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## **SUB-ZERO UC-24 Under Counter Series**



## **Customer Care**

The model and serial number are printed on the enclosed product registration card. Both numbers are also listed on the product rating plate. Refer to page 4 for rating plate location. For warranty purposes, you will also need the date of installation and name of your authorized Sub-Zero dealer. Record this information below for future reference.

## **SERVICE INFORMATION**

- Model Number
- Serial Number
- Date of Installation
- Certified Service Name
- Certified Service Number
- Authorized Dealer
- Dealer Number

If your product ever needs attention, be sure to use a Sub-Zero Factory Certified Service provider recommended by our Customer Care Center, or select one from our list of providers available at [subzero.com/locator](https://subzero.com/locator). All Factory Certified Service providers are carefully selected and thoroughly trained by us.

## **Important Note**

- To ensure this product is installed and operated as safely and efficiently as possible, take note of the following types of highlighted information throughout this guide:
- **IMPORTANT NOTE** highlights information that is especially important.
- **CAUTION** indicates a situation where minor injury or product damage may occur if instructions are not followed.
- **WARNING** states a hazard that may cause serious injury or death if precautions are not followed.
- **IMPORTANT NOTE:** Throughout this guide, dimensions in parentheses are millimeters unless otherwise specified.

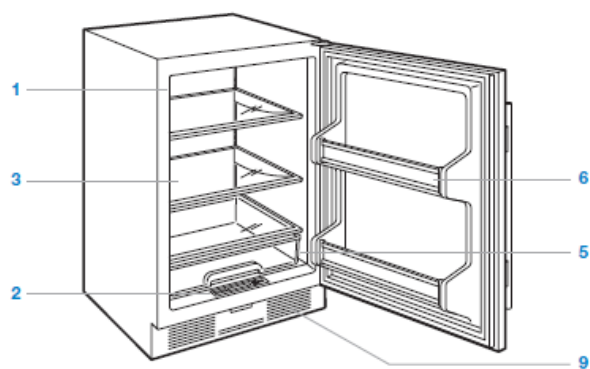
## **WARNING**

### **PROPOSITION 65 FOR CALIFORNIA RESIDENTS**

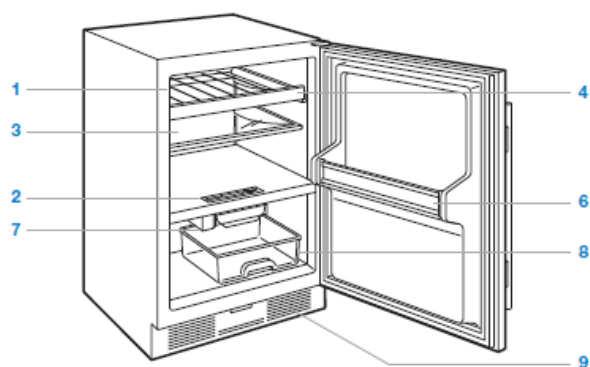
Cancer and Reproductive Harm— [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

## **FEATURES**

1. Product Rating Plate
2. Electronic Control Panel and Display
3. Glass Shelves
4. Wine Storage Rack
5. Utility Bin
6. Door Shelves
7. Automatic Ice Maker
8. Ice Container
9. Condenser (behind kickplate)



All refrigerator model



Combination model

## Control Panel

## FUNCTION

### WARMER COLDER

Adjusts the temperature in one-degree increments. Combination units have separate temperature controls for refrigerator and freezer. Temperatures are preset at 38°F (3°C) and 0°F (-18°C).

### POWER

Turns the unit on or off. When power is off, 'OFF' will appear in the control panel display. Turning power off at the control panel eliminates the need to unplug or turn power off at the circuit breaker during service or extended vacations.

## Display



Illuminates when the door alarm is activated.

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**SERVICE** Flashes in the control panel display if a temperature problem has been detected, or if the condenser needs to be cleaned.

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Control panel and display (combination model shown)

## Refrigerator Storage

### GLASS SHELVES

To remove or adjust a glass shelf, tilt up, then lift up and out. To reposition, insert the shelf in the tracks along the back wall, then lower the front until it locks into position. Refer to the illustration below.

**IMPORTANT NOTE:** Use care when handling glass shelves to prevent breakage or scratching the interior.

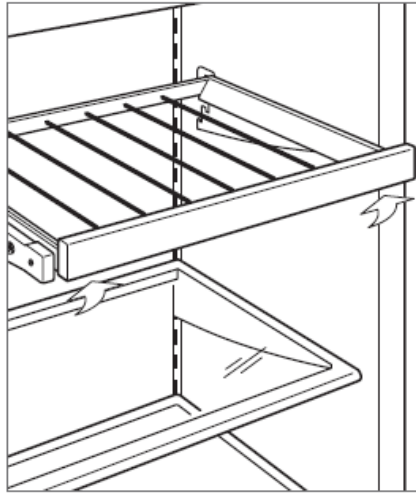
### CAUTION

Glass shelves should warm to room temperature before immersing in warm water.

### UTILITY BIN

All models, except UC-24C(I), feature a clear utility bin for storage of small items. The utility bin slides out to access stored items.

To remove, pull the utility bin straight out. Slide the bin back in to replace.



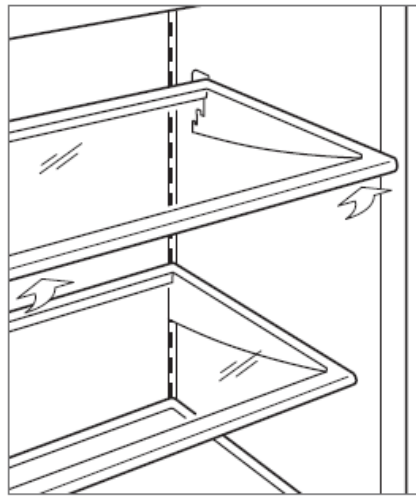
Wine rack removal

## WINE STORAGE

- Models UC-24BG and UC-24C(I) feature racks for wine storage. The roller-assembly racks with three-quarter extension allow easy access to 750 ml bottles.
- For model UC-24BG, to remove or adjust a wine rack, tilt up, then lift up and out. To reposition, insert the rack in the tracks along the back wall, then lower the front until it locks into position. Refer to the illustration below.
- The natural cherrywood facing on wine storage racks can be replaced with wood to compliment cabinetry. Refer to the Sub-Zero design guide, visit our website at [subzero.com](http://subzero.com) or contact Sub-Zero Customer Care at [800-222-7820](tel:800-222-7820).
- **IMPORTANT NOTE:** The wood facing can be stained or sealed. Be aware that some of these substances are hazardous and may damage stored wine.

## CAUTION

Unload all bottles from the wine storage rack before removal.



Glass shelf removal

## OPERATION

- **Ice Maker Operation**

MODEL UC-24CI

Model UC-24CI features an automatic ice maker. The ice container is removed by pulling straight out. Removing the container will not stop ice production. To stop production, lift up on the ice level arm.

After initial start-up, discard the first few batches of ice. The ice may contain impurities from new plumbing connections.

The ice maker will cycle (eight cubes) every two hours. If the ice is not used regularly it may fuse together. To avoid, discard the ice and allow the ice maker to replenish.

- **Door Alarm**

A chime indicates the door has been left ajar for more than 60 seconds. The unit is shipped with the door alarm activated. To deactivate, the unit must be turned on for more than 60 seconds. Touch and hold WARMER and COLDER on the control panel simultaneously for 5 seconds. A chime indicates the alarm has been deactivated.

Reverse the process to activate the alarm. appears in the control panel display when the door alarm is activated.

- **Interior Lighting**

Interior lighting is recessed into the top of the cabinet. Refer to the illustration below.

To replace the light bulb, unscrew from the socket and install a 25-watt replacement bulb.

For model UC-24BG, accent lighting can be turned on and off by the switch located inside the top of the cabinet. Refer to the illustration below.

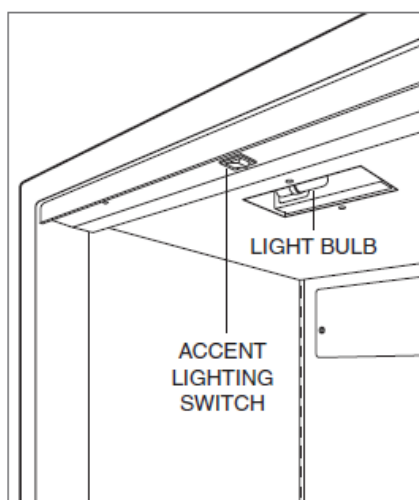
- **CAUTION**

Turn power off at the control panel before replacing light bulbs. Wear protective gloves when handling bulbs.

## **Sabbath**

This appliance is certified by Star-K to meet strict religious regulations in conjunction with specific instructions found on [www.star-k.org](http://www.star-k.org)

To initiate Sabbath mode, while the unit is on, touch POWER on the control panel. 'OFF' appears in the control panel display. Touch and hold POWER for 10 seconds. This will turn the unit on and lights will be disabled. To return to normal operating conditions, touch POWER.



Interior lighting (model UC-24BG shown)

## **CARE RECOMMENDATIONS**

### **Cleaning**

#### **INTERIOR CLEANING**

To clean interior surfaces and all removable parts, wash with a mild solution of soap, water and baking soda. Rinse and dry thoroughly. Avoid getting water on the lights and control panel.

#### **CAUTION**

Do not use vinegar, rubbing alcohol, or other alcohol-based cleaners on any interior surface.



## STAINLESS STEEL EXTERIOR

Use a nonabrasive stainless steel cleaner and apply with a soft lint-free cloth. To bring out the natural luster, lightly wipe the surface with a water-dampened microfiber cloth followed by a dry polishing chamois. Always follow the grain of stainless steel.

## CONDENSER CLEANING

### CAUTION

Before cleaning the condenser, turn power off at the control panel. Wear gloves to avoid injury from sharp condenser fins.

The condenser is located behind the kickplate. To access, remove the kickplate. Use a soft-bristle brush and vacuum to remove dust and lint from the condenser. Clean the condenser every three to six months. Refer to the illustration below.

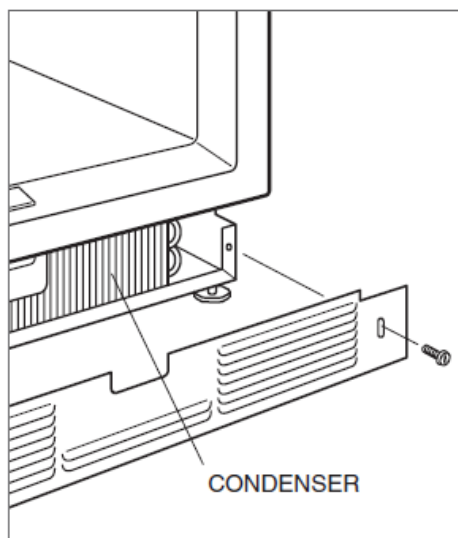
**IMPORTANT NOTE:** To avoid damaging the condenser fins, vacuum in the direction of the fins.

### CAUTION

Failure to clean the condenser could result in temperature loss, mechanical failure, or damage.

## VACATIONS

For extended vacations, turn power off at the control panel. Empty the unit and block the door open slightly to let fresh air in and keep the interior dry.



Condenser location

# Troubleshooting

## SERVICE INDICATOR

- SERVICE' is flashing in the control panel display.
- Verify the condenser is clean.
- Touch POWER to turn the unit off. Touch POWER again to turn the unit on. If 'SERVICE' is still flashing, contact Sub-Zero Customer Care at [800-222-7820](tel:800-222-7820).

## UNIT OPERATION

No lights or cooling.

- Verify power is on.
- Verify electrical power to the unit and the home circuit breaker is on.
- No lights in refrigerator or freezer.
- The door may have been left ajar which has disabled the lights to eliminate excess heat. If the lights are out, close the door for one hour. If the lights are still out, contact Sub-Zero Factory Certified Service.

## Frost, condensation, or ice build up inside the unit.

- Verify the condenser is clean.
- Verify the door is closing properly.
- Verify the door has not been left ajar.
- Verify the door gasket does not have rips or tears. If it does, contact Sub-Zero Factory Certified Service.
- If icing is heavy, turn the unit off and use a hair dryer to melt the ice. The hair dryer should be set on low and kept moving at all times. Once the ice has melted, wipe up any water with a cloth or paper towel.

## High temperatures, the unit runs excessively or is giving off too much heat.

- Verify the condenser is clean.
- Verify the door is closing properly.
- Verify the door has not been left ajar.

- Increased ambient temperatures may cause the compressor to run longer.
- The unit may be in showroom mode. Contact Sub-Zero Customer Care at [800-222-7820](tel:800-222-7820).

## **ODOR**

- The unit should be cleaned before using for the first time. This will clear any odors that may have been trapped during shipping.
- Clean the unit and shelving thoroughly.
- Uncovered food could create an odor that may require cleaning.

## **ICE PRODUCTION (MODEL UC-24CI)**

### **No ice**

- Verify the ice maker has been on for at least 24 hours.
- Verify the freezer temperature is near 0°F.
- Verify the ice container is properly installed.
- Verify the ice maker arm is in the down position.
- Verify water is being supplied to the unit.

### **Blue or green ice.**

- Possible copper supply line corrosion. Contact a plumber to clean or replace.
- Black flecks in the cubes.
- Stop use and contact Sub-Zero Factory Certified Service. Bad taste.
- Defrost the freezer and clean with soap and water.
- Place coffee grounds or charcoal briquettes in the freezer to absorb odor. Hollow cubes.
- Clean the condenser. Contact Sub-Zero Factory Certified Service if unresolved.

