

## USING THE REFRIGERATOR

### Controls

Not all features are on all models. Your controls may be similar to the following:

The temperature controls are preset in the factory at 37°F (2.8°C) for the refrigerator compartment and 0°F (-17.8°C) for the freezer compartment. Allow 24 hours for the temperature to stabilize to the preset recommended settings.

The temperature controls can display both the SET temperature as well as the actual temperature in the refrigerator and freezer. The actual temperature may vary slightly from the SET temperature based on usage and operating environment.

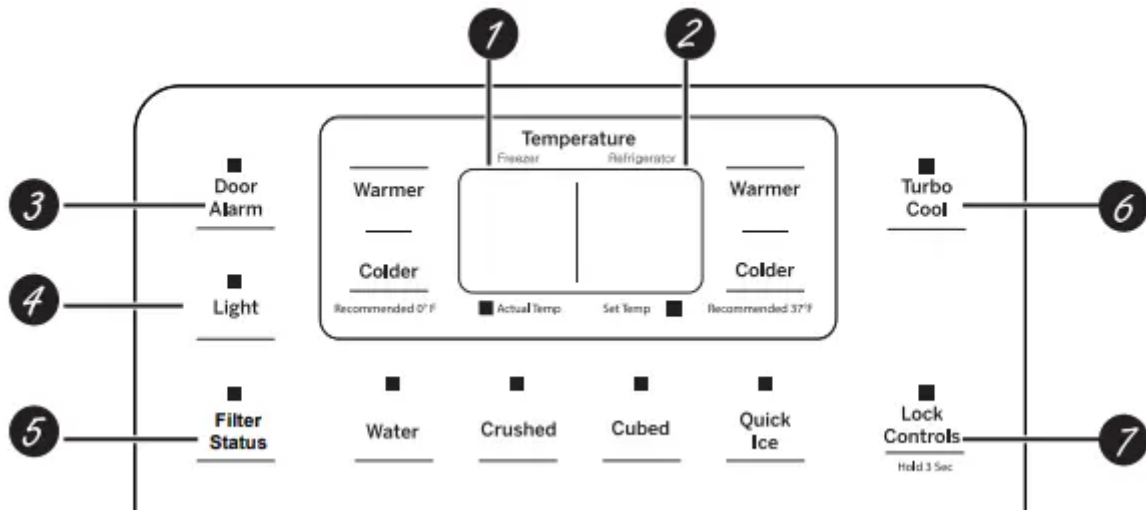
- On some models, setting both controls to the warmest setting until the display flashes (off) will stop cooling in both the freezer and refrigerator compartments.
- On other models, setting either control to the warmest setting until the display flashes (off) will stop the cooling to the freezer and refrigerator.
- **NOTE:** Turning the refrigerator off via the controls on the touch panel does not shut off electrical power to the refrigerator.

**NOTE:** The refrigerator is shipped with protective film- covering the temperature controls. If this film was not removed during installation, remove it now.

### Performance Air Flow System

The Performance Air-Flow System is designed to maximize temperature control in the refrigerator and freezer compartments. This unique special feature consists of the Air Tower along the back wall of the refrigerator and the Air Tunnel on the bottom portion of the freezer rear wall.

Placing food in front of the louvers on these components will not affect performance. Although the Air Tower and the Air Tunnel can be removed, doing so will affect temperature performance. (For removal instructions, on-line, 24 hours a day, contact us at [GEAppliances.com](http://GEAppliances.com) or call 800.GE.CARES. In Canada, contact us at [geappliances.ca](http://geappliances.ca) or call 1.800.561.3344.)



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The temperature controls can display both the SET temperature as well as the actual temperature in the refrigerator and freezer. The actual temperature may vary slightly from the SET temperature based on usage and operating environment.

### 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. Door Alarm (on some models)

To set the alarm, press this pad until the indicator light comes on. This alarm will sound if either door is open for more than 3 minutes. The light goes out and the beeping stops when you close the door.

### 4. LED dispenser Light

Press the Light pad to turn your dispenser light on and off.

### 5. Filter Status

Press the Filter Status pad to display the water filter's life percentage (%).

### 6. TurboCool™ (on some models)

TurboCool™ rapidly cools the refrigerator compartment in order to more quickly cool foods. Use TurboCool™ when adding a large amount of 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.

