

Use & Care Guide
Manual de Uso y Cuidado
Guide d'utilisation et d'entretien
English / Español / Français

Models/Modelos/Modèles: 253.18502 and 253.18702

Kenmore®

Freezer

Congelador Congélateur

P/N 297415700 (1112)
Sears Brands Management Corporation
Hoffman Estates, IL 60179

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Sears Canada Inc.
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Record Model/Serial Numbers

Please read and save these instructions

This Use & Care Guide provides specific operating instructions for your model. Use your freezer only as instructed in this Use & Care Guide. These instructions are not meant to cover every possible condition and situation that may occur. Common sense and caution must be practiced when installing, operating and maintaining any appliance.

Please record your model and serial numbers below for future reference. This information is found on the serial plate located either on the upper left wall inside the freezer (upright models) or the left exterior wall (chest models).

Model Number: _____
Serial Number: _____
Purchase Date: _____

IMPORTANT
Use only soap and water to clean serial plate.

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Important Safety Instructions


Safety Precautions


Do not attempt to install or operate your unit until you have read the safety precautions in this manual. Safety items throughout this manual are labeled with a Danger, Warning, or Caution based on the risk type.

Definitions

 This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

 **DANGER**
DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

 **WARNING**
WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

 **CAUTION**
CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

IMPORTANT
Indicates installation, operation, or maintenance information which is important but not hazard-related.

Important Safety Instructions



WARNING

Please read all safety instructions before using your new freezer.

For Your Safety

Do not store or use gasoline, or other flammable liquids in the vicinity of this or any other appliance. Read product labels for warnings regarding flammability and other hazards.

- Do not operate the freezer in the presence of explosive fumes.
- Remove and discard any spacers used to secure the shelves during shipping. Small objects are a choke hazard to children.
- Remove all staples from the carton. Staples can cause severe cuts, and also destroy finishes if they come in contact with other appliances or furniture.

Child Safety

Destroy or recycle the carton, plastic bags, and any exterior wrapping material immediately after the freezer is unpacked. Children should **NEVER** use these items to play. Cartons covered with rugs, bedspreads, plastic sheets or stretch wrap may become airtight chambers, and can quickly cause suffocation.

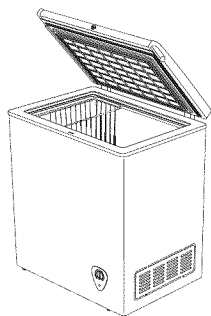
Proper disposal of your freezer

Risk of child entrapment

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

Before you throw away your old freezer:

- Remove lid.
- Leave shelves in place so children may not easily climb inside.
- Have refrigerant removed by a qualified service technician.

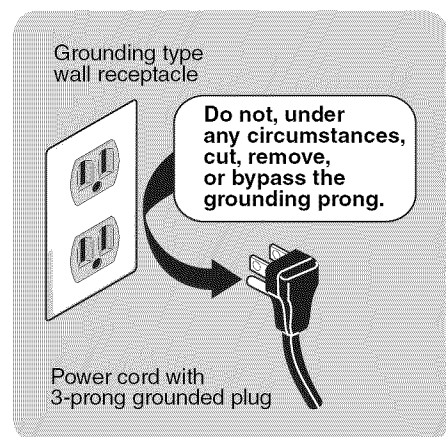


WARNING

These guidelines must be followed to ensure that safety mechanisms in this freezer will operate properly.

ELECTRICAL INFORMATION

- **The freezer must be plugged into its own dedicated 115 Volt, 60 Hz., AC only electric outlet.** The power cord of the appliance is equipped with a three-prong grounding plug for your protection against electrical shock hazards. It must be plugged directly into a properly grounded three-prong receptacle. The receptacle must be installed in accordance with local codes and ordinances. Consult a qualified electrician. **Do not use an extension cord or adapter plug.**
- Immediately repair or replace any power cord that becomes frayed or damaged.
- Never unplug the freezer by pulling on the power cord. Always grip the plug firmly, and pull straight out from the receptacle to prevent damaging the power cord.
- Unplug the freezer before cleaning and before replacing a light bulb to avoid electrical shock.
- Performance may be affected if the voltage varies by 10% or more. Operating the freezer with insufficient power can damage the compressor. Such damage is not covered under your warranty.
- Do not plug the unit into an outlet controlled by a wall switch or pull cord to prevent the freezer from being turned off accidentally.
- Avoid connecting freezer to a Ground Fault Interruptor (GFI) circuit.



