



## 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.

**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.**

## 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)*

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