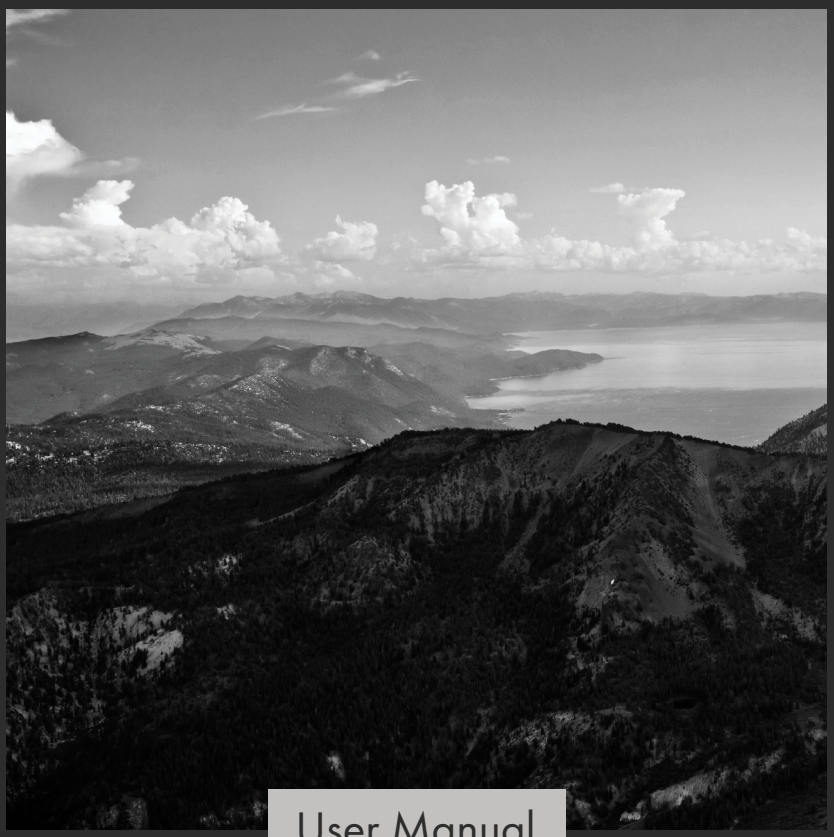
ZLINE

ATTAINABLE **LUXURY®**



User Manual

FREESTANDING REFRIGERATION COUNTER-DEPTH RFM-W MODELS

zlinekitchen.com



ZLINE Kitchen and Bath provides Attainable Luxury, where the kitchen and bath of your dreams is never out of reach. Through our unique designs and unparalleled quality, we're dedicated to providing you an elevated experience in the heart of your home. With an endless selection of features and finishes, our inspiration is your reality.

ZLINE
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ZLINE is fueled by a passion for innovation; A relentless pursuit of bringing the highest end luxury designs and professional features into everyone's homes.

Because we continually strive to improve our products, we may change specifications and designs without prior notice.

Scan the QR code to view the most up-to-date version of the Installation Manual and User Manual.

⚠ WARNING: This product can expose you to chemicals including nickel, which is known to the State of California to cause cancer. For more information, go to www.P65Warnings.ca.gov.

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IMPORTANT SAFETY INSTRUCTIONS

This unit's installation and user manuals contain important safety information. Failure to follow these instructions may result in death, fire, or electric shock.



WARNING:
Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION:
Indicates a potentially hazardous situation which, if not avoided, may result in injury. It may also be used to alert against unsafe practices.



NOTICE:
Indicates a potentially hazardous situation which, if not avoided, may result in damage to the refrigerator, the tableware, the equipment, or the environment.

GENERAL SAFETY

- WARNING: Risk of fire/flammable materials.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.
- If the electrical supply cord is damaged, it must be replaced by a professional in order to avoid electric shock hazards.
- Do not store explosive substances, such as aerosol cans with a flammable propellant, in or near this appliance.
- The appliance must be unplugged before carrying out any maintenance or if it will not be used for extended periods of time.

IMPORTANT SAFETY INSTRUCTIONS

- **WARNING**: Keep ventilation openings in the appliance enclosure or in the built-in structure clear of obstruction.
- **WARNING**: Do not use mechanical devices or other means to accelerate the defrosting process in this unit, other than those recommended by the manufacturer.
- **WARNING**: Do not damage the unit's refrigerant circuit and sealed cooling system.
- **WARNING**: Do not use electrical or mechanical appliances inside the food storage chambers of the appliance.
- **WARNING**: At the end of its service life, dispose of the refrigerator according to local regulations, due to the use of flammable blowing gas and refrigerant.
- **WARNING**: When positioning the appliance at its installation location, ensure the electrical supply cord is not kinked or damaged.
- **WARNING**: Do not use multiple portable electrical outlets or portable power supplies at the rear of the appliance, unless they are of the type recommended by the manufacturer.
- Do not use extension cords or ungrounded (2-prong) adapters when connecting this appliance to electricity.
- **WARNING**: To avoid safety and suffocation risks for children or pets, before you dispose of your old refrigerator or freezer:
  - Take off the doors and drawers.
  - Leave the shelves in place so that children or pets may not climb inside.
- The refrigerator must be fully disconnected from electricity before installing accessories or when servicing the product.
- For refrigerator doors or drawers fitted with locks and keys, the keys should be kept out of the reach of children and not in the vicinity of the appliance in order to prevent children from being locked inside.
- **WARNING**: To avoid any hazards due to instability of the appliance, adjust the height according to the instructions provided in this manual.
- Minimum/maximum inlet water pressure is 30/100 psig.
- **WARNING**: Connect this appliance only to a potable water supply.
- Do not arbitrarily disassemble or reconstruct the refrigerator. Do not damage the refrigerant circuit or the sealed cooling system. Maintenance of the appliance must be conducted by a professional service person.

