

SIEMENS



Freezer








F124NP32
F130NP32

siemens-home.bsh-group.com/welcome

en User manual

Register
your
product
online

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Safety instructions

This appliance complies with the relevant safety regulations for electrical appliances and is fitted with noise suppression.

The refrigeration circuit has been checked for leaks.

About these instructions

- Read and follow the instructions for installation and use. They contain important information on how to install, use and maintain the appliance.
- The manufacturer is not liable if you disregard the notifications and warnings in the operating and installation instructions.
- Retain all documents for subsequent use or for the next owner.

Risk of explosion

- Never use electric appliances inside the appliance (e.g. heaters or electric ice makers).
- Do not store products which contain flammable propellant (e.g. spray cans) or explosive substances in the appliance.
- Keep high-percentage alcohol tightly sealed and store in an upright position.
- Do not use additional means to accelerate the defrosting process other than those recommended by the manufacturer.

Risk of electric shock

Improper installations and repairs may put the user at considerable risk.

- When installing the appliance, ensure that the mains cable is not trapped or damaged.
- If the mains cable is damaged: immediately disconnect the appliance from the electricity supply.
- Do not use multi-outlet power strips, extension leads or adapters.
- Have the appliance repaired by the manufacturer, Customer Service or a similarly qualified person only.
- Use original parts supplied by the manufacturer only.

The manufacturer guarantees that these parts satisfy the safety requirements.

Risk of cold burns

- Never put frozen food straight from the freezer compartment into your mouth.
- Avoid prolonged contact between your skin and frozen food, ice or the tubes in the freezer compartment.

Risk of injury

Containers which contain carbonated beverages may burst.

Do not store containers which contain carbonated beverages in the freezer compartment.



Fire hazard/Danger due to refrigerants

The tubes of the refrigeration circuit convey a small quantity of an environmentally friendly but flammable refrigerant (R600a). It does not damage the ozone layer and does not contribute to the greenhouse effect. If refrigerant escapes, it may injure your eyes or ignite.

- Do not damage the tubes.

If the tubes are damaged:

- Keep naked flames and ignition sources away from the appliance.
- Ventilate the room.
- Switch off the appliance and pull out the mains plug.
- Please contact Customer Service.



Fire hazard

Portable multi-outlet power strips or power supplies may overheat, causing a fire. Never leave portable multi-outlet power strips or portable power supplies behind the appliance.

Avoiding placing children and vulnerable people at risk

At risk here are:

- Children,
- People with limited physical, mental or sensory abilities,
- People who have inadequate knowledge concerning safe operation of the appliance.

Measures:

- Ensure that children and vulnerable people have understood the hazards.
- A person responsible for safety must supervise or instruct children and vulnerable people who are using the appliance.
- Only children aged 8 years and above may use the appliance.
- Supervise children who are cleaning and maintaining the appliance.
- Never allow children to play with the appliance.

Risk of suffocation

- If the appliance features a lock: keep the key out of the reach of children.
- Keep children away from the packaging and its parts.

Damage to property

To prevent damage to property:

- Do not stand or support yourself on the base, runners or doors.
- Keep plastic parts and door seals free of oil and grease.
- Pull on the mains plug – not the power cord.

Weight

The appliance is very heavy. The appliance should always be transported and set up by at least 2 persons.

→ *"Installation and connection" on page 6*

Intended use

Use this appliance

- only for freezing food and making ice.
- Only in the home and in the home environment.
- Only according to this user manual.

This appliance is intended for use up to a maximum height of 2000 metres above sea level.

Green living

Packaging

All materials are environmentally safe and recyclable:

- Dispose of packaging in an environmentally friendly manner.
- Please ask your dealer or inquire at your local authority about current means of disposal.

Old appliances

Valuable raw materials can be reclaimed by recycling old appliances.

Warning – Children may become locked in the appliance and suffocate!

- Leave shelves and containers in the appliance to prevent children from climbing in.
- Keep children away from the redundant appliance.

Caution!

Refrigerant and harmful gases may escape.

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

1. Pull out the mains plug.
2. Cut through the power cable.
3. Have the appliance disposed of properly.



This appliance is labelled in accordance with European Directive 2012/19/EU on waste electrical and electronic equipment (WEEE).

This Directive provides an EU-wide framework for returning and recycling old appliances.



Installation and connection

Scope of supply

After unpacking all parts, check for any damage in transit.

If you have any complaints, contact the dealer from whom you purchased the appliance or our Customer Service.

→ "Customer Service" on page 23

The delivery consists of the following parts:

- Built-in appliance
- Interior fittings (depending on model)
- Installation material
- User manual
- Installation instructions
- Customer service booklet
- Warranty enclosure
- Information on the energy consumption and noises

Technical specifications

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

→ "Getting to know your appliance" on page 9

Installing the appliance

Installation location

The more refrigerant an appliance contains, the larger the room in which the appliance is situated must be. In rooms which are too small, leaking refrigerant can form a flammable gas-air mixture.

At least 1 m³ of room space is required per 8 g of refrigerant. The amount of refrigerant in your appliance is indicated on the rating plate inside the appliance.

→ "Getting to know your appliance" on page 9

The weight of the appliance may be up to 460 kg depending on the model. The base must be sufficiently stable, and should not give. If necessary, reinforce the floor.

Permitted room temperature

The permitted room temperature depends on the climate class of the appliance.

Information on the climate class can be found on the rating plate.

→ "Getting to know your appliance" on page 9

Climate class	Permitted room temperature
SN	+10°C ... 32°C
N	+16°C ... 32°C
ST	+16°C ... 38°C
T	+16°C ... 43°C

The appliance is fully functional within the permitted room temperature.

If an appliance with climate class SN is operated at colder room temperatures, the appliance will not be damaged up to a room temperature of +5°C.

