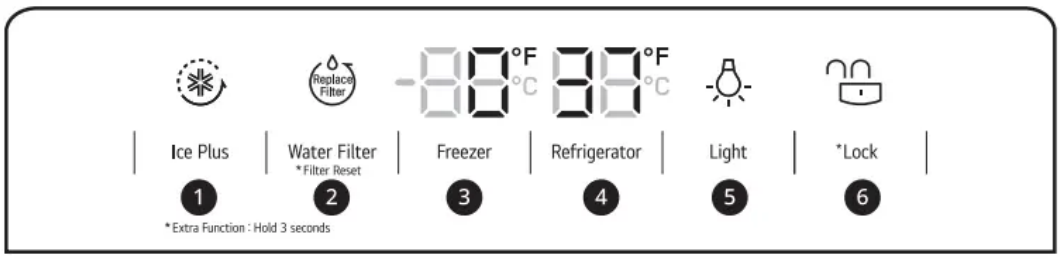
User Manual

OPERATION

Control Panel

Depending on the model, some of the following functions may not be available. The actual control panel may differ from model to model.

Control Panel Features



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. Water Filter

Replace the water filter when the  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.

3. Freezer

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

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).

5. Light

Press the Light button to turn the light on and off. When dispensing water, a light underneath the water switch will illuminate.

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 k icon appears in the display and the function is activated.
- To disable the function, press and hold the Lock button for approximately three seconds

Sabbath Mode

This feature is only available on some models.

Using the Sabbath Mode

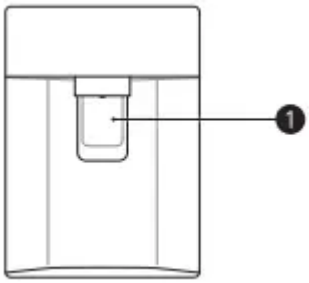
Sabbath mode is used on the Jewish Sabbath and Holidays.

- To turn Sabbath mode on, touch the display to activate it, then press and hold the Freezer and Water Filter buttons for 3 seconds until sb appears in the display.
- To turn Sabbath mode off manually, press and hold the Freezer and Water Filter buttons for 3 seconds.

Water Dispenser

Using the Water Dispenser

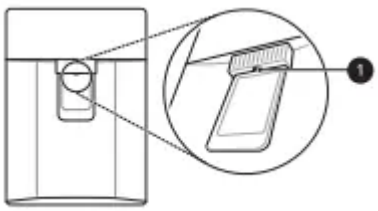
Press the dispenser paddle 1 with a glass or other container to dispense water



Cleaning the Dispenser

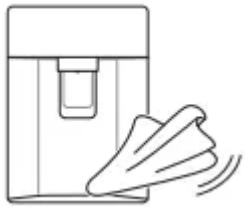
Cleaning the Water Outlet

Wipe the water outlet a frequently with a clean, lint free cloth as it may get dirty easily.



Cleaning the Dispenser Tray

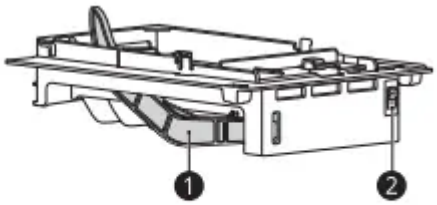
Wipe the entire area with a damp cloth. The dispenser tray may become wet easily due to spilled water.



Automatic Icemaker

Freezer Icemaker (Cubed Ice)

This feature is only available on some models



❶ Feeler Arm

❷ Power Switch

Turning the Icemaker On/Off

To turn the automatic icemaker On/Off, press the power switch on the icemaker to the ON (|) or OFF (O) position.

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 buzzes as the icemaker fills with water. If the icemaker power button is in the ON position, it will buzz even if it has not yet been hooked up to water. To stop the buzzing, press the icemaker power button to turn it off.
- You will hear the sound of ice dropping into the bin and water running in the pipes as the icemaker refills.

Preparing for Vacation

Set the icemaker power button to OFF and shut off the water supply to the refrigerator.

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.

