

INSTALLATION

Connecting the Water Line

Before Beginning

This water line installation is not covered by the refrigerator warranty. Follow these instructions carefully to minimize the risk of expensive water damage.

If necessary, call a qualified plumber to correct water hammer before installing the water supply line to the refrigerator. Water banging in the pipes, or water hammer in residential plumbing can cause damage to refrigerator parts and lead to water leakage or flooding.

- Turn the icemaker OFF if the refrigerator will be used before the water line is connected.
- Do not install the icemaker tubing in areas where the ambient temperatures fall below freezing.

Water Pressure

You will need a cold water supply.

If the water pressure from the reverse osmosis system is less than 20 psi or 138 kPa or 1.4 kgf/cm² (takes more than 4 seconds to fill a cup of 7 oz or 198 cc capacity):

- Check to see if the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
- Allow the storage tank on the reverse osmosis system to refill after heavy usage.
- If the water pressure remains low, call a licensed, qualified plumber.
- All installations must be in accordance with local plumbing code requirements.

Water Line Installation Instructions

Install the shutoff valve on the nearest frequently used drinking water line.

1 Shut off the main water supply. Turn on the nearest faucet to relieve the pressure on the line.

2 Choose the valve location. Choose a location for the valve that is easily accessible. It is best to connect into the side of a vertical water pipe. When it is necessary to connect into a horizontal water pipe, make the connection to the top or side, rather than at the bottom, to avoid drawing off any sediment from the water pipe.



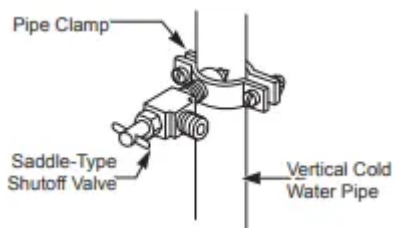
3 Drill the hole for the valve.

- Drill a ¼ in. hole in the water pipe using a sharp bit. Remove any burrs resulting from drilling the hole in the pipe. Be careful not to allow water to drain into the drill. Failure to drill a ¼ in. hole may result in reduced ice production or smaller cubes.



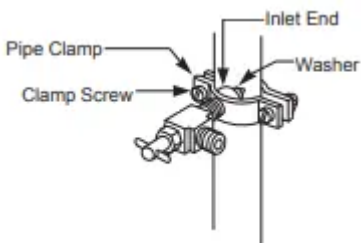
NOTE The hookup line cannot be white, plastic tubing. Licensed plumbers must use only copper tubing (NDA tubing #49595 or #49599) or Cross Link Polyethylene (PEX) tubing.

4 Fasten the shutoff valve. Fasten the shutoff valve to the cold water pipe with the pipe clamp.



NOTE Commonwealth of Massachusetts Plumbing Codes 248CMR shall be adhered to. Saddle valves are illegal and use is not permitted in Massachusetts. Consult with your licensed plumber.

5 Tighten the pipe clamp. Tighten the clamp screws until the sealing washer begins to swell.

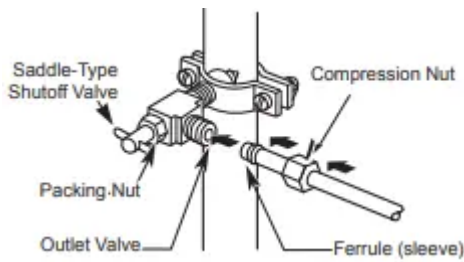


NOTE Do not over tighten clamp or you may crush the tubing.

6 Route the tubing. Route the tubing between the cold water line and the refrigerator. Route the tubing through a hole drilled in the wall or floor (behind the refrigerator or adjacent base cabinet) as close to the wall as possible.

NOTE Be sure there is sufficient extra tubing (about 8 ft. coiled into three turns of about 10 in. diameter) to allow the refrigerator to move out from the wall after installation.

7 Connect the tubing to the valve. Place the compression nut and ferrule (sleeve) for copper tubing onto the end of the tubing and connect it to the shutoff valve. Make sure the tubing is fully inserted into the valve. Tighten the compression nut securely.



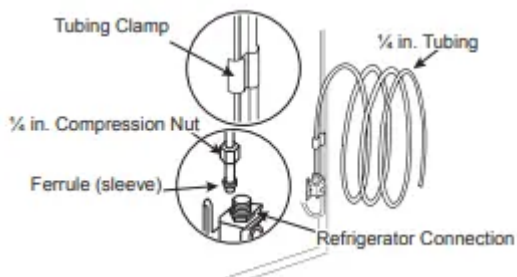
8 Flush out the tubing. Turn the main water supply on and flush out the tubing until the water is clear. Shut the water off at the water valve after about one quart of water has been flushed through the tubing.



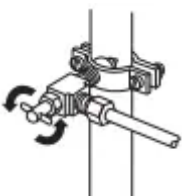
9 Connect the tubing to the refrigerator.

