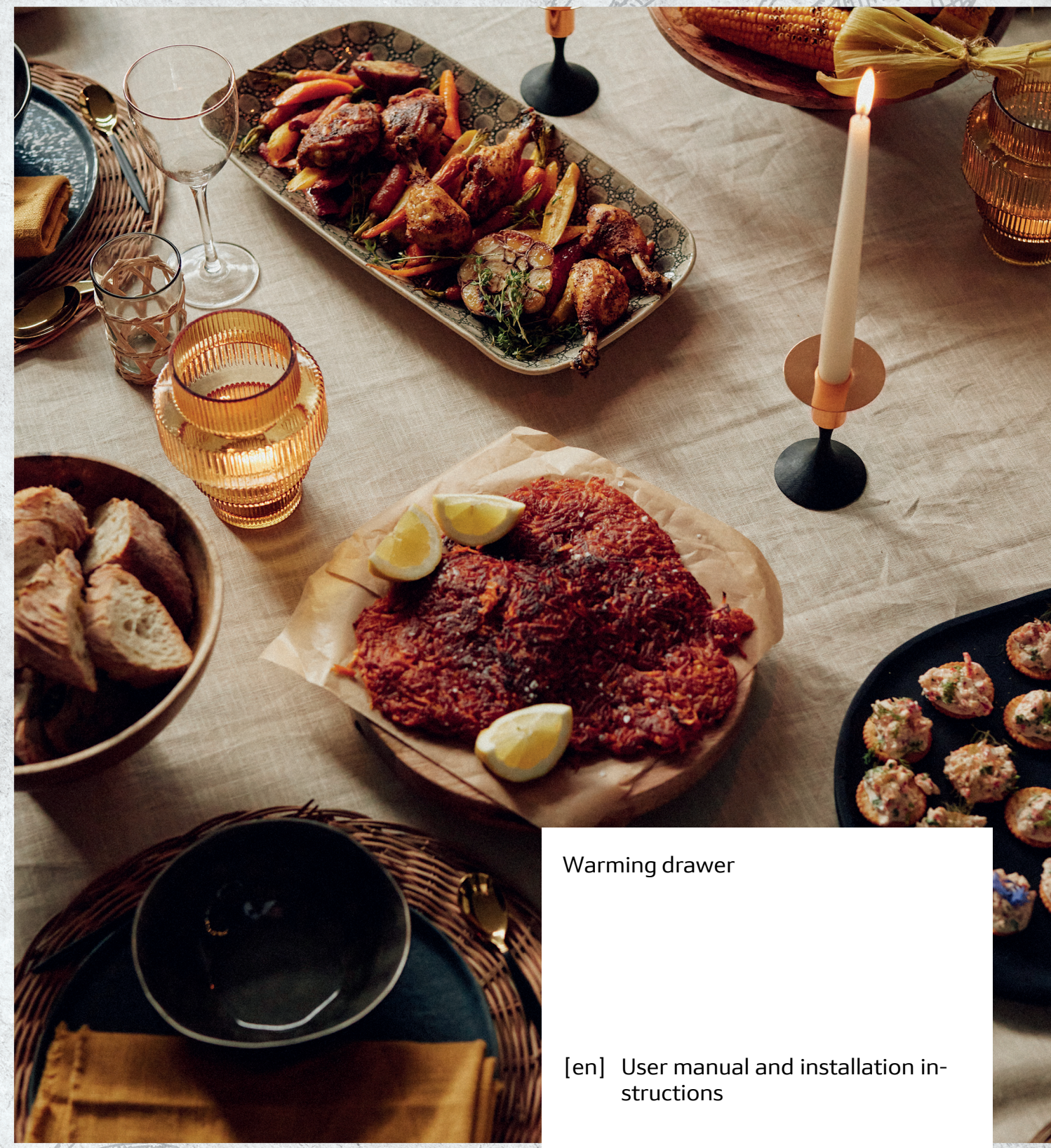
NEFF
cook. create. inspire.



Warming drawer

[en] User manual and installation instructions

N24HA11N1 N34HA11N1
N29HA11M0 N24HA11N1B
N24HA11G1B N34HA11G1B
N34HA11N1B

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.

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:
- To keep food warm and to warm cookware.
- To prepare meals and drinks.
- in private households and in enclosed spaces in a domestic environment.
- Up to an altitude of 4000 m above sea level.

Do not use the appliance:
- On boats or in vehicles.

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.
Children must not perform cleaning or user maintenance unless they are at least 15 years old and are being supervised.
Keep children under the age of 8 years away from the appliance and power cable.

1.5 Safe use

⚠ WARNING – Risk of fire!
The inside of the appliance gets very hot and may cause flammable materials to ignite.
- ▸ Never place flammable objects or plastic containers in the appliance.

⚠ WARNING – Risk of burns!
The accessories and cookware become very hot during operation.
- ▸ Always use oven gloves when removing hot accessories or cookware from the appliance.

The inside of the appliance becomes very hot during operation.
- ▸ Never touch the inside of the appliance while it is hot.
- ▸ Keep children away from the appliance.

The rear of the front panel becomes very hot during operation.
- ▸ To open the appliance, only touch the front panel on the side or the underside.

The appliance becomes hot during operation.
- ▸ Allow the appliance to cool down before cleaning.

⚠ 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 or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or special appliance power cable, which is available from the manufacturer or its Customer Service.
- ▸ If the power cord of this appliance is damaged, it must be replaced by trained specialist staff.

If the insulation of the power cord is damaged, this is dangerous.
- ▸ Never let the power cord come into contact with hot appliance parts or heat sources.
- ▸ Never let the power cord come into contact with sharp points or edges.
- ▸ Never kink, crush or modify the power cord.

An ingress of moisture can cause an electric shock.
- ▸ Do not use steam- or high-pressure cleaners to clean the appliance.

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 15*

⚠ 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.

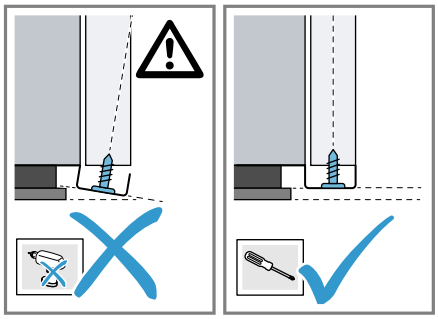
Children may breathe in or swallow small parts, causing them to suffocate.
- ▸ Keep small parts away from children.
- ▸ Do not let children play with small parts.

2 Preventing material damage

ATTENTION
Excessive weight may damage the appliance.
- ▸ The appliance has a maximum load capacity of 25 kg.

Moisture may damage the appliance.
- ▸ Do not use the appliance to store food and drinks. The humidity of the food may cause corrosion damage.

Tightening the screws too tight causes the side panel to become misshapen. The appliance will then no longer be flush with the other appliances.



- ▸ Do not use excessive force when tightening.

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.

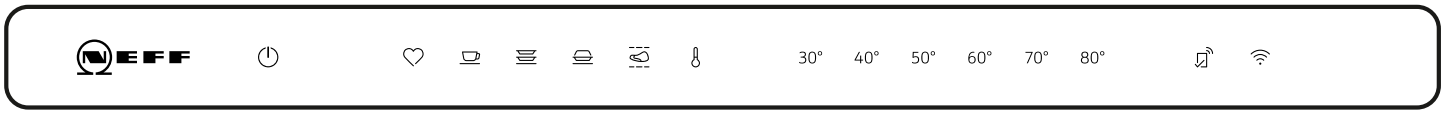
3.2 Saving energy

If you follow these instructions, your appliance will use less power.
To preheat cookware efficiently, distribute the cookware evenly throughout the appliance.
It is more energy-efficient to prepare food, e.g. low-temperature cooking, in the warming drawer rather than in the oven.

4 Familiarising yourself with your appliance

4.1 Control panel

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



Touch fields

Touch fields are touch-sensitive surfaces. To select a function, press the relevant field.

