

## PARTS AND FEATURES



Use this page to become more familiar with the parts and features of your refrigerator.

**NOTE:** This guide covers several different models. The refrigerator you have purchased may have some or all of the items listed below. The locations of the features shown below may not match your model.

- A. Automatic Icemaker
- B. Freezer Light (LED)
- C. Freezer Shelves
- D. Freezer Door Bins
- E. Freezer Drawers
- F. Refrigerator Light (LED)
- G. Water Filter
- H. Refrigerator Shelves
- I. Door-In-Door
- J. Refrigerator Drawers

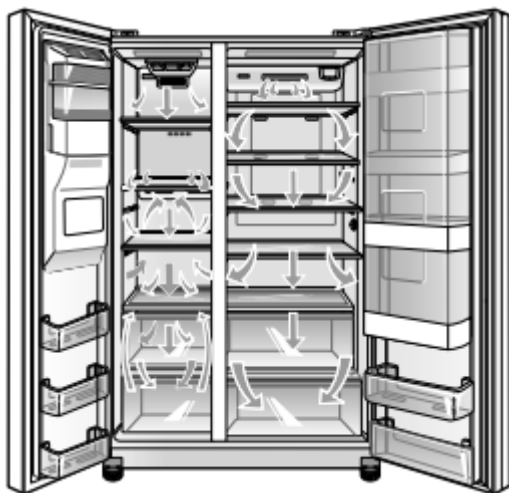
## USING YOUR REFRIGERATOR

### SETTING THE CONTROLS

The refrigerator control functions as the thermostat for the entire appliance (refrigerator and freezer sections). The colder the setting, the longer the compressor will run to keep the temperature colder. The freezer control adjusts the cold air flow from the freezer to the refrigerator. Setting the freezer control to a lower temperature keeps more cold air in the freezer compartment to make it colder.

### AIRFLOW

Cold air circulates from the freezer to the fresh food section and back again through air vents in the wall dividing the two sections. Be sure not to block vents while packing your refrigerator. Doing so will restrict airflow and may cause the refrigerator temperature to become too warm or cause interior moisture buildup. (See air flow diagram below.)



**IMPORTANT:** Because air circulates between both sections, any odors formed in one section will transfer to the other. You must thoroughly clean both sections to eliminate odors. To prevent odor transfer and dried out food, wrap or cover foods tightly. (See the Food Storage Guide section for details.)

**NOTE:** If you close the refrigerator door, you may see the freezer door open and close again due to pressure from internal airflow.

### PRIOR TO USE

1. Clean your refrigerator thoroughly and wipe off dust accumulated during shipping.
2. Install accessories such as ice cube bin, drawers, shelves, etc., in their proper places. They are packed together to prevent possible damage during shipment.

3. Let your refrigerator run for at least 2 or 3 hours before putting food in it. Check the flow of cold air in the freezer compartment to ensure proper cooling. Your refrigerator is now ready for use.

## CONTROL PANEL FEATURES



### Temperature

- The Refrigerator Temp Control ranges from 30°F to 46°F (1°C to 8°C). Press the Refrigerator Temp button to cycle through the available temperature settings one increment at a time. The recommended temperature for the refrigerator compartment is 37°F (3°C).
- The Freezer Temp Control range is from -6°F to 8°F (-21°C to -13°C). Press the Freezer Temp button to cycle through the available temperature settings one increment at a time. The recommended temperature for the freezer compartment is 0°F (-18°C).

**NOTE:** When changing control settings, wait 24 hours before making additional adjustments. The controls are set correctly when milk or juice is as cold as you would like and when ice cream is firm. If the temperature in either compartment is too cold or too warm, change the setting one increment at a time. Wait 24 hours for the change to stabilize before adjusting again.

### Temperature Mode Switch Function (°F <->°C)

If you want to convert °F to °C or vice versa, press and hold the Freezer Temp. and Refrigerator Temp. buttons at the same time for approximately five seconds.

### Ice & Water Dispenser

Select Water, Crushed Ice or Cubed Ice by pressing the ICE & WATER button to the selection desired. The Water, Crushed Ice or Cubed Ice icon will light up to indicate the selection.



Selecting this icon indicates that cubed ice will be dispensed when the dispenser pad is activated.



Selecting this icon indicates that water will be dispensed when the dispenser pad is activated.



Selecting this icon indicates that crushed ice will be dispensed when the dispenser pad is activated.

To dispense water or ice, gently push your cup against the dispenser pad.

**NOTE:** Hold your cup in place for a couple of seconds after dispensing ice or water so the last few drops go in your cup instead of on the floor.

### **Ultra Ice**

- When you press and hold the Ice Maker button for approximately three seconds, the Ultra Ice icon on the display panel will illuminate and will continue for 24 hours. The function will automatically shut off after 24 hours.
- You can stop this function manually by pressing and holding the Ice Maker button for three seconds or more.
- This function increases both ice making and freezing capabilities.

### **Water Filter Reset**

When the water filter indicator turns on, you need to change the water filter. After changing the water filter, press and hold the Filter Reset button for three seconds to turn the indicator light off. You need to change the water filter approximately every six months.

### **Door Alarm**

- When power is connected to the refrigerator, the door alarm is activated. This function cannot be deactivated.
- When either the refrigerator or the freezer door is left open for more than 60 seconds, the alarm tone will sound to let you know that the door is open.
- When you close the door, the door alarm will stop.

### **Control Lock**

- The Control Lock button deactivates the controls and dispenser functions. When power is initially connected to the refrigerator, the Lock function is off.
- If you want to activate the Lock function to lock other buttons, press and hold the Control Lock button for three seconds or more. The Control Lock indicator will turn on and the Lock function is now enabled.
- When the Lock function is activated, no other buttons will work. The dispenser pad is also deactivated.
- To disable the Lock function, press and hold the Control Lock button for approximately three seconds.

### **Ambient Mood Light/Dispenser Light**

A white light illuminates the dispenser area whenever the dispenser pad is engaged. The dispenser area can also be illuminated by a mood light, which is activated by pressing the Light button. When the Mood Light is activated, the indicator light above the Light button turns on.

## **CAUTION**

### **Demo Mode (For Store Use Only)**

The Demo Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store.

#### **To deactivate:**

With either refrigerator door opened, press and hold the Refrigerator Temp. and Ultra Ice buttons at the same time for five seconds. The control panel will beep and the temperature settings will display to confirm that Demo Mode is deactivated. Use the same procedure to activate the Demo Mode.

### **Adjusting Control Settings**

Give the refrigerator time to cool down completely before making final adjustments. It is best to wait 24 hours to let the normal settings (recommended in the Temperature section) stabilize before making any changes. If you need to adjust the temperature in the refrigerator or freezer, start by adjusting the refrigerator temperature and allow 24 hours for the temperature to stabilize again. If it is still too warm or too cold, then adjust the freezer control.