NOTE

- Before making the connection to the refrigerator, be sure that the refrigerator power cord is not plugged into the wall outlet.
- Remove the plastic flexible cap from the water valve.
- Place the compression nut and ferrule (sleeve) onto the end of the tubing as shown.
- Insert the end of the copper tubing into the connection as far as possible. While holding the tubing, tighten the fitting.



10 Turn the water on at the shutoff valve. Tighten any connections that leak.



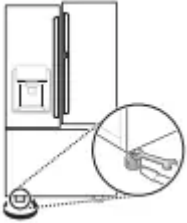
Leveling and Door Alignment

Leveling



The refrigerator has two front leveling legs. Adjust the legs to alter the tilt from front-to-back or side-to-side. If the refrigerator seems unsteady, or the doors do not close easily, adjust the refrigerator's tilt using the instructions below:

1. Turn the leveling leg to the left to raise that side of the refrigerator or to the right to lower it. It may take several turns of the leveling leg to adjust the tilt of the refrigerator.



NOTE A flare nut wrench works best, but an open-end wrench will suffice. Do not over-tighten.

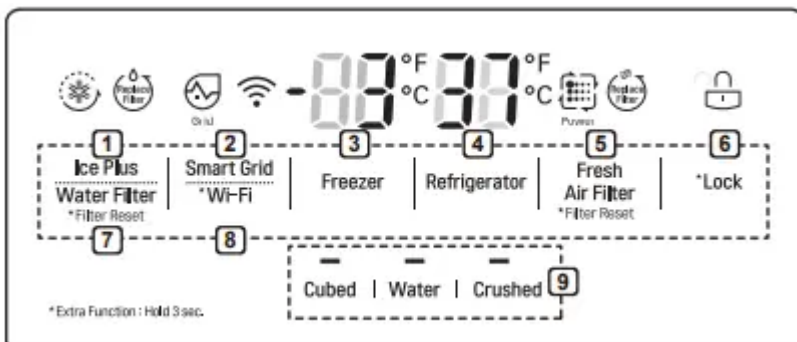
2 Open both doors and check to make sure that they close easily. If the doors do not close easily, tilt the refrigerator slightly more to the rear by turning both leveling legs to the left. It may take several more turns, and be sure to turn both leveling legs the same amount.

OPERATION

Control Panel

Depending on the model, some of the following functions may not be available.

Control Panel Features



NOTE When the refrigerator is in the Power Saving Mode, the display remains off until a door is opened or a button is pressed. Once on, the display remains on for 20 seconds.

1. Ice Plus

This function increases both ice making and freezing capabilities.

- Press the Ice Plus button to illuminate the icon and activate the function for 24 hours. The function automatically shuts off after 24 hours.
- Stop the function manually by pressing the button once more.

2. Smart Grid

Press the Smart Grid button to turn the Smart Grid function On/Off. When the function is on, the icon illuminates. The Smart Grid function automatically turns on when the refrigerator is connected to the Wi-Fi network.

When the refrigerator is responding to a Demand Response (DR) message from the electric company, the Grid text illuminates.

3. Freezer Temperature

Indicates the set temperature of the freezer compartment in Celsius (°C) or Fahrenheit (°F).

The default freezer temperature is 0°F (-18 °C). Press the Freezer button repeatedly to select a new set temperature from -6 °F to 8 °F (-21 °C to -13 °C).

4. Refrigerator Temperature

Indicates the set temperature of the refrigerator compartment in Celsius (°C) or Fahrenheit (°F).

The default refrigerator temperature is 37 °F (3 °C). Press the Refrigerator button repeatedly to select a new set temperature from 33 °F to 46 °F (1 °C to 8 °C).

NOTE

- To change the temperature mode from °F to °C (or vice versa) press and hold the Refrigerator and Freezer Temperature buttons simultaneously for approximately five seconds. The temperature indicator on the display window switches between Celsius and Fahrenheit.
- The displayed temperature is the target temperature, and not the actual temperature of the refrigerator. The actual refrigerator temperature depends on the food inside the refrigerator.

5. Fresh Air Filter


The Fresh Air Filter helps remove odors from the refrigerator. The Fresh Air Filter has two settings, Auto and Power. In Auto mode, the Fresh Air Filter cycles on and off in increments of ten minutes on and 60 minutes off. If set to the Power mode, the Fresh Air Filter stays on continuously for four hours, cycling on and off in increments of ten minutes on and five minutes off. After four hours, the Fresh Air Filter switches back to Auto mode.

- Press the Fresh Air Filter button repeatedly to toggle between Power mode and Auto mode.

NOTE Replace the air filter when the Replace Filter icon turns on. After replacing the air filter, press and hold the Fresh Air Filter button for three seconds to turn the icon light off. Replace the air filter approximately every six months.

6. * Lock

The Lock function disables every other button on the display.

- When power is initially connected to the refrigerator, the Lock function is off.
- To lock the control panel buttons, press and hold the Lock button until the closed Lock  icon appears in the display and the function is activated.
- To disable the Lock function, press and hold the Lock button for approximately three seconds.

7. Water Filter

Replace the water filter when the Replace Filter icon turns on. After replacing the water filter, press and hold the Water Filter button for three seconds to turn the icon light off. Replace the water filter approximately every six months.

