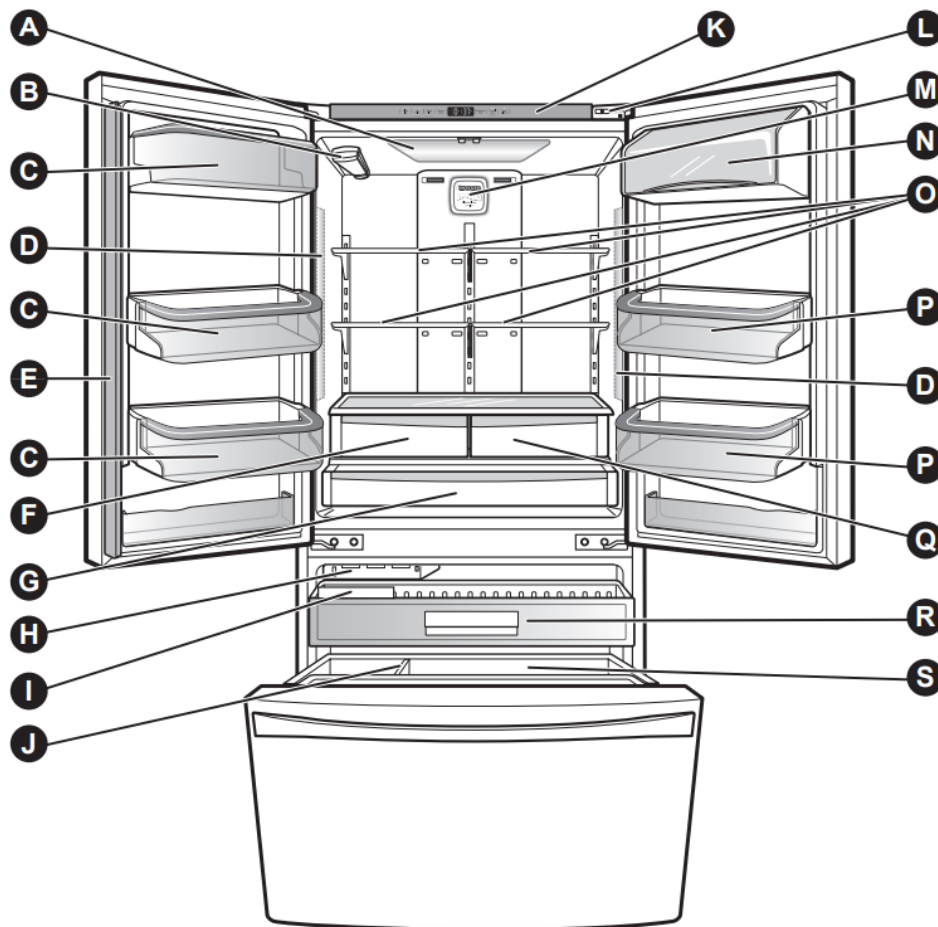


## PARTS AND FEATURES



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

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

- A. Refrigerator Light
- B. Water Filter
- C. Modular Door Bins
- D. Refrigerator Light (side)
- E. Articulating Mullion
- F. Humidity Controlled Crisper
- G. Temperature Controlled Pantry Drawer
- H. Automatic Icemaker
- I. Ice Bin

- J. Durabase Divider
- K. Control Panel
- L. Kenmore Connect™ Speaker
- M. Air Filter
- N. Adjustable Dairy Bin
- O. Refrigerator Shelves
- P. Adjustable Door Bins
- Q. Air Tight Crisper
- R. Pullout Drawer
- S. Durabase

## USING YOUR REFRIGERATOR

### SETTING THE CONTROLS

#### Temperature

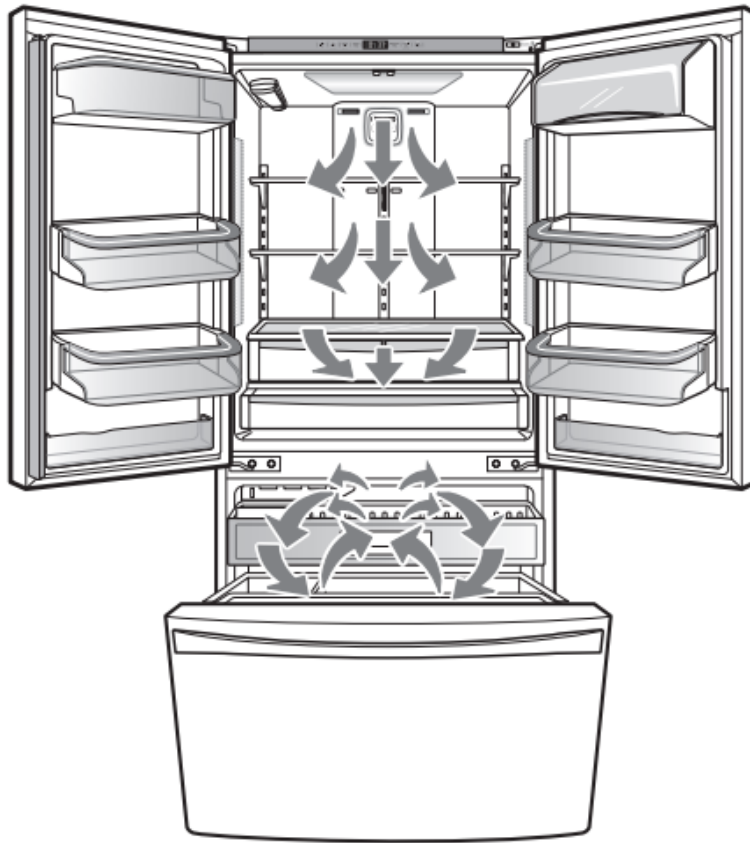


- The Refrigerator Temp Control ranges from 33°F to 46°F (1°C to 8°C). Press the Refrigerator Temp button to cycle through the available temperature settings one increment at a time.
- The Freezer Temp Control range is from -6°F to 8°F (-21°C to -13°C). mp button to cycle through the available temperature settings one increment at a time.

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

#### Airflow

Be sure not to block vents while packing your refrigerator. Doing so will restrict airflow and may cause the refrigerator temperature to become too warm or cause interior moisture buildup. (See air flow diagram below.)



### Air Filter

The Air Filter helps remove odors from the refrigerator. The Air Filter has two settings, Auto and MAX. In Auto mode, the Air Filter will cycle on and off in increments of ten minutes on and 110 minutes off. If set to the MAX mode, the Air Filter will stay on continuously for four hours, cycling on and off in increments of ten minutes on and five minutes off. After four hours, the Air Filter will switch to Auto mode.

- Auto mode is the default mode.
- Press the Air Filter button once for Max mode.



### Air Filter Reset

When the Change icon turns on, the air filter needs to be replaced. After replacing the air filter, press and hold the Air Filter button for three seconds to turn the icon light off. It is recommended to change the air filter approximately every 6 months.

### Ultra Ice \_\_\_\_\_

The Ultra Ice function increases both ice making and freezing capabilities by running the freezer compartment at the coldest setting for a 24-hour period.

