

# REFRIGERATOR USER INSTRUCTIONS

For questions about features, operation/performance, parts, accessories or service, in Canada, call: 1-800-807-6777 or visit our website at [www.whirlpool.ca](http://www.whirlpool.ca).

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# REFRIGERATOR SAFETY

## Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING."

These words mean:

**⚠ DANGER**

**You can be killed or seriously injured if you don't immediately follow instructions.**

**⚠ WARNING**

**You can be killed or seriously injured if you don't follow instructions.**

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** To reduce the risk of fire, electric shock, or injury when using your refrigerator, follow these basic precautions:

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Disconnect power before servicing.
- Replace all parts and panels before operating.
- Remove doors from your old refrigerator.
- Use nonflammable cleaner.
- Keep flammable materials and vapors, such as gasoline, away from refrigerator.
- Use two or more people to move and install refrigerator.
- Disconnect power before cleaning fan cover.
- If the power supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person, in order to avoid a hazard.
- Keep ventilation opening, in the appliance enclosure or in the built-in structure, clear of obstruction.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not use electrical appliances inside the food storage compartments of the appliances, unless they are of the type recommended by the manufacturer.
- Do not damage the refrigerant circuit.

**SAVE THESE INSTRUCTIONS**

## Proper Disposal of Your Old Refrigerator

### **⚠️ WARNING**

#### **Suffocation Hazard**

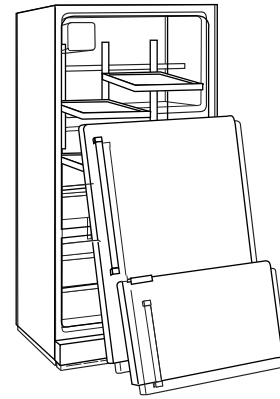
**Remove doors or lid from your old freezer or refrigerator.**

**Failure to do so can result in death or brain damage.**

**IMPORTANT:** Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous – even if they will sit for “just a few days.” If you are getting rid of your old refrigerator, please follow these instructions to help prevent accidents.

#### **Before You Throw Away Your Old Refrigerator or Freezer:**

- Take off the doors.
- Leave the shelves in place so that children may not easily climb inside.



#### **Important information to know about disposal of refrigerants:**

Dispose of refrigerator in accordance with Federal and Local regulations. Refrigerants must be evacuated by a licensed, EPA certified refrigerant technician in accordance with established procedures.

## INSTALLATION INSTRUCTIONS

### Unpack the Refrigerator

### **⚠️ WARNING**

#### **Excessive Weight Hazard**

**Use two or more people to move and install refrigerator.**

**Failure to do so can result in back or other injury.**

### Remove the Packaging

- Remove tape and glue residue from surfaces before turning on the refrigerator. Rub a small amount of liquid dish soap over the adhesive with your fingers. Wipe with a damp cloth, then dry with a soft cloth.
- Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your refrigerator. For more information, see “Refrigerator Safety.”
- Dispose of/recycle all packaging materials.

### Before Use

#### **When Moving Your Refrigerator:**

Your refrigerator is heavy. When moving the refrigerator for cleaning or service, be sure to cover the floor with cardboard or hardboard to avoid floor damage. Always pull the refrigerator straight out when moving it. Do not wiggle or “walk” the refrigerator when trying to move it, as floor damage could occur.

#### **IMPORTANT:**

- To ensure best use of your refrigerator, read the instructions, which contain a description of the refrigerator and other useful information.

- Any work on the refrigerator must be carried out by a qualified service technician.
- Wait at least 2 hours before connecting the refrigerator to a power supply to ensure that the refrigerant circuit is fully efficient.
- During installation, keep the power cord out of the way to avoid damage.
- The refrigerator must be level and not tilted to the rear.

### Clean Before Using

After you remove all of the package materials, clean the inside of your refrigerator before using it. See the cleaning instructions in “Refrigerator Care.”

#### **Important information to know about glass shelves and covers:**

Do not clean glass shelves or covers with warm water when they are cold. Shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping. Tempered glass is designed to shatter into many small, pebble-size pieces. This is normal. Glass shelves and covers are heavy. Use both hands when removing them to avoid dropping.

## Location Requirements

### **⚠ WARNING**



#### Explosion Hazard

Keep flammable materials and vapors, such as gasoline, away from refrigerator.

Failure to do so can result in death, explosion, or fire.

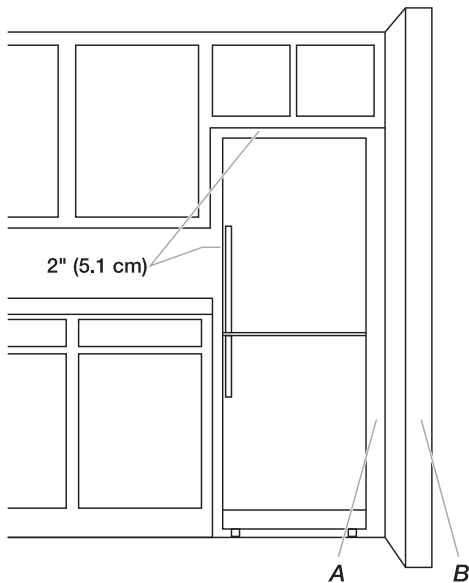
#### IMPORTANT:

- This refrigerator is designed for indoor household use only.
- Keep the refrigerator ventilation openings clear.

## Ventilation and Clearance

To guarantee adequate ventilation, leave a space on both sides and above the appliance. The distance between the rear of the appliance and the wall behind the refrigerator should be at least 2" (5 cm). A reduction of this space will increase the Energy consumption of product.

To allow the door to swing open when installing your refrigerator next to a fixed wall, the minimum amount of space required between the side of the refrigerator and the fixed wall depends on how far the wall protrudes into the room.



Fixed Wall (B)	Minimum Space (A)
Less than 47 <sup>7</sup> / <sub>8</sub> " (121.6 cm)	0.2" (0.5 cm)
47 <sup>7</sup> / <sub>8</sub> " (121.6 cm) or more	1.57" (4 cm)

## Temperature

This refrigerator is intended for use in a location where the temperature ranges from a minimum of 50°F (10°C) to a maximum of 110°F (43°C). The preferred room temperature range for optimum performance, which reduces electricity usage and provides superior cooling, is between 61°F (16°C) and 110°F (43°C). It is recommended that you do not install the refrigerator near a heat source, such as an oven or radiator.

## Electrical Requirements

### **⚠ WARNING**



#### Electrical Shock Hazard

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

Before you move your refrigerator into its final location, it is important to make sure you have the proper electrical connection.

#### Recommended Grounding Method

A 115 volt, 60 Hz, AC only, 15- or 20-amp fused, grounded electrical supply is required. It is recommended that a separate circuit serving only your refrigerator be provided. Use an outlet that cannot be turned off by a switch. Do not use an extension cord.

**NOTE:** Before performing any type of installation, cleaning, or removing a light bulb, disconnect the refrigerator from the electrical source. When you have finished, reconnect the refrigerator to the electrical source.

## Reverse Door Swing (optional)

If you want to reverse the direction of the door swing so that the freezer and refrigerator doors open from the opposite side, see the following instructions.

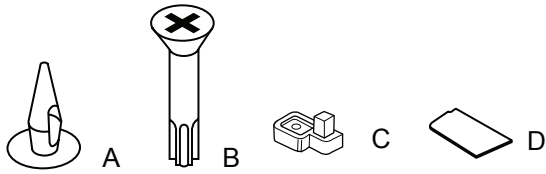
**Note:** The direction of the door opening can be changed. If this operation is performed by a Service Provider, it is not covered by the warranty. It is recommended to reverse the door swing with two people.

Follow instruction in Installation Guide.