8. * Wi-Fi

The Wi-Fi button, when used with the LG Smart Refrigerator smart phone app, allows the refrigerator to connect to a home Wi-Fi network. Refer to Smart Function for information on the initial setup of the application.

The Wi-Fi icon shows the status of the refrigerator's network connection. The icon illuminates when the refrigerator is connected to the Wi-Fi network.

Press and hold the Wi-Fi button for 3 seconds to connect to the network. The icon blinks while the connection is being made, then turns on once the connection is successfully made.

9. Dispenser Mode

Press the buttons to select cubed ice, water, or crushed ice. The LED illuminates over the mode selected.

Ice Compartment

Keep the ice compartment door closed tightly. If the ice compartment door is not closed tightly, the cold air in the ice bin will freeze food in the refrigerator compartment. This could also cause the icemaker to stop producing ice.

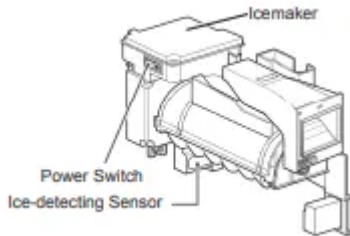
In-Door Ice Bin

The icemaker stops producing ice when the indoor ice bin is full. To make room for additional ice, empty the ice bin into the extra ice bin in the freezer compartment. During use, the ice may stack unevenly in the bin, causing the icemaker to misread the number of ice cubes and stop producing ice. Shaking the ice bin to level the ice within it can reduce this problem.

If the icemaker is turned OFF for an extended period of time, the ice compartment will gradually warm up to the temperature of the refrigerator compartment. To prevent ice cubes from melting and leaking from the dispenser, ALWAYS empty the ice bin when the icemaker is turned OFF for more than a few hours.

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.

Automatic Icemaker



NOTE

- Ice is made in the automatic icemaker and sent to the dispenser. The icemaker produces 70 - 182 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.
- 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.
- 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.
- To increase ice production, use the Ice Plus function. The function increases both ice making and freezing capabilities.

Turning the Automatic Icemaker On or Off

To turn off the automatic icemaker, set the icemaker switch to OFF (O). To turn on the automatic icemaker, set the switch to ON (I).

Normal Sounds You May Hear

- Keeping the power turned on to the icemaker before the water line is connected can damage the icemaker.
- The icemaker water valve will buzz as the icemaker fills with water. If the power switch is in the ON (I) position, it will buzz even if it has not yet been hooked up to water. To stop the buzzing, move the power switch to OFF (O).
- You will hear the sound of cubes dropping into the bin and water running in the pipes as the icemaker refills.

Preparing for Vacation

Set the icemaker power switch to OFF (O) and shut off the water supply to the refrigerator.

NOTE The ice bin should be emptied any time the icemaker on/off switch is turned to the OFF (O) position.

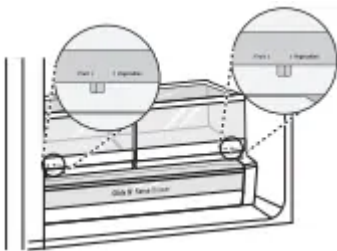
If the ambient temperature will drop below freezing, have a qualified technician drain the water supply system to prevent serious property damage due to flooding caused by ruptured water lines or connections.

Humidity Controlled Crispers (On Some Models)

The crispers provide fresher tasting fruit and vegetables by letting you easily control humidity inside the drawer.

You can control the amount of humidity in the moisture-sealed crispers by adjusting the control to any setting between Vegetables and Fruit.

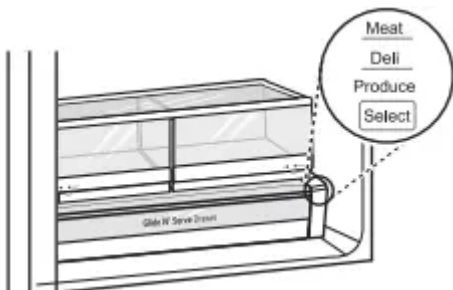
- Vegetables keeps moist air in the crisper for best storage of fresh, leafy vegetables.
- Fruit lets moist air out of the crisper for best storage of fruit.



Glide'N'Serve

The Glide'N'Serve provides storage space with a variable temperature control that can keep the compartment at a slightly different temperature than the refrigerator section. This drawer can be used for large party trays, deli items and beverages. (This drawer should not be used to store vegetables that require high humidity.)

Press the Select button to choose between Produce (Cold), Deli (Colder) and Meat (Coldest).



Durabase®

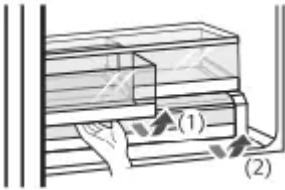
The Durabase® divider allows you to organize the Durabase® area into sections. It can be adjusted from side to side to accommodate items of different sizes.