IMPORTANT SAFETY INSTRUCTIONS

- To avoid food contamination, please read the following instructions and information:
  - Opening the door for long periods of time can cause a significant increase in the temperatures inside the appliance.
  - Users should regularly clean surfaces and accessible drainage systems that come in contact with food.
  - Clean water tanks if they have not been used for 48 hours, and flush the water system connected to the water supply if water has not been drawn for 5 or more days.
  - Store raw meat and fish in suitable containers in the refrigerator so that it does not contact with or drip onto other food.
  - If the appliance is left empty for long periods of time, you should disconnect from power, defrost, clean, dry, and leave the door open to prevent mold developing within the appliance.
- The gaps between the doors and between the doors and the refrigerator body are small. Do not to put your hand in these areas. Be gentle when closing the refrigerator door to avoid food or liquids falling or spilling.
- Do not pick up food or containers with wet hands in the freezer compartment when the refrigerator is running, especially metal containers, to avoid frostbite.
- Do not place heavy objects on the top of the refrigerator. Objects may fall when closing or opening the doors, increasing risk of injury.
- Unplug the appliance from electricity in the event of power failure and when performing routine cleaning. When disconnecting from electricity, wait at least five minutes before plugging back in to prevent damages to the compressor and sealed cooling system due to successive stops and starts.

IMPORTANT SAFETY INSTRUCTIONS

PLACEMENT OF ITEMS

- Do not put flammable, explosive, volatile, or highly corrosive items in the refrigerator or freezer to prevent damage to the product and limit risk of fire or explosion.
- Do not place flammable items near the refrigerator to limit risk of fire or explosion.
- The refrigerator is intended for household use, such as the storage of food; it shall not be used for other purposes, such as storage of blood, drugs, biological products, etc.
- Do not store beer, soda, or other beverages contained in bottles or enclosed containers in the freezing compartment. Bottles or sealed containers may crack or explode due to freezing temperatures and can damage the refrigerator.

ENERGY WARNINGS

- Refrigerating appliances might not operate consistently (for example: defrosting of food or warming temperatures inside the freezer compartment) when set below the cold end of the range of temperatures designed for the appliance.
- Effervescent drinks should not be stored in the freezer compartment or in low-temperature chambers or cabinets. Additionally, some products such as ice water should not be consumed too cold.
- Do not exceed storage time(s) recommended by food manufacturers for any kind of food, particularly for commercially quick-frozen food in the freezer compartment.
- It's recommended to wrap frozen food in several layers of parchment paper or newspaper to prevent an undue rise in the temperature while defrosting the refrigerator.
- An increase in temperature of frozen foods during manual defrosting, maintenance, or cleaning could shorten the storage life of the unit.

IMPORTANT SAFETY INSTRUCTIONS

WARNINGS FOR DISPOSAL

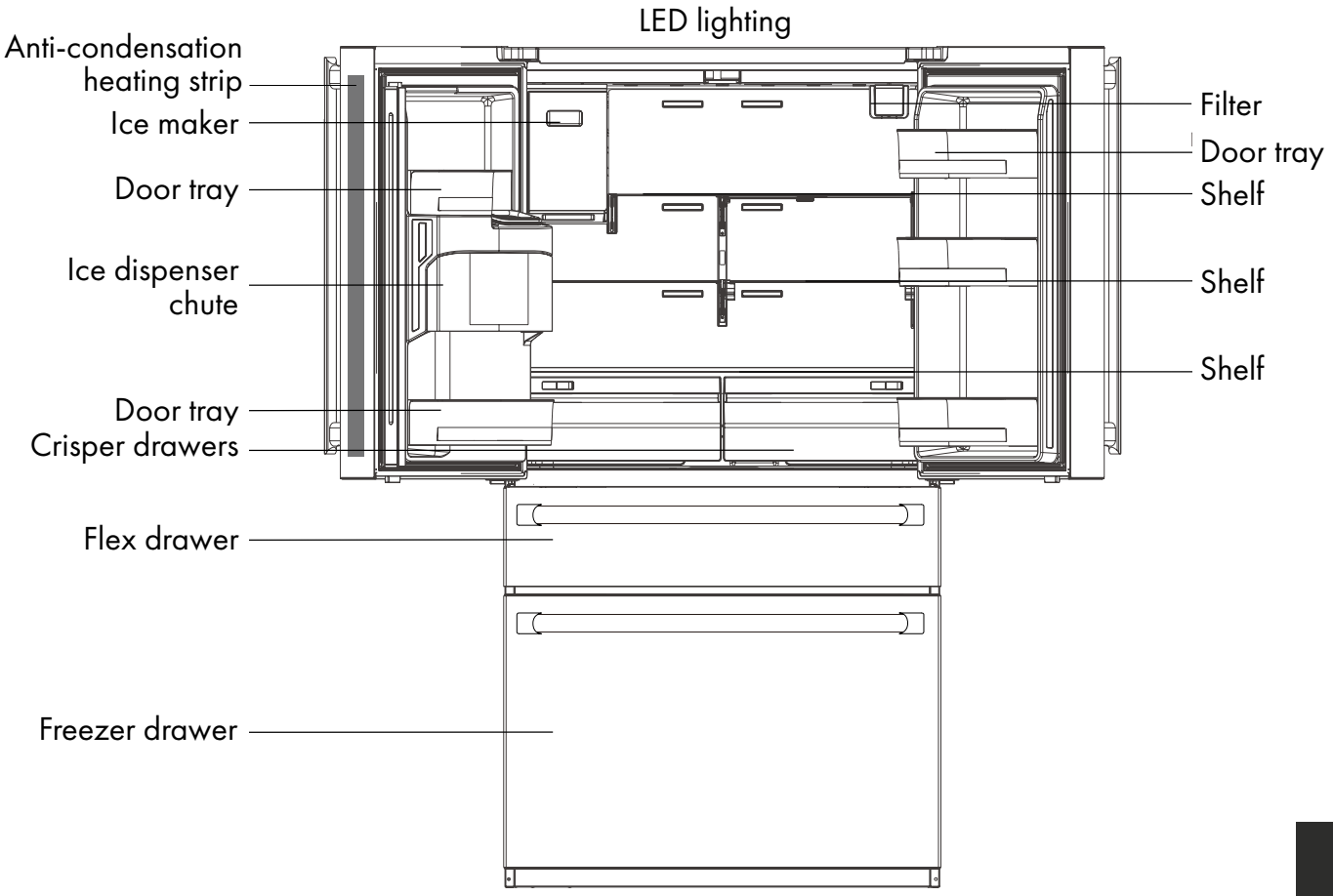
Both the refrigerant (R600a isobutane) and cyclopentane foaming material used for this appliance are flammable. Therefore, when the appliance reaches the end of its service life, it should be kept away from any fire source and be disposed of according to local regulations so as to prevent damage to the environment or other harm.



