

TROUBLESHOOTING

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

Problem	Possible Causes	Solutions
Refrigerator and Freezer section are not cooling.	The refrigerator control is set to OFF (some models).	Turn the control ON. Refer to the Setting the Controls section for proper temperature settings.
	Refrigerator is in the defrost cycle.	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.	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 connecting it to power.
Cooling System runs too much.	Refrigerator is replacing an older model.	Modern refrigerators require more operating time but use less energy due to more efficient technology.
	Refrigerator was recently plugged in or power restored.	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.	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.	Firmly push the doors shut. If they will not shut all the way, see the Doors will not close completely or pop open section in Troubleshooting.
	Refrigerator is installed in a hot location.	The compressor will run longer under warm conditions. At normal room temperatures 70°F (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).

Problem	Possible Causes	Solutions
Refrigerator or Freezer section is too warm.	Refrigerator was recently installed.	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.	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.	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.	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.	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 not closed correctly.	See the Doors will not close correctly or pop open section in Troubleshooting.
	Temperature control is not set correctly.	If the temperature is too warm, adjust the control one increment at a time and wait for the temperature to stabilize. Refer to the Control Pad section for more information.
	Defrost cycle has recently completed.	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.
Interior moisture buildup.	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 within 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 section in the Troubleshooting section.
	Weather is humid.	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.

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Interior moisture buildup.	Defrost cycle recently completed.	During the defrost cycle, the temperature of each compartment may raise 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.	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.	Rearrange items with high water content away from air vents.
	Refrigerator temperature control is set incorrectly.	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 Pad section for more information.
	Refrigerator is installed in a cold location.	When the refrigerator is operated in temperatures below 41°F (5°C), food can freeze in the refrigerator compartment. The refrigerator should not be operated in temperatures below 55°F (13°C).
Frost or ice crystals form on frozen food (outside of package).	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 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.	Refer to the Doors will not close correctly or pop open section in the Troubleshooting section.
Refrigerator or Freezer section is too cold.	Incorrect temperature control settings.	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 Pad section for more information.
Frost or ice crystals on frozen food (inside of sealed package).	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.
Ice has bad taste or odor.	The food has not been stored properly in either compartment.	Rewrap the food. Odors may migrate to the ice if food is not wrapped properly.
	The interior of the refrigerator needs to be cleaned.	See the Cleaning section for more information.

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Ice has bad taste or odor.	The ice storage bin needs to be cleaned.	Empty and wash the bin (discard old cubes). Make sure that the bin is completely dry before reinstalling it.
Clicking	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.
Rattling	Rattling noises may come from the flow of refrigerant, 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 need to be adjusted. See the Leveling section.
	Refrigerator with linear compressor was jarred while running.	Normal Operation.
Whooshing	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.
Gurgling	Refrigerant flowing through the cooling system.	Normal Operation.
Popping	Contraction and expansion of the inside walls due to changes in temperature.	Normal Operation.
Sizzling	Water dripping on the defrost heater during a defrost cycle.	Normal Operation.
Vibrating	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 that the sides and back cannot vibrate against any wall or cabinet.
Dripping	Water running into the drain pan during the defrost cycle.	Normal Operation
Pulsating or High-Pitched Sound	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 running, it is normal to hear a sound.	Normal Operation

Problem	Possible Causes	Solutions
Doors will not close correctly or pop open.	Food packages are blocking the door open.	Rearrange food containers to clear the door and door shelves.
	Ice bin, crisper cover, pans, shelves, door bins, or baskets are out of position.	Push bins all the way in and put crisper cover, pans, shelves and baskets into their correct positions. See the How to Use section for more information.
	Refrigerator is not leveled properly.	See Leveling in the Refrigeration Installation section to level refrigerator.
Doors are difficult to open.	The gaskets are dirty or sticky.	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.	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.	Refer to the Leveling section.
	Floor is not level.	It may be necessary to add shims under the leveling legs or rollers to complete installation.
Lights do not work.	LED interior lighting failure.	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 fireplace, chimney, or candle.	Make sure that the refrigerator is not located near a fire source, such as a fireplace, chimney or candle.