

# DEMO MODE SET-UP



***Thermador*** 





# Table of Contents

**Demo Settings – Your On-site Sales Support.**

The right appliance presentation is the main element in the customer’s decision making. Live product demonstrations are a highly effective way to explain product benefits. To support live product presentations, many Thermador appliances feature a demo mode that allows customers to familiarize themselves with the functionality of our products without the aid of a salesperson.

**Live Displays**

Home Connect® Network Requirements	4
------------------------------------	---

**Demo Mode Settings**

Dishwashers	6
Cooktops	10
Microdrawers®	12
Ovens   Speed Ovens   Microwaves   Ranges with UI	13
Coffee Machines	16
Refrigerators	17
Home Connect® App	24

**Installation Guidelines – Powering Thermador Ovens on 120V**

Conventional Ovens	25
Steam Single Ovens	27
Steam Double Ovens	28
Dual Fuel (Non Steam) Ranges	29





# Home Connect® Network Requirements for Non-Residential Settings

## Welcome to Home Connect

Home Connect is designed to work with Wi-Fi enabled BSH Home Appliances and is compatible with common router setups found in residential homes. For a non-residential setting, please ensure that the Home Connect Wi-Fi requirements are met and the directions of the app are followed along with the printed Home Connect installation guide that is included with the appliance.

## Wi-Fi Requirement for a successful connection

Minimum connection requirements:

- **Encrypted Wi-Fi network:** Home Connect will not work with open networks. It requires security level WPA2 or at least WPA.
- **No browser registrations:** Home Connect does not work with Wi-Fi networks that require browser registration (i.e. where the username and password must be entered via the web browser).
- **Dual Band Support:** Most Home Connect appliances support 2.4 GHz and 5 GHz band. Please check to determine if your appliance only supports 2.4 GHz.: **Thermador coffee: TCM24TS, TCM24PS**
- **Compatible network modes:** IEEE 802.11 b, g and n. Please ensure that your router is set up accordingly.
- **Turn off the "MAC Filter"** on the router to prevent MAC addresses for your home appliances and communication-enabled appliances from being saved.
- **The use of proxies is not recommended.**
- **Ports 443, 8080 and 123 must be open.**
- **Enable multicast-routing option:** This option must be enabled on the router in order to establish a connection to Home Connect appliances. *(continue on next page)*



# Home Connect® Network Requirements for Non-Residential Settings

## Hints to Avoid Common Errors

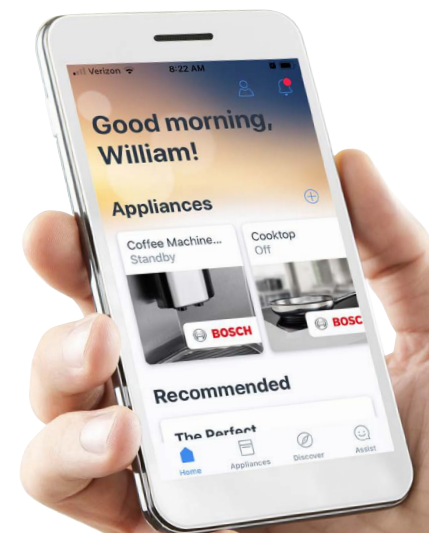
- **Ensure your smartphone/tablet and appliance** are connected to the same Wi-Fi network
- **Your appliance** is in range of the Wi-Fi network
- **You may experience connectivity issues** when there is too much WiFi interference
- **You should have a stable Wi-Fi network** with a strong signal and access to the Internet.
- **Follow Home Connect App Directions:** Follow the directions on the Home Connect app along with the printed Home Connect installation guide that is provided with your appliance. The installation guide can also be found on the company website's product page.

Requirements and further support can be found here:

<http://www.home-connect.com/us/en/help-support/set-up>



If you have any questions, just visit us at [www.home-connect.com](http://www.home-connect.com) or contact Thermador at **1-800-735-4328** | [www.thermador.com](http://www.thermador.com)

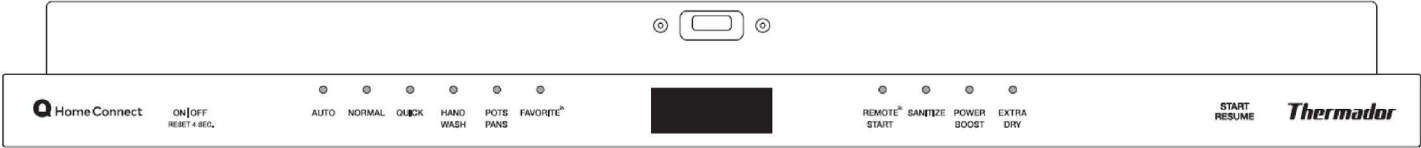




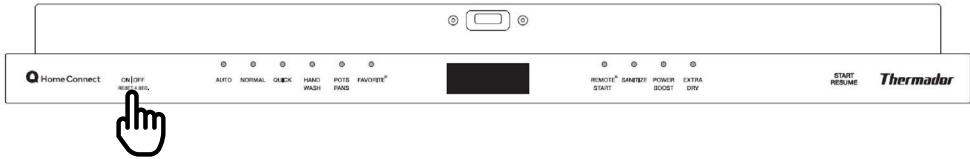
# Dishwasher

## DEMO MODE

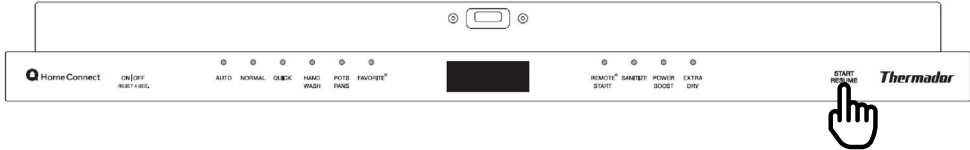
### Enter Demo Mode



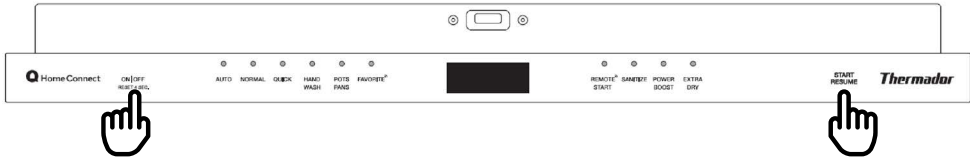
**Step 1:** Switch off the power using “On/Off” button



**Step 2:** Press and hold the “Start” button



**Step 3:** Press “On/Off” and “Start” button for approximately 10 seconds until all LEDs flash three times.



\* If Demo Mode is activated, all LEDs will flash three times when switching on the dishwasher.  
Dishwasher button configuration may vary between models.

# Dishwasher

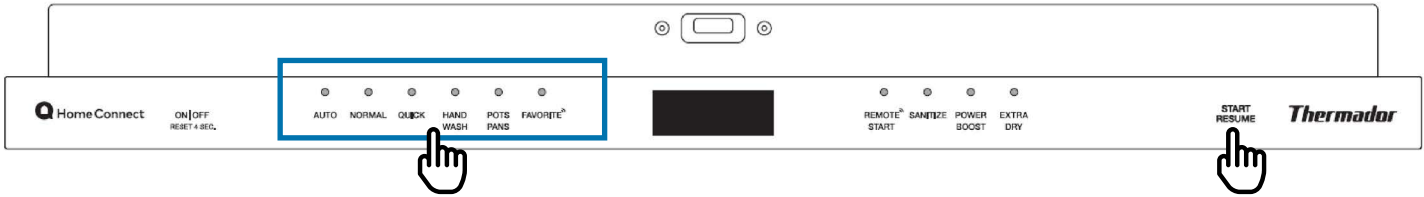
## DEMO MODE

### Using Demo Mode

The appliance shall operate like normal operation.  
Every program and option is selectable, but the program does not need the normal program time.

- Choose the cycle
- Press Start
- Close the door

When demo cycle is complete, the unit will beep and display remaining time **00:00**.  
\*The Demo Mode runtime is **much faster** than the displayed remaining time (35 sec).  
Once cycle is complete, programs are selectable again.