When the refrigerator is disposed of, disassemble the doors and remove gasket of door and shelves. Put the doors and shelves in a proper place to prevent damage to the environment or any other harm.

Correct disposal of this product: This icon indicates this product should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.

OPERATION


LED lighting
Anti-condensation heating strip
Ice maker
Door tray
Ice dispenser chute
Door tray
Crisper drawers
Flex drawer
Freezer drawer
Filter
Door tray
Shelf
Shelf
Shelf

OPERATION

REFRIGERATING CHAMBER

- The refrigerating chamber is suitable for storage of a variety of fruits, vegetables, beverages, and other food consumed in the short term.
- Cooking ingredients should not be placed inside the refrigerating chamber until cooled to room temperature.
- Seal food items before putting into them into the refrigerator.
- The glass shelves are adjustable.

FREEZING CHAMBER

- The low temperature freezing chamber will keep food fresh for a long time and it is mainly used to store frozen food and make ice.
- The freezing chamber is suitable for storage of meat, fish, and other food not to be consumed in short term.
- It is recommended to divide chunks of meat into small pieces for easier freezing. Please note that food should be consumed within the shelf time.

FLEX DRAWER

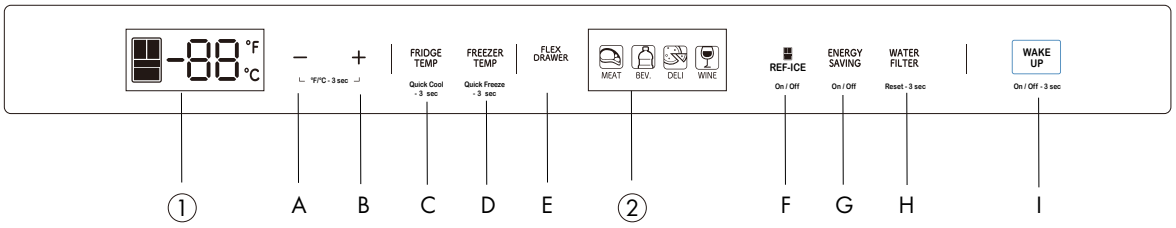
The flex drawer can be adjusted to set temperatures of 30 °F, 34 °F, 37 °F, or 41 °F. The appropriate temperature can be selected according to the needs of different foods or beverages you wish to chill:

- 30 °F is suitable to store meat.
- 34 °F is suitable to store drinks.
- 37 °F is suitable to store deli meats, cheeses, and snacks.
- 41 °F is suitable to store certain types of wine.

NOTE: Storage of too much food during operation after initially connecting the unit to power may adversely impact the freezing effect of the appliance. Food stored should not block the air outlet, or the freezing effect will also be adversely impacted.

OPERATION

CONTROL PANEL



1. Temperature zone display

A. Temperature down

B. Temperature up

C. Refrigerating chamber button

D. Freezing chamber button

E. Flex drawer button

2. Flex drawer temperature setting

F. Turn ice maker on/off

G. Eco Mode button

H. Water filter prompt

I. Lock/Unlock button

MAIN DISPLAY CONTROL (DISPLAY CONTROL ON DRAWER DOOR)

1. When the power is pressed for the first time, the icons will be semi-bright, fully displayed, and will scroll from left to right.
2. The icons will be fully highlighted and fully displayed for 3 seconds. At the same time, the start-up bell will ring, and the display will enter normal operation.

- When the refrigerator is energized for the first time, the temperature of refrigerating chamber, freezing chamber and flex drawer will be set at 39 °F/0 °F/37 °F, respectively.
- Under normal conditions, if there is no door opening action and no key operation for 30 seconds, the display will be locked. The display will turn off after 30 seconds of locking status.
- When the display screen is not on, if any key is pressed, the display screen will display normally.

OPERATION

WATER DISPENSER DISPLAY AND CONTROL

- When the refrigerator is energized for the first time, the water dispenser display and control will be fully displayed for 3 seconds before entering the normal operation display. The dispenser display includes functions for water, cubed ice, and crushed ice. The water function is the default option when using the refrigerator for the first time.

WAKE UP

- This button locks and unlocks the control panel. When the refrigerator is in the unlocked state, press and hold the **WAKE UP** button for 3 seconds to enter the locked state. A buzzer sound will ring.
- In the locked state, press and hold the **WAKE UP** button for 3 seconds to enter the unlocked state. A buzzer sound will ring.
- The refrigerator will enter the locked state if the door is not opened or if there is no button operation within 30 seconds.
- The buzzer sound can be stopped by pressing any one button in locked state, but any other button operations need to be performed in the unlocked state. If you try to operate the control panel while in the locked state, an error beep will sound.

TEMPERATURE SETTING OF REFRIGERATING CHAMBER

- Press the **FRIDGE TEMP** button to select the refrigerating temperature zone. Press the "-" and "+" temperature regulation keys to adjust the temperature of the refrigerating chamber.
- When the "-" key is pressed once, the temperature will drop by 1 °F. Once the temperature reaches 34 °F, the"-" key will be invalid, no matter how many times it is pressed.
- When the "+" key is pressed once, the temperature will rise by 1 °F. After the temperature reaches 44 °F, the "+" key will be invalid, no matter how many times it is pressed. The temperature setting range of refrigerating chamber 34 °F to 44 °F. The setting will take effect after locking.

OPERATION

TEMPERATURE SETTING OF FLEX DRAWER

- Press the **FLEX DRAWER MODE** button to select this temperature shift zone, and press the button again to adjust the temperature of flex drawer.
- Each time the button is pressed, the temperature increases by one setting. When the temperature is increased to **WINE** (4th setting), if you press the button again, the temperature will return to **MEAT** (1st setting). The corresponding temperature settings of each option are **MEAT** (30 °F), **BEV** (34 °F), **DELI** (37 °F), and **WINE** (41 °F). The settings will take effect after locking.

TEMPERATURE SETTING OF FREEZING CHAMBER

- Press the **FREEZER TEMP** button to select the freezing temperature zone. Press the "-" and "+" temperature regulation keys to adjust the temperature of the freezing chamber.
- When the "-" key is pressed once, the temperature will drop by 1 °F. After the temperature reaches -7 °F, the"-" key will be invalid, no matter how many times it is pressed.
- When the "+" key is pressed once, the temperature will rise by 1 °F. After the temperature reaches 7 °F, the "+" key will be invalid, no matter how many times it is pressed.
- The temperature setting range of freezing chamber -7 °F - 7 °F. The setting will take effect after locking.

