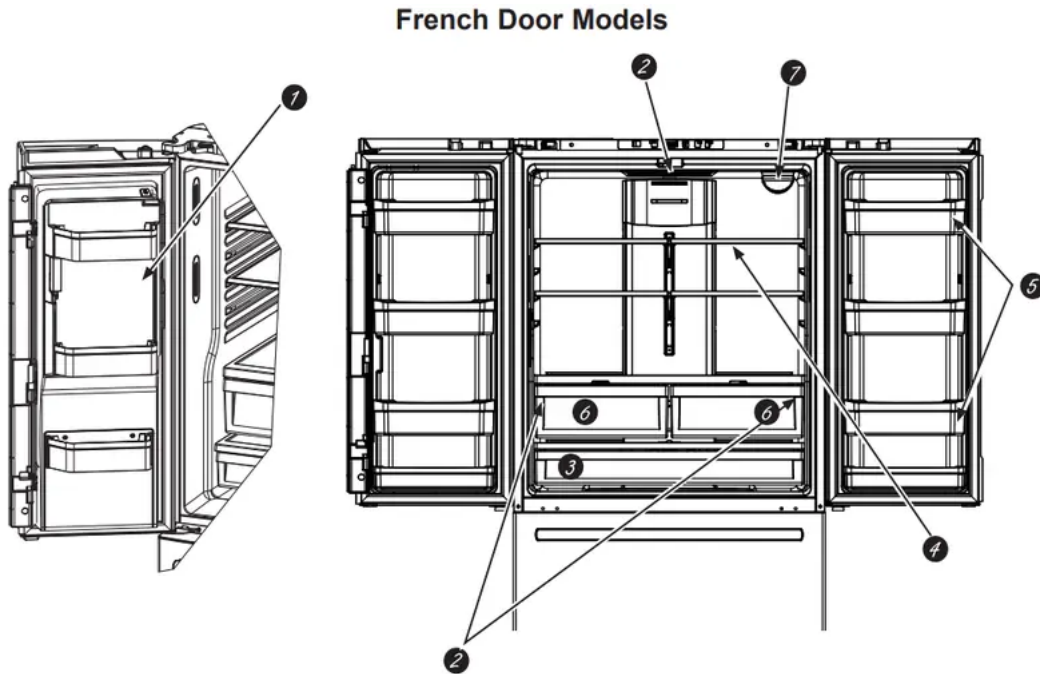


## USING THE REFRIGERATOR

### Features



#### **1. Space-saving icemaker (on some models)**

Icemaker and bin are located on the door creating more usable storage space.

#### **2. LED lighting**

LED lights in the fresh food compartment are located at the top center and on the left and right sides of climate zone pans. LED lights are also located in the freezer; see pages 13 and 14.

#### **3. Full-width drawer**

A full-width drawer that can accommodate larger items is located at the bottom of the fresh food compartment.

#### **4. QuickSpace™ shelf (on some models)**

Functions as a normal full-sized shelf when needed and easily slides back to store tall items below.