- When you press the Ultra Ice button, the “ON” LED will illuminate and will continue for 24 hours. The function will automatically shut off after 24 hours.
- You can stop the function manually by pressing the button one more time.



### Water Filter Reset

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

### Articulating Mullion

This feature is a metal strip attached to the left door that articulates (rotates) 90 degrees as the door is closed, forming a mullion (base) for the left and right door gaskets to seal against.

**CAUTION** To reduce the risk of scratching the door or breaking the door mullion, make sure that the refrigerator door mullion is always folded in.



-  **Door Alarm**

- When power is connected to the refrigerator, the door alarm is initially set to ON. When you press the Door Alarm button, the display will change to OFF and the Door Alarm function will deactivate.
- When either the refrigerator or the freezer door is left open for more than 60 seconds, the alarm tone will sound to let you know that the door is open.
- When you close the door, the door alarm will stop.



### Control Lock

- When power is initially connected to the refrigerator, the Lock function is off.
- If you want to activate the Lock function to lock other buttons, press and hold the Control Lock button for three seconds or more. The Control Lock button will illuminate and the Lock function is now enabled.
- When the Lock function is activated, no other buttons will work.
- To disable the Lock function, press and hold the Control Lock button for approximately three seconds.

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

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

### Demo Mode (For Store Use Only)

The Demo Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. When activated, OFF will display on the control panel.



### To deactivate:

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

### FOOD STORAGE GUIDE

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



Items	How to
<b>Butter or margarine</b>	▶ Keep opened butter in a covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.
<b>Cheese</b>	▶ Store in the original wrapping until you are ready to use it. Once opened, rewrap tightly in plastic wrap or aluminum foil.
<b>Milk</b>	▶ Wipe milk cartons. For best storage, place milk on interior shelf, not on door shelf.
<b>Eggs</b>	▶ Store in original carton on interior shelf, not on door shelf.
<b>Fruit</b>	▶ Do not wash or hull the fruit until it is ready to be used. Sort and keep fruit in its original container, in a crisper, or store in a completely closed paper bag on a refrigerator shelf.
<b>Leafy vegetables</b>	▶ Remove store wrapping and trim or tear off bruised and discolored areas. Wash in cold water and drain. Place in plastic bag or plastic container and store in crisper.
<b>Vegetables with skins (carrots, peppers)</b>	▶ Place in plastic bags or plastic container and store in crisper.
<b>Fish</b>	▶ Store fresh fish and shellfish in the freezer section if they are not being consumed the same day of purchase. It is recommended to consume fresh fish and shellfish the same day purchased.



<b>Leftovers</b>	<b>▶ Cover leftovers with plastic wrap or aluminum foil, or store in plastic containers with tight lids.</b>
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## **STORING FROZEN FOOD**

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

### **Freezing**

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

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

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

### **Packaging**

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

#### **Packaging recommendations:**

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

Follow package or container instructions for proper freezing methods.

#### **Do not use**

- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids

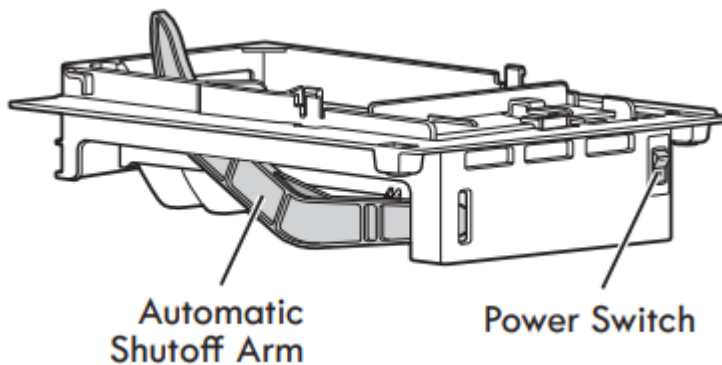
- Wax paper or wax-coated freezer wrap
- Thin, semi-permeable wrap

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

## AUTOMATIC ICEMAKER

**WARNING- Personal Injury Hazard:** DO NOT place fingers or hands in the automatic icemaking mechanism while the refrigerator is plugged in.

**A newly-installed refrigerator may take 12 to 24 hours to begin making ice.**



**NOTE:** 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 to produce the normal amount and size cubes.

The icemaker will produce 12 cubes per cycle— approximately 100 cubes in a 24-hour period, depending on freezer compartment temperature, room temperature, number of door openings and other operating conditions.

- If the refrigerator is used before the water connection is made to the icemaker, set the power switch to OFF (O).
- When the refrigerator has been connected to the water supply, set the power switch to ON (I).
- The icemaker will fill with water when it cools to freezing. A newly-installed refrigerator may take 12 to 24 hours to begin making ice cubes.
- Discard the first few batches of ice to allow the water line to clear.
- Be sure nothing interferes with the sweep of the Automatic Shutoff Arm.
- When the bin fills to the level of the Automatic Shutoff Arm, the icemaker will stop producing ice. It is normal for several cubes to be stuck together.
- If ice is not used frequently, old ice cubes will become cloudy, taste stale, and shrink.

## WHEN YOU SHOULD SET THE ICEMAKER POWER SWITCH TO OFF (O)

- When the water supply will be shut off for several hours.
- When the ice storage bin is removed for more than a minute or two.
- When the refrigerator will not be used for several days.

## NORMAL SOUNDS YOU MAY HEAR

- The icemaker water valve will buzz as the icemaker fills with water.

**NOTE:** If the house water supply (cold water only) is not hooked up or not turned on fully, turn the icemaker to the Off (O) position to prevent noise and possible damage. Do not turn the icemaker On (I) until an adequate water supply is connected.

- 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.

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

## REFRIGERATOR SECTION

### REFRIGERATOR SHELVES

The shelves in your refrigerator are adjustable to meet your individual storage needs. Your model may have glass or wire shelves.

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

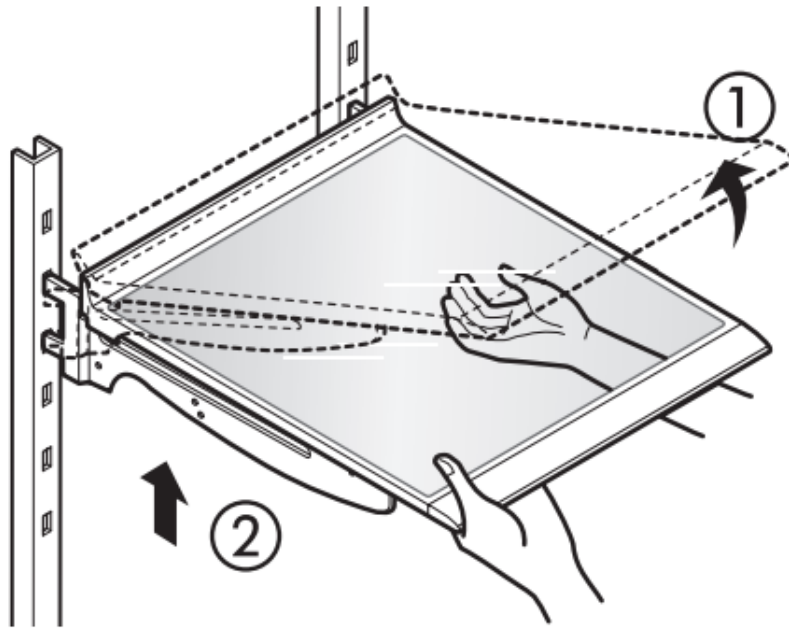
**IMPORTANT:** Do not clean glass shelves with warm water while they are cold. Shelves may break if exposed to sudden temperature changes or impact.