SWITCHING BETWEEN FAHRENHEIT TEMPERATURE AND CELSIUS TEMPERATURE

- Press the "+" and "-" keys together for 3 seconds and Fahrenheit temperature and Celsius temperature will swap. It will take effect after locking.

STATE SETTING OF WATER DISPENSER

- To dispense chilled water, ice cubes, or crushed ice, press the corresponding mode on the control panel to select.
- After selecting the desired mode, the indicator light will confirm your choice. To operate, use a suitable beverage container and push against the dispenser paddle. Depending on your selection, chilled filtered water will immediately dispense, or after a few seconds, ice cubes or crushed ice will dispense.

OPERATION

CONTROL OF WATER DISPENSER LAMP

- When the dispenser switch is switched on, the dispenser lamp will turn on.
- When the dispenser switch is disconnected, the dispenser lamp will turn off after a 3-second delay.
- Press the **REF-ICE** key to turn on the indicator light and the ice maker. Press the **REF-ICE** key again to turn off the indicator light and the ice maker. It will take effect after locking.

TIPS FOR REPLACING FILTER

- When the water filter has been used for more than 150 days, the **WATER FILTER** light will come on. If the water filter has been used for more than 180 days, the **WATER FILTER** light will flash.
- To reset the **WATER FILTER** light, hold down the prompt on the control panel for 3 seconds until it resets.

QUICK COOL MODE

- Press and hold the **FRIDGE TEMP** button for 3 seconds to enter the quick cool mode. At the same time, the icon of the refrigerating chamber will turn blue. The quick cool mode will take effect after being locked.
- Once activated, the refrigerating chamber temperature is automatically set at 33.8 °F. When quick cool mode is stopped, the temperature automatically returns to the set temperature before quick cool mode was engaged.

QUICK FREEZE MODE

- Press and hold the **FREEZER TEMP** button for 3 seconds to enter the quick freeze mode. At the same time, the icon of the freezing chamber will turn blue. The quick freeze mode will take effect after being locked.
- At the time of setting the quick freeze mode, the temperature of freezing chamber is automatically set at -7.6 °F. When quick freeze mode is stopped, the temperature automatically returns to the set temperature before quick freeze mode was engaged.

OPERATION

ECO MODE

- Press **ENERGY SAVING** key to enter the Eco Mode. The indicator light will turn on. The quick freeze mode is canceled at the same time. The freezer temperature is controlled at 6.8 °F and refrigerator temperature at 44.6 °F. The mode will take effect after locking.
- Press the **ENERGY SAVING** key again to exit the Eco Mode. The indicator light will turn off and the freezer and refrigerator temperatures will automatically return to the set temperatures before entering Eco Mode.

ANTI-CONDENSATION HEATER STRIP

- The gray anti-condensation heater strip located on the outside edge of the left door can be turned off by pressing **ENERGY SAVING** and **FREEZER TEMP** at the same time for 3 seconds. The Fahrenheit symbol will blink; press the **WAKE UP** button for 3 seconds to lock the display, and the anti-condensation heater strip will be turned off.
- When the anti-condensation heater strip is off, press **ENERGY SAVING** and **FREEZER-TEMP** for 3 seconds. The Fahrenheit symbol will no longer blink; press the **WAKE UP** button for 3 seconds to lock the display, and the anti-condensation heater strip will be turned on.
- **NOTE**: The anti-condensation heater strip is for inspection and maintenance convenience. Please do not toggle this frequently, as it will increase the risk of condensation.
- **NOTE**: It's recommended to turn the strip on for units installed in humid climates, while those in dry areas should have the strip turned off.

OPERATION

ERROR CODES

- When there is an error, the screen displays an error code and a buzzer rings.
- Press any key when unlocking or locking and the alarm sound will stop.
- After the corresponding error is eliminated by maintenance, the display will clear the corresponding fault status code.
- When any door is opened for more than 2 minutes, the buzzer will sound. When the door is locked/unlocked, press any key to clear the alarm sound or close all doors and the alarm sound will stop.
- Although the refrigerator in the following error cases will typically still provide standard cool/freeze functions, please call ZLINE Customer Service at 1-614-777-5004 to ensure normal use of refrigerator.

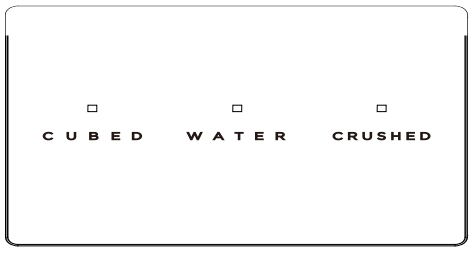
FAULT CODE	FAULT CONDITION
CA	Communication between main control board and ice making board failed
CC	Defrosting sensor in ice making chamber failed
C9	Sensor in ice making chamber failed
E0	Initialization of freezing ice maker failed
E1	Temperature sensor in the refrigerating chamber failed
E2	Temperature sensor in the freezing chamber failed
E3	Sensor of the flex drawer failed
E4	Defrost sensor for refrigeration failed
E5	Defrost sensor for the freezer failed
E6	Communication between display board and main control board failed
E7	Ambient temperature sensor failed
E8	Defrost sensor in variable chamber failed
E9	High temperature alarm in the freezing chamber
EE	Sensor at the bottom of freezer ice maker failed
EF	Water tank installation failure
EH	Humidity sensor failed
EP	Ice-flipping of the freezer ice maker failed
F5	Refrigerating ice maker failed to turn over ice
F4	Sensor at the bottom of the refrigerating ice maker failed
F6	Initialization of refrigerating ice maker failed

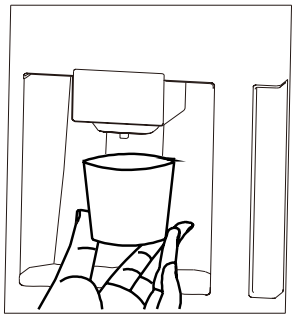
OPERATION

DISPENSING WATER AND ICE

The ice/water dispenser is located on the outside of left refrigerating chamber door. It offers a choice of cubed ice, crushed ice, or cold water. The dispenser only works when the refrigerating chamber door is closed.

