TUTORIS

Refrigerator Troubleshooting Guide

The Dufresne Group

NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while your refrigerator is operating. They are normal.

Buzzing: Heard when the water valve opens to fill the ice maker

Pulsating/ Air rushing or whirring: Fans/compressor adjusting to optimize performance

Hissing/Rattling: Flow of refrigerant, movement of water lines, or from items placed on top of the refrigerator

Creaking/Cracking/Thumping: Occurs as ice is being ejected from the ice maker mold.

Sizzling/Gurgling/Boiling: Water dripping on the heater during a defrost cycle

Popping: Contraction/expansion of inside walls, especially during initial cool-down

Water running: May be heard when water melts during the defrost cycle and runs into the drain pan

BEFORE CALLING FOR SERVICE

Your refrigerator may be equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your refrigerator does not function properly or does not function at all, check the following before you call service.

Problem	Possible Causes	Possible Solutions
REFRIGERATOR OPERATIONS		
The refrigerator will not operate	• The Power cord is unplugged • The outlet is not working • Household fuse blown or circuit breaker has been tripped • On/off control is not on • New installation	• Plug into a grounded 3 prong outlet. • Plug in a lamp to see if the outlet is working. • Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician. • Make sure the refrigerator controls are on. • Allow 24 hours following installation for the refrigerator to cool completely.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
The motor seems to run too much	• High-efficiency compressor and fans	• Your new refrigerator may run longer than your old one due to its high-efficiency compressor and fans (this is normal).
	• The room is warm (above 69.8 Fahrenheit)	• If the room is very warm, the refrigerator may need to work harder to keep cool. Try lowering the temperature in the room.
	• A large food load has been added	• Minimize door openings and keep doors fully closed.
	• Doors are opened often	• Keep doors closed when not in use.
	• Doors have been left open	• Keep doors closed when not in use.
The doors will not close completely	• Door blocked open	• Move food packages away from door.
	• Bin or shelf in the way	• Push bin or shelf back in the correct position.
	• Does the refrigerator wobble or seem unstable	• Level the refrigerator.
The doors are difficult to open	• Gaskets dirty or sticky	• Clean gaskets and contact surfaces with mild soap and warm water. Rinse and dry with soft cloth.
Temperature is too warm	• New installation	• Allow 24 hours following installation for the refrigerator to cool completely.
	• Door(s) opened often or left open	• Allows warm air to enter refrigerator. Minimize door openings and keep doors fully closed.
	• Large load of food added	• Allow several hours for refrigerator to return to normal temperature.
	• Controls are not set correctly for the surrounding conditions	• Adjust the controls a setting colder. Check temperature in 24 hours.
	• Air vents blocked in either compartment	• This prevents the movement of cold air from the freezer to the refrigerator. Remove any objects from in front of the air vents. .
	• Condenser coils are dirty	• Clean according to manual.
	• A self-defrost cycle was completed	• It is normal for droplets to form on the back wall after the self defrost cycle.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
There is interior moisture buildup (some moisture buildup is normal)	• Humid room/door(s) opened often or left open • Are the air vents blocked in the refrigerator	• Minimize door openings and keep doors fully closed. • Remove any objects from in front of the air vents.
The lights do not work	• The power supply cord is unplugged • Light bulb loose in the socket • Light bulb burned out	• Plug into a grounded 3 prong outlet. • Turn the refrigerator control to OFF. Disconnect the refrigerator from the electrical supply. Gently remove the bulb and reinsert. Then reconnect the refrigerator to the electrical supply and reset the refrigerator control. • Replace with an appliance bulb of the same wattage, size, and shape.
There is water in the defrost drain pan	• The refrigerator is defrosting • It is more humid than normal	• The water will evaporate. It is normal for water to drip into the defrost pan. • Expect that the water in the defrost pan will take longer to evaporate. This is normal when it is hot or humid.
Freezer control and lights are on, but compressor is not operating	• Refrigerator is in defrost mode	• Normal operation. Wait 40 minutes to see if refrigerator restarts.
Refrigerator is leaking water	• Plastic tubing was used to complete water connection	• The manufacturer recommends using copper tubing for installation. Plastic is less durable and can cause leakage.
ICE MAKER/WATER DISPENSER		
The ice maker is not producing ice or not enough ice	• Refrigerator connected to a water supply and the supply shutoff valve is turned off	• Connect refrigerator to water supply and turn water shutoff valve to open.
The ice cubes are hollow or small (This is an indication of low water pressure)	• Water shutoff valve not fully open • Kink in the water source line • Water filter installed on the refrigerator	• Turn the water shutoff valve fully open. • Straighten the water source line. • Remove filter and operate ice maker. If ice quality improves, then the filter may

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
		be clogged or incorrectly installed. Replace filter or reinstall it correctly.
	• Reverse osmosis water filtration system connected to your cold water supply	• This can decrease water pressure. See “Water Supply Requirements” in manual.
Off-taste, odor or gray color in the ice	• New plumbing connections	• New plumbing connections can cause discolored or off-flavored ice.
	• Ice stored too long	• Discard ice. Wash ice bin. Allow 24 hours for ice maker to make new ice.
	• Odor transfer from food	• Use airtight, moisture proof packaging to store food.
	• Minerals (such as sulfur) in the water	• A water filter may need to be installed to remove the minerals.
	• Water filter installed on the refrigerator	• Gray or dark discoloration in ice indicates that the water filtration system needs additional flushing. Flush the water system before using a new water filter. Replace water filter when indicated.
The water dispenser will not operate properly	• Refrigerator connected to a water supply and the supply shutoff valve is turned off	• Connect refrigerator to water supply and turn water shutoff valve fully open.
	• Kink in the water source line	• Straighten the water source line.
	• New installation	• Flush and fill the water system.
	• The water pressure is not at least 35 psi	• The water pressure to the home determines the flow from the dispenser. See “Water Supply Requirements in manual.
	• How the water filter was installed on the refrigerator	• Remove filter and operate dispenser. If water flow increases, the filter may be clogged or incorrectly installed. Replace filter or reinstall it correctly.
	• Refrigerator door is not closed completely	• Close the door firmly. If it does not close completely, see “The doors will not close completely” in manual.
	• Recently removed the	• Make sure the water dispenser wire/tube

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	doors • Reverse osmosis water filtration system connected to your cold water supply	assembly has been properly reconnected at the bottom of the refrigerator door. • This can decrease water pressure. See “Water Supply Requirements” in manual.
Water is leaking from the dispenser system (one or two drops of water after dispensing is normal)	• Glass not being held under the dispenser long enough • New installation • Recently changed water filter • Water on the floor near the base grille	• Hold the glass under the dispenser 2 to 3 seconds after releasing the dispenser lever. • Flush the water system. See “Water Dispenser” in manual. • Flush the water system. See “Water Dispenser” in manual. • Make sure the water dispenser tube connections are fully tightened
Water from the dispenser is warm (water from the dispenser is only chilled to 50°F (10°C)	• New installation • Recently dispensed large amount of water • Water has not been recently dispensed • Refrigerator is not connected to a cold water pipe	• Allow 24 hours after installation for the water supply to cool completely. Flush the water system. • Allow 24 hours for water supply to cool completely. • The first glass of water may not be cool. Discard the first glass of water. • Make sure the refrigerator is connected to a cold water pipe.