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

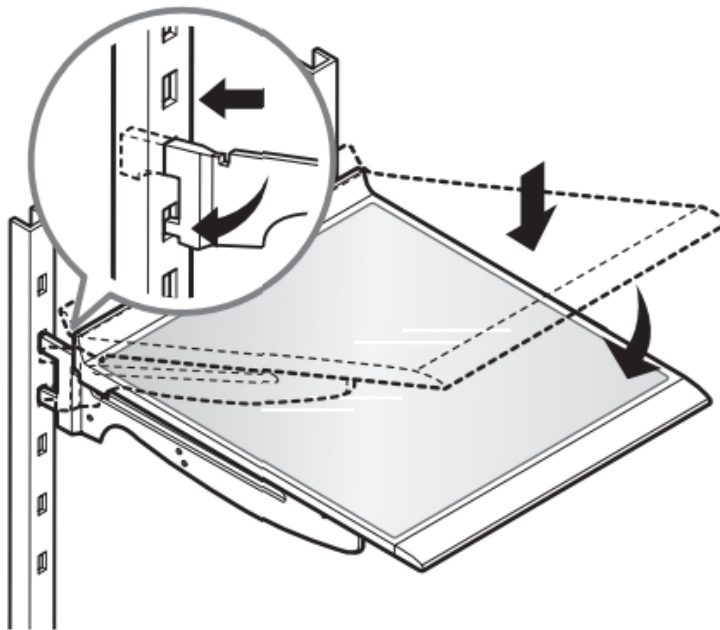
### Adjusting Shelves (Cantilever)

Remove shelves from the shipping position and replace shelves in the position you want.

**To remove a shelf**—Tilt up the front of the shelf in the direction of 1 and lift it in the direction of 2. Pull the shelf out.



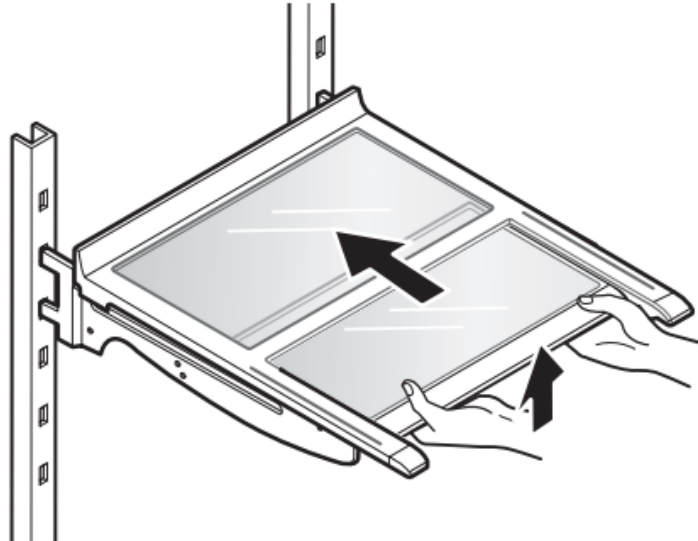
**To reinstall a shelf**—Tilt the front of the shelf up and guide the shelf hooks into the slots at a desired height. Then, lower the front of the shelf so that the hooks drop into the slots.



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

### **Folding Shelf (on some models)**

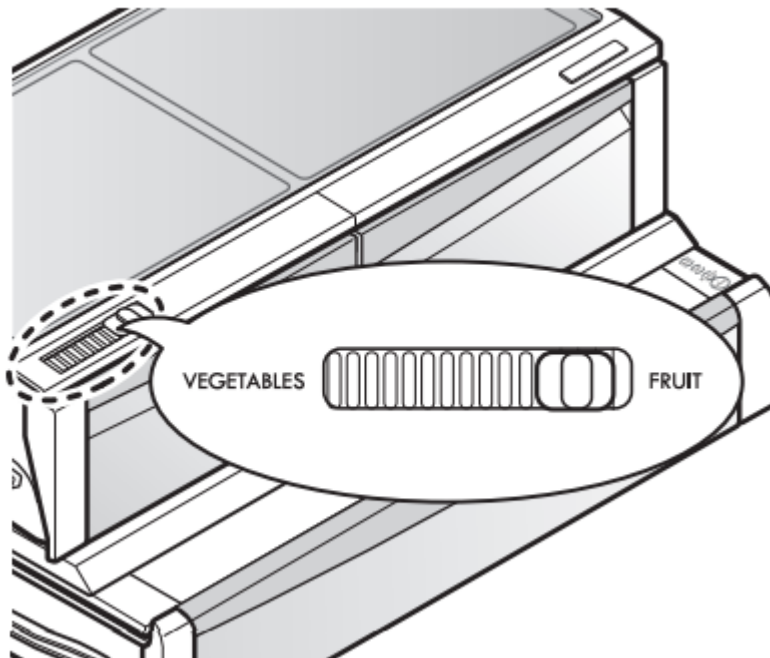
You can store taller items, such as a gallon container or pottles, by simply pushing the front half of the shelf underneath the back half of the shelf. Pull the front of the shelf toward you to return to a full shelf.



### HUMIDITY CONTROLLED CRISPER

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

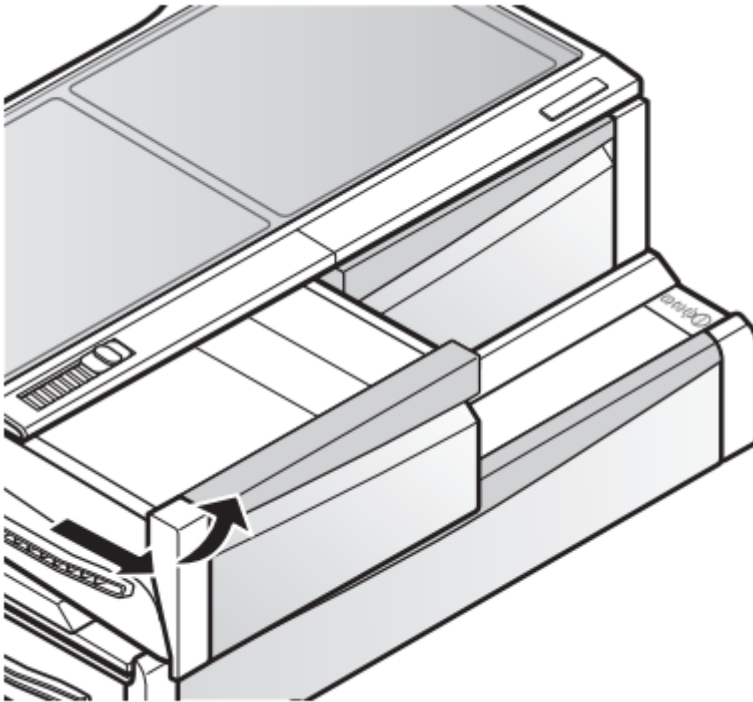
You can control the amount of humidity in the moisture-sealed crispers by adjusting the control to any setting between **VEGETABLES** and **FRUIT**.