Built-in cut-out

The cut-out must fulfil these criteria:

- Anti-tilt bracket fitted
- Cut-out depth min. 610 mm, for flush installation 635 mm
- Rectangular
- Sturdy – the side panels and the top must be min. 16 mm thick and securely attached to the floor or wall
- Depth of shortened side panels: min. 100 mm

Side-by-side installation

Observe the specifications in the installation instructions for a side-by-side installation.

If a partition wall is required between the appliances, it must be at least 16 mm wide.

Tips for saving energy

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

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

Installing the appliance

Keep the appliance out of direct sunlight.	The appliance needs to cool less frequently at low ambient temperatures and therefore consumes less power.
Install the appliance as far away as possible from heating elements, cookers and other heat sources: At least 1 1/4" (3 cm) from electric or gas cookers. At least 1 1/4" (30 cm) from oil or solid-fuel cookers.	
Select an installation location with a room temperature of approx. 20°C.	
Do not cover or block the ventilation openings.	If the warm air can escape, the appliance needs to cool less frequently and therefore consumes less power.
Ventilate the room daily.	

Using the appliance

Open the appliance door only briefly.	The air in the appliance will not warm up as much. The appliance will need to cool less frequently, and therefore consume less power.
Transport purchased food in a cool bag and place in the appliance quickly.	
Allow warm food and beverages to cool down before placing in the appliance.	
Defrost frozen food in the refrigerator compartment to utilise the low temperature of the frozen food.	
Always leave a space between the food and the back wall.	The air can then circulate and the humidity will remain constant. The appliance will need to cool less frequently, and therefore consume less power.
Pack food airtight.	
Do not cover or block the ventilation openings.	The appliance consumes less power if warm air can escape.
Vacuum the ventilation openings once a year.	

Before using the appliance for the first time

1. Remove information material, adhesive tape and protective film.
2. Clean the appliance.
→ "Cleaning" on page 20

Water connection

Caution!

- Installation and connection of the appliance must be carried out by qualified technicians according to the installation instructions supplied.
- To avoid damage to the appliance and to ensure its proper functioning, it should only be connected to a drinking water system.
- To avoid water damage, a shut-off valve must be installed.

Water pressure of drinking water system

Caution!

If the water pressure exceeds the maximum value, a pressure relief valve must be installed between the drinking water connection and the hose set to avoid damage to the appliance.

Note: If the water pressure is too low, this will impair the appliance functions.

- Min. 0.2 Mpa (2 bar/29 psi)
- Max. 0.8 Mpa (8 bar/116 psi)

Electrical connection

Caution!

Do not connect the appliance to electronic energy saver plugs.

Note: You can connect the appliance to mains-controlled and sine-controlled inverters. Mains-controlled inverters are used for photovoltaic systems which are directly connected to the national grid. Sine-controlled inverters must be used for isolated applications. Isolated applications, e.g. on ships or in mountain lodges, which are not directly connected to the national grid.

1. After installing the appliance, wait at least 1 hour before connecting it to avoid damaging the compressor.
2. Connect the appliance to a correctly installed socket.

The socket must comply with the following data:

Socket with	220 V ... 240 V
Protective conductor	50 Hz
Fuse	10 A ... 16 A

Outside Europe: Check whether the indicated current type of the appliance corresponds with the values of your power supply. The appliance specifications are specified on the rating plate.

→ "Getting to know your appliance" on page 9

3. Connect the appliance to a socket near the appliance.
The socket must also be freely accessible after installation of the appliance.

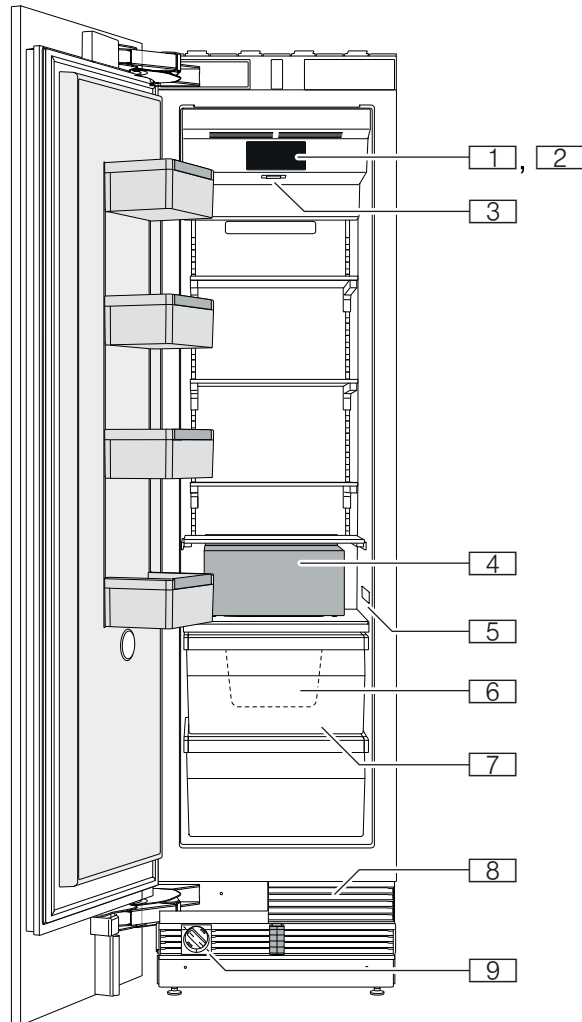
Warning

Risk of electric shock!

If the length of the mains cable is insufficient, do NOT use multi-outlet power strips or extension leads. Instead, please contact Customer Service for alternative solutions.