Touch field	Function
⏻	Switch the appliance on or off
♡	Adding favourites [1]
	Preheating cups
	Preheating cookware
	Keeping food warm
	Low-temperature cooking
	Setting the temperature
30° - 80°	Selecting a temperature [2]
	Starting Home Connect pairing

Notes

- If you touch the touch field, the appliance performs the corresponding function.
- Touch fields that cannot currently be selected do not light up.
- The settings that are currently selected light up in colour.
- Always keep the controls dry. Moisture reduces its effectiveness.

Displays

The displays on the control panel show the operating status of the appliance.

Display	Function
lights up white	Home Connect is available.
flashes white	Appliance connects to Home Connect.
lights up in colour	Appliance is connected to Home Connect.
flashes in colour	Connection to Home Connect is faulty.

The operation indicator is located on the appliance's front panel.

Operation indicator	Function
Off	Appliance OFF
Lights up	Appliance ON
Flashes	Heating-up display
Flashes quickly	Fault

[1] Only available if the appliance is connected to Home Connect.
[2] Depending on the selected operating mode.

Default temperature and temperature range

The appliance displays the possible temperature range depending on the operating mode selected. The selected operating mode and the corresponding default temperature light up in colour.
When the appliance is switched on, the operating mode and temperature that were last set light up in colour.

Operating mode	Default temperature in °C	Adjustable temperature range in °C
Preheat cups	50	40 - 60
Preheat cookware	60	50 - 70
Keep food warm	70	60 - 80
Low-temperature cooking	80	70 - 80
Temperature range	50	30 - 80

4.2 Keeping warm over an extended period

Your appliance maintains the temperature of your food between 30 and 80 °C over a longer period of time.
You can keep food warm for up to 74 hours without having to switch the appliance on or off. Bear in mind that food which spoils easily should not be left in the appliance for too long.
If you open the appliance during this period, the appliance continues to heat up and the fan runs.

4.3 Safety shut-off

For your safety, the appliance has a safety shut-off function. Any kind of heating will be switched off after 24 hours if the appliance controls are not used during this time. All displays are off. When the appliance switches off, an audible signal sounds. The appliance will also remain off after a power failure.
If the "Keep warm" function is set over an extended period, the safety shut-off is deactivated.

5 Before using for the first time

Prepare the appliance for use.

5.1 Cleaning and heating up the appliance before using it for the first time

Note: When the appliance is switched on for the first time, it takes approx. 60 seconds until the appliance is ready to use. A signal tone sounds. The touch fields light up in ascending order from left to right.

Requirement: There are no objects in the appliance.

1. Press on the appliance's front panel.
✔ The appliance opens and can be pulled out as far as it will go by the sides or underside of the front panel.
2. Clean the appliance with a damp cloth and a neutral cleaning agent, such as washing-up liquid and water.
3. Press .
✔ A signal tone sounds.
4. Press .
5. Press 80 °C and close the appliance.
✔ The operation indicator flashes while the appliance is preheating.
6. Heat up the appliance at 80 °C for one hour.
Smoke development and odour development are normal.
Ventilate the installation room well.

6 Cookware

Observe the instructions for filling the appliance. The appliance has a maximum load capacity of 25 kg. You can heat a different quantity of cookware depending on the appliance height.

6.1 Cookware for appliances with a height of 29 cm

You can use an appliance with a height of 29 cm to preheat the place settings for 12 people, for example.

Cookware	Dimensions
12 dinner plates	27 cm diameter
12 soup bowls	13 cm diameter
1 bowl	24 cm diameter
1 bowl	21 cm diameter
1 bowl	17 cm diameter
2 meat platters	32x20 cm

6.2 Cookware for appliances with a height of 14 cm

You can use an appliance with a height of 14 cm to preheat the place settings for 6 people, for example.

Tableware	Dimensions
6 dinner plates	27 cm diameter
6 soup bowls	13 cm diameter
1 bowl	20 cm diameter
1 bowl	18 cm diameter
1 bowl	14 cm diameter
1 meat platter	32x20 cm

7 Basic operation

7.1 Opening the appliance

⚠ **WARNING – Risk of burns!**
The rear of the front panel becomes very hot during operation.

- ▸ To open the appliance, only touch the front panel on the side or the underside.

- ▸ Press on the appliance's front panel.
- ✔ The appliance opens and can be pulled out as far as it will go by the sides or underside of the front panel.

7.2 Closing the appliance

- ▸ Slide the appliance in until it engages.

7.3 Switching on the appliance

1. Press ⏻.
- ✔ A signal tone sounds.
2. Select an operating mode.
- ✔ The default temperature lights up in colour.
- ✔ The available temperatures light up.
3. If required, select another temperature.
- ✔ The selected temperature lights up in colour.
4. Close the appliance.
- ✔ The operation indicator flashes while the appliance is preheating.
- ✔ The operation indicator lights up, the appliance heats up and the fan runs.

7.4 Switching off the appliance

- ▸ Press ⏻.
- ✔ A signal tone sounds.

7.5 Set temperature

1. Press 🌡.
- ✔ The default temperature lights up in colour.
- ✔ The temperatures that can be set light up white.
2. Select a temperature.
- ✔ The selected temperature lights up in colour.

7.6 Adjusting the default temperature

1. Select the operating mode.
2. Press and hold the symbol for the required default temperature until the signal tone sounds.
- ✔ The default temperature has changed.

7.7 Setting the "Keep warm" function over an extended period

1. Press ⏻.
- ✔ A signal tone sounds.
2. Press 🌡.
- ✔ The default temperature lights up in colour.
3. Set the desired temperature between 30 °C and 80 °C.
4. Press ⏻ and ☕ at the same time.
- ✔ ☕ lights up in colour. 30° lights up white.
5. Press 30°.
- ✔ 30° lights up in colour.
6. Press and hold ☕ until a signal sounds.
- ✔ ☕ lights up white.
- ✔ 🌡 and the set temperature light up in colour. The brightness of the display is dimmed.
7. Close the appliance.
- ✔ The operation indicator lights up, the appliance heats up and the fan runs.
- ✔ If you open the appliance during this period, the appliance continues to heat up and the fan runs.

7.8 Ending the "Keep warm" function over an extended period

1. Press ⏻.
- ✔ The appliance stops heating.
2. Press ⏻ to switch off the appliance again.
- ✔ A signal tone will sound.

Tip: If you have connected the appliance to Home Connect, you can programme a switch-off timer in the Home Connect app.

8 Pre-heating cookware

Food remains warm for longer in preheated cookware.

8.1 Starting the "Preheat cookware" function

1. Place the cookware in the appliance.
   - ▸ To guarantee that hot air can circulate efficiently, ensure that no tall items of cookware or stacks of plates are blocking the ventilation slots on the rear panel of the appliance.
   - ▸ Distribute the cookware across the entire bottom of the appliance to reduce the preheating time.

   The preheating time depends on the material, thickness, quantity and distribution of the cookware. For place settings for 6 people, the preheating time is approx. 30-40 minutes.
2. Press ♨.
- ✔ The default temperature lights up in colour.
- ✔ The available temperatures light up.
3. If required, select another temperature.
4. Close the appliance.
- ✔ The operation indicator flashes while the appliance is preheating.
- ✔ The operation indicator lights up, the appliance heats up and the fan runs.

8.2 Ending the "Preheat cookware" function

⚠ **WARNING – Risk of burns!**
The accessories and cookware become very hot during operation.
- ▸ Always use oven gloves when removing hot accessories or cookware from the appliance.

1. Open the appliance.
2. Switch off the appliance.
3. Remove the cookware.

9 Preheat cups

Drinks remain warm for longer in preheated cups.

9.1 Starting the "Preheat cups" function

⚠ **WARNING – Risk of burns!**
There is a risk of burns if the temperatures are too high.
- ▸ Always set temperatures below 60 °C for cups.

1. Place the cups in the appliance.
   - ▸ Distribute the cups across the entire bottom of the appliance to reduce the preheating time.