#### **5. Removable/adjustable door bins**

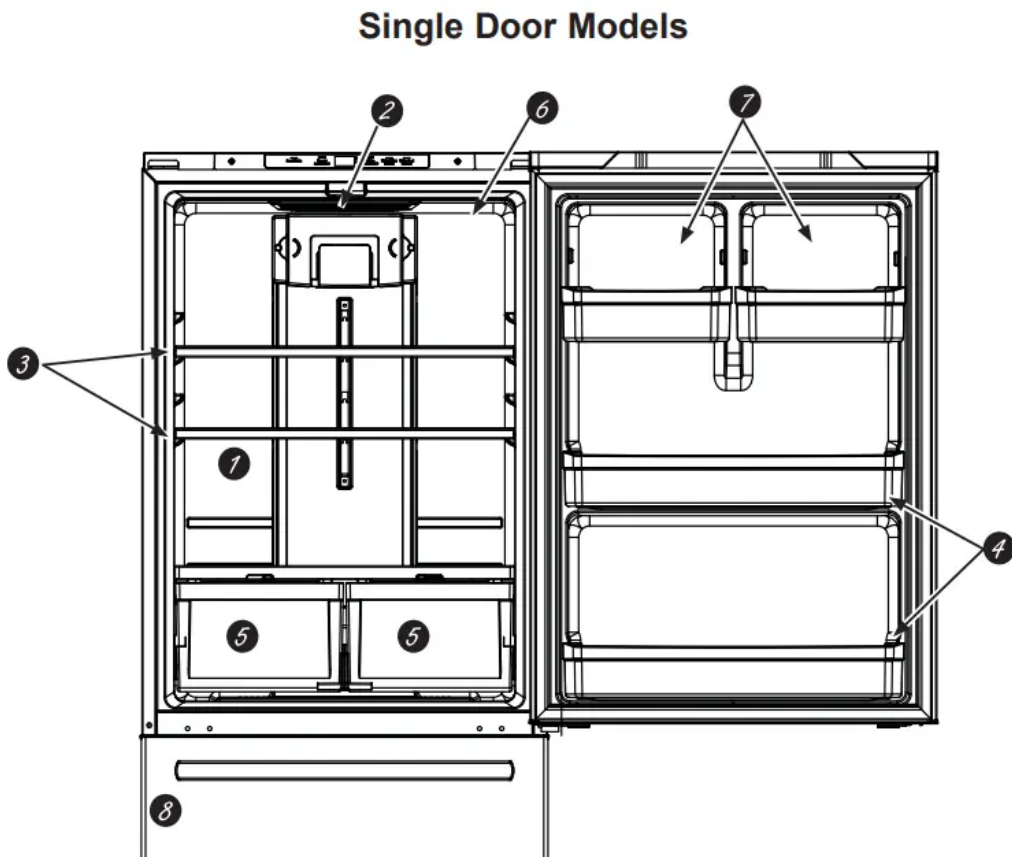
Can be moved up or down to accommodate your needs.

#### **6. Climate zone drawers**

Separate pans for produce storage.

## 7. Water filter

Accessible for easy replacement.



### 1. Floating snack pan

Can be moved to different locations to best serve your needs.

### 2. LED lighting

LED light is located at the top of the fresh food compartment. LED lights are also located in the freezer; see pages 13 and 14.

### 3. Full-width shelves

Full-width shelves that can accommodate larger items.

### 4. Full-width gallon door bins

Nonadjustable full-width door bins that will hold gallon containers.

### 5. Climate zone pans

Separate bins for produce storage.

### 6. Water filter (on some models)

Accessible for easy replacement.

## 7. Adjustable door bins

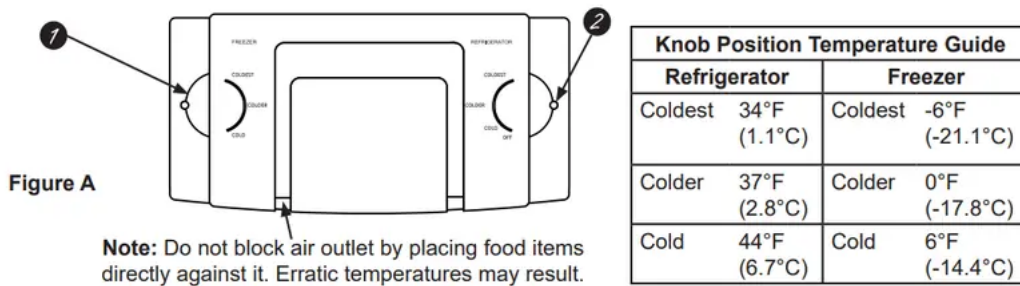
Can be moved up or down to accommodate your needs.

## 8. Icemaker (on some models)

Icemaker is located in the freezer on some models. Icemaker Kit IM4D is available for models that are icemaker-ready. For installation instructions see the IM4D owner's manual found at [GEAppliances website](#).

## Controls

### GBE21D, GBE21A Internal Control



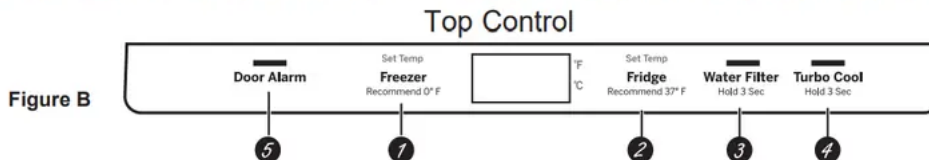
### 1. Freezer Compartment Temperature Control

Adjust freezer compartment temperature. The freezer temperature is preset in the factory at the **Colder** position. Allow 24 hours for temperature to stabilize to the preset recommended setting.