Use the settings listed in the chart below as a guide. Always remember to wait at least 24 hours between adjustments.

| CONDITION/REASON  | RECOMMENDED ADJUSTMENT  |
|---|---|
| <b>REFRIGERATOR section too warm.</b> <ul style="list-style-type: none"> <li>• Door opened often.</li> <li>• Large amount of food added.</li> <li>• Room temperature very warm.</li> </ul>  | <ul style="list-style-type: none"> <li>• Set the REFRIGERATOR control one degree colder; wait 24 hours for the new setting to take full effect before making another adjustment.</li> </ul>                                     |
| <b>FREEZER section too warm/ice not made fast enough.</b> <ul style="list-style-type: none"> <li>• Door opened often.</li> <li>• Large amount of food added.</li> <li>• Very cold (55°F (13°C)) room temperature. (Compressor does not cycle often enough.)</li> <li>• Heavy ice usage.</li> <li>• Air vents blocked by items.</li> </ul> | <ul style="list-style-type: none"> <li>• Set the FREEZER control one degree colder; wait 24 hours for the new setting to take full effect before making another adjustment.</li> <li>• Move items out of air stream.</li> </ul> |
| <b>REFRIGERATOR section too cold.</b> <ul style="list-style-type: none"> <li>• Controls not set correctly for your conditions.</li> </ul>   | <ul style="list-style-type: none"> <li>• Set the REFRIGERATOR control one degree warmer; wait 24 hours for the new setting to take full effect before making another adjustment.</li> </ul>                                     |
| <b>FREEZER section too cold.</b> <ul style="list-style-type: none"> <li>• Controls not set correctly for your conditions.</li> </ul>  | <ul style="list-style-type: none"> <li>• Set the FREEZER control one degree warmer; wait 24 hours for the new setting to take full effect before making another adjustment.</li> </ul>  |

## AUTOMATIC ICEMAKER

Ice is made in the automatic icemaker and sent to the dispenser. The icemaker will produce 7 cubes per cycle —approximately 70-120 cubes in a 24-hour period, depending on freezer compartment temperature, room temperature, number of door openings and other operating conditions.

- It takes about 12 to 24 hours for a newly installed refrigerator to begin making ice. Wait 72 hours for full ice production to occur.
- Ice making stops when the in-door ice bin is full. When full, the in-door ice bin holds approximately 6 to 8 (12- 16 oz) glasses of ice.
- To turn off the automatic icemaker, press the Ice Maker button on the display. To turn on the automatic icemaker, press the button again.
- The water pressure must be between 20 and 120 psi (138 to 827 kPa) on models without a water filter and between 40 and 120 psi on models with a water filter to produce the normal amount and size of ice cubes.

## WHEN YOU SHOULD TURN THE ICEMAKER OFF

- When the water supply will be shut off for several hours.
- When the ice bin is removed for more than one or two minutes.

- When the refrigerator will not be used for several days.

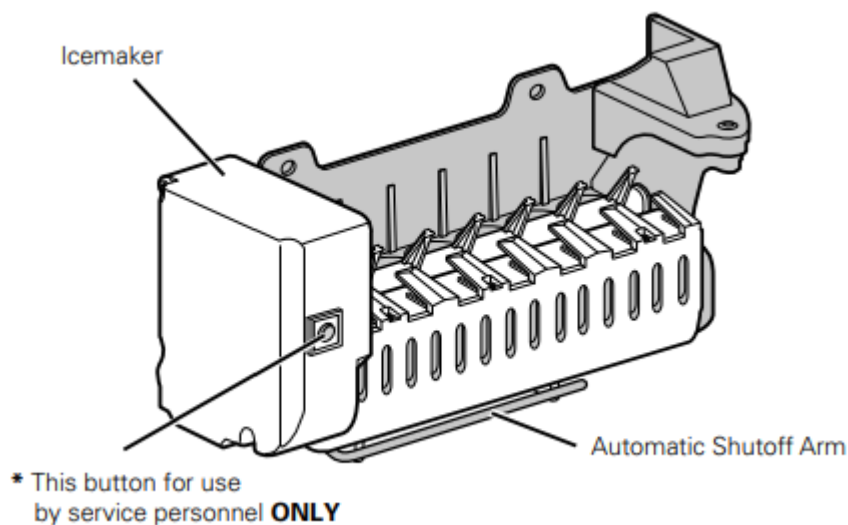
**NOTE:** The ice bin should be emptied when the Ice Maker button is set to OFF.

### **NORMAL SOUNDS YOU MAY HEAR**

The icemaker water valve will buzz as the icemaker fills with water. If the icemaker is on, it will buzz even if it has not yet been hooked up to water. To stop the buzzing, turn off the icemaker.

**NOTE:** Keeping the icemaker on before the water line is connected can damage the icemaker.

You will hear the sound of cubes dropping into the bin and water running in the pipes as the icemaker refills.



**WARNING:** Connect to a potable water supply only.

### **PREPARING FOR VACATION**

Set the Ice Maker button on the display to OFF and shut off the water supply to the refrigerator.

**NOTE:** The ice bin should be emptied any time the Ice Maker button is set to OFF.

If the ambient temperature will drop below freezing, have a qualified technician drain the water supply system to prevent serious property damage due to flooding caused by ruptured water lines or connections.

### **CAUTION**

- The first ice and water dispensed may include particles or odor from the water supply line or the water tank.
- Throw away the first few batches of ice (about 24 cubes). This is also necessary if the refrigerator has not been used for a long time.

- Never store beverage cans or other items in the ice bin for the purpose of rapid cooling. Doing so may damage the icemaker or the containers may burst.
- If discolored ice is dispensed, check the water filter and water supply. If the problem continues, contact a Sears or other qualified service center. Do not use the ice or water until the problem is corrected.
- Keep children away from the dispenser. Children may play with or damage the controls.
- The ice passage may become blocked with frost if only crushed ice is used. Remove the frost that accumulates by removing the ice bin and clearing the passage with a rubber spatula. Dispensing cubed ice can also help prevent frost buildup.
- Never use thin crystal glass or crockery to collect ice. Such containers may chip or break resulting in glass fragments in the ice.
- Dispense ice into a glass before filling it with water or other beverages. Splashing may occur if ice is dispensed into a glass that already contains liquid.
- Never use a glass that is exceptionally narrow or deep. Ice may jam in the ice passage and refrigerator performance may be affected.
- Keep the glass at a proper distance from the ice outlet. A glass held too close to the outlet may prevent ice from dispensing.
- To avoid personal injury, keep hands out of the ice door and passage.
- Never remove the dispenser cover.
- If ice or water dispenses unexpectedly, turn off the water supply and contact Sears Home Service at 1-800-4-MY HOME®.

