

**SECTION 1**

**GENERAL  
INFORMATION**

## INTRODUCTION:

This 400 Series Technical Service/Training Manual, Part #3756394, has been compiled to provide the most recent information on safety, installation, set-up, design, operation, features, troubleshooting, wiring diagrams, and repair procedures of the 400 Series units. This information will enable the service technician to troubleshoot and diagnose malfunctions, perform necessary repairs, and return a 400 Series unit to proper operational status. The service technician should read the complete instructions contained in this training/service manual before initiating any repairs on a 400 Series unit.

## IMPORTANT SAFETY INFORMATION:

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

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

Below each Product Safety Label is a description of the precautions to 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 or product and/or property damage

In addition, please pay attention to the signal word "**NOTE:**", which highlights information that is especially important for the section it is in.

## PART ORDERING:

Service parts must be ordered through an Authorized Sub-Zero Parts Distributor. Please note that the serial number of the unit being repaired is often important when ordering service replacement parts. Always refer to the Parts Price List for any parts that may have substitutions determined by serial number.

## TECHNICAL ASSISTANCE:

If you should have any questions regarding this equipment, please contact:

*Sub-Zero Freezer Co., Inc.  
Attn: Service Department  
P.O.Box 44988  
Madison, WI 53744-4988*

*Customer Service & Parts Warranty Claims  
Phone (800) 222-7820*

*Technical Assistance  
Phone (800) 919-8324*

*Customer Service & Technical Assistance  
Facsimile (608) 441-5887*

*Parts Warranty Claims  
Facsimile (608) 441-5886*

*Service Department E-Mail Address  
customerservice@subzero.com*

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

**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.**

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**WARRANTY INFORMATION:**

This page contains a summary of the 2, 5 & 12 Year Warranty that is supplied with every 400 Series unit. This is followed by a summary of the two special warranties: The *Non-Residential Warranty* which applies to units installed in non-residential applications, and the *Display/Model Home Warranty* which applies to distributor or dealers display units and units in model homes, sold three years after date of manufacture. The last entries on this page are details and notes about the warranties.

**TWO, FIVE & TWELVE YEAR Warranty Summary**

- Two year TOTAL PRODUCT warranty, \*parts and labor.
- Five Year SEALED SYSTEM warranty, \*\*parts and labor.
- Sixth through Twelfth year LIMITED SEALED SYSTEM warranty, sealed system \*\*parts only.

**ONE & FIVE YEAR Non-Residential Warranty Summary (Example: Office, Boat, etc.)**

- One Year TOTAL PRODUCT warranty, \*parts and labor.
- Five year LIMITED SEALED SYSTEM warranty, sealed system \*\*parts only.

**ONE & FIVE YEAR Display/Model Home Warranty Summary (Display units sold three years after date of manufacture)**

- One Year TOTAL PRODUCT warranty, \*parts and labor.
- Five year LIMITED SEALED SYSTEM warranty, sealed system \*\*parts only.

**Warranty Details:**

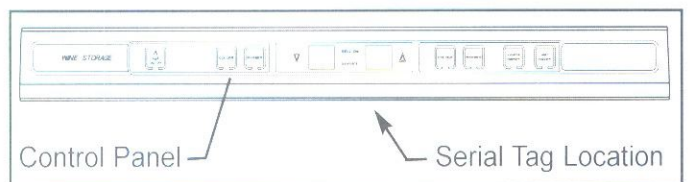
- \* Total Product Parts includes, but is not limited to the following:  
*Electronic Control System Components, Fan & Light Switches, Fan Motors & Blades, Defrost & Drain Heaters, Defrost Terminators, Drain Pans, Drain Tubes, Wiring, Light sockets & bulbs, Door hinges, Door closers & Cams, Compressor Electricals, etc. . .*

- \*\* Sealed System Parts include the following:  
*Compressors, Condensers, Evaporators, Filter-Driers, Heat-exchangers, All Tubing That Carries the Freon.*

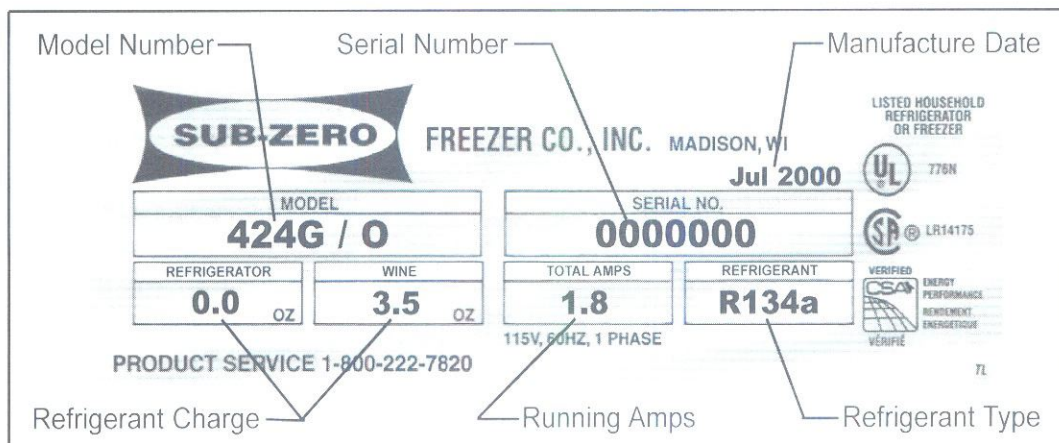
**NOTE:** Condenser Fan Motors, Freon, Solder and compressor electricals are NOT considered sealed system parts.