Getting to know your appliance

Appliance



- | | | |
|----------------------------|----------------------------|-----------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | Controls |
| <input type="checkbox"/> 3 | | Main switch on/off |
| <input type="checkbox"/> 4 | | Ice maker |
| <input type="checkbox"/> 5 | | Rating plate |
| <input type="checkbox"/> 6 | | Ice cube container |
| <input type="checkbox"/> 7 | | Frozen food container |
| <input type="checkbox"/> 8 | | Ventilation opening |
| <input type="checkbox"/> 9 | | Particle filter |

Controls



- 1 Freezer compartment temperature display
Indicates the set temperature in °C/°F.
- 2 button
Opens main menu.

Main menu

Press the button to open the main menu.

The main menu contains the operating modes, an overview of the information texts for the appliance's functions, and the **Settings** menu.

Mode selection

To switch on a mode, tap on it. When an operating mode is switched on, the corresponding symbol is shown on the control panel.

A window containing the information text for the selected operating mode appears.

Eco mode
Switches the energy saving mode on or off.
→ "Eco mode" on page 14

שבת
Opens the menu for setting the Sabbath mode.

Note: This function is only visible once it has been switched on in the **Settings** menu.

All non-essential functions are switched off so you can also use the appliance on the Sabbath.

→ "Sabbath mode" on page 15

Overview of the information texts

The information texts are provided for the most relevant functions. In the overview , you will find all the information texts for the functions. When you switch on a function, the appliance will display the information text for this function. If required, you can switch off the information text for individual functions. The overview will still show all the information texts.

In order to switch on all the information texts in the functions again, reset the appliance to its factory settings.

Settings menu

Tap to open the settings.

Display brightness and dimming effect Adjust the control panel brightness and switch the dimming effect on or off. When the dimming effect is switched on, the light slowly becomes brighter when the appliance is opened, and then slowly darker when it is closed.

Volume Set the volume of the touch key tone and the audible signal.

Ice cubes and water filter Start or stop ice cube production. Stopping ice cube production is a good idea before cleaning the freezer compartment, or if you are going to be absent for a long time.

If you replace the filter cartridge with bypass with a water filter, switch the water filter counter on.

Home Connect Connect your refrigerator to your mobile device.

→ "Home Connect" on page 16

Sabbath mode Opens the menu for setting the Sabbath mode and displaying the Sabbath mode in the main menu.

All non-essential functions are switched off so you can also use the appliance on the Sabbath.

→ "Sabbath mode" on page 15

Self-test and reset **Self-test**
Start fault analysis on your appliance.

Factory settings
Reset the appliance back to its factory settings as received on delivery.

Demo mode
After switching on the appliance, this menu item is displayed for 3 minutes. To switch Demo mode on or off later, switch the appliance off and on again. The mode is displayed again for 3 minutes.

Note: Do not store any food in Demo mode, as the appliance remains at room temperature.

The cooling function of the appliance is switched off. You can use all other functions.

Regional settings

Language
Change the display language.

Temperature unit
Select the temperature unit °C/°F.

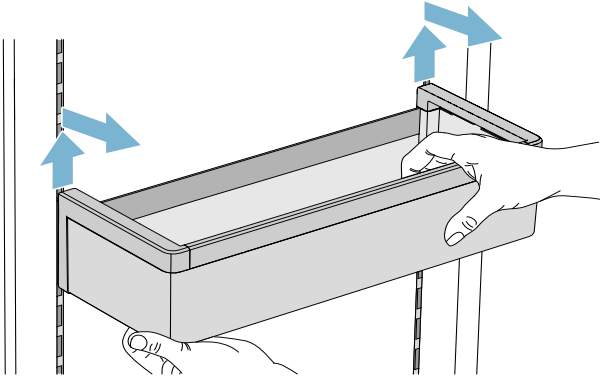
Features

(not all models)

Storage compartment

You can remove and adjust the height of the storage compartment:

1. Lift up storage compartment and remove.

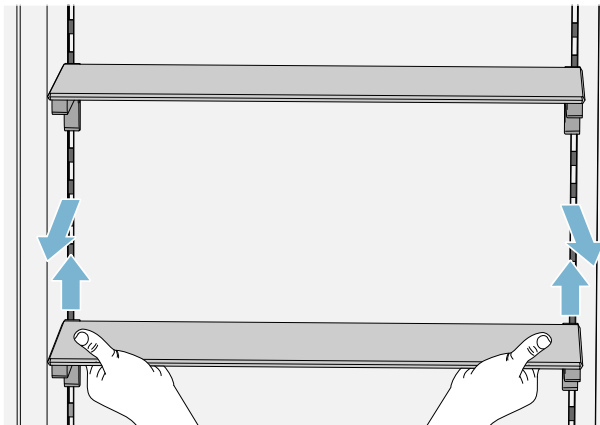


2. When re-inserting, insert hooks on back of storage compartment at same height to make it level.

Note: Insert the storage compartment carefully to avoid scratching the appliance.

Shelf

You can remove and adjust the shelf:



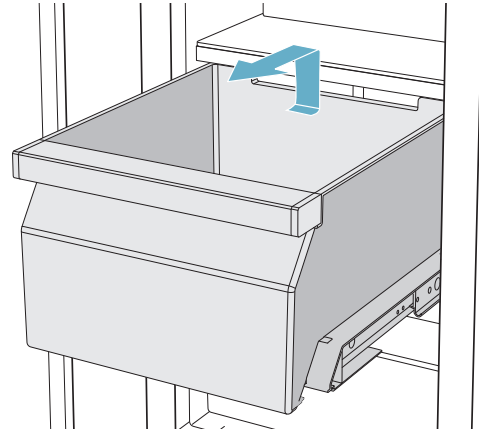
1. Lift shelf and remove.
2. When re-inserting, position hooks on back of shelf at same height to make it level.

Note: Insert shelf carefully to avoid scratching appliance.

