

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

**Models/Modelos/Modèles:** 253.22052\*

# Kenmore® Convertible Refrigerator/Freezer Congelador/refrigerador convertible Congélateur/réfrigérateur convertible

\* = color number, número de color, numéro de couleur

P/N A05525701 (1603)  
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Toronto, Ontario, Canada M5B 2C3  
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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 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 on the serial plate located inside the appliance compartment.**

Model Number: 253. \_\_\_\_\_

or \_\_\_\_\_

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

### IMPORTANT

Use only soap and water to clean serial plate.

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### 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

# Important Safety Instructions

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.



## 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.

# Important Safety Instructions

## 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.

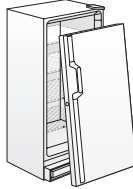
## Proper Disposal of your Appliance

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



## 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.**

## Electrical information

- The appliance 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.

- Do not pinch, knot, or bend the cord in any manner.
- 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 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.

## NOTE

Turning the temperature control to OFF turns off the compressor, but does not disconnect the power to the light bulb or other electrical components.



## WARNING

**Avoid fire hazard or electric shock. Do not use an extension cord or an adapter plug. Do not remove any prong from the power cord.**

Grounding type wall receptacle



Do not, under any circumstances, cut, remove, or bypass the grounding prong.

Power cord with 3-prong grounded plug

# 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](http://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 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.

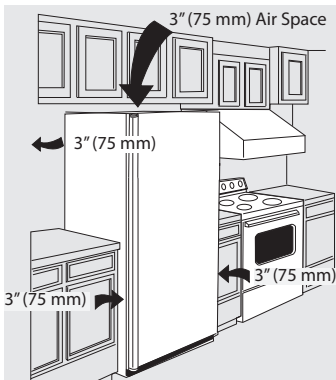
# First Steps

This Use & Care Guide provides general installation and operating instructions for your model. We recommend using a service or kitchen contracting professional to install your appliance. Use the unit only as instructed in this Use & Care Guide.

**Before starting the appliance, follow these important first steps.**

## Location

- Choose a place that is near a grounded, non-GFCI, electrical outlet. Do Not use an extension cord or an adapter plug.
- For the most efficient operation, the unit should be located where surrounding temperatures will not drop below 0°F (-18°C) or exceed 110°F (43°C). Additional compressor heaters are not recommended. Models with electromechanical temperature control should **not** be located where the surrounding temperature drops below 40°F (4°C). These models do not have the automatic freeze control option to prevent refrigerated food from freezing.
- Allow space around the unit for good air circulation. Leave a 3" (75 mm) space on all sides of the appliance for adequate circulation.



## NOTE

The exterior walls of the appliance may become quite warm as the compressor works to transfer heat from the inside. Temperatures as much as 30°F warmer than room temperature can be expected. For this reason it is particularly important in hotter climates to allow enough space for air circulation around your unit.

## Leveling

The unit must have all bottom corners resting firmly on a solid floor. The floor must be strong enough to support a fully loaded appliance.

## NOTE

It is **Very Important** for your appliance to be level in order to function properly. If the unit is not leveled during installation, the door may be misaligned and not close or seal properly, causing cooling, frost, or moisture problems.

To Level Your Appliance:

Adjust the front leveling feet so that the front of the appliance is slightly higher above the floor than in the back. To test the angle, the door should swing closed at a light touch from a halfway open position.

## Cleaning (Prior to use)

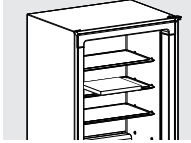
- Wash any removable parts, the appliance interior, and exterior with mild detergent and warm water. Wipe dry. **Do not use harsh cleaners on these surfaces.**
- Do not use razor blades or other sharp instruments, which can scratch the appliance surface when removing adhesive labels. Any glue left from 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.**

# First Steps



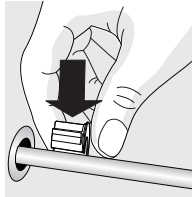
## CAUTION

To allow door to close and seal properly, **DO NOT** let food packages extend past the front of shelves.