### 2. Fresh Food Compartment Temperature Control

Adjust fresh food compartment temperature. The fresh food temperature is preset in the factory at the **Colder** position. Allow 24 hours for temperature to stabilize to the preset recommended setting.

### GDE21D, GDE21E, PDE21K, GDE25E, GNE21D, GNE21F, PNE21K, PNE21N, GWE19J, GNE25D, GNE25J, PNE25J, CNE25S, PNE25N, GNE27J, GNE27E



### 1. Freezer Compartment Temperature Control

Adjust freezer compartment temperature. The freezer temperature is preset in the factory at **0°F (-17.8°C)**. Allow 24 hours for temperature to stabilize to the preset recommended setting.

### 2. Fresh Food Compartment Temperature Control

Adjust fresh food compartment temperature. The fresh food temperature is preset in the factory at **37°F (2.8°C)**. Allow 24 hours for temperature to stabilize to the preset recommended setting.

### 3. Water Filter

Press and hold 3 seconds to reset the Water Filter.

### 4. Turbo Cool

To set the **TurboCool™**, press the **Turbo Cool** pad for 3 seconds. The display will show **tc**.

**TurboCool™** rapidly cools the refrigerator compartment in order to more quickly cool foods.

Use **TurboCool™** when adding a large amount of the food to the refrigerator compartment, putting away foods after they have been sitting out at room temperature, or when putting away warm leftovers. It can also be used if the refrigerator has been without power for an extended period.

**NOTE:** The refrigerator temperature cannot be changed during **TurboCool™**. The freezer temperature is not affected during **Turbo Cool**. When opening the refrigerator door during **TurboCool™**, the fans will continue to run if they have cycled on.

### 5. Door Alarm

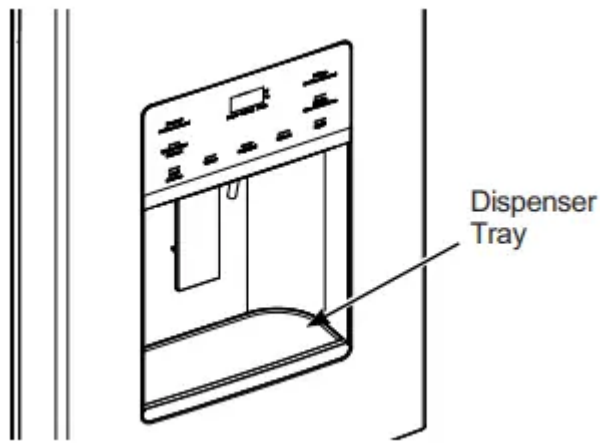
To set the alarm, press the **Door Alarm** pad. This alarm will sound if either door is open for more than 2 minutes. The beeping stops when you close the door.

**NOTE:** To put the refrigerator control in the **OFF** position, simultaneously touch the words **Freezer** and **Fridge** for 3 seconds. Power to the refrigerator cannot be disconnected by any setting on the control panel.

**Changing °F to °C or °C to °F:** Press and hold the "DOOR ALARM" and "FREEZER" buttons simultaneously for 5 seconds to set °C to °F or °F to °C.

## Dispenser (on some models)

**Water & Ice Dispenser** (See Controls)



Press the glass gently against the dispenser cradle.

The spill shelf is not self-draining. To reduce water spotting, the shelf should be cleaned regularly.

If no water is dispensed when the refrigerator is first installed, there may be air in the water line system. Press the dispenser paddle for at least five minutes to remove trapped air from the water line and to fill the water system. To flush out impurities in the water line, throw away the first six full glasses of water.

#### To remove Dispenser Tray

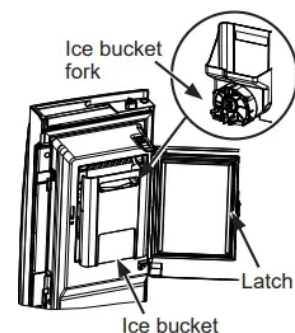
- Pull Dispenser Tray out.