Container

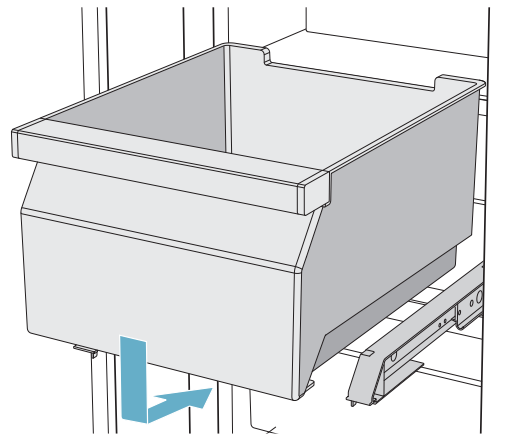
You can remove the container:

- Press container to the rear,
- Lift the container at the rear and remove.



You can insert the container:

- Pull out telescopic rails all the way
- Place the container on the telescopic rails and push into the appliance until it engages.

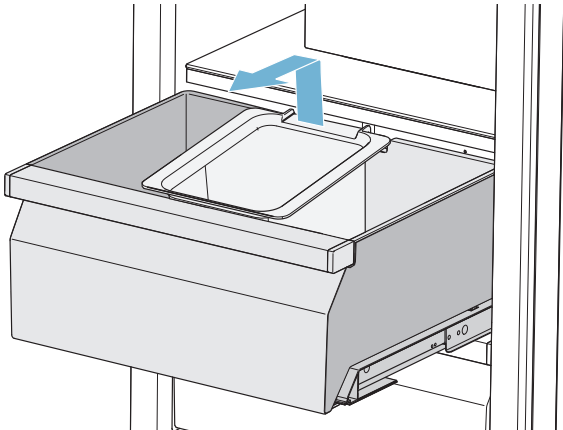


Ice cube container

Note: To avoid damaging the ice cube container, always empty it if you switch the appliance off for a prolonged period or if there is a power failure.

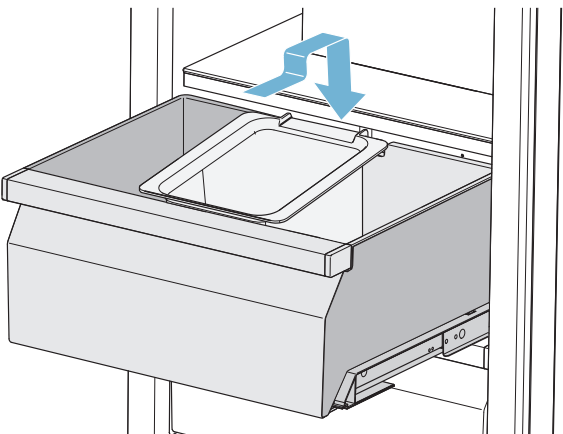
This is how to remove the ice cube container:

1. Take out the frozen food container.
Note: If the door opening angle is 90°, you will find it easier to access the ice cube container by first removing the frozen food container.
→ "Container" on page 11
2. Lift the ice cube container at the rear and remove.



This is how to re-insert the ice cube container:

1. Take out the frozen food container.
2. Insert the ice cube container in the recess of the frozen food container provided for this purpose.



Ice maker

Caution! Damage to the appliance!

Never store bottles or food in the ice cube container, even for short periods. This can block and damage the ice maker.

Ice cube production starts as soon as the appliance has reached the set temperature.

Notes

- Discard the first 30-40 ice cubes for hygiene reasons.
- Ice cube production stops automatically when the ice cube container is full.

Information about switching ice cube production on and off

→ "Switching ice cube production on or off" on page 15

Ice pack

In the event of a power failure or a fault:

- The ice pack delays the warming of the stored frozen food.

Note: The longest storage time is obtained by placing the ice pack on the food in the top compartment.

You can take out the ice pack for temporarily keeping food cool, e.g. in a cool bag.

Filter cartridge with bypass

The supplied filter cartridge with bypass filters large particles out of the drinking water, but not bacteria or microbes.

The filter cartridge with bypass can be kept in the appliance permanently. You do not need to change the filter cartridge with bypass.

Note: You can also use the appliance with a water filter. If you have replaced the filter cartridge with bypass with a water filter, you must switch the water filter counter on. → "Settings menu" on page 10

The water filter must be changed regularly. When doing so, note the information on the water filter.

A new filter cartridge with bypass or a water filter can be obtained from Customer Service or a specialist dealer.

Clean the filter cartridge with bypass

The filter cartridge with bypass can be kept in the appliance permanently; it does not need to be changed. We recommend cleaning it once a year.

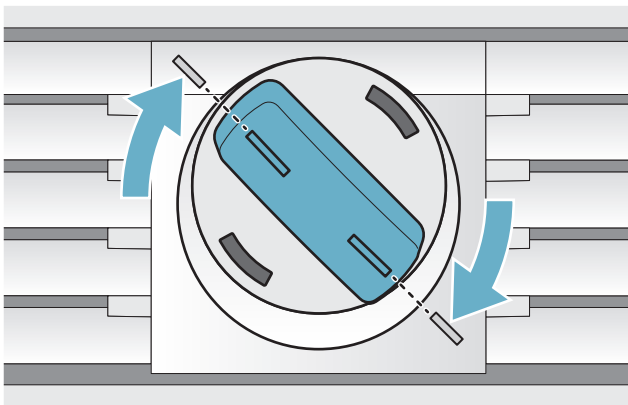
Clean the filter cartridge with bypass as follows:

1. Turn the cap of the filter cartridge with bypass anti-clockwise.
2. Pull out the filter cartridge with bypass.
3. Remove the inner filter at the rear of the filter cartridge with bypass.
4. Clean the filter under running water.
5. Replace the filter at the rear of the filter cartridge with bypass.
6. Insert the filter cartridge with bypass into the filter opening as far as it will go.

Note: The cap must be kept horizontal when doing this.