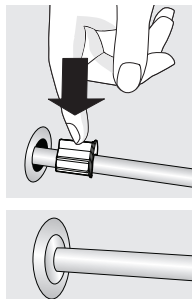


## Repositioning the Mid-Level Basket (some models):

1. To remove the support-hanging basket, press upward on underside of front of support to release from shelf rod.
2. Rotate front under the shelf, and then slide support-hanging basket forward to remove from back shelf rod.
3. To remove shelf grommet, slide away from wall, then pull from rod.
4. Repeat steps 1-3 for other side.
5. With the shelf installed, press the 2 shelf grommets down onto the rod that is anchored into the appliance wall (located in the back only). Be sure to keep the larger end of the shelf grommets away from the wall.

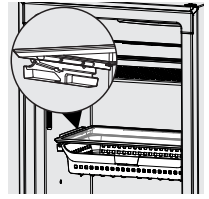


6. Push the shelf grommets onto the shelf rod until firmly seated.
7. Slide the shelf grommets into the wall grommets already in the unit wall until they are flush.
8. Guide the support-hanging basket underneath the shelf, inserting the slotted end



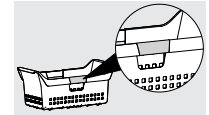
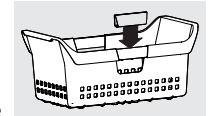
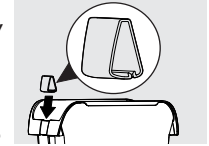
of the support onto the rear shelf rod.

9. Rotate the support-hanging basket up to bring the front end over the front shelf rod. Slide forward to locate front of support-hanging basket over front of shelf rod. Push down on support until it snaps into place.



To install the handle clips to the basket:

1. Place the basket on a firm, flat surface.
2. With the narrow side of the handle clip on the inside of the basket, snap the handle clip to the recessed area in the basket.
3. Once the inside surface snaps in place, continue the process by rolling the handle clip slightly outward and pressing down firmly to snap onto the outside surface. If installed incorrectly, the handle clip will not lay flat.



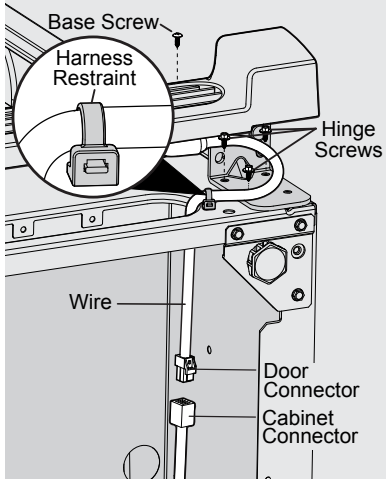
## Door Removal

If door must be removed:

1. Gently lay the unit on its back, on a rug or blanket.
2. Remove 2 base screws and base panel.
3. Remove wire from clips on bottom of cabinet if required.
4. Unplug connector, if required, by holding the cabinet connector in place and pulling the door connector out.
5. Remove bottom hinge screws.
6. Remove plastic top hinge cover.
7. Remove screws from top hinge.
8. Remove top hinge from cabinet.

## First Steps

9. Remove door and bottom hinge from cabinet.
10. To replace door reverse the above order, and securely tighten all screws to prevent hinge slippage.



## Optional Features

### NOTE

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

### Temperature Control

#### Electromechanical Temperature Control (some models)

- **Converting Between Refrigerator and Freezer:**

The convertible model can operate as either a freezer or a refrigerator. The



electromechanical temperature control provides this adjustment and is located inside the appliance. 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.

- **Adjusting the Temperature Setting:** To adjust the temperature setting, turn the temperature control knob clockwise or counterclockwise. When the dial indicator is in the "fridge" section, the unit is in refrigerator mode. Turning past that section into the "freezer" portion, selects the freezer mode. Allow several hours for the temperature to stabilize between adjustments.
- **Powering Off:** To shut off cooling to the unit, turn the temperature control knob clockwise all the way to the OFF position.

#### Electronic Temperature Control (some models)

- **Converting Between Refrigerator and Freezer:** The convertible model can operate as either a freezer or a refrigerator. The selection is made by pressing and holding the down "v" and "set" buttons on the control panel. The display will indicate whether it is in the

## Setting the Temperature Control Cool Down Period

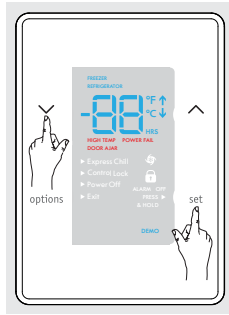
For safe food storage, allow 4 hours for the appliance to cool down completely. The unit will run continuously for the first several hours. When using the appliance as a freezer, foods that are already frozen may be placed in the freezer after the first 2 or 3 hours of operation. Unfrozen foods should NOT be loaded into the freezer until freezer has operated for 4 hours.

