Overview

The Sub-Zero Group Owner's App allows you to monitor your refrigerator, select modes, and more. You can also receive remote service assistance and instant product software updates through the app.

Notifications

Receive notifications, even when you are away from home. The app sends a notification to your mobile device when any of the following scenarios occur:

- Door open. A door or drawer is open for more than five minutes.
- Temperature setpoint. The temperature setpoint changes.
- Water filter. It is time to change the water filter.
- Air purification cartridge. It is time to change the air purification cartridge.

Product Information

- Access the model and serial number information.
- Access use and care information.
- Review the product warranty information.

App Only Modes

App only modes are unique modes that can only be accessed by using the app.

MODE	
High Usage	Enhances cooling performance, withstands frequent door openings, and maximizes ice production for eight hours.
Short Vacation	Enhances food preservation while minimizing energy use during periods you are away from home, typically less than a week.
Long Vacation	Minimizes energy use for extended periods, typically 2 to 12 weeks.
Night Ice	Only produces ice from midnight to 6 am, reducing operating noise and energy consumption.

Other Modes

MODE	
Max Ice	Increases ice production by up to 40% for 24 hours.
Sabbath	Enables the unit to be Star-K compliant.

REFRIGERATION APP GUIDE

Frequently Asked Questions

Do I need an account to remotely access my appliance?

- Yes. You can create your account during your first in-app experience by following the instructions.

Can my unit be connected to more than one device?

- Yes, however, the same account username and password must be used for each mobile device.

Can air purification cartridges and water filters be purchased from the app?

- Yes. Tap the air purification or water filter tiles on your app and follow the instructions.

I am getting too many notifications. Can I turn them off?

- Yes. Open Settings on your mobile device and turn off notifications for the Sub-Zero Group Owner's App.

Is the displayed temperature the internal temperature?

- No. The temperature indicates the set temperature. Frequent door openings cause the internal temperature to fluctuate.

Troubleshooting

I am unable to connect.

- Verify the appliance is on and the setting is enabled.
- Verify Bluetooth and Wi-Fi settings are enabled on your mobile device.

Notifications are not being sent.

- Open Settings on your mobile device and turn on notifications for the Sub-Zero Group Owner's App.

"Service Required" appears.

- Contact Customer Care at 800-222-7820, Monday through Friday, 8 am to 5 pm CST.

"Loading" appears for an extended period.

- Unplug your router and wait 30 seconds. Then, plug it in again and open the app.