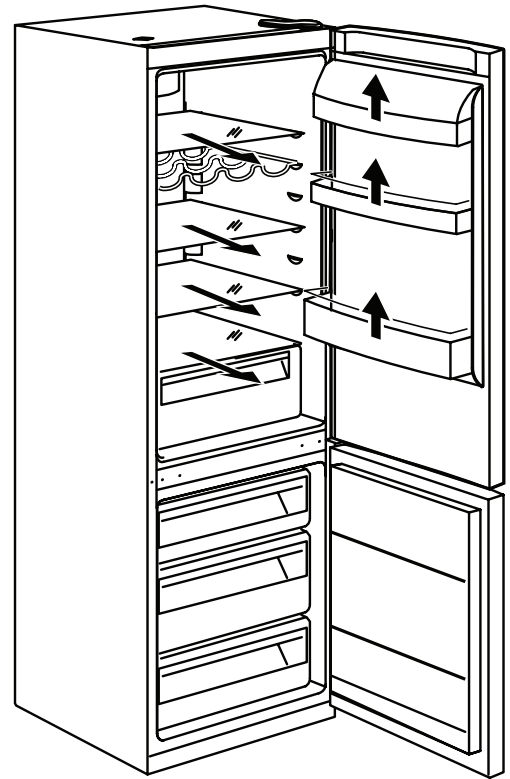
Gather the required tools and read all instructions before removing doors.

**Parts Supplied:** Locate the Reversibility Kit (provided) in the crisper drawer. The kit contains (4) hinge plugs, (1) Phillips screw, (1) door plug, and (1) cap plug.

**Tools Needed:**  $\frac{3}{16}$ " hex key, #2 Phillips screwdriver, and a flat-blade screwdriver.



A. Hinge Plug (4)      C. Door Plug (1)  
B. Phillips Screw (1)      D. Cap Plug (1)



2. Remove the plugs from both sides. Do not discard the plugs.

**⚠ WARNING**

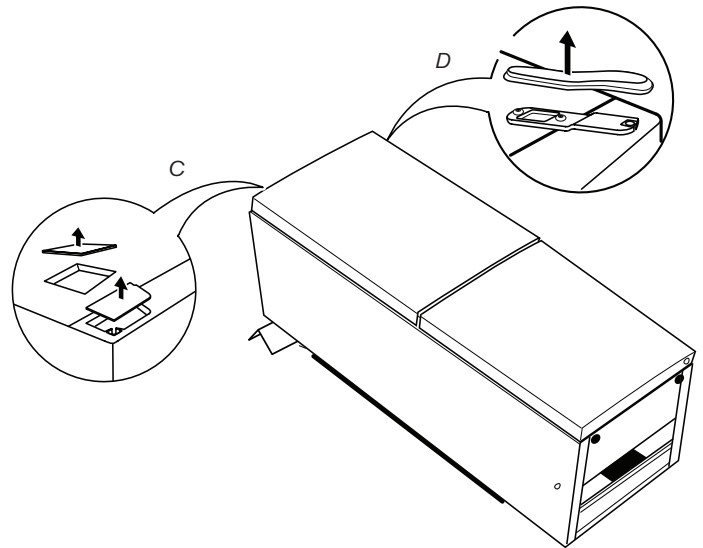


**Electrical Shock Hazard**

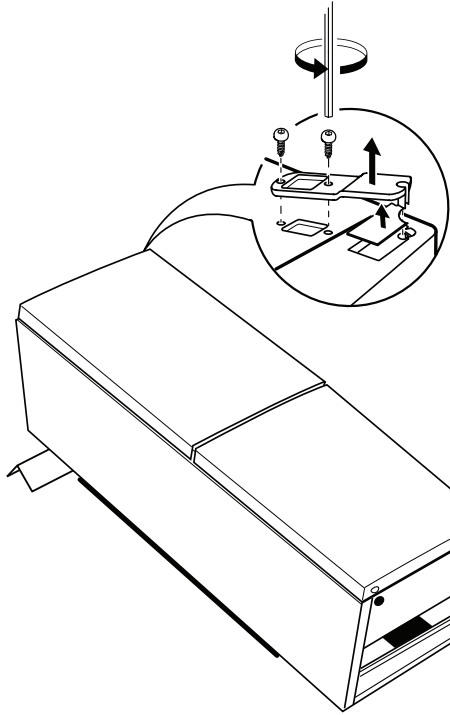
**Disconnect power before removing doors.**

**Failure to do so can result in death or electrical shock.**

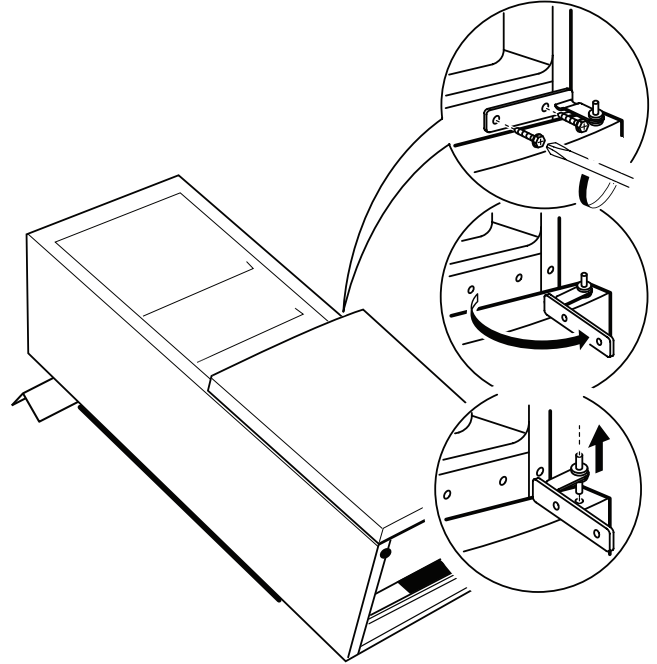
1. Before you begin, unplug refrigerator or disconnect power, and remove food and door trays from the doors.



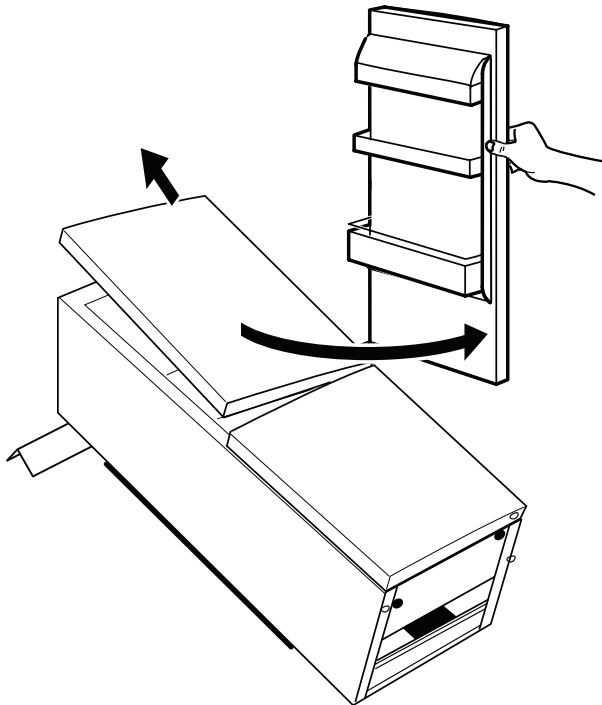
3. Unplug the connector from the slot. Do not discard the plug. Remove screws using  $\frac{3}{16}$ " mm hex wrench, and then remove hinge. Then remove the bushing on the other side. Check position of the sleeve. The sleeve should be placed on the cable.