\* If Demo Mode is activated, all LEDs will flash three times when switching on the dishwasher.  
Dishwasher button configuration may vary between models.

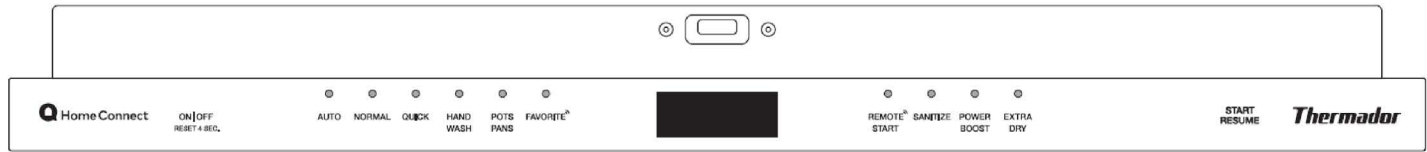




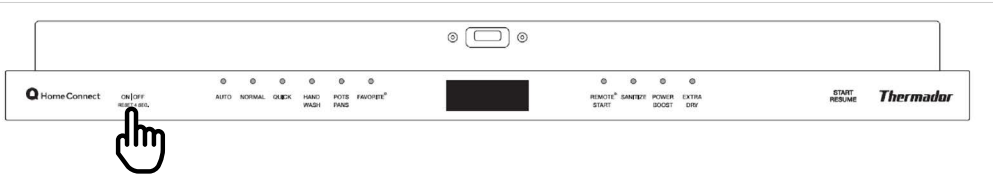
# Dishwasher

## DEMO MODE

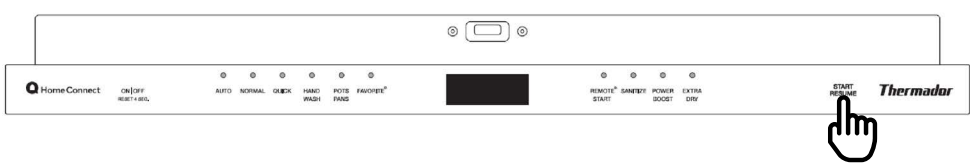
### Exit Demo Mode



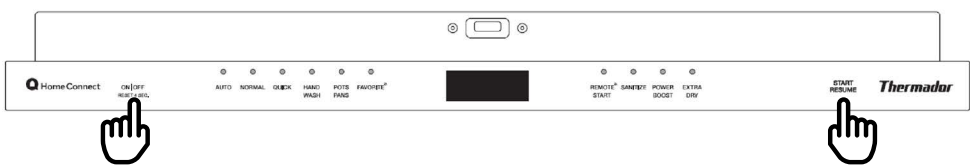
**Step 1:** Switch off main power using “On/Off” button



**Step 2:** Press and hold “Start” button



**Step 3:** Press “On/Off” and “Start” button for approximately 10 seconds



\* The dishwasher will begin a factory reset when switched out of Demo Mode. The factory reset typically takes 1 minute.”  
Dishwasher button configuration may vary between models.

### Demo Mode Instructions Apply to Following Dishwasher Models:

<b>Emerald Dishwashers</b>	DWHD640EPR	DWHD640EFP	DWHD640EFM
<b>Sapphire Dishwashers</b>	DWHD660EPR	DWHD660EFP	DWHD660EFM
<b>Star Sapphire Dishwashers</b>	DWHD661EPR	DWHD661EFP	DWHD661EFM

this page is left intentionally blank.





# Masterpiece® Liberty®

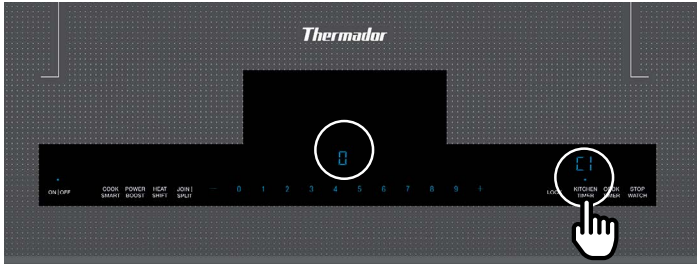
## Induction Cooktop\*

### DEMO MODE

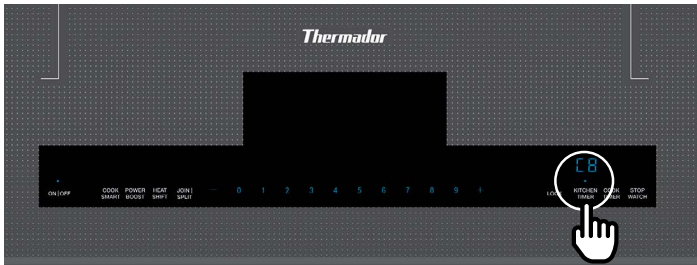
#### Start Demo Mode:

Within the first 3 minutes after turning on main power supply, follow the steps below:

- 1. Press the **On/Off** button to turn the cooktop on.
- 2. Within 10 seconds, touch the **Kitchen Timer key** for about 4 seconds.
- 3. Touching the **Kitchen Timer key** again takes you to the basic settings. **"c1"** lights up in the timer display and **"0"** lights up in the displays.



- 4. Touch the **Kitchen Timer key** repeatedly until **"C8"** lights up.



- 5. Set **"1"** as value with number keys. The cooking zones are not heated anymore.
- 6. Touch the **Kitchen Timer key** again for at least 4 seconds. The settings have been stored.
- 7. Now the demo mode is active and **"dE"** appears in the display.

#### To Exit Demo Mode:

Within the first 3 minutes after turning on the major supply, repeat above steps and return the value in **"c8"** to **"1"**.

#### Demo Mode Instructions Apply to Following Liberty Induction Cooktop Models:

CIT367XG	CIT367XGS
CIT367XM	CIT367XMS

#### Demo Mode Instructions Apply to Following Liberty Induction Range Models:


PRI36LBHU	PRI30LBHU
PRI30LBHC	PRI36LBHC

# Masterpiece® Freedom®

## Induction Cooktop\*

### DEMO MODE

#### Start Demo Mode:

The  symbol will appear during the first seconds after switching on the cooktop for the first time. After connecting to the power supply. Go to basic settings menu and activate during the first 3 minutes. Afterwards the symbol is hidden. The appliance does not heat up.

#### Deactivating Demo Mode:

Disconnect the appliance from the power supply and then wait for a few seconds before reconnecting it. Then deactivate demo mode in the basic settings menu within the next 3 minutes.

#### Demo Mode Instructions Apply to Following Masterpiece Freedom Cooktop Models:

CIT30XWBB	CIT36XWBB	CIT36XWB
-----------	-----------	----------



# MicroDrawer®

## DEMO MODE

To Start Demo Mode:

1. Touch **Settings** pad five times. The display shows:



2. Hold **Start (+30 seconds)** pad for 3 seconds.



To Exit Demo Mode:

1. Touch **Settings** pad five times. The display shows:



2. Touch **Start (+30 seconds)** pad.



Note:

- MicroDrawer® microwave oven doesn't heat in Demo Mode.
- Display counts down quickly.

