SECTION 1

GENERAL INFORMATION

INTRODUCTION

This Technical Service Manual has been compiled to provide the most recent service information for the Integrated Columns Series. This information will enable the service technician to troubleshoot and diagnose malfunctions, perform necessary repairs, and return a unit to proper operational condition.

The service technician should read the complete instructions contained in this manual before initiating any repairs.

IMPORTANT SAFETY INFORMATION

Below are the Product Safety Labels used in this manual. The "Signal Words" used are **WARNING** or **CAUTION**.

When reviewing this manual, please note these different Product Safety Labels placed at the beginning of certain sections of this manual. You must follow the instructions given in the boxes below the Product Safety Labels in order to avoid personal injury and/or product damage.

The sample Product Safety Labels below illustrate the precautions that should be taken when the signal word is observed.

⚠ WARNING

INDICATES THAT HAZARDOUS OR UNSAFE PRACTICES COULD RESULT IN SEVERE PERSONAL INJURY OR DEATH

⚠ CAUTION

Indicates that hazardous or unsafe practices could result in minor personal injury or product and/or property damage

In addition, please pay attention to the signal word ***"NOTE"***, which highlights information that is especially important for the topic being covered.

TECHNICAL ASSISTANCE

If you should have any questions regarding the Integrated Columns Series and/or this manual, please contact:

Sub-Zero, Inc.
ATTN: Service Department
P.O. Box 44988
Madison, WI 53744 - 4988

Customer Assistance
Phone #: (800) 222 - 7820
Facsimile #: (608) 441 - 5887

Technical Assistance
(For Technicians in Customer's Homes Only)
Phone #: (800) 919 - 8324

Warranty Claims
Phone #: (800) 332 - 9513
Facsimile #: (608) 441 - 5886

Service Department e-Mail Address:
customerservice@subzero.com

Office Hours:
7:00 AM to 6:00 PM Central Time
Monday through Friday

This manual was designed to be used by Authorized Service Personnel only. Sub-Zero, Inc. assumes no responsibility for any repairs made on Sub-Zero refrigeration units by anyone other than Authorized Service Technicians.

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WARRANTY INFORMATION

This page summarizes the *2, 5 & 12 Year Residential Warranty* provided with every Sub-Zero, as well as two special warranties:

- *Non-Residential Warranty* - Applies to units installed in non-residential applications.
- *Display/Model Home Warranty* - Applies to distributor or dealer display units, and units in model homes, sold three years after date of manufacture.

Following the warranty summaries are details and notes about the warranties.

TWO, FIVE & TWELVE YEAR Warranty

- 2 year TOTAL PRODUCT, *parts and labor.
- 5 Year SEALED SYSTEM, **parts and labor.
- 6th - 12th year LIMITED SEALED SYSTEM, **parts only.

ONE & FIVE YEAR Non-Residential Warranty (Example: Office, Yacht, etc.)

- 1 Year TOTAL PRODUCT, *parts and labor.
- 5 Year SEALED SYSTEM, **parts and labor.

ONE & FIVE YEAR Display/Model Home Warranty (Display units sold three years after date of manufacture)

- 1 Year TOTAL PRODUCT, *parts and labor.
- 5 Year SEALED SYSTEM, **parts and labor.

Warranty Details:

* *Includes, but is not limited to the following:*

Electronic Control System Components, Fan & Light Switches, Fan Motors & Blades, Defrost & Drain Heaters, Defrost Terminator, Drain Pan, Drain Tubes, Wiring, Light sockets & bulbs, Icemaker, Water Valve, Door hinges, Door closers & Cams, Compressor Electricals, etc. . .

* *Stainless Steel door panels are covered by a limited 60 day parts and labor warranty for cosmetic defects.*

** *Includes the following:*

Compressors, Condenser, Evaporators, Filter-Driers, Heat-exchangers, All Tubing that Carries the Freon.

NOTE: *Condenser Fan Motors, Freon, Solder and compressor electricals are NOT considered sealed system parts.*

Warranty Notes:

- *All warranties begin at unit's initial installation date.*
- *All Warranty and Service information collected by Sub-Zero is arranged and stored under the unit serial number, and the customer's last name.*
  Sub-Zero requests that you have the model and serial number available whenever contacting the factory or parts distributor.
- *The serial tag is located on the left wall of the upper drawer compartment.*

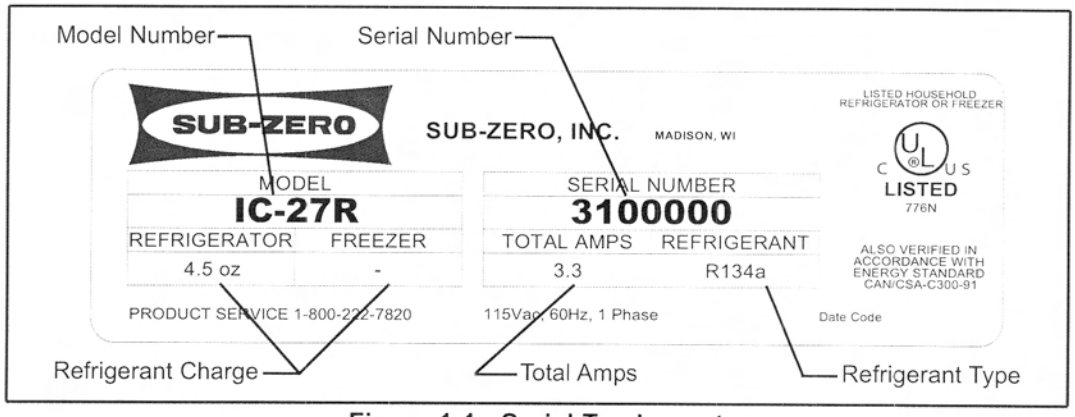

Figure 1-1. Serial Tag Layout

(The serial number tag is located on the left side wall of the upper drawer compartment.)