Warranty Information

KENMORE APPLIANCE WARRANTY

One Year Limited Warranty

When installed, operated and maintained according to all instructions supplied with the product, if this appliance fails due to a defect in material or workmanship within one year from the date of purchase, call 1-800-4-MY-HOME® to arrange for free repair.

If this appliance is used for other than private family purposes, this warranty applies for only 90 days from the date of purchase.

This warranty covers only defects in material and workmanship. Sears will NOT pay for:

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, light bulbs and bags.
2. A service technician to instruct the user in correct product installation, operation or maintenance.
3. A service technician to clean or maintain this product.
4. Damage to or failure of this product if it is not installed, operated or maintained according to all instructions supplied with the product.
5. Damage to or failure of this product resulting from accident, abuse, misuse or use for other than its intended purpose.
6. Damage to or failure of this product caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
7. Damage to or failure of parts or systems resulting from unauthorized modifications made to this product.

Disclaimer of implied warranties; limitation of remedies

Customer's sole and exclusive remedy under this limited warranty shall be product repair as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law. Sears 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, or limitations on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States and Canada.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Sears Brands Management Corporation, Hoffman Estates, IL 60179

Sears Canada Inc., Toronto, Ontario, Canada M5B 2C3

Master Protection Agreements

Congratulations on making a smart purchase. Your new Kenmore® product is designed and manufactured for years of dependable operation. But like all products, it may require preventive maintenance or repair from time to time. That's when having a Master Protection Agreement can save you money and aggravation. The Master Protection Agreement also helps extend the life of your new product. Here's what the Agreement* includes:

- **Parts and labor** needed to help keep products operating properly **under normal use**, not just defects. Our coverage goes **well beyond the product warranty**. No deductibles, no functional failure excluded from coverage – **real protection**.
- **Expert service** by a force of more than **10,000 authorized Sears service technicians**, which means someone you can trust will be working on your product.
- **Unlimited service calls and nationwide service**, as often as you want us, whenever you want us.
- **“No-lemon” guarantee** – replacement of your covered product if four or more product failures occur within twelve months.
- **Product replacement** if your covered product can't be fixed.
- **Annual Preventive Maintenance Check** at your request – no extra charge.
- **Fast help by phone** – we call it **Rapid Resolution** – phone support from a Sears representative on all products. Think of us as a “talking owner's manual”.
- **Power surge protection** against electrical damage due to power fluctuations.
- **\$250 Food Loss Protection** annually for any food spoilage that is the result of mechanical failure of any covered refrigerator or freezer.
- **Rental reimbursement** if repair of your covered product takes longer than promised.
- **10% discount** off the regular price of any non-covered repair service and related installed parts.

Once you purchase the Agreement, a simple phone call is all that it takes for you to schedule service. You can call anytime day or night, or schedule a service appointment online.

The Master Protection Agreement is a risk free purchase. If you cancel for any reason during the product warranty period, we will provide a full refund. Or, a prorated refund anytime after the product warranty period expires. Purchase your Master Protection Agreement today!

Some limitations and exclusions apply. For prices and additional information in the U.S.A. call 1-800-827-6655.

* Coverage in Canada varies on some items. For full details call Sears Canada at 1-800-361-6665.
Sears Installation Service

For Sears professional installation of home appliances, garage door openers, water heaters, and other major home items, in the U.S.A. or Canada call 1-800-4-MY-HOME®.

Installation / Energy Saving Tips / Setting Temperature Control

This Use & Care Manual provides specific operating instructions for your model. Use the freezer only as instructed in this Use & Care Manual. **Before starting the freezer, follow these important first steps.**

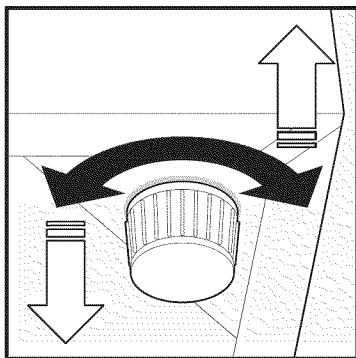
Location

- Choose a place that is near a grounded electrical outlet. Do Not use an extension cord or an adapter plug.
- For the most efficient operation, the freezer should be located where surrounding temperatures will not exceed 110°F (43°C). Temperatures of 32°F (0°C) and below will NOT affect freezer operation. Additional compressor heaters are not recommended.
- Allow space around the unit for good air circulation. Leave a 4 inch (101.6 mm) space on all sides of the freezer for adequate circulation.

