



BOTTOM FREEZER REFRIGERATOR

TROUBLESHOOTING GUIDE

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GENERAL PERFORMANCE PROBLEM



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DOESN'T RUN

Is the power supply cord unplugged? → Firmly plug the cord into a live outlet with proper voltage.

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Are the lights inside the refrigerator on but all other electric components are off and the temperature control lights are flashing in normal sequence? → Unplug the refrigerator for 60 seconds and plug it back in again. The refrigerator is in sales display mode.

Does this solve your problem?



Yes! Problem solved.



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RUNS CONSTANTLY

Did you recently plug in the refrigerator or adjust the temperature controls? → Allow 24 hours for the temperature to adjust.

Is the room temperature greater than 70°F? → No action is required. The motor runs from 40 percent to 80 percent of the time at 70°F (21°C) and longer under warmer conditions.

Is the door opened often? → Open doors as seldom as possible, and for as short a time as possible, to prevent warm air from entering the refrigerator.

Have you added a lot of food? → Allow 24 hours for the temperature to adjust. See the section about food storage in your owner's manual. [You can download your owner's manual here.](#)

Is the refrigerator control set correctly for the surrounding conditions? → Set the refrigerator and freezer controls. See the section about setting the controls in your owner's manual. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



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GENERAL PERFORMANCE PROBLEM



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MAKES NOISES

The following are normal sounds a refrigerator makes, and their cause.

Clunking → The motor and piston vibrate in the compressor.

Gurgling → During the normal cooling cycle, refrigerant flows from the evaporator to the compressor. Also, water equalizes in the drain tube when air is forced through the tube when the door opens or closes.

Hissing → The high-speed fan on modern refrigerators keeps the compartments operating at peak efficiency in harsh environments such as garages.

Fan or running sound. → The compressor adjusts for peak efficiency.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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HAS BAD ODOR

Is the odor coming from a rotting or moldy food item? → Discard food that is past its prime.

Is the temperature control set to a warmer setting? → Set the temperature control to a colder setting.

Does this solve your problem?



Yes! Problem solved.



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LIGHTS DON'T WORK

Is the refrigerator unplugged? → Firmly plug the power supply cord into a live outlet with proper voltage.

Is the light bulb loose? → Turn off the controls and unplug the refrigerator. Gently remove the bulb and reinsert it into the socket. Then plug in the refrigerator and reset the controls.

Is the light bulb burned out? → Turn off the controls and unplug the refrigerator, then replace the bulb with an appliance bulb of the same wattage, size and shape. Plug in the refrigerator and reset the controls. See the section about changing the bulb in the owner's manual. You can [download your owner's manual here](#).

Does this solve your problem?



Yes! Problem solved.



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TEMPERATURE PROBLEM



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FOOD NOT COLD

Is the refrigerator located where the owner's manual recommends?

→ See the owner's manual for proper operating conditions. [You can download your owner's manual here.](#)

Are controls set as recommended in the owner's manual?

→ Set the controls and then allow up to 24 hours for temperature to adjust. [You can download your owner's manual here.](#)

Is temperature surrounding the refrigerator below 4°F (-16°C)?

→ If the refrigerator is in an extremely cold area, such as a garage or porch, set the refrigerator temperature to a colder setting.

Are air vents clear?

→ Move any food items blocking air flow paths.

Is the door opened often?

→ Open doors as seldom as possible, and for as short a time as possible, to prevent warm air from entering the refrigerator.

Have you added a lot of food?

→ Allow up to 24 hours for the temperature to adjust. Adding a large amount of food warms the refrigerator.

Is the food item in the door bins?

→ Move items to an interior shelf. The top shelf is the coolest.

Are condenser coils clean?

→ Clean condenser coils. See the owner's manual for cleaning instructions. [You can download your owner's manual here.](#)

Are you using the chilled drawer to freeze food?

