



## PRODUCT ANNOUNCEMENT

**Bulletin Number – Viking-04.26**  
**Date: February 26, 2026****This bulletin contains information on the following topic:**

- Veil Integrated Refrigeration Normal Power-Up Behavior

Instances have been reported where a unit briefly powers on after being plugged in and then shuts off. This behavior is intentional and is part of the designed installation verification process. It does not indicate a defect or electrical fault.

**Normal Power-Up Sequence**

When the unit is connected to a live outlet, the following sequence will occur:

- Interior lights activate momentarily.
- The display powers on.
- The Viking logo appears.
- The serial number and software version are displayed.
- The unit powers down completely.

**Design Intent**

This temporary activation sequence is engineered to confirm that the appliance is properly connected to a live power source. The feature is particularly important for fully integrated installations, where the electrical plug may no longer be accessible once the unit is installed in its final cabinetry position. The brief power-up allows installers to verify proper electrical connection before completing installation.

The unit remains powered OFF intentionally to prevent automatic start-up during the installation process.

**Manual Start Procedure**

To begin normal operation after installation:

- Press the Power ON button located next to the display in the upper-left area.
- The display will show “INITIAL TEST.”
- The unit will then enter the PULL-DOWN phase.

If the unit performs as described above, no service action is required.

Please ensure installers and dealer partners understand that the unit will not automatically start cooling when first connected to power.

If the unit does not respond to manual activation or exhibits behavior outside of the sequence described in this memo, standard troubleshooting procedures should be followed.