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SUB-ZERO UW-24 Under Counter Wine Storage Unit



Product Information

Specifications

- Model: UW-24
- Thermistor Location Codes: UE (Upper Evaporator), LE (Lower Evaporator), UP (Upper Compartment), LO (Lower Compartment)
- Revision: A
- Date: September, 2016

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. 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

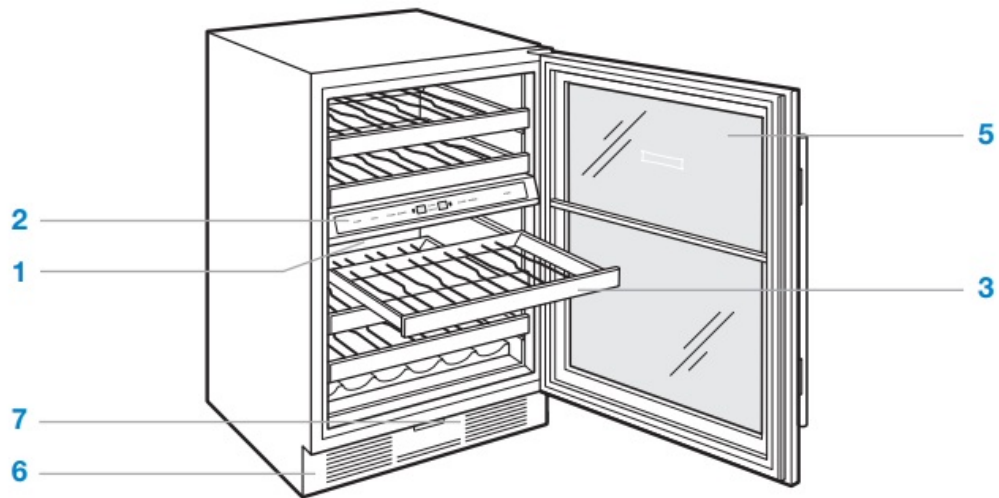
Cancer and Reproductive Harm— www.P65Warnings.ca.gov

Wine Storage Features

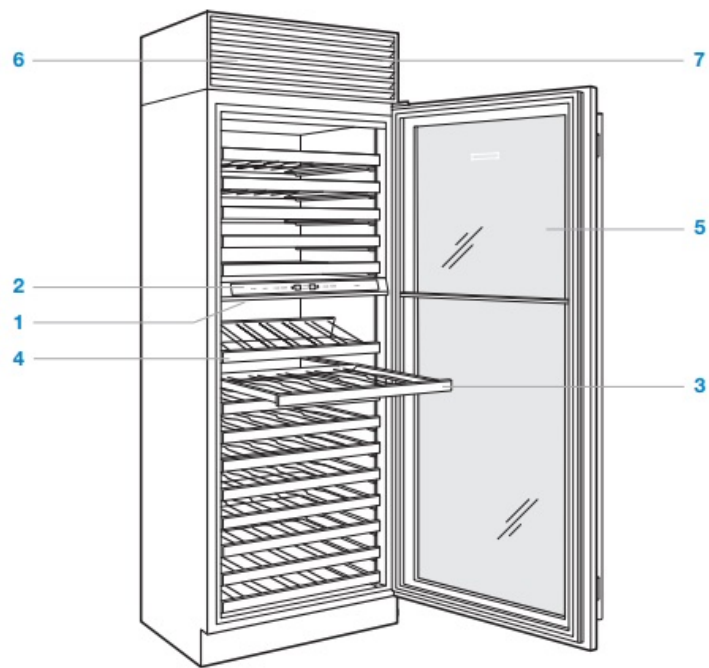
FEATURES

1. Product Rating Plate
2. Electronic Control Panel and Display
3. Wine Storage Racks
4. Display Rack (Model BW-30)

- 5. Full-View Glass Door
- 6. Home Security System
- 7. Condenser (behind kickplate or grille)



Model UW-24



Model BW-30

Control Panel

FUNCTION

ALARM

Activates or deactivates the temperature alarm. A chime indicates the temperature is below 32°F (0°C) or 15°F (8°C) above the set temperature.

LIGHTS

Turns accent lighting on or off.

COLDER WARMER

Adjusts the temperature in one-degree increments. Two distinct temperature zones have separate temperature controls. Temperatures are preset at 45°F (7°C) and 55°F (13°C).

POWER

Turns the unit on or off. 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.

