

TROUBLESHOOTING

Complaint	Possible Causes	Response
Unit is not working and display is not lit	<ul style="list-style-type: none"> a. Power cord is unplugged. b. No power at outlet. c. Power cord is broken. d. Control PCB is defective or has wiring problems. e. Display PCB is defective or has wiring problems. 	<ul style="list-style-type: none"> a. Plug in the power cord. b. Check outlet and breaker or fuse. c. Call for service. d. Call for service. e. Call for service.
“Low” indicator appears (internal water reservoir is at low water level, to reactivate the water pump or inlet valve, press and hold “Light/Reset” button for more than 3 seconds)	<ul style="list-style-type: none"> a. The water selection switch is not set correctly. b. Water bottle is empty. c. Plumbed water supply is turned off or line is broken. d. Air is trapped. e. Internal water tubes are loose, kinked or broken. f. The water pump is defective or has wiring problems g. The water inlet valve is defective or has wiring problems. 	<ul style="list-style-type: none"> a. Select bottled or plumbed water source, then unplug and plug the unit. b. Replace it. c. Fix it. d. Release cups of water from the water release drain. e. Call for service. f. Call for service. g. Call for service.
Icemaker is not producing ice	<ul style="list-style-type: none"> a. Water level is low and “Low” indicator appears. b. There is ice in the ice mold, but the icemaker is turned off. c. There is ice in the ice mold, but ice cubes are jammed. d. There is no water in the ice mold and the water fill tube freezes. e. There is no water in the ice mold and the water filters are clogged. f. There is no water in the ice mold and the icemaker water pump is defective or has wiring problems. g. There is ice in the ice mold, but the icemaker is not working. h. There is water in the ice mold but the cooling system is not working. 	<ul style="list-style-type: none"> a. See “Low” indicator appears. b. Turn the icemaker on. c. Clear the ice cubes. d. Unplug the unit and remove the ice bin then wait until fill tube is clear. e. Replace the water filters and check if ice quality improves. f. Call for service. g. Call for service. h. Call for service.
Icemaker is not producing enough ice or ice cubes are small	<ul style="list-style-type: none"> a. The freezer door is not closed properly. b. The ice chute flap is not closed properly c. Air is trapped in the icemaker water line and the ice mold is not filled with sufficient water. d. The icemaker water pump is not working properly. e. The icemaker is not working properly. 	<ul style="list-style-type: none"> a. Check for the door seal and door opening. b. Check for the flap. c. Release several cups of water from the water release drain. d. Call for services. e. Call for service.

	f. The cooling system is not working properly.	f. Call for service.
Ice cubes are hollow	a. The icemaker thermostat is defective. b. The icemaker water pump is defective.	a. Call for service. b. Call for service.
Ice cubes are frozen together in the ice bin	a. If ice cubes haven't been used for a long period of time, they may freeze together. b. Ice cubes are produced continuously because the feeler arm is blocked up. c. The freezer door is not closed properly. d. The icemaker is not working properly. e. The cooling system is not working properly.	a. Pull out the ice bin and shake it or remove the large clumps of ice cubes. b. Clear ice cubes around the feeler arm. c. Check for the door seal or door opening. d. Call for service. e. Call for service.
Crushed ice is not dispensed	a. There are not enough ice cubes in the ice bin. b. Ice cubes are frozen together in the ice bin. c. The freezer door is open. d. The freezer door magnetic switch is defective. e. The auger motor is broken. f. The flap motor is broken or has wiring problems. g. Control PCB is defective or has wiring problems. h. Display PCB is defective or has wiring problems.	a. See Icemaker is not producing ice or Icemaker is not producing enough ice or ice cubes are small. b. Pull out the ice bin and shake it or remove the large clumps of ice cubes. c. Close it. d. Replace it. e. Call for service. f. Call for service. g. Call for service. h. Call for service.
Cubed ice is not dispensed	a. There are same problems as crushed ice. b. The solenoid is defective.	a. See Crushed ice is not dispensed. b. Call for service.
Hot water is not hot	a. The water heater stops working automatically when "Low" indicator appears. b. The hot water function is turned off. c. The water heater is broken. d. The thermostat is defective.	a. See "Low" indicator appears. b. Turn the hot water function on. c. Call for service. d. Call for service.
Hot water is not hot enough	a. The thermostat is defective.	a. Call for service.
Hot water heater smells "hot"	a. The hot water tank is dry boiling.	a. Call for service.
Water dispensing is not working	a. The water dispensing valve stops working automatically when "Low" indicator appears. b. Air is trapped. c. The dispensing valve water tubes are broken. d. The water dispensing valve is defective. e. Control PCB is defective or has wiring problems.	a. See "Low" indicator appears. b. Release cups of water from the water release drain. c. Call service. d. Call service. e. Call service. f. Call for service.

	f. Display PCB is defective or has wiring problems.	
Water dispenser is slow	a. The water dispensing tubes are kinked. b. The water dispensing valve is defective.	a. Straighten them. b. Call service.
Water is leaking	a. The dispenser drip tray is full. b. The condensate drip tray is full. c. The internal water reservoir or tubes is leaking. d. The internal water reservoir water level sensor is defective. e. The water dispensing valve is defective. f. Ice is being melted because of high freezer temperature.	a. Empty it. b. Empty it. c. .Call for service. d. Call for service. e. Call for service. f. Check for power or call for service.
Icemaker evaporator is iced	a. The freezer door is not closed properly. b. The ice chute flap is not closed properly. c. Water fill tube is leaking water.	a. Close it. b. Close it. c. Align the fill tube in the fill cup.
Both freezer and icemaker evaporators are iced	a. The defrost solenoid valve is defective or has wiring problems. b. The defrost drip tray heater is broken or has wiring problems. c. The evaporator fan is broken. d. The defrost sensor is defective. e. The freezer sensor is defective.	a. Call for service. b. Call for service. c. Call for service. d. Call for service. e. Call for service.

Codes

Codes	Faults	Response
E01	Defrost temperature probe is defective	Call Service
E02	Freezer temperature probe is defective	Call Service
E03	Hot water temperature probe is defective	Turn off "Hot" & Call Service
E04	Hot water temperature is extremely high	Turn off "Hot" & Call Service
E05	Water level float switch is defective	Turn off "Hot" & Call Service
E06	Freezer door is open	Close Door
E07	Icemaker is not functioning properly	Call Service
E08	Display Board or Control Board	Call Service
E09	Freezer temperature is extremely high	Disconnect Power and Call Service
E10	Freezer temperature is high	Disconnect Power and Call Service

For Filter Alerts: See FLr section on page 11.