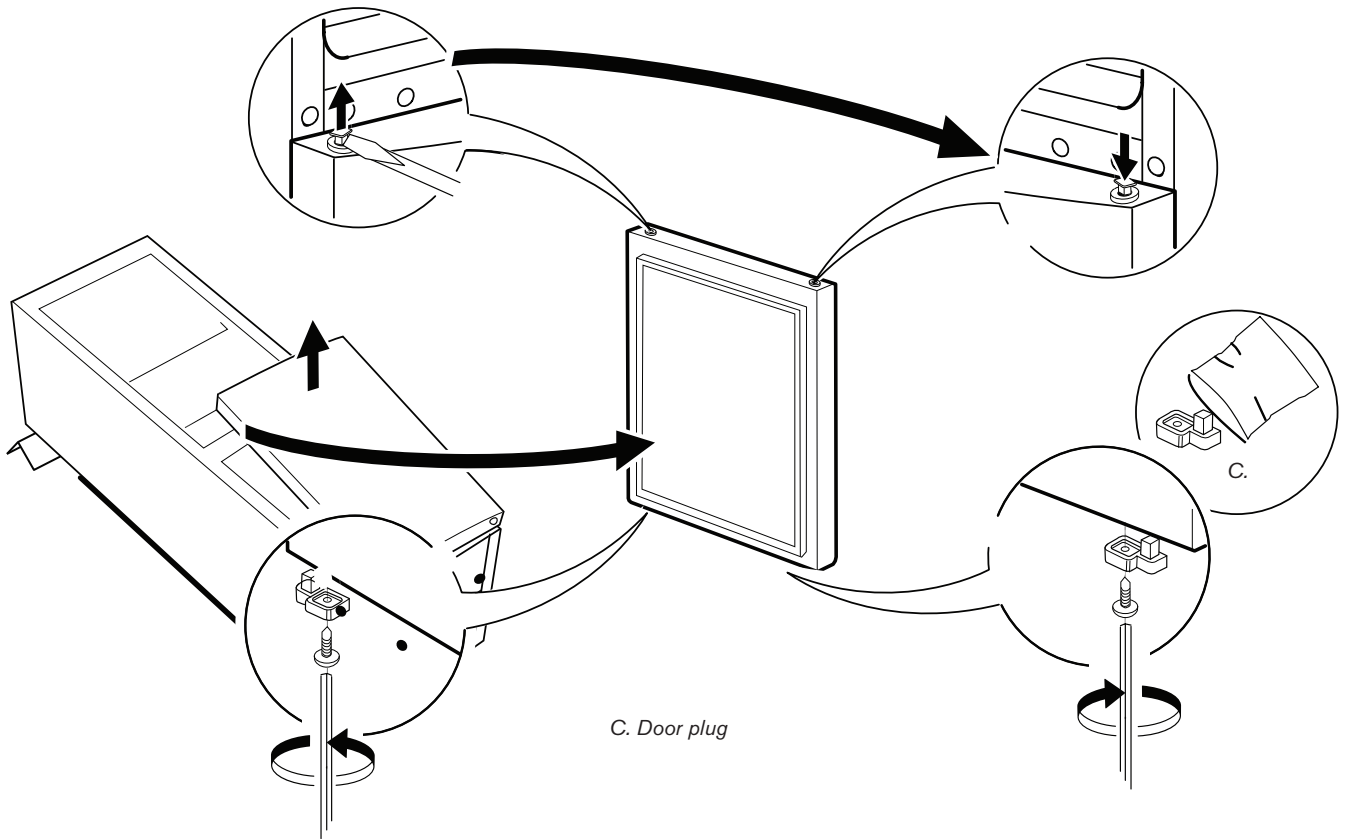
5. Remove the screws holding the center hinge. Pull up on the hinge to remove from door. Remove hinge with square sleeve and set them aside.



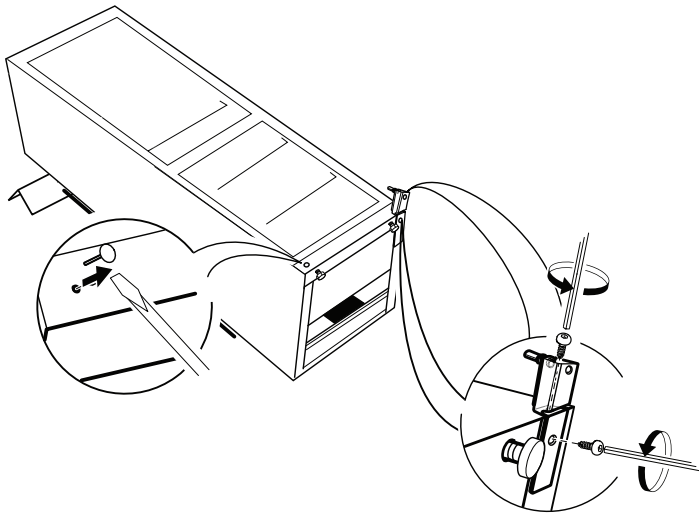
4. Open the door and lift upward to remove the center hinge. Set the door aside.



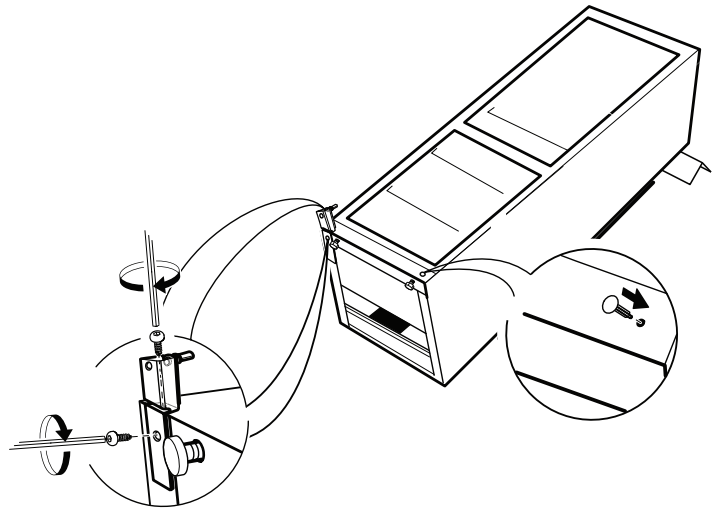
6. Open the door and lift upward to remove the bottom hinge. Move the square plug from one side to the other (use a flat tool). Press in with your finger.



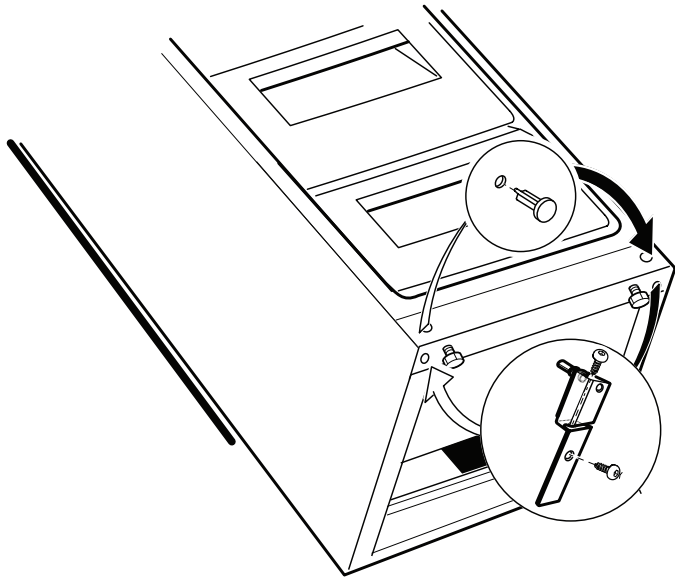
7. Remove the screws holding the bottom hinge then remove the hinge and set it aside. Remove the screw-hole plug from the bottom of the cabinet.