## **FOOD STORAGE GUIDE**

Wrap or store food in the refrigerator in airtight and moisture-proof material unless otherwise noted. This prevents food odor and taste transfer throughout the refrigerator. For dated products, check date code to ensure freshness.

| Items   | How to  |
|---|---|
| <b>Butter or margarine</b>                      | ▶ Keep opened butter in a covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.   |
| <b>Cheese</b>                                   | ▶ Store in the original wrapping until you are ready to use it. Once opened, rewrap tightly in plastic wrap or aluminum foil.   |
| <b>Milk</b>                                     | ▶ Wipe milk cartons. For best storage, place milk on interior shelf, not on door shelf.   |
| <b>Eggs</b>                                     | ▶ Store in original carton on interior shelf, not in door bin.  |
| <b>Fruit</b>                                    | ▶ Wash, let dry, and store in refrigerator in plastic bags or in a drawer. Do not wash or hull fruit until you are ready to use it. Sort and keep fruit in its original container, in a refrigerator drawer, or store in a completely closed paper bag on a refrigerator shelf. |
| <b>Leafy vegetables</b>                         | ▶ Remove store wrapping and trim or tear off bruised and discolored areas. Wash in cold water and drain. Place in plastic bag or plastic container and store in refrigerator drawer.  |
| <b>Vegetables with skins (carrots, peppers)</b> | ▶ Place in plastic bags or plastic container and store in drawer.   |
| <b>Fish</b>                                     | ▶ Use fresh fish and shellfish the same day purchased.  |
| <b>Leftovers</b>                                | ▶ Cover leftovers with plastic wrap, aluminum foil, or plastic containers with tight lids.  |
| <b>Ice Cream</b>                                | ▶ When storing frozen food like ice cream for a long period, place it on the freezer shelf, not in the door bins.   |

## STORING FROZEN FOOD

**NOTE:** Check a freezer guide or a reliable cookbook for further information about preparing food for freezing or food storage times.

### Freezing

Your freezer will not quick-freeze a large quantity of food. Do not put more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 lbs. of food per cubic foot of freezer space). Leave enough space in the freezer for air to circulate around packages. Be careful to leave enough room at the front so the door can close tightly.

Storage times will vary according to the quality and type of food, the type of packaging or wrap used (how airtight and moisture-proof) and the storage temperature. Ice crystals inside a sealed package are normal. This simply means that moisture in the food and air inside the package have condensed, creating ice crystals.

**NOTE:** Allow hot foods to cool at room temperature for 30 minutes, then package and freeze. Cooling hot foods before freezing saves energy.

## **Packaging**

Successful freezing depends on correct packaging. When you close and seal the package, it must not allow air or moisture in or out. If it does, you could have food odor and taste transfer throughout the refrigerator and could also dry out frozen food.

### **Packaging recommendations:**

- Rigid plastic containers with tight-fitting lids
- Straight-sided canning/freezing jars
- Heavy-duty aluminum foil
- Plastic-coated paper
- Non-permeable plastic wraps
- Specified freezer-grade self-sealing plastic bags

Follow package or container instructions for proper freezing methods.

## **Do not use**

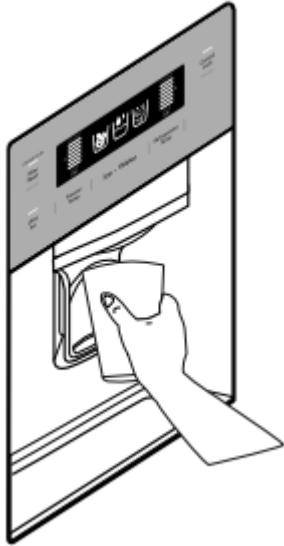
- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids
- Wax paper or wax-coated freezer wrap
- Thin, semi-permeable wrap

**CAUTION:** Do not keep beverage cans or plastic food containers in the freezer compartment. They may break or burst if they freeze.

## **REFRIGERATOR SECTION**

### **WATER AND ICE DISPENSER**

To dispense cold water, push on the dispenser switch with a glass.



Some dripping may occur after dispensing. Hold your cup beneath the dispenser for a few seconds after dispensing to catch all of the drops.

**WARNING:** Do not put your fingers up the ice chute opening. Doing so can result in severe injury.

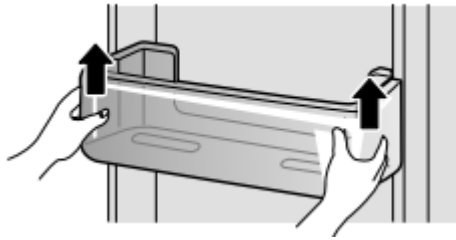
**CAUTION:** Do not dispense ice into fine china or crystal glasses. China or crystal can break.



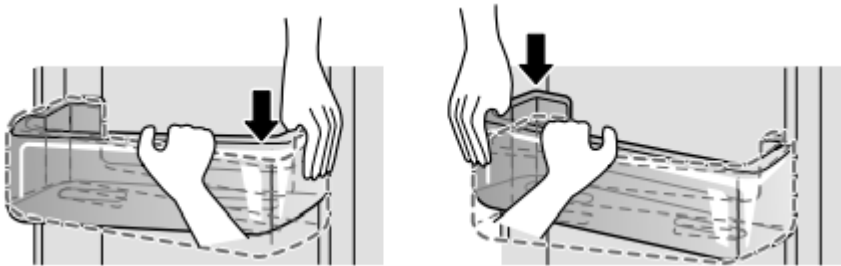
**NOTE:** The dispenser is equipped with a light that turns on when the dispenser pad is engaged.

## REFRIGERATOR/FREEZER DOOR BINS

Your refrigerator and freezer feature bins which can easily be arranged to store packaged products.



To remove, holding both sides, lift the door bin and pull it out.



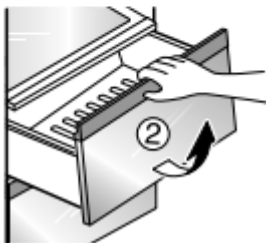
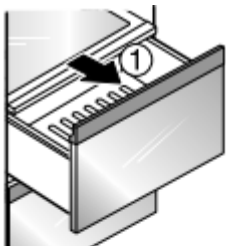
To replace the bin, slide it in above the desired support and push down one side at a time until it snaps into place.

## REFRIGERATOR DRAWERS AND COVER

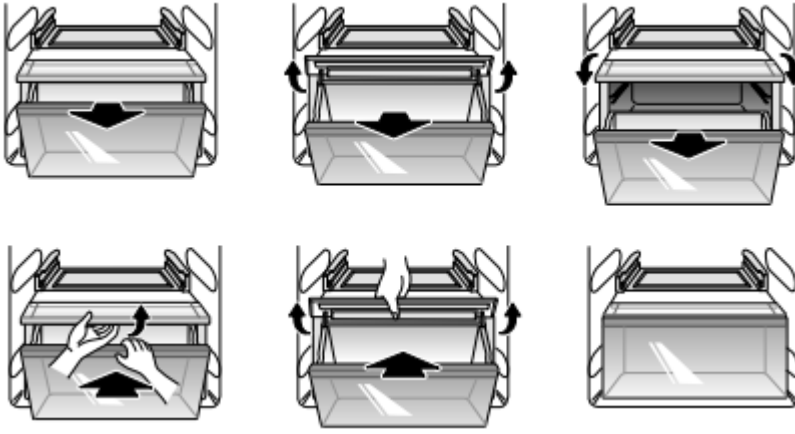
The refrigerator drawers allow for better conservation of fruits and vegetables.

To remove the refrigerator drawers—pull out the drawer to full extension ①, lift the front up ②, and pull straight out.

