection data of the appliance can be found on the rating plate.
   → *"Appliance", Fig.* **1** / 8 *Page 13*
2. Check the mains plug is inserted properly.

✔ 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

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

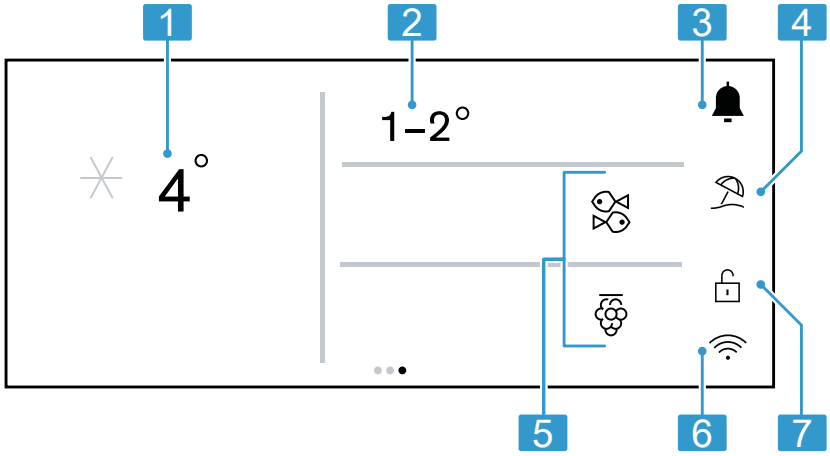
A	Refrigerator compartment →*Page 23*
B	Cold storage compartment →*Page 24*

1	Main switch
2	Inner ventilation openings (refrigerator compartment)

3	Lighting
4	Odour filter →*Page 15*
5	Storage container →*Page 14*
6	Door tray for large bottles →*Page 15*
7	Control panel →*Page 13*
8	Rating plate →*Page 30*[1]
9	Cold storage container →*Page 14*
10	Door opening aid →*Page 20*
11	Screw foot

5.2 Control panel

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



2

1	Allows the refrigerator compartment to be set.
2	Displays the temperature of the storage container in °C or °F.
3	🔔 opens the notification centre.
4	Displays the set mode.
5	Allows the cold storage compartment to be set.
6	Shows the status of Home Connect, for example whether Home Connect is switched on or off.
7	Switches the display's keylock on or off.

Operating logic

Some areas of the display respond to touch. You can activate settings by touching the buttons. The activated settings are highlighted on the dis-

[1] Depending on the appliance specifications

play. You can change or deactivate the activated settings by repeatedly pressing on the relevant buttons on the display.

ATTENTION
Pressing on the display with force may cause damage.
- ▸ Do not apply heavy pressure on the display.
- ▸ Do not press on the display using pointed or sharp objects.

Symbol	Description
ⓘ	Display additional information
⊙	Switch on the function
⊙	Switch off the function

6 Features

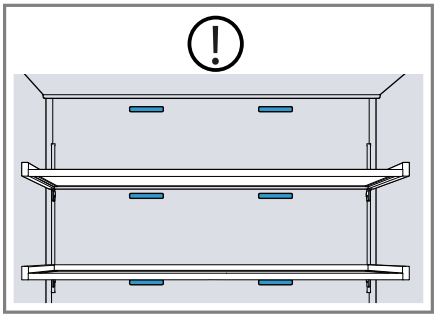
The features of your appliance depend on the model.

6.1 Shelf

ATTENTION
If fitted at an angle, the hooks on the shelf can scratch the rear panel of the refrigerator compartment.
- ▸ Ensure that the shelf is horizontal and that the hooks are properly fitted in place.

To vary the shelf as required, you can remove the shelf and re-insert it elsewhere.
→ *"Removing the shelf", Page 26*

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



6.2 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.
Use the lower temperatures in the storage container to store highly perishable food, e.g. fish, meat and sausages.

6.3 Cold storage container

To automatically set the cold storage container to the right humidity and temperature for your food, use the different cold storage container storage settings.
Store fresh fruit and vegetables loose in the cold storage container.
Cover any chopped fruit and vegetables, or store in air-tight packaging.
For hygiene reasons, do not store fruit and vegetables in a cold storage container with meat and fish.
Condensation may form in the cold storage container depending on the type and quantity of products stored. Remove the condensation with a dry cloth.