   The preheating time depends on the material, thickness, quantity and distribution of the cups.
2. Press .
- ✔ The default temperature lights up in colour.
- ✔ The available temperatures light up.
3. If required, select another temperature.
4. Close the appliance.
- ✔ The operation indicator flashes while the appliance is preheating.
- ✔ The operation indicator lights up, the appliance heats up and the fan runs.

9.2 Ending the "Preheat cups" function

⚠ **WARNING – Risk of burns!**
The accessories and cookware become very hot during operation.
- ▸ Always use oven gloves when removing hot accessories or cookware from the appliance.

1. Open the appliance.
2. Switch off the appliance.
3. Remove the cups.

10 Keep food warm

You can use the appliance to keep food warm for a certain period of time.
Note the recommended settings.
→ *"Recommended settings for keeping food warm", Page 9*

10.1 Starting the "Keep food warm" function

1. To prevent spillage, do not completely fill the cookware.
2. Cover the food with heat-resistant cling film, aluminium foil or a heat-resistant cover.
3. Place the cookware in the appliance.
4. Press .
- ✔ The default temperature lights up in colour.
- ✔ The available temperatures light up.
5. If required, select another temperature.
6. Close the warming drawer.
- ✔ The operation indicator flashes while the appliance is preheating.
- ✔ The operation indicator lights up, the appliance heats up and the fan runs.

10.2 Ending the "Keep food warm" function

⚠ **WARNING – Risk of burns!**
The accessories and cookware become very hot during operation.
- ▸ Always use oven gloves when removing hot accessories or cookware from the appliance.

1. Open the appliance.
2. Switch off the appliance.
3. Remove the cookware.

11 Making yeast dough or yoghurt

You can use your appliance to make yeast dough or yoghurt.
Note the recommended settings.
→ *"Recommended settings for making yeast dough or yoghurt", Page 9*

11.1 Making yeast dough

1. Make the yeast dough.
2. Put the yeast dough into a suitable container.
3. Place the container in the appliance.
4. Cover the container with a damp tea towel.
5. Heat the appliance in accordance with the corresponding temperature indicator and time.

11.2 Making yoghurt

1. To make thick yoghurt, add skimmed milk powder to the milk before heating it.
   Use one to two tablespoons of skimmed milk powder per litre of milk.

2. Heat pasteurised milk to 90 °C on the hob to prevent a disturbance of the yoghurt cultures.
   For ultra-high temperature (UHT) milk, heating is not required.
   Cold milk extends the incubation time.
3. Allow the milk in the water bath to cool to 40 °C so that the yoghurt cultures are not destroyed.
4. Stir natural yogurt with designated yogurt cultures into the milk.
   Use one to two teaspoons of yoghurt per 100 ml milk.
5. When using yoghurt starter, follow the instructions on the packet.
6. Use yoghurt jars with screw tops.
7. If available, disinfect the washed yoghurt jars in your steam oven at 100 °C and 100% humidity for 20-25 minutes.
8. Pour the yoghurt mixture into the disinfected yoghurt jars.
9. Close the yoghurt jars using a screw lid.
10. Place the yoghurt jars in the appliance.
11. Place the finished yoghurt into the refrigerator.

12 Low-temperature cooking

Low-temperature cooking is the ideal cooking method for cooking all tender pieces of meat which are to be cooked medium rare or "à point". The meat remains very juicy and turns out as soft as butter. Since the times for low-temperature cooking are considerably longer, you have plenty of leeway for menu planning. Meat that is cooked at a low temperature is easy to keep warm.
Note the recommended settings.
→ *"Recommended settings for low-temperature cooking", Page 9*

12.1 Tips for low-temperature cooking

This is where you will find tips for achieving good results when cooking at a low temperature.

- Only use fresh, good-quality meat. Carefully remove sinews and fat from around the edge. Fat develops a strong, distinct taste during low-temperature cooking.
- Even larger pieces of meat do not need to be turned.
- You can cut the meat immediately after low-temperature cooking. No standing time is required.
- Due to the special cooking method, the meat always looks pink on the inside. This does not mean, however, that the meat is raw or not well done enough.
- Meat that is cooked at a low temperature is not as hot as conventionally roasted meat. Ensure that the sauces are very hot when you serve them. Place the plates in the appliance in the last 20-30 minutes.
- If you want to keep meat that is cooked at a low temperature warm, select 60 °C. Small pieces of meat can be kept warm for up to 45 minutes and large pieces for up to 2 hours.

12.2 Starting the "Low-temperature cooking" function

1. Only use suitable cookware made from glass, porcelain or ceramic with a lid, e.g. a glass roasting dish.
2. If no lid is available for the cookware, use heat-resistant cling film to cover the cookware.
3. Place the cookware on the bottom of the appliance.
4. Press ≣ to preheat the cookware.
5. Close the appliance.

✔ The operation indicator flashes while the appliance is preheating.
✔ The operation indicator lights up, the appliance heats up and the fan runs.

6. Rapidly heat a little fat in a pan.
7. Sear the meat.
8. Place food into the preheated cookware.
9. Put the lid on the cookware or cover it using heat-resistant cling film.
10. Place the cookware with the meat in the appliance.
11. Press ⌯.

✔ The default temperature lights up in colour.
✔ The available temperatures light up.

12. If required, select another temperature.
13. Close the appliance.

✔ The operation indicator flashes while the appliance is preheating.
✔ The operation indicator lights up, the appliance heats up and the fan runs.

12.3 Ending the "Low-temperature cooking" function

⚠ **WARNING – Risk of burns!**
The accessories and cookware become very hot during operation.
▸ Always use oven gloves when removing hot accessories or cookware from the appliance.

1. Open the appliance.
2. Switch off the appliance.
3. Remove the cookware.

13 Additional applications

Your appliance offers additional useful applications.

Note the recommended settings.
→ *"Recommended settings for other applications", Page 10*

14 Defrosting

You can use your appliance to defrost frozen food gently and more evenly than in the microwave.
Note the recommended settings.
→ *"Recommended settings for defrosting", Page 11*

14.1 Defrosting food

⚠ **WARNING – Risk of harm to health!**
When defrosting food from animal sources, the transmission of germs is possible.
- ▸ When defrosting food from animal sources, you must remove the liquid that escapes during defrosting.
- ▸ Ensure that the liquid that escapes during defrosting never comes into contact with other foods.

1. Remove the food from the packaging before defrosting.
2. Only defrost the amount of food that you require immediately.
3. Turn the meat or fish after half of the defrosting time has elapsed.
4. Break up frozen clumps of food comprising many pieces, e.g. berries and pieces of meat.

Notes
- The defrosting time depends on the size, weight and shape of the frozen food. To reduce the defrosting time, freeze food flat or in individual portions.
- In some cases, defrosted food may no longer be kept for as long and it may spoil more quickly than fresh food. Prepare defrosted food immediately and cook it thoroughly.
- Fish does not need to be fully defrosted. It is sufficient to defrost fish until the surface is soft enough for seasoning/spices to stick.

15 How it works

15.1 Recommended settings for keeping food warm

Observe the following recommended settings when keeping food warm. To prevent the food from drying out, observe the maximum duration in the overview.

Food	Preheating cookware	Temperature in °C	Duration in minutes	Information
Boiled eggs, scrambled eggs	Yes	50	Maximum 60	Cover the food
Toasting bread, rolls	Yes	60	Maximum 60	
Delicate foods, e.g. cooked meat	No	60	Maximum 60	Carve the meat just before serving; cover the food
Food	Yes	80	Maximum 60	Cover the food
Beverages	Yes	70	Maximum 60	Cover beverages

15.2 Recommended settings for making yeast dough or yoghurt

Observe these recommended settings.

Food	Temperature in °C	Duration in minutes	Information
Yeast dough	40	45-60	Bowl, dish or baking tray; cover the yeast dough
Yoghurt	40	420	Close the yoghurt jars with the lids

15.3 Recommended settings for low-temperature cooking

The following settings have been specially tested for your appliance.
All tender joints of beef, pork, veal, lamb, pork, game and poultry are suitable for low-temperature cooking. The searing and cooking times depend on the size of the piece of meat. The searing times apply to food placed into the hot oil.