→ Use chilled drawer for storing fresh meat and fish for short periods, not for freezing them. Move meat or fish to the freezer for longer storage.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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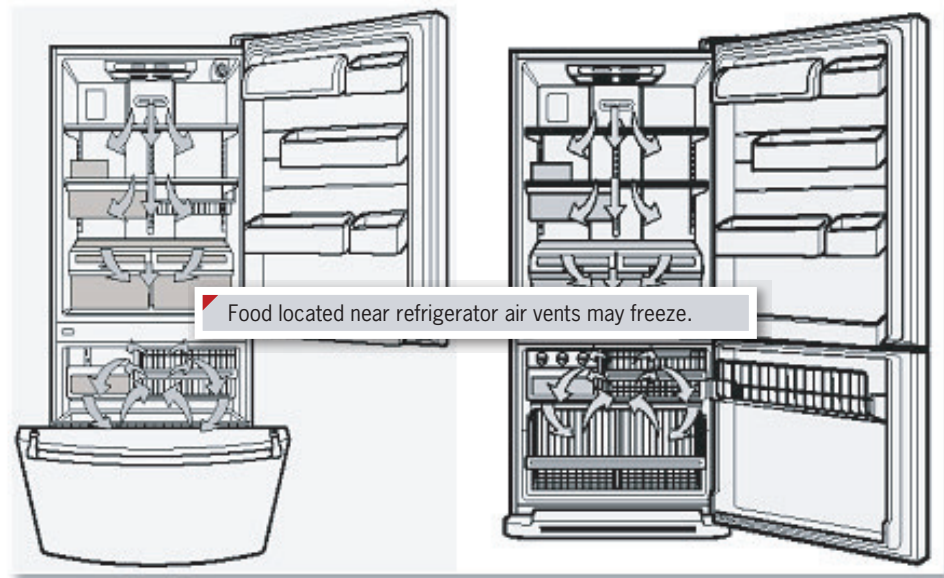
TEMPERATURE PROBLEM



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FOOD TOO COLD

Are food items near an air vent inside the refrigerator? → Move food away from the vent. The cold air from the vent can cause food to freeze.



Is the temperature control setting too cold? → Turn the control to a warmer setting and allow up to 24 hours for the temperature to adjust. Adjust until the refrigerator is the proper temperature.

Is the food on the top shelf? → Move the food to a lower shelf. If the problem continues, change the temperature control to a warmer setting and allow up to 24 hours for the temperature to adjust.

Is the food in a crisper drawer? → Move the food to another drawer or lower shelf. If the problem continues, change the temperature control to a warmer setting and allow up to 24 hours for the temperature to adjust.

Are vegetables and fruit freezing? → Move fruit and vegetables to the crisper drawer. If they continue to freeze, adjust the temperature to a slightly warmer setting. Allow up to 24 hours for the temperature to adjust.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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TEMPERATURE PROBLEM



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FREEZER NOT COLD ENOUGH

Is the refrigerator located where the owner's manual recommends?

→ See the owner's manual for proper operating conditions. [You can download your owner's manual here.](#)

Is the refrigerator new, or was it unplugged for awhile?

→ Allow up to 24 hours for the temperature to adjust.

Is the temperature control set as recommended in the owner's manual?

→ Set the control and then allow up to 24 hours for temperature to adjust. [You can download your owner's manual here.](#)

Is the door opened often?

→ Open doors as seldom as possible, and for as short a time as possible, to prevent warm air from entering the refrigerator.

Have you added a lot of food?

→ Allow up to 24 hours for the temperature to adjust. Adding a large amount of food warms the refrigerator.

Is temperature surrounding the refrigerator below 4°F (-16°C)?

→ If the refrigerator is in an extremely cold area, such as a garage or porch, set the freezer temperature to a colder setting.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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FREEZER TOO COLD

Is the temperature control set as recommended in the owner's manual?

→ Set the control and then allow up to 24 hours for temperature to adjust. [You can download your owner's manual here.](#)

Are food items near an air vent inside the refrigerator?

→ Move food away from the vent. The cold air from the vent can cause food to freeze.

Does this solve your problem?



Yes! Problem solved.