Detaching/Assembling the Storage Bins

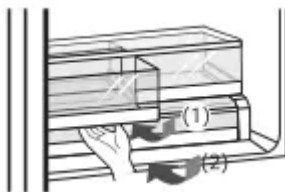
Some bins may vary in appearance and will only fit in one location.

Glide'N'Serve and Crispers

1. To remove the humidity controlled crispers and the Glide'N'Serve, pull out the crisper (1) or Glide'N'Serve (2) to full extension, lift the front up, and pull straight out.

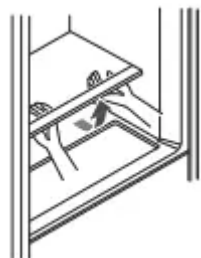


2 To install, slightly tilt up the front, insert the crisper or drawer into the frame and push it back into place.



Crisper Cover

To remove, lift the front of the cover up until it detaches from the back wall of the cabinet, then pull it out.

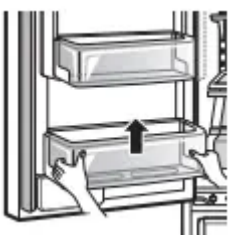


Door Bins

The door bins are removable for easy cleaning and adjustment.

1 To remove the bin, simply lift the bin up and pull straight out.

2 To replace the bin, slide it in above the desired support and push down until it snaps into place.



Door-in-Door (On Some Models)

The Door-in-Door compartment allows for easy access to commonly used food items.

The outer Door-In-Door door includes two door bins, the Cheese & Butter and Condiment bins, that are specially designed for these items. Butter stored here will be easier to spread, cheese will be easier to slice, and condiments ready to use.



Door-in-Door Compartment

To access the Door-in-Door compartment, lightly press the button on the right refrigerator door handle.

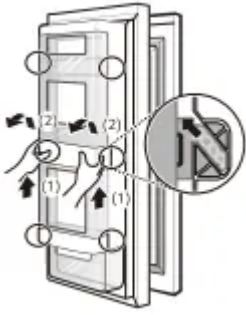


Door-in-Door Case

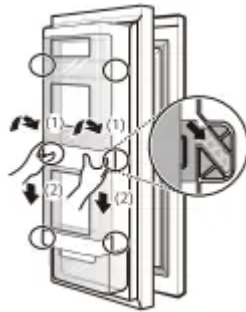
To open the Door-in-Door case, pull evenly on the marked area. The Door-in-Door Case is removable for easy cleaning and adjustment.



1 To remove the Door-In-Door case, lift up and pull out.



2 To replace the Door-in-Door case, line up 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 Bin

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.

Adjusting the Refrigerator Shelves

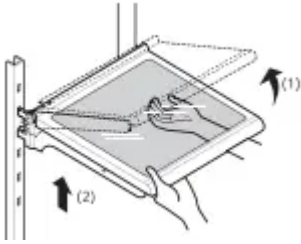
The shelves in the refrigerator are adjustable to meet individual storage needs. Your model may have full or split shelves.

Adjusting the shelves to fit items of different heights will make finding the exact item you want easier.

Detaching the Shelf (Half Shelf Type)

1 Tilt up the front of the shelf and then lift the shelf straight up.

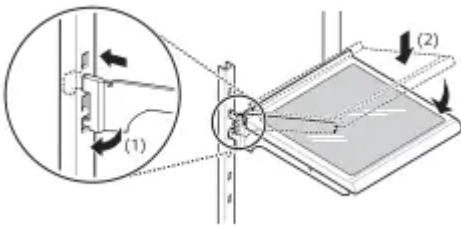
2 Pull the shelf out.



Assembling the Shelf (Half Shelf Type)

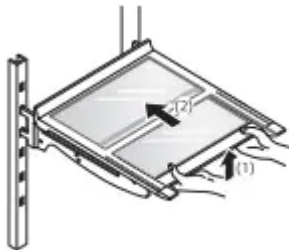
1 Tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height.

2 Lower the front of the shelf so that the hooks drop into the slots.



Using the Folding Shelf

Store taller items, such as a gallon container or bottles, by pushing the front half of the shelf underneath the back half of the shelf. Pull the front of the shelf forward to return to a full shelf.




SMART FUNCTIONS

LG SmartThinQ Application

The LG SmartThinQ application allows you to communicate with the appliance using a smartphone.

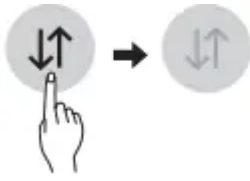
Before Using LG SmartThinQ

For appliances with the  or  logo

1 Use a smartphone to check the strength of the wireless router (Wi-Fi network) near the appliance.

- If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to register or installation may fail.

2 Turn off the Mobile data or Cellular Data on your smartphone.



3 Connect your smartphone to the wireless router.



NOTE

- To verify the Wi-Fi connection, check that Wi-Fi icon on the control panel is lit.
- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- LG SmartThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- The surrounding wireless environment can make the wireless network service run slowly.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The network connection may not work properly depending on the Internet service provider.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- If the appliance cannot be registered due to problems with the wireless signal transmission, unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to WEP, network setup may fail. Change the security protocol (WPA2 is recommended), and register the product again.