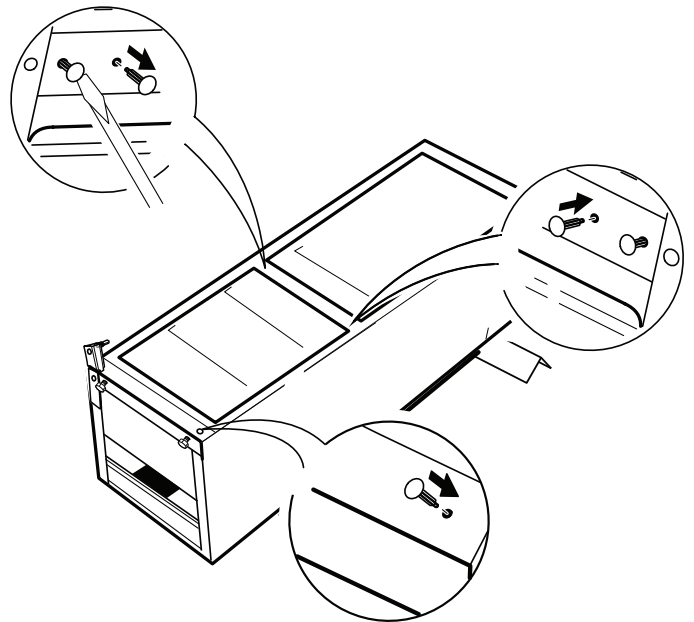
9. Reinstall the hinge on the opposite side using the screws removed earlier.



8. Move the screw hole plug removed earlier to the opposite side and press into place with your finger.

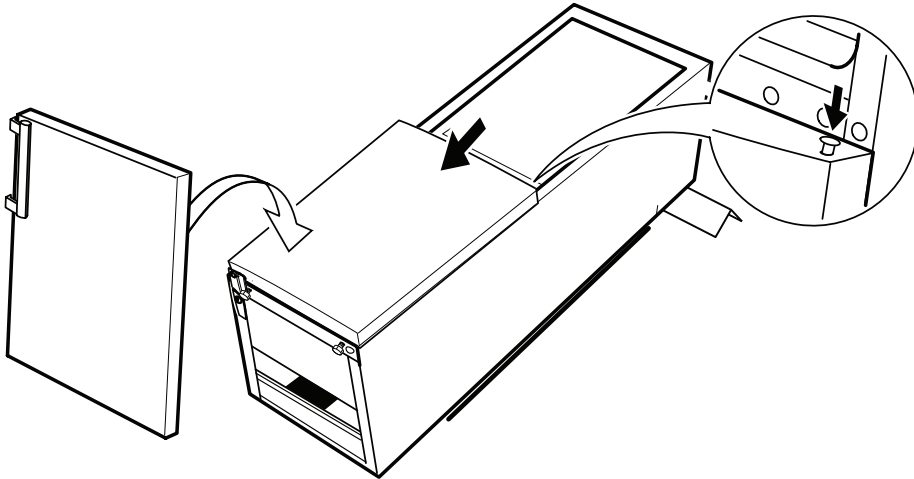


10. Remove the screw hole plugs and transfer them to the opposite side. Press into place with your finger.

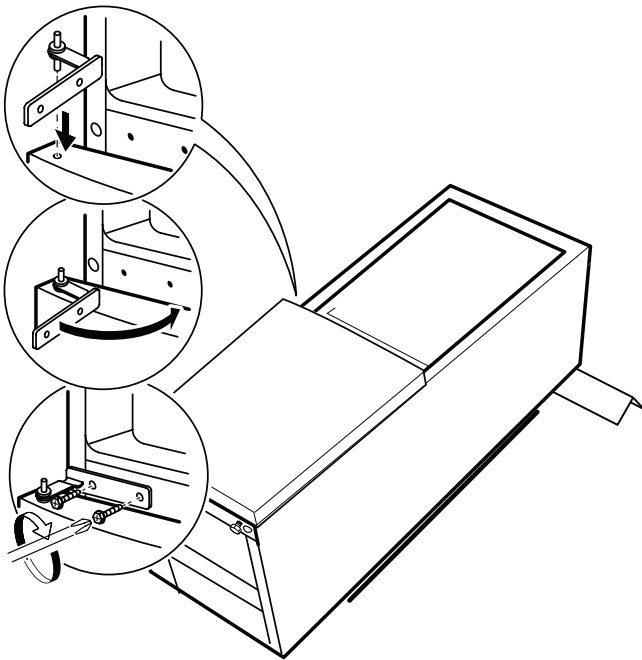




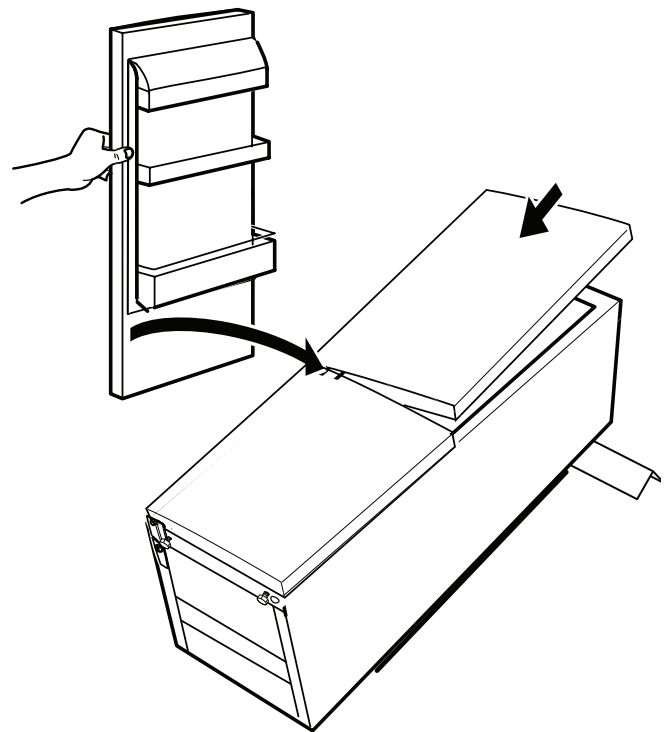
11. Remove the lower door from the bottom hinge (open and push from the bottom). Move the square plug from one side to the other (use a flat tool). Press in with your finger.



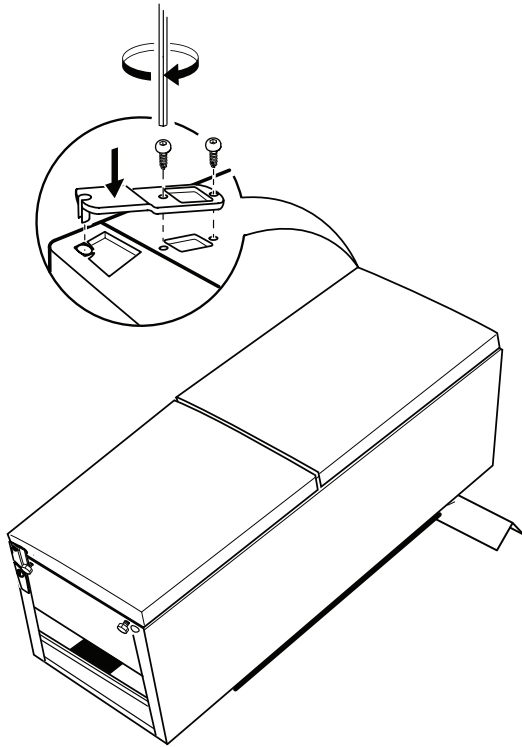
12. Take the central hinge (square sleeve). Insert in place the square screw plug. Screw hinge (use hexagonal screws)



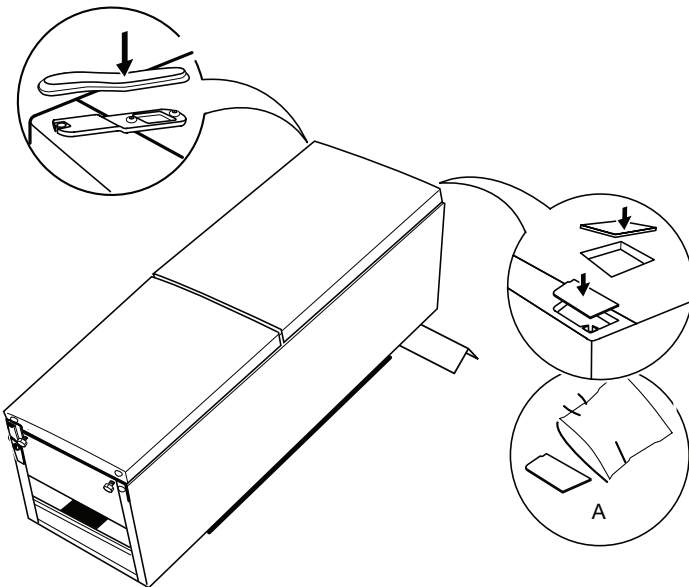
13. Replace the upper door on the central hinge.