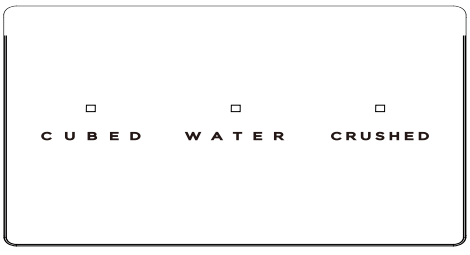
DISPENSING COLD WATER

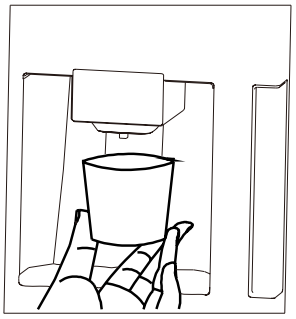




1. Press the WATER button until the indicator light is illuminated.
2. Push a glass or suitable beverage container onto the dispenser panel until cold water starts to flow into the container. Remove the container from the dispenser panel to stop the flow of water.

DISPENSING CRUSHED OR CUBED ICE





1. Press the CRUSHED or CUBED button until the indicator light is illuminated.
2. Push a glass or suitable beverage container onto the dispenser panel and fill the container with crushed or cubed ice. Ice will start to flow within 3 seconds. Remove the container from the dispenser panel to stop the flow of ice.
3. Make sure the container is adequately underneath the mouth of the water dispenser to prevent ice from falling to the sides.

OPERATION

DISASSEMBLING THE LEFT REFRIGERATOR DOOR

1. There are three Phillips-head screws to remove from the top panel that connects both doors. With the doors closed, remove the screws and set aside.
2. Pop off the top panel, revealing a pair of electrical wire harnesses at the left and right side of the panel, as well as the plastic water line connection in the middle.
3. Disconnect the water line by removing the blue security protector and then pushing the gray tab to pull the line out from both sides.
4. Push the buttons on the wire harnesses at both ends of the panel to disconnect the wires.
5. Once the top panel is removed, it reveals a set of four electrical wires and harnesses at the top left corner; push the buttons on each to disconnect the harnesses.
6. From there, remove the ground screw with a Phillips-head screwdriver. The ground screw is connected to the green wire; retain the screw and washer.
7. Remove the three bolts to free the metal hinge holding the door to the unit.
8. Lastly, lift the door firmly up and it should pop off. No screws will need to be taken off the lower hinge.

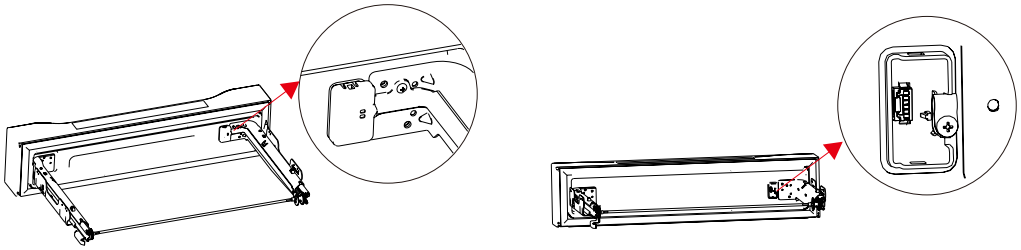
RIGHT DOOR REMOVAL

1. Similar to step 8 above, remove the three Phillips-head bolt screws to free the metal hinge holding the door to the unit.
2. Lift the door firmly up and it should pop off.

Scan to follow along with a video.

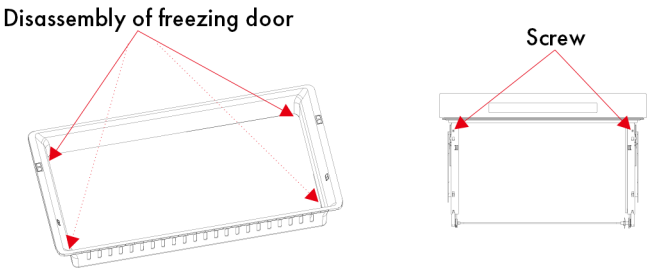
OPERATION

DISSEMBLING THE FLEX DRAWER



1. Remove the plastic shelf from by pushing back and then lifting up on each side.
2. Remove the two Phillips-head screws from the left and right rail of the drawer (same concept as the "disassembly of freezing door" image below) and set aside.
3. Remove the bolt from the wire cover on the inside left of the drawer.
4. Remove the wire cover assembly by pulling on the tabs at top and bottom and pulling the entire assembly back to expose the harness; remove the screw to free the harness.
5. Lift and pull the drawer out.

DISSEMBLING THE FREEZER DOOR



1. Fully open the freezer drawer and remove the top shelf.
2. Lift the lower tray up and forward and out of the freezer chamber (see above, left).
3. Remove the two screws from the left and right rail of the drawer (see above, right).
4. Slide the door up and out.

Scan the codes to follow a video for both processes.