Small pieces of meat

Food	Searing time on the hotplate	Continued cooking time in the warming drawer	Temperature in °C
Cubes or strips	On all sides for 1-2 minutes	20-30 minutes	80

Food	Searing time on the hotplate	Continued cooking time in the warming drawer	Temperature in °C
Small escalopes, steaks or medallions, approx. 1-2 cm thick	1-2 minutes per side	35-50 minutes	80

Medium-sized pieces of meat

Food	Searing time on the hotplate	Continued cooking time in the warming drawer	Temperature in °C
Fillet, 400-800 g	On all sides for 4-5 minutes	75-120 minutes	80
Saddle of lamb, approx. 450 g	2-3 minutes per side	50-60 minutes	80
Lean joints of meat, 800-1000 g	On all sides for 6-8 minutes	120-180 minutes	80

Large pieces of meat

Food	Searing time	Continued cooking time in the warming drawer	Temperature in °C
Fillet, from 800-2000 g	On all sides for 6-8 minutes	120-210 minutes	80
Sirloin, 1-2 kg	On all sides for 8-10 minutes	180-210 minutes	80

Other food

Food	Searing time	Continued cooking time in the warming drawer	Temperature in °C	Information
Ragout	On all sides for 6-8 minutes	15 hours	80 80	In the roasting dish with lid
Confit meat		20 hours	80	In the roasting dish with lid, e.g. confît de canard (speciality from South-West France)

15.4 Recommended settings for other applications

Observe the following recommended settings.

Warming

Food	Temperature in °C	Duration in minutes	Information
Egg and flour-based foods, e.g. crêpes, pancakes, wraps, tacos	80	10-60	Cover the food
Cakes, e.g. cakes with crumble topping, muffins	80	30-45	Cover the food

Melting

Food	Temperature in °C	Duration in minutes	Information
Dissolving gelatine	80	10-15	Before melting the gelatine leaves, soak them in water and wring them out
Cooking chocolate, couverture chocolate	60	30-45	Break the chocolate into pieces
Butter	80	30-45	Cut the butter into cubes

Drying

Food	Temperature in °C	Duration in minutes	Information
Fresh herbs	60	90	
Meringues	80	150-180	3-4 cm diameter
Apple rings	70	420-480	Cut the apples into fine slices or rings

Flavouring oil

Food	Temperature in °C	Duration in minutes	Information
Flavoured oil	80	90-120	E.g. olive oil with lemon, rosemary, chilli

Heating cotton cloths

Table linen	Temperature in °C	Duration in minutes	Information
Hot cotton cloths	80	60	Moisten and roll up the cotton cloths before heating. Add the cotton cloths to a plate or cooking container. Place the plate or the cooking container in the warming drawer.

15.5 Recommended settings for defrosting

Take note of the following recommended settings for defrosting food.

Food	Temperature in °C	Duration in minutes
Delicate frozen food, e.g. butter, cheese, berries	40	45-60
Bread, bread rolls, baguettes, cake	60	15-30
Meat, fish	60	30-60

16 Home Connect

This appliance is network-capable. Connecting your appliance to a mobile device lets you control its functions via the Home Connect app, adjust its basic settings and monitor its operating status.
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*.
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 2*
- 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.
- In networked standby mode, the appliance requires a maximum of 2 W.

16.1 Setting up Home Connect

Requirements

- The appliance is connected to the power supply and is switched on.
- You have a mobile device with a current version of the iOS or Android operating system, e.g. a smartphone.
- The appliance is receiving signals from the WLAN home network (Wi-Fi) at its installation location.
- The mobile device and the appliance are within range of your home network's Wi-Fi signal.

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.

16.2 Resetting the Wi-Fi settings and switching off the Wi-Fi

1. Press and hold ᯤ until a signal tone sounds.
✔ ᯤ flashes white once.
✔ The Wi-Fi is reset. The appliance searches for a connection to another mobile device.
2. Press and hold ᯤ until a signal tone sounds.
✔ ᯤ lights up for approx. 2 seconds.
✔ The Wi-Fi is switched off.

16.3 Software update

Your appliance's software can be updated using the software update function, e.g. for the purposes of optimisation, troubleshooting or security updates.
To do this, you must be a registered Home Connect user, have installed the app on your mobile device and be connected to the Home Connect server.
As soon as a software update is available, you will be informed via the Home Connect app and will be able to start the software update via the app. Once the update has been successfully downloaded, you can start installing it via the Home Connect app if you are in your home network (Wi-Fi). The Home Connect app informs you once installation is successful.
You can find the current software version in the Home Connect app under the appliance information for the appliance.

Notes
- The software update consists of two steps.
  - The first step is downloading.
  - The second step is installation on your appliance.
- You can continue to use your appliance during downloading. Depending on your personal settings in the app, software updates can also be set to download automatically.
- Installation takes a few minutes. You cannot use your appliance during installation.
- We recommend you install security updates as soon as possible.

16.4 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*.

16.5 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.

17 Cleaning and servicing

17.1 Cleaning products

You can obtain suitable cleaning products from after-sales service or the online shop.

ATTENTION
Unsuitable cleaning products may damage the surfaces of the appliance.
- ▸ Do not use harsh or abrasive detergents.
- ▸ Do not use cleaning products with a high alcohol content.
- ▸ Do not use hard scouring pads or cleaning sponges.
- ▸ Only use glass cleaners, glass scrapers or stainless steel care products if recommended in the cleaning instructions for the relevant part.
- ▸ Wash sponge cloths thoroughly before use.

17.2 Cleaning the appliance

⚠ **WARNING – Risk of electric shock!**
An ingress of moisture can cause an electric shock.
- ▸ Do not use steam- or high-pressure cleaners to clean the appliance.
- ▸ Do not use the appliance with damp hands.

⚠ **WARNING – Risk of burns!**
The appliance becomes hot during operation.
- ▸ Allow the appliance to cool down before cleaning.

Requirement: The appliance is switched off.

1. Clean the appliance with a damp cloth and a neutral cleaning agent, such as washing-up liquid and water.
2. Dry with a soft cloth.

17.3 Cleaning the stainless steel surfaces

1. Always remove limescale, grease, starch or albumin stains immediately.
   Corrosion may form under such stains.
2. Clean with water and some washing-up liquid.
3. Dry with a soft cloth.

17.4 Cleaning the glass front

- Clean the glass front using a glass cleaning product and a soft cloth.
  - Do not use any abrasive sponges that may scratch or any glass scrapers.

17.5 Cleaning the glass plate

1. Clean the glass plate using a glass cleaning product and a soft cloth.
   - Do not use any abrasive sponges that may scratch or any glass scrapers.
2. Dry with a soft cloth.

17.6 Cleaning the control panel

1. Clean the control panel with a damp cloth and neutral cleaning agent, such as washing-up liquid and water.
   - Do not use any abrasive sponges that may scratch or any glass scrapers.
2. Dry with a soft cloth.

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.

Tip: Permanently connect your appliance to the Home Connect app to automatically receive software updates. This allows errors to be eliminated, performance to be improved and new functions to be made available.

⚠ **WARNING – Risk of injury!**
Improper repairs are dangerous.
- Repairs to the appliance should only be carried out by trained specialist staff.
- If the appliance is defective, call Customer Service.
  → *"Customer Service", Page 15*

⚠ **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 or the appliance power cable of this appliance is damaged, it must be replaced with a special power cord or special appliance power cable, which is available from the manufacturer or its Customer Service.
- If the power cord of this appliance is damaged, it must be replaced by trained specialist staff.

18.1 Fault indicator

In the event of a fault, the operation indicator flashes quickly. A signal tone sounds. When you open the appliance, symbols light up on the control panel, depending on the cause.

Touch any touch field to switch off the signal tone. If you then touch ⏻, the display goes out.

