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TO: Our Dealer Partners
FROM: Don Cooper, Corporate Sales Manager
DATE: April 25, 2022
RE: Current Designer Series Refrigeration—Updated User Interface Module (UIM)

Sub-Zero Group, Inc., is facing a component shortage related to the user-interface module (UIM) of **current Sub-Zero Designer Series Column, Tall, and Drawer product configurations.**

To mitigate this shortage, Sub-Zero Group has adopted an Updated User Interface solution that (1) enables continued production to meet increasingly important product-availability expectations and (2) delivers virtually the same functionality to Sub-Zero appliance owners.

Updated User Interface Experience Overview

The suite of user settings will remain the same, however, appliance owners will have the ability to access and operate settings in the following two ways:

-Updated User Interface

- On the unit
- Features the three most-used settings: On/Off, Ice On/Off, and Door Alarm On/Off
- Sabbath Mode is also supported
- Additional settings can be accessed and controlled through the Sub-Zero Group Owners' App via Wi-Fi or Bluetooth®

-Enhanced Sub-Zero Group Owners' App Experience

- All app functionality that exists today with access to additional settings for enhanced control view the Owners' App
- Allows user to operate and control the unit's settings remotely
- Connect to the appliance via Wi-Fi or Bluetooth®
 - The Wi-Fi connection allows users to register the product as well as operate and control the unit's settings from anywhere with mobile access to the internet
 - The Bluetooth® connection supports appliance owners who want access to all settings, but do not want to connect via Wi-Fi
 - Allows user to operate and control the unit's settings within range of Bluetooth®

Please find additional information about the Updated User Interface in the attached sell sheet.

Required Customer Communication

Beginning **early May**, all current Designer Series Column, Tall and Drawer products will be produced with the Updated User Interface. We request you **please communicate with each customer** awaiting an affected model(s), offering the following options:

1. Proceed with their current order, understanding that their unit will come with the Updated User Interface. At the time of installation, if interested, they may opt in for an original UIM. Replacement-availability time TBD
 - Note: It is important that the customer does not opt in until the product is delivered. Without a serial number, they cannot opt in for a replacement.
 - When the replacement is available, Sub-Zero will contact the customer.
2. Change order to new Designer Series model—available 2023

Installation and Replacement Opt-In Experience

At installation, appliance owners can scan a QR code in the unit to access explicit instructions on how to opt in for a replacement UIM along with how to operate the Updated User Interface and how to control their unit via the Owners' App and Bluetooth®. We are confident that the experience detailed above will exceed most appliance owners' expectations. However, if an owner would prefer a traditional user interface, they will have the opportunity to opt-in to receive a replacement UIM (when available). At this time, we are unable to predict when replacements will be available.

When the traditional UIM replacements are available, Sub-Zero Group Customer Care will contact opted-in owners, inquiring whether they are still interested in a replacement UIM. If so, Sub-Zero will ship a replacement UIM kit with instructions and an instructional video to assist the owner in replacing the module themselves. For additional assistance, owners may call Customer Care. When necessary, in the rare instance in which the task cannot be completed by the owner, Customer Care will assist with scheduling an in-warranty service call.

Additionally, when available, we will equip our service network with UIM kits to offer owners a replacement during service visits, regardless of opt-in status.

Thank you for your assistance communicating and implementing this change. While we understand this situation is not ideal, we are confident this solution will not negatively impact product availability nor the owner experience. If you or your team has questions or concerns, please work with your Trevarrow, Inc. Territory Sales Manager.



CONNECT FOR MORE CONTROL

SCAN THE CODE TO LEARN MORE



Call Customer Care at **800-222-7820** to request an enhanced touch control panel. You will be notified when the complimentary replacement is available.



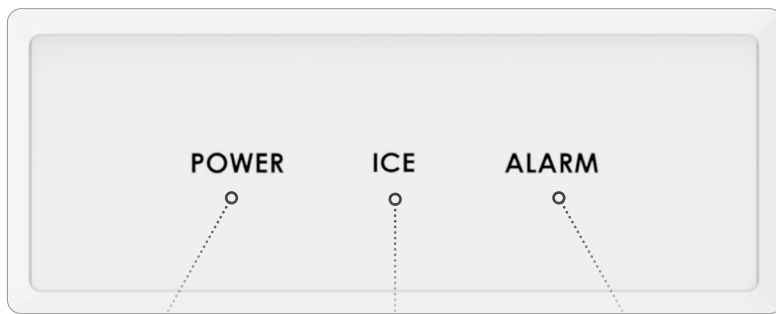
9053196REVA

INSTALLER: THIS LABEL MUST BE REMOVED BY THE CONSUMER



DESIGNER SERIES REFRIGERATION CONTROLS

Optimized for top performance, your refrigerator's preprogrammed settings will likely not require adjustment. However, if you desire greater control of additional settings, download the Sub-Zero Group Owners' App.



Touch to turn on, hold to turn off. (Hold 10 sec. for Sabbath Mode)

Touch to turn on or off.

Touch to turn on, hold to turn off.

Prefer a traditional control panel experience? Call Customer Care at 800-222-7820 to opt-in for a replacement when it becomes available.

SCAN TO LEARN MORE



DOWNLOAD THE APP FOR ADDITIONAL CONTROL

Fine tune your appliance's settings to your precise needs via the Sub-Zero Group Owners' App. Gain access to:

- Temperature controls
- Air purification settings
- Ice maker settings
- Water filter settings