Demo Mode Instructions Apply to Following New Microdrawer® Models Launching in September:

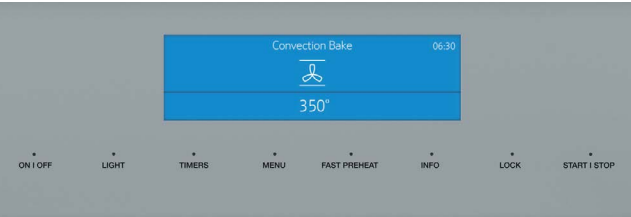
MD24BS	MD30BS
--------	--------

# Masterpiece® Oven

## & Speed Oven

## DEMO MODE

1. Turn oven **"ON"**



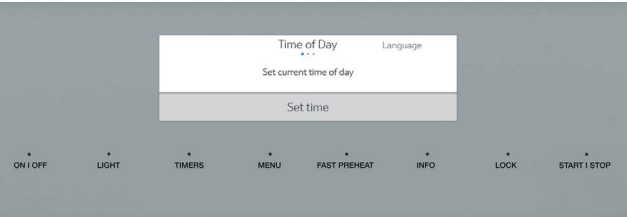
2. Press **MENU** button



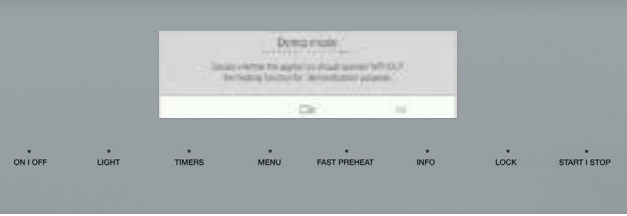
3. Press settings on touch screen and continue



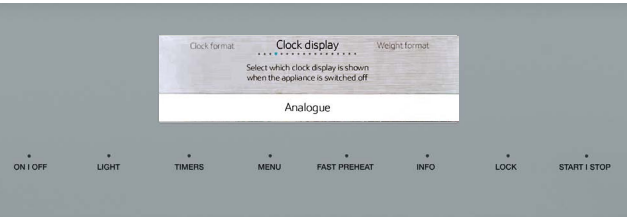
4. Scroll through settings (left to right)



5. Turn Demo Mode from **"NO"** to **"YES"**



6. Save Settings



Demo Mode Instructions Apply to Following Masterpiece® Oven and Microwave Models:

MEDS301WS			
MEDS302WS			
MC30WS	MB30WS		
ME301WS	MED301WS	MED301LWS	MED301RWS
ME302WS	MED302WS	MED302LWS	MED302RWS
MEM301WS	MEDMC301WS	MEDMCW31WS	





# Professional Oven, Speed Oven, Microwave, and Masterpiece® Microwave

## DEMO MODE

1. Press “SETTINGS”



2. Scroll through settings (left to right)



Demo Mode Instructions Apply to Following Pro Oven, Speed Oven, Microwave, and Masterpiece® Microwave Models:

PODS302W			
PODS301W			
MC30WP			
* MB30WP			
PO301W	POD301W	POD301LW	POD301RW
PO302W	POD302W	POD302LW	POD302RW
POM301W	PODMC301W	PODMCW31W	

→ \* Images are not shown.

# Ranges with UI

## DEMO MODE

1. Turn power “OFF” and “ON” (main) for range – Demo Mode is only available in the UI for 5 minutes after the power is turned ON.



2. Use arrow keys on UI to scroll through the settings until Demo Mode Off option appears on the screen (right UI on double ovens).



3. Use the right hand arrow keys to change Demo Mode from OFF to the ON position



4. Press enter button to save settings - Video icon now appears in the UI to indicate Demo Mode is ON. To turn Demo Mode Off follow steps 1 - 4.



Demo Mode Instructions Apply to Following Range Models:

PRG364WDG	PRD484WCGU	PRD48WISGU	PRD48WDSGC	PRG364WLH	PRD486WDHU
PRG364WLG	PRD486WDGU	PRD606WCG	PRD364WLGC	PRG366WH	PRD486WLHU
PRG366WG	PRD486WLGU	PRD606WEG	PRD48WLSGC	PRG486WDH	PRD364WDHC
PRG486WDG	PRD48WDSGU	PRD606WCSG	PRD48WCSGC	PRG486WLH	PRD366WHC
PRG486WLG	PRD48WCSGU	PRD606WESG	PRD364WIGC	PRD364WDHU	PRD486WDHC
PRD364WDGU	PRD48WLSGU	PRD364WDGC	PRD486WIGC	PRD364WLHU	PRI36LBHU*
PRD364WLGU	PRD364WIGU	PRD366WGC	PRD48WISGC	PRD366WHU	PRI30LBHU*
PRD366WGU	PPRD486WIGU	PRD486WDGC	PRG364WDH	PRD484WCHU	PRI30LBHC
PRI36LBHC					

\* This demo is for the oven only. See page 8 for the Liberty cooktop demo instructions.



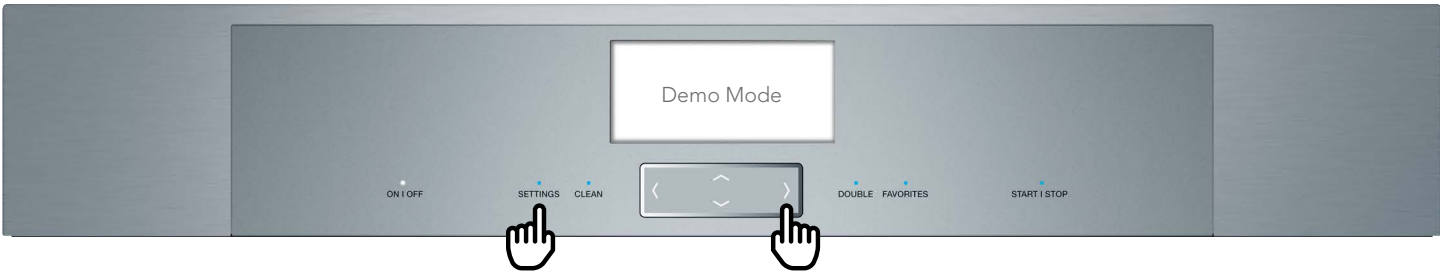
# Fully Automatic Coffee Machine

## DEMO MODE

Demo mode allows to block beverage dispensing ability while keeping the user interface active and accessible.

### Start Demo Mode:

1. Restart the coffee machine by turning it off, then on again from the main switch located next to the accessory drawer.
2. Press settings
3. Press right arrow key (>) until **"Demo Mode"** appears on screen



4. Use the down arrow key (v) to select **"On"**
5. Press settings again, and select **"Yes"** to save new settings



### Deactivation:

Turn unit off

### Demo Mode Instructions Apply to Following Coffee Machine Model:

TCM24TS | TCM24PS

**Note:**  
Demo mode is only available for 5 minutes after the machine is started. In order to access this mode after that, the machine **NEEDS** to be restarted.



# Freestanding, French-door

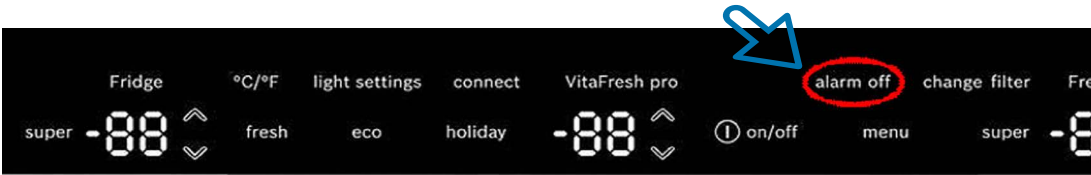
## Refrigeration

## DEMO MODE

### Start Demo Mode (Must be Activated within First 15 seconds of Turning on Unit):

1. Plug in the unit
2. Within 10 seconds press the "alarm off" button. Hold down.
3. Within the first 15 seconds, you should hear 3 beeps. Release the button after you hear the 3 beeps. On the display, "alarm off" should be illuminated and unit will not cool.

**Note:** If you see **"99"** in the freezer segment, you must restart after 10 minutes.



### End Demo Mode:

1. Unit needs to be re-started if running. If powered off, the unit needs to run at least 30 seconds.
2. After it's been on at least 30 seconds, press the "alarm off" button. Hold down.
3. Within the next 15 seconds, you should hear 3 beeps. Release after you hear the 3 beeps. Alarm LED turns off and normal operation resumes.

### Demo mode instructions apply to following Ffrench Door Freestanding Refrigeration Models:

T36FT810NS | T36FT820NS

### Note:

- Actions must be done within the first 15s after switching on the appliance (to start demo) and after the first 30s (to end demo mode)
- Even if there is a power outage, demo mode stays on the unit until it is manually turned off.
- Please remind dealers of this mode if they choose to sell floor models – unit needs to have demo turned off for it to function correctly. It will not cool in demo mode!





