

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

Models/Modelos/Modèles: 253.12502, 12702, 12402, 12902, 12909

Kenmore®

Freezer

Congelador
Congélateur

P/N 297415702 (1509)
Sears Brands Management Corporation
Hoffman Estates, IL 60179 U.S.A.
www.kenmore.com

Sears Canada Inc.
Toronto, Ontario, Canada M5B 2C3
www.sears.ca



Record Model/ Serial Numbers

Please read and save these instructions

This Use & Care Guide provides specific operating instructions for your model. Use your unit only as instructed in this 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 either on the upper left wall inside the freezer (upright models) or the left exterior wall (chest models).

Model Number: 253.
or _____
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



DANGER



DANGER Risk of fire or explosion.
Flammable refrigerant used. Do not use mechanical devices to defrost refrigerator. Do not puncture refrigerant tubing.

DANGER Risk of fire or explosion.
Flammable refrigerant used. To be repaired only by trained service personnel. Do not puncture refrigerant tubing.



CAUTION



CAUTION Risk of fire or explosion.
Flammable refrigerant used. Consult repair manual/ owner's guide before attempting to service this product. All safety precautions must be followed.

CAUTION Risk of fire or explosion.
Dispose of property in accordance with federal or local regulations. Flammable refrigerant used.

CAUTION- Risk of fire or explosion due to puncture of refrigerant tubing.
Follow handling instructions carefully. Flammable refrigerant used.



WARNING

Please read all safety instructions before using your new appliance.

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 unit 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 unit 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.

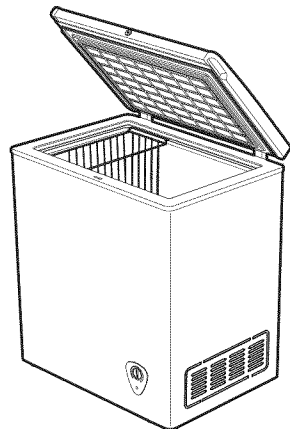
Proper disposal of your appliance

Risk of child entrapment

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

Before you throw away your old unit:

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



Important Safety Instructions

IMPORTANT

Your old unit may have a cooling system that used CFCs or HCFCs (chlorofluorocarbons or hydrochlorofluorocarbons). CFCs and HCFCs are believed to harm stratospheric ozone if released to the atmosphere. Other refrigerants may cause harm to the environment if released to the atmosphere. If you are throwing away your old unit, make sure the refrigerant is removed for proper disposal by a qualified technician. If you intentionally release refrigerant, you may be subject to fines and imprisonment under the provisions of environmental legislation.

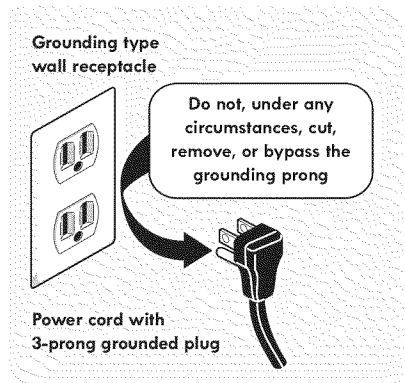


WARNING

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

damage the motor. Such damage is not covered under the warranty.

- Do not plug the unit into an outlet controlled by a wall switch or pull cord to prevent the appliance from being turned off accidentally.
- Avoid connecting unit to a Ground Fault Circuit Interruptor (GFCI).



Electrical information

- **The unit must be plugged into its own dedicated 10 amp, 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 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 appliance 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 appliance 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 unit with insufficient power can

Warranty Information

KENMORE LIMITED WARRANTY

FOR ONE YEAR from the date of sale this appliance is warranted against defects in material or workmanship when it is correctly installed, operated and maintained according to all supplied instructions.

WITH PROOF OF SALE, a defective appliance will receive free repair or replacement at option of seller.

For warranty coverage details to obtain free repair or replacement, visit the web page: www.kenmore.com/warranty

This warranty applies for only 90 DAYS from the sale date in the United States, and is void in Canada, if this appliance is ever used for other than private household purposes.

This warranty covers ONLY defects in material and workmanship, and will NOT pay for:

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, bags or screw-in base light bulbs.
2. A service technician to clean or maintain this appliance, or to instruct the user in correct appliance installation, operation and maintenance.
3. Service calls to correct appliance installation not performed by Sears authorized service agents, or to repair problems with house fuses, circuit breakers, house wiring, and plumbing or gas supply systems resulting from such installation.
4. Damage to or failure of this appliance resulting from installation not performed by Sears authorized service agents, including installation that was not in accord with electrical, gas or plumbing codes.
5. Damage to or failure of this appliance, including discoloration or surface rust, if it is not correctly operated and maintained according to all supplied instructions.
6. Damage to or failure of this appliance, including discoloration or surface rust, resulting from accident, alteration, abuse, misuse or use for other than its intended purpose.
7. Damage to or failure of this appliance, including discoloration or surface rust, caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
8. Damage to or failure of parts or systems resulting from unauthorized modifications made to this appliance.
9. Service to an appliance if the model and serial plate is missing, altered, or cannot easily be determined to have the appropriate certification logo.