MAINTENANCE AND CLEANING

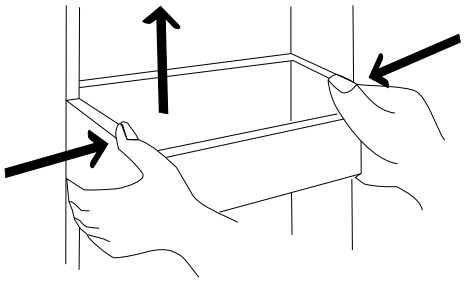
MAINTENANCE AND CARE OF THE REFRIGERATOR

OVERALL CLEANING

- Dirt and dust behind the refrigerator and on the surrounding floor should be cleaned frequently to improve the cooling effect and to save energy.
- Check the door gasket regularly to make sure there is no debris. Clean the door gasket with a soft cloth dampened with soapy water or diluted detergent.
- The interior of the refrigerator should be cleaned regularly to avoid odor.
- Please disconnect the appliance from electricity before cleaning the interior. Remove all food, drinks, shelves, drawers, etc., before cleaning.
- Use a soft cloth or sponge to clean the inside of the refrigerator and mix 2 tablespoons of baking soda with a quart of warm water before wiping clean. After cleaning, open the door and let the appliance dry naturally before turning on the power.
- For areas that are difficult to clean in the refrigerator (such as narrow crevices, gaps, or corners), it is recommended to wipe them regularly with a soft rag, soft brush, etc., and when necessary, use non-metal or abrasive tools (such as Popsicle sticks) to ensure no contaminants or bacteria accumulates in these areas.
- Do not use soap, detergent, scrub powder, spray cleaner, etc., as these may cause odors in the interior of the refrigerator or contaminate food.
- Clean the shelves and drawers with a soft cloth dampened with soapy water or a diluted kitchen-safe cleaner. Dry with a soft cloth or dry naturally.
- Wipe the outer surface of the refrigerator with a soft cloth dampened with a stainless steel cleaner, soapy water, detergent, etc., and then wipe dry.
- Do not use hard brushes, steel cleaning balls, wire brushes, abrasives (such as toothpastes), organic solvents (such as alcohol, acetone, banana oil, etc.), boiling water, or acid or alkaline items, as they all may damage the refrigerator surface and interior. Please note that boiling water and organic solvents such as benzene may deform or damage plastic parts.
- Do not spray water or other liquids directly into or on the refrigerator during cleaning to avoid short circuits or affect electrical insulation after immersion.

MAINTENANCE AND CLEANING

DOOR TRAY REMOVAL

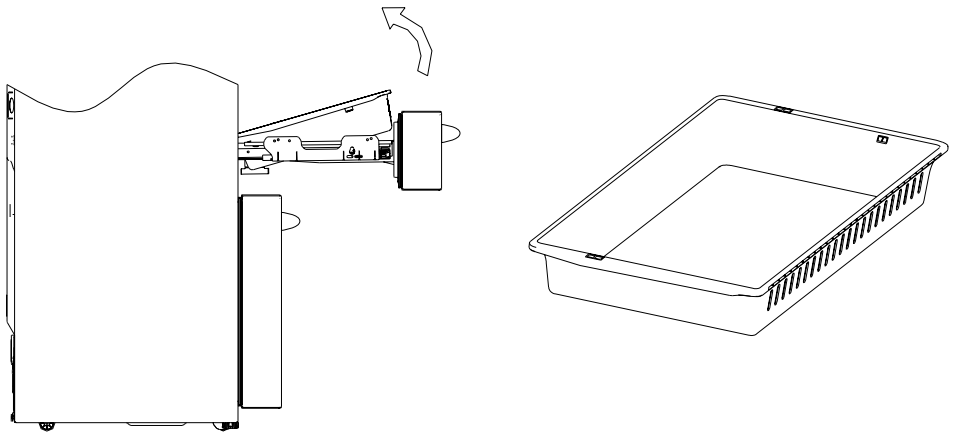


- Following the direction of the arrow in the figure above, use both hands to squeeze the tray and push it upward, and then take it out to clean. Replace following the reverse of the steps above.

CLEANING OF DRAWERS

FLEX DRAWER

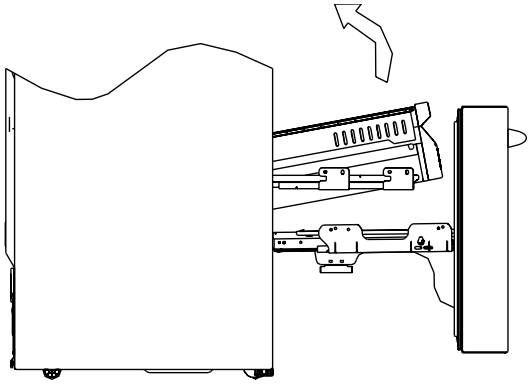
1. Open the flex drawer door to the maximum length.
2. Hold the left and right sides of the plastic flex drawer with both hands.
3. Lift the front end with a little force to pull the drawer back slightly until the support hinge of the slide rail is separated from the drawer.
4. While pulling the front end of the drawer at an angle, rotate the drawer back and up to take it out.

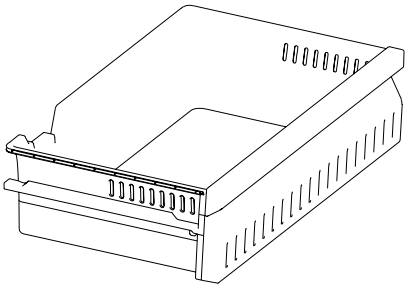


MAINTENANCE AND CLEANING

UPPER FREEZER DRAWER

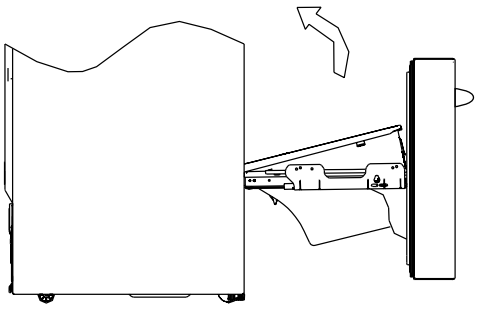
1. Open the freezing chamber door to the maximum length.
2. Hold the left and right sides of the upper drawer with both hands, pull the slide rail so it cannot move, and push the drawer forward to separate the drawer from the support hinge of the slide rail.
3. Rotate the drawer back and up to remove it from the freezer chamber.

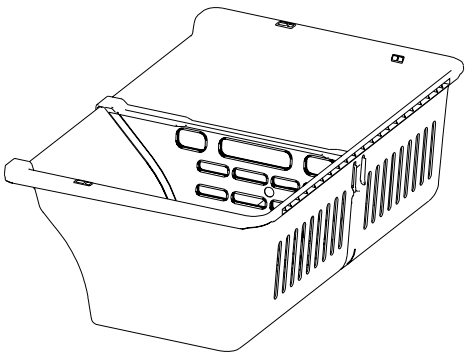




LOWER FREEZER DRAWER

1. Open the freezing chamber door to the maximum length.
2. Hold the left and right sides of the lower drawer with both hands.
3. Lift the front end with a little force to pull the drawer back slightly until the support hinge of the slide rail is separated from the drawer.
4. While pulling the front end of the drawer at an angle, rotate the drawer back and up to take it out.



