

Troubleshooting Guide

You can solve many common refrigerator problems easily, saving you the cost of a possible service call. Try the suggestions below to see if you can solve the problem before calling for service.

<i>Problem</i>	<i>Possible Causes</i>
Refrigerator does not operate	<ul style="list-style-type: none"> • Refrigerator is unplugged. • The circuit breaker is tripped/ fuse blown.
Compressor turns on and off	<ul style="list-style-type: none"> • The room temperature is warmer than normal • Door is left open or is frequently opened. • The refrigerator does not have the correct clearances. • The refrigerator has recently been disconnected for a period of time.
Refrigerator compartments are too warm	<ul style="list-style-type: none"> • Temperature control is not set correctly. • Door is left open or is frequently opened. • The door gasket does not seal properly. • A large amount of warm or hot food was stored recently. Wait for the refrigerator to reach its selected temperature. • The refrigerator has recently been disconnected for a period of time.
Vibrating or rattling (slight vibration is normal)	<ul style="list-style-type: none"> • Leveling legs need adjusting • Refrigerator is placed on an uneven or weak surface. • The refrigerator is touching the wall. Re-level the refrigerator and move it away from the wall.
Temperature of external refrigerator surface is warm	<ul style="list-style-type: none"> • The exterior refrigerator walls can be as much as 30°F warmer than room temperature. • This is normal while the compressor works to transfer heat from inside the refrigerator cabinet.
Moisture collects inside the refrigerator	<ul style="list-style-type: none"> • Door is left open or is frequently opened.
Moisture forms on outside of refrigerator	<ul style="list-style-type: none"> • Is normal in hot and humid weather. Air carries moisture into the refrigerator when doors are opened.
Bubbling or gurgling sounds (like boiling water)	<ul style="list-style-type: none"> • This is the normal sound of refrigerant (used to cool refrigerator) circulating throughout the system.
Popping or cracking sounds when compressor comes on	<ul style="list-style-type: none"> • This is normal. Metal parts undergo expansion and contraction, like hot water pipes. The sound will level off or disappear as refrigerator runs.
The door will not close properly	<ul style="list-style-type: none"> • The refrigerator is not on a level surface. • The gasket is dirty. • The storage basket is out of position.