Storing Food

Food Storage Tips

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

How to Store Food

- Butter or Margarine
    - Keep opened butter in covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.
- Cheese
    - Store in original wrapping until used. Once opened, rewrap tightly in plastic wrap or aluminum foil.
- Milk
    - Wipe milk cartons. For coldest milk, place containers on an interior shelf.
- Eggs
    - Store in original carton on interior shelf, not on door shelf.
- Fruit
    - Do not wash or hull fruit until it is ready to be used. Sort and keep fruit in original container in a crisper, or store in completely closed paper bag on refrigerator shelf.
- Leafy Vegetables
    - Remove store wrapping, trim or tear off bruised and discolored areas, wash in cold water, and drain. Place in plastic bag or plastic container and store in crisper.
- Vegetables with skins (carrots, peppers)
    - Place in plastic bags or plastic container and store in crisper.
- Fish
    - Freeze fresh fish and shellfish if they are not being eaten the same day purchased. Eating fresh fish and shellfish the same day purchased is recommended.

- Leftovers
    - Cover leftovers with plastic wrap or aluminum foil, or store in plastic containers with tight lids.

Storing Frozen Food

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 pounds 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.

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

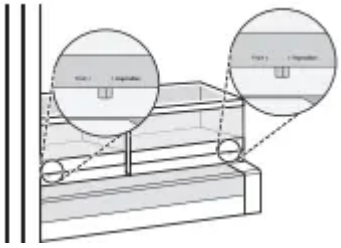
- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids
- Wax paper or wax-coated freezer wrap
- Thin, semi-permeable wrap

Humidity Controlled Crispers

Using the Humidity Controlled Crispers

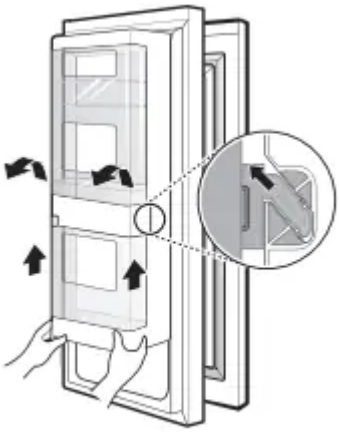
This feature is only available on some models. The crispers provide fresher tasting fruit and vegetables by letting you easily control humidity inside the drawer. You can control the amount of humidity in the moisture-sealed crispers by adjusting the control to any setting between Vegetables and Fruit.

- 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

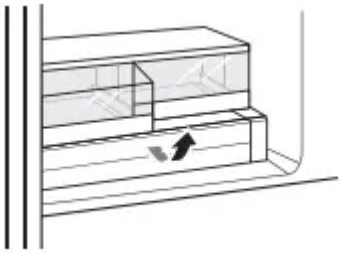


Removing/Assembling the Humidity Controlled Crispers

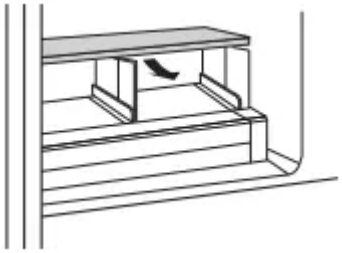
1. Open the doors completely and remove the contents of the Door-in-Door case. Lift up and pull out the Door-in-Door case.



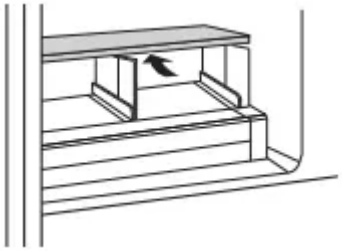
2. Pull out the crisper to full extension, lift the front up, and pull straight out.



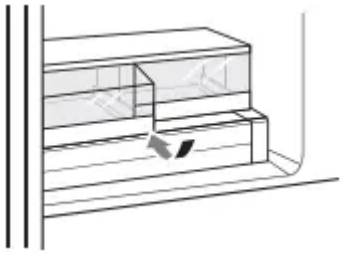
3. Lift the front of the cover up with both hands until it detaches from the back wall of the cabinet, then pull it out.



4. To reassemble, insert the cover into the refrigerator with both hands and lower it onto the guides.



5. Slightly tilt up the front, insert the crisper into the frame and push it back into place.



6. Line up the tabs on the Door-in-Door case with the slots on the door and push down until it snaps into place.

Glide‘N’Serve

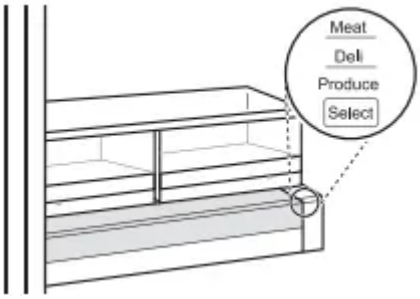
Using the Glide‘N’Serve

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.