18.2 Malfunctions

Fault	Cause and troubleshooting
The appliance is not working.	The circuit breaker in the fuse box has tripped. - Check the circuit breaker in the fuse box.
	There has been a power cut. - Check whether the lighting in your room or other appliances are working. **1.** Open the appliance. Following a power cut, the touch fields light up in ascending order from left to right. The display goes out after approx. 30 seconds and the appliance is ready for operation. **2.** Start the required operating mode.
The appliance is switched on. The operation indicator does not light up.	The operation indicator is defective. - Call Customer Service →*Page 15*.

Fault	Cause and troubleshooting
The operation indicator flashes.	The appliance heats up. ▸ Wait until the appliance has finished heating up.
The cookware or food is not heating up.	There has been a power cut. ▸ Check whether the lighting in your room or other appliances are working.
	The appliance is switched off. ▸ Switch the appliance on.
	The appliance is not completely closed. ▸ Close the appliance.
	The cookware covers the ventilation system slots and the appliance switches on the overheating protection. **1.** Wait until the appliance has cooled down. **2.** Ensure that the ventilation slots on the rear panel of the appliance are not covered. **3.** Use the main switch to switch the appliance off and back on again. **4.** Select the required operating mode and temperature. ▸ If the problem persists, contact customer service. → *"Customer Service", Page 15*
The cookware or food does not get warm enough.	There has been a power cut. ▸ Check whether the lighting in your room or other appliances are working.
	The cookware or food has not been heated for long enough. ▸ Heat the cookware or the food for a longer period of time.
	The appliance is not completely closed. ▸ Close the appliance.
The appliance switches off. ⏻ and ≣ light up.	The appliance has overheated. **1.** Wait until the appliance has cooled down. **2.** Ensure that the ventilation slots on the rear panel of the appliance are not covered. **3.** Check whether an oven integrated above is in pyrolytic self-cleaning mode.
The appliance switches off. A signal tone sounds. ⏻ and ☕ flash quickly.	Electronics fault **1.** Disconnect the appliance from the mains. **2.** Wait approx. 30 seconds. **3.** Switch the appliance back on. ▸ If the problem persists, contact customer service. → *"Customer Service", Page 15*
The appliance switches off. A signal tone sounds. ⏻ and ≣ flash quickly.	Electronics fault **1.** Disconnect the appliance from the mains. **2.** Wait approx. 30 seconds. **3.** Switch the appliance back on. ▸ If the problem persists, contact customer service. → *"Customer Service", Page 15*
The appliance switches off. All displays are off.	The safety shut-off has switched the appliance off. ▸ Switch the appliance back on.
The indicators light up. The appliance is not heating up.	Demo mode is activated. ▸ Deactivate demo mode. →*Page 14*
Home Connect display flashes in colour.	Network fault **1.** Check the connection to the home network, e.g. with a mobile phone near the appliance. **2.** Restart the router. ▸ If the problem persists, contact customer service. → *"Customer Service", Page 15*
The front panel is not aligned.	The front panel was not aligned during installation. ▸ Adjust the front panel. →*Page 21*

18.3 Demo mode

If demo mode is activated, the indicators light up but the appliance does not heat up.

Deactivating demo mode

1. Disconnect the appliance from the mains briefly.
   ▸ Unplug the appliance from the mains or switch off the household fuse or circuit breaker in the fuse box.

2. Deactivate demo mode within the next 3 minutes.
   - Press and hold ⏻ and ⏏ at the same time until ⏏ and 30° light up in colour.
   - Press 30° until 30° lights up white.
3. To save the settings, press and hold ⏏ until all indicators go out.

19 Disposal

19.1 Disposing of old appliance

Valuable raw materials can be reused by recycling.

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 the use of Customer Service is free of charge.

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. You can find the information required as per Regulation (EU) 2023/826 online at *www.neff-home.com* on the product and service pages for your appliance, in the area of user manuals and additional documents.

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.
You can see the rating plate with these numbers when you open the drawer.
Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

21 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 ossrequest@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 ossrequest@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.

[1] Depending on the appliance specifications

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.neff-home.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. [1]
A detailed Declaration of Conformity can be found online at *www.neff-home.com/uk* among the additional documents on the product page for your appliance. [1]

UK CA

5-GHz band (5150–5350 MHz + 5470–5725 MHz): max. 150 mW

	BE	BG	CZ	DK	DE	EE	IE	EL	ES
	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.neff-home.com/uk/ 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.

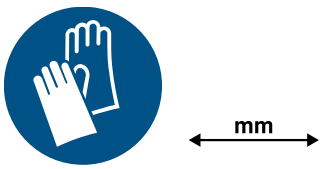
The manufacturer, BSH Hausgeräte GmbH deems that it has complied with

- 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.

23 Installation instructions

Observe this information when installing the appliance.

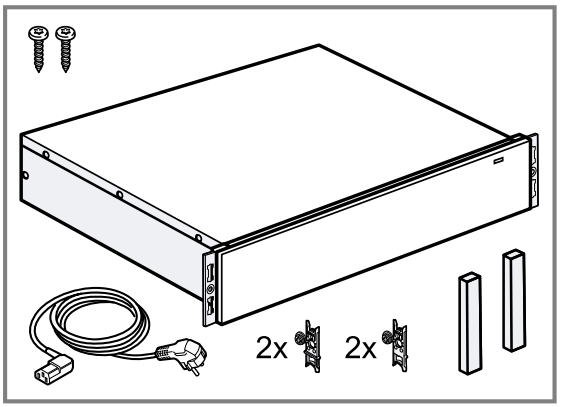


23.1 Included with the appliance

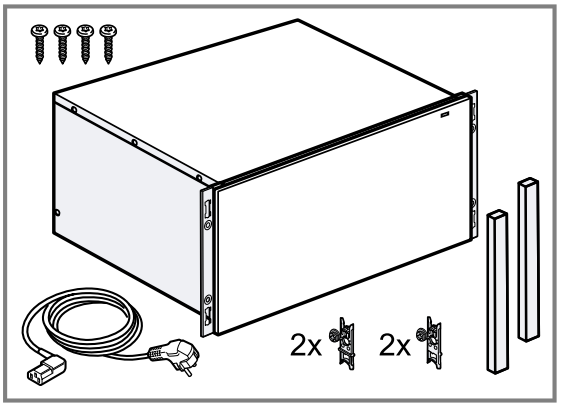
After unpacking all parts, check for any transport damage and for completeness of delivery.