To preserve the quality and aroma, store fruit and vegetables that are sensitive to cold, potatoes and onions in the lowest cold storage container with the appropriately selected storage setting.

6.4 Door tray

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

6.5 Odour filter

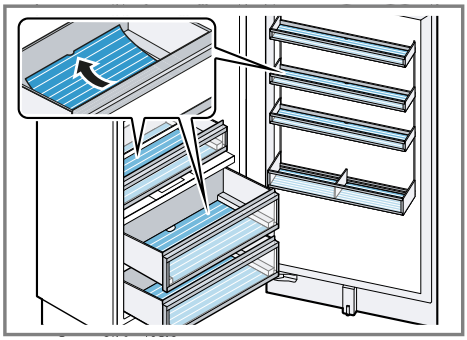
The odour filter filters odours in the refrigerator compartment and can be replaced if required.
→ *"Replacing the odour filter", Page 26*
Change the odour filter every year. This keeps the filter quality permanently high.

6.6 Accessories

Use original accessories. These have been made especially for your appliance.
The accessories for your appliance depend on the model.

Anti-slip mat

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

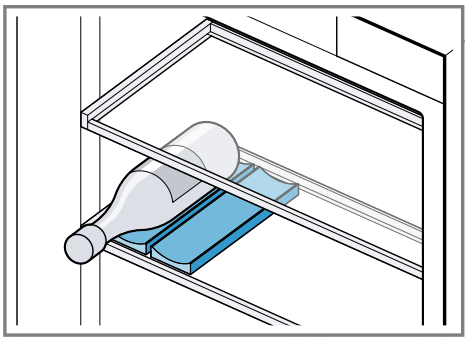


Egg container

Store eggs safely in the egg container.

Variable bottle shelf

Store bottles securely on the variable bottle shelf.



Ethylene absorber

For important safety instructions and information about installation and use, see the enclosed installation instructions for the ethylene absorber. The ethylene absorber slows down the ripening of ethylene-sensitive fruit and vegetables to keep them fresher for longer.

Installing the ethylene absorber

- Install the ethylene absorber in accordance with the installation in-

structions for the ethylene absorber.

Using the refill set

1. Install the components of the refill set in accordance with the installation instructions for the ethylene absorber.
2. Replace the bags at least every 6 months after resetting.

Note: Refill sets can be purchased from customer service or our website.

7 Before using for the first time

7.1 Performing initial start-up

Requirements

- The appliance is installed in accordance with the enclosed installation instructions.
- The appliance is connected to the electricity supply. →*Page 10*

1. Switch on the appliance at the main switch.
   → *"Appliance", Fig.* **1**/1 *Page 12*
2. Select a language and touch ›.
3. Touch › to confirm the information on the display.
4. To activate the door-opening aid, touch › and follow the instructions on the display.
5. To confirm the summary, touch ›.
6. To complete the initialisation process, touch ✓.

✔ The appliance restarts and the display shows an animation.

7. As an option, touch to select the required language, then touch ✓.
8. Touch ›.
9. To set up Home Connect, press › to start "Home Connect assistant" and follow the instructions on the display.
10. **Note:** If you skip "Home Connect assistant", further manual settings appear on the display.
    - ▸ Select the temperature unit "°C" or "°F".
    - ▸ Select the time format "12" or "24".
    - ▸ Set the time and touch ›.
    - ▸ Press › to start the ethylene absorber installation and follow the instructions on the display.
11. Touch › to confirm the information on the display.
12. Press ✓ to finalise the initial start-up.

8 Basic operation

8.1 Switching on the appliance

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

✔ The appliance begins to cool.

2. Set the required temperature.
   →*Page 17*

8.2 Operating tips

- Once you have switched on the appliance, the set temperature is only reached after several hours. Do not put any food in the appliance until the set temperature has been reached.
- When closing the door, make sure that the door is not blocked by stored items.
- When you close the door, a vacuum may be created. The door is then difficult to open again. Wait a moment until the vacuum is offset.
- The temperature inside the appliance may fluctuate briefly following frequent opening of the door or the storage of large quantities of warm food.

8.3 Switching off the appliance

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

8.4 Setting the temperature

Setting the refrigerator compartment temperature

1. Touch the temperature display (refrigerator compartment).
2. Swipe to the required temperature. The recommended temperature in the refrigerator compartment is 4 °C (39 °F).