- **VEGETABLES** keeps moist air in the crisper for best storage of fresh, leafy vegetables.
- **FRUIT** lets out of the crisper for best storage of fruit.

## REMOVING THE HUMIDITY CONTROLLED CRISPER

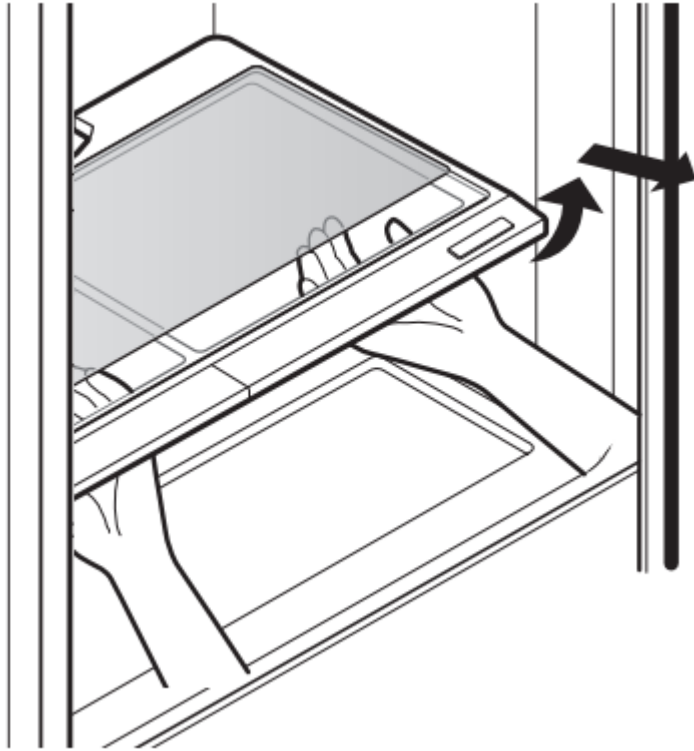
1. To remove, pull the drawer out to full extension.
2. Lift the front of the crisper up, then pull it straight out.



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

### To remove the glass

1. Lift up the glass under the crisper cover.
2. Pull the glass up and out.

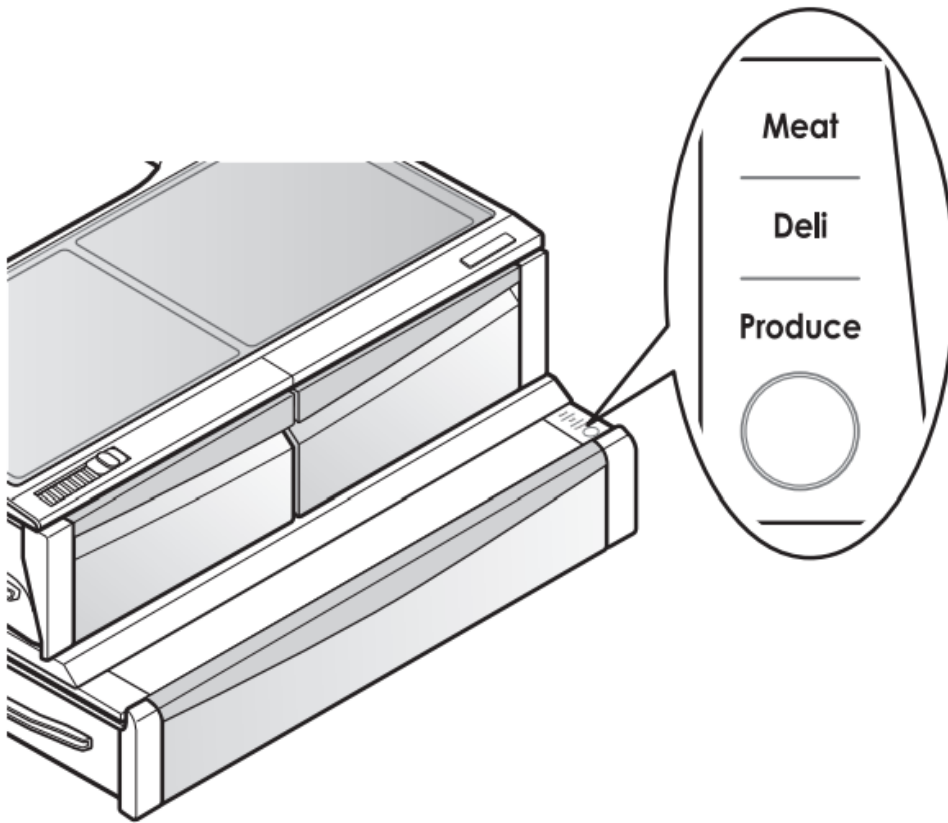


**NOTE:** Pantry drawer not shown for clarity.

#### **TEMPERATURE CONTROLLED PANTRY DRAWER**

The **Temperature Controlled Pantry Drawer** 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 for vegetables that require high humidity.)

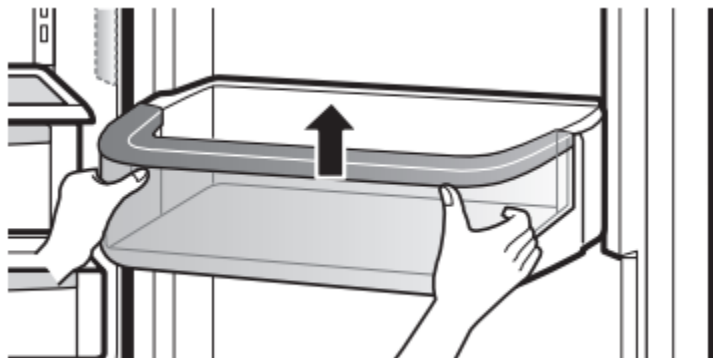
Press the button to choose between Produce (Cold), Deli (Colder) and Meat (Coldest).



**CAUTION:** Do not store glass bottles in the pantry. If they are frozen, they can break and cause personal injury.

### **DOOR BIN**

The door bins are removable for easy cleaning and adjustment.



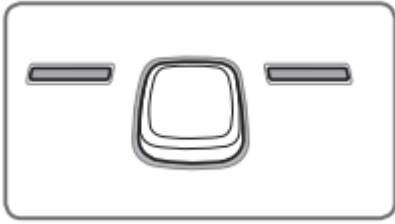
1. To remove the bin, simply lift the bin up and pull straight out.
2. To replace the bin, slide it in above the desired support and push down until it snaps into place.