7. Turn the filter cartridge with bypass clockwise direction up to the marking.

Note: If you do not turn the filter cartridge with bypass far enough, water will leak out, causing damage.



Changing the filter cartridge with bypass or replacing it with a water filter

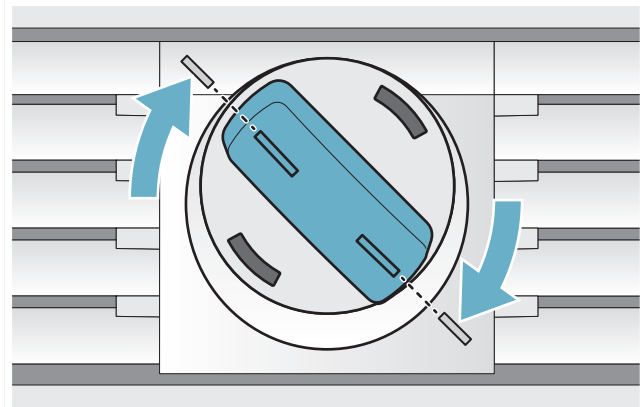
The filter cartridge with bypass can be kept in the appliance permanently; it does not need to be changed. However, you can replace the filter cartridge with bypass if necessary, or replace it with a water filter.

Note: After installing a water filter or filter cartridge with bypass, dispose of the first 5 glasses of water.

1. Turn the cap of the filter cartridge with bypass anti-clockwise.
2. Pull out the filter cartridge with bypass.
3. Remove the protective cap of the new water filter or the new filter cartridge with bypass.
4. Remove the cap of the old filter cartridge with bypass and put it on the new water filter or the new filter cartridge with bypass.
5. Slide the new water filter or filter cartridge with bypass into the filter opening as far as it will go.
6. Turn the water filter or filter cartridge with bypass clockwise up to the marking.

Note: The cap must be kept horizontal when doing this.

Note: If you do not turn the water filter or the filter cartridge with bypass far enough, water will leak out, causing damage.



7. When installing a water filter: switch the water filter counter on.

Note: The water filter counter is not necessary when using a filter cartridge with bypass, and therefore remains switched off.

8. Dispense 5 glasses of water and dispose of them.
9. Drain the water from the filter cartridge with bypass which has been removed.

Note: You can dispose of the filter cartridge with bypass which has been removed in your household waste.

Operating the appliance

Switching on the appliance

1. Press the **main On/Off switch**.
The appliance starts refrigerating, and the light switches on when the door is open.
2. Set the required temperature.
→ "Setting the temperature" on page 14

Operating tips

- After the appliance has been switched on, it may take several hours until the set temperatures have been reached. Do not put in any food until the selected temperature has been reached.
- The fully automatic NoFrost system ensures that the freezer compartment remains free of ice. Defrosting is not required.
- The sides of the housing are heated slightly in certain areas. This prevents condensation in the area of the door seal.
- If the freezer compartment door cannot be immediately re-opened after it has been closed, wait until the resulting low pressure has equalised.

Switching off and disconnecting the appliance

Switching off the appliance

- Press the **main On/Off switch**.
The appliance will stop refrigerating.

Disconnecting the appliance

Caution!

Deterioration in water quality
The water supply must be turned off 3 hours before disconnecting. This prevents mould forming due to unused water.

If you are not going to use the appliance for a long period:

1. Turn off the water supply to the appliance and wait 3 hours.
2. Remove the food.
3. Press the **main On/Off switch**.
4. Pull out the mains plug or switch off the fuse.
The appliance will stop refrigerating.
5. Empty the ice cube container and clean the appliance.
→ "Cleaning" on page 20
6. Leave the appliance open.

Setting the temperature

Recommended temperature

Freezer compartment: -18 °C

Setting the freezer compartment temperature

1. Select the compartment by tapping the temperature display.
2. Move the displayed temperature to the required value.
3. Return to the main screen with the **X** button.

Super freezing

Super freezing cools the freezer compartment as cold as possible.

Switch on super freezing, e.g.:

- To quickly freeze food right through to the centre
- 4 ... 6 hours before inserting food weighing 2 kg or more

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

After approx. 2 ½ days, the appliance switches to normal operation.

Switching on super freezing

1. Select the freezer compartment by tapping the temperature display.
2. Tap ***Super freezing**.
When the function is switched on, an information text appears to explain the function.
Tap **Switch on**.
Note: If you have disabled the information text, you can alternatively find it in the overview of information texts.
The **Super freezing switched on** message appears.
3. Tap **X** to return to the main screen.

Switching off super freezing

In the freezer compartment temperature display, tap *****.
The **Super freezing switched off** message appears.

Eco mode

Eco mode switches the appliance to energy-saving operation.

The appliance automatically sets the following temperatures:

- Freezer compartment: -16 °C/3 °C

Sabbath mode

All non-essential functions are switched off so you can also use the appliance on the Sabbath.

- You can select a time between 1 and 96 hours
- After the selected time expires, the appliance will switch to normal operation.
- To end Sabbath mode before expiry of the set time, tap X.

The appliance switches off the following:

- Ice maker
- Audible signals
- Interior lighting
- Messages on the display
- Background illumination of the display is reduced

Switching ice cube production on or off

Caution!

Damage to the appliance!

Never store bottles or food in the ice cube container, even for short periods. This can block and damage the ice maker.

Ice cube production starts as soon as the appliance has reached the set temperature.

Note: Ice cube production stops automatically when the ice cube container is full.

Alarm

Door alarm

If the appliance door is open for a long time, the door alarm switches on. A message appears on the control panel.

Turning off the door alarm

- Close the door.

Note: To mute the door alarm, you only have to acknowledge the message on the control panel. If the door remains open a few more minutes, the message will appear again.

Temperature alarm

If the freezer compartment becomes too warm, the temperature alarm is switched on. A message appears on the control panel. The message shows the warmest temperature reached in the freezer compartment.