**NOTES:** The refrigerator temperature cannot be changed during TurboCool™

The freezer temperature is not affected during TurboCool™

When opening the refrigerator door during TurboCool™, the fans will continue to run if they have cycled on.

## 7. Lock Controls

Press and hold the Lock Controls pad for 3 seconds to lock out ice and water dispenser and all other controls. Press and hold to unlock the controls.

## COMPRESSOR

To turn off compressor:

1. Raise the freezer temperature above the highest setting by pressing the Freezer warmer pad until the display starts blinking.
2. Raise the Fresh Food temperature above the highest setting until you see OFF.

To turn on the compressor:

1. Press Fresh Food or Freezer colder pad.
2. NOTE: Compartment lights and the user interface display will stay on.

## ClimateKeeper2™ (on some models.)

### How it Works

The ClimateKeeper2™ is the industry's most advanced refrigeration system, delivering optimum temperature and humidity performance to keep food garden fresh longer and reduce freezer burn. The ClimateKeeper2™ system features two evaporators one for the refrigerator and one for the freezer.

This provides two separate cooling systems, and separates the airflow between the fresh food and freezer compartments during normal cooling operations.

This ensures that the humidity levels in the fresh food compartment are significantly higher than in a conventional system,\*\* allowing fresh produce and other unsealed foods to retain their moisture content and freshness longer.

Moisture sensitive foods such as fresh fruit, salads, rice, etc., can now be stored on open shelves without excessive moisture loss.

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.

The separate airflow system minimizes the mixing of air between the two compartments, which reduces fresh food odor transfer to improve the taste of ice.

The ClimateKeeper2™ system also reduces the number of defrosting cycles in the freezer evaporator, thereby reducing freezer burn.

\*Freezer air is used in the CustomCool™ feature.

\*\*Testing shows a higher level of humidity in the Fresh Food section in ClimateKeeper2™ refrigerators versus conventional units.

## **ExpressChill™ (on some models.)**

### **How it Works**

The ExpressChill™ feature is a system of dampers, a fan and a temperature thermistor.

The pan is tightly sealed to prevent the pan's temperature from causing temperature fluctuations in the rest of the refrigerator.

The controls for this pan are located in the top of the refrigerator or on the dispenser with the temperature controls.

### **How to Use**

1. Empty the pan. Place the Chill Tray in the pan. Place the items on the tray and close the pan completely.
2. Select the ExpressChill™ pad. On some models, you can then select the chill time (use chart to determine best setting). Other models will only have one option (45 minutes). On models with multiple settings, tap the pad until the light appears next to the desired setting.
  - To stop a feature before it is finished, tap that feature's pad until no options are selected and the display is off.
  - During ExpressChill™, the display on the controls will count down the time in the cycle.

### **How to Remove and Replace the Drawer**

#### **To remove:**

1. Pull the drawer out to the stop position.
2. Rotate all four swing locks to the unlock position.
3. Lift the front of the drawer up and out.

### **To replace:**

1. Make sure all four swing locks are in the unlock position.
2. Place the sides of the drawer into the drawer supports, making sure the swing locks fit on the drawer slots.
3. Lock all four swing locks by rotating them to the lock position.

## **Water Filter Cartridge - MWF(On some models.)**

### **Water filter cartridge**

The water filter cartridge is located in the back upper right corner of the refrigerator compartment.

### **When to replace the filter on models with a replacement indicator light**

There is a replacement indicator light for the water filter cartridge on the dispenser. This light will turn orange to tell you that you need to replace the filter soon.

The filter cartridge should be replaced when the replacement indicator light turns red or if the flow of water to the dispenser or icemaker decreases.

### **When to replace the filter on models without a replacement indicator light**

The filter cartridge should be replaced every six months or earlier if the flow of water to the dispenser or icemaker decreases.

### **Removing the filter cartridge**

If you are replacing the cartridge, first remove the old one by slowly turning it to the left. Do not pull down on the cartridge. A small amount of water may drip down.