To install—slightly tilt up the front, insert the drawer into the frame and push it back into place.



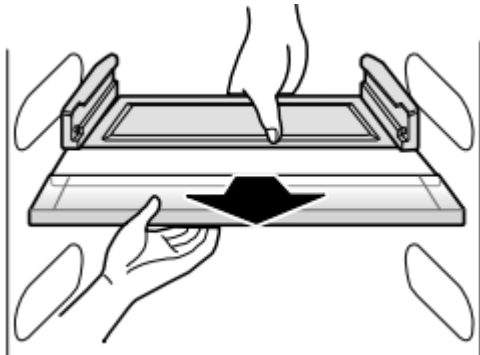
**NOTE:** When removing or installing the lower refrigerator drawer, lift the cover to help remove or insert the drawer.



**CAUTION:**

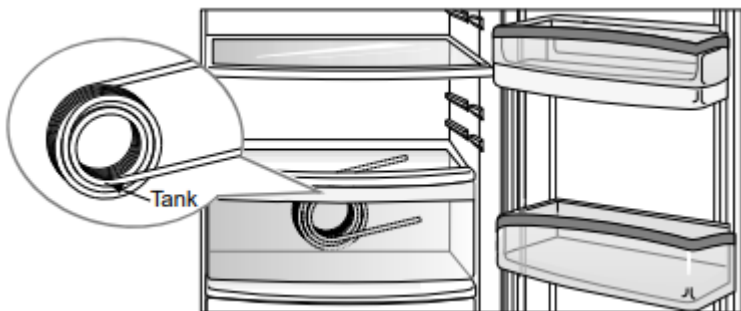
- Use both hands to assemble and disassemble the refrigerator drawers. The compartments are heavy when filled with food and may cause injury if dropped.
- Open the refrigerator door fully when disassembling or reassembling the refrigerator drawers.

To remove the cover—hold the cover with both hands and pull it out.



**NOTE:** Remove the refrigerator drawers before removing the cover.

**CAUTION:** You will see the water tank while removing the refrigerator drawer. Do not remove the water tank or water leakage may occur. The water tank is not a removable part.



## REFRIGERATOR/FREEZER SHELVES

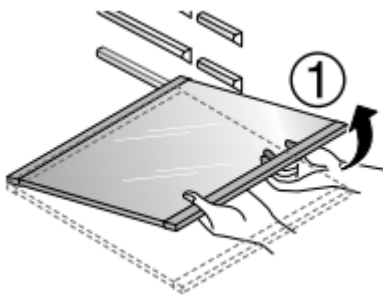
The shelves in your refrigerator and freezer are adjustable to meet your individual storage needs.

Adjusting the shelves to fit items of different heights will make finding the exact item you want easier. Doing so will also reduce the amount of time the refrigerator doors are open which will save energy.

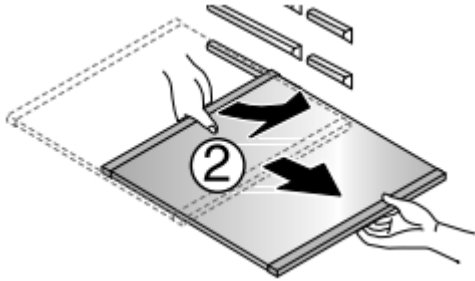
**IMPORTANT:** Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.

**NOTE:** Glass shelves are heavy. Use special care when removing them.

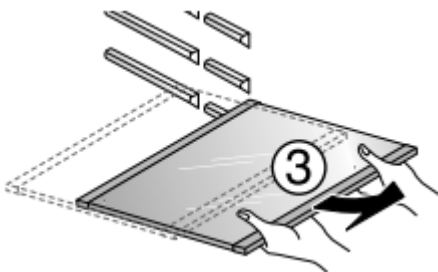
### Detaching the shelf



Remove all items from the shelf. Lift the front of the shelf slightly to disengage the rail stops.



Pull the shelf forward about halfway, keeping the front of the shelf slightly lifted.



Holding the shelf with both hands, tilt the shelf and pull it out.

### Assembling the shelf

Tilt the front of the shelf up and guide the shelf into the slots at a desired height. Slide the shelf in then lower the front of the shelf.

**CAUTION:** Make sure that shelves are level from one side to the other. Failure to do so may result in the shelf falling or spilling food.

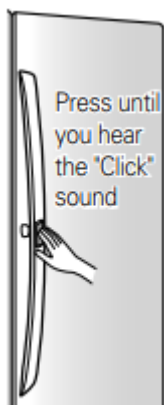
## **DOOR-IN-DOOR**

The Door-in-Door compartment allows for easy access to commonly used food items. The outer Door-in-Door door includes three additional door bins.

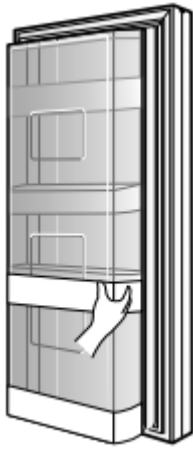


### **Door-in-Door Compartment**

To access the Door-in-Door compartment, lightly press the button on the right refrigerator door handle until you hear a click to open the door. There is no need to grip the handle when opening the Door-inDoor compartment.

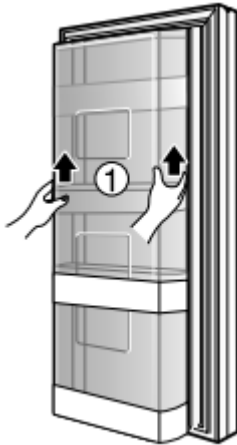


### **Door-in-Door Case**



To open the Door-In-Door case, pull evenly on the marked area to pop it open. The Door-In-Door Case is removable for easy cleaning and adjustment.

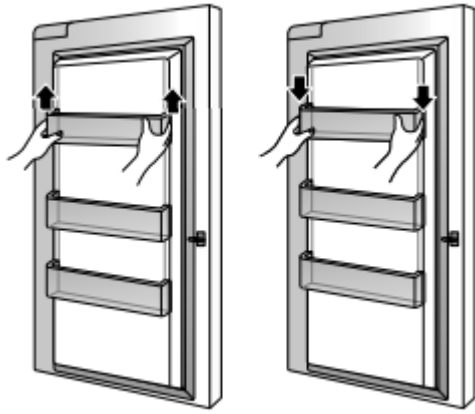
**CAUTION:** Remove contents from Door-in-Door case before disassembly.



1. To remove the Door-In-Door case, lift up and pull out.
2. To replace the Door-In-Door case, line the tabs on the Door-In-Door Case with the slots on the door and push down until it snaps into place.

### **Door-in-Door Door Bins**

The Door-in-Door inner and outer door bins are removable for easy cleaning.



1. To remove the door bins, lift up and pull out.
2. To replace the door bins, slide the door bin in above the desired support and push down until it snaps into place.

