

TROUBLESHOOTING

FAQs: Frequently Asked Questions

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

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

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

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

Q: My refrigerator is powered on and the controls are working, but it's not cooling and the display shows "Demo Mode". What is wrong?

A: The refrigerator is in Display Mode. The Display Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. When activated, **Demo Mode** is displayed on the control panel and the display remains on for 5 seconds. With either refrigerator door opened, press the **Express Freeze** button 3 times consecutively while pressing the **Refrigerator Drawer** button. The control panel beeps and the temperature settings display to confirm that Display Mode is deactivated. Use the same procedure to activate Display Mode.

Before Calling for Service

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

Cooling

Problem	Possible Cause & Solutions
Refrigerator and Freezer section are not cooling.	The refrigerator control is set to OFF (some models). <ul style="list-style-type: none"> • Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.
	Refrigerator is in the defrost cycle. <ul style="list-style-type: none"> • During the defrost cycle, the temperature of each compartment may rise slightly. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed.
	Refrigerator was recently installed. <ul style="list-style-type: none"> • It may take up to 24 hours for each compartment to reach the desired temperature.
	Refrigerator was recently relocated. <ul style="list-style-type: none"> • If the refrigerator was stored for a long period of time or moved on its side, it is necessary for the refrigerator to stand upright for 24 hours before connecting it to power.
Cooling system runs too much.	Refrigerator is replacing an older model. <ul style="list-style-type: none"> • Modern refrigerators require more operating time but use less energy due to more efficient technology.
	Refrigerator was recently plugged in or power restored. <ul style="list-style-type: none"> • The refrigerator will take up to 24 hours to cool completely.
	The door is opened often or a large amount of food / hot food was added. <ul style="list-style-type: none"> • Adding food and opening the door warms the refrigerator, requiring the compressor to run longer in order to cool the refrigerator back down. In order to conserve energy, try to get everything you need out of the refrigerator at once, keep food organized so it is easy to find, and close the door as soon as the food is removed. (Refer to the Food Storage Guide.)
	Doors are not closed completely. <ul style="list-style-type: none"> • Firmly push the doors shut. If they will not shut all the way, the “Doors will not close correctly or pop open” section.
	Refrigerator is installed in a hot location. <ul style="list-style-type: none"> • The compressor will run longer under warm conditions. At normal room temperatures (70 °F) expect your compressor to run about 40 % to 80 % of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110 °F.

Problem	Possible Cause & Solutions
Interior moisture buildup.	<p>Doors are opened often or for long periods of time.</p> <ul style="list-style-type: none"> When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	<p>Doors are not closed correctly.</p> <ul style="list-style-type: none"> See the “Doors will not close correctly or pop open” section.
	<p>Weather is humid.</p> <ul style="list-style-type: none"> Humid weather allows additional moisture to enter the compartments when the doors are opened leading to condensation or frost. Maintaining a reasonable level of humidity in the home will help to control the amount of moisture that can enter the compartments.
	<p>Defrost cycle recently completed.</p> <ul style="list-style-type: none"> During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm that the proper temperature has been restored once the defrost cycle has completed.
	<p>Food is not packaged correctly.</p> <ul style="list-style-type: none"> Food stored uncovered or unwrapped, and damp containers can lead to moisture accumulation within each compartment. Wipe all containers dry and store food in sealed packaging to prevent condensation and frost.
Food is freezing in the refrigerator compartment.	<p>Food with high water content was placed near an air vent.</p> <ul style="list-style-type: none"> Rearrange items with high water content away from air vents.
	<p>Refrigerator temperature control is set incorrectly.</p> <ul style="list-style-type: none"> If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel section for more information.
	<p>Refrigerator is installed in a cold location.</p> <ul style="list-style-type: none"> When the refrigerator is operated in temperature below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperature below 55°F (13°C).
Refrigerator or Freezer section is too warm.	<p>Refrigerator was recently installed.</p> <ul style="list-style-type: none"> It may take up to 24 hours for each compartment to reach the desired temperature.
	<p>The air vents are blocked. Cold air circulates from the freezer to the fresh food section and back again through air vents in the wall dividing the two sections.</p> <ul style="list-style-type: none"> Locate air vents by using your hand to sense airflow and move all packages that block vents and restrict airflow. Rearrange items to allow air to flow throughout the compartment.

Problem	Possible Cause & Solutions
Refrigerator or Freezer section is too warm.	<p>Doors are opened often or for long periods of time.</p> <ul style="list-style-type: none"> • When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. To lessen the effect, reduce the frequency and duration of door openings.
	<p>Unit is installed in a hot location.</p> <ul style="list-style-type: none"> • The refrigerator should not be operated in temperatures above 110 °F.
	<p>A large amount of food or hot food was added to either compartment.</p> <ul style="list-style-type: none"> • Adding food warms the compartment requiring the cooling system to run. Allowing hot food to cool to room temperature before putting it in the refrigerator will reduce this effect.
	<p>Doors not closed correctly.</p> <ul style="list-style-type: none"> • See the Doors will not close correctly or pop open section in Parts & Features Troubleshooting.
	<p>Temperature control is not set correctly.</p> <ul style="list-style-type: none"> • If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize.
	<p>Defrost cycle has recently completed.</p> <ul style="list-style-type: none"> • During the defrost cycle, the temperature of each compartment may rise slightly and condensation may form on the back wall. Wait 30 minutes and confirm the proper temperature has been restored once the defrost cycle has completed..
Refrigerator or Freezer section is too cold.	<p>Incorrect temperature control settings.</p> <ul style="list-style-type: none"> • If the temperature is too cold, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Panel for more information.
Frost or ice crystals form on frozen food (inside of sealed package).	<p>Condensation from food with a high water content has frozen inside of the food package.</p> <ul style="list-style-type: none"> • This is normal for food items with a high water content.
	<p>Food has been left in the freezer for a long period of time.</p> <ul style="list-style-type: none"> • Do not store food items with high water content in the freezer for a long period of time.
Frost or ice crystals form on frozen food (outside of package).	<p>Door is opened frequently or for long periods of time.</p> <ul style="list-style-type: none"> • When the doors are opened often or for long periods of time, warm, humid air enters the compartment. This raises the temperature and moisture level within the compartment. Increased moisture will lead to frost and condensation. To lessen the effect, reduce the frequency and duration of door openings.
	<p>Door is not closing properly.</p> <ul style="list-style-type: none"> • Refer to the Doors will not close correctly or pop open section in the Troubleshooting section.