### **Installing the filter cartridge**

1. If you are replacing a SmartWater™ cartridge with an adapter, it must be removed before installing the cartridge. To remove the adapter, turn it to the left about 1/4 turn. If you are replacing a Water by Culligan cartridge, leave the adapter in place. This adapter will stay in the refrigerator when you replace future cartridges.
2. On models without a replacement indicator light, apply the month and year sticker to the new cartridge to remind you to replace the filter in six months.
3. Fill the replacement cartridge with water from the tap to allow for better flow from the dispenser immediately after installation.
4. Line up the arrow on the cartridge and the cartridge holder. Place the top of the new cartridge up inside the holder. Do not push it up into the holder.
5. Slowly turn it to the right until the filter cartridge stops. **DO NOT OVERTIGHTEN.** As you turn the cartridge, it will automatically raise itself into position. The cartridge will move about 1/2 turn.

6. Run water from the dispenser 1-1/2 gallons (about three minutes) to clear the system and prevent sputtering.

7. Press and hold the WATER FILTER pad (on some models) on the dispenser for 3 seconds.

**NOTE:** A newly-installed water filter cartridge may cause water to spurt from the dispenser upon first use.

### **Filter bypass plug**

You must use the filter bypass plug when a replacement filter cartridge is not available. The dispenser and the icemaker will not operate without the filter or filter bypass plug.

To use the filter bypass plug on Water by Culligan™ models, you must first remove the filter adapter from the cartridge holder by turning it to the left.

For the maximum benefit of your filtration system, GE Appliances recommends the use of GE Appliances branded SmartWater™ filters only. Using GE Appliances branded filters in GE Appliances and Hotpoint refrigerators provides optimal performance and reliability. GE Appliances branded SmartWater™ filters are always the right choice because they are patented and designed specifically for GE Appliances products. SmartWater™ filters meet rigorous industry NSF standards for safety and quality that are important for products that are filtering your water. GE Appliances has not qualified non-GE Appliances branded filters for use in GE Appliances and Hotpoint refrigerators and there is no assurance that non-GE Appliances branded filters meet GE Appliances standards for quality, performance and reliability.

## **Shelves and Bins**

Not all features are on all models.

### **Refrigerator Door Bins and Freezer Door Tilt-Out Bins**

#### **Large Bins**

The larger refrigerator door bins and freezer tilt-out door bins are adjustable.

To remove: Lift the front of the bin straight up, then lift up and out.

To replace or relocate: Engage the back side of the bin in the molded supports of the door. Then push down on the front of the bin. Bin will lock in place.

#### **Small Bins**

To remove: Lift the front of the bin straight up then out.

To replace: Position the bin above the rectangular molded supports on the door. Then slide the bin down onto the support to lock it in place.

The snugger helps prevent tipping, spilling or sliding of small items stored on the door shelf. Place a finger on either side of the snugger near the rear and move it back and forth to fit your needs.

**NOTE:** Be careful when placing items in the top bin. Make sure that items do not block or fall into the ice chute.

### **Slide-Out Shelf (on some models)**

The slide-out shelf allows you to reach items stored behind others. The special edges of the spillproof shelf are designed to help prevent spills from dripping to lower shelves.

### **Spillproof Shelf**

To remove: Slide the shelf out until it reaches the stop, then press down on the tab and slide the shelf straight out

To replace or relocate: Line the shelf up with the supports and slide it into place. The shelf can be repositioned when the door is at 90° or more. To reposition the shelf, slide the shelf past the stops and angle downward. Slide shelf down to the desired position, line up with the supports and slide into place. Make sure you push the shelves all the way back in before you close the door.

### **Edge-to-Edge Shelf**

To remove: With door opened at an angle greater than 90°, slide the shelf out until it reaches the stop tab. Press down on the tab and slide the shelf out until it reaches the shelf's back trim. While keeping the left side of the shelf in contact with the cabinet, pull the shelf down and forward toward the left to remove.

To replace or relocate: With door opened at an angle greater than 90°, align the shelf's back trim against the shelf support. Keeping the left side against the cabinet, slowly lift and gently push the shelf back into place. Reposition the shelf past the stop tabs. Make sure you push the shelves all the way back in before you close the door.

## **Refrigerator Doors**

### **Refrigerator Doors (on some models)**

The refrigerator doors may feel different than the ones you are used to. The special door opening/closing feature makes sure the doors close all the way and are securely sealed.

When opening and closing the door you will notice a stop position. If the door is opened past this top point, the door will remain open to allow you to load and unload food more easily. When the door is only partially open, it will automatically close.

The resistance you feel at the stop position will be reduced as the door is loaded with food.