Using the Variable Temperature Control

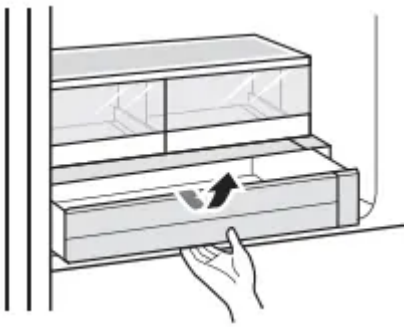
This feature is only available on some models. This feature provides storage space with a variable temperature control that can keep the compartment at a slightly different temperature than the refrigerator section.

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

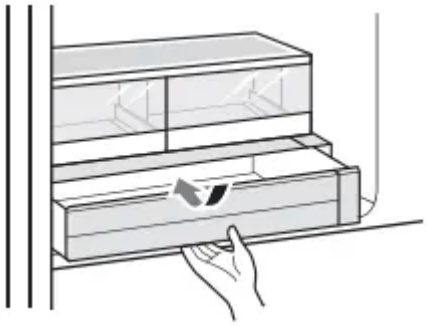


Detaching/Assembling the Glide‘N’Serve

1. To remove the Glide'N'Serve, pull out the drawer until it stops, lift the front up, and pull straight out.



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



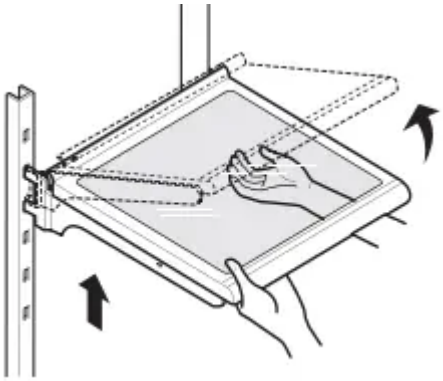
Refrigerator Shelves

The shelves in the refrigerator are adjustable to meet individual storage needs. Adjusting the shelves to fit items of different heights will make finding the exact item you want easier.

Detaching/Assembling the Shelf

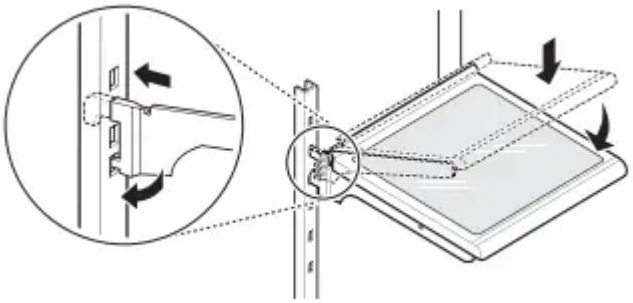
1. To detach, tilt up the front of the shelf and lift the shelf straight up.

2. Pull the shelf out



3. To assemble, tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height.

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

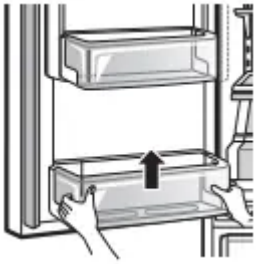


Door Bins

Detaching/Assembling the Door Bin

The door bins are removable for easy cleaning and adjustment.

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

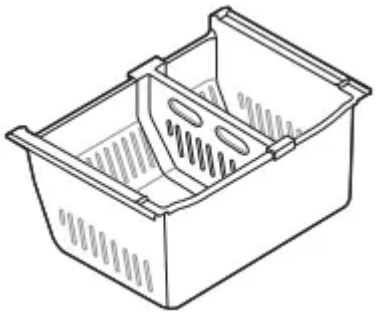


2. To assemble the bin, slide it in above the desired support and push down until it snaps into place.

Durabase

Using the Durabase

The Durabase divider allows you to organize the Durabase area into 2 sections. It can be adjusted from side to side to accommodate items of different sizes.