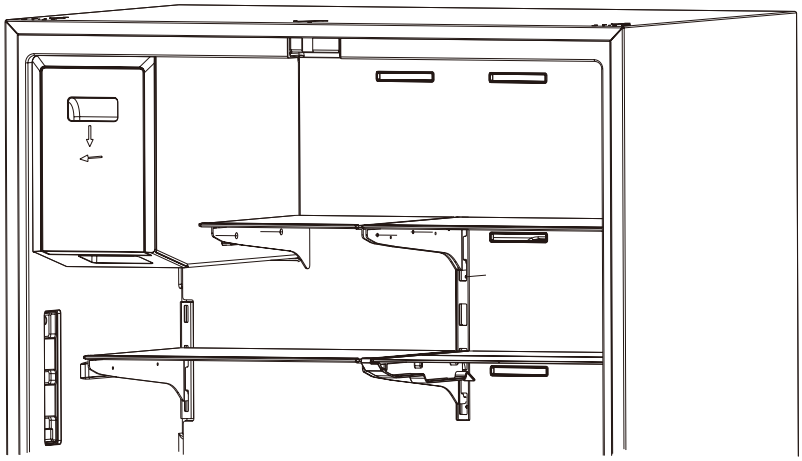


MAINTENANCE AND CLEANING

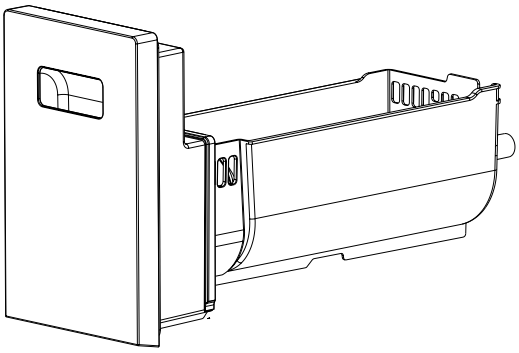
CLEANING THE ICE BUCKET

TO TURN ON/OFF THE ICE MAKER

- Be sure to unlock the control panel (see page 8) and then toggle the REF-ICE button. When the indicator light is on, the ice maker is on. When it is off, the ice maker is off.
- When you need a lot of ice or you need to clean the ice bucket, you can take out the ice bucket. Always remember to put it back.



1. Hold the handle of the ice bucket with your hand, press it gently, and then pull it out horizontally. It should come out easily.



2. After cleaning, push the ice bucket back in slightly.

NOTE: Remove ice that may have been dispensed when ice bucket was out. Also, when using the ice maker for the first time after purchase, it's recommended to dump out the first 2–3 batches of ice to allow for proper water flow and to rid the water line and ice-making system of any potential debris.

MAINTENANCE AND CLEANING

CHANGING THE LIGHT

Any replacement or maintenance of the LED lamps is intended to be made by a professional. If lights fail within the unit's warranty timeframe, call ZLINE Customer Service at 1-614-777-5004.

DEFROSTING

The refrigerator is made based on air-cooling principles and has an automatic defrosting function. Frost formed due to change of season or temperature may also be manually removed by disconnection of the appliance from power supply or by wiping with a dry towel.

OUT OF OPERATION

- **Power failure**: In case of power failure, even if it is in summer, food inside the appliance can be kept for several hours. During the power failure, decrease the amount of times the refrigerator doors are opened. Do not add more fresh food into the appliance.
- **Long-time non-use**: Unplug and clean the appliance Leave the doors open to prevent odor.
- **Moving**: Before the refrigerator is moved, take all objects inside the chamber out, fix the glass partitions, vegetable/fruit crisper, freezing chamber drawers, etc., with tape and tighten the leveling feet. Close the doors and fix them with tape. During moving, the appliance should not be laid upside down or horizontally or be vibrated. The inclination during movement shall be no more than 45°.
- The appliance should run continuously once it is started. Generally, the operation of the appliance shall not be interrupted. Otherwise, the lifespan may be impaired.

TROUBLESHOOTING

ZLINE Customer Service is available at 1-614-777-5004.

POSSIBLE FAULT	POSSIBLE FAULT/SOLUTION
Failed operation	Check whether the appliance is connected to power and/or whether the plug is securely plugged in.
	Check whether the voltage is too low.
	Check whether there is a power failure or partial circuits have tripped.
Odor	Odorous food should be tightly wrapped.
	Check whether there is any spoiled food.
	Clean the inside of the refrigerator.
The compressor operates for a long time	Long operation of the refrigerator is normal in summer when the ambient temperature is high.
	Do not put too much food in the appliance at the same time.
	Food should be cooled before being put into the appliance.
	The doors are opened too frequently.
	The condenser may be dirty and should be cleaned with care.
Light doesn't turn on	Check whether the refrigerator is connected to power supply and/or whether the light is damaged.
Doors cannot be properly closed	The door is obstructed by food packages.
	The refrigerator is tilted. Tighten the legs and make sure the unit is perfectly level.
Loud noises	Check whether the floor is level and whether the refrigerator is placed stably.
	Check whether accessories are placed in proper locations.
Door seal is not tight	Remove foreign matters on the door seal.
	Heat the door seal and then cool it for restoration (or blow it with an electrical drier or use a hot towel for heating).

TROUBLESHOOTING

POSSIBLE FAULT	POSSIBLE FAULT/SOLUTION
Water pan overflows	There is too much food in the chamber or food stored contains too much water, resulting in heavy defrosting.
	The doors are not closed properly, resulting in frosting due to the entry of air and increased water due to defrosting.
Hot housing	This is heat dissipation of the built-in condenser via the housing, which is normal. When housing becomes hot due to high ambient temperature and storage of too much food, it is recommended to provide sound ventilation to facilitate heat dissipation. Hot housing can also be caused by the refrigerator cooling frequently. This will be normal when hosting parties or when the door is left open for long periods of time.
Surface condensation	Condensation on the exterior surface and door seals of the refrigerator is normal when the ambient humidity is too high. Wipe the condensation with a clean towel.
Abnormal noises	Buzz: The compressor may produce buzzes during operation and the buzzes are loud particularly upon start or stop. This is normal.
	Creak: Refrigerant flowing inside of the appliance may produce a creak and a bubbling noise, which is normal.
Ice maker does not make ice	After you install the water line and start the refrigerator, it may take 12 hours to start producing ice.
	Turn on the ice making function (see page 20).
	Check whether the water pressure meets 30-100 psig and whether the water line is connected normally. Consult the Installation Manual for your refrigerator for further insight into water pressure.
	Check whether the water supply valve is open and whether the water pipe is bent.
	Check whether the ice bucket is installed.