When the door is only partially open, it will automatically close.

Beyond this stop the door will stay open.

### **Door Alignment**

To remove the base grille, open the doors, remove the screw at each end of the base grille and then pull the grille straight out.

1. Using a 7/16" socket wrench, turn the door adjusting screw to the right to raise the door; to the left, to lower it. (A nylon plug, imbedded in the threads of the pin, prevents the pin from turning unless a wrench is used.)
2. After one or two turns of the wrench, open and close the refrigerator door and check the alignment at the top of the doors.

## **Crispers and Pans**

Crispers and Pans Not all features are on all models.

Fruit and Vegetable Crisppers Excess water that may accumulate in the bottom of the drawers should be wiped dry.

On some models, the bottom drawer has full extension slides that allow full access to the drawer.

### **Adjustable Humidity Crisppers**

Slide the control all the way to the HI setting to provide high humidity recommended for most vegetables. Slide the control all the way to the LO setting to provide lower humidity levels recommended for most fruits.

### **Crisper Removal**

Crisppers can easily be removed by pulling the drawer straight out and lifting the drawer up and over the stop location.

If the door prevents you from taking out the drawers, first try to remove the door bins. If this does not offer enough clearance, the refrigerator will need to be rolled forward until the door opens enough to slide the drawers out. In some cases, when you roll the refrigerator out, you will need to move the refrigerator to the left or right as you roll it out.

### **Convertible Deli Pan (on some models)**

The convertible deli pan has its own cold air duct to allow a stream of cold air from the freezer compartment or refrigerator compartment to flow to the pan.

The variable temperature control regulates the air flow from the Climate Keeper.

Set the control to the coldest setting to store fresh meats.

Set the control to cold to convert the pan to normal refrigerator temperature and provide extra vegetable storage space. The cold air duct is turned off. Variable settings between these extremes can be selected.

# Care and Cleaning

## Cleaning the Outside

The dispenser drip area, (on some models) beneath the grille, should be wiped dry. Water left in this area may leave deposits. Remove the deposits by adding undiluted vinegar to the well. Soak until the deposits disappear or become loose enough to rinse away

The dispenser cradle (on some models). Before cleaning, lock the dispenser by pressing and holding the LOCK pad for 3 seconds. Clean with warm water and baking soda solution—about a tablespoon (15 ml) of baking soda to a quart (1 l) of water. Rinse thoroughly and wipe dry.

### **FINGERPRINT RESISTANT STAINLESS STEEL\*, BLACK STAINLESS, SLATE, DARK SLATE, PAINTED - Outside surfaces, door handles, and trim**

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

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



| 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<br>Approved stainless steel cleaners; Visit the GE (Appliances parts store for approved stainless steel cleaners: <a href="http://GEApplianceparts.com">GEApplianceparts.com</a> or call 877.959.8688<br>Cleaner with oxalic acid such as Bar Keepers Friend Soft and small blemishes on stainless steel surfaces only. | Abrasive powders or sprays<br>Window Sprays or Ammonia<br>Citrus or plant oil-based cleaners<br>Acidic or vinegar-based cleaners<br>Oven cleaners<br>Cleaners containing acetone (propanone) |

## Cleaning the Inside

**To help prevent odors,** leave an open box of baking soda in the fresh food and freezer compartments.

**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 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.

**Use of any cleaning solution other than that which is recommended, especially those that contain petroleum distillates, can crack or damage the interior of the refrigerator.**

## 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.

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.

When pushing the refrigerator back, make sure you don't roll over the power cord or icemaker supply line (on some models).

## Preparing for Vacation

For long vacations or absences, remove food and plug 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.

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

If the temperature can drop below freezing, have a qualified servicer drain the water supply system (on some models) to prevent serious property damage due to flooding.

### **Preparing to Move**

Secure all loose items such as shelves and drawers by Be sure the refrigerator stays in an upright position taping them securely in place to prevent damage. during moving.

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.

### **Replacing the Light Bulbs**

**Warning** Before replacing a burned-out light bulb, the refrigerator should be unplugged in order to avoid contact with a live wire filament. (A burned-out light bulb may break when being replaced.)

Turning the control to the OFF position does not remove power to the light circuil.

