

TROUBLESHOOTING

FAQs

Frequently Asked Questions

- Q: What are the best temperature settings for my refrigerator and freezer?**
- A: The default setting for the refrigerator is 37° Fahrenheit (3° Celsius). The default setting for the freezer is 0° Fahrenheit (-18° Celsius). Adjust these settings as necessary to keep food at desired temperatures. Milk should be cold when stored on the inner shelf of the refrigerator. Ice cream should be firm and ice cubes should not melt in the freezer. To switch the display from Fahrenheit to Celsius, press and hold the **Freezer** and **Refrigerator** buttons until you hear a beep and the settings in the display change.
- Q: How do I set the refrigerator and freezer temperatures?**
- A: Continually press the **Refrigerator** or **Freezer** button on the control panel until the desired temperature appears. The numbers will cycle from highest to lowest and then return to the highest again with continuous pressing.
- Q: Why do I hear a buzzing noise from my refrigerator periodically?**
- A: This may happen if you do not have a water source attached to your refrigerator and the icemaker is turned on. If you do not have a water source attached to the back of the refrigerator you should turn the icemaker off.
- Q: Why does the icemaker tray look crooked?**
- A: This is a normal part of the icemaker cycle. The icemaker tray may appear level or with a slight tilt. The change in position is to assist in the freezing process.
- Q: My refrigerator is powered on and the controls are working, but it's not cooling and the display shows "OFF" (see below). What is wrong?**
- A: The refrigerator is in Display Mode. The Display Mode disables all cooling in the refrigerator and freezer sections to conserve energy while on display in a retail store. When activated, OFF is displayed on the control panel and the display remains on for 20 seconds. With either refrigerator door opened, press the **Ice Plus** button 3 times consecutively while pressing the **Refrigerator** 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.



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Before Calling for Service

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

Cooling

Problem	Possible Cause & Solution
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 set to Demo Mode. <ul style="list-style-type: none"> Demo Mode allows the lights and control display to work normally while disabling cooling, to save energy while the refrigerator is on the showroom floor. See the FAQs section of this manual for instructions on how to disable Demo Mode.
	Refrigerator is in the defrost cycle. <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 in Troubleshooting.
	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 or 21 °C) expect your compressor to run about 40 % to 80 % of the time. Under warmer conditions, expect it to run even more often. The refrigerator should not be operated above 110 °F (43 °C).
	Condenser / back cover is clogged. <ul style="list-style-type: none"> Use a vacuum cleaner with an attachment to clean the condenser cover and vents. Do not remove the panel covering the condenser coil area.

Problem	Possible Cause & Solution
Interior moisture buildup.	Doors are opened often or for long periods of time. <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.
	Doors are not closed correctly. <ul style="list-style-type: none"> See the "Doors will not close correctly or pop open" section.
	Weather is humid. <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.
	Defrost cycle recently completed. <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.
	Food is not packaged correctly. <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.	Food with high water content was placed near an air vent. <ul style="list-style-type: none"> Rearrange items with high water content away from air vents.
	Refrigerator temperature control is set incorrectly. <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.
	Refrigerator is installed in a cold location. <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 cold.	Incorrect temperature control settings. <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).	Condensation from food with a high water content has frozen inside of the food package. <ul style="list-style-type: none"> This is normal for food items with a high water content.
	Food has been left in the freezer for a long period of time. <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).	Door is opened frequently or for long periods of time. <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.
	Door is not closing properly. <ul style="list-style-type: none"> Refer to the "Doors will not close correctly or pop open" section in the Troubleshooting.

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Problem	Possible Cause & Solution
Refrigerator or Freezer section is too warm.	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.
	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. <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.
	Doors are opened often or for long periods of time. <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.
	Unit is installed in a hot location. <ul style="list-style-type: none"> The refrigerator should not be operated in temperatures above 110 °F (43 °C).
	A large amount of food or hot food was added to either compartment. <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.
	Doors are not closed correctly. <ul style="list-style-type: none"> See the "Doors will not close correctly or pop open" section in the Troubleshooting.
	Temperature control is not set correctly. <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.
	Defrost cycle has recently completed. <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.