When loading 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.



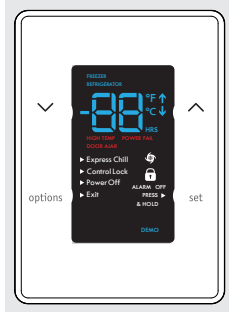
# Optional Features

refrigerator or freezer mode.



## • Adjusting the Temperature Setting

The temperature is factory preset to provide satisfactory food storage temperatures. To adjust the temperature setting, press the up “^” button for warmer temperatures and the down “v” button for colder temperatures. Allow several hours for the temperature to stabilize between adjustments.



## Automatic Freeze Control

When in the refrigerator mode the Freeze Control Feature will maintain proper interior refrigerator temperature even when the refrigerator is placed in an area where the surrounding temperature drops to 10°F (-12°C).

## Electronic Temp Alarm

If a malfunction causes an unsafe warm temperature inside the appliance, “HIGH TEMP” will display on the control panel and the alarm will sound. To silence the alarm, press the “set” button next to the “alarm off” indicator on the display or any key on the control panel.

## Express Chill

Express Chill can be enabled by entering into the “options” menu on the control panel and pressing the “set” button once

the indicator is highlighted next to “Express Chill”. The unit will be in Express Chill mode for 72 hours and will show a snowflake indicator on the control panel to indicate that it is in Express Chill mode. To exit Express Chill mode, enter into the options menu on the control panel and press the “set” button once the indicator is highlighted next to “Express Chill.” The snowflake indicator will disappear from the control panel. Also, Express Chill will always end automatically 72 hours after it has been set.

## Control Lock

Control Lock can be enabled by entering into the options menu on the control panel and by pressing the “set” button once the indicator is highlighted next to “Control Lock”. A Control Lock icon will be displayed on the control panel to indicate that the control panel has been locked. To unlock, press and hold the set button for 3 seconds, after which the lock indicator will disappear from the control panel, indicating that the panel has been unlocked.

## Temperature Conversion

Press and hold both temperature buttons (“^” and “v”) to toggle between °F and °C.

## Power Off

To shut cooling off to the unit and turn off the interior lights, enter into the options menu on the control panel and press and hold the “set” button for 3 seconds once the indicator is highlighted next to “Power Off”. “Power Off” will be displayed on the control panel to indicate that the unit is in the powered off mode. To turn power back on to the unit, press and hold the “set” key for 3 seconds. The Power Off indicator will disappear from the control panel and the temperature setting will display again.

## Power Fail

If your unit has lost power, the control panel will display “POWER FAIL” and the number of hours that your unit has been

# Optional Features

without power up to a maximum of 50 hrs. An alarm will sound until the condition is acknowledged by pressing the set button or any other button on the control panel.

## Door Ajar

If your door has been left open for more than 5 minutes, the control panel will display “door ajar” and will sound an alarm until the door has been closed or any button is pressed on the control panel. If a button on the control panel has been pressed but the door has not been closed, “door ajar” will continue to be displayed on the control panel until the door has been closed.

## Sabbath Mode

The Sabbath mode is a feature that disables portions of the appliance and its controls in accordance with observance of the weekly Sabbath and religious holidays within the Orthodox Jewish community.

To turn Sabbath mode on, simultaneously press and hold the “options” button and “A” button for 5 seconds, after which “Sb” will be displayed on the control panel indicating that the unit is in Sabbath mode. To exit Sabbath mode, press and hold the “options” button and “A” button for 5 seconds, after which the display will return to displaying the set point of the unit.

In the Sabbath mode, the High Temp alarm is active for health reasons. For example, if the door is left ajar, the High Temp alarm is activated. The appliance will function normally, without any violation of the Sabbath/holidays, once the door is closed. The High Temp alarm is permitted when the cabinet temperature is outside the safe zone for 20 minutes. The alarm silences itself after 10 minutes, while the High Temp icon stays lit until the Sabbath mode is exited.