#### To reinstall Dispenser Tray

- Push in until it is firmly in place.

#### Door Ice Bin

1. Open left fresh food door.
2. Pull down latch to release bin door.
3. Using handhold, lift ice bucket up and out to clear locators in bottom of bin.
4. To replace the ice bucket, set it on the guide brackets and push until the ice bucket seats properly.
5. If bucket cannot be replaced, rotate the Ice Bucket Fork 1/4 turn clockwise

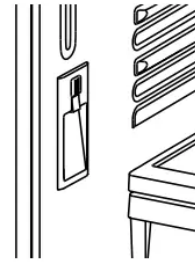


#### Internal Water Dispenser (on some models)

The water dispenser is located on the left wall inside the refrigerator compartment.

**To dispense water:**

1. Hold the glass against the recess.
2. Push the water dispenser button.
3. Hold the glass underneath the dispenser for 2–3 seconds after releasing the dispenser button.  
Water may continue to dispense after the button is released.



If no water is dispensed when the refrigerator is first installed, there may be air in the water line system. Press the dispenser button for at least 5 minutes to remove trapped air from the water line and to fill the water system. During this process, the dispenser noise may be loud as the air is purged from the water line system. To flush out impurities in the water line, throw away the first 6 glassfuls of water.

**NOTE:** To avoid water deposits, the dispenser should be cleaned periodically by wiping with a clean cloth or sponge.

## Care and Cleaning

### Cleaning the Outside

DO USE	DO NOT USE								
Soft, clean cloth or sponge Microfiber cloth	Abrasive cloths, paper towels, scrubbing sponges (with or without soap), scouring or steel wool pads								
Mild detergent mixed with warm water	<table border="1"><tbody><tr><td>Abrasive powders, liquids, or sprays</td><td>Oven cleaners</td></tr><tr><td>Window sprays, ammonia, or bleach</td><td>Alkaline cleaners</td></tr><tr><td>Citrus or plant oil-based cleaners</td><td>Stainless steel cleaners</td></tr><tr><td>Acidic or vinegar-based cleaners</td><td></td></tr></tbody></table>	Abrasive powders, liquids, or sprays	Oven cleaners	Window sprays, ammonia, or bleach	Alkaline cleaners	Citrus or plant oil-based cleaners	Stainless steel cleaners	Acidic or vinegar-based cleaners	
Abrasive powders, liquids, or sprays	Oven cleaners								
Window sprays, ammonia, or bleach	Alkaline cleaners								
Citrus or plant oil-based cleaners	Stainless steel cleaners								
Acidic or vinegar-based cleaners									

## STAINLESS STEEL - Outside surfaces, door handles, and trim

**NOTE: DO NOT** allow stainless steel cleaner to come in contact with any plastic parts such as trim pieces, handle hardware and liners. If unintentional contact of cleaners with plastic parts does occur, clean plastic part with a sponge and mild detergent mixed with warm water.

DO USE	DO NOT USE
Soft, clean cloth or sponge	Abrasive cloths, scrubbing sponges (with or without soap), scouring or steel wool pads
Mild detergent mixed with warm water Approved stainless steel cleaners; Visit the GE Appliances parts store for approved stainless steel cleaners: <b>GEApplianceparts.com</b> or call <b>877.959.8688</b> Cleaners with oxalic acid such as Bar Keepers Friend Soft Cleanser™ can be used to remove surface rust, tarnish and small blemishes on stainless steel surfaces only.	Abrasive powders or sprays Window Sprays or Ammonia Citrus or plant oil-based cleaners Acidic or vinegar-based cleaners Oven cleaners  Cleaners containing acetone (propanone)  Any cleaner with WARNING about plastic contact

### Cleaning the Inside

**Unplug the refrigerator before cleaning.**

If this is not practical, wring excess moisture out of sponge or cloth when cleaning around switches, lights or controls.

Use an appliance wax polish on the inside surface between the doors.

Use warm water and baking soda solution—about a tablespoon (15 ml) of baking soda to a quart (1 liter) of water. This both cleans and neutralizes odors. Rinse and wipe dry.

