

ICE WATER DISPENSER TROUBLESHOOTINGS

| Complaint | Possible Causes | Response |
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| Unit is not working and display is not lit | <ul style="list-style-type: none"> a. Power cord is unplugged b. No power c. Power cord problems d. Control PCB is defective or wiring problems e. Display PCB is defective or wiring problems | <ul style="list-style-type: none"> a. Plug in the power cord b. Check for outlet and breaker or fuse c. Call for service d. Call for service e. Call for service |
| “Low” indicator stays on (to reactivate the water pump, press and hold “Lamp/Reset” button for more than 3 seconds) | <ul style="list-style-type: none"> a. The internal water tank is being refilled and not full yet b. The water selection switch is not set correctly c. The water bottle is empty d. The plumbed water supply line is broken e. Water pipes or tubes are loose, kinked or broken. f. The water pump or water valve is defective or wiring problems | <ul style="list-style-type: none"> a. Reactivate the water pump and wait until “Low” indicator disappears b. Select the bottled or plumbed water source, unplug and plug the unit. c. Change it d. Fix it e. Tighten, straighten or change them. f. Call for service |
| Ice maker is not producing ice | <ul style="list-style-type: none"> a. The ice maker is not turned on b. Ice cubes are jammed c. The water selection switch is not set correctly d. The ice maker water tubes are kinked and the ice mould is not filled with water e. The water fill tube freezes f. The water filters are clogged g. The ice maker water pump is defective or wiring problems h. The ice maker is not working or wiring problems i. The cooling system is not working | <ul style="list-style-type: none"> a. Turn the ice maker on b. Clear the ice cubes c. Select the bottled or plumbed water source, unplug and plug the unit d. Straighten them e. Unplug the unit and remove the ice bin; plug in again until the tube is free of ice. f. Remove the water filters and check if ice quality improves g. Call for service h. Call for service i. Call for service |
| Ice maker is not producing enough ice | <ul style="list-style-type: none"> a. The water supply line is kinked and the ice mould is not filled with sufficient water b. The water filters are clogged c. The freezer door is not | <ul style="list-style-type: none"> a. Straighten it b. Remove the water filters and check if ice quality improves c. Check for door seal and door |

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| | sealed d. The ice maker is not working properly e. The cooling system is not working properly | opening d. Call for service e. Call for service |
| Ice cubes are hollow or small | a. The water shutoff valve is not fully open b. The water supply line is kinked c. The water filters are clogged d. The ice maker water fill time is not enough e. The ice maker thermostat is defective | a. Turn the valve fully open b. Straighten it c. Remove the water filters and check if ice quality improves d. Call for service e. Call for service |
| Ice cubes are frozen together | 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 ice mould is overfilled because undersized ice cubes are left | 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. Improve water pressure |
| Crushed ice is not dispensed | a. There are not enough ice cubes in the ice bin b. Ice cubes are frozen together on one side of ice bin c. The freezer door is open d. The magnetic switch is defective e. The auger motor is broken f. The flapper motor is broken or wiring problems g. Control PCB is defective or wiring h. Display PCB is defective or wiring problems | a. see Ice maker is not producing ice & Ice maker is not producing enough ice b. Pull out the ice bin and shake it 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. The solenoid is defective | a. Call for service |
| Hot water is not hot | a. The hot water function is not turned on b. The water heater stops working when "Low" indicator appears c. The water heater is broken d. The Thermostat is defective | a. Turn the hot water function on b. See " Low " indicator stays 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 | a. The hot water tank is dry | a. Call for service |

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| heater smells burning | | |
| Water dispenser is not working | <ul style="list-style-type: none"> a. The water dispensing valve automatically stops working when "Low" indicator appears b. Water selection switch is not selected correctly c. The dispensing valve water tubes are kinked d. The water dispensing valve is defective e. Control or display PCB is defective or wiring problems | <ul style="list-style-type: none"> a. See "Low" indicator stays on b. Select the bottled or plumbed water source, unplug and plug the unit c. Straighten them d. Call service e. Call service |
| Water dispenser is slow | <ul style="list-style-type: none"> a. The dispensing valve water tubes are kinked b. The water dispensing valve is defective | <ul style="list-style-type: none"> a. Straighten them b. Call service |
| Water is leaking | <ul style="list-style-type: none"> a. The dispenser drip tray is full b. Ice is being melted because of high freezer temperature c. The internal water tank is leaking d. The internal water tank level sensor is defective e. The water dispensing valve is defective | <ul style="list-style-type: none"> a. Empty it b. Check evaporator fan or wiring c. Call for service d. Call for service e. Call for service |
| Both freezer and ice maker evaporators are iced | <ul style="list-style-type: none"> a. The freezer door is not closed b. The defrost solenoid valve is defective or wiring problems c. The defrost drip tray heater is broken or wiring d. The evaporator fan is broken | <ul style="list-style-type: none"> a. Close it b. Call for service c. Call for service d. Call for service |