For further assistance, guidelines of proper usage and a complete list of models with the Sabbath feature, please visit the web at

<http://www.star-k.org>.

## NOTE

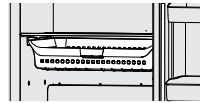
While in Sabbath mode, neither the lights nor the control panel will work until Sabbath mode has been deactivated.

The unit stays in Sabbath mode after a power failure recovery. It must be deactivated with the buttons on the control panel.

## Power On Light

The green Power On indicator light indicates that the unit 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 Appliance Does Not Run Section in the Troubleshooting Guide. If the unit 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.

## Adjustable Interior Shelves



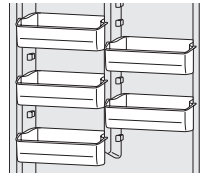
Multi-position adjustable interior shelves can be moved to any position for larger or smaller packages. Remove and discard the shipping spacers that stabilize the shelves for shipping before use.

## Door Storage

Door bins, shelves, and racks are provided for convenient storage of jars, bottles, and cans. Frequently used items can be quickly selected.

Some models have door racks or bins that can accommodate gallon-sized plastic drink containers and economy-sized jars and containers.

## Adjustable Door Bins (some models)



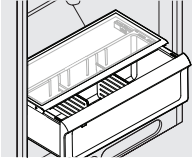
Some models have adjustable door bins that can be moved to suit individual needs.

To move door bins:

1. Lift bin straight up.
2. Remove bin.

## Optional Features

3. Place bin in desired position.
4. Lower bin onto supports until locked in place.



### Crispers (some models)

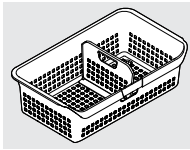
The crispers, located under the bottom refrigerator shelf, are designed for storing fruits, vegetables, and other fresh produce. Wash items in clear water and remove excess water before placing them in the crispers. Items with strong odors or high moisture content should be wrapped before storing.

### Mid-Level Basket

This basket keeps things organized and slides out for easy access.

### Basket Divider (some upright models)

Use these handy dividers to keep the various items stored in your baskets more organized. To change the location of the divider simply slide your basket out, grab the divider from the center and rotate in a counterclockwise direction until it is disengaged. To assemble, simply align as shown in the figure below and rotate in a clockwise direction until it spans into place.



## Energy-Saving Tips



• The appliance 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 unit. Overloading the unit 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 appliance. This cuts down on frost build-up inside the unit.
- Appliance shelves and baskets should not be lined with aluminum foil, wax paper, or paper toweling. Liners interfere with cold air circulation, making the unit less efficient.
- Organize and label food to reduce door openings and extended searches. Remove as many items as needed at one time, and close the door as soon as possible.

## Care & Cleaning

### CAUTION

- **Damp objects stick to cold metal surfaces. Do not touch interior metal surfaces with wet or damp hands.**
- **Appliance must be unplugged (to avoid electrical hazard) from power source when defrosting unit.**

Convertible model is frost free and will defrost automatically, but should be cleaned occasionally.

### Cleaning the Inside

Wash inside surfaces of the appliance with a solution of 2 tbsp. (25 g) of baking soda in 1 qt. (1 l) warm water. Rinse and dry. Wring excess water out of the sponge or cloth.

Wash the removable parts with the baking soda solution mentioned above, or mild detergent and warm water. Rinse and dry.

## Care & Cleaning

**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. Replace parts and food.

Do not use razor blades or other sharp instruments, which can scratch the surface, when removing adhesive labels. Any residue 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 the tape already removed. **DO NOT REMOVE THE SERIAL PLATE.**



### WARNING

**If leaving the door open while on vacation, make certain that children cannot get into the appliance and become entrapped.**

### NOTE

**DO NOT** open appliance door unnecessarily if unit is off for several hours.

### Vacation and Moving Tips

**Short Vacations:** Leave the unit operating during vacations of less than 3 weeks.

**Long Vacations:** If the appliance will not be used for several months, remove all food and unplug the power cord. Clean and dry the interior thoroughly. To prevent odor and mold growth, leave the appliance door open slightly, blocking it open if necessary.

**Moving:** Disconnect the power cord plug from the wall outlet. Remove food, defrost, and then clean the unit. 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 the appliance in an upright position, and secure to prevent movement. Also protect outside of the unit with a blanket, or similar item.