## **SERVICE**

- Maintain the quality built into your product by contacting Sub-Zero Factory Certified Service. For the name of the nearest Sub-Zero Factory Certified Service, check the

Support and Service section of our website, [subzero.com](http://subzero.com) or call Sub-Zero Customer Care at [800-222-7820](tel:800-222-7820).

- When contacting service, you will need the model and serial number of your unit. Both numbers are listed on the product rating plate. Refer to page 4 for rating plate location.
- For warranty purposes, you will also need the date of installation and name of your authorized Sub-Zero dealer. This information should be recorded on page 3.

## **Sub-Zero Residential Limited Warranty**

### **FOR RESIDENTIAL USE**

#### **FULL TWO YEAR WARRANTY\***

For two years from the date of original installation, this Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, any part of the product that proves to be defective in materials or workmanship. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

#### **FULL FIVE YEAR SEALED SYSTEM WARRANTY**

For five years from the date of original installation, this Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, these parts that prove to be defective in materials or workmanship: compressor, condenser, evaporator, drier and all connecting tubing. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory-certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

#### **LIMITED TWELVE YEAR SEALED SYSTEM WARRANTY**

For twelve years from the date of original installation, Sub-Zero will repair or replace the following parts that prove to be defective in materials or workmanship: compressor, condenser, evaporator, drier and all connecting tubing. If the owner uses Sub-Zero factory certified service, the service provider will repair or replace these parts with the

owner paying for all other costs, including labor. If the owner uses a non-certified service, the owner must contact Sub-Zero, Inc. (using the information below) to receive repaired or replacement parts. Sub-Zero will not reimburse the owner for parts purchased from non-certified service or other sources.

## **TERMS APPLICABLE TO EACH WARRANTY**

- The warranty applies only to products installed for normal residential use. The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada. This warranty does not cover any parts or labor to correct any defect caused by negligence, accident or improper use, maintenance, installation, service or repair.
- THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT SUB-ZERO, INC. WILL PROVIDE, EITHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. SUB-ZERO, INC. WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY.
- Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.
- To receive parts and/or service and the name of Sub-Zero factory certified service nearest you, contact Sub-Zero, Inc., P.O. Box 44848, Madison, WI 53744; check the contact & support section of our website, [subzero.com](http://subzero.com) email us at [customerservice@subzero.com](mailto:customerservice@subzero.com) or call [800-222-7820](tel:800-222-7820).
- \*Stainless steel (doors, panels, handles, product frames and interior surfaces) are covered by a limited 60-day parts and labor warranty for cosmetic defects.
- \*Replacement water filters and air purification cartridges are not covered by the product warranty.

## **Sub-Zero Outdoor Limited Warranty\***

### **FOR RESIDENTIAL USE FULL ONE YEAR WARRANTY\*\***

For one year from the date of original installation, this Sub-Zero product warranty covers

all parts and labor to repair or replace, under normal residential use, any part of the product that proves to be defective in materials or workmanship. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

## **FULL FIVE YEAR SEALED SYSTEM WARRANTY**

For five years from the date of original installation, this Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, these parts that prove to be defective in materials or workmanship: compressor, condenser, evaporator, drier and all connecting tubing. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

## **TERMS APPLICABLE TO EACH WARRANTY**

The warranty applies only to products installed for normal residential use. The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada. This warranty does not cover any parts or labor to correct any defect caused by negligence, accident or improper use, maintenance, installation, service or repair.

- THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT SUB-ZERO, INC. WILL PROVIDE, EITHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. SUB-ZERO, INC. WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY.

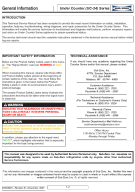
Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

- To receive parts and/or service and the name of Sub-Zero factory-certified service

nearest you, contact Sub-Zero, Inc., P.O. Box 44848, Madison, WI 53744; check the contact & support section of our website, [subzero.com](http://subzero.com) email us at [customerservice@subzero.com](mailto:customerservice@subzero.com) or call [800-222-7820](tel:800-222-7820).

- Product must be approved for outdoor use, designated by model and serial number.
- Stainless steel (doors, panels, handles, product frames and interior surfaces) are covered by a limited 60-day parts and labor warranty for cosmetic defects.
- Replacement water filters are not covered by the product warranty.


## Documents / Resources




[SUB-ZERO UC-24 Under Counter Series \[pdf\]](#) Instruction Manual  
UC-24, UC-24 Under Counter Series, UC-24, Under Counter Series, Cou  
nter Series

## References

- [User Manual](#)

 Counter Series, SUB-ZERO, UC-24, UC-24 Under Counter Series, Under Counter

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