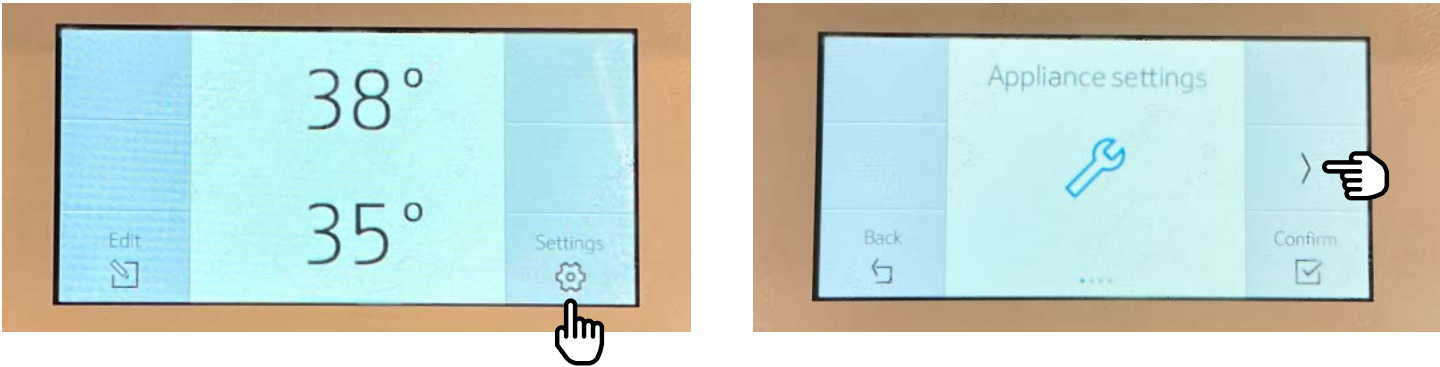
# Freedom® Refrigeration 900 Series

## DEMO MODE

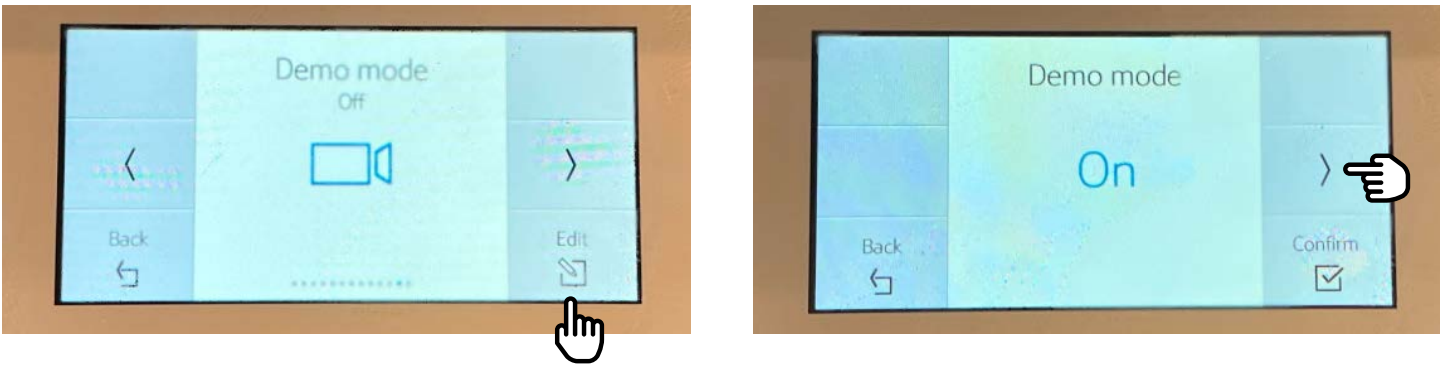
FRESH FOOD COLUMNS | FREEZERS | WINE PRESERVATION | BOTTOM FREEZER | FRENCH DOOR

Activation:

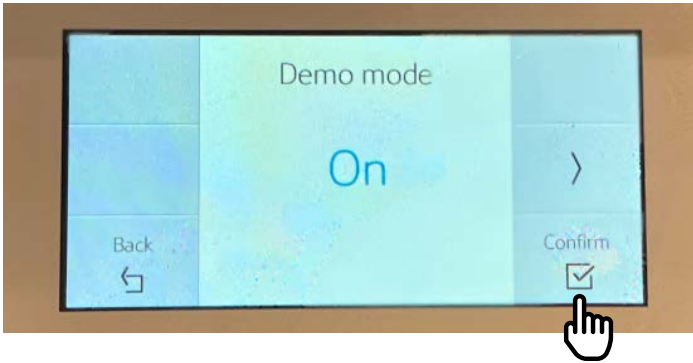
1. Go to **Settings** on Opening Screen.
2. Hit arrow to scroll thru settings until you come to **Demo Mode**.



3. Once you are on the **Demo mode** screen click on **Edit**.
4. Scroll to show **Demo Mode** either **On** or **Off**.



5. Once you have selected **On** or **Off** click on **Confirm**. Reverse to deactivate. (continue on next page)



# Freedom® Refrigeration 900 Series

## DEMO MODE

FRESH FOOD COLUMNS | FREEZERS | WINE PRESERVATION | BOTTOM FREEZER | FRENCH DOOR

Demo Mode Instructions Apply to Following Freedom® Refrigeration 900 Series Models:

18" BI Freezer, IWD, LH, ENERGY STAR®	T18ID90xLP
18" BI Freezer, IWD, RH, ENERGY STAR®	T18ID90xRP
18" BI Freezer, IM, ENERGY STAR®	T18IF90xSP
18" BI Wine Preservation	T18IW90xSP
24" BI Freezer, IWD, LH, ENERGY STAR®	T24ID90xLP
24" BI Freezer, IWD, RH, ENERGY STAR®	T24ID90xRP
24" BI Freezer, IM, ENERGY STAR®	T24IF90xSP
24" BI Fresh Food, ENERGY STAR®	T24IR90xSP
24" BI Wine Preservation	T24IW90xSP
23" BI Fresh Food, ENERGY STAR®	T23IR90xSP
30" BI 2-Door BM, Master, Assembled SS, ENERGY STAR®	T30BB91xSS
30" BI 2-Door BM, Pro, Assembled SS, ENERGY STAR®	T30BB92xSS
30" BI 2-Door BM, ENERGY STAR®	T30IB90xSP
30" BI Freezer, IM, ENERGY STAR®	T30IF90xSP
30" BI Fresh Food, ENERGY STAR®	T30IR90xSP
36" BI 2-Door BM, Master, Assembled SS, ENERGY STAR®	T36BB91xSS
36" BI 2-Door BM, Pro, Assembled SS, ENERGY STAR®	T36BB92xSS
36" BI FBM, Master, Assembled SS, ENERGY STAR®	T36BT91xNS
36" BI FBM, Pro, Assembled SS, ENERGY STAR®	T36BT92xNS
36" BI 2-Door BM, ENERGY STAR®	T36IB90xSP
36" BI Freezer, ENERGY STAR®	T36IF90xSP
36" BI Fresh Food, ENERGY STAR®	T36IR90xSP
36" BI FMB, ENERGY STAR®	T36IT90xNP