8.5 Cold storage compartment storage setting

You can set the temperature and humidity of the cold storage container using predefined storage settings.

Tip: Further settings are available in the Home Connect app.

Setting the cold storage compartment storage setting

1. Touch the cold storage compartment storage setting.
2. Swipe to the required storage setting and confirm using ☾.

8.6 Keylock

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

Note: You can permanently activate or deactivate the automatic keylock.

Switching on the keylock

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

Switching off the keylock

▸ Press and hold 🔒 for 2 seconds.

9 Basic settings

9.1 Changing the basic settings

1. Swipe to "Settings".
2. Swipe to the required basic setting and touch it.
3. Change the basic setting.

9.2 Overview of the basic settings

Here you can find an overview of the basic settings and factory settings. The basic settings depend on the features of your appliance.

♫ "Sounds"

Setting	Selection	Description
Interaction sounds	"Standard"/"Loud"/"Quiet"/"Off"	Switch on, set or switch off the volume for the interaction sounds.
Notification sounds	"Standard"/"Loud"/"Quiet"/"Off"	Switch on, set or switch off the volume for the notification sounds.

"Interior lighting"

Setting	Selection	Description
Brightness	From "1" to "6" ◉/⊙	Set the interior lighting manually. Switch the automatic interior lighting on or off.
Light interaction	◉/⊙	Switch the adjusted lighting on or off when operating the appliance.

"Notifications"

Setting	Selection	Description
Info layer	◉/⊙	Switch the information on the display on or off.
Pop-up hints	◉/⊙	Switch the further information on the display on or off.
Hidden notifications	Reset	Display hidden notifications again.

"Language"

Setting	Selection	Description
Language	See the information on the display.	Select the menu language.

"Time & Units"

Setting	Selection	Description
Time	See the information on the display. ◉/⊙	Follow the instructions on the display and set the time. Switch the automatically set time on or off.
Time format	"12"/"24"	Set the time format.
Temperature unit	"°F"/"°C"	Set the temperature unit.

"Advanced"

Setting	Selection	Description
Demo mode	◉/⊙	Switch the demo mode on or off. The appliance does not cool in demo mode.

Setting	Selection	Description
		Note: Demo mode is only available for a limited time after the appliance is switched on.
Display rest mode	◉/⊙	Switch rest mode on or off.
Factory settings	Restore	Reset the appliance to the factory settings.

"Appliance"

Setting	Selection	Description
Door opening assist	See the information on the display.	Switch the door-opening aid on or off. Door opening aid →*Page 20*
Introduction to the appliance	Start	Get to know the appliance and personalise settings.

"Home network"

Setting	Selection	Description
WiFi	◉/⊙	Switch the "Wi-Fi" on or off.
Home Connect assistant	See the information on the display.	Set up Home Connect. →*Page 21*
Network information	See the information on the display.	Displays the Home Connect network information.
Network credential reset	Confirm	Reset the Home Connect settings.

"Display"

Setting	Selection	Description
Brightness	From "1" to "6" ◉/⊙	Set the display lighting manually. Switch the automatic display lighting on or off.
Simplified home screen	◉/⊙	Switch standby mode on or off. Standby mode shows reduced content on the display and highlights open drawers.

Setting	Selection	Description
Child lock	See the information on the display.	Switch the "Child lock" on or off.

10 Additional functions

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

10.1 Fast cooling

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

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

Switching on Fast cooling

1. Touch the temperature display (refrigerator compartment).
2. Touch ✳.

✔ ✳ lights up in the temperature display (refrigerator compartment).

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

Switching off Fast cooling

1. Touch the temperature display (refrigerator compartment).
2. Touch ✳.

✔ ✳ goes out on the temperature display (refrigerator compartment).
✔ The previously set temperature is displayed.

10.2 Door opening aid

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

Note: You can find out how to switch the door-opening aid on or off in the basic settings. →*Page 19*

Opening the door using the door-opening aid

ATTENTION
Repeatedly closing the door prematurely may lead to wear or failure of the door-opening aid.
Never close the door while the door-opening aid is extended.

▸ If you have nevertheless closed the door, leave it closed for 5 minutes. The door-opening aid is realigned.

1. Push the door in the middle.

✔ The door-opening aid extends and opens the door slightly.

2. Manually open the door.
   If you do not open the door any further within 3 seconds, the door-opening aid retracts and the door closes.

10.3 Rest mode

The rest mode switches off all non-essential functions.

During rest mode, the following functions are switched off:

- Fast cooling
- Door opening aid
- Alarm
- Interior lighting
- Signal tones
- Messages on the control panel

Notes

- The brightness of the control panel lighting is reduced during the rest mode.
- You can find out how to switch on rest mode in the basic settings. →*Page 19*

11 Alarm

11.1 Door alarm

If the appliance door is open for a while, the door alarm switches on. A signal tone sounds and 🔔 "Door alarm cooling compartment" appears in the display.

Switching off the door alarm

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

12 Home Connect

This appliance is network-capable. Connect your appliance to a mobile device to control its functions via the Home Connect app.
The Home Connect services are not available in every country. The availability of the Home Connect function depends on the availability of the Home Connect services in your country. You can find information about this at: *www.home-connect.com*.
To be able to use Home Connect, you must first set up the connection to the WLAN home network (Wi-Fi [1]) and to the Home Connect app.
After switching on the appliance, wait at least 2 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 observed when operating the appliance via the Home Connect app. → *"Safety", Page 3*
- Operating the appliance on the appliance itself always takes priority. During this time it is not possible to operate the appliance using the Home Connect app.

12.1 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.

12.2 Installing updates for the Home Connect software

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

- ▸ To install the update for the Home Connect software, follow the instructions in the Home Connect app.
- ✔ The control panel is partially locked during the installation.

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

12.3 Resetting Home Connect settings

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

Note: You can find out how to reset the Home Connect settings in the basic settings. →*Page 17*

12.4 Remote diagnostics

Customer Service can use Remote Diagnostics to access your appliance if you contact them, have your appliance connected to the Home Connect server and if Remote Diagnostics is available in the country in which you are using the appliance.

Tip: For further information and details about the availability of Remote Diagnostics in your country, please visit the service/support section of your local website: *www.home-connect.com*.

12.5 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.

12.6 Status of the Home Connect connection

This is where you can find an overview of the status of the Home Connect connection.

Symbol	Description
	The appliance is connected to the Home Connect app.
	Remote diagnostics is activated.

13 Service settings

You can implement various service settings.

13.1 Changing service settings

1. Swipe to "Modes & Service".
2. Swipe to and touch the required service setting.
3. Change the service setting.

13.2 Overview of the service settings

This is where you can find an overview of the service settings.

Quick guide

Setting	Selection	Description
Cooling drawer removal Air filter replacement Ethylene absorber replacement	See the information on the display.	Shows the step-by-step instructions on the display. Touch the required instructions and follow the instructions on the display.

Filter management

Setting	Selection	Description
Air filter saturation Ethylene absorber saturation	See the information on the display.	Displays the odour filter status. Displays the ethylene absorber status.

Appliance information

Setting	Selection	Description
E-Number: Serial number: FD (production date): Z-Number: MAC-Address: WiFi SSID: IPv4-Address:	See the information on the display.	Displays information about your appliance.

14 Refrigerator compartment

You can keep dairy products, eggs, prepared meals, pastries, open preserves and hard cheese in the refrigerator compartment.
The temperature can be set from 2 °C (36 °F) to 8 °C (46 °F).
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.

14.1 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 in front of the inner ventilation openings or in 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.

14.2 Chill zones in the refrigerator compartment

The air recirculation cooling system allows the air to circulate evenly in the refrigerator compartment and ensures a constant temperature at all shelves.

Coldest zone

The coldest zone is in the cold storage container.

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

15 Cold storage compartment

In the cold storage compartment, you can keep food fresh for longer than in the refrigerator compartment.
The temperature can be set from –1°C (30°F) to 3°C (37°F) using pre-defined storage settings.
The low temperature and optimal humidity in the cold storage compartment ensure ideal storage conditions for perishable foods.

15.1 Storage recommendations for the cold storage compartment

Storage setting	Food
Fruit & Vegetables	Mixed load with fruit and vegetables
Fruit	Fruit
Vegetables	Vegetables
Meat	Meat
Fish	Fish and Seafood
Beverages	Drinks
Cold cuts/ Sausages	Cold cuts and sausage products
Cheese	Cheese and dairy products
Mixed load	Mixed load
Potatoes	Potatoes
Onions	Onions and garlic
Cold sensitive food	Citrus fruit, cucumbers, peppers and tomatoes

Tip: Fruit, vegetables, drinks and snacks may freeze below 0 °C (32 °F).
Use the and storage settings for "Meat" and "Fish" only.

15.2 Storage times in the cold storage compartment at 0 °C (32 °F)

The storage times are dependent on the original quality of your food.

Food	Storage time
Fresh fish, seafood	up to 3 days
Poultry, meat (boiled/ fried)	up to 5 days
Beef, pork, lamb, sausage (cold meat)	up to 7 days
Smoked fish, broccoli	up to 14 days
Salad greens, fennel, apricots, plums	up to 21 days

Food	Storage time
Soft cheese, yoghurt, quark, buttermilk, cauliflower	up to 30 days

16 Defrosting

16.1 Defrosting in the refrigerator compartment

The refrigerator compartment in your appliance defrosts automatically.

16.2 Defrosting in the cold storage compartment

The cold storage compartment in your appliance defrosts automatically.

17 Cleaning and servicing

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

17.1 Care instructions for stainless steel surfaces

When taking care of and cleaning stainless steel surfaces, use only cleaning cloths and cleaning agents suitable for stainless steel.

Tips

- To prevent visible scratches, wipe the stainless steel surface in the direction of the grain.
- Suitable cleaning agents and cleaning cloths are available from our customer service, your dealer or on our website.

17.2 Preparing the appliance for cleaning

1. Switch off the appliance.
2. Disconnect the appliance from the power supply.
   Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
3. Take out all of the food and store it in a cool place.
   Place ice packs (if available) onto the food.
4. Remove all fittings and accessories from the appliance.
   →*Page 26*

17.3 Cleaning the appliance

⚠ **WARNING**

Risk of electric shock!

An ingress of moisture can cause an electric shock.

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

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

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

ATTENTION

Unsuitable cleaning products may damage the surfaces of the appliance.

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

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

- ▸ Never clean fittings and accessory in the dishwasher.

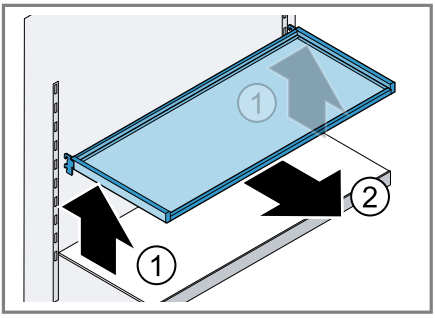
1. Prepare the appliance for cleaning. →*Page 25*
2. Clean the appliance, the fittings, the accessories and the door seals with a dish cloth, lukewarm water and a little pH-neutral washing-up liquid.
3. Dry thoroughly with a soft, dry cloth.
4. Insert the fittings.
5. Electrically connect the appliance. →*Page 10*
6. Switch on the appliance.
7. Putting the food into the appliance.

17.4 Removing the fittings

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

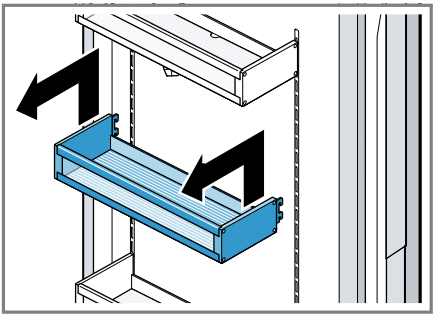
Removing the shelf

▸ Lift the shelf ① and remove it ②.



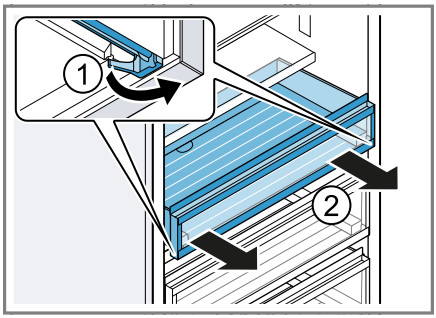
Removing door tray

▸ Lift the door tray and remove it.



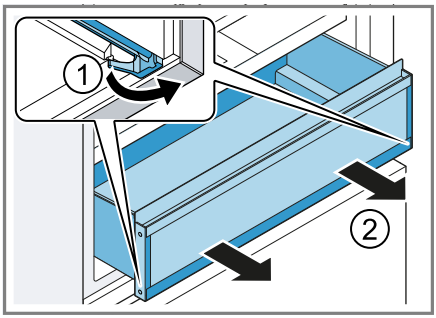
Removing the storage container

1. Pull out the storage container as far as it will go.
2. Underneath the storage container on both sides, press the pull-out rail lock outwards ① and remove the storage container ②.



Removing the cold storage container

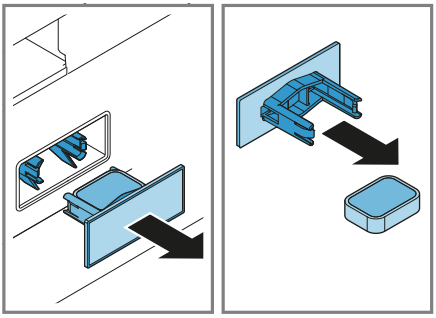
1. Pull out the cold storage container as far as it will go.
2. Underneath the cold storage container on both sides, press the pull-out rail lock outwards ① and remove the cold storage container ②.



17.5 Replacing the odour filter

1. Open the odour filter holder.

2. Take the used odour filter out of the odour filter holder and replace it with the new odour filter.



Note: A new odour filter can be purchased from our customer service or our website.

18 Troubleshooting

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

⚠ **WARNING**
Risk of electric shock!
Improper repairs are dangerous.
- ▸ Repairs to the appliance should only be carried out by trained specialist staff.
- ▸ Only use genuine spare parts when repairing the appliance.
- ▸ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

Fault	Cause and troubleshooting
The appliance is not cooling, the displays and lighting are lit.	Demo mode is switched on. **1.** Swipe to "Settings". **2.** Swipe to ⋯ "Advanced". **3.** Touch "Demo mode" ⊙.
The LED lighting does not work.	Different causes are possible. ▸ Call customer service. The customer service number can be found in the enclosed customer service directory.
The refrigeration unit is switching on more frequently and for longer.	The appliance has been opened frequently. ▸ Do not open appliance door unnecessarily.
	External ventilation openings are covered up. ▸ Remove any obstructions from in front of the external ventilation openings.

Fault	Cause and troubleshooting
The refrigeration unit is switching on more frequently and for longer.	Not a fault. Modern refrigeration machines switch on more frequently and have different power levels to cool more efficiently. ▸ Remove any obstructions from in front of the external ventilation openings. ▸ Install the appliance as far away as possible from heating elements, cookers and other heat sources. Avoid prolonged exposure of the appliance to direct sunlight. ▸ Only open the appliance door as briefly as necessary. ▸ Allow hot food and drinks to cool down first before storing in the appliance.
Home Connect is not working properly.	Different causes are possible. ▸ Go to *www.home-connect.com*.
Message showing "D" or "E" appears in the display.	The electronics have detected a fault. **1.** Switch off the appliance. **2.** Disconnect the appliance from the mains. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. **3.** Reconnect the appliance after five minutes. **4.** If the message still appears on the display, call Customer Service. The customer service number can be found in the enclosed customer service directory.
A warning tone sounds and "Door alarm cooling compartment" appears. The door alarm is switched on.	The appliance door is open. ▸ Close the appliance door.
The temperature differs greatly from the setting.	Different causes are possible. **1.** Switch off the appliance. **2.** Switch the appliance back on after five minutes. ▸ 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.
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.

Fault	Cause and troubleshooting
The appliance makes noises.	The appliance is not level. ▸ Align the appliance using a spirit level and the screw feet.
	Fittings wobble or stick. ▸ Check the removable fittings and, if required, replace these.
	Bottles or containers are touching. ▸ Move the bottles or containers away from each other.

19 Storage and disposal

19.1 Taking the appliance out of operation

1. Switch off the appliance.
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 25*
5. To guarantee the ventilation inside the appliance, leave the appliance open.

19.2 Disposing of old appliance

Valuable raw materials can be reused by recycling.

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

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

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



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE).
The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

20 Customer Service

Function-relevant genuine spare parts according to the corresponding Ecodesign Directive can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area.
Furthermore, our Customer Service will continue to provide you with other function-relevant and storable genuine spare parts 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.

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

Detailed information about the warranty period and the warranty conditions in your country is available via the QR code on the enclosed document on service contacts and warranty conditions, from our customer service or on our website.
You can find the contact details for our customer service via the QR code on the enclosed document on service contacts and warranty conditions or on our website.