**Warranty Notes:**

- All warranties begin at the time of the unit's initial installation.
- All Warranty and Service information collected by Sub-Zero is arranged and stored under the unit serial number. This information is now also stored under the customer's last name.
- NOTE:** Sub-Zero still requests that you have the model and serial number available whenever contacting the factory or parts distributor.
- The serial number tag for models 427, 427R, and 430 is located on the bottom side of the compartment divider, directly behind the control panel. (See Figures 1-1, 1-2) For model 424 it is on the upper compartment ceiling (not shown)



**Figure 1-1. Serial Tag Location**



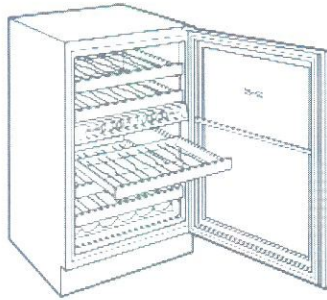
**Figure 1-2. Serial Tag Layout**

**MODEL DESCRIPTIONS:**

This section briefly describes the models covered in this 400 Series Technical Service/Training Manual. There are four basic model configurations (*Models 424, 427, 427R, and 430*), with esthetic variations of the exterior cosmetic components. This manual will address the four basic configurations in most cases.

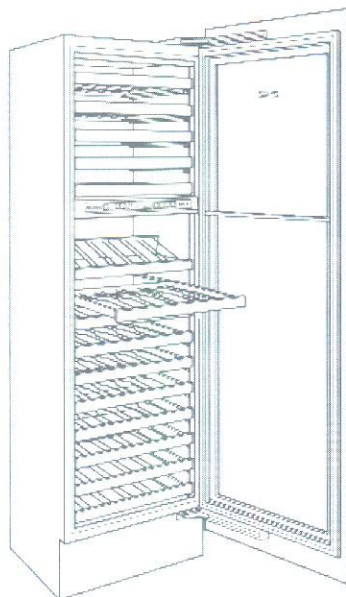
The following diagrams (Figures 1-3 to 1-6) explain the 400 Series model numbering system.

**Figure 1-3. Model 424**



- |                  |   |
|------------------|---|
| <b>424G/B</b>    | • 400 Series - 24" Wide - Glass/CarBon (or Black) Steel Wrapped Door                              |
| <b>424HAG/B</b>  | • 400 Series - 24" Wide - High Altitude Glass/CarBon (or Black) Steel Wrapped Door                |
| <b>424G/O</b>    | • 400 Series - 24" Wide - Glass/Overlay Panel Application Door                                    |
| <b>424HAG/O</b>  | • 400 Series - 24" Wide - High Altitude Glass/Overlay Panel Application Door                      |
| <b>424G/P</b>    | • 400 Series - 24" Wide - Glass/Platinum Steel Wrapped Door                                       |
| <b>424HAG/P</b>  | • 400 Series - 24" Wide - High Altitude Glass/Platinum Steel Wrapped Door                         |
| <b>424G/S</b>    | • 400 Series - 24" Wide - Glass/Stainless Steel Wrapped Door                                      |
| <b>424HAG/S</b>  | • 400 Series - 24" Wide - High Altitude Glass/Stainless Steel Wrapped Door                        |
| <b>424S/B</b>    | • 400 Series - 24" Wide - Solid/CarBon (or Black) Steel Wrapped Door                              |
| <b>424S/O</b>    | • 400 Series - 24" Wide - Solid/Overlay Panel Application Door                                    |
| <b>424S/P</b>    | • 400 Series - 24" Wide - Solid/Platinum Steel Wrapped Door                                       |
| <b>424S/S</b>    | • 400 Series - 24" Wide - Solid/Stainless Steel Wrapped Door                                      |
| <b>424FS/G</b>   | • 400 Series - 24" Wide - Free Standing - Stainless Steel Wrapped Unit - Glass Door               |
| <b>424FS/HAG</b> | • 400 Series - 24" Wide - Free Standing - Stainless Steel Wrapped Unit - High Altitude Glass Door |
| <b>424FS/S</b>   | • 400 Series - 24" Wide - Free Standing - Stainless Steel Wrapped Unit - Solid Door               |