14. Screw the top hinge (use hexagonal screws)



15. Press the plugs into place.



D. Cap plug

### Reverse Handles (if previously installed)

**⚠ WARNING**

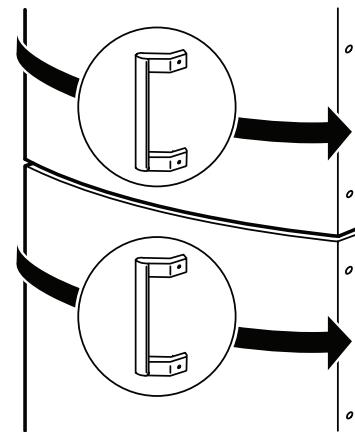
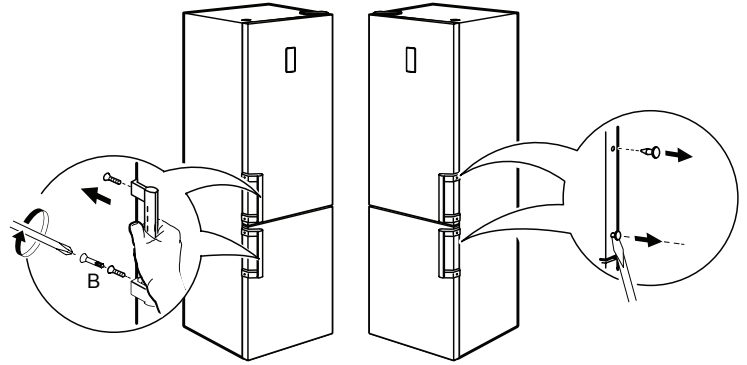


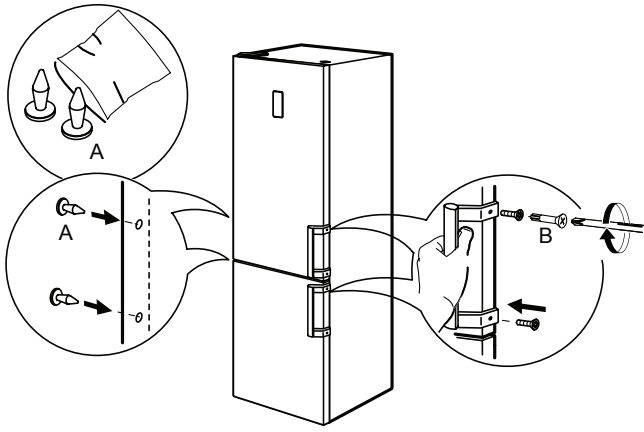
**Electrical Shock Hazard**

**Disconnect power before removing doors.**

**Failure to do so can result in death or electrical shock.**

1. Unplug refrigerator or disconnect power.
2. Using a screwdriver, remove the handle plugs and then the handles from the left-hand side of the door and remove the hole plugs from the right-hand side.
3. Insert the hole plugs (from the Reversibility Kit) into the holes remaining after the removal of the handles.
4. Install the door handles with their handle plugs on the opposite side of the door.





## Install Door Handles (on some models)

On some models the door handles are factory-installed. If your refrigerator does not have factory-installed handles, see the following instructions.

**IMPORTANT:** If you want to reverse the direction of the door swing, so that the freezer and refrigerator doors open from the opposite side, see “Reverse Door Swing” before installing the door handles.

**Parts Supplied:** The door handles are packed inside the freezer compartment, and the Reversibility kit containing the screws and hole plugs is in the crisper drawer in the refrigerator compartment.

### Final Steps

1. Check all holes to make sure that hole plugs and screws are in place and are fully tightened.

## ⚠ WARNING



### Electrical Shock Hazard

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

### Parts

- Door handles (2)
- Handle screws (4)
- Handle plugs (4)

### Location

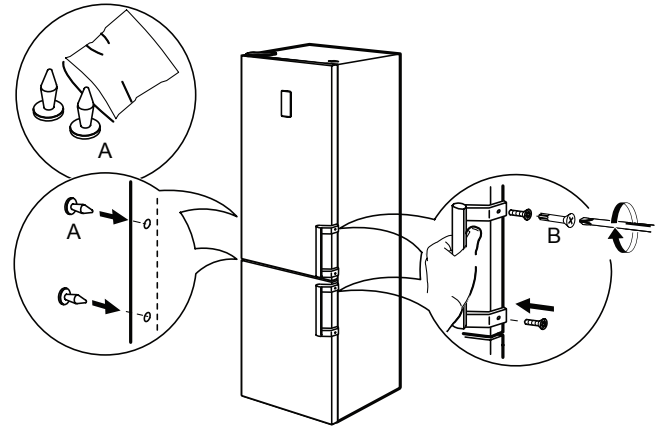
- Freezer compartment
- Crisper drawer
- Crisper drawer

Gather the required tools.

**Tools Needed:** Phillips screwdriver

### Install Handles

1. Remove the door handles from the packaging. Remove the screws and hole plugs from the Reversibility Kit.
2. Using the screws, fasten the handles to the doors.
3. Insert the handle plugs to cover the screws.



2. Plug into a grounded 3 prong outlet.  
**NOTE:** Allow refrigerator to stand upright at least 2 hours before plugging in.
3. Return all removable door parts to door and food to refrigerator.  
**NOTE:** Wait at least 24 hours for your refrigerator to cool completely before adding food. If you add food before the refrigerator has cooled completely, your food may spoil.

# REFRIGERATOR USE

## Using the Controls

The control panel is located at the top front of the refrigerator compartment.

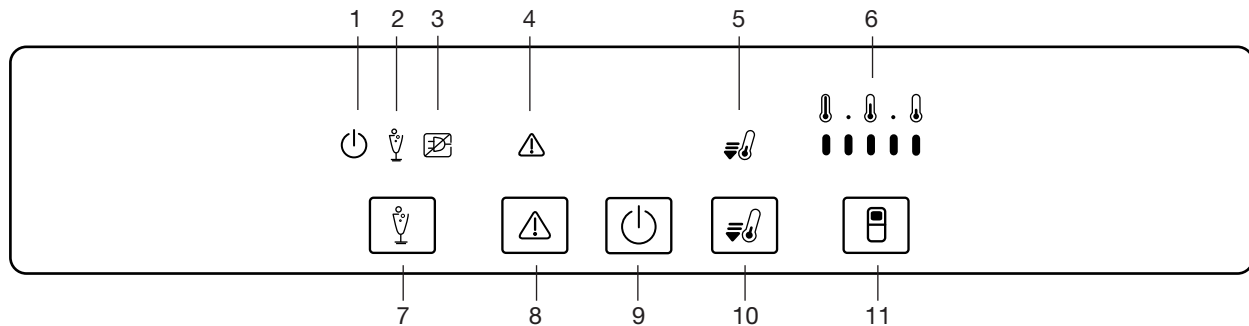
### IMPORTANT:

- After you plug in the refrigerator, it automatically begins to cool.
- The indicator LEDs on the control panel light up for approximately 1 second, and following the initialization process the temperature set point is displayed.
- The controls are set correctly when milk or juice is as cold as you like and when ice cream is firm.