Leveling

The freezer must have all bottom corners resting firmly on a solid floor. The floor must be strong enough to support a fully loaded freezer. **NOTE:** It is Very Important for your freezer to be level in order to function properly. If the freezer is not leveled during installation, the lid may be misaligned and not close or seal properly, causing cooling, frost, or moisture problems.

If needed, add metal or wood shims between foot pads and floor.



Cleaning

- Wash any removable parts, the freezer interior, and exterior with mild detergent and warm water. Wipe dry. Do not use harsh cleaners on these surfaces.
- Do not use razor blades or other sharp instruments, which can scratch the appliance surface when removing adhesive labels. Any glue left from the tape can be removed with a mixture of warm water and mild detergent, or touch the residue with the sticky side of tape already removed. Do not remove the serial plate.

Energy Saving Tips

- The freezer should be located in the coolest area of the room, away from heat producing appliances or heating ducts, and out of direct sunlight.
- Let hot foods cool to room temperature before placing in the freezer. Overloading the freezer forces the compressor to run longer. Foods that freeze too slowly may lose quality or spoil.
- Be sure to wrap foods properly, and wipe containers dry before placing them in the freezer. This cuts down on frost build-up inside the freezer.
- Freezer shelves should not be lined with aluminum foil, wax paper, or paper toweling. Liners interfere with cold air circulation, making the freezer less efficient.
- Organize and label food to reduce lid openings and extended searches. Remove as many items as needed at one time, and close the lid as soon as possible.

Setting the Temperature Control

Cool Down Period

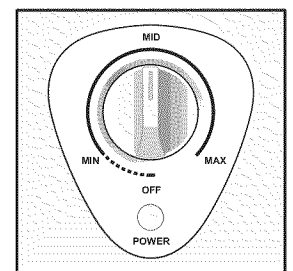
- For safe food storage, allow 4 hours for the freezer to cool down completely. The freezer will run continuously for the first several hours. Foods that are already frozen may be placed in the freezer after the first few hours of operation. Unfrozen foods should NOT be loaded into the freezer until the freezer has operated for 4 hours.

When loading the freezer, freeze only 3 pounds of fresh food per cubic foot of freezer space at one time.

- Distribute packages to be frozen evenly throughout the freezer. It is not necessary to turn the control knob to a colder setting while freezing food.

Temperature Control

The temperature control is located inside the freezer on upright models, and on the front outside wall on chest models. The temperature is factory preset to provide satisfactory food storage temperatures. However, the temperature control is adjustable to provide a range of temperatures for your personal satisfaction. If a colder temperature is desired, turn the temperature control knob toward MAX and allow several hours for temperatures to stabilize between adjustments.



Freezer Optional Features / Care and Cleaning

NOTE

Your freezer may have some, or all of the features listed below. Become familiar with these features, and their use and care.

Freezer Optional Features

Power On Light

The yellow Power On indicator light indicates that the freezer is properly connected to electrical power. The light glows even when the temperature control is turned to OFF. If the light goes out, refer to Freezer Does Not Run Section in the Troubleshooting Guide. If the freezer appears to be operating, the light element may be burned out. Call 1-800-4-MY-HOME (469-4663) to schedule replacement service.

Defrost Drain

The defrost drain provides a method of draining the water during defrosting and cleaning. See “Defrosting” in Care and Cleaning Section.

Care and Cleaning



CAUTION

Damp objects stick to cold metal surfaces. Do not touch interior metal surfaces with wet or damp hands.

Between Defrostings

To avoid frequent defrosting, occasionally use a plastic scraper to remove frost. Scrape with a pulling motion. Never use a metal instrument to remove frost.



CAUTION

Freezer must be unplugged (to avoid electrical hazard) from power source when defrosting unit.

Defrosting

It is important to defrost and clean the freezer when $\frac{1}{4}$ to $\frac{1}{2}$ inch of frost has accumulated. Frost may tend to accumulate faster on the upper part of the freezer due to warm, moist air entering the freezer when the lid is opened. Remove food and leave the lid open when defrosting the freezer.

If the frost is soft, remove it by using a plastic scraper. If the frost is glazed and hard, fill deep pans with hot water and place them on the freezer bottom. Close the freezer lid. Frost should soften in about 15 minutes. Repeat this procedure if necessary.

Cleaning the Inside

After defrosting, wash inside surfaces of the freezer with a solution of two tablespoons of baking soda in one quart (1.136 liters) warm water. Rinse and dry. Wring excess water out of the sponge or cloth when cleaning in the area of the controls, or any electrical parts.

Wash the removable parts with the baking soda solution mentioned above, or mild detergent and warm water. Rinse and dry. **Never** use metallic scouring pads, brushes, abrasive cleaners, or alkaline solutions on any surface. Do not wash removable parts in a dishwasher.

Cleaning the Outside

Wash the cabinet with warm water and mild liquid detergent. Rinse well and wipe dry with a clean soft cloth.

Care and Cleaning / Power Failure - Freezer Failure



WARNING

If leaving the freezer lid open while on vacation, make certain that children cannot get into the freezer and become entrapped.

To Defrost Models without Defrost Drain:

- Place towels or newspapers on the freezer bottom to catch the frost. The frost will loosen and fall.
- Remove the towels and/or newspapers.
- If the frost is soft, remove it by using a plastic scraper. If the frost is glazed and hard, fill deep pans with hot water and place them on the freezer bottom.
- Close the freezer lid. Frost should soften in about fifteen (15) minutes.
- Repeat this procedure if necessary.

Cleaning the Inside

After defrosting, wash inside surfaces of the freezer with a solution of two tablespoons of baking soda in one quart (1.136 litres) warm water. Rinse and dry. Wring excess water out of the sponge or cloth when cleaning in the area of the controls, or any electrical parts.

Wash the removable parts and basket with the baking soda solution mentioned above, or mild detergent and warm water. Rinse and dry. Never use metallic scouring pads, brushes, abrasive cleaners, or alkaline solutions on any surface. Do not wash removable parts in a dishwasher.

NOTE

Do not open freezer lid unnecessarily if freezer is off for several hours.

Cleaning the Outside

Wash the cabinet with warm water and mild liquid detergent. Rinse well and wipe dry with a clean soft cloth. Replace parts and food.

Vacation and Moving Tips

Short Vacations:

- Leave the freezer operating during vacations of less than three weeks.

Long Vacations:

If the freezer will not be used for several months:

- Remove all food and unplug the power cord.
- Clean and dry the interior thoroughly.
- Leave the freezer lid open slightly, blocking it open if necessary, to prevent odor and mold growth.

Before You Call

Problem	Cause	Correction
RUNNING OF FREEZER		
Freezer does not run.	<ul style="list-style-type: none"> Freezer is plugged into a circuit that has a ground fault interrupt. Temperature Control is in the OFF position. Freezer may not be plugged in or plug is loose. Hose fuse blown or tripped circuit breaker. Power outage. 	<ul style="list-style-type: none"> Use another circuit. If you are unsure about the outlet, have it checked by a certified technician. See Setting the Temperature Control section. Ensure plug is tightly pushed into outlet. Check/replace fuse with a 15 amp time-delay fuse. Reset circuit breaker. Check house lights. Call local electric company.
Freezer runs too much or too long.	<ul style="list-style-type: none"> Room or outside weather is hot. Freezer has recently been disconnected for a period of time. Large amounts of warm or hot food has been stored recently. Lid is opened too frequently or too long. Freezer lid may be slightly open. Temperature control is set too low Freezer gasket is dirty, worn, cracked, or poorly fitted. 	<ul style="list-style-type: none"> It's normal for the freezer to work longer under these conditions. It takes 4 hours for the freezer to cool down completely. Warm food will cause freezer to run more until the desired temperature is reached. Warm air entering the freezer causes it to run more. Open lid less often. Ensure freezer lid is tightly closed. Turn control knob to a warmer setting. Allow several hours for the temperature to stabilize. Clean or change gasket. Leaks in lid seal will cause freezer to run longer in order to maintain desired temperatures.
FREEZER TEMPERATURES		
Interior freezer temperature is too cold.	<ul style="list-style-type: none"> Freezer control is set too low. 	<ul style="list-style-type: none"> Set freezer control to a warmer setting. Allow several hours for temperature to stabilize.
Interior freezer temperature is too warm.	<ul style="list-style-type: none"> Freezer control is set too warm. Lid is opened too frequently or too long. Lid may not be seating properly. Large amounts of warm or hot food has been stored recently. Freezer has recently been disconnected for a period of time. 	<ul style="list-style-type: none"> Set fresh food control to a colder setting. Allow several hours for temperature to stabilize. Warm air entering the freezer causes it to run more. Open lid less often. See "LID PROBLEMS" section. Warm food will cause freezer to run more until the desired temperature is reached. Freezer requires 4 hours to cool down completely.
Freezer external surface temperature is warm.	<ul style="list-style-type: none"> The external freezer walls can be as much as 30° F warmer than room temperature. 	<ul style="list-style-type: none"> This is normal while the compressor works to transfer heat from inside the freezer cabinet.
SOUND AND NOISE		
Louder sound levels when freezer is on.	<ul style="list-style-type: none"> Modern freezers have increased storage capacity and more stable temperatures. They require a high efficiency compressor. 	<ul style="list-style-type: none"> This is normal. When the surrounding noise is low, you might hear the compressor running while it cools the interior.
Louder sound levels when compressor comes on.	<ul style="list-style-type: none"> Freezer operates at higher pressures during the start of the ON cycle. 	<ul style="list-style-type: none"> This is normal. Sound will level off or disappear as freezer continues to run.

Before You Call

Problem	Cause	Correction
SOUND AND NOISE (cont.)		
Popping or cracking sound when compressor comes on.	<ul style="list-style-type: none"> • Metal parts undergo expansion and contraction, as in hot water pipes. 	<ul style="list-style-type: none"> • This is normal. Sound will level off or disappear as freezer continues to run.
Bubbling or gurgling sound, like water boiling.	<ul style="list-style-type: none"> • Refrigerant (used to cool freezer) is circulating throughout the system. 	<ul style="list-style-type: none"> • This is normal.
Vibrating or rattling noise.	<ul style="list-style-type: none"> • Freezer is not level. It rocks on the floor when it is moved slightly. • Floor is uneven or weak. Freezer rocks on floor when it is moved slightly. • Freezer is touching the wall. 	<ul style="list-style-type: none"> • Level the unit. Refer to “Leveling” in the Installation Section. • Ensure floor can adequately support freezer. Level the freezer by putting wood or metal shims under part of the freezer. • Relevel the freezer or move freezer slightly. Refer to “Leveling” in the Installation Section.
WATER/MOISTURE/FROST INSIDE FREEZER		
Moisture collects on inside of freezer walls.	<ul style="list-style-type: none"> • Weather is hot and humid. • Lid may not be seating properly. • Lid is opened too often or too long. 	<ul style="list-style-type: none"> • The rate of frost buildup and internal sweating increases. This is normal. • See “LID PROBLEMS”. • Open lid less often.
WATER/MOISTURE/FROST OUTSIDE FREEZER		
Moisture collects on outside of freezer.	<ul style="list-style-type: none"> • Lid may not be seating properly, causing cold air from inside freezer to meet warm air from outside. 	<ul style="list-style-type: none"> • See “LID PROBLEMS”.
ODOR IN FREEZER		
Odors in freezer.	<ul style="list-style-type: none"> • Interior needs to be clean. • Foods with strong odors are in the freezer. 	<ul style="list-style-type: none"> • Clean interior with sponge, warm water, and baking soda. • Cover the food tightly.
LID PROBLEMS		
Lid will not close	<ul style="list-style-type: none"> • Freezer is not level. It rocks on the floor when it is moved slightly. • Floor is uneven or weak. Freezer rocks on floor when it is moved slightly. 	<ul style="list-style-type: none"> • This condition can force the cabinet out of square and misalign the lid. Refer to “Leveling” in the Installation Section. • Level the floor by using wood or metal shims under the freezer or brace floor supporting the freezer.
POWER AVAILABLE LIGHT IS NOT ON		
Power Available light is not on.	<ul style="list-style-type: none"> • LED may be burned out. • No electric current is reaching the freezer. 	<ul style="list-style-type: none"> • Contact a Sears or other qualified service dealer. • See “Freezer does not run” in the “RUNNING OF FREEZER”Section.