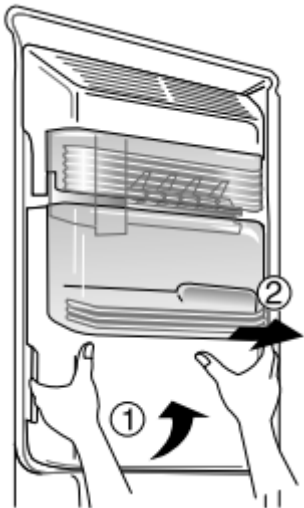
## FREEZER SECTION

### ICE STORAGE BIN

The ice bin stores the ice cubes made by the icemaker. If you need to remove the ice storage bin, do so as follows:

**NOTE:** Use both hands to remove the ice bin to avoid dropping it.

Lift the ice storage bin slightly ① and pull it out ② as shown in the figure.



## WATER FILTER

It is recommended that you replace the water filter:

- Approximately every 6 months.
- When the water filter indicator turns on.

- When the water dispenser output decreases.
- When the ice cubes are smaller than normal.

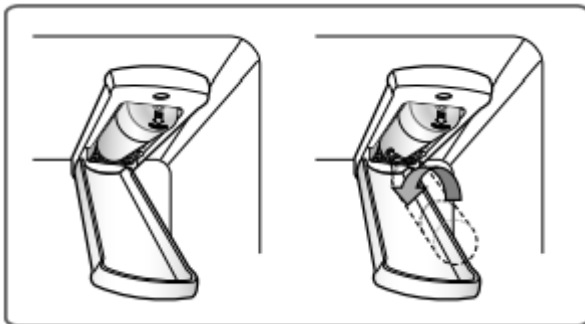
### 1. Remove the old water filter.

Press the push button to open the water filter cover.

NOTE: Replacing the water filter causes a small amount of water (around 1 oz. or 25 cc) to drain. Place a cup under the front end of the water filter cover to collect any leaking water. Hold the water filter upright, once it is removed, to prevent any remaining water from spilling out of the water filter.

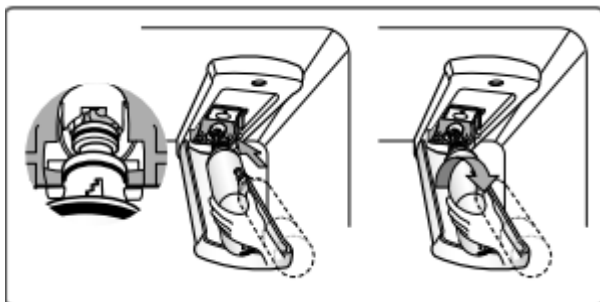


Pull the water filter downward and pull out. Make sure to rotate the filter down completely before pulling it out of the manifold hole.

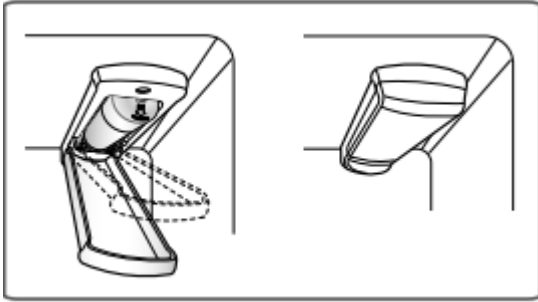


### 2. Replace with a new water filter.

Take the new water filter out of its packing and remove the protective cover from the o-rings. With the water filter tabs in the horizontal position, push the new water filter into the manifold hole until it stops



Rotate the water filter up into position and close the cover. The cover will click when closed correctly.



3. After the water filter is replaced, dispense 2.5 gallons of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the system. Do not dispense the entire 2.5 gallon amount continuously. Depress and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.

**NOTE:** To purchase a replacement water filter, visit a Sears store or call 1-800-4-MY-HOME®.

## CARE AND CLEANING

Both the refrigerator and freezer sections defrost automatically; however, clean both sections about once a month to prevent odors. Wipe up spills immediately.

### GENERAL CLEANING TIPS

- Unplug refrigerator or disconnect power.
- Remove all removable parts, such as shelves, crispers, etc. Refer to sections in Using Your Refrigerator for removal instructions.
- Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners.
- Hand wash, rinse and dry all surfaces thoroughly.
- Plug in refrigerator or reconnect power.

### OUTSIDE

Waxing external painted metal surfaces helps provide rust protection. Do not wax plastic parts. Wax painted metal surfaces at least twice a year using appliance wax (or auto paste wax). Apply wax with a clean, soft cloth.

For products with a stainless steel exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.

## **INSIDE WALLS (allow freezer to warm up so the cloth will not stick)**

To help remove odors, you can wash the inside of the refrigerator with a mixture of baking soda and warm water. Mix 2 tablespoons of baking soda to 1 quart of water (26 g soda to 1 liter water.) Be sure the baking soda is completely dissolved so it does not scratch the surfaces of the refrigerator.

**CAUTION:** While cleaning the inside, do not spray water.

## **DOOR LINERS AND GASKETS**

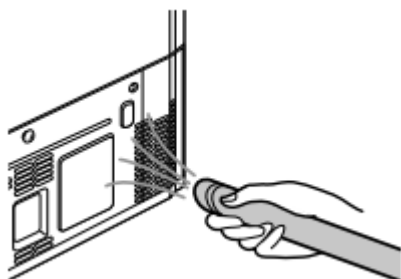
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic refrigerator parts.

## **PLASTIC PARTS (Covers and Panels)**

Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use window sprays, abrasive cleansers, or flammable fluids. These can scratch or damage the material.

## **CONDENSER COILS**

Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.



## **LED LIGHT REPLACEMENT**

**NOTE:** The refrigerator and freezer compartment lights are LED interior lighting, and service should be performed by a qualified technician.

## **POWER INTERRUPTIONS**

1. If the power will be out for 24 hours or less, keep all refrigerator doors closed to help foods stay cold and frozen.
2. If the power will be out for more than 24 hours, remove all frozen food and store it in a frozen food locker.

## WHEN YOU GO ON VACATION

If you choose to leave the refrigerator on while you are away, follow these steps to prepare your refrigerator before you leave.

1. Use up any perishables and freeze other items.
2. Turn off the icemaker and empty the ice bin.

**If you choose to turn the refrigerator off before you leave,** follow these steps.

1. Remove all food from the refrigerator.
2. Depending on your model, set the thermostat control (refrigerator control) to OFF. See the SETTING THE CONTROLS section.
3. Clean the refrigerator, wipe it and dry well.
4. Tape rubber or wood blocks to the tops of both doors to prop them open far enough for air to get in. This stops odor and mold from building up.

## WHEN YOU MOVE

When you are moving your refrigerator to a new home, follow these steps to prepare it for the move.

1. Remove all food from the refrigerator and pack all frozen food in dry ice.
2. Unplug the refrigerator.
3. Clean, wipe and dry thoroughly.
4. Take out all removable parts, wrap them well and tape them together so they do not shift and rattle during the move. Refer to the USING YOUR REFRIGERATOR section for removal instructions.
5. Depending on the model, raise the front of the refrigerator so it rolls more easily OR screw in the leveling legs all the way so they do not scrape the floor. See the DOOR ALIGNMENT section.
6. Tape the doors shut and tape the power cord to the refrigerator cabinet.