Caution!

Bacteria may develop during the defrosting process and spoil the frozen food

Do not refreeze food after it has been defrosted or started to defrost.

Refreeze food only after cooking. Do not store frozen food for the maximum storage period.

Note: The alarm may be actuated without risk to the food in the following cases:

- The appliance is put into service and does not yet contain any food.
- Large quantities of fresh food are placed in the appliance.
- The freezer compartment door has been open too long.

Switching off the temperature alarm

1. Check that the cause of the temperature alarm has been eliminated.
2. Press **Ok** button to acknowledge the message. The message disappears. The control panel again indicates the set temperature.

From this time on, the warmest temperature is measured again and saved.

Home Connect

This appliance is Wi-Fi-capable and can be remotely controlled using a mobile device.

Note: Wi-Fi is a registered trademark of the Wi-Fi Alliance.

In the following cases, the appliance functions like a refrigerator without a network connection and can still be operated manually using the controls:

- The appliance is not connected to a home network.
- The Home Connect service is not available in the country in which the appliance is set up. For an overview of the countries in which Home Connect is available, see www.home-connect.com.

Note: Please observe the safety instructions in this user manual. Ensure that these are also observed if you operate the appliance via the Home Connect app and are not at home when doing so.

→ "Safety instructions" on page 3

Please also follow the instructions in the Home Connect app.

Setting up Home Connect

Notes

- Wait at least 2 minutes after switching on the appliance before setting up Home Connect. Only then is internal appliance initialisation complete.
- Observe the Home Connect supplementary sheet, which is either enclosed with the appliance or available for download with the instructions under www.siemens-home.bsh-group.com. Enter the E-number of your appliance in the search field.

You can connect your appliance to the Wi-Fi in 3 basic steps.

1. Install the app.
2. Connect your refrigerator to the Wi-Fi home network.
3. Connect your refrigerator to the Home Connect app.

The first time you open the menu, you will be automatically guided through initial setup. Follow the instructions on the control panel. For further information, please also see the following chapters.

The following submenus can be found in the **Home Connect** menu:

- Connect to network/Wi-Fi
- App connection
- Restoring settings

Setting up the connection to the home WLAN network (Wi-Fi)

The first time you open the menu, you will be automatically guided through initial setup. Follow the instructions on the control panel.

1. Install the **Home Connect** app on your mobile device.
2. Open the **Home Connect** menu on your refrigerator.

3. Open the app on your mobile device.
4. Log in or register with the app if access is not yet available.
5. Check the router of your Wi-Fi home network to see if a WPS function is available for automatic connection.
6. If this function is available, start automatic network connection in the **Connect to network** submenu and follow the instructions on the control panel.
7. If this function is not available, if you're not sure whether the function is available, or if automatic network connection fails, start manual network connection in the **Connect to network** submenu. The refrigerator temporarily generates its own network for connecting the mobile device.
8. Start manual network connection in the app on your mobile device.

As soon as the refrigerator is connected to the mobile device, a connection will be established between the refrigerator and your Wi-Fi home network.

Note: If the connection cannot be established, check whether there is sufficient signal strength.

Checking signal strength

The signal strength is displayed on the control panel. The signal strength should be at least 1 bar in addition to the dot. If the signal strength is too weak, the connection may be interrupted temporarily.

Improving signal strength

- Place the router closer to the refrigerator.
- Check that screening walls do not interfere with the connection.
- Install a repeater to make the signal stronger.

Connecting the refrigerator to the Home Connect app

Use this menu to connect your refrigerator to mobile devices.

1. Install the **Home Connect** app on your mobile device and log in or register.
2. Open the **Home Connect** menu on your refrigerator.
→ "Setting up Home Connect" on page 16
3. Open the **App connection** menu option.
4. Confirm the message to display the refrigerator in the app.
5. Open the app and wait until the refrigerator is displayed.
Use **Add** to confirm the connection between the app and the refrigerator.
If the refrigerator is not displayed automatically, click on **Add appliance** in the app and follow the instructions. As soon as your refrigerator is displayed, add it with **+**.
6. Follow the instructions in the app until the process is complete.

Installing updates for the Home Connect software

The refrigerator checks at regular intervals whether updates are available for the Home Connect software.

A notification window appears on the control panel when an update is available.

To install the update, tap **Install**.


Install the update later:

1. Open the **Settings** menu.
2. Tap **Software update**.
Note: This menu is only visible if an update is available.
A notification window appears.
3. To install the update, tap **Install**.

Customer Service access

If you contact Customer Service, they can access your appliance and view its status after you have given your consent. You need to have your appliance connected to your home network in order to do this.

Further information about Customer Service access and its availability in your country is available under www.home-connect.com in the Help & Support area.

1. Contact Customer Service.
→ "Customer Service" on page 23
2. Confirm the start of Customer Service access in the app.
During Customer Service access, the symbol  appears on the control panel.
3. As soon as Customer Service has obtained the necessary data, they will end their access.
Note: You can interrupt remote diagnostics early by switching off Customer Service access in the Home Connect app.

Restoring settings

If there is a problem when trying to establish a connection or if you would like to register the appliance in a different Wi-Fi home network (Wi-Fi), the Home Connect settings can be reset.

1. Open the **Home Connect** menu on your refrigerator.
2. Tap the **Reset settings** menu option.
3. Confirm the message to delete the network settings.

To reconnect the appliance to the home WLAN network (Wi-Fi), perform initial setup again.

→ "Setting up the connection to the home WLAN network (Wi-Fi)" on page 16

Switch on or off the connection to the home WLAN network (Wi-Fi)

1. Open the **Home Connect** menu on your refrigerator.
Note: The first time you open the menu, you will be automatically guided through initial setup. Follow the instructions on the control panel.
2. Select **Wi-Fi**.