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

**CAUTION:** Do not overfill or pack items too tightly into door bins. Doing so may cause damage to the bin or personal injury if items are removed with excessive force.

## REPLACING THE AIR FILTER

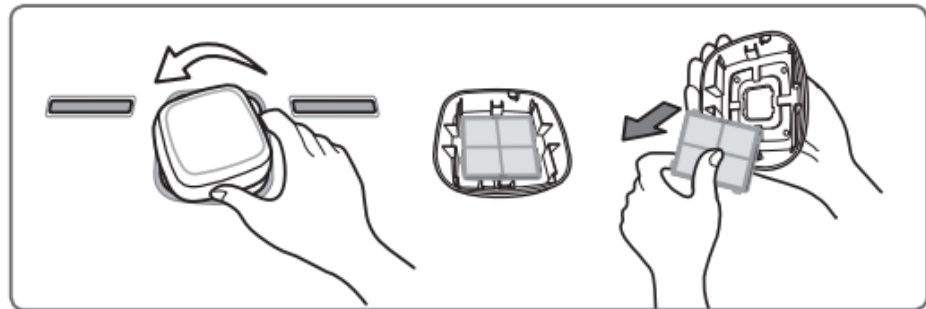
It is recommended that you replace the air filter:



- Approximately every six months.
- When the CHANGE AIR FILTER light turns on.

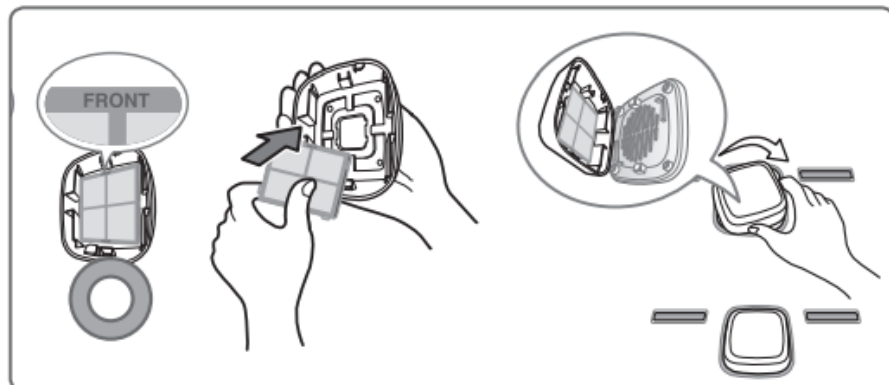
### 1. Remove the Old Filter

- Turn the filter cover to the left to detach it from the refrigerator wall. The filter is located on the inside of the filter cover. Remove the filter from the cover and replace it with a new filter.



### 2. Install a New Air Filter.

- Place the new filter inside of the cover with the side that says “Front” facing outward. Turn the filter cover to the right to attach it to the refrigerator wall.

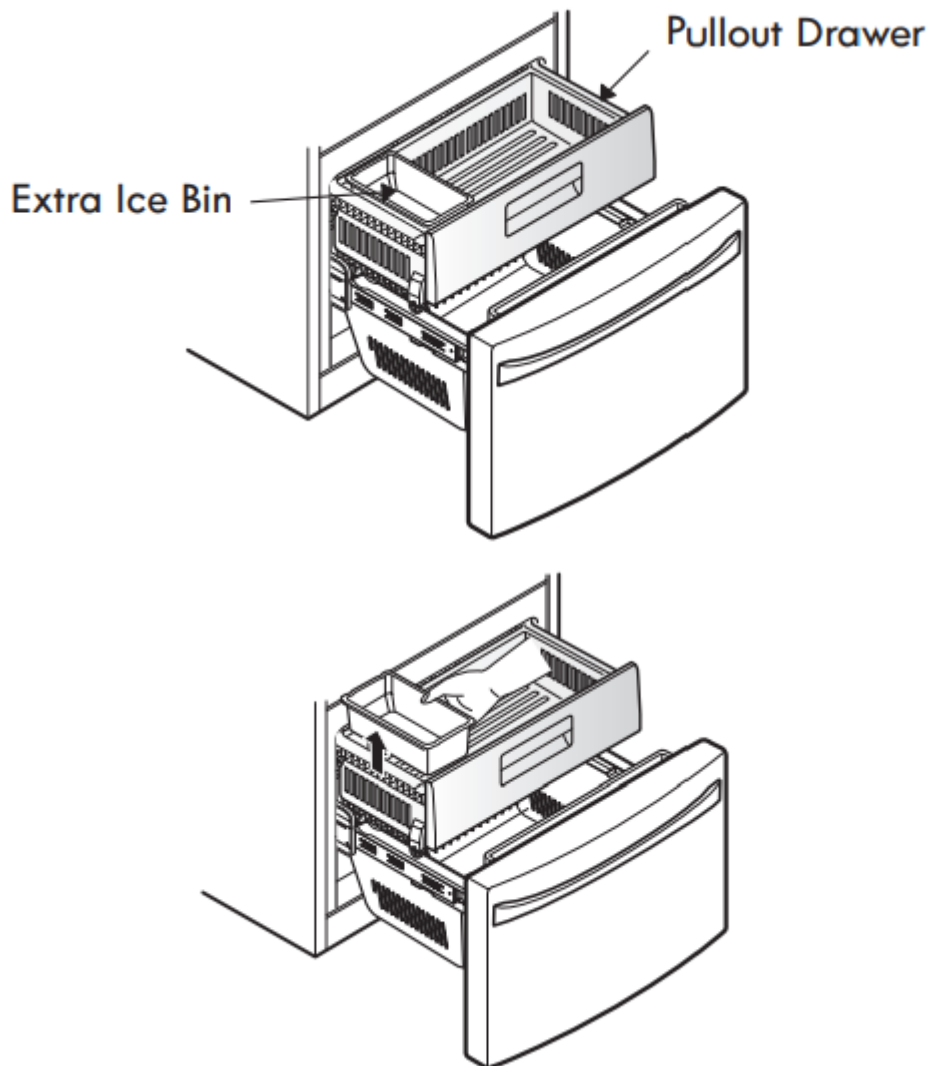


- After changing the filter, push and hold the Air Filter button for three seconds to reset the filter sensor.

## FREEZER SECTION

## EXTRA ICE BIN

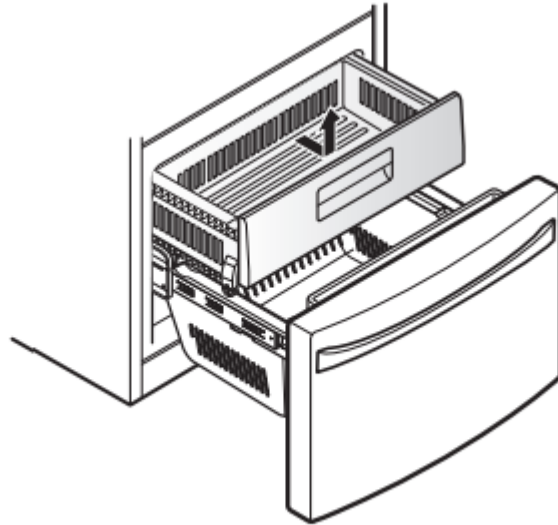
1. Pull the Freezer Drawer and the top Pullout Drawer out as far as possible to remove the Extra Ice Bin.
2. Gently lift and pull out the ice bin.
3. To replace, pull both drawers out as far as possible, and set the bin in its correct position in the Pullout Drawer. Close the Pullout Drawer and then the Freezer Drawer.



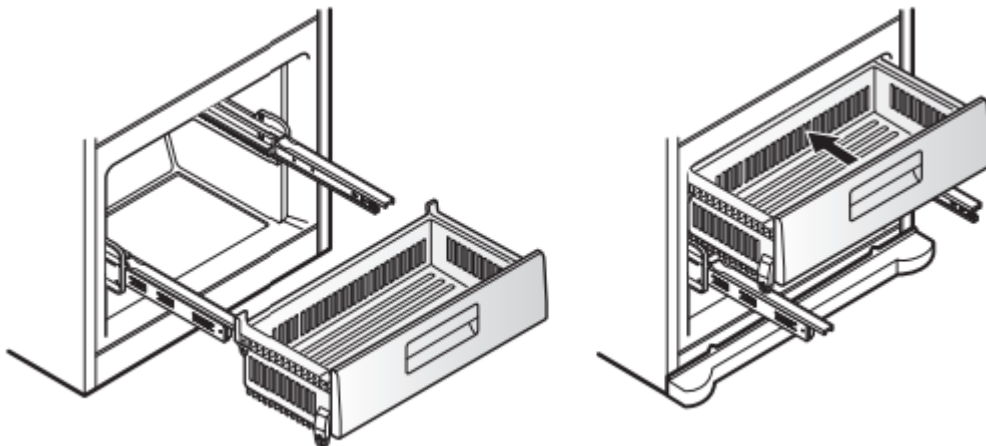
**CAUTION:** Pinch hazard! Keep hands and feet clear of the bottom of the freezer drawer when opening and closing.

## PULLOUT DRAWERS

1. To remove, pull the drawer out to full extension. Lift the front of the drawer up, then pull it straight out.



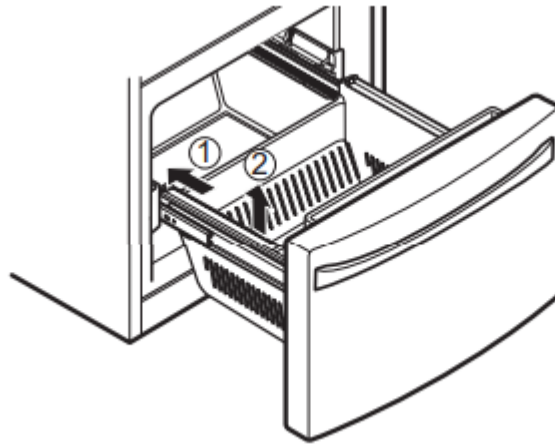
2. To install, slightly tilt up the front, insert the drawer into the frame and push it back into place.



## DURABASE

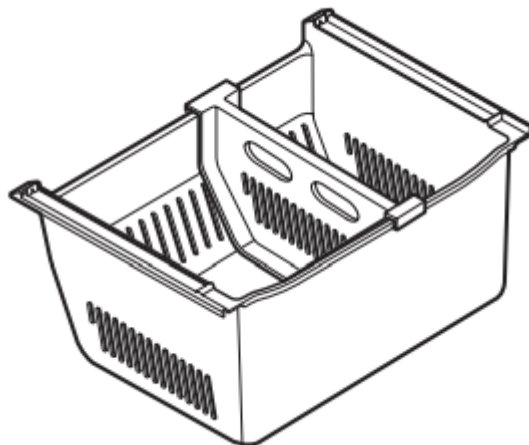
1. To remove the Durabase, push it to the back as much as possible. Tilt up the front of the Durabase and pull straight out.

2. To replace, insert the Durabase in the rail assembly.



### DURABASE DIVIDER

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.



**WARNING:** If the Durabase divider is removed, there is enough open space for children or pets to crawl inside. To prevent accidental child and pet entrapment or suffocation risk, DO NOT allow children or pets to touch or go near the drawer.

### WATER FILTER





It is recommended that you replace the water filter:

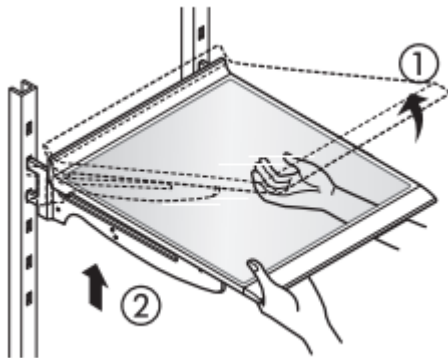
- Approximately every six months.
- When the water filter indicator turns on.
- When the ice cubes are smaller than normal.

**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 it 2 .

Pull the shelf out.



**1.Remove the old water filter.**

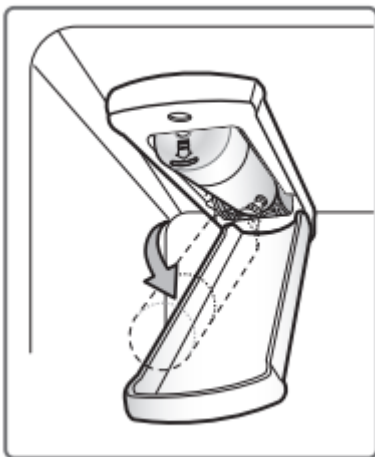




- Lower or remove the top left shelf to allow the water filter to rotate all the way down.
- Pinch the sides to open the water filter cover.

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

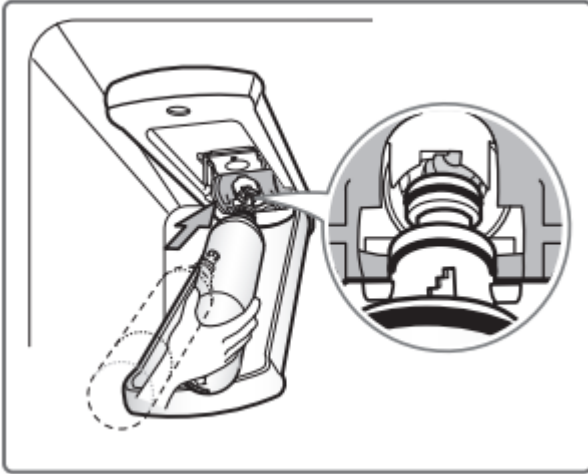
- Pull the water filter downward and pull out. Make sure to rotate the filter down completely before pulling it out of the manifold hole.



## 2. Replace with a new water filter.

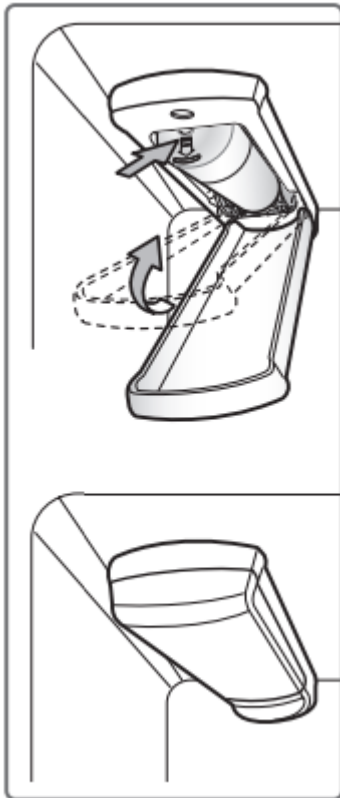
- Take the new water filter out of its packing and remove the protective cover from the o-rings. With water filter tabs in the horizontal position, push the new water filter into the

manifold hole until it stops.



- Rotate the water filter up into position and close the cover.

The cover will click when closed correctly.



### 3. Water Filter Bypass Plug



Keep the water filter bypass plug. You **MUST** use the water filter bypass plug when a replacement water filter cartridge is not available.

**CAUTION:** DO NOT operate refrigerator without water filter or water filter plug installed.

## WATER FILTER

Application Guidelines/Water Supply Parameters	
Service Flow	0.5 gpm (1.9 lpm)
Water Supply	Potable Water
Water Pressure	20-120 psi (138 - 827 kPa)
Water Temperature	33°F - 100°F (0.6°C - 38°C)

It is essential that the manufacturer's recommended installation, maintenance and water filter replacement requirements be carried out for the product to perform as advertised.

## CARE AND CLEANING

### GENERAL CLEANING TIPS

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

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

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

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

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

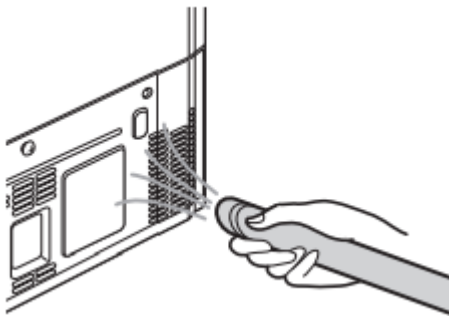
### DOOR LINERS AND GASKETS

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

### PLASTIC PARTS (Covers and Panels)

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

### CONDENSER COILS



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

### LIGHT BULB REPLACEMENT

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

## **POWER INTERRUPTIONS**

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

## **WHEN YOU GO ON VACATION**

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

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

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

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

## **WHEN YOU MOVE**

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

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

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

## TROUBLESHOOTING GUIDE

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

<b>Service Flow</b>	0.5 gpm (1.9 lpm)
<b>Water Supply</b>	Potable Water
<b>Water Pressure</b>	20-120 psi (138 - 827 kPa)
<b>Operating Ambient Temperature Limits</b>	55°F - 110°F
<b>Electrical Ratings</b>	115 Volts, 60 Hz, AC only, and fused at 15 or 20 amperes.



## COOLING

Problem	Possible Causes	Solutions
<b>Refrigerator and Freezer section are not cooling.</b>	The refrigerator control is set to OFF (some models).	Turn the control ON. Refer to the Set section for proper temperature settings.
	Refrigerator is set to demo mode.	Demo Mode allows the lights and controls to be on normally while disabling cooling to save energy on the showroom floor. Refer to the Set section for instructions on how to disable Demo Mode.
	Refrigerator is in the defrost cycle.	During the defrost cycle, the temperature in the refrigerator compartment may raise slightly. Wait until the defrost cycle has completed to confirm the proper temperature has been reached.
	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 cooling.
<b>Cooling System runs too much.</b>	Refrigerator is replacing an older model.	Modern refrigerators require more or less energy due to more efficient technologies.
	Refrigerator was recently plugged in or power restored.	The refrigerator will take up to 24 hours to reach the desired temperature completely.
	Door opened often or a large amount of food / hot food was added.	Adding food and opening the door will cause the refrigerator to require the compressor to run longer to get the refrigerator back down. In order to cool the refrigerator, get everything you need out of the refrigerator as soon as possible. Keep food organized so it is easy to access. Close the door as soon as the food is removed. (Refer to the Storage Guide.)
	Doors are not closed completely.	



		Firmly push the doors shut. If they w way, see the Doors will not close cor section in Parts & Features Troubles
	Refrigerator is installed in a hot location.	The compressor will run longer unde normal room temperatures (70°F) ex compressor to run about 40% to 80% warmer conditions, expect it to run e refrigerator should not be operated a
	Condenser / back cover is clogged.	Use a vacuum cleaner with an attac condenser cover and vents. Do not covering the condenser coil area.
<b>Refrigerator or Freezer section is too warm.</b>	Refrigerator was recently installed.	It may take up to 24 hours for each o the desired temperature.
	Air vents are blocked.	Rearrange items to allow air to flow compartment. Refer to the Airflow di Your Refrigerator section.
	Doors are opened often or for long periods of time.	When the doors are opened often or time, warm, humid air enters the cor  This raises the temperature and mo compartment. To lessen the effect, r and duration of door openings.
	Unit is installed in a hot location.	The refrigerator should not be opera above 110F.
	A large amount of food or hot food was added to either compartment.	Adding food warms the compartment cooling system to run. Allowing hot f temperature before putting it in the r this effect.
	Doors not closed correctly.	See the Doors will not close correctl in Parts & Features Troubleshooting



	Temperature control is not set correctly.	If the temperature is too warm, adjust the temperature increment at a time and wait for the temperature to stabilize. Refer to the Setting the Control Panel for more information.
	Defrost cycle has recently completed.	During the defrost cycle, the temperature in the freezer compartment may raise slightly and frost may form on the back wall. Wait 30 minutes after the proper temperature has been restored before the defrost cycle has completed.
<b>Interior moisture buildup.</b>	Doors are opened often or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level in the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	Doors not closed correctly.	See the Doors will not close correctly Troubleshooting section.
	Weather is humid.	Humid weather allows additional moisture to enter the compartments when the doors are opened. Reducing condensation or frost. Maintaining a low 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 in the freezer compartment may raise slightly and frost may form on the back wall. Wait 30 minutes after the proper temperature has been restored before the defrost cycle has completed.
	Food is not packaged correctly.	Food stored uncovered or unwrapped in the refrigerator compartment can lead to moisture accumulation. Wipe all containers dry and use sealed packaging to prevent condensation.