MAINTENANCE

Cleaning

General Cleaning Tips

- Both the refrigerator and freezer sections defrost automatically; however, clean both sections once a month to prevent odors.
- Wipe up spills immediately.
- Unplug the refrigerator or disconnect power before cleaning.
- Remove all removable parts, such as shelves.
- 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.

Exterior

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

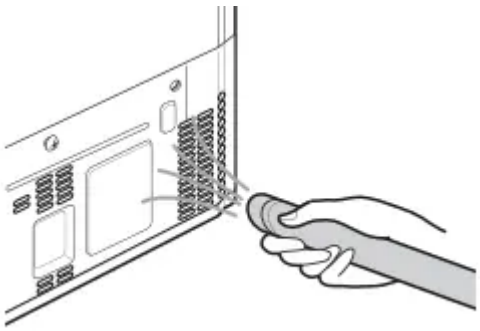
Use a clean sponge or soft cloth and a mild detergent in warm water. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic refrigerator parts.

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.



Water Filter

Replacing the Water Filter

- Replace the water filter:
    - Approximately every six months.

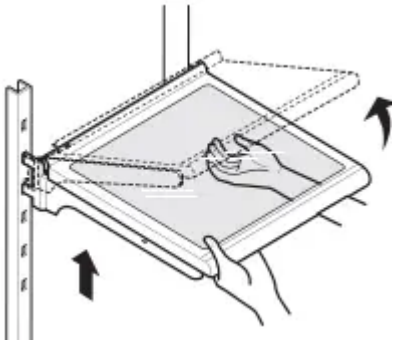
- When the Replace Filter h icon turns on.
- When the water dispenser output decreases.

• To purchase a replacement water filter:

- Visit your local dealer or distributor
- Search using "water filter" on lg.com
- Use replacement cartridge: LT1000P, LT1000PC, LT1000PCS or ADQ747935**

1. 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.

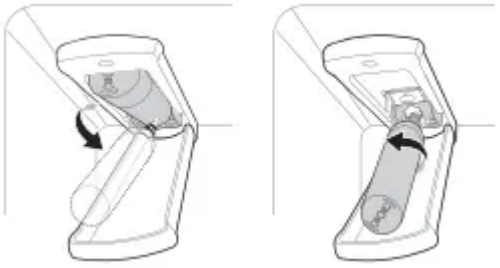
• To remove any shelf, tilt up the front of the shelf and lift it. Pull the shelf out.



2. Pinch the sides to open the water filter cover.

3. Pull the water filter downward and turn it counterclockwise before pulling it out.

• Make sure to rotate the filter down completely before pulling it out of the manifold hole.



4. Replace with a new water filter.

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

5. Close the water filter cover. The cover will click when closed correctly.

6. 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.

7. 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 Display Mode. The Display Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. When activated, OFF is displayed on the control panel and the display remains on for 20 seconds. With either refrigerator door opened, press and hold the Refrigerator and Ice Plus buttons at the same time for 5 seconds. The control panel beeps and the temperature settings display to confirm that Display Mode is deactivated. Use the same procedure to activate Display Mode

Before Calling for Service

Review this section before calling for service; doing so will save you both time and money.

Cooling

Refrigerator is not cooling or has no power.

- A fuse in your home may be blown or the circuit breaker tripped. Or the appliance is connected to a GFCI (Ground Fault Circuit Interrupter) outlet, and the outlet's circuit breaker has tripped.
    - Check the main electrical box and replace the fuse or reset the circuit breaker. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.
    - Reset the circuit breaker on the GFCI. If the problem persists, contact an electrician.

- 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 in Troubleshooting.

- Refrigerator is installed in a hot location.
    - The compressor will run longer under warm conditions. At normal room temperatures (70 °F or 21 °C) 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 (43 °C).
- 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 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.

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.
- 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 (43 °C).
- 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 are not closed correctly.
    - See the "Doors will not close correctly or pop open" section in the 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.

Ice

Icemaker is not making enough ice.

- Demand exceeds ice production capacity.
    - Refer to the Automatic Icemaker section for ice production capacity to check the amount of ice produced 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 (138 and 827 kPa) on models without a water filter and between 40 and 120 psi (276 and 827 kPa) 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 (-18 °C). 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 is 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

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 10oz.
- Refrigerator is connected to the hot water supply.
    - Make sure that the refrigerator is connected to a cold water pipe

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

- 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 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

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.