[1] Only applies to Great Britain

14 cm

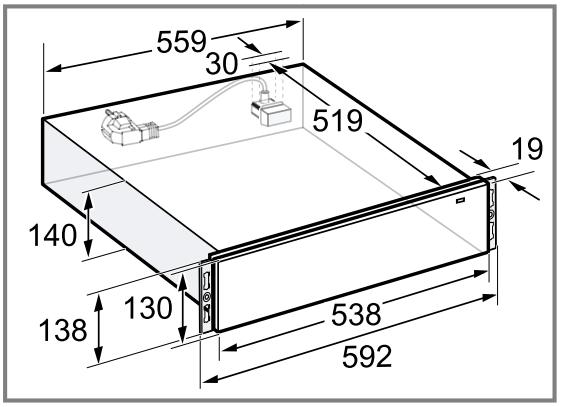


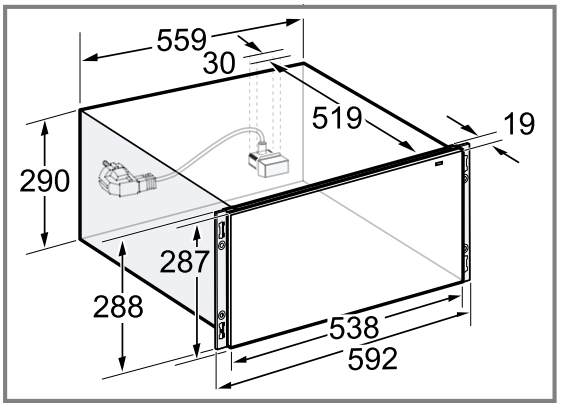
29 cm



23.2 Appliance dimensions

You will find the dimensions of the appliance here

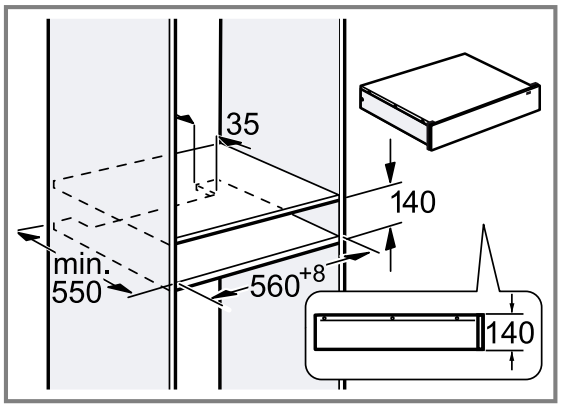


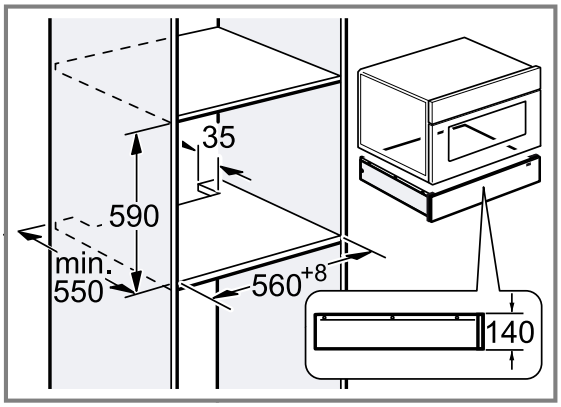


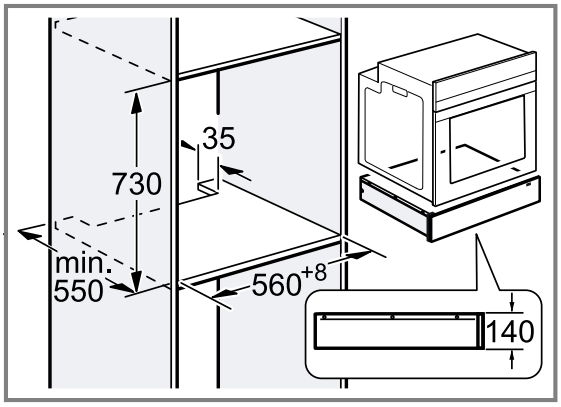
23.3 Installation in the cabinet

You will find the dimensions of the appliance here

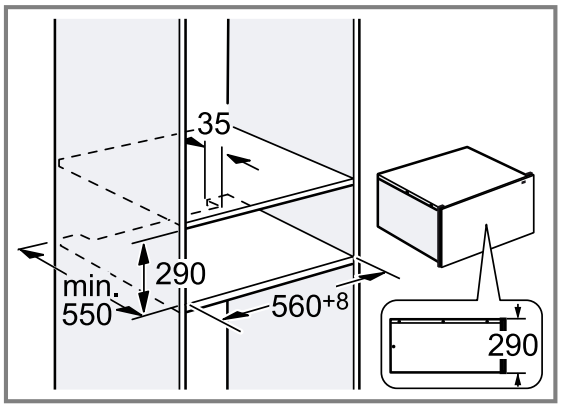
14 cm

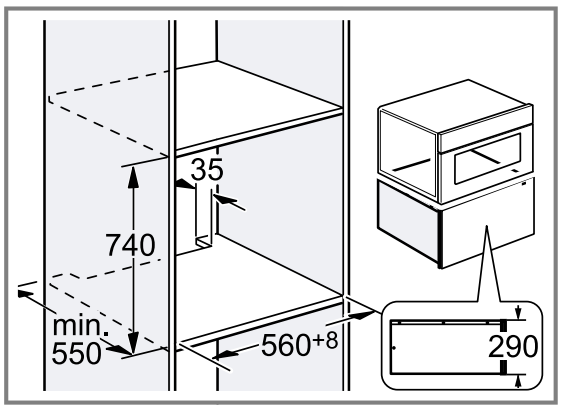


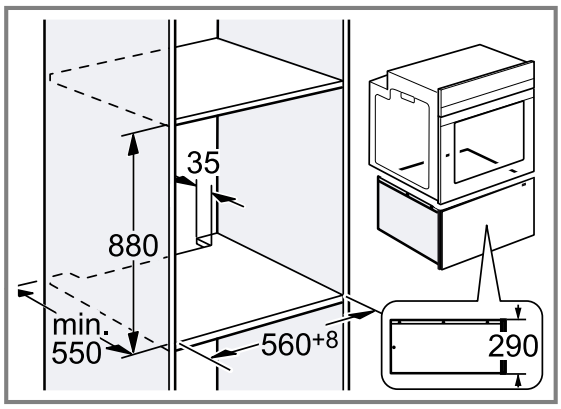




29 cm







23.4 Instructions for the electrical connection

In order to safely connect the appliance to the electrical system, follow these instructions.

⚠ **WARNING – Risk of electric shock!**
It must always be possible to disconnect the appliance from the electricity supply. The appliance must only be connected to a protective contact socket that has been correctly installed.

- The mains plug for the mains power cable must be easily accessible after the appliance is installed.
- If this is not possible, an all-pole isolating switch must be integrated into the permanent electrical installation according to the conditions of overvoltage category III and according to the installation regulations.
- The permanent electrical installation must only be wired by a professional electrician. We recommend installing a residual-current circuit breaker (RCCB) in the appliance's power supply circuit.

The appliance must only be connected using the power cable provided. Connect the power cable to the back of the appliance.
Connecting cables with various plug types are available from customer service.
Do not use multi-socket adaptors, power strips or extension leads. Overloading causes a risk of fire.

⚠ 23.5 Safe installation

Follow these safety instructions when installing 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.

⚠ **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.

⚠ **WARNING – Risk of electric shock!**
If the insulation of the power cord is damaged, this is dangerous.

- Never let the power cord come into contact with hot appliance parts or heat sources.
- Never let the power cord come into contact with sharp points or edges.
- Never kink, crush or modify the power cord.

⚠ **WARNING – Risk of injury!**
The drawer may open suddenly during transport.

- Transport the appliance in such a way that the drawer does not accidentally open.

Sharp-edged parts may be accessible during installation.

- Wear protective gloves.

ATTENTION
When the door is opened, the appliance may tip over.

- Above the appliance, provide a fixed intermediate floor in the fitted unit.
- When combined with an oven, provide a fixed intermediate floor above the oven.

⚠ **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 installing the appliance, check that the power cable is not trapped or damaged.

23.6 Installation

Fitted units

This is where you can find information about safe installation.

ATTENTION
Covering the ventilation slots and air intake openings causes the appliance to overheat.
- ▸ Do not cover ventilation slots and air intake openings.

If the appliance is installed behind a decorative panel, this may cause it to overheat.
- ▸ Do not install the appliance behind a decorative panel.

When the door is opened, the appliance may tip over.
- ▸ Above the appliance, provide a fixed intermediate floor in the fitted unit.
- ▸ When combined with an oven, provide a fixed intermediate floor above the oven.

The built-in unit must not have a rear panel behind the appliance.

Combining with other appliances

You can combine the warming drawer with a maximum of one more appliance from the same appliance series. No intermediate floor is required between the appliances.
When installing appliances under an oven, combi-steam oven or steam oven, no tilt protection is required.
When installing under the fully automatic coffee machine, install the tilt protection for the fully automatic coffee machine.