### **Refrigerator Compartment—Upper Light**

1. Unplug the refrigerator.
2. The bulbs are located at the top of the compartment, inside the light shield. On some models, a screw at the front of the light shield will have to be removed. On other models, the screw is located in the pocket located at the back of the shield.
3. To remove the light shield, on some models, press in on the tabs on the sides of the shield and slide forward and out. On other models, just slide the shield forward and out.
4. After replacing the bulb with an appliance bulb of the same or lower wattage, replace the light shield and screw. When replacing the light shield, make sure that the tabs at the back of the shield fit into the slots at the back of the light shield housing.
5. Plug the refrigerator back in

Your light shield will look like one of the following:

### **Refrigerator Compartment—Lower Light**

This light is located above the top drawer.

1. Unplug the refrigerator.
2. Lift the light shield up and pull it out.
3. After replacing the bulb with an appliance bulb of the same or lower wattage, replace the shield.
4. Plug the refrigerator back in.

## **Freezer Compartment**

1. Unplug the refrigerator.
2. Remove the shelf just above the light shield. (The shelf will be easier to remove if it is emptied first.) Remove the screw at the top of the light shield.
3. To remove the light shield, press in on the sides, and lift up and out.
4. Replace the bulb with an appliance bulb of the same or lower wattage, and reinstall the light shield. When reinstalling the light shield, make sure the top tabs snap securely into place. Replace the screw.
5. Reinstall the shelf and plug the refrigerator back in.

## **Dispenser (on some models)**

1. Unplug the refrigerator.
2. The bulb is located on the dispenser under the control panel. Remove the light bulb by turning it counterclockwise.
3. Replace the bulb with a bulb of the same size and wattage.
4. Plug the refrigerator back in.

## Troubleshooting Tips... Before you call for service

| <b>Problem</b>   | <b>Possible Causes</b>   | <b>What To Do</b>   |
|--|--|---|
| <b>Filter Status Indicator LED turns amber</b>   | <b>Filter reaching expired state</b>                                 | Press the <b>Filter Status</b> pad to show remaining filter life.   |
| <b>Filter Status Indicator LED turns red</b>   | <b>Filter expired</b>  | Press the <b>Filter Status</b> pad to show remaining filter life.<br><br>If the display shows 0%, the filter needs to be replaced.<br><br>When the unit has detected a new filter (after a filter has been replaced) the Filter Status LED will flash 3 times and then remain off to indicate the filter was successfully replaced. |
| <b>LEAK or scrolling "LEAK" on the display Water is disabled</b><br><b>Filter Status indicator LED flashing red Buzzer sound</b> | <b>Filter leak detected</b>  | Replace filter.<br><br>Wipe off the filter/surrounding area if there is any water from filter replacement.  |
| <b>"Err" on the display Water is disabled</b><br><b>Filter Status indicator LED flashing red Buzzer sound</b>                    | <b>Filter is not detected</b><br><b>No communication with filter</b> | Verify you have the XWFE filter and not the XWF. Verify there are no scratches or filter damage. Replace filter if filter label shows damage.   |
| <b>Refrigerator beeps when pressing dispenser paddle</b>   | <b>Filter is not properly installed</b><br><b>Filter water leak</b>  | Replace filter or make sure the water filter is properly installed (see water filter section).  |
| <b>Refrigerator does not operate</b>   | <b>Refrigerator in defrost cycle.</b>                                | Wait about 30 minutes for defrost cycle to end.   |
|  | <b>Freezer control in OFF position.</b>                              | Move the freezer control to a lower temperature setting.  |



|   |  |   |
|---|--|---|
|   | <b>Refrigerator is unplugged.</b>  | Push the plug completely into the outlet.                   |
|   | <b>The fuse is blown/ circuit breaker is tripped.</b>                      | Replace fuse or reset the breaker.                          |
|   | <b>Refrigerator is in showroom mode.</b>                                   | Unplug the refrigerator and plug it back in.                |
| <b>Vibration or rattling (slight vibration is normal)</b>   | <b>Rollers need adjusting.</b>   | See Rollers.  |
| <b>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.)</b> | <b>Normal when refrigerator is first plugged in.</b>                       | Wait 24 hours for the refrigerator to completely cool down. |
|   | <b>Often occurs when large amounts of food are placed in refrigerator.</b> | This is normal.   |
|   | <b>Door left open.</b>   | Check to see if package is holding door open.               |
|   | <b>Hot weather or frequent door openings.</b>                              | This is normal.   |
|   | <b>Temperature controls set at the coldest setting.</b>                    | See Controls.   |
| <b>Refrigerator or freezer compartment too warm</b>   | <b>Temperature control not set cold enough.</b>                            | See Controls.   |