**Figure 1-4. Model 427**



**NOTE:** Door panels for this model sold separately.

- |               |  |
|---------------|--|
| <b>427G</b>   | • 400 Series - 27" Wide - Glass Door               |
| <b>427HAG</b> | • 400 Series - 27" Wide - High Altitude Glass Door |
| <b>427S</b>   | • 400 Series - 27" Wide - Solid Door               |

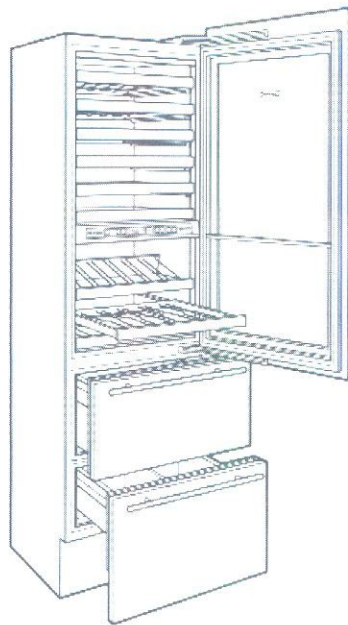


Figure 1-5. Model 427R

**NOTE:** Door panels for this model sold separately.

- 427RG** • 400 Series - 27" Wide - Refrigerated Drawers - Glass Door on Wine Storage Section
- 427RHAG** • 400 Series - 27" Wide - Refrigerated Drawers - High Altitude Glass Door on Wine Storage Section
- 427RS** • 400 Series - 27" Wide - Refrigerated Drawers - Solid Door on Wine Storage Section



Figure 1-6. Model 430

- 430G/B** • 400 Series - 30" Wide - Glass/CarBon (or Black) Steel Wrapped Door
- 430HAG/B** • 400 Series - 30" Wide - High Altitude Glass/CarBon (or Black) Steel Wrapped Door
- 430G/F** • 400 Series - 30" Wide - Glass/Framed Panel Application Door
- 430HAG/F** • 400 Series - 30" Wide - High Altitude Glass/Framed Panel Application Door
- 430G/O** • 400 Series - 30" Wide - Glass/Overlay Panel Application Door
- 430HAG/O** • 400 Series - 30" Wide - High Altitude Glass/Overlay Panel Application Door
- 430G/P** • 400 Series - 30" Wide - Glass/Platinum Steel Wrapped Door
- 430HAG/P** • 400 Series - 30" Wide - High Altitude Glass/Platinum Steel Wrapped Door
- 430G/S** • 400 Series - 30" Wide - Glass/Stainless Steel Wrapped Door
- 430HAG/S** • 400 Series - 30" Wide - High Altitude Glass/Stainless Steel Wrapped Door
- 430S/B** • 400 Series - 30" Wide - Solid/CarBon (or Black) Steel Wrapped Door
- 430S/F** • 400 Series - 30" Wide - Solid/Framed Panel Application Door
- 430S/O** • 400 Series - 30" Wide - Solid/Overlay Panel Application Door
- 430S/P** • 400 Series - 30" Wide - Solid/Platinum Steel Wrapped Door
- 430S/S** • 400 Series - 30" Wide - Solid/Stainless Steel Wrapped Door



**Sub-Zero Wine Storage Temperature Range, Recommended Wine Storage Temperatures and Recommended Wine Serving Temperatures:**

The table below shows the temperature range of the Sub-Zero Wine Storage Units. This table also shows the recommended temperatures for “serving” wines. Serving wines at the recommended temperatures will insure that white wines maintain their lively and interesting taste, and red wines will maintain their scent and flavor.

**NOTE:** For “long term storage” of all wines, the ideal temperature is 55°F / 13°C.

**NOTE:** The temperature range in the refrigerator drawer area of the 427R is 34°F / 1°C to 45°F / 7°C.

		<i>Fahrenheit</i>	<i>Celsius</i>
<b>Wine Storage Unit Maximum Temperature</b>		65°	18°
<b>Recommended Wine Serving Temperatures</b>	<i>Bordeaux</i>	63°	17°
	<i>Red Burgundy</i>	61°	16°
	<i>Beaujolais</i>	54°	12°
	<i>Sherry</i>	52°	11°
	<i>Rosés</i>	48°	9°
	<i>Dry White Wines</i>	48°	9°
	<i>Champagne</i>	46°	8°
	<i>Sweet White Wines</i>	43°	6°
	<i>Sparkling Wines</i>	41°	5°
<b>Wine Storage Unit Minimum Temperature</b>		38°	3°