INDICATOR



Indicates the lower temperature zone.



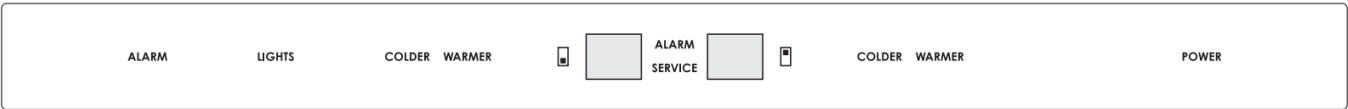
Indicates the upper temperature zone.

ALARM

Illuminates when the temperature alarm is activated.

SERVICE

Illuminates when a temperature problem has been detected, or if the condenser needs to be cleaned.



Control panel

STORAGE

Wine Storage

WINE RACKS

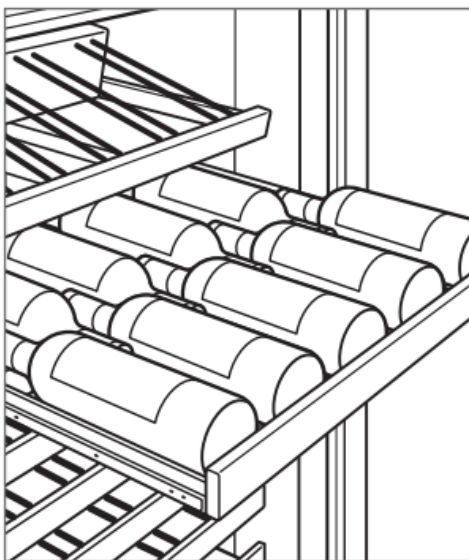
The full-extension (three-quarter extension for model UW-24) racks provide easy access to 750 ml, half-bottles, and magnums. Refer to the illustration below for proper bottle arrangement. When storing magnums, the rack above must be removed.

To remove a wine rack, pull out to full extension, tilt up, then lift up and out. Refer to the illustration below.

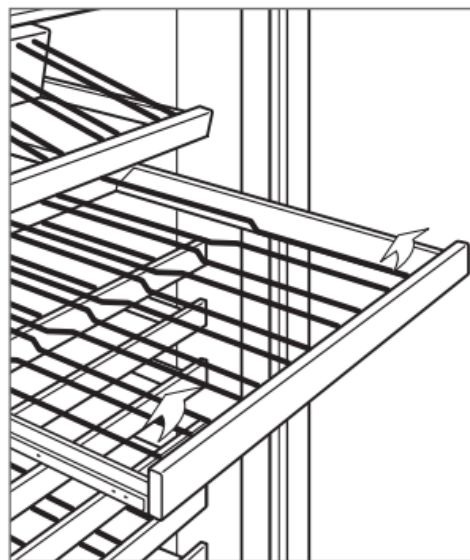
The natural cherrywood facing on wine racks can be stained or replaced with wood to compliment cabinetry. For more information, refer to the Sub-Zero design guide, visit our website at subzero.com, or contact Sub-Zero Customer Care at [800-222-7820](tel:800-222-7820).

CAUTION

Remove all bottles from the wine rack before removal.



Bottle arrangement

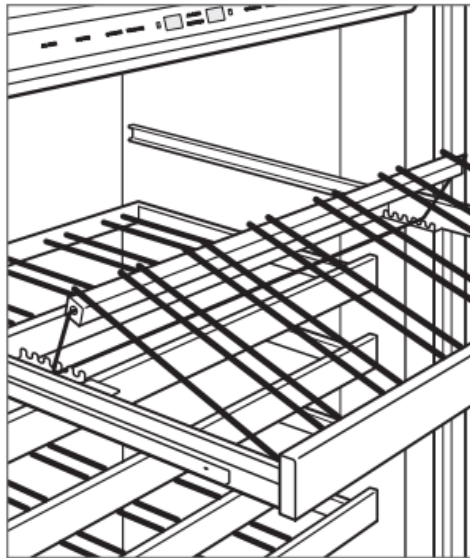


Wine rack removal

DISPLAY RACK (MODEL BW-30)

Model BW-30 features an illuminated display rack. The adjustable display rack is designed for wine to stay in contact with the cork at any position. Refer to the illustration below.

To remove the display rack, pull out to full extension, tilt up, then lift up and out.



Display rack

OPERATION

Sabbath

This appliance is certified by Star-K to meet strict religious regulations in conjunction with specific instructions found on www.star-k.org.

