



Refrigeration Troubleshoot Guide

Troubleshooting

If you have any problems with your appliance, you should check the troubleshooting prior to calling customer care.

If the appliance is not working, check:

- That there is power to the appliance, try plugging another appliance into that outlet to see if power is flowing.
- The house fuses are intact and the fuse in the plug has not been blown.
- The refrigerator has not been turned off.

If the appliance is working, but not functioning as expected, check:

- The appliance is not overloaded
- The thermostat is set to an appropriate temperature
- The doors are closing properly
- The cooling system at the rear of the appliance is clean and free of dust and not pressed against (not touching) the wall

If the appliance is noisy, check:

- The appliance is level and stable
- The side and rear walls are clear, and there is nothing resting on top of the appliance.
- Note: The cooling gas in the refrigerator may make a slight bubbling or gurgling noise, even when the compressor is not running.

If the appliance is beeping, check:

- That the door(s) are completely closed. Models with door alarm feature will sound after 60 seconds of door being opened.

If ice has formed on the back wall of the refrigerator:

- It is normal for some ice droplets to form on the back wall of the refrigerator. This does not constitute a fault with the appliance.
- Ensure that no items inside the refrigerator are in contact with the rear wall.
- Check that there is some resistance when opening the door of the refrigerator. If it opens at the slightest touch, that may indicate that the door seal needs to be replaced.

If excessive ice has formed in the freezer:

- Check the door seal for any kinks, debris or damage. If you notice any and are unable to resolve the issue yourself, contact Customer Care so that the seal can be replaced.
- The décor doors may not have been fitted properly. If you are unsure, please contact your fitter to check the door décor.

If one or more of the LED units within the refrigerator is not working:

- Contact Customer Care to arrange a service visit.

Contact Us

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8:30 AM to 5 PM EDT, Monday through Thursday

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You can also email us:

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