|  |   |  |
|--|---|--|
|  | <b>Warm weather or frequent door openings.</b>  | Set the temperature control one step colder.<br>See Controls.              |
|  | <b>Door left open.</b>  | Check to see if package is holding door open.                              |
| <b>Frost or ice crystals on frozen food (frost within package is normal)</b> | <b>Door left open.</b>  | Check to see if package is holding door open.                              |
|  | <b>Too frequent or too long door openings.</b>  |  |
| <b>Divider between refrigerator and freezer compartments feels warm</b>      | <b>Automatic energy saver system circulates warm liquid around front edge of freezer compartment.</b> | This helps prevent condensation on the outside of the freezer compartment. |



| <b>Problem</b>                          | <b>Possible Causes</b>   | <b>What To Do</b>   |
|---|--|---|
| <b>Automatic icemaker does not work</b> | <b>Icemaker switch is in the OFF position.</b>                       | Slide the switch to the ON position.  |
|   | <b>Water supply turned off or not connected.</b>                     | See Installing the water line.  |
|   | <b>Freezer compartment too warm.</b>                                 | Wait 24 hours for the refrigerator to completely down.  |
|   | <b>Piled up cubes in the storage bin cause icemaker to shut off.</b> | Level cubes by hand.  |
|   | <b>Ice cubes stuck in icemaker.</b>                                  | Turn off the icemaker, remove cubes and turn the icemaker back on.                                  |
|   | <b>Filter is not properly installed. Filter water leak</b>           | Replace filter or make sure the water filter is properly installed (refer to water filter section). |
| <b>Ice cubes have odor/ taste</b>       | <b>Ice storage bin needs cleaning.</b>                               | Empty and wash bin. Discard old cubes.  |
|   | <b>Food transmitting odor/taste to ice cubes.</b>                    | Wrap foods well.  |
|   | <b>Interior of refrigerator needs cleaning.</b>                      | See Care and cleaning.  |
| <b>Small or hollow cubes</b>            | <b>Water filter clogged.</b>   | Replace filter cartridge with new cartridge or wash plug.   |
| <b>Slow ice cube freezing</b>           | <b>Door left open.</b>   | Check to see if package is holding door open.   |
|   | <b>Temperature control not set cold enough.</b>                      | See Controls.   |



|  |  |  |
|--|--|--|
| <b>Frequent “buzzing sound”</b>                      | <b>Icemaker switch is in the ON position, but the water supply to the refrigerator has not been connected.</b> | Set the switch to the OFF position. Keeping it in the ON position will damage the water valve.                             |
| <b>Orange glow in freezer</b>                        | <b>Defrost heater is on.</b>   | This is normal.  |
| <b>Cube dispenser does not work (on some models)</b> | <b>Icemaker or water supply turned off.</b>  | Turn on icemaker or water supply.  |
|  | <b>Ice cubes are frozen to icemaker feeler arm.</b>  | Remove cubes.  |
|  | <b>An item is blocking or has fallen into the ice chute inside the top bin of the freezer.</b>                 | Remove any item that might be blocking, or has fallen into the chute.  |
|  | <b>Irregular ice clumps in storage container.</b>  | Break up with fingertip pressure and discard remaining clumps.   |
|  |  | Freezer may be too warm. Adjust the freezer control to a colder setting, one position at a time, until clumps do not form. |
|  | <b>Dispenser is LOCKED.</b>  | Press and hold the Lock pad for 3 seconds.   |
| <b>Water has poor taste/odor (on some models)</b>    | <b>Water dispenser has not been used for a long time.</b>  | Dispense water until all water in system is replenished.   |
| <b>Water in first glass is warm (on some models)</b> | <b>Normal when refrigerator is first installed</b>   | Wait 24 hours for the refrigerator to completely cool down.  |
|  | <b>Water dispenser has not been used for a long time.</b>  | Dispense water until all water in system is replenished.   |