# Freedom® Refrigeration 2024 Built-in Bottom Freezer

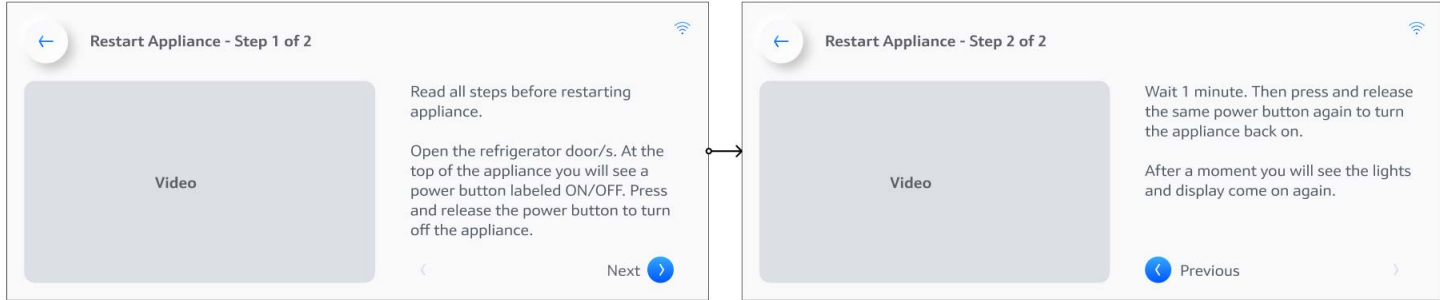
## DEMO MODE

Demo Mode Instructions Apply to Following Bottom Freezer Refrigeration Models:

36" BI 2-Door BM, ENERGY STAR®	T36IB100SP
36" BI 2-Door BM, Master, Assembled ENERGY STAR®	T36BB110SS
36" BI 2-Door BM, Pro, Assembled ENERGY STAR®	T36BB120SS
36" FBM, ENERGY STAR®	T36IT100NP
36" FBM, Master, Assembled ENERGY STAR®	T36BT110NS
36" FBM, Pro, Assembled ENERGY STAR®	T36BT120NS
42" FBM, ENERGY STAR®	T42IT100NP
42" FBM, Master, Assembled ENERGY STAR®	T42BT110NS
42" FBM, Pro, Assembled ENERGY STAR®	T42BT120NS
48" FBM, ENERGY STAR®	T48IT100NP
48" FBM, Master, Assembled ENERGY STAR®	T48BT110NS
48" FBM, Pro, Assembled ENERGY STAR®	T48BT120NS

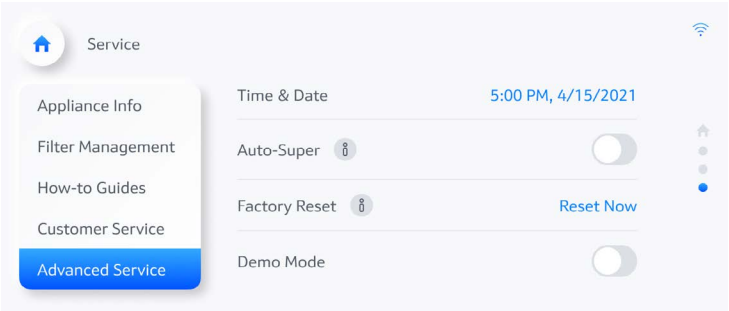
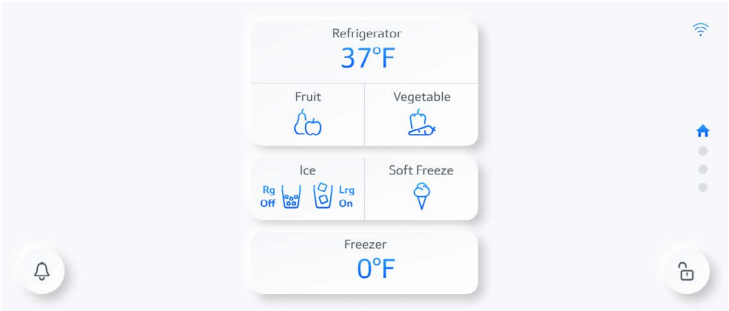
### Enabling Demo Mode

1. Power On the appliance or restart the appliance by pressing and releasing the **on/off button** located at the top of the appliance. Wait 1 minute, then press and release once more. After a few moments the display will light up again.

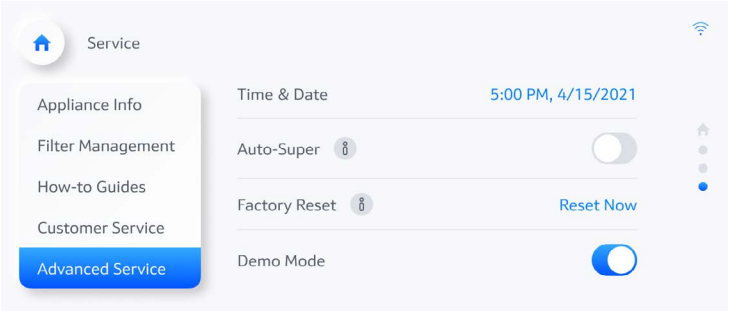


### Enabling Demo Mode

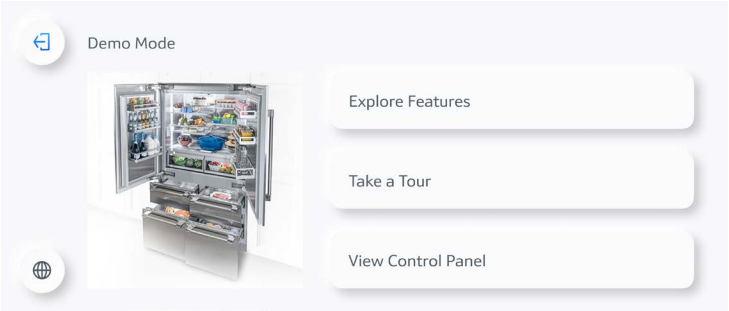
2. Within 3 minutes of starting the appliance, from the Home Screen, navigate to the Service by swiping vertically.



3. From the service menu, locate and tap on the Advanced Service section. Use the toggle next to Demo Mode to enable it.

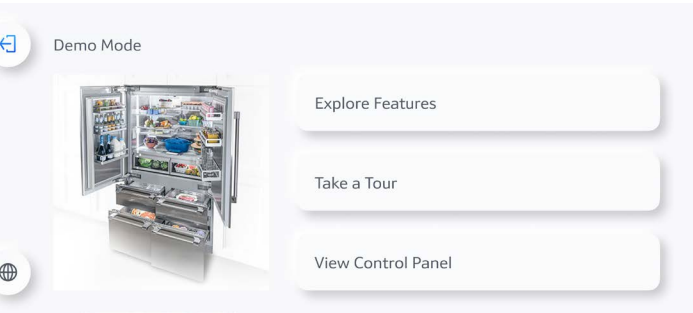


4. After enabling Demo Mode, the Demo Mode Home Screen will be displayed. After 3 minutes, the option to exit Demo Mode via the upper left button will no longer be displayed.

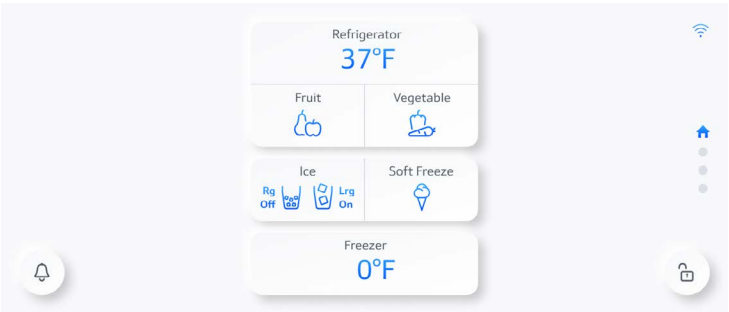


### Disabling Demo Mode

1. Restart the appliance by pressing and releasing the **on/off button** located at the top of the appliance. Wait 1 minute, then press and release once more. After a few moments the display will light up again.
2. The Demo Mode Home Screen will be displayed. Within 3 minutes of the screen being displayed, tap on the **Exit button** located on the upper left side of the screen.