## COOLING/ICE



Problem	Possible Causes	Solutions
<b>Food is freezing in the refrigerator compartment.</b>	Food with high water content was placed near an air vent.	Rearrange items with high water content away from vents.
	Refrigerator temperature control is set incorrectly.	If the temperature is too cold, adjust the temperature control knob and increment at a time and wait for the temperature to stabilize. Refer to the Setting the Control Panel section for more information.
	Refrigerator is installed in a cold location.	When the refrigerator is operated in a location where the ambient temperature is below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should be operated in a location where the ambient temperature is below 55°F (13°C).
<b>Frost or ice crystals form on frozen food (outside of package).</b>	Door is opened frequently or for long periods of time.	When the doors are opened often or for long periods of time, warm, humid air enters the refrigerator compartment, raises the temperature and moisture level in the refrigerator compartment. Increased moisture will cause 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 section in the Troubleshooting section of the User Manual for more information.
<b>Refrigerator or Freezer section is too cold.</b>	Incorrect temperature control settings.	If the temperature is too cold, adjust the temperature control knob and increment at a time and wait for the temperature to stabilize. Refer to the Setting the Control Panel section for more information.
<b>Frost or ice crystals on frozen food (inside of sealed package).</b>	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.



<b>Icemaker is not making enough ice.</b>	Demand exceeds ice storage capacity.	The icemaker will produce approximately a 24 hour period.
	House water supply is not connected, valve is not turned on fully, or valve is clogged.	Connect the refrigerator to a cold water supply with adequate pressure and turn the water supply valve open.  If the problem persists, it may be necessary to call a plumber.
	Water filter has been exhausted.	It is recommended that you replace the water filter.  <ul style="list-style-type: none"> <li>• Approximately every six months.</li> <li>• When the water filter indicator turns on.</li> <li>• When the water dispenser output is slow.</li> <li>• When the ice cubes are smaller than normal.</li> </ul>
	Low house water supply pressure.	The water pressure must be between 40 and 80 psi for most models without a water filter and between 60 and 100 psi for models with a water filter.  If the problem persists, it may be necessary to call a plumber or install a booster pump to increase the water pressure.
	Reverse Osmosis filtration system is used.	Reverse osmosis filtration systems can reduce the water pressure below the minimum amount required for the icemaker to operate. Refer to the icemaker issues. (Refer to Water Pressure section for more information.)
	Tubing connecting refrigerator to house supply valve is kinked.	The tubing can kink when the refrigerator is moved during installation or cleaning resulting in restricted water flow. Straighten or repair the water supply tubing. This will prevent future kinks.



ICE



Problem	Possible Causes	Solutions
<b>Icemaker is not making enough ice (continued).</b>	Doors are opened often or for long periods of time.	If the doors of the unit are opened often, it will warm the refrigerator which will prevent it from maintaining the set temperature. Lowering the temperature can help, as well as not opening the doors as frequently.
	Doors are not closed completely.	If the doors are not properly closed, the icemaker will be affected. See the Doors will not close properly section in Parts & Features Troubleshooting for more information.
	The temperature setting for the freezer is too warm.	The recommended temperature for the freezer compartment for normal ice production is 0°F. If the freezer temperature is warmer, ice production will be affected.
<b>Icemaker is not making ice.</b>	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 start making ice.
	Icemaker not turned on.	Locate the icemaker ON/OFF button and turn it ON.
	The refrigerator is not connected to a water supply or the supply shutoff valve is not turned on.	Connect refrigerator to the water supply and make sure the water shutoff valve is fully open.
	Icemaker shutoff (feeler arm) obstructed.	If your icemaker is equipped with a shutoff arm, make sure that the arm moves freely.
	Reverse osmosis water filtration system is connected to your cold water supply.	Reverse osmosis filtration systems require a minimum water pressure. If the pressure is below the minimum amount, it can cause icemaker issues. (Refer to the Water Filtration section for more information.)



<b>Ice has bad taste or odor.</b>	Water supply contains minerals such as sulfur.	A water filter may need to be installed to solve mineral and odor problems.  NOTE: In some cases, a filter may not be able to remove all minerals / odors from the water supplies.
	Icemaker was recently installed.	Discard the first few batches of ice to get rid of the bad tasting ice.
	Ice has been stored for too long.	Ice that has been stored for too long can become cloudy, and may develop a stale taste. Discard the ice and make a new supply.
	The food has not been stored properly in either compartment.	Rewrap the food. Odors may migrate from food not wrapped properly.
	The interior of the refrigerator needs to be cleaned.	See the Care and Cleaning section for more information.
	The ice storage bin needs to be cleaned.	Empty and wash the bin (discard old ice). Make sure that the bin is completely dry before using.
<b>Icemaker is making too much ice.</b>	Icemaker shutoff (feeler arm) is obstructed.	Empty the ice bin. If your icemaker is making too much ice, make sure that the ice shutoff arm is not obstructed. Reinstall the ice bin and wait 24 hours before resuming operation.

## NOISE

<b>Problem</b>	<b>Possible Causes</b>	<b>Solutions</b>
<b>Clicking</b>	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
<b>Rattling</b>	Rattling noises may come from the flow of refrigerant, the water line on the back of the unit, or items stored on top of or around the refrigerator.	Normal Operation
	Refrigerator is not resting solidly on the floor.	Floor is weak or uneven or leveling legs are not adjusted. See the Door Alignment section.
	Refrigerator with linear compressor was jarred while running.	Normal Operation
<b>Whooshing</b>	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
<b>Gurgling</b>	Refrigerant flowing through the cooling system.	Normal Operation
<b>Popping</b>	Contraction and expansion of the inside walls due to changes in temperature.	Normal Operation
<b>Sizzling</b>	Water dripping on the defrost heater during a defrost cycle.	Normal Operation

<b>Vibrating</b>	If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.	To eliminate the noise, make sure the back cannot vibrate against any wall.
<b>Dripping</b>	Water running into the drain pan during the defrost cycle.	Normal Operation
<b>Pulsating or High-Pitched Sound</b>	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



## PARTS & FEATURES



Problem	Possible Causes	Solutions
<b>Doors will not close correctly or pop open.</b>	Food packages are blocking the door open.	Rearrange food containers to clear the shelves.
	Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.	Push bins all the way in and put crisper shelves and baskets into their correct position. See the Using Your Refrigerator 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 Doors section.
	Refrigerator is not leveled properly.	See Door Alignment in the Refrigerator section to level refrigerator.
<b>Doors are difficult to open.</b>	The gaskets are dirty or sticky.	Clean the gaskets and the surfaces with a thin coat of appliance polish or kitchen cleaner. Wipe the gaskets after cleaning.
	Door was recently closed.	When you open the door, warmer air enters the refrigerator. As the warm air cools, it creates a vacuum. If the door is hard to open, allow the air pressure to equalize, then open the door more easily.
<b>Refrigerator wobbles or seems unstable.</b>	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.
<b>Lights do not work.</b>	LED interior lighting failure.	The refrigerator compartment lamp is not working. The lighting, and service should be performed by a qualified technician. Refer to the Light Bulb Replacement section.



<p><b>Refrigerator has an unusual odor.</b></p>	<p>The Air Filter may need to be set to the MAX setting or replaced.</p>	<p>Set the Air Filter to the MAX setting. If the odor does not go away within 24 hours, the filter must be replaced. See the Replacing the Air Filter instructions.</p>
<p><b>The interior of the refrigerator is covered with dust or soot.</b></p>	<p>The refrigerator is located near a fire source, such as a fireplace, chimney or candle.</p>	<p>Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.</p>

**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.