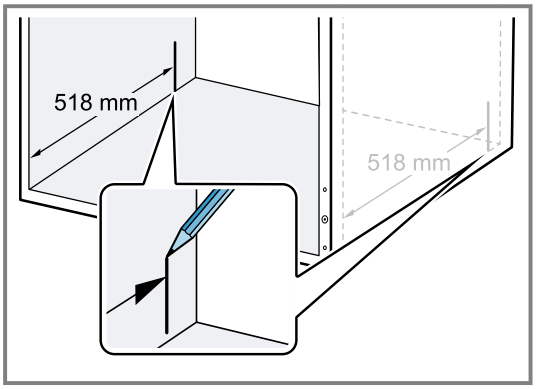
For the following combinations, install tilt protection on the warming drawer:
- Warming drawer separately, including when installing below an intermediate floor
- Warming drawer underneath a microwave
- Warming drawer underneath a hob
- Warming drawer with warming drawer, at least on the upper appliance
- Warming drawer with accessories drawer, at least on the upper appliance
- Warming drawer with vacuuming drawer, at least on the upper appliance

Always install the vacuuming drawer below the culinary warming drawer.
Suitable tilt protection can be obtained from customer service, on our website or in the online shop.
→ *"Fitting tilt protection", Page 19*
Do not install the appliance above an appliance that generates steam, e.g. above a dishwasher, a combi-steam oven or a steam oven.

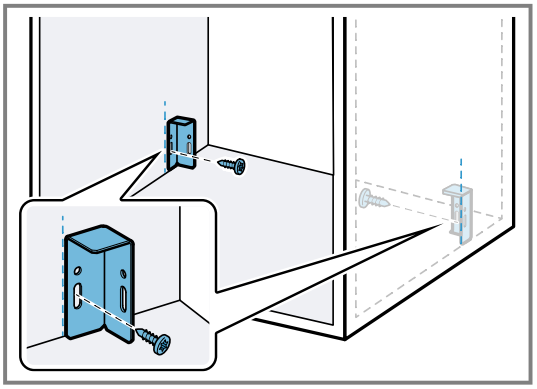
Observe the installation →*Page 22* instructions when combining with other appliances.

Fitting tilt protection

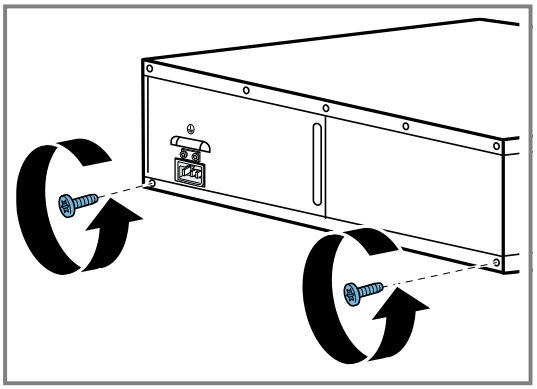
Suitable tilt protection (order number: 12039458) can be obtained from customer service, on our website or in the online shop.



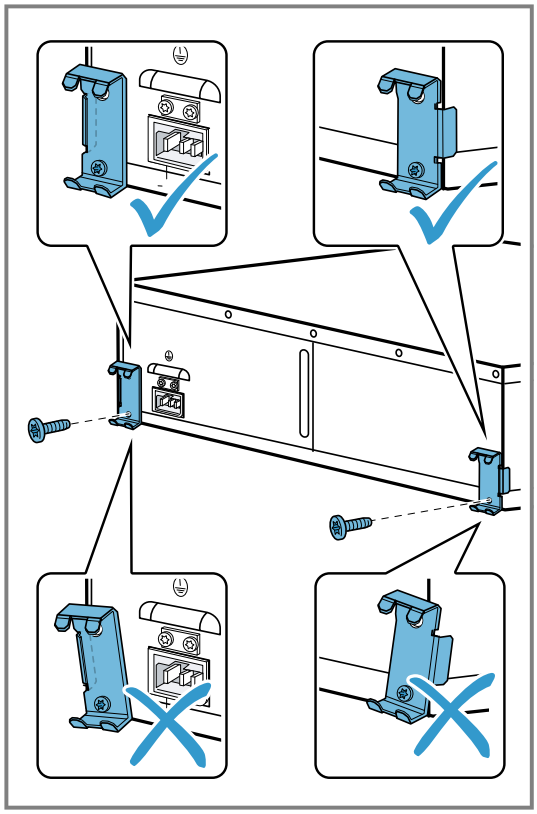
1. Align the two brackets at the mark.
2. Screw the two brackets into the elongated hole behind the mark.



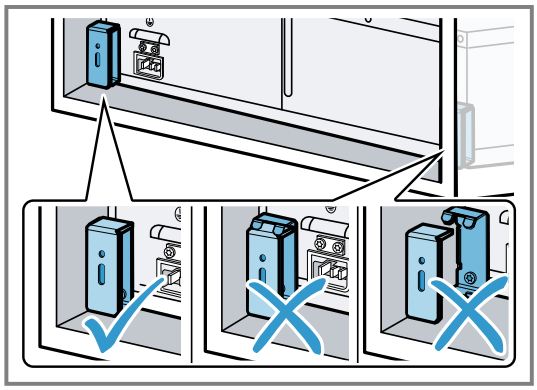
3. Place the appliance on a flat surface.
4. Unscrew the two lower screws on the back of the appliance.



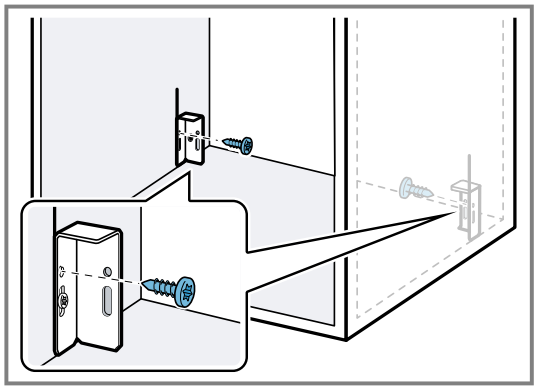
5. Use the two screws to tighten the two metal retainers on the back of the appliance.
   ▸ Ensure that the metal retainers are aligned exactly with the edge of the appliance.



6. Slide the appliance into the fitted unit and check whether the tilt protection engages.



7. If required, correct the position of the bracket with the elongated hole.
8. Finally, screw the brackets to the fitted unit.



9. Insert the power cable fully into the appliance.
10. Push the appliance into the fitted unit.
    ▸ Do not pinch the power cable.
11. Remove the adhesive strips from the front panel.
12. Open the appliance carefully and check whether the tilt protection is working.

Installing the appliance

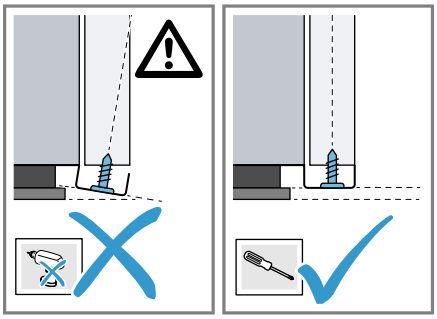
⚠ **WARNING – Risk of injury!**

When the door is opened, the appliance may tip over.

▸ In the case of installation without an intermediate floor, weigh down the appliance with a suitable weight before opening.

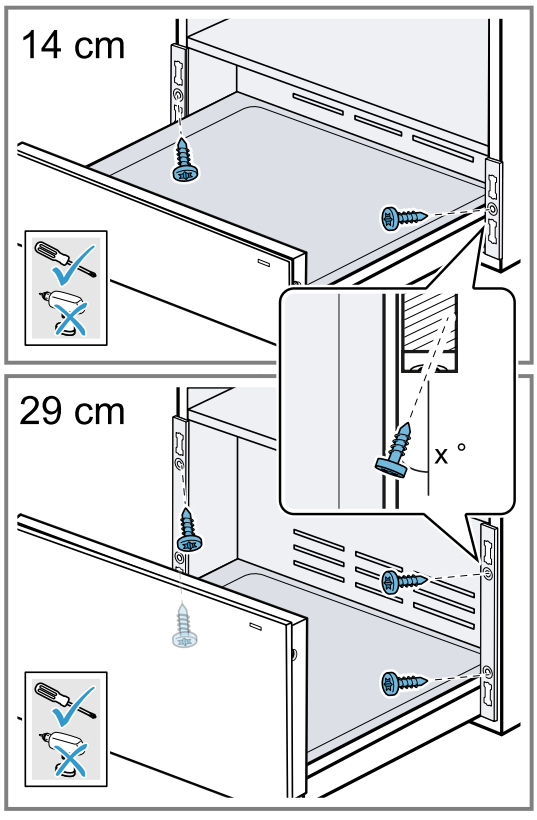
ATTENTION

Tightening the screws too tight causes the side panel to become misshapen. The appliance will then no longer be flush with the other appliances.



▸ Do not use excessive force when tightening.

1. Insert the power cable fully into the appliance.
2. Push the appliance all the way into the fitted unit.
   ▸ Do not pinch the power cable.
3. Centre the appliance.
4. Remove the adhesive strips from the front panel.
5. Open the appliance.
6. Screw the appliance to the built-in unit.



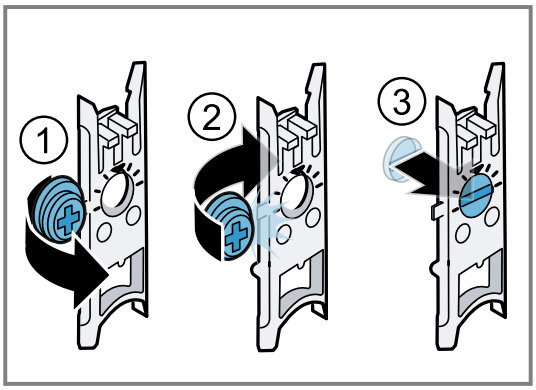
7. Insert the power cord into a protective contact socket. The power cord must not touch the rear and base of the appliance after installation.

Fitting the panels

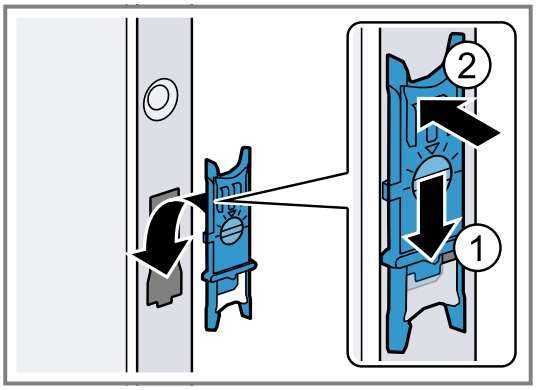
1. Push the eccentric forwards from the fastening element ①.
2. Push the eccentric backwards from the fastening element ②.

✔ The eccentric stops.

3. Push the eccentric backwards into the fastening element ③.

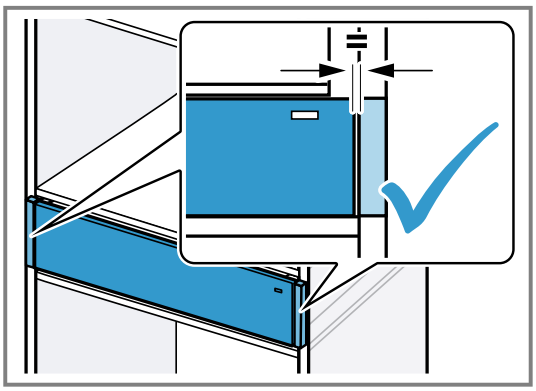


4. Hook the fastening elements into the openings at the bottom ① and push down ② until the fastening elements engage.



Insert the red fastening elements into the upper opening.
Insert the green fastening elements into the lower opening.

5. Remove the protective film from the panels.
6. Fit the panels on both sides of the appliance.
7. Check the clearances of the panels.



Adjusting the panels

⚠ WARNING – Risk of injury!

Parts that are accessible during installation may have sharp edges and may lead to cutting injuries.

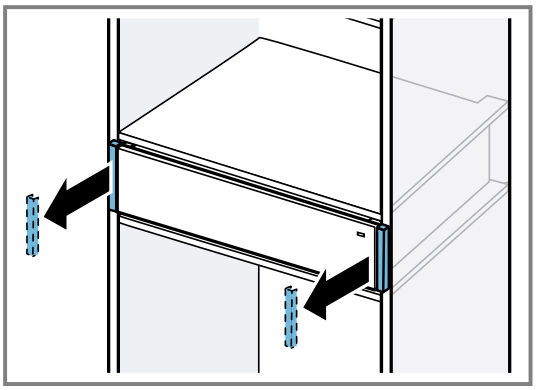
- Wear protective gloves.

ATTENTION

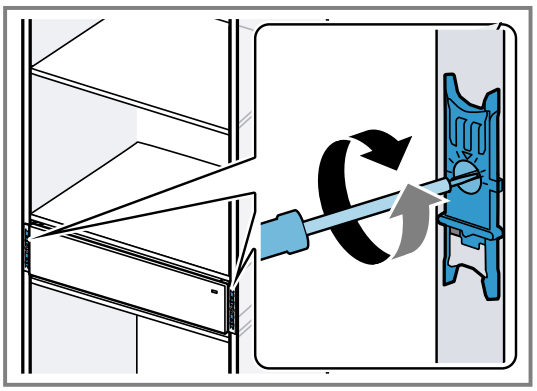
Unsuitable tools may damage the surface of the appliance.

- Only use plastic tools.
- Do not use pointed or sharp tools.

1. Remove the panels towards the front. If required, carefully loosen and remove the panels using a plastic tool.



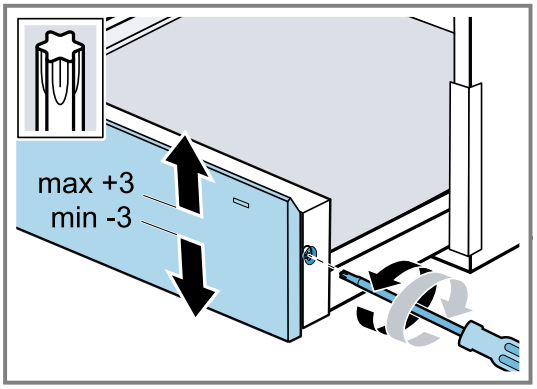
2. Adjust the fastening elements and refit the panels.



Adjusting the front panel

Adjust the front panel upwards or downwards as necessary.

1. Open the appliance.
2. Only loosen the screws on the side of the front panel – do not unscrew them completely.



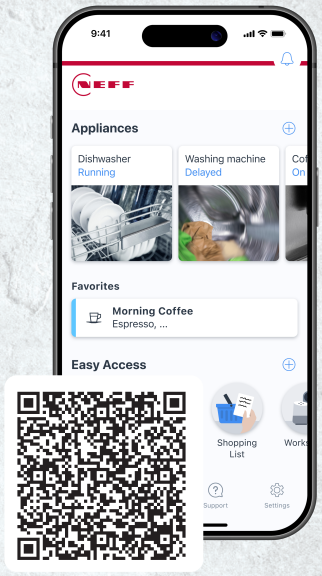
3. Align the front panel upwards or downwards.
   A maximum alignment of -3 to +3 mm is possible.
4. Tighten the screws.
   - If the screws do not tighten when screwed in tightly, loosen the screws fully, move the furniture panel upwards and downwards until the thread is visible.

Combining the warming drawer with another appliance

ATTENTION
Sharp edges on the appliance may damage the front panel of the warming drawer.
- Do not damage the front panel of the warming drawer when sliding the appliance in.
- Before installing another appliance, open the warming drawer, place a cloth over the front panel and close the warming drawer to protect the front panel of the warming drawer from damage.

1. Only combine suitable appliances of the same brand and series.
2. Observe the instructions for combining with other appliances →*Page 19*.
3. Install the warming drawer first.
4. Slide the appliance, on the warming drawer, into the built-in cabinet.
5. Observe the installation instructions for the appliance.
6. Remove the cloth from the warming drawer.

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