3. Demo Mode will be disabled.



4. To access DemoMode again, follow the steps for Enabling Demo Mode.



# Freedom® Refrigeration Under Counter 900 Series

## DEMO MODE

GLASS DOOR WINE PRESERVATION | DOUBLE DRAWER REFRIGERATION |  
COMBO DRAWER REFRIGERATION | **FOR PRO, MASTERPIECE® AND CUSTOM**

Showroom/Demo Mode:

- 1. During Showroom/Demo mode: **compressor, fans and ice maker should be turn off.**  
**Hold both the On/Off and Lock Buttons for 3 Seconds** should activate Showroom/Demo mode, **“SHO”** will appear flashing on display for **5 seconds**. Holding again combination will disable showroom, **“SHF”** will appear on display flashing for 5 seconds.
- 2. Re-energize (unplug and plug) unit to resume in normal operation.
- 3. Demo mode should be save on non-volatile memory.  
On case of power failure it will turn on this mode.
- 4. On power up **“SHO”** will appear flashing on display for 5 seconds.  
During Showroom/Demo: **all alarms should be disengaged.**
- 5. Deactivate by following the same steps as activation. *(continue on next page)*

# Freedom® Refrigeration Under Counter 900 Series

## DEMO MODE

GLASS DOOR WINE PRESERVATION | DOUBLE DRAWER REFRIGERATION |  
COMBO DRAWER REFRIGERATION | **FOR PRO, MASTERPIECE® AND CUSTOM**

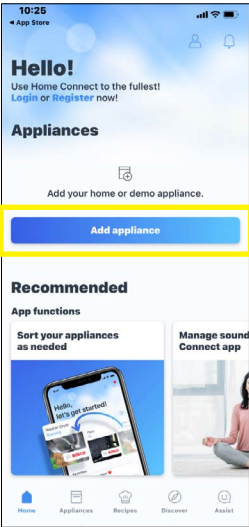
Demo Mode Instructions Apply to Following Freedom® Under Counter 900 Series Models:

900 SERIES	
Glass Door Refrigeration Pro Left Swing	T24UR925LS
Glass Door Wine Reserve Pro Right Swing	T24UR925RS
Glass Door Wine Reserve Masterpiece Left Swing	T24UR915LS
Glass Door Wine Reserve Masterpiece Right Swing	T24UR915RS
Glass Door Wine Reserve Custom Left Swing	T24UR905LP
Glass Door Wine Reserve Custom Right Swing	T24UR905RP
Glass Door Wine Reserve Pro Left Swing	T24UW925LS
Glass Door Wine Reserve Pro Right Swing	T24UW925RS
Glass Door Wine Reserve Masterpiece® Left Swing	T24UW915LS
Glass Door Wine Reserve Masterpiece® Right Swing	T24UW915RS
Glass Door Wine Reserve Custom Left Swing	T24UW905LP
Glass Door Wine Reserve Custom Right Swing	T24UW905RP
Double Drawer Refrigeration Custom Panel	T24UC905DP
Double Drawer Refrigeration Pro Handle	T24UC925DS
Double Drawer Refrigeration Masterpiece Handle	T24UC915DS
Double Drawer Refrigerator Custom Panel	T24UR905DP
Double Drawer Refrigerator Pro Handle	T24UR925DS
Double Drawer Refrigerator Masterpiece Handle	T24UR915DS

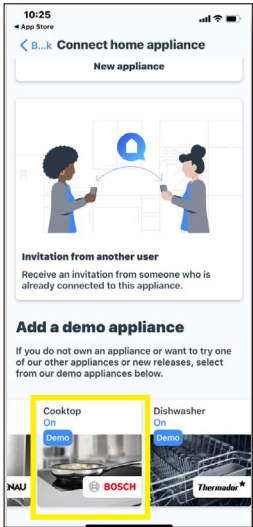


How to Create a Preset Virtual Demo Appliance: *(with or without out an account)*

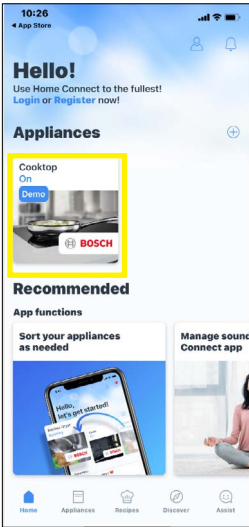
1. From the **Home** screen - To create a Demo Appliance, select the blue “**Add appliance**” button.
2. Then scroll down to reveal a carousel of demo appliance presets. Select an appliance to demo. i.e. “Cooktop”
- Congrats!** You’ve created a Demo appliance. Repeat the process to create more. Or select the Cooktop icon to test drive this appliance.



1.



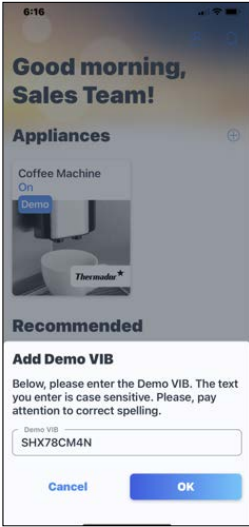
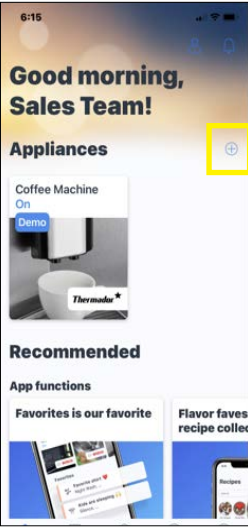
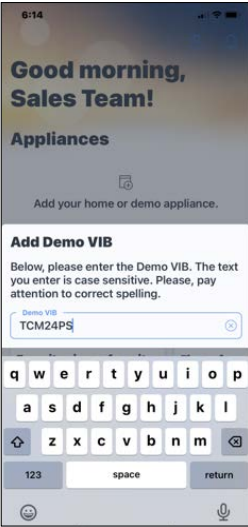
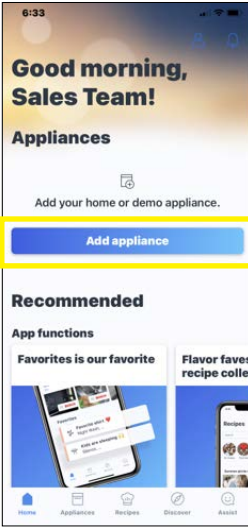
2.



3.

How to Create a Custom Virtual Demo Appliance: *(SKU specific)*

1. **Home** screen - To create your initial Custom Demo Appliance, select the blue “**Add appliance**” button and Long press for 3 seconds.
2. Type your SKU into the ‘**Add Demo VIB**’ field. Case sensitive.
- Congrats!** You’ve created a custom Demo appliance. Repeat the process to create more. **Note: After your first Demo creation, you must select and long press the ‘+’ button to create more Demos.**




Powering Thermador Ovens on 120V

INSTALLATION GUIDELINES

Thermador Single, Double and Triple Ovens can be demonstrated using one 120v outlet. Thermador **Single Steam** and **Steam Double ovens** are new and unique, requiring special attention to wiring them on 120v for demonstration purposes. Please follow these instructions carefully to avoid issues.

User Interface (UI) Settings must be changed within the first two minutes of power-up. Select Settings, Demo Mode ON, Save settings, wait for the UI to reboot, and then unplug the unit – wait 10 seconds – and plug the unit back in.

Demo Mode is activated when a camera symbol is indicated on the UI: 
The oven will function normally without engaging the elements.