## Power Failure

If a power failure occurs when the appliance is used as a freezer, pack 7 or 8 pounds of dry ice into the unit 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 power failure occurs when the appliance is used as a refrigerator, keep door closed to help food stay cool.



### CAUTION

**Some foods may NOT be safe to consume after 2 to 4 hours from the start of power failure.**

If the appliance stops operating for any reason other than power failure, see "Appliance does not run" in the Before You Call section of this use and care guide. If you cannot solve the problem, call a Sears or other qualified service dealer immediately for appliance inspection and/or repair.

If the unit 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 appliance is ready to operate. Look in the Yellow Pages under "Frozen Food Locker Plants".

# Before You Call

<b>TROUBLESHOOTING GUIDE</b>		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.
<b>CONCERN</b>	<b>POTENTIAL CAUSE</b>	<b>COMMON SOLUTION</b>
<b>APPLIANCE OPERATION</b>		
<b>Appliance does not run.</b>	<ul style="list-style-type: none"> <li>• Appliance is plugged into a circuit that has a ground fault interrupt.</li> <li>• Temperature control is in the OFF position.</li> <li>• Appliance may not be plugged in or plug may be loose.</li> <li>• House fuse blown or tripped circuit breaker.</li> <li>• Power outage.</li> </ul>	<ul style="list-style-type: none"> <li>• Use another circuit. If you are unsure about the outlet, have it checked by a certified technician.</li> <li>• See <b>Setting the Temperature Control</b> Section.</li> <li>• Ensure plug is tightly pushed into outlet.</li> <li>• Check/replace fuse with a 15-amp time-delay fuse. Reset circuit breaker.</li> <li>• Check house lights. Call local electric company.</li> </ul>
<b>Appliance runs too much or too long.</b>	<ul style="list-style-type: none"> <li>• Room or outside weather is hot.</li> <li>• Appliance has recently been disconnected for a period of time.</li> <li>• Large amounts of warm or hot food have been stored recently.</li> <li>• Door is opened too frequently or too long.</li> <li>• Door may be slightly open.</li> <li>• Temperature Control is set too low.</li> <li>• Gasket is dirty, worn, cracked, or poorly fitted.</li> </ul>	<ul style="list-style-type: none"> <li>• It's normal for the appliance to work harder under these conditions.</li> <li>• It takes 4 hours for the appliance to cool down completely.</li> <li>• Warm food will cause appliance to run more until the desired temperature is reached.</li> <li>• Warm air entering the appliance causes it to run more. Open door less often.</li> <li>• See "DOOR PROBLEMS" in <b>Before You Call</b>.</li> <li>• Turn control knob to a warmer setting. Allow several hours for the temperature to stabilize.</li> <li>• Clean or change gasket. Leaks in door seal will cause appliance to run longer in order to maintain desired temperatures.</li> </ul>
<b>Pressing the "V" or "A" buttons on the control panel does not change the set points.</b>	<ul style="list-style-type: none"> <li>• Verify the control panel is not locked or in Sabbath mode.</li> </ul>	<ul style="list-style-type: none"> <li>• To unlock, press and hold the "set" button for 3 seconds; to exit Sabbath mode, press and hold "options" and "A" buttons for 5 seconds.</li> </ul>
<b>APPLIANCE TEMPERATURES</b>		
<b>Interior temperature is too cold.</b>	<ul style="list-style-type: none"> <li>• Temperature Control is set too low.</li> <li>• The unit is in Express Chill mode.</li> </ul>	<ul style="list-style-type: none"> <li>• Set control to a warmer setting. Allow several hours for temperature to stabilize.</li> <li>• Exit Express Chill mode by entering into the options menu on the control panel and pressing the "set" button once the indicator is highlighted next to "Express Chill".</li> </ul>

# Before You Call

CONCERN	POTENTIAL CAUSE	COMMON SOLUTION
<p><b>Interior temperature is too warm.</b></p>	<ul style="list-style-type: none"> <li>• The unit is in Refrigerator mode.</li> <li>• Door is opened too frequently or too long.</li> <li>• Door may not be seating properly.</li> <li>• Large amounts of warm or hot food has been stored recently.</li> <li>• Appliance has recently been disconnected for a period of time.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn control to a colder setting. Allow several hours for the temperature to stabilize.</li> <li>• Warm air enters the appliance every time the door is opened. Open the door less often.</li> