

## INTRODUCTION

This Technical Service Manual has been compiled to provide the most recent service information for 400-2 Series units. 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 on a 400-2 Series unit.

## IMPORTANT SAFETY INFORMATION

Below are 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 of 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, and/or product damage, 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 a Sub-Zero appliance 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*

---

*Parts / Warranty Claims  
Phone #: (800) 404 - 7820  
Facsimile #: (608) 441 - 5886*

---

*Service Department e-mail Address:  
customerservice@subzero.com*

---

*Main Office Hours:  
8:00 AM to 5:00 PM Central Time  
Monday through Friday  
(24/7 Phone Coverage)*

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

Information and images contained in this manual are the copyright property of Sub-Zero Freezer Company, Inc. Neither this manual nor any information or images contained herein may be copied or used in whole or in part without the express written consent of Sub-Zero Freezer Company, Inc.

© Sub-Zero Freezer Company, Inc, all rights reserved.