Note all wire connections should be performed by a qualified technician or electrician, and be contained within a NEC approved junction box. *(continue on next page)*

Masterpiece<sup>®</sup> and Professional Single/Double/Triple/Combo Conventional Oven Models:

ME301WS	PO302W
MED301WS	POD302W
MED301LWS	POD302LW
MED301RWS	POD302RW
PO301W	MEM301WS
POD301W	POM301W
POD301LW	MEDMC301WS
POD301RW	PODMC301W
ME302WS	MEDMCW31WS
MED302WS	PODMCW31W
MED302LWS	
MED302RWS	



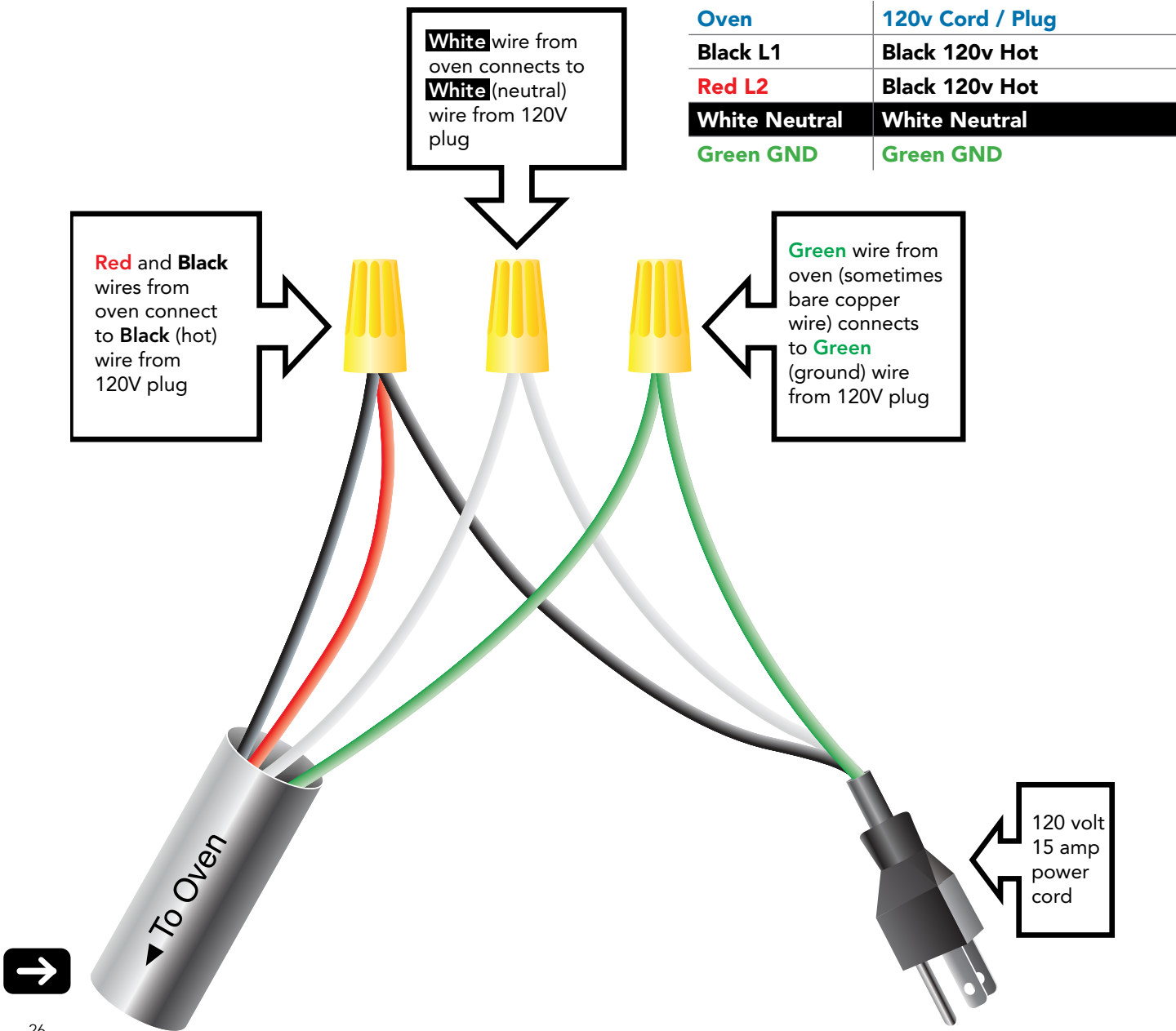
# Powering Thermador Ovens on 120V

## INSTALLATION GUIDELINES

### Conventional Ovens

Masterpiece and Pro Standard and Deluxe, with or without Warming Drawer, Single, Double, Triple or Combination Conventional ovens only (not Steam.)

Instruction: Tie the oven's Black and Red leads together with the power cord's Black wire. Tie White to White and Green to Green. (continue on next page)



# Powering Thermador Ovens on 120V

## INSTALLATION GUIDELINES

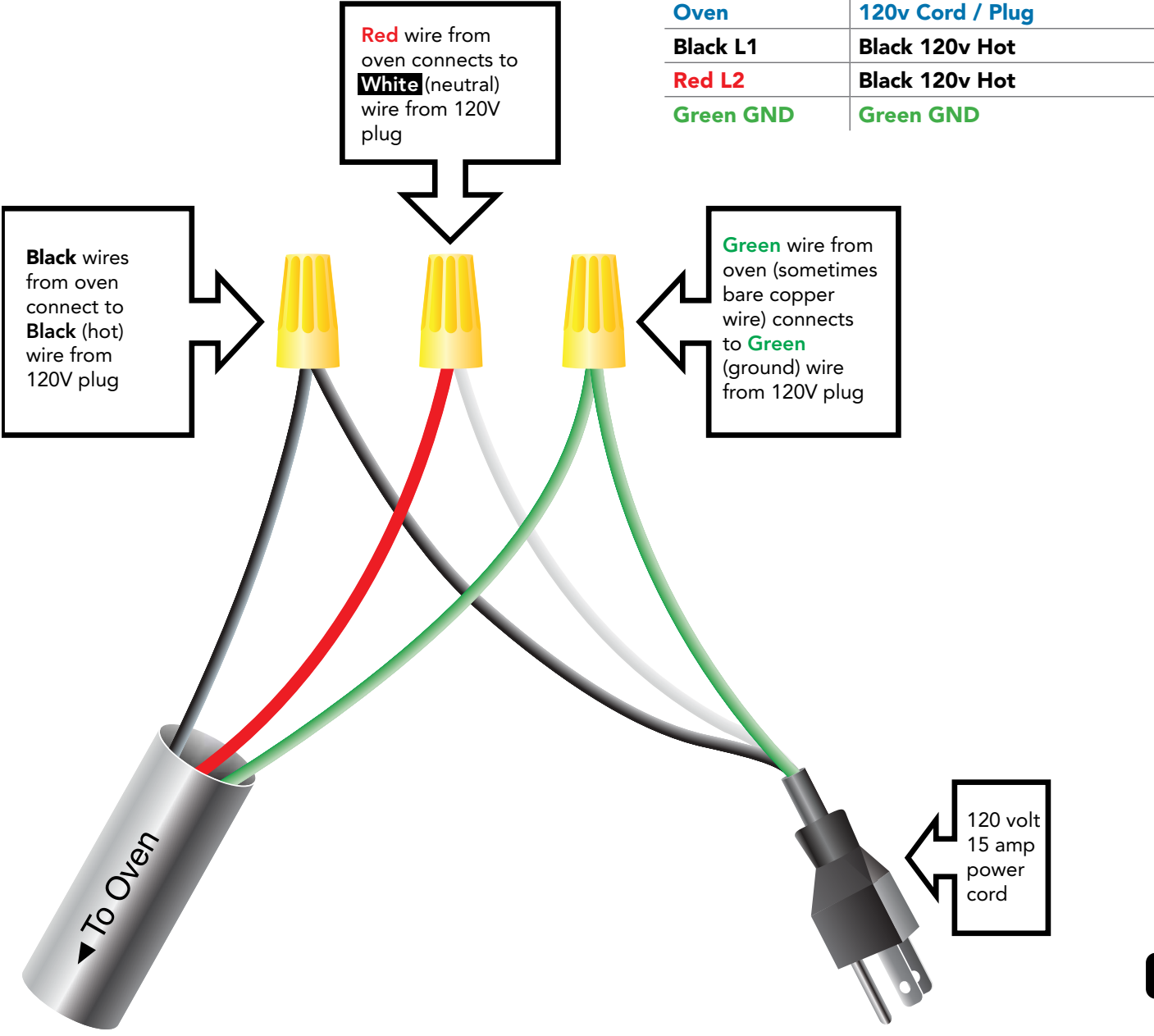
### Steam Single Oven

Masterpiece® and Pro Single Steam only.