Connecting to Wi-Fi

The Wi-Fi button, when used with the LG SmartThinQ application, allows the refrigerator to connect to a home Wi-Fi network. The Wi-Fi icon shows the status of the refrigerator's network connection. The icon illuminates when the refrigerator is connected to the Wi-Fi network.

Initial Appliance Registration

Run the LG SmartThinQ application and follow the instructions in the application to register the appliance.

Re-registering the Appliance or Registering Another User

Press and hold the Wi-Fi button for 3 seconds to temporarily turn it off. Run the LG SmartThinQ application and follow the instructions in the application to register the appliance.

NOTE To disable the Wi-Fi function, press and hold the Wi-Fi button for 3 seconds. Wi-Fi icon will be turned off.

Smart Grid Function

When the refrigerator operates in Smart Grid mode, the Smart Refrigerator function can control energy usage or delay the operation of some functions to save energy during peak usage periods.

- You can override the Smart Grid function any time (using the Smart Grid button or application).
- To use the Smart Grid function, you need to register your appliance with your electric utility company.

Using the Smart Grid Function

This feature responds to notification events from your utility company to run high energy consuming tasks during off-peak periods when demand is lower. These notification events are known as Demand Response signals.

If the refrigerator receives a Demand Response signal from the utility company, the refrigerator will turn on the Grid LED on the refrigerator display and control its power consumption according to the signal.

The refrigerator will respond to the signals received from the utility company as long as product performance is maintained.

If the refrigerator receives a Demand Response signal, the refrigerator will operate in Delay Appliance Load (DAL) or Temporary Appliance Load Reduction (TALR) mode.

Delay Appliance Load (DAL)

The refrigerator responds to a DAL signal by providing a moderate load reduction for the duration of the delay period.

This mode controls functions that consume a lot of energy such as adjusting the cooling system, running the defrost cycle, and making ice.

- When the refrigerator operates in DAL mode, the Grid LED is illuminated on the refrigerator display.
- DAL mode is automatically deactivated after the period stipulated by the DAL signal (max. 4 hours) or when you override the Smart Grid function.

Temporary Appliance Load Reduction (TALR)

The refrigerator responds to a TALR signal by aggressively reducing the load for a short time period, typically 10 minutes. This mode reduces energy consumption by stopping the compressor and controlling the functions that consume a lot of energy such as the defrost cycle and fan.

- When the refrigerator operates in TALR mode, the Grid LED is illuminated on the refrigerator display.
- TALR mode is automatically deactivated after the received duration (max. 10 minutes), or when you override the Smart Grid function. The mode is immediately deactivated and the refrigerator returns to its normal state when the door is opened or closed, or the dispenser is used.

Smart Diagnosis™ Function

Should you experience any problems with the appliance, it has the capability of transmitting data via your telephone to the LG Customer Information Center. NFC or Wi-Fi equipped models can also transmit data to a smartphone using the LG SmartThinQ application.

Smart Diagnosis™ through the Customer Information Center

- For appliances with the  or  logo

This method allows you to speak directly to our trained specialists. The specialist records the data transmitted from the appliance and uses it to analyze the issue, providing a fast and effective diagnosis.

1. Call the LG Electronics Customer Information Center at: (LG U.S.A.) 1-800-243-0000 (LG Canada) 1-888-542-2623

2 Hold the Lock button for three seconds.

- If the display has been locked for over five minutes, you must deactivate the lock and then reactivate it.



3 Open the right refrigerator door.

4 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.



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



6 After you hear three beeps, release the Freezer button.

7 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.
- The Smart Diagnosis™ function depends on the local call quality.
- Bad call quality may result in poor data transmission from your phone to the call center, which could cause Smart Diagnosis™ to malfunction.

MAINTENANCE

Cleaning

Exterior

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 black stainless steel exterior, spray glass cleaner on a clean, microfiber cloth and rub in direction of grain. Do not spray glass cleaner directly at the display panel. Do not use harsh or abrasive cleaners.

For products with a standard stainless steel exterior, use a damp microfiber cloth and rub in the direction of the grain. Dry with a paper towel to avoid streaks. For stubborn stains and

fingerprints, use a few drops of liquid dish soap in water, and rinse with hot water before drying. Do not use abrasive or harsh cleaners.

Inside Walls

- Allow freezer to warm up so the cloth will not stick.

To help remove odors, 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.

Door Liners and Gaskets

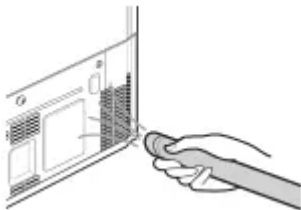
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic refrigerator parts.

Plastic Parts (covers and panels)

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


Condenser Coils

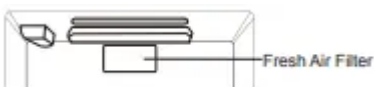
Use a vacuum cleaner with a brush or crevice attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.



Replacing the Fresh Air Filter

Replace the Fresh Air Filter:

- Approximately every six months.
- When the Replace Filter  icon turns on.



