

## INTRODUCTION

This manual has been prepared for your use in servicing Sub-Zero 500 Series units. Included are helpful facts on service, troubleshooting, specifications and parts information.

It is important that you familiarize yourself with the product as much as possible before initiating any maintenance, troubleshooting or repairs.

**IMPORTANT:** Always refer to the Parts Price List for any parts that may have been superseded by serial number.

**NOTE:** Always have the model & serial number available when ordering parts. The model and serial number tag is located:

- by the top door hinge of the freezer section in SIDE-BY-SIDE models.
- by the top door hinge of the refrigerator section in OVER-AND-UNDER models.
- by the top door hinge in ALL-FREEZER and ALL-REFRIGERATOR models.

## TECHNICAL ASSISTANCE

We encourage you to review this manual and get acquainted with the information. If you should have any questions regarding this equipment, please contact:

Sub-Zero Freezer Co., Inc.  
Attn: Service Department  
4693 West Beltline Hwy.  
Madison, WI 53711-2798

Customer Service  
&  
Parts Warranty Claims Phone  
Phone (800) 222-7820  
Phone (608) 271-2233

Technical Assistance  
Phone (800) 919-8324

Customer Service  
&  
Technical Assistance  
Facsimile (608) 270-3355

Parts Warranty Claims  
Facsimile (608) 270-3365

Service Department E-Mail Address  
[customerservice@subzero.com](mailto:customerservice@subzero.com)

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

## IMPORTANT SAFETY INFORMATION

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

Below the Product Safety Labels is a description of the precautions to be taken when the signal word is observed.

When reviewing this manual, please note these different safety labels places in areas where awareness of personal safety and product safety should be taken.

### **WARNING**

**Indicates that hazards or unsafe practices could result in severe personal injury or death.**

### **CAUTION**

**Indicates hazards or unsafe practices could result in minor personal injury or product and/or property damage.**

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.