### Behind the Refrigerator

Be careful when moving the refrigerator away from the wall. All types of floor coverings can be damaged, particularly cushioned coverings and those with embossed surfaces.



Raise the leveling legs located at the bottom front of the refrigerator.

Pull the refrigerator straight out and return it to position by pushing it straight in. Moving the refrigerator in a side direction may result in damage to the floor covering or refrigerator.

Lower the leveling legs until they touch the floor.

**When pushing the refrigerator back, make sure you don't roll over the power cord or water supply line.**

## **Preparing for Vacation**

For long vacations or absences, remove food and unplug the refrigerator. Clean the interior with a baking soda solution of one tablespoon (15 ml) of baking soda to one quart (1 liter) of water. Leave the doors open.

If the temperature can drop below freezing, have a qualified service technician drain the water supply system to prevent serious property damage due to flooding.

- 1) Turn refrigerator off (pages 7 and 8) or unplug the refrigerator.
- 2) Empty ice bucket
- 3) Turn water supply off

**If you cut the water supply off, turn off the icemaker (pg. 16).**

Upon returning from vacation:

- 1) Replace the water filter.
- 2) Run 2 gallons of water through the cold water dispenser (about 5 minutes) to flush the system.

## **Preparing to Move**

Secure all loose items such as shelves and drawers by taping them securely in place to prevent damage.

When using a hand truck to move the refrigerator, do not rest the front or back of the refrigerator against the hand truck. This could damage the refrigerator.

Handle only from the sides of the refrigerator.

Be sure the refrigerator stays in an upright position during moving.

## Replacing the Lights

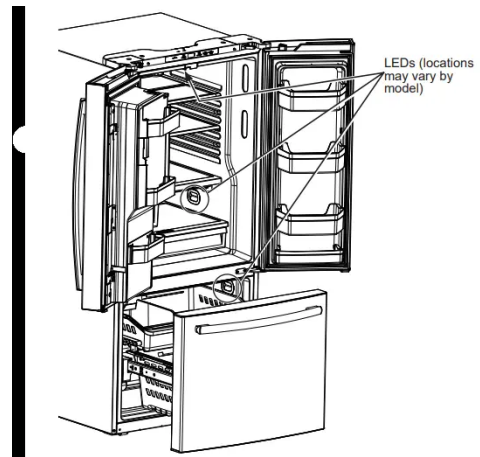
There is LED lighting in the fresh food compartment at the top center and on the left and right sides above the climate zone pans on the french door models.

LED lighting is located at the top of the fresh food compartment on the single door models.

LED lights are also located at the top of the left and right sides of the freezer in all models.

An authorized technician will need to replace the LED light.

If this assembly needs to be replaced, call GE Appliances Service at 1.800.432.2737 in the United States or 1.800.561.3344 in Canada.



## TROUBLESHOOTING TIPS

### Normal Operating Conditions.

Newer refrigerators sound different from older refrigerators.

Modern refrigerators have more features and use newer technology.

**Do you hear what I hear? These conditions are normal.**

**HUMMM...**  
**WHOOSH...**

- The new high efficiency compressor may run faster and longer than your old refrigerator and you may hear a high-pitched hum or pulsating sound while it is operating.
- You may hear a whooshing sound when the doors close. This is due to pressure equalizing within the refrigerator.

## **CLICKS, POPS, CRACKS and SNAPS**

- You may hear cracking or popping sounds when the refrigerator is first plugged in. This happens as the refrigerator cools to the correct temperature.
- Expansion and contraction of cooling coils during and after defrost can cause a cracking or popping sound.
- On models with an icemaker, after an ice making cycle, you may hear the ice cubes dropping into the ice bucket.
- On models with a dispenser, during water dispense, you may hear the water lines move at initial dispense and after dispenser button is released.



- You may hear the fans spinning at high speeds. This happens when the refrigerator is first plugged in, when the doors are opened frequently or when a large amount of food is added to the refrigerator or freezer compartments. The fans are helping to maintain the correct temperatures.
- The fans change speeds in order to provide optimal cooling and energy savings.

## **WATER SOUNDS**



- The flow of refrigerant through the cooling coils may make a gurgling noise like boiling water.
- Water dropping on the defrost heater can cause a sizzling, popping or buzzing sound during the defrost cycle.
- A water dripping noise may occur during the defrost cycle as ice melts from the evaporator and flows into the drain pan.
- Closing the door may cause a gurgling sound due to pressure equalization.

## Before you call for service



<b>Problem</b>	<b>Possible Causes</b>	<b>What to Do</b>
Refrigerator does not operate	Refrigerator in defrost cycle.	Wait about 30 minutes for defrost cycle to end.
	Either or both controls set to OFF.	Set the controls to a lower temperature setting.
	Refrigerator is unplugged.	Push the plug completely into the outlet.
	The fuse is blown/ circuit breaker is tripped.	Replace fuse or reset the breaker
	Refrigerator is in showroom mode.	Unplug the refrigerator and plug it back in
Vibration or rattling (slight vibration is normal)	Leveling legs need adjusting.	See Level the refrigerator.
Motor operates for long periods or cycles on and off frequently. (Modern refrigerators with more storage space and a larger freezer require more operating time. They start and stop often to maintain even temperatures.)	Normal when refrigerator is first plugged in.	Wait 24 hours for the refrigerator to completely cool down.
	Often occurs when large amounts of food are placed in refrigerator.	This is normal.
	Door left open	Check to see if package is holding door open.
	Hot weather or frequent door openings.	This is normal.
	Temperature controls set at the coldest setting.	See Controls section

Refrigerator or freezer compartment too warm	Temperature control not set cold enough.	See Controls section
	Warm weather or frequent door openings.	Set the temperature control one step colder. See Controls section
	Door left open.	Check to see if package is holding door open.
Frost or ice crystals on frozen food (frost within package is normal)	Door left open.	Check to see if package is holding door open.
	Too frequent or too long door openings.	This is normal.
Divider between refrigerator and freezer compartments feels warm	Automatic energy saver system circulates warm liquid around front edge of freezer compartment.	This helps prevent condensation on the outside.
Automatic icemaker does not work	Icemaker power switch is in the OFF position.	Set the power switch to the ON position.
	Water supply turned off or not connected.	See Installing the Water Line section
	Freezer compartment too warm.	Wait 24 hours for the refrigerator to completely cool down.
	Piled up cubes in the storage bin cause the icemaker to shut off.	Level cubes by hand.

	Ice cubes stuck in icemaker.	Turn off the icemaker, remove cubes, and turn the icemaker back on.
Freezer cooling, fresh food not cooling	Normal, when refrigerator first plugged in or after extended power outage	Wait 24 hours for temperature in both compartments to reach selected temperatures.
Ice dispenser opens after closing freezer drawer (on some models)	Normal	The ice dispenser door may open after closing freezer door to allow access
Ice cubes have odor/ taste	Ice storage bin needs cleaning.	Empty and wash bin. Discard old cubes.
	Food transmitting odor/ taste to ice cubes.	Wrap foods well.
	Interior of refrigerator needs cleaning.	See Care and Cleaning section.
Small or hollow cubes	Water filter clogged.	Replace filter cartridge with new cartridge or with plug.
Slow ice cube freezing	Door left open.	Check to see if package is holding door open.
	Temperature control not set cold enough.	See Controls section
Frequent 'buzzing sound"	Icemaker power switch is in the 1 (on) position, but the water supply to the refrigerator has not been connected.	Set the power switch to the 0 (off) position. Keeping it in the 1 (on) position will damage the water valve.



Orange glow in the freezer	Defrost heater is on.	This is normal.
Water has poor taste/odor	Water dispenser has not been used for a long time.	Dispense water until all water in system is replenished.
Water in first glass is warm	Normal when refrigerator is first installed.	Wait 24 hours for the refrigerator to completely cool down.
	Water dispenser has not been used for a long time.	Dispense water until all water in system is replenished.
	Water system has been drained.	Allow several hours for replenished supply to chill.
Water dispenser does not work	Water supply line turned off or not connected.	See Installing the water line section
	Water filter clogged.	Replace filter cartridge or remove filter and install plug.
	Air may be trapped in the water system.	Press the dispenser arm for at least two minutes.
	Dispenser is LOCKED.	Press and hold the LOCK pad for 3 seconds.
Water spurting from dispenser	Newly-installed filter cartridge.	Run water from the dispenser for 3 minutes (about one and a half gallons).

Water is not dispensed but icemaker is working	Water in reservoir is frozen.	Call for service.
	Refrigerator control setting is too cold.	Set to a warmer setting.
No water or ice cube production	Supply line or shutoff valve is clogged.	Call a plumber.
	Water filter clogged.	Replace filter cartridge or remove filter and install plug.
Refrigerator has odor	Foods transmitting odor to refrigerator.	Foods with strong odors should be tightly wrapped. Keep an open box of baking soda in the refrigerator; replace every three months.
	Interior needs cleaning.	See Care and Cleaning section
Moisture forms on outside of refrigerator	Not unusual during periods of high humidity.	Wipe surface dry.
Moisture collects inside (in humid weather, air carries moisture into refrigerator when doors are opened)	Too frequent or too long door openings.	This is normal.
	Due to the higher humidity in the refrigerator, you may on occasion experience fog or small amounts of moisture in the refrigerator compartment	This is normal and may come and go as different food loads and environmental conditions change. Wipe dry with a paper towel if desired.



Interior light does not work	No power at outlet.	Replace fuse or reset the breaker.
	LED lights are out	Call Service - see Replacing the Lights
Hot air from bottom of refrigerator	Normal airflow cooling motor. In the refrigeration process, it is normal that heat be expelled in the area under the refrigerator. Some floor coverings are sensitive and will discolor at these normal and safe temperatures.	This is normal.
Refrigerator never shuts off but the temperatures are OK	Adaptive defrost keeps compressor running during door openings.	This is normal. The refrigerator will cycle off after the door remains closed for 2 hours.
Refrigerator is beeping	Door is open.	Close door.
Door not closing properly	Door gasket on hinge side sticking or folding over.	Apply paraffin wax to the face of the gasket.
Actual temperature not equal to Set temperature	Unit just plugged in.	Allow 24 hours for system to stabilize.
	Door open for too long.	Allow 24 hours for system to stabilize.
	Warm food added to refrigerator.	Allow 24 hours for system to stabilize.



	Defrost cycle is in process.	Allow 24 hours for system to stabilize.
Door/drawer does not close by itself	Leveling legs need adjusting.	See level the refrigerator
Freezer door/drawer pops open when refrigerator door is closed	This is normal if, after popping open, the freezer door/drawer closed on its own.	This indicates that there is a good seal on the freezer door/drawer. If the freezer door/drawer does not automatically close after popping open, then see the <b>Problem: Door/drawer does not close by itself</b> , above.
Food freezing in the refrigerator	Food too close to the air vent at the back of the refrigerator.	Move the food away from the air vent.
	Refrigerator control is set too cold.	Move the refrigerator control to a warmer temperature setting one increment at a time.
Water is leaking from dispenser	Glass not being held under the dispenser long enough after button is released.	Hold the glass underneath the dispenser for 2-3 seconds after releasing the dispenser button. Water may continue to dispense after the button is released
	Air may be present in the water line system, causing water to drip after being dispensed.	Dispense water for at least 2 minutes to remove air from system.
My display is showing <b>tc</b>	Turbo Cool function is activated.	See Controls section

Water filter indicator light changed color	This is normal.	See Water Filter Cartridge - MWF orXWF section
Water filter indicator light remains red even after replacing the water filter	Water filter indicator must be reset.	Press and hold the WATER FILTER pad for 3 seconds. See Water Filter Cartridge - MWF or XWF section.
Water filter indicator light is not lit	This is normal. The filter cartridge should be replaced when the replacement indicator light turns red.	See Water Filter Cartridge - MWF orXWF section
Handle is loose / handle has a gap	Handle needs adjusting.	See Attach the Fresh Food Handle and Attach the Freezer Handle sections
Refrigerator doors are not even (on French Door models only)	Doors need realigning.	See Level the Refrigerator Doors section.
Baskets stick or jam when opening or closing	Baskets are too full.	<b>To open:</b> remove some of the products from the basket when opened as far as possible. Readjust the products left in the basket and try to open the basket again. <b>To close:</b> readjust products in the basket or remove any product that is above the rim of the basket and close the basket.

### 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.