1 Turn the filter cover to the left to detach it from the refrigerator wall. Remove the filter from the cover.

- The filter is located on the inside of the filter cover.



2 Place the new filter inside of the cover with the side that says Front facing outward.



3 Turn the filter cover to the right to attach it to the refrigerator wall.




4 Press and hold the Fresh Air Filter button for three seconds to reset the filter sensor.



Replacing the Water Filter

Replace the Water Filter :

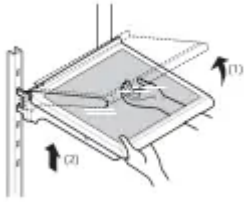
- Approximately every six months.
- When the Replace Filter  icon turns on.
- When the water dispenser output decreases.



Before Replacing the Water Filter:

If the top shelf, located below the water filter, is in the highest position, it will need to be removed prior to replacing the water filter.

To remove any shelf : Tilt up the front of the shelf (1) and lift (2). Pull the shelf out.



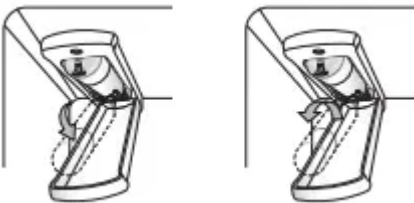
1 Remove the old water filter. Lower or remove the top left shelf to allow the water filter to rotate all the way down. Pinch the sides to open the water filter cover.



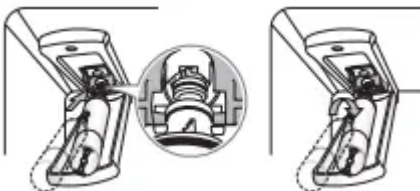
NOTE

- Replacing the water filter causes a small amount of water (around 1 oz. or 25 cc) to drain.
- Wrap a cloth around 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.

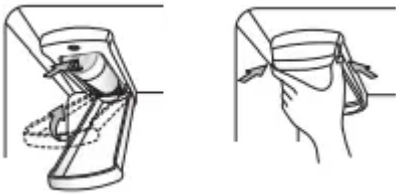
2 Make sure to rotate the filter down completely before pulling it out of the filter head. Pull the water filter downward and turn it counterclockwise.



3 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 filter head and turn it clockwise.



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



5 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.

NOTE Do not dispense the entire 2.5 gallon amount continuously. Press and release the dispenser pad for cycles of 30 seconds ON and 60 seconds OFF.

6 After changing the filter, press and hold the Water Filter button for three seconds to reset the indicator light.



TROUBLESHOOTING

FAQs: Frequently Asked Questions

Q: What are the best temperature settings for my refrigerator and freezer?

A: The default setting for the refrigerator is 37° Fahrenheit (3° Celsius). The default setting for the freezer is 0° Fahrenheit (-18° Celsius). Adjust these settings as necessary to keep food at desired temperatures. Milk should be cold when stored on the inner shelf of the refrigerator. Ice cream should be firm and ice cubes should not melt in the freezer. To switch the display from Fahrenheit to Celsius, press and hold the Freezer and Refrigerator buttons until you hear a beep and the settings in the display change.

Q: How do I set the refrigerator and freezer temperatures?

A: Continually press the Refrigerator or Freezer button on the control panel until the desired temperature appears. The numbers will cycle from highest to lowest and then return to the highest again with continuous pressing.

Q: Why do I hear a buzzing noise from my refrigerator periodically?

A: This may happen if you do not have a water source attached to your refrigerator and the icemaker is turned on. If you do not have a water source attached to the back of the refrigerator you should turn the icemaker off.

Q: Why does the icemaker tray look crooked?

A: This is a normal part of the icemaker cycle. The icemaker tray may appear level or with a slight tilt. The change in position is to assist in the freezing process.

Q: My refrigerator is powered on and the controls are working, but it's not cooling and the display shows "OFF" (see below). What is wrong?

A: The refrigerator is in Demo Mode. This mode disables cooling to save energy while the appliance is on display in a store. To restore normal operation, press and hold the Refrigerator and Ice Plus buttons for 5 seconds or until you hear a beep and the temperature settings appear on the display. Use the same procedure to return the refrigerator to Demo Mode, if desired.



Cooling

Refrigerator and Freezer section are not cooling.

- The refrigerator control is set to OFF (some models).

Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.
- Refrigerator is set to Demo Mode.

Demo Mode allows the lights and control display to work normally while disabling cooling, to save energy while the refrigerator is on the showroom floor. See the FAQs section of this manual for instructions on how to disable Demo Mode.
- Refrigerator is in the defrost cycle.

During the defrost cycle, the temperature of each compartment may rise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.
- 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 stand upright for 24 hours before connecting it to power.

Cooling system runs too much.

- Refrigerator is replacing an older model.

Modern refrigerators require more operating time but use less energy due to more efficient technology.

- Refrigerator was recently plugged in or power restored.

The refrigerator will take up to 24 hours to cool completely.

- The door is opened often or a large amount of food / hot food was added.

Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.)

- Doors are not closed completely.