Parts & Features

Problem	Possible Cause & Solutions
Doors will not close correctly or pop open.	Food packages are blocking the door open. <ul style="list-style-type: none"> • Rearrange food containers to clear the door and door shelves.
	Ice bin, crisper cover, shelves, door bins, or drawers are out of position. <ul style="list-style-type: none"> • Push bins all the way in and put crisper cover, shelves and drawers into their correct positions. See the Operation section for more information.
	The doors were removed during product installation and not properly replaced. <ul style="list-style-type: none"> • Contact the installer to properly install the doors.
	Refrigerator is not leveled properly. <ul style="list-style-type: none"> • Contact the installer to properly level the refrigerator.
Doors are difficult to open.	The gaskets are dirty or sticky. <ul style="list-style-type: none"> • Clean the gaskets and the surfaces that they touch. Rub a thin coat of appliance polish or kitchen wax on the gaskets after cleaning.
	Door was recently closed. <ul style="list-style-type: none"> • When you open the door, warmer air enters the refrigerator. As the warm air cools, it can create a vacuum. If the door is hard to open, wait one minute to allow the air pressure to equalize, then see if it opens more easily.
Refrigerator wobbles or seems unstable	Leveling legs are not adjusted properly. <ul style="list-style-type: none"> • Contact the installer to properly level the refrigerator.
	Floor is not level. <ul style="list-style-type: none"> • It may be necessary to add shims under the leveling legs or rollers to complete installation.
Lights do not work.	LED interior lighting failure. <ul style="list-style-type: none"> • The refrigerator compartment lamp is LED interior lighting, and service should be performed by a qualified technician.
The interior of the refrigerator is covered with dust or soot.	The refrigerator is located near a fire source, such as a fireplace, chimney, or candle. <ul style="list-style-type: none"> • Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.
Voice Assistant function turns on automatically.	The voice assistant is set to the Wake Zone + Wake Word mode. Every time you pass in front of the refrigerator, the voice assistant wakes and enters the standby mode to recognize voice commands. <ul style="list-style-type: none"> • Change Voice Assistant from Wake Zone + Wake Word to Wake Word.

Noises

Problem	Possible Cause & Solutions
Clicking	<p>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.</p> <ul style="list-style-type: none"> • Normal Operation
Rattling	<p>Rattling noises may come from the flow of refrigerant or items stored on top of or around the refrigerator.</p> <ul style="list-style-type: none"> • Normal Operation
	<p>Refrigerator is not resting solidly on the floor.</p> <ul style="list-style-type: none"> • Floor is weak or uneven or leveling legs need to be adjusted. See the Leveling and Door Alignment section.
	<p>Refrigerator with linear compressor was jarred while running.</p> <ul style="list-style-type: none"> • Normal Operation
Whooshing	<p>Evaporator fan motor is circulating air through the refrigerator and freezer compartments.</p> <ul style="list-style-type: none"> • Normal Operation
	<p>Air is being forced over the condenser by the condenser fan.</p> <ul style="list-style-type: none"> • Normal Operation
Gurgling	<p>Refrigerant flowing through the cooling system.</p> <ul style="list-style-type: none"> • Normal Operation
Popping	<p>Contraction and expansion of the inside walls due to changes in temperature.</p> <ul style="list-style-type: none"> • Normal Operation
Sizzling	<p>Water dripping on the defrost heater during a defrost cycle.</p> <ul style="list-style-type: none"> • Normal Operation
Vibrating	<p>If the side or back of the refrigerator is touching a cabinet or wall, some of the normal vibrations may make an audible sound.</p> <ul style="list-style-type: none"> • To eliminate the noise, make sure that the sides and back cannot vibrate against any wall or cabinet.
Dripping	<p>Water running into the drain pan during the defrost cycle.</p> <ul style="list-style-type: none"> • Normal Operation
Pulsating or high-pitched sound	<p>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.</p> <ul style="list-style-type: none"> • Normal Operation

Wi-Fi

Problem	Possible Cause & Solutions
Trouble connecting appliance and smartphone to Wi-Fi network	<p>The password for the Wi-Fi network was entered incorrectly.</p> <ul style="list-style-type: none"> • Delete your home Wi-Fi network and begin the registration process again.
	<p>Mobile data for your smartphone is turned on.</p> <ul style="list-style-type: none"> • Turn off the Mobile data on your smartphone before registering the appliance.
	<p>The wireless network name (SSID) is set incorrectly.</p> <ul style="list-style-type: none"> • The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	<p>The router frequency is not 2.4 GHz.</p> <ul style="list-style-type: none"> • Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	<p>The distance between the appliance and the router is too far.</p> <ul style="list-style-type: none"> • If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.