3. To start the switching off process, press **Off**.
4. As soon as the connection to the Wi-Fi home network has been switched off, the **Wi-Fi switched off** message will appear. Press **Finish** to confirm the message.

Note: While the home WLAN network (Wi-Fi) connection is switched off, you will no longer be able to operate the appliance with your mobile device.

Information on data protection

The first time your Home Connect appliance is registered on a WLAN home network connected to the Internet (Wi-Fi), 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 home 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 these 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 called up in the Home Connect app.

Declaration of Conformity

BSH Hausgeräte GmbH hereby declares that the appliance with Home Connect functionality meets the essential requirements and the other relevant provisions of the Directive 2014/53/EU.

A detailed RED Declaration of Conformity can be found online at www.siemens-home.bsh-group.com among the additional documents on the product page for your appliance.



2.4 GHz band: 100 mW max.

5 GHz band: 100 mW max.

	BE	BG	CZ	DK	DE	EE	IE	EL
	ES	FR	HR	IT	CY	LV	LT	LU
	HU	MT	NL	AT	PL	PT	RO	SI
	SK	FI	SE	UK	NO	CH	TR	
	5 GHz WLAN: for indoor use only							

Freezer compartment

The freezer compartment is suitable for:

- Storing frozen food
- Making ice cubes
- Freezing food

The temperature can be set anywhere between -24°C and -14°C .

The freezer compartment can be used to store perishable foods for long periods almost without any noticeable reduction in quality, as the low temperatures considerably slow down or stop deterioration. The appearance, flavour and all the valuable ingredients are largely retained.

The time between putting fresh food in the freezer compartment and it freezing solid depends on the following factors:

- Set temperature
- Type of food
- Amount of food in the freezer compartment
- Quantity and type of storage

Maximum freezing capacity

The maximum freezing capacity indicates the quantity of food that can be frozen right through to the centre within 24 hours.

Information about the maximum freezing capacity can be found on the rating plate.

→ *"Getting to know your appliance" on page 9*

To use the maximum freezing capacity, switch on super freezing 24 hours before placing the fresh food in the freezer compartment.

Prerequisites for max. freezing capacity

1. Approx. 24 hours before inserting fresh produce: switch on super freezing.
2. Take the container out of the freezer compartment and stack the food directly on the shelves and on the floor of the freezer compartment.
3. Fill the upper compartment with food first. This is where the food will freeze most quickly.
4. If the top compartment does not have enough space, store the remaining quantity in the compartment underneath.

Fully utilising the freezer volume

To place the maximum quantity of frozen food in the freezer compartment:

- Remove all fittings.
- Store food directly on the shelves and on the floor of the freezer compartment.

Purchasing frozen food

- Check the packaging is not damaged.
- Check there is a sell-by date.
- The temperature in the supermarket freezer must be -18°C or lower.
- Do not interrupt the freezing chain. If possible, transport frozen food in a cool bag and place in the freezer compartment quickly.

When loading products, please note:

- Freeze large quantities of food in the top compartment.
Food will freeze very quickly and gently here.
- Distribute food across the compartments or frozen food containers, leaving plenty of space.
- Do not bring food to be frozen into contact with food already frozen.
If required, restack frozen food in the frozen food containers.
- Important for unrestricted air circulation in appliance:
Push in frozen food containers as far as they will go.

Freezing fresh food

Freeze only fresh and undamaged food.

Food which is boiled, fried or baked is more suitable for freezing than food which is raw.

Before freezing food, make preparations appropriate to the food in order to retain the best possible nutritional value, flavour and colour:

- Vegetables: wash, chop, blanch.
- Fruit: wash, pit and perhaps peel, possibly add sugar or ascorbic acid solution.

Information on how to do this can be found in the relevant literature.

Suitable for freezing

- Baked goods
- Fish and seafood
- Meat
- Poultry and game
- Vegetables, fruit and herbs
- Eggs without shells
- Dairy products, e.g. cheese, butter and quark
- Ready meals and leftovers, e.g. soups, stews, cooked meat and fish, potato dishes, bakes and desserts

Not suitable for freezing

- Types of vegetables which are usually eaten raw, e.g. lettuce or radishes
- Unpeeled or hard boiled eggs
- Grapes
- Whole apples, pears and peaches
- Yoghurt, soured milk, sour cream, creme fraiche and mayonnaise

Packing frozen food

The correct type of packaging and material selection are decisive factors in the retention of the product quality, and prevent the development of freezer burn.

1. Place food in packaging.
2. Squeeze out the air.
3. Pack food airtight to prevent it from losing flavour and drying out.
4. Label packaging with contents and date of freezing.

Suitable packaging:

- Plastic film
- Tubular film made of polyethylene (PE)
- Aluminium foil
- Freezer containers

Suitable sealing materials:

- Rubber bands
- Plastic clips
- Cold-resistant adhesive tape

Unsuitable packaging:

- Wrapping paper
- Greaseproof paper
- Cellophane
- Rubbish bags and used shopping bags

Shelf life of frozen food at -18°C

Fish, sausage, ready meals, baked goods:	Up to 6 months
Meat, poultry:	Up to 8 months
Fruit, vegetables:	Up to 12 months

Defrosting frozen food

The defrosting method must be adjusted to the food and application in order to retain the best possible product quality.

Defrosting methods:

- In the refrigerator compartment (especially suitable for animal-based foods such as fish, meat, cheese, quark)
- At room temperature (bread)
- In the microwave (food for immediate consumption or immediate preparation)
- In the oven/cooker (food for immediate consumption or immediate preparation)

Caution!

Do not refreeze food after it has been defrosted or started to defrost. You can only refreeze the food after it has been used for a ready-to-eat meal (boiled or fried). The frozen food can no longer be stored for the maximum duration.