Disclaimer of implied warranties; limitation of remedies

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year on the appliance and five years on the sealed system, or the shortest period allowed by law. Seller 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 limitation 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 or Canada*.

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

* In-home repair service is not available in all Canadian geographical areas, nor will this warranty cover user or servicer travel and transportation expenses if this product is located in a remote area (as defined by Sears Canada Inc.) where an authorized servicer is not available.

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** not just for repairing defects, but to help keep products operating properly **under normal use**. 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.
- ☑ **25% 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. call 1-844-553-6667, and in Canada call 1-800-469-4663.

First Steps

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

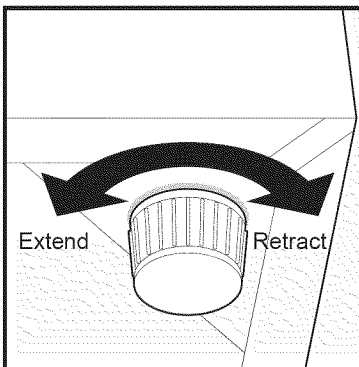
Installation

- 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.

Two adjustable foot pads, located on the left side of the base of the unit, can be rotated clockwise to retract and counterclockwise to extend. If needed, add metal or wood shims between foot pads and floor.



First Steps

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 Ideas



- 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

Energy Saving Ideas

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

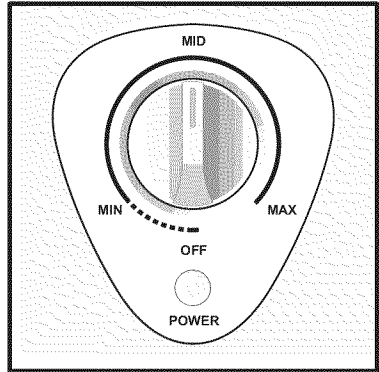
- For safe food storage, allow four hours for the freezer to cool down completely. The freezer will run continuously for the first several hours. Foods that are already frozen may be placed in the freezer after the first few hours of operation. Unfrozen foods should NOT be loaded into the freezer until the freezer has operated for four hours.
- When loading the freezer, freeze only three 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 on the front exterior wall. The temperature is factory preset to MID position which

Setting the Temperature Control

should provide a satisfactory food storage temperature during normal operating conditions. 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.



Optional Features

NOTE

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

Power On Light

The green 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. To schedule light element replacement, in the U.S.A. call 1-844-553-6667, and in Canada call 1-800-469-4663.

Optional Features

Defrost Drain

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

Care & Cleaning



CAUTION

Damp objects stick to cold metal surfaces. Do not touch inferior 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.

Care & Cleaning

Defrosting



WARNING

DO NOT use a sharp or metallic instrument to remove frost from the refrigerator interior, as damage to refrigerant tubing (located behind interior walls) may occur. Tubing damage may allow flammable refrigerant gas leakage, which can result in personal injury.

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. Always unplug the freezer, 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.



WARNING

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

To Defrost Chest Models with Defrost Drain:

- Place a shallow pan or the Divider/Drain Pan (if equipped) beneath the drain outlet. Pull out the outside drain plug (see figure 1). A $\frac{1}{2}$ inch garden hose adapter can be used to drain the freezer directly into a floor drain (see figure 2). If your model is not equipped with an adapter, one can be purchased at most hardware stores.

Care & Cleaning

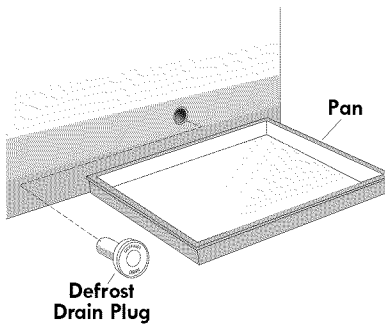


Figure 1

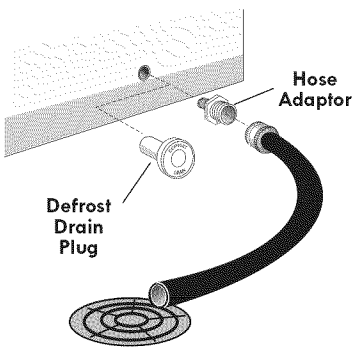


Figure 2

- Remove the drain plug inside the freezer by turning counterclockwise (see figure 3). Defrost water will drain out. Check pan occasionally so water does not overflow.

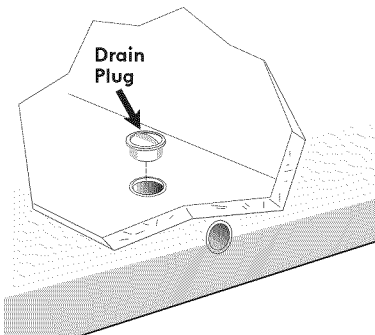


Figure 3

- Replace the drain plugs when defrosting and cleaning are completed. If the drain is left open, warm air may enter the freezer.

To Defrost Models without Defrost Drain:

- Place towels on the freezer bottom to catch the frost. The frost will loosen and fall.
- Remove the towels.
- 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 (1.1 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 and baskets 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

If unit is turned off or unplugged for several hours, do not open freezer lid unnecessarily to assure the coldest temperature inside is maintained and that recovery time to desired temperature is minimal.

Cleaning the Outside

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

Care & Cleaning

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.

Moving: When moving the freezer, follow these guidelines to prevent damage:

- Disconnect the power cord plug from the wall outlet.
- Remove foods, then defrost, and clean the freezer.
- Secure all loose items such as base panel, baskets, and shelves by taping them securely in place to prevent damage.
- In the moving vehicle, secure freezer in an upright position to prevent movement. Also protect outside of freezer with a blanket, or similar item.

Power Failure/ Freezer Failure

If a power failure occurs, frozen foods will stay frozen for at least 24 hours if the freezer is kept closed. If the power failure continues, pack seven or eight pounds of dry ice into the freezer every 24 hours. Look in the Yellow Pages under Dry Ice, Dairies, or Ice Cream manufacturers for local dry ice suppliers. Always wear gloves and use caution when handling dry ice.

If the freezer has stopped operating, see “Freezer Does Not Run” in the Troubleshooting Guide. If you cannot solve the problem, call an authorized servicer immediately. If the freezer remains off for several hours, follow the directions above for the use of dry ice during a power failure. If necessary, take the food to a local locker plant until the freezer is ready to operate. Look in the Yellow Pages under “Frozen Food Locker Plants”.

Before You Call

TROUBLESHOOTING GUIDE		Before calling for service, review this list. It may save you time and expense. This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.	
CONCERN	POTENTIAL CAUSE	COMMON SOLUTION	
FREEZER DOES NOT RUN			
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 may be loose. • House 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 house fuse or 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 have been stored recently. • Lid is opened too frequently or too long. • 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 harder 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. • See "LID PROBLEMS" in Before You Call Section. • Turn control knob to a warmer setting. Allow several hours for the temperature to stabilize. • Clean or change gasket. Leaks in the lid seal will cause freezer to run longer in order to maintain desired temperature. 	
Interior Freezer temperature is too cold.	<ul style="list-style-type: none"> • Temperature Control is set too low. 	<ul style="list-style-type: none"> • Turn the control to a warmer setting. Allow several hours for the temperature to stabilize. 	
Interior Freezer temperature is too warm.	<ul style="list-style-type: none"> • Temperature Control is set too warm. • Lid is kept open too long or is opened too frequently. • Lid may not be seating properly. • Large amounts of warm or hot food may have been stored recently. • Freezer has recently been disconnected for a period of time. 	<ul style="list-style-type: none"> • Turn control to a colder setting. Allow several hours for the temperature to stabilize. • Warm air enters the freezer every time the lid is opened. Open the lid less often. • See "LID PROBLEMS" in Before You Call Section. • Wait until the freezer has had a chance to reach its selected temperature. • 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 whenever 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 level is low, you might hear the compressor running while it cools the interior. 	

Before You Call

CONCERN	POTENTIAL CAUSE	COMMON SOLUTION
Longer 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.
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 First Steps Section. Ensure floor can adequately support freezer. Move freezer slightly. Refer to "Leveling" in the First Steps Section after moving if necessary.
WATER/MOISTURE/FROST INSIDE FREEZER		
Moisture forms on inside freezer walls.	<ul style="list-style-type: none"> Weather is hot and humid, which increases internal rate of frost build-up. Lid may not be seating properly. Lid is kept open too long, or is opened too frequently. 	<ul style="list-style-type: none"> This is normal. See "LID PROBLEMS" in Before You Call Section. Open the lid less often.
WATER/MOISTURE/FROST OUTSIDE FREEZER		
Moisture forms on outside of freezer.	<ul style="list-style-type: none"> Lid may not be seating properly, causing the cold air from inside the freezer to meet warm moist air from outside. 	<ul style="list-style-type: none"> See "LID PROBLEMS" in Before You Call Section.
ODOR IN FREEZER		
Odors in freezer	<ul style="list-style-type: none"> Interior needs to be cleaned. 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 and lid seal. Refer to "Leveling" in the First Steps Section. Refer to "Leveling" in the First Steps Section.