|  |   |   |
|--|---|---|
|  | <b>Water system has been drained.</b>                 | Allow several hours for replenished supply to c                 |
| <b>Water dispenser does not work (on some models)</b>                  | <b>Water supply line turned off or not connected.</b> | See Installing the water line.                                  |
|  | <b>Water filter clogged.</b>                          | Replace filter cartridge or remove filter and inst<br>plug.     |
|  | <b>Air may be trapped in the water system.</b>        | Press the dispenser arm for at least two minute                 |
|  | <b>Dispenser is LOCKED.</b>                           | Press and hold the Lock pad for 3 seconds.                      |
| <b>Water spurting from dispenser</b>                                   | <b>Newly-installed filter cartridge.</b>              | Run water from the dispenser for 3 minutes (ab<br>172 gallons). |
| <b>Water is not dispensed (on some models) but icemaker is working</b> | <b>Water in reservoir is frozen.</b>                  | Call for service.   |
|  | <b>Refrigerator control setting is too cold.</b>      | Set to a warmer setting.  |



| <b>Problem</b>   | <b>Possible Causes</b>   | <b>What To Do</b>  |
|--|--|--|
| <b>No water or ice cube production</b>   | <b>Supply line or shutoff valve is clogged.</b>  | Call a plumber.  |
|  | <b>Water filter clogged.</b>   | Replace filter cartridge or remove filter and install plug.  |
|  | <b>Dispenser is LOCKED.</b>  | Press and hold the LOCK CONTROLS pad for 3 seconds.  |
|  | <b>Filter is not properly installed.<br/>Filter water leak</b>   | Replace filter or make sure the water filter is properly installed (refer to water filter section).  |
| <b>CUBED ICE was selected but CRUSHED ICE was dispensed (on some models)</b>                                     | <b>Last setting was CRUSHED ICE.</b>   | A few cubes were left in the crusher from the previous setting. This is normal.  |
| <b>Refrigerator has odor</b>   | <b>Foods transmitting odor to refrigerator.</b>  | Foods with strong odors should be tightly wrapped.<br><br>Keep an open box of baking soda in the refrigerator; replace every three months. |
|  | <b>Interior needs cleaning.</b>  | See Care and cleaning.   |
|  | <b>Moisture forms on outside of refrigerator</b>   | <b>Not unusual during periods of high humidity.</b>  |
| <b>Moisture collects inside (in humid weather, air carries moisture into refrigerator when doors are opened)</b> | <b>Too frequent or too long door openings.</b>   | This is normal for the beverage center.  |
|  | <b>Due to the higher humidity in the refrigerator, you may on occasion experience fog or small amounts</b> | This is normal for the beverage center load and environmental conditions change with paper towel if desired.                               |



|   |  |  |
|---|--|--|
|   | <b>of moisture in the refrigerator compartment</b>   |  |
| <b>Interior light does not work</b>                             | <b>No power at outlet.</b>   | Replace fuse or reset the breaker.   |
|   | <b>Light bulb burned out.</b>  | See Replacing the light bulbs.   |
|   | <b>For LED lights</b>  | Call Service.  |
| <b>Water on kitchen floor or on bottom of freezer</b>           | <b>Cubes jammed in chute.</b>  | Poke ice through with a wooden spoon.  |
| <b>Hot air from bottom of refrigerator</b>                      | <b>Normal air flow 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.</b> | This is normal.  |
| <b>Refrigerator never shuts off but the temperatures are OK</b> | <b>Adaptive defrost keeps compressor running during door openings.</b>   | This is normal. The refrigerator will cycle off after the door remains closed for 2 hours. |
| <b>Refrigerator is beeping</b>                                  | <b>Door is open.</b>   | Close door.  |
| <b>Door not closing properly</b>                                | <b>Door gasket on hinge side sticking or folding over.</b>   | Apply petroleum jelly on face of gasket  |
| <b>Actual temperature not equal to Set temperature</b>          | <b>Unit just plugged in.</b>   | Allow 24 hours for system to stabilize   |
|   | <b>Door open for too long</b>  | Allow 24 hours for system to stabilize   |
|   | <b>Warm food added to refrigerator</b>   | Allow 24 hours for system to stabilize   |



|  |                                    |  |
|--|------------------------------------|--|
|  | <b>Defrost cycle is in process</b> | Allow 24 hours for system to stabilize |
|--|------------------------------------|--|

**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.

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