To initiate Sabbath mode, while the unit is on, touch POWER on the control panel, then touch and hold POWER for 10 seconds. This will turn the unit on with lights disabled. To return to normal operating conditions, touch POWER.

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, control panel, and cherrywood facing on wine racks.

Use a standard glass cleaner to clean the UV-resistant glass door.

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.

Models UW-24 and UW-24FS: The condenser is located at the bottom of the unit, behind the kickplate. To access, remove the kickplate. Refer to the illustration below.

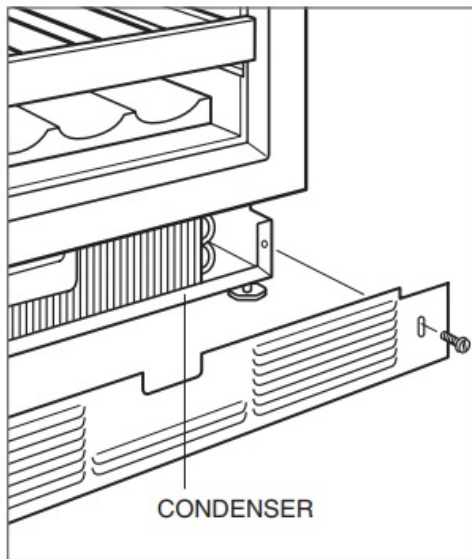
Model BW-30: The condenser is located behind the flip-up grille. To access, pull out on the bottom edge of the grille and rotate upward. Refer to the illustration below.

Use a soft bristle brush and vacuum to remove dust and lint from the condenser. Clean the condenser every 6–12 months.

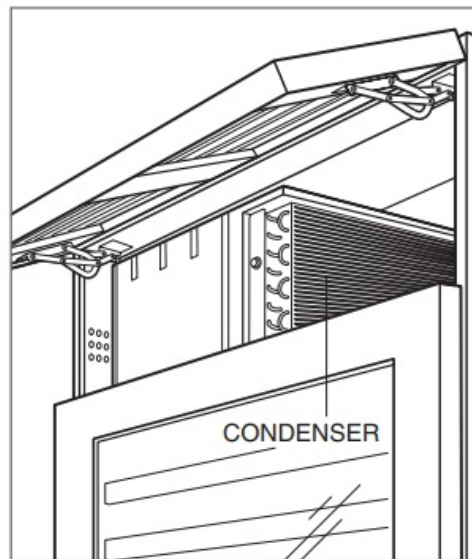
IMPORTANT NOTE: To avoid damaging the condenser, vacuum in the direction of the fins.

CAUTION

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



Models UW-24 and UW-24FS



Model BW-30

Troubleshooting

SERVICE INDICATOR

“SERVICE” flashes in the control panel display.

- Verify the condenser is clean.
- Turn the unit off at the control panel, then on. If the indicator continues to flash, contact Sub-Zero Factory Certified Service.

UNIT OPERATION

No lights or cooling.

- Verify power is on.
- Verify electrical power to the unit and home circuit breaker is on.

No lights.

- 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.
- Cabinet lighting must be replaced by Sub-Zero Factory Certified Service.

Condensation forms 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.

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.
- If the temperature display shows 45° and 55°, but is not cooling, 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.

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 & Service section of our website, 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 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, email us at 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, INC. P.O. BOX 44848 MADISON, WI 53744 [SUBZERO.COM](https://subzero.com) 800.222.7820

FAQ

- **Q: What should I do if EE is displayed on the unit?**

A: If EE is displayed, it indicates a thermistor error. Refer to the Error Code Troubleshooting Guide for further assistance.

- **Q: How can I check the temperature readings for each thermistor location?**

A: Initiate Diagnostic Mode by pressing and holding the COLDER key and POWER key to view the temperature readings for each location.

Documents / Resources



[SUB-ZERO UW-24 Under Counter Wine Storage Unit \[pdf\]](#) User Guide
UW-24, 424, UW-24 Under Counter Wine Storage Unit, UW-24, Under Co
unter Wine Storage Unit, Counter Wine Storage Unit, Wine Storage Unit,
Storage Unit

References

- [User Manual](#)

📁 SUB-ZERO

🔍 424, Counter Wine Storage Unit, Storage Unit, SUB-ZERO, Under Counter Wine Storage Unit, UW-24, UW-24 Under Counter Wine Storage Unit, Wine Storage Unit

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