

REFRIGERATOR/FREEZER TROUBLESHOOTING CHART

Problem	Possible Cause	Solution
Unit doesn't run	1. No power.	1. Check power cord, plug, and outlet. Check for blown fuses or tripped circuit breakers at main entrance panel; restore circuit.
	2. Controls not set properly.	2. Set controls properly. If no result, test controls; if faulty, replace.
	3. Compressor fan faulty.	3. Call a professional.
	4. Timer faulty.	4. Call a professional.
	5. Compressor faulty.	5. Call a professional.
Fuses blow	1. Circuit overloaded.	1. Put on different circuit.
	2. Voltage low.	2. Call a professional or the power company.
Unit doesn't cool	1. Very hot weather.	1. Set thermostat several degrees lower.
	2. Door gasket faulty.	2. Check gasket for leaks; if faulty, replace.
	3. Unit needs defrosting.	3. Defrost, reset, and test unit.
	4. Unit in bad location.	4. Move unit at least 2 inches away from wall; keep away from heat registers and windows.
	5. Light stays lit when door is shut.	5. Replace switch.
	6. Wet insulation around unit.	6. Take unit out of service so insulation can dry; locate and mend leak.
	7. Door doesn't close tightly.	7. Level unit so door closes by itself. Check door alignment; if necessary, reset or replace hinges.
	8. Unit overloaded.	8. Store less food in unit.
	9. Condenser fan clogged.	9. Clean fan assembly. If no result, replace if possible; otherwise, call a professional.
	10. Timer faulty.	10. If timer is not complex, test and replace. If timer is complex, disconnect and take to a professional.
	11. Coolant leak.	11. Call a professional.
	12. Defrost heater faulty.	12. Call a professional.
	13. Frost on evaporator coil.	13. Defrost; then defrost frequently.
Frost forms quickly or unit doesn't defrost	1. Controls set incorrectly.	1. Reset thermostat control to higher temperature.
	2. Defrost heater faulty.	2. Test heater; if faulty, replace.

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Frost forms quickly or unit doesn't defrost <i>(continued)</i>	3. Defrost limit switch faulty.	3. Call a professional.
	4. Door opened too often.	4. Open door less often.
	5. Door gasket faulty.	5. Check gasket for leaks; if faulty, replace.
	6. Door sagging.	6. Level unit so door closes by itself. Check door alignment; if necessary, reset or replace hinges.
	7. Drain clogged (frost-free unit).	7. Defrost freezer; clean drain port.
Noisy operation	1. Unit not level.	1. Level unit from front to back and side to side.
	2. Drain pan vibrating.	2. Reposition pan; if damaged or warped, replace.
Condensation	1. Controls set incorrectly.	1. Set thermostat control to higher temperature.
	2. Door opened too often.	2. Open door less often.
	3. Door gasket faulty.	3. Check gasket for leaks; if faulty, replace.
Water leaks	1. Drains clogged.	1. Defrost and clean drain ports.
	2. Drain hose cracked or split.	2. Replace drain hose.
	3. Drain pan cracked.	3. Replace drain pan.
Unit runs continuously	1. Door gasket faulty.	1. Check gasket for leaks; if faulty, replace.
	2. Controls set incorrectly.	2. Set thermostat control to higher temperature.
	3. Condenser coil dirty.	3. Pull unit away from wall and vacuum condenser coil; or remove bottom access panel and clean coil.
	4. Unit in bad location.	4. Move unit at least 2 inches away from wall; keep away from heat registers and windows.
	5. Door opened too often.	5. Open door less often.
	6. Coolant leak.	6. Call a professional.
Cycles too frequent	1. Compressor faulty.	2. Call a professional.
Light won't light	1. Bulb burned out.	1. Replace bulb.