Firmly push the doors shut. If they will not shut all the way, the "Doors will not close correctly or pop open" section.

- Refrigerator is installed in a hot location.

The compressor will run longer under warm conditions. At normal room temperatures (70 °F) expect your compressor to run about 40 % to 80 % of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110 °F.

- Condenser / back cover is clogged.

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

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 within the compartment. To lessen the effect, reduce the frequency and duration of door openings.

- Doors are not closed correctly.

See the "Doors will not close correctly or pop open" section.

- Weather is humid.

Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of

humidity in the home will help to control the amount of moisture that can enter the compartments.

- Defrost cycle recently completed.

During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.

- Food is not packaged correctly.

Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.

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 control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel section for more information.

- Refrigerator is installed in a cold location.

When the refrigerator is operated in temperature below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperature below 55°F (13°C).

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.

- The air vents are blocked. Cold air circulates from the freezer to the fresh food section and back again through air vents in the wall dividing the two sections.

Locate air vents by using your hand to sense airflow and move all packages that block vents and restrict airflow. Rearrange items to allow air to flow throughout the compartment.

Cooling/Ice & Water

Refrigerator or Freezer section is too warm.

- 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 within the

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 temperatures above 110 °F.

- A large amount of food or hot food was added to either compartment.

Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.

- Doors not closed correctly.

See the Doors will not close correctly or pop open section in Parts & Features Troubleshooting.

- Temperature control is not set correctly.

If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize.

- Defrost cycle has recently completed.

During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.

Refrigerator or Freezer section is too cold.

- Incorrect temperature control settings.

If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel for more information.

Frost or ice crystals form 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.

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 compartment. This raises the temperature and moisture level within the

compartment. Increased moisture will lead to frost and condensation. 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 or pop open section in the Troubleshooting section.

Ice & Water

Icemaker is not making enough ice.

- Demand exceeds ice storage capacity.

The icemaker will produce approximately 70-184 cubes in 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 shutoff valve fully open. If the problem persists, it may be necessary to contact a plumber.

- Water filter has been exhausted.

Replacing the water filter is recommended:

Approximately every six months.

When the water filter indicator turns on.

When the water dispenser output decreases.

When the ice cubes are smaller than normal.

- Low house water supply pressure.

The water pressure must be between 20 and 120 psi on models without a water filter and between 40 and 120 psi on models with a water filter. If the problem persists, it may be necessary to contact a plumber.

- Reverse Osmosis filtration system is used.

Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the Connecting the Water Line section.)

- Tubing connecting refrigerator to house supply valve is kinked.

The tubing can kink when the refrigerator is moved during installation or cleaning resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.

- Doors are opened often or for long periods of time.

If the doors of the unit are opened often, ambient air will warm the refrigerator which will prevent the unit from maintaining the set temperature. Lowering the refrigerator temperature can help, as well as not opening the doors as frequently.

- Doors are not closed completely.

If the doors are not properly closed, ice production will be affected. See the "Doors will not close correctly or pop open" 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. If the freezer temperature is warmer, ice production will be affected.

Icemaker is not making ice

- Refrigerator was recently installed or icemaker recently connected.

It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice.

- Icemaker not turned on.

Locate the icemaker ON/OFF and confirm that it is turned on.

- The ice detecting sensor is obstructed.

Foreign substances or frost on the ice-detecting sensor can interrupt ice production. Make sure that 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 the refrigerator to the water supply and turn the water shutoff valve 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 two sensors.

- Reverse osmosis water filtration system is connected to your cold water supply.

Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. (Refer to the Connecting the Water Line section.)

Ice has bad taste or odor.

- Water supply contains minerals such as sulfur.

A water filter may need to be installed to eliminate taste and odor problems. NOTE: In some cases, a filter may not help. It may not be possible to remove all minerals/ odor/ taste in all water supplies.

- Icemaker was recently installed.

Ice that has been stored for too long will shrink, become cloudy, and may develop a stale taste. Throw away old ice and make a new supply.

- The food has not been stored properly in either compartment.

Rewrap the food. Odors may migrate to the ice if food is not wrapped properly.

- The interior of the refrigerator needs to be cleaned.

See the Maintenance section for more information.

- The ice storage bin needs to be cleaned.

Empty and wash the bin (discard old cubes). Make sure that the bin is completely dry before reinstalling it.

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 moves freely. If your icemaker is equipped with the electronic ice shutoff sensor, make sure that there is a clear path between the two sensors. Reinstall the ice bin and wait 24 hours to confirm proper operation.

Ice is not dispensing.

- Unable to hear the sound of ice coming out?

In the control panel, select the modes for cubed ice and crushed ice alternately to dispense the 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 will cause the cubes to stick together over time, which will prevent them from properly dispensing. Check the ice bin for ice cubes clumping/sticking together. If they are, break up the ice cubes to allow for proper operation.

- The delivery chute is clogged with frost or ice fragments.

Eliminate the frost or ice fragments by removing the ice bin and clearing the chute with a plastic utensil. Dispensing cubed ice can also help prevent frost or ice fragment buildup.