- Wait at least 24 hours for your refrigerator to cool completely before adding food. If you add food before the refrigerator has cooled completely, your food may spoil.

**NOTE:** Adjusting the refrigerator and freezer temperature controls to a colder than recommended setting will not cool the compartments any faster.

- If the temperature is too warm or too cold in the refrigerator or freezer, first check the air vents to be sure they are not blocked before adjusting the controls.



- |                              |                                     |
|------------------------------|-------------------------------------|
| 1. ON/STANDBY indicator      | 7. PARTY MODE button                |
| 2. PARTY MODE indicator      | 8. STOP ALARM button                |
| 3. BLACK OUT ALARM indicator | 9. ON/STANDBY button                |
| 4. STOP ALARM indicator      | 10. FAST FREEZE button              |
| 5. FAST FREEZE indicator     | 11. REFRIGERATOR TEMPERATURE button |
| 6. TEMPERATURE DISPLAY       |                                     |

## Functions

### On/Standby

To put the product in Stand-by mode, press and hold the On/Standby button for 3 seconds. All the indicators turn off except On/Standby indicator.

Press again to reactivate

### Party Mode

Press the Party Mode button to activate/deactivate the Party Mode function. Use this function to chill drinks inside the freezer compartment.

**IMPORTANT:** Do not leave inside the freezer compartment longer than the function is active (30 minutes).

### Fast Freeze

The use of this function is recommended when placing a very high quantity of food to be frozen in the freezer compartment. 24 hours before freezing press the Freezer button to activate the Fast Freeze function. When activated, the Fast Freeze indicator turns on. After 24 hours, place the food to be frozen in the middle of the freezer compartment. The function is automatically disabled after 48 hours, or can be manually disabled by pressing the Fast Freeze button.

### Refrigerator Light

The light system inside the refrigerator compartment uses LED lights, allowing for better lighting as well as a very low energy consumption.

If the LED light system does not work, please contact a Service Provider to arrange for repair.

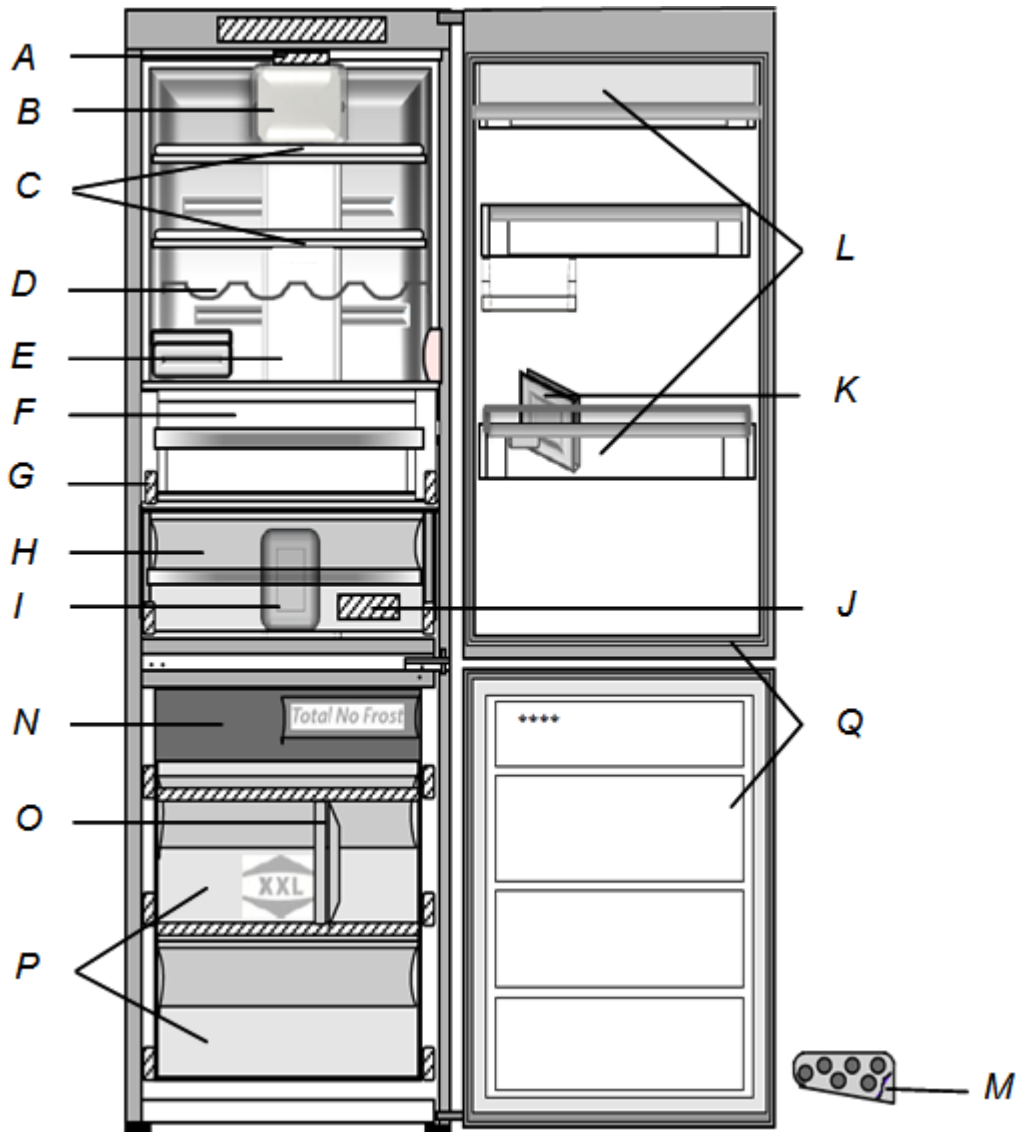
**IMPORTANT:** The refrigerator compartment light switches on when the refrigerator door is opened. If the door is kept open for more than 10 minutes, the light will automatically be switched off.

## ALARM TABLE

ALARM TYPE	Signal	Cause	Cure
Door open alarm	The acoustical alarm is activated and the Alarm Indicator blinks.	The Refrigerator or Freezer door has remained open for more than 2 minutes.	Close the door or press the Stop Alarm to mute the acoustical alarm.
Temperature alarm	The Temperature display blinks (°C) and the Alarm Indicator remains on.	The inside temperature is not adequate.	Press the Stop Alarm button; the acoustical alarm stops, the Temperature Display (°C) blinks and the Alarm Indicator remains on or until the temperature <-10°C is reach
Long black-out alarm	The Black Out Alarm icon remains on, the Alarm indicator blinks and the Temperature display (°C) blinks, showing the maximum temperature reached during blackout.	Prolonged power failure, able to cause the inside temperature to increase to 0°C.	Press the Stop Alarm button; the acoustical alarm stops, the Temperature Display (°C) blinks and the Alarm Indicator remains on until a temperature <-10°C is reached.
Party Mode alarm	The Party Mode Indicator blinks and the acoustical alarm is activated.	30 min. elapsed since Party Mode function has been activated. Remove bottle(s) from the freezer.	
Malfunction	The letter "F" blinks on the display.	Product malfunction.	Contact you Service Provider.

# REFRIGERATOR FEATURES

Depending on your model, the number and type of features may vary.