TROUBLESHOOTING

POSSIBLE FAULT	POSSIBLE FAULT/SOLUTION
No ice is dispensed	Check whether there is ice in the ice bucket.
	Check whether the ice has melted and stuck together. If the ice is not used for a long time, please empty the ice bucket and turn off the ice maker.
	Check whether the water line is connected normally, whether the water supply valve is opened, and whether the water pipe is bent.
	The ice dispenser will only operate when the refrigerator door is closed.
	Check whether the ice bucket is installed.
No water is coming out of the water dispenser	Check whether the water line is connected normally, whether the water supply valve is opened, and whether the water pipe is bent or creased.
	The filter or water filter bypass plug must be installed before water can be discharged.
	Check whether the filter or water filter bypass plug is installed properly.
There is low flow coming from the water dispenser	Check whether the water pressure meets 30-100 psig.
	Please replace the filter following the instructions on page 13 of the Installation Manual for your refrigerator. If filter doesn't work, call ZLINE Customer Service at 1-614-777-5004.
The water tastes bad	Please check the water filter and age. Replace water filter as described on page 13 of the Installation Manual for your refrigerator. If the new water filter still does not correct the water dispenser flow, call ZLINE Customer Service at 1-614-777-5004.

WARRANTY

COVERAGE

ZLINE Kitchen and Bath ("ZLINE") counter-depth refrigerators have a one year parts and service warranty and a five year parts warranty on the unit's sealed cooling system.

ZLINE warranty periods begin from the original date of product delivery and solely cover the original purchaser of the product, delivered new and in its original carton. The limited warranty covers all parts and labor for necessary repairs if any part of the product, or the product itself, proves to be defective in materials or workmanship.

The product must be deemed serviceable via troubleshooting with the ZLINE Customer Experience team. All service on ZLINE products under warranty must be performed by ZLINE-approved and ZLINE-certified service providers unless otherwise specified by ZLINE. Service will be provided during normal business hours.

Products must be unobstructed and accessible to the service provider at the time of service. ZLINE's liability is limited to the original purchase price of the product. Additional injuries, losses, damages, or other inconveniences caused by product malfunction or defects in materials are not covered under the terms of this warranty.

TERMS

ZLINE warranties apply only to the original purchaser of a ZLINE product installed for normal residential use. This is defined as a single-family, residential dwelling in a non-commercial setting. Any warranty claim stemming from installation, operation, or any other use within a commercial setting is not covered under this limited warranty. Commercial settings include, but are not limited to: schools, churches, hotels, restaurants, vacation rentals such as Airbnb, daycare centers, private clubs, fire stations, common areas in multi-family dwellings, nursing homes, food service locations, and institutional food service locations such as hospitals or correctional facilities.

This warranty is non-transferable and will not under any circumstance be extended based on the date of installation — the warranty period takes effect from the date of delivery and only covers the original purchaser. The warranty applies only to products installed in the contiguous United States and the District of Columbia.

WARRANTY

Failure to secure certified warranty service per these terms will result in a forfeiture of the remaining warranty. Out-of-pocket payments will not be reimbursed unless prior approval is received from ZLINE and/or ZLINE-certified service contract partners. Unapproved out-of-pocket payments for service will not be reimbursed. All warranty procedures must be followed to maintain warranty coverage.

If a product qualifies within the service window provided under these warranty terms, and ZLINE is unable to repair the product or a defective part of the product after a reasonable number of attempts, ZLINE reserves the right to offer to replace the defective part or the product or provide the original purchaser a full refund of the purchase price of the product (not including installation, removal, or other charges that were not included in the original purchase price).

The original purchaser of the product must provide the original proof of purchase, including the purchase date, when filing a claim to obtain replacement parts, service, or refunds. Additionally, the original purchaser of the product must provide the serial number of the product when filing a claim to obtain replacement parts, service, or refunds.

This warranty shall not apply to any ZLINE product in which the original factory serial number has been removed, altered, or cannot be readily determined for any reason. Further, ZLINE is not responsible for damage resulting from, but not limited to: shipment, delivery, or improper installation; negligence or improper maintenance, misuse, or abuse of the product; unauthorized alteration, modification, or tampering with the product; accident, fire, floods, pest infestations, pandemics, natural disasters, or any other unpreventable or unexplained acts of nature, commonly referred to as “acts of God”; flare-up fires or damages caused by improper electric supply, electrical line current, voltage, or power surges; and service to correct installation not in accordance with the instructions contained in ZLINE’s product manuals and/or with local government codes.

In the event service is dispatched, and it is discovered that the reported issue is not covered under warranty based on the disclaimers above, the customer will be responsible for all service fees. Failure to pay these fees will result in the forfeiture of remaining warranty coverage.

WARRANTY

Information contained within ZLINE's installation and user manuals, in addition to product information included on ZLINE's website and all related digital listings, do not cover every possible condition and situation that may occur during the installation or operation of ZLINE products.

ZLINE reserves the right to make changes at any time to its products when considered safe, necessary, and useful. Always check the ZLINE website for the most up-to-date version of its product manuals: www.zlinekitchen.com/pages/manuals.

Do not install or operate any ZLINE product if it has missing or broken parts or if it arrives damaged due to shipping. If ZLINE products arrive damaged, contact ZLINE Customer Experience at 1-614-777-5004 for help. Failure to report a damaged appliance prior to installation or operation may void the warranty.

ZLINE disclaims responsibility for damage or injury caused by improper installation or use of any of its products. ZLINE is under no obligation, by law or otherwise, to provide concessions, including repairs, prorates, rebates, discounts, or replacements, once the warranty has expired.

SERIAL NUMBER LOCATION



The rating tag shows the model and serial number of your refrigerator. The product label and rating tag is located inside the unit on the left-hand side, above the crisper drawer compartment. The tag is visible when the refrigerator door is open. Do not remove permanently affixed labels, warnings, or plates from the product. This will void the warranty.

WARRANTY

SERVICE

For warranty service, please contact our Customer Service team at 1-614-777-5004 or visit www.zlinekitchen.com/contact to utilize our online Customer Experience Portal.

Scan the QR code to view the most up-to-date version of our Installation Manual and User Manual.

Need to purchase a part or accessory for your ZLINE product?
Visit www.zlineparts.com, ZLINE's official parts distribution partner.

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zlinekitchen.com

1-614-777-5004

contact@zlinekitchen.com

ZLINE

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