Defrosting

Freezer compartment

The fully automatic NoFrost system ensures that the freezer compartment remains free of ice. Defrosting is no longer required.



Cleaning

Caution!

Avoid damaging the appliance and the fittings.

- Do not use abrasive, chloride or acidic cleaning agents or solvents.
- Do not use scouring or abrasive sponges. Metallic surfaces may corrode.
- Never clean shelves or containers in the dishwasher. These parts may become deformed.

Cleaning the display

The change in temperature and humidity can cause the controls to steam up.

Switch the clean lock on before cleaning.

Use a clean microfibre cloth for cleaning.

Cleaning the appliance interior

Proceed as follows:

1. Pull out the mains plug or switch off the fuse.
2. Take out the food and store in a cool location. Place ice pack (if available) on the food.
3. Clean the appliance with a soft cloth, lukewarm water and a little pH-neutral washing-up liquid.

Caution!

The rinsing water must not run into the light or through the drainage hole into the evaporation area.

4. Wipe the door seal with clean water and dry thoroughly with a cloth.
5. Reconnect appliance, switch on and put in food.

Cleaning the equipment

To clean, take the variable parts out of the appliance.

→ "Features" on page 11

Care instructions for stainless steel surfaces

When taking care of and cleaning stainless steel surfaces, use only cleaning agents that are suitable for stainless steel and a stainless steel cleaning cloth.

You can purchase a suitable stainless steel cleaning cloth from Customer Service.

To prevent visible scratches, clean the stainless steel surface in the direction of the grain.



Noises

Normal noises

Droning: A motor is running, e.g. refrigerating unit, fan.

Bubbling, buzzing or gurgling: Refrigerant is flowing through the tubes.

Clicking: The motor, switches or solenoid valves are switching on and off.

Cracking: Automatic defrosting is running.

Preventing noises

Appliance is not level: Align appliance using a spirit level. If required, place a little packing underneath.

Containers, shelves or storage compartments wobble or stick: Check the removable fittings and re-insert if required.



Lighting

Your appliance features a maintenance-free LED light.

Only Customer Service or authorised technicians may repair the light.

What to do in the event of a fault

Before you call Customer Service, use this table to check whether you can rectify the fault yourself.

Appliance

Temperature differs greatly from the set value.	
	<p>Switch off appliance for 5 minutes. → "Switching off and disconnecting the appliance" on page 14</p> <p>If the temperature is too warm, check temperature again after a couple of hours.</p> <p>If the temperature is too cold, check temperature again on the following day.</p>
Displays do not illuminate.	
The mains plug has not been inserted properly.	Connect mains plug.
The fuse has been tripped.	Check the fuses.
The power has failed.	Check whether the power is on.
The refrigeration unit is switching on more frequently and for longer.	
The appliance has been opened frequently.	Do not open the appliance unnecessarily.
The ventilation openings are covered up.	Remove obstructions.
Large quantities of fresh food have been put in.	Switch on super cooling promptly in advance.
Appliance is not cooling, display and lighting are lit.	
Demo mode is switched on.	Switch Demo mode off.

Ice maker

The ice maker is not functioning.	
Ice cube production is switched off.	Switch on ice cube production.
Freezer compartment is too warm.	Set the temperature lower. → <i>"Operating the appliance" on page 14</i>
Ice cube container is not properly inserted.	Insert ice cube container fully.
The ice maker is without power.	Call Customer Service. → <i>"Customer Service" on page 23</i>
No water supply.	Check water connection and contact technician if necessary.
Low water pressure.	Only connect appliance to pipes with sufficient water pressure.
Kink in water hose.	Turn off water supply, straighten out kink. Replace water hose if necessary.
Too few or deformed ice cubes, water pressure lower than usual.	
After switching on or removing many ice cubes, there will be too few in the ice cube container.	It takes around 24 hours for an empty ice cube container to fill up.
Ice cube production stops even though the ice cube container is not yet full.	Do not store the ice shovel on the ice in the ice cube container. Otherwise, the sensor will not detect the actual fill level of the container.
Low water pressure.	Only connect appliance to pipes with sufficient water pressure.
The water filter is blocked or needs to be replaced.	Change water filter.
Freezer compartment is too warm.	Set the temperature lower. → <i>"Operating the appliance" on page 14</i>
Water is leaking out of the appliance.	
Water connection is not watertight.	Check that the connections are fastened firmly and the water hose is undamaged. If the water hose is damaged, contact Customer Service and have it replaced. Replacement must be performed by Customer Service or a similarly qualified person. Use original parts supplied by the manufacturer only.

Customer Service

If you are unable to rectify the fault, please contact our Customer Service. We will always find a suitable solution to avoid unnecessary visits by technicians.

The contact information for your nearest Customer Service office can be found here or on the enclosed Customer Service list.


When calling, please state the product number (E-Nr.) and the production number (FD), which can be found on the rating plate.

→ "Getting to know your appliance" on page 9

You can trust in the manufacturer's expertise. You can therefore be sure that the repair is carried out by trained service technicians who carry original spare parts for your home appliances.

Appliance self-test

Your appliance features a self-test programme; this displays the fault which your Customer Service team can rectify.

1. Press the  button to open the settings.
2. Tap on the **Self-test and reset** menu.
3. Tap the **Self-test** menu option.
The information text for the self-test will appear.
4. Tap **Start**.
The self-test programme will start.
5. If faults are present, they will be displayed.
In this case, follow the instructions on the display.
6. The appliance restarts.

When the self-test has ended, the appliance switches over to normal operation.

Obtaining advice and ordering repairs if a fault occurs

Contact information for all countries can be found on the enclosed Customer Service list.

GB	0344 892 8999	Calls charged at local or mobile rate.
IE	01450 2655	€0.03 per minute at peak. Off peak: €0.0088 per minute.
US	866 447 4363	Toll-free

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