- |                                |                                       |
|--------------------------------|---------------------------------------|
| A. LED lighting                | J. Reversibility kit                  |
| B. Fan                         | K. Separator                          |
| C. Shelves                     | L. Door trays                         |
| D. Bottle rack                 | M. Egg tray                           |
| E. Multi-flow cold air system  | N. Upper basket (Total No Frost zone) |
| F. Cooler compartment (meat)   | O. Drawer Divider                     |
| G. Rating plate                | P. Shelves                            |
| H. Fruit and vegetable crisper | Q. Door seals                         |
| I. Refrigerator Drawer Divider |                                       |

## Refrigerator Shelves

The shelves and door trays in your refrigerator are removable and adjustable to meet your storage needs.

### NOTES:

- Storing similar food items together in your refrigerator and adjusting the shelves to fit different heights of items will make finding the exact item you want easier. It will also reduce the amount of time the refrigerator door is open, and save energy.
- The refrigerator interior parts are not dishwasher safe.

## Glass Shelves

### Important information to know about glass shelves and covers:

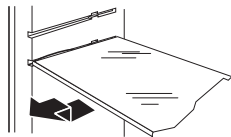
Do not clean glass shelves or covers with warm water when they are cold. Shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping. Tempered glass is designed to shatter into many small, pebble-size pieces. This is normal. Glass shelves and covers are heavy. Use both hands when removing them to avoid dropping.

### To remove a shelf:

1. Remove items from the shelf.
2. Slide the shelf straight out to the stop.
3. Lift the back of the shelf past the stop. Pull the shelf out the rest of the way.

### To replace a shelf:

1. Slide the back of the shelf into the track in the wall of the cabinet.
2. Guide the front of the shelf into the shelf track. Be sure to slide the shelf in all the way.

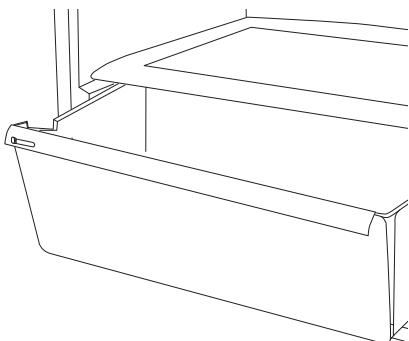


## Cooler Compartment (on some models)

The cooler compartment is the optimum place to store fresh meat, poultry and fish

### To remove and replace the drawer:

1. Slide drawer straight out to the stop. Lift the drawer from the slide rails and pull out the rest of the way.
2. Replace the drawer by placing it on the slide rails and pushing it back into position past the drawer stop.



## Fan

The fan improves temperature distribution inside the refrigerator compartment, allowing better preservation of stored food. By default, the fan is on.

**NOTES:** Do not block the air intake area.



## Freezer Compartment

To increase storage space and for larger items, the freezer compartment can be used without the baskets. Remove the baskets and place the items directly on the glass shelves.

# REFRIGERATOR CARE

## Cleaning

### ⚠ WARNING



### Explosion Hazard

**Use nonflammable cleaner.**

**Failure to do so can result in death, explosion, or fire.**

Periodically clean the appliance with a cloth and a solution of lukewarm water and neutral detergent specifically for refrigerator interiors.

Clean the outside of the appliance and the door seal with a damp cloth and dry with a soft cloth.

### IMPORTANT:

- Because air circulates between both sections, any odors formed in one section will transfer to the other. You must thoroughly clean both sections to eliminate odors. To avoid odor transfer and drying out of food, wrap or cover foods tightly.
- For stainless steel models, stainless steel is corrosion resistant but not corrosion-proof. To help avoid corrosion of your stainless steel, keep your surfaces clean by using the following cleaning instructions.
- The buttons and control panel display must not be cleaned with alcohol or alcohol-derived substances, but with a dry cloth.
- The refrigeration system pipes are located near the defrost pan and can become hot. Periodically clean them with a vacuum cleaner.

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## Cleaning the Refrigerator

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**NOTE:** Do not use abrasive or harsh cleaners such as window sprays, scouring cleansers, flammable fluids, muriatic acid, cleaning waxes, concentrated detergents, bleaches or cleansers containing petroleum products on exterior surfaces (doors and cabinet), plastic parts, interior and door liners or gaskets. Do not use paper towels, scouring pads, or other harsh cleaning tools.

1. Unplug refrigerator or disconnect power.
2. Hand wash, rinse, and dry removable parts and interior surfaces thoroughly. Use a clean sponge or soft cloth and a mild detergent in warm water.
3. Clean the exterior surfaces.

**Painted metal:** Wash painted metal exteriors with a clean, soft cloth or sponge and a mild detergent in warm water. Rinse surfaces with clean, warm water and dry immediately to avoid water spots.

**Stainless steel:** Wash stainless steel surfaces with a clean, soft cloth or sponge and a mild detergent in warm water. Rinse surfaces with clean, warm water and dry immediately to avoid water spots.

**NOTE:** When cleaning stainless steel, always wipe in the direction of the grain to avoid cross-grain scratching.

4. There is no need for routine condenser cleaning in normal home operating environments. If the environment is particularly greasy or dusty, or there is significant pet traffic in the home, the condenser should be cleaned every 2 to 3 months to ensure maximum efficiency.  
If you need to clean the condenser, use a vacuum cleaner.
5. Plug in refrigerator or reconnect power.

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## Defrosting

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### NO-FROST REFRIGERATOR COMPARTMENT:

Refrigerator compartment defrosting is completely automatic. The defrost water is automatically run into a drain hole hidden behind Multi-flow and collected in a container, where it evaporates

### NO-FROST FREEZER COMPARTMENT:

No Frost freezers provide chilled air circulation around the storage areas, and prevent the formation of ice, thereby completely eliminating the need for defrosting. Frozen items don't stick to the walls, labeling stays legible and storage space remains neat and clear.

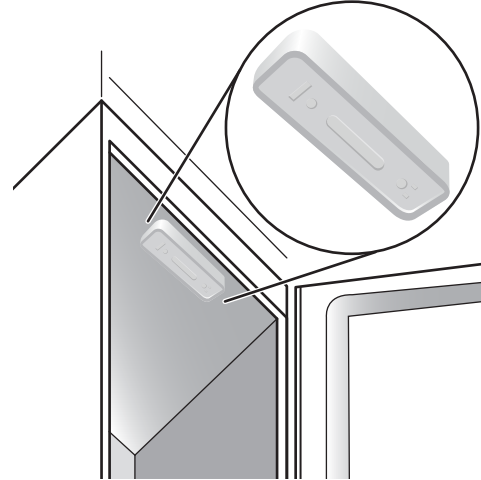
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## Lights

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The light system inside the fridge compartment uses LEDs light, allowing for better lightning as well as very low energy consumption. If the LED light system does not work, please contact an authorized service provider to replace it

**Important:** The refrigerator compartment light switches on when the refrigerator door is opened. If the door is kept open for more than 4 minutes the light will be automatically switched off.



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## Vacation and Moving Care

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### Vacation

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#### If You Choose to Leave the Refrigerator On While You're Away:

Use up or freeze perishable food.

#### If You Choose to Turn Off the Refrigerator Before You Leave:

1. Remove all food from the refrigerator.
2. Tape rubber or wood blocks to the tops of both doors to prop them open far enough for air to get in. This stops odor and mold from building up.

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### Moving

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1. Take out all removable parts, wrap them well, and tape them together so they don't shift and rattle during the move.
2. Unplug refrigerator.
3. Raise the leveling screws so they don't scrape the floor.
4. Tape the doors closed and tape the power cord to the back of the refrigerator.


When you get to your new home, put everything back and refer to the "Installation Instructions" section for preparation instructions.



# TROUBLESHOOTING

Try the solutions suggested here first before calling for assistance.

**⚠ WARNING**




**Electrical Shock Hazard**

Plug into a grounded 3 prong outlet.  
 Do not remove ground prong.  
 Do not use an adapter.  
 Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

**⚠ WARNING**



**Explosion Hazard**

Use nonflammable cleaner.  
 Failure to do so can result in death, explosion, or fire.