- The dispenser display is locked.

Press and hold the Lock button for three seconds to unlock the control panel and dispenser.

- Ice bin is empty.

It may take up to 24 hours for each compartment to reach the desired temperature and for the icemaker to begin making ice. Make sure that the shutoff (arm/ sensor) is not obstructed. Once the ice supply in the bin has been completely exhausted, it may take up to 90 minutes before additional ice is available, and approximately 24 hours to completely refill the bin.

Water is dispensing slowly

- Water filter has been exhausted.

Replacing the water filter is recommended:

Approximately every six months.

When the water filter indicator turns on.

When the water dispenser output decreases.

When the ice cubes are smaller than normal.

- Reverse Osmosis filtration system is used.

Reverse osmosis filtration systems can reduce the water pressure below the minimum amount and result in icemaker issues. If the problem persists, it may be necessary to contact a plumber.

- Low house water supply pressure.

The water pressure must be between 20 and 120 psi on models without a water filter and between 40 and 120 psi on models with a water filter. If the problem persists, it may be necessary to contact a plumber.

Water is not dispensing.

- New installation or water line recently connected.

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.

- The dispenser panel is locked.

Press and hold the Lock button for three seconds to unlock the control panel and dispenser.

- The dispenser is not set for water dispensing.

The dispenser can be set for ice or water. Make certain that the control panel is set for the proper operation. Press the Water button on the control panel to dispense water.

- Refrigerator or freezer doors are not closed properly

Water will not dispense if any of the refrigerator doors are left open.

- Water filter has been recently removed or replaced.

After the water filter is replaced, dispense 2.5 gallons of water (flush for approximately five 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.

- Tubing connecting refrigerator to house supply valve is kinked.

The tubing can kink when the refrigerator is moved during installation or cleaning. Resulting in reduced water flow. Straighten or repair the water supply line and arrange it to prevent future kinks.

- The house water supply is not connected, the valve is not turned on fully, or the valve is clogged.

Connect the refrigerator to the water supply and turn the water shutoff valve fully open. If the problem persists, it may be necessary to contact a plumber.

Dispensing warm water.

- Refrigerator was recently installed.

Allow 24 hours after installation for the water storage tank to cool completely.

- The water dispenser has been used recently and the storage tank was exhausted.

Depending on your specific model, the water storage capacity will range from approximately 20 to 30 oz.

- 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. Discard the first 10 oz.

- Refrigerator is connected to the hot water supply.

Make sure that the refrigerator is connected to a cold water pipe.

WARNING: Connecting the refrigerator to a hot water line may damage the icemaker.

Water has bad taste or odor.

- Water supply contains minerals such as sulfur.

A water filter may need to be installed to eliminate taste and odor problems.

- Water filter has been exhausted.

Replacing the water filter is recommended:

Approximately every six months.

When the water filter indicator turns on.

When the water dispenser output decreases.

When the ice cubes are smaller than normal.

- Refrigerator was recently installed.

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.

Parts & Features

Doors will not close correctly or pop open.

- Food packages are blocking the door open.

Rearrange food containers to clear the door and door shelves.

- Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.

Push bins all the way in and put crisper cover, pans, shelves and baskets into their correct positions. See the Operation section for more information.

- The doors were removed during product installation and not properly replaced.

Remove and replace the doors according to the Removing and Replacing Refrigerator Handles and Doors section.

- Refrigerator is not leveled properly.

See Door Alignment in the Refrigeration Installation section to level refrigerator.

Doors are difficult to open.

- The gaskets are dirty or sticky.

Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.

- Door was recently closed.

When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily.

Refrigerator wobbles or seems unstable

- Leveling legs are not adjusted properly.

Refer to the Leveling and Door Alignment section.

- Floor is not level.

It may be necessary to add shims under the leveling legs or rollers to complete installation.

Lights do not work.

- LED interior lighting failure.

The refrigerator compartment lamp is LED interior lighting, and service should be performed by a qualified technician.

Refrigerator has an unusual odor.

- The Air Filter may need to be set to the MAX setting or replaced.

Set the Air Filter to the MAX setting. If the odor does not go away within 24 hours, the filter may need to be replaced. See the Replacing the Air Filter section for replacement instructions.

The interior of the refrigerator is covered with dust or soot.

- The refrigerator is located near a fire source, such as a fireplace, chimney, or candle.

Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.

Noises

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 need to be adjusted. See the Leveling and 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

- 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 that the sides and back cannot vibrate against any wall or cabinet.

Dripping

- Water running into the drain pan during the defrost cycle.

Normal Operation

Pulsating or highpitched 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

Wi-Fi

Trouble connecting appliance and smartphone to Wi-Fi network

- The password for the Wi-Fi network was entered incorrectly.
Delete your home Wi-Fi network and begin the registration process again.
- Mobile data for your smartphone is turned on.
Turn off the Mobile data on your smartphone before registering the appliance.
- The wireless network name (SSID) is set incorrectly.
The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- The router frequency is not 2.4 GHz.
Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
- The distance between the appliance and the router is too far.
If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.

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.