Instruction: Tie the oven's Red lead to the power cord's White wire. Tie Black to Black and Green to Green. (continue on next page)

### Masterpiece® and Professional Steam Single Oven Models:

MEDS301WS | PODS301W





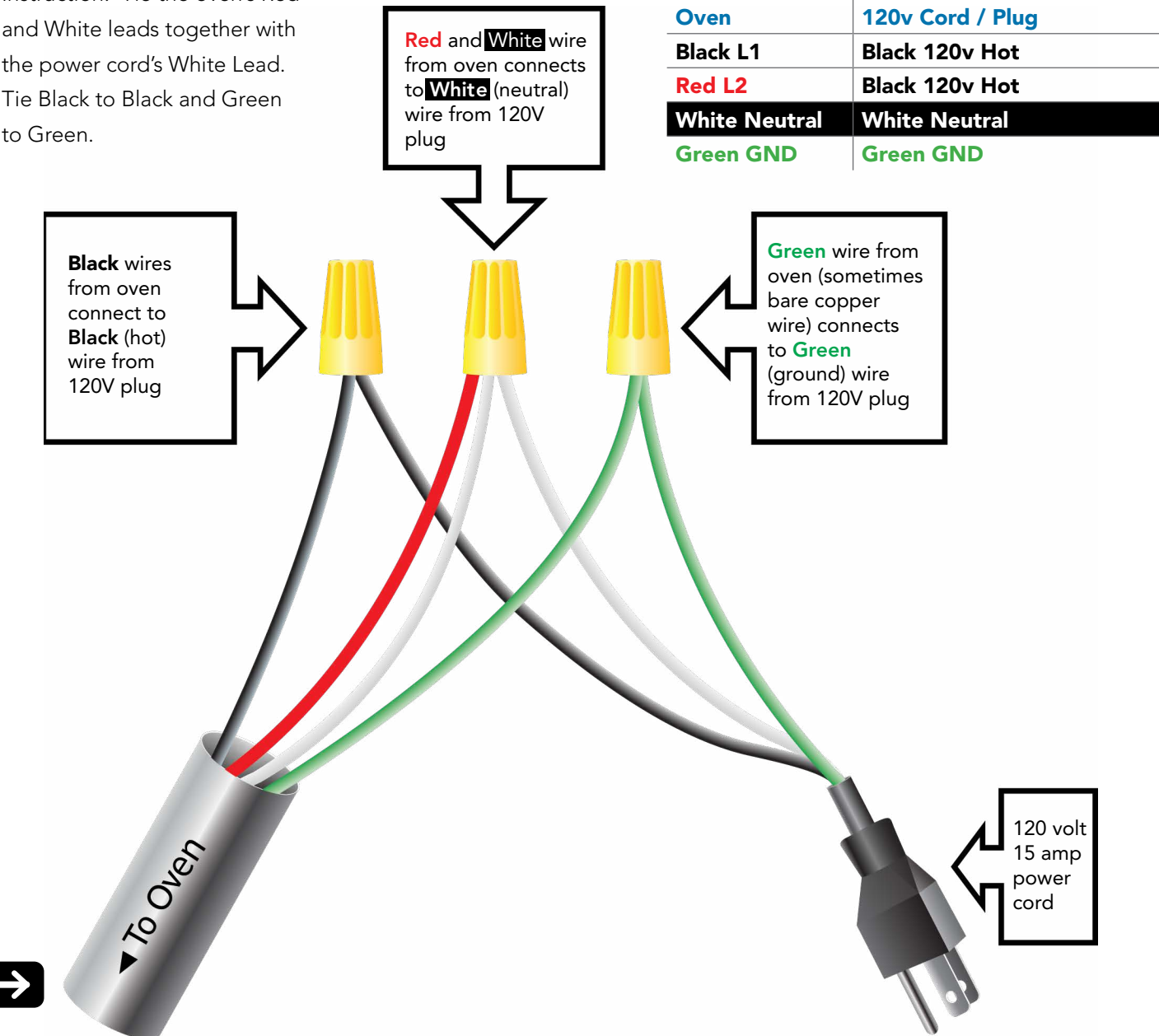
# Powering Thermador Ovens on 120V

## INSTALLATION GUIDELINES

### Steam Double Oven

Masterpiece® and Pro Steam Double only. This combination has a Steam Oven on top and a Conventional Oven on the bottom. Please note the Steam Double requires a unique wiring solution that applies to no other Thermador oven.

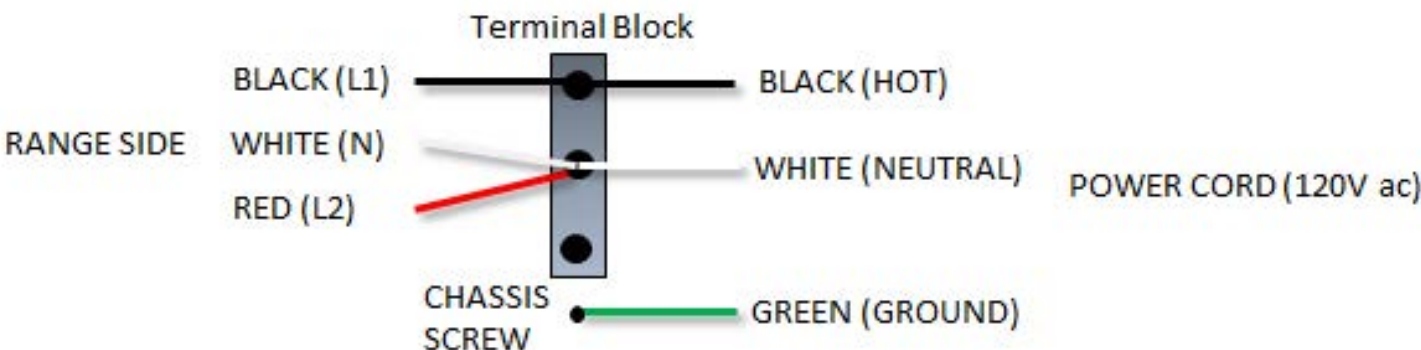
Instruction: Tie the oven's Red and White leads together with the power cord's White Lead. Tie Black to Black and Green to Green.



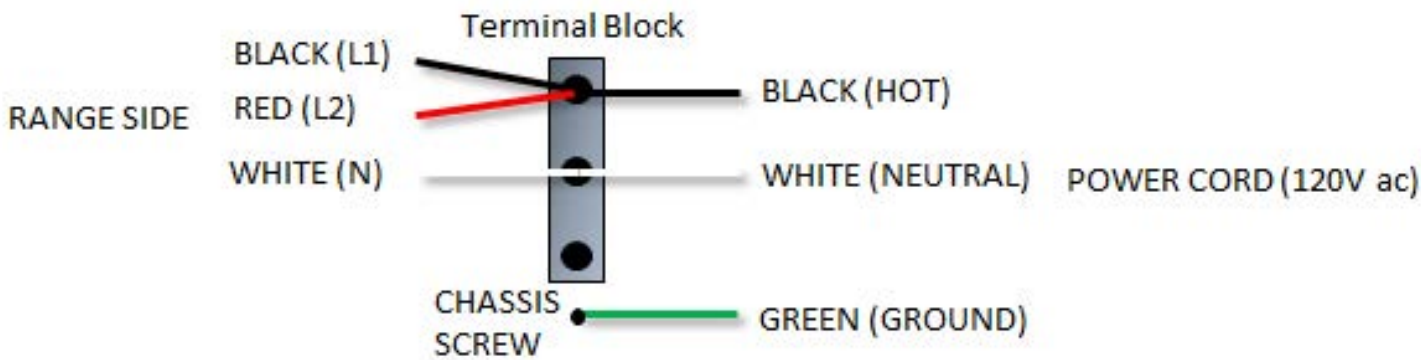
# Powering Thermador Ovens on 120V

## INSTALLATION GUIDELINES

### Dual Fuel (Non-Steam) Ranges



### STEAM RANGES







1901 MAIN STREET, SUITE 600 | IRVINE, CA 92614 | 1-800-735-4328 | [WWW.THERMADOR.COM](http://WWW.THERMADOR.COM)

©2023 BSH HOME APPLIANCES CORPORATION

24-THD-1213 7/24