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WATER PROBLEM



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WATER LEAKING

Is the water leaking at the back of refrigerator? → Make sure the refrigerator is level, so the drip pan is level. See your owner's manual for leveling instructions. [You can download your owner's manual here.](#)

Is the water supply line leaking? → If the hose on the back of the refrigerator has holes or cracks, call for service.

Does this solve your problem?



Yes! Problem solved.



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WATER SUPPLY HOOKUP

- Unless a Sears technician connected the water supply to the ice maker, the water line installation is not covered under the warranty.
- Follow the instruction in the owner's manual carefully to minimize the risk of expensive water damage. [You can download your owner's manual here.](#)
- It is recommended that you install the shutoff valve on the nearest frequently used drinking water line.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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DOOR PROBLEM



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WON'T CLOSE ON OWN

Are the food packages, ice bin, crisper drawer, pans, shelves or door bins out of position? → Push the drawers, shelves and pans into their correct positions. Rearrange food containers to clear door. See the section about using your refrigerator in your owner's manual. [You can download your owner's manual here.](#)

Do you have to push the door to close it? → Adjust leveler feet to raise front until the door closes properly.

Are handles aligned properly? → Make sure handle screws are tightly fastened. See the section about door closing and alignment in your owner's manual. [You can download your owner's manual here.](#)

Were the doors of a swinging model removed during product installation and not properly replaced? → Make sure the freezer and refrigerator doors clear each other through the entire sweep of their opening arc. If the doors make contact, realign the doors. See the section about door closing and alignment in your owner's manual. [You can download your owner's manual here.](#)

Is the refrigerator level? → See the section about door closing and alignment in your owner's manual. [You can download your owner's manual here.](#)

Are the handles loose? → Make sure handle screws are tightly fastened.

Does this solve your problem?



Yes! Problem solved.



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DOOR PROBLEM



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WON'T CLOSE AT ALL

Are food packages blocking the door?

→ Rearrange food containers to clear door and door shelves.

Is the ice bin, crisper cover, pans, shelves, door bins, or baskets out of position?

→ Push the bins all the way in and put the crisper cover, pans, shelves, and baskets into their correct positions.

Are the gaskets sticking?

→ Clean gaskets and the surface they touch, with a mild solution of soap and water. Rub a thin coat of paraffin wax on the gaskets after cleaning.

Is the refrigerator level?

→ See the section about door closing and alignment in your owner's manual. [You can download your owner's manual here.](#)

Were the doors removed during product installation and not properly replaced?

→ Remove and replace the doors. See the section about removing and replacing the doors in your owner's manual. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem solved.



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HARD TO OPEN

Are gaskets dirty or sticky?

→ Clean door gaskets with a mild solution of soap and water. Do not use harsh cleaners. Spills from foods – especially sticky foods – can cause the door gasket to stick to the cabinet.

Are you reopening the door within a short time of opening it?

→ Wait five minutes to allow the air pressure to equalize and then open the door to see if it opens more easily.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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IMPROPERLY ALIGNED

Has the refrigerator been leveled for proper alignment of the doors?

→ Refer to your owner's manual for leveling instructions. [You can download your owner's manual here.](#)

Does this solve your problem?



Yes! Problem Solved.



No. I need Service.

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MOISTURE PROBLEM



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CONDENSATION INSIDE

Is the room humid? → No action is required. Some moisture is normal during periods of high humidity.

.....

Is door open for a long time or often? → Open doors as seldom as possible, and for as short a time as possible, to prevent humid air from entering the refrigerator.

.....

Is food properly stored? → Make sure all food is stored in a proper container or securely wrapped.

.....

Did you put hot food in the refrigerator? → Cool food to room temperature before storing it.

.....

Is there moisture in the crisper drawers? → Make sure foods are packaged or wrapped properly. Crispers are designed to retain moisture to keep foods fresh. Some moisture is normal.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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CONDENSATION OUTSIDE

Is the room humid? → Wipe the outside with a dry cloth to remove moisture. Moisture outside the refrigerator is normal during humid periods.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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MOISTURE PROBLEM



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FROST INSIDE FREEZER

- Is the room humid? → No action is required. Some moisture is normal during periods of high humidity.
- Is door open for a long time or often? → Open doors as seldom as possible, and for as short a time as possible, to prevent humid air from entering the freezer.
- Is food properly stored? → Make sure all food is stored in a proper container or securely wrapped.
- Is a food item blocking the freezer door? → Move any item that is blocking freezer door.
- Did you put hot food in the freezer? → Cool food to room temperature before storing it.

Does this solve your problem?



Yes! Problem solved.



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FROST INSIDE REFRIGERATOR

- Is the door slightly open? → Move anything that blocks the door from closing and then close the door securely. If door won't close by itself, check alignment and leveling, and adjust if needed. See the section about door closing and alignment in your owner's manual. [You can download your owner's manual here.](#)
- Did you put hot food in the refrigerator? → Cool food to room temperature before storing it.
- Are the air vents blocked? → Leave space between food items to allow proper air circulation and do not block inlet and outlet air vents.
- Is the refrigerator packed with food? → Remove enough items to allow good air circulation.

Does this solve your problem?



Yes! Problem solved.



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ICE MAKER PROBLEM



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DOESN'T WORK

Is the refrigerator new? → Wait at least 24 hours after hookup for ice production. Allow the temperature to reach -10°F (-23°C).

.....

Is the ice maker turned off? → Move the ice maker switch to the On position (I).

.....

Is the water supply not connected? → Contact a Sears service technician to connect the water supply; otherwise, the water line installation is not covered under the warranty.

.....

Is water valve closed? → Open the valve fully.

.....

Is the water line kinked? → Straighten out the kink in the water line.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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NOT ENOUGH ICE

Is the refrigerator new? → Wait at least 24 hours after hookup for ice production. Allow the temperature to reach -10°F (-23°C). Make sure freezer is cold enough.

.....

Is the freezer temperature between -6 °F and 8°F (-21 °C to -13°C)? → Make sure door is closed completely. Adjust the freezer temperature by one setting and then allow up to 24 hours for temperature to adjust.

.....

Is water valve closed? → Open the valve fully.

.....

Is the water line kinked? → Straighten out the kink in the water line.

.....

Are ice cubes jammed in the ice maker? → Removed jammed cubes by hand and level off the pile of cubes in the storage bin.

Does this solve your problem?




Yes! Problem solved.



No. I need Service.

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ICE MAKER PROBLEM

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HOLLOW OR SMALL ICE

Is the water valve closed? → Open the valve fully.

.....

Is the water line clogged? → Have a licensed plumber check the water line for clogs.

.....

Are the ice cubes old? → Discard the old cubes and make a fresh supply.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
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COLOR OR DEBRIS IN ICE

Is this a new plumbing installation or was ice maker recently installed? → Discard the first batch of ice cubes. New plumbing can cause discoloration, odd taste and odor.

.....

Has the ice been stored for awhile? → Throw away old ice cubes and make a new supply.

.....

Does the water supply contain minerals? → Install a filter.

.....

Does the ice storage bin need cleaning? → Discard old ice cubes. Empty the bin and wash it with a solution of baking soda dissolved in water.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**
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ICE MAKER PROBLEM



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TASTE IN ICE

Is this a new plumbing installation or was ice maker recently installed? → Discard the first batch of ice cubes. New plumbing can cause discoloration, odd taste and odor.

Has the ice been stored for awhile? → Throw away old ice cubes and make a new supply.

Is the ice absorbing food odors? → Use air-tight containers for storage or rewrap foods tightly. Odors migrate to the ice cubes if foods are not wrapped properly.

Does the ice storage bin need cleaning? → Discard old ice cubes. Empty the bin and wash it with a solution of baking soda dissolved in water.

Does the water supply contain minerals? → Install a filter.

Does this solve your problem?



Yes! Problem solved.



No. I need Service.

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