20.1 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**/8 *Page 13*
Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

21 Technical data

Refrigerant, cubic capacity and further technical specifications can be found on the rating plate.
→ *"Appliance", Fig.* **1**/8 *Page 13*
You can find more information about your model online at *https://eprel.ec.europa.eu/*[1]. This web address is linked to the official EU EPREL product database. Please then follow the instructions on searching for the model. The model identifier is made up of the characters before the slash in the product number (E-Nr.) on the rating plate. Alternatively, you can also find the model identifier in the first line of the EU energy label.
The number of light sources included depends on the model.
This product contains a light source from energy efficiency class E.
The light sources are available as a spare part and must only be replaced by trained specialist staff.

[1] Only applies to countries in the European Economic Area

21.1 Information regarding Free and Open Source Software

This product includes software components that are licensed by the copyright holders as free software or open source software.
The applicable licence information is stored on your home appliance. You can also access the applicable licence information via your Home Connect app: "Profile -> Legal information -> Licence Information". [1]
You can also download the licence information on the brand product website. (Please search on the product website for your appliance model and additional documents). Alternatively, you can request the relevant information from oss-request@bshg.com or BSH Hausgeräte GmbH, Carl-Wery-Str. 34, 81739 Munich, Germany.
The relevant source code will be made available on request.
Please send your request to oss-request@bshg.com or BSH Hausgeräte GmbH, Carl-Wery-Str.34, 81739 Munich, Germany.
Subject: „OSSREQUEST“
The cost of performing your request will be charged to you. This offer is valid for three years from the date of purchase or at least as long as we offer support and spare parts for the relevant appliance.

22 Declaration of Conformity

BSH Hausgeräte GmbH hereby declares that the appliance with Home Connect functionality conforms to the essential requirements and other relevant provisions of Directive 2014/53/EU.
A detailed RED Declaration of Conformity can be found online at *www.gaggenau.com* among the additional documents on the product page for your appliance.

CE

Hereby, BSH Hausgeräte GmbH declares that the appliance with Home Connect functionality is in compliance with relevant statutory requirements. [2]
A detailed Declaration of Conformity can be found online at *www.gaggenau.com/gb* among the additional documents on the product page for your appliance. [2]

UK CA

2.4 GHz band (2400–2483.5 MHz): Max. 100 mW
5-GHz band (5150–5350 MHz + 5470–5725 MHz): max. 150 mW

	BE	BG	CZ	DK	DE	EE	IE	EL	ES

[1] Depending on the appliance specifications
[2] Only applies to Great Britain

FR	HR	IT	CY	LI	LV	LT	LU	HU
MT	NL	AT	PL	PT	RO	SI	SK	FI
SE	NO	CH	TR	IS	UK (NI)			
5 GHz WLAN (Wi-Fi): For indoor use only.								

AL	BA	MD	ME	MK	RS	UK	UA
5 GHz WLAN (Wi-Fi): For indoor use only.							

22.1 Statement of Compliance for Great Britain

The full Statement of Compliance according to the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 can be found online at www.gaggenau.com/gb/ among the additional documents on the product page for your appliance.

Product type
This statement of compliance covers the products described in this information for use whose model identifier group is seen on the title page. The full model identifier is made up of the characters before the slash in the product number (E no.) which can be found on the rating plate. Alternatively, you can also find the model identifier in the first line of the UK Energy Label.

Name and address of manufacturer
BSH Hausgeräte GmbH, Carl-Wery-Strasse 34, 81739 München, Germany
This statement of compliance is prepared by the manufacturer.

The manufacturer, BSH Hausgeräte GmbH deems that it has complied with

- provision 5.1-1 of ETSI EN 303 645 v3.1.3 and, where relevant, provision 5.1-2 of ETSI EN 303 645 v3.1.3;
- provision 5.2-1 of ETSI EN 303 645 v3.1.3;
- provision 5.3-13 of ETSI EN 303 645 v3.1.3.

Support period
BSH Hausgeräte GmbH will provide security updates that are necessary to maintain the main functions free of charge until at least 28/02/2036.

The difference is Gaggenau

gaggenau.com

BSH Hausgeräte GmbH
Carl-Wery-Straße 34
81739 München, GERMANY
www.gaggenau.com

Valid within Great Britain:
Imported to Great Britain by
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United Kingdom

9001982110 (061113)
en