If you experience	Possible Causes	Recommended Solutions
<p><b>The refrigerator is not working</b></p>	<ul style="list-style-type: none"> <li>■ There may be an appliance power supply problem</li> </ul>	<ul style="list-style-type: none"> <li>■ Check if power cable plugged into a live socket with the proper voltage.</li> <li>■ Check if the protection devices and fuses of the electrical system in your home.</li> </ul>
<p><b>The motor seems to run too much</b></p>	<p>Motor running time depends on different things: number of door openings, amount of food stored, temperature of the room, setting of the temperature controls</p>	<ul style="list-style-type: none"> <li>■ Make sure that the refrigerator controls are correctly set.</li> <li>■ Check if there is not a large amount of food been added to the refrigerator.</li> <li>■ Check that the door is not open too often.</li> <li>■ Check that the door close properly.</li> </ul>
<p><b>The refrigerator seems noisy</b></p> <p>Functional noise can be reduced by leveling the refrigerator and ensuring it is located on an even floor.</p>	<p><b>The following Sounds coming from your appliances are normal since it has a number of fans and engines to regulate performances that switch on and off automatically:</b></p>	<ul style="list-style-type: none"> <li>■ <b>Hissing</b> - When refrigerator comes on the first time or after a long pause in operation.</li> <li>■ <b>Gurgling</b> - Refrigerant fluid entering the pipes.</li> <li>■ <b>Buzzing</b> - When the water valve or fan start working.</li> <li>■ <b>Cracking</b> - When the compressor starts.</li> <li>■ <b>Abrupt Clicks</b> - When the thermostat adjusts how often the compressor is running.</li> </ul>
<p><b>The doors do not open and close properly</b></p>	<ul style="list-style-type: none"> <li>■ There could be various causes (see “Solutions”)</li> </ul>	<ul style="list-style-type: none"> <li>■ Check that food packages are not blocking the door.</li> <li>■ Check that the internal parts are not out of position.</li> <li>■ Check that the door seals are not dirty or sticky.</li> <li>■ Ensure the refrigerator is level.</li> </ul>

If you experience	Possible Causes	Recommended Solutions
The light does not work	<ul style="list-style-type: none"> <li>■ The light may need replacing</li> <li>■ The refrigerator may be in On/Sand-by model</li> </ul>	<ul style="list-style-type: none"> <li>■ Make sure if the protection devices and fuses of the electrical system in your home work well.</li> <li>■ Check if the power cable is plugged into a live socket with the proper voltage.</li> <li>■ In case the LEDs are broken the user must call the Service for exchange of the same type available only at our After-sales Service Centers or authorized dealer.</li> </ul>
Temperature is too warm	<ul style="list-style-type: none"> <li>■ There could be various causes (see "Solutions")</li> </ul>	<ul style="list-style-type: none"> <li>■ Make sure that the condenser (back the refrigerator) is free of dust and fluff.</li> <li>■ Make sure that the door seals properly fitted.</li> <li>■ On hot days or if the room is warm, the motor naturally runs longer.</li> <li>■ If the refrigerator door has been left open for a while or if large amounts of food have been stored, the motor will run longer in order to cool down the interior of the refrigerator.</li> </ul>
Temperature is too cold in the refrigerator/crisper	<ul style="list-style-type: none"> <li>■ Refrigerator air vent(s) are blocked</li> <li>■ Controls are not set correctly for the surrounding conditions</li> </ul>	<ul style="list-style-type: none"> <li>■ If the air vent is blocked by items placed directly in front of it, the refrigerator will get too cold. Move items away from the air vent.</li> <li>■ Adjust the controls a setting warmer. Check the temperature in 24 hours.</li> </ul>
Interior moisture buildup	<ul style="list-style-type: none"> <li>■ The room is humid</li> <li>■ The doors are opened often or not closed completely</li> <li>■ The airflow vents inside the compartment are blocked</li> <li>■ Food packages are damp</li> </ul>	<ul style="list-style-type: none"> <li>■ A humid environment contributes to moisture buildup.</li> <li>■ Allows humid air to enter refrigerator. Minimize door openings and close doors completely.</li> <li>■ Move items away from the airflow vents.</li> <li>■ Package food properly and dry any dampness on storage containers before placing them in the refrigerator.</li> </ul>
There is water in the defrost pan	<ul style="list-style-type: none"> <li>■ This is normal in hot, damp weather. The pan can even be half full.</li> </ul>	<ul style="list-style-type: none"> <li>■ Make sure the refrigerator is level so that the water does not overflow.</li> </ul>
Edges of refrigerator, which come into contact with the door seal, are warm to the touch	<ul style="list-style-type: none"> <li>■ This is not a defect. This is normal in hot weather and when the compressor is running.</li> </ul>	

## Accessories

The following accessories are available for your refrigerator. To order an accessory, contact us and ask for the part number. In the U.S.A., visit our web site [www.whirlpool.com/accessories](http://www.whirlpool.com/accessories) or call 1-800-253-1301. In Canada, visit our web site [www.whirlpoolparts.ca](http://www.whirlpoolparts.ca) or call 1-800-807-6777.

### **affresh® Stainless Steel Cleaner:**

In U.S.A., order Part #W10355016  
In Canada, order Part #W10355016B

### **affresh® Stainless Steel Wipes:**

In U.S.A., order Part #W10355049  
In Canada, order Part #W10355049B

### **affresh® Kitchen & Appliance Cleaner:**

In U.S.A., order Part #W10355010  
In Canada, order Part #W10355010B

# WHIRLPOOL CORPORATION MAJOR APPLIANCE LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

## IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit [www.whirlpool.com/product\\_help](http://www.whirlpool.com/product_help).
2. All warranty service is provided exclusively by our authorized Whirlpool Service Providers. In the U.S. and Canada, direct all requests for warranty service to:

**Whirlpool Customer eXperience Center**

**In the U.S.A., call 1-800-253-1301. In Canada, call 1-800-807-6777.**

If outside the 50 United States or Canada, contact your authorized Whirlpool dealer to determine whether another warranty applies.



[www.whirlpool.com/product\\_help](http://www.whirlpool.com/product_help)

## ONE YEAR LIMITED WARRANTY

### WHAT IS COVERED

For one year from the date of purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, Whirlpool Corporation or Whirlpool Canada LP (hereafter "Whirlpool") will pay for Factory Specified Replacement Parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased, or at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Service must be provided by a Whirlpool designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

### WHAT IS NOT COVERED

1. Commercial, non-residential, multiple-family use, or use inconsistent with published user, operator or installation instructions.
2. In-home instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes or correction of household electrical or plumbing (i.e. house wiring, fuses or water inlet hoses).
4. Consumable parts (i.e. light bulbs, batteries, air or water filters, preservation solutions, etc.).
5. Conversion of products from natural gas or L.P. gas.
6. Damage from accident, misuse, abuse, fire, floods, acts of God or use with products not approved by Whirlpool.
7. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration or modification of the appliance.
8. Cosmetic damage including scratches, dents, chips, and other damage to the appliance finishes unless such damage results from defects in materials and workmanship and is reported to Whirlpool within 30 days.
9. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture or humidity or exposure to chemicals.
10. Food or medicine loss due to product failure.
11. Pick-up or delivery. This product is intended for in-home repair.
12. Travel or transportation expenses for service in remote locations where an authorized Whirlpool servicer is not available.
13. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal or replacement of the product.
14. Service or parts for appliances with original model/serial numbers removed, altered or not easily determined.

**The cost of repair or replacement under these excluded circumstances shall be borne by the customer.**

### DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

### DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Whirlpool makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Whirlpool or your retailer about buying an extended warranty.

### LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. WHIRLPOOL SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.