When you get to your new home, put everything back and refer to the REFRIGERATOR INSTALLATION section for preparation instructions.

## TROUBLESHOOTING GUIDE

### COOLING

Before conducting troubleshooting, make sure that the following basic requirements are met:

|                    |   |
|--------------------|---|
| Service Flow       | 0.5 gpm (1.9 lpm)   |
| Water Supply       | Potable Water   |
| Water Pressure     | 40-120 psi (276 - 827 kPa)                                    |
| Water Temperature  | 33°F - 100°F (0.6°C - 38°C)                                   |
| Electrical Ratings | 115 Volts, 60 Hz, AC only, and fused at 15 amperes (minimum). |



| Problem   | Possible Causes   | Solutions  |
|---|---|--|
| Refrigerator and Freezer section are not cooling. | The power supply cord is unplugged.                               | Firmly plug the cord into a live outlet voltage.   |
|   | Refrigerator is set to demo mode.                                 | Demo Mode allows the lights and controls to be on normally while disabling cooling to save energy on the showroom floor. Refer to the Setup section for instructions on how to disable Demo Mode.  |
|   | Refrigerator is in the defrost cycle.                             | During the defrost cycle, the temperature in the freezer compartment may rise slightly. Wait until the defrost cycle is complete to confirm the proper temperature has been reached. Once the defrost cycle has completed, the refrigerator will resume normal cooling.  |
|   | Refrigerator was recently installed.                              | It may take up to 24 hours for each compartment to reach the desired temperature.  |
|   | Refrigerator was recently relocated.                              | If the refrigerator was stored for a long period of time or moved on its side, it is necessary for the refrigerator to lay upright for 24 hours before connecting to power.  |
| Cooling System runs too much.                     | Refrigerator is replacing an older model.                         | Modern refrigerators require more or less energy due to more efficient technologies.   |
|   | Refrigerator was recently plugged in or power restored.           | The refrigerator will take up to 24 hours to reach the desired temperature completely.   |
|   | Door opened often or a large amount of food / hot food was added. | Adding food and opening the door will cause the refrigerator to require the compressor to run longer to bring the refrigerator back down. In order to conserve energy, get everything you need out of the refrigerator as quickly as possible. Keep food organized so it is easy to access. Close the door as soon as the food is removed. (Refer to the Storage Guide.) |



|  |  |
|--|--|
| Doors are not closed completely.             | Firmly push the doors shut. If they w<br>way, see the Doors will not close cor<br>section in Parts & Features Troubles   |
| Refrigerator is installed in a hot location. | The compressor will run longer unde<br>normal room temperatures (70°F or<br>compressor to run about 40% to 80%<br>warmer conditions, expect it to run e<br>refrigerator should not be operated a |
| Condenser / back cover is clogged.           | Use a vacuum cleaner with an attac<br>condenser cover and vents. Do not<br>covering the condenser coil area.   |



## COOLING

| Problem                                      | Possible Causes   | Solutions   |
|--|---|---|
| Refrigerator or Freezer section is too warm. | Refrigerator was recently installed.                                | It may take up to 24 hours for each compartment to reach the desired temperature.   |
|  | Air vents are blocked.  | Rearrange items to allow air to flow through the refrigerator compartment. Refer to the Airflow Diagram in the Your Refrigerator section.   |
|  | Doors are opened often or for long periods of time.                 | When the doors are opened often or for long periods of time, warm, humid air enters the compartments. This raises the temperature and moisture in the refrigerator compartment. To lessen the effect, reduce the frequency and duration of door openings. |
|  | Unit is installed in a hot location.                                | The refrigerator should not be operated in a location above 110°F (43°C).   |
|  | A large amount of food or hot food was added to either compartment. | Adding food warms the compartment and causes the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator lessens this effect.  |
|  | Doors not closed correctly.   | See the Doors will not close correctly section in Parts & Features Troubleshooting.   |
|  | Temperature control is not set correctly.                           | If the temperature is too warm, adjust the temperature control in 1-degree Fahrenheit increments at a time and wait for the temperature to stabilize. Refer to the Setting the Controls section for more information.                                     |
|  | Defrost cycle has recently completed.                               | During the defrost cycle, the temperature in the refrigerator compartment may raise slightly and frost may form on the back wall. Wait 30 minutes after the defrost cycle has completed for the proper temperature has been restored.                     |



|                            |   |   |
|----------------------------|---|---|
| Interior moisture buildup. | Doors are opened often or for long periods of time. | When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level in the compartment. To lessen the effect, reduce the frequency and duration of door openings. |
|                            | Doors not closed correctly.                         | See the Doors will not close correctly Troubleshooting section.   |
|                            | Weather is humid.                                   | Humid weather allows additional moisture to enter the compartment when the doors are opened. Maintaining a low humidity in the home will help to reduce the amount of moisture that can enter the compartment.                                    |
|                            | Defrost cycle recently completed.                   | During the defrost cycle, the temperature in the compartment may raise slightly and frost may form on the back wall. Wait 30 minutes after the proper temperature has been reached before the defrost cycle has completed.                        |
|                            | Food is not packaged correctly.                     | Food stored uncovered or unwrapped in the compartment can lead to moisture accumulation. Wipe all containers dry and use sealed packaging to prevent condensation.  |



## COOLING/ICE & WATER

| Problem  | Possible Causes   | Solutions  |
|--|---|--|
| Food is freezing in the refrigerator compartment.                | Food with high water content was placed near an air vent.                               | Rearrange items with high water content away from air vents.   |
|  | Refrigerator temperature control is set incorrectly.                                    | If the temperature is too cold, adjust the temperature control in 1-degree increments at a time and wait for the temperature to stabilize. Refer to the Setting the Control Panel section for more information.  |
|  | Refrigerator is installed in a cold location.   | When the refrigerator is operated in a room that is below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should be operated in a room with a temperature below 55°F (13°C).   |
| Frost or ice crystals form on frozen food (outside of package).  | Door is opened frequently or for long periods of time.                                  | When the doors are opened often or for long periods of time, warm, humid air enters the refrigerator compartment, raises the temperature and moisture level, and causes condensation. Increased moisture will cause frost or ice crystals to form on the outside of the package. To lessen the effect, reduce the frequency and duration of door openings. |
|  | Door is not closing properly.   | Refer to the Doors will not close correctly section in the Troubleshooting section of the user manual.   |
| Refrigerator or Freezer section is too cold.                     | Incorrect temperature control settings.   | If the temperature is too cold, adjust the temperature control in 1-degree increments at a time and wait for the temperature to stabilize. Refer to the Setting the Control Panel section for more information.  |
| Frost or ice crystals on frozen food (inside of sealed package). | Condensation from food with a high water content has frozen inside of the food package. | This is normal for food items with a high water content.   |
|  | Food has been left in the freezer for a long period of time.                            | Do not store food items with high water content in the freezer for a long period of time.  |



|                                    |   |  |
|------------------------------------|---|--|
| Icemaker is not making enough ice. | Demand exceeds ice storage capacity.  | The icemaker will produce approximately 24 hours of ice over a 24 hour period.   |
|                                    | House water supply is not connected, valve is not turned on fully, or valve is clogged. | Connect the refrigerator to a cold water supply with adequate pressure and turn the water supply valve open.<br><br>If the problem persists, it may be necessary to call a plumber.  |
|                                    | Water filter has been exhausted.  | It is recommended that you replace the water filter:<br><ul style="list-style-type: none"><li>• Approximately every 6 months.</li><li>• When the water filter indicator turns on.</li><li>• When the water dispenser output is slow.</li><li>• When the ice cubes are smaller than normal.</li></ul> |
|                                    | Low house water supply pressure.  | The water pressure must be between 138 - 827 kPa (20 - 120 psi) on models without a water filter and between 40 and 120 psi (276 - 827 kPa) on models with a water filter.<br><br>If the problem persists, it may be necessary to call a plumber.  |
|                                    | Reverse Osmosis filtration system is used.  | Reverse osmosis filtration systems require a minimum water pressure below the minimum amount required for the icemaker to operate. Refer to the Water Pressure section for icemaker issues. (Refer to Water Pressure section for more information.)  |
|                                    | Tubing connecting refrigerator to house water supply valve is kinked.                   | The tubing can kink when the refrigerator is moved during installation or cleaning resulting in restricted water flow. Straighten or repair the water supply tubing. Refer to the Water Supply section for more information. Prevent future kinks.   |



## ICE & WATER

| Problem  | Possible Causes                                      | Solutions  |
|--|--|--|
| Icemaker is not making enough ice (continued). | Doors are opened often or for long periods of time.  | If the doors of the unit are opened often, it will warm the refrigerator which will prevent it from maintaining the set temperature. Lowering the temperature can help, as well as not opening the doors as frequently.  |
|  | Doors are not closed completely.                     | If the doors are not properly closed, the icemaker will be affected. See the Doors will not close properly section in Parts & Features Troubleshooting for more information.   |
|  | The temperature setting for the freezer is too warm. | The recommended temperature for the freezer compartment for normal ice production is 0°F (-18°C). If the freezer temperature is warmer, ice production will be affected.   |
| Dispensing water slowly.                       | Water filter has been exhausted.                     | It is recommended that you replace the water filter: <ul style="list-style-type: none"> <li>• Approximately every 6 months.</li> <li>• When the water filter indicator turns on.</li> <li>• When the water dispenser output is slow.</li> <li>• When the ice cubes are smaller than normal.</li> </ul> |
|  | Reverse osmosis filtration system is used.           | Reverse osmosis filtration systems require a water pressure below the minimum amount for the icemaker to operate. If the problem persists, it may be necessary to call a plumber.  |
|  | Low house water supply pressure.                     | The water pressure must be between 138 - 827 kPa (20 - 120 psi) on models without a water filter. If the problem persists, it may be necessary to call a plumber.  |



|                     |  |   |
|---------------------|--|---|
| Not dispensing ice. | Doors are not closed completely.                           | Ice will not dispense if any of the refrigerator doors are left open.   |
|                     | Infrequent use of the dispenser.                           | Infrequent use of the ice dispenser can cause the ice to stick together over time, which will prevent the dispenser from properly dispensing. Check the ice bin for clumping/sticking together. If they are stuck, break up the cubes to allow for proper operation.  |
|                     | The delivery chute is clogged with frost or ice fragments. | Eliminate the frost or ice fragments from the ice bin and clearing the chute with a plastic spatula. Dispensing cubed ice can also help prevent ice fragment buildup.   |
|                     | The dispenser display is locked.                           | Press and hold the Lock button for 3 seconds to unlock the control panel and dispense ice.  |
|                     | Ice bin is empty.  | <p>It may take up to 24 hours for each cycle to reach the desired temperature and for the ice to be made. Make sure that the shutters are not obstructed.</p> <p>Once the ice supply in the bin has been exhausted, it may take up to 90 minutes for ice to be available, and approximately 2 hours to completely refill the bin.</p> |



|                             |   |   |
|-----------------------------|---|---|
| Icemaker is not making ice. | Refrigerator was recently installed or icemaker recently connected.                               | It may take up to 24 hours for each of the trays to reach the desired temperature and for the icemaker to start making ice.   |
|                             | Icemaker not turned on.   | Locate the Ice Maker button on the control panel and ensure that it is set to ON.   |
|                             | The ice detecting sensor is obstructed.   | Foreign substances or frost on the ice detecting sensor can interrupt ice production. Make sure the sensor area is clean at all times for proper operation.   |
|                             | The refrigerator is not connected to a water supply or the supply shutoff valve is not turned on. | Connect refrigerator to the water supply and ensure the water shutoff valve is fully open.  |
|                             | Icemaker shutoff (arm or sensor) obstructed.  | If your icemaker is equipped with an ice shutoff arm, make sure that the arm moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the sensor and the ice.  |
|                             | Reverse osmosis water filtration system is connected to your cold water supply.                   | Reverse osmosis filtration systems can reduce water pressure below the minimum amount required for the icemaker to operate. Check for icemaker issues. (Refer to the Water Filtration section.)   |
| Not dispensing water.       | New installation or water line recently connected.  | Dispense 2.5 gallons (9.5 l) of water (approximately 5 minutes) to remove any air from the system. Do not dispense the entire 2.5 gallon (9.5 l) amount continuously. Press and hold the Dispense button for 3 seconds and release the dispenser pad for 3 seconds. Repeat ON and 60 seconds OFF. |
|                             | The dispenser panel is locked.  | Press and hold the Lock button for 3 seconds to unlock the control panel and dispense water.  |



|  |   |
|--|---|
| <p>The dispenser is not set for water dispensing.</p>  | <p>The dispenser can be set for ice or water that the control panel is set for the proper mode. Press the Water button on the control panel to dispense water.</p>  |
| <p>Refrigerator or freezer doors are not closed properly.</p>  | <p>Water will not dispense if any of the doors are left open.</p>   |
| <p>Water filter has been recently removed or replaced.</p>   | <p>After the water filter is replaced, dispense 5 gallons (20 L) of water (flush for approximately 5 minutes) to remove trapped air and contaminants from the lines. To dispense the entire 2.5 gallon (9.5 L) filter, depress and release the water button continuously. Depress and release the button in cycles of 30 seconds ON and 60 seconds OFF.</p> |
| <p>Tubing connecting refrigerator to house supply valve is kinked.</p>                                     | <p>The tubing can kink when the refrigerator is installed or cleaned resulting in restricted water flow. Straighten or repair the water supply tubing to prevent future kinks.</p>  |
| <p>The house water supply is not connected, the valve is not turned on fully, or the valve is clogged.</p> | <p>Connect refrigerator to the water supply line and turn the water shutoff valve fully open. If the problem persists, it may be necessary to call a plumber.</p>   |



|                            |  |  |
|----------------------------|--|--|
| Ice has bad taste or odor. | Water supply contains minerals such as sulfur.                                 | A water filter may need to be installed to solve taste and odor problems.<br><br>NOTE: In some cases, a filter may not be able to remove all minerals / odors from the water supplies. |
|                            | Icemaker was recently installed.   | Discard the first few batches of ice to get rid of the bad tasting ice.  |
|                            | Ice has been stored for too long.  | Ice that has been stored for too long can become cloudy, and may develop a stale taste. Discard the ice and make a new supply.   |
|                            | The food has not been stored properly in either compartment.                   | Rewrap the food. Odors may migrate from food not wrapped properly.   |
|                            | The interior of the refrigerator needs to be cleaned.                          | See the Care and Cleaning section for instructions.  |
|                            | The ice storage bin needs to be cleaned.                                       | Empty and wash the bin (discard old ice). Make sure that the bin is completely dry before refilling.   |
| Dispensing warm water.     | Refrigerator was recently installed.   | Allow 24 hours after installation for the refrigerator to cool completely.   |
|                            | The water dispenser has been used recently and the storage tank was exhausted. | Depending on your specific model, the water tank capacity will range from approximately 0.9 liter).  |
|                            | Dispenser has not been used for several hours.                                 | If the dispenser has not been used for several hours, the first glass dispensed may be warm. (0.3 liter).  |



|                                  |   |   |
|----------------------------------|---|---|
|                                  | Refrigerator is connected to the hot water supply.        | <p>Make sure that the refrigerator is connected to the correct hot water pipe.</p> <p><b>WARNING:</b> Connecting the refrigerator to the cold water pipe may damage the icemaker.</p>   |
| Water has bad taste or odor.     | Water supply contains minerals such as calcium or sulfur. | A water filter may need to be installed to solve taste and odor problems.   |
|                                  | Water filter has been exhausted.                          | <p>It is recommended that you replace the water filter when:</p> <ul style="list-style-type: none"> <li>• Approximately every 6 months.</li> <li>• When the water filter indicator turns red.</li> <li>• When the water dispenser output changes.</li> <li>• When the ice cubes are smaller than normal.</li> </ul> |
|                                  | Refrigerator was recently installed.                      | Dispense 2.5 gallons (9.5 l) of water (approximately 5 minutes) to remove air from the system. Do not dispense the entire 2.5 gallon (9.5 l) amount continuously. Press and release the dispenser pad for 30 seconds ON and 60 seconds OFF.   |
| Icemaker is making too much ice. | Icemaker shutoff (arm/sensor) is obstructed.              | Empty the ice bin. If your icemaker is equipped with an ice shutoff arm, make sure that the arm is not obstructed. If your icemaker is equipped with the electronic sensor, make sure that there is a clear path for the sensor. Clean both sensors. Reinstall the ice bin and confirm proper operation.            |



# NOISE



| <b>Problem</b> | <b>Possible Causes</b>  | <b>Solutions</b>   |
|----------------|---|--|
| Clicking       | The defrost control will click when the automatic defrost cycle begins and ends. The thermostat control (or refrigerator control on some models) will also click when cycling on and off. | Normal Operation   |
| Rattling       | Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.                                      | Normal Operation   |
|                | Refrigerator is not resting solidly on the floor.   | Floor is weak or uneven or leveling legs are not adjusted. See the Door Alignment section. |
|                | Refrigerator with linear compressor was jarred while running.   | Normal Operation   |
| Whooshing      | Evaporator fan motor is circulating air through the refrigerator and freezer compartments.  | Normal Operation   |
|                | Air is being forced over the condenser by the condenser fan.  | Normal Operation   |
| Gurgling       | Refrigerant flowing through the cooling system.   | Normal Operation   |
| Popping        | Contraction and expansion of the inside walls due to changes in temperature.  | Normal Operation   |
| Sizzling       | Water dripping on the defrost heater during a defrost cycle.  | Normal Operation   |



|                                 |  |  |
|---------------------------------|--|--|
| Vibrating                       | If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.  | To eliminate the noise, make sure the refrigerator cannot vibrate against any wall or cabinet. |
| Dripping                        | Water running into the drain pan during the defrost cycle.   | Normal Operation   |
| Pulsating or High-Pitched Sound | Your refrigerator is designed to run more efficiently to keep your food items at the desired temperature. The high efficiency compressor may cause your new refrigerator to run longer than your old one, but it is still more energy efficient than previous models. While the refrigerator is running, it is normal to hear a pulsating or high-pitched sound. | Normal Operation   |

## Kenmore Connect™ System

### Kenmore Connect™ (on some models)

Should you experience any problems with your refrigerator, it has the capability of transmitting data via your telephone to the Kenmore Connect™ Team. This gives you the capability of speaking directly to our trained specialists. The specialist records the data transmitted from your machine and uses it to analyze the issue, providing a fast and effective diagnosis.

If you experience problems with your refrigerator, call 1-800-4-MY-HOME®. Only use the Kenmore Connect™ System feature when instructed to do so by the Kenmore Connect™ Team. The transmission sounds that you will hear are normal and sound similar to a fax machine. Kenmore Connect™ cannot be activated unless your refrigerator is connected to power. If your refrigerator is unable to turn on, then troubleshooting must be done without using Kenmore Connect™.

### Using Kenmore Connect™

First, call 1-800-4-MY-HOME® (1-800-469-4663). If the number of the phone you are using is on file and is associated with your refrigerator, you will be quickly relayed to a Kenmore Connect™ Team agent. Only use the Kenmore Connect™ feature when instructed to do so by the Kenmore Connect™ Team agent.

1. Lock the display. To lock the display, press and hold the Control Lock button for three seconds. (If the display has been locked for over five minutes, you must deactivate the lock and then reactivate it.)

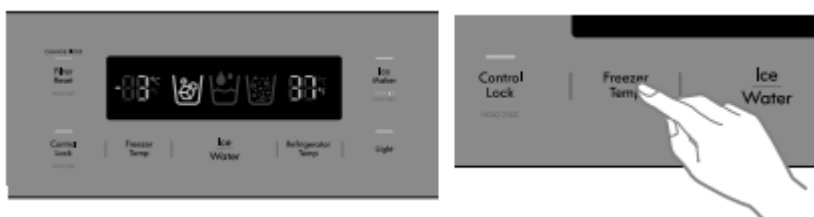


2. Open the right refrigerator door.

3. Hold the mouthpiece of your phone in front of the speaker that is located on the right hinge of the refrigerator door, when instructed to do so by the call center.



4. Press and hold the Freezer Temp button for three seconds while continuing to hold your phone to the speaker.



5. After you hear three beeps, release the Freezer Temp button.

6. Keep the phone in place until the tone transmission has finished. The display will count down the time. Once the countdown is over and the tones have stopped, resume your conversation with the specialist, who will then be able to assist you in using the information transmitted for analysis.

**NOTE:**

- For best results, do not move the phone while the tones are being transmitted.

- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.
- Call quality differences by region may affect the Kenmore Connect™ function.
- For best results, use Kenmore Connect™ with a landline phone.
- Bad call quality may result in poor data transmission from your phone to the machine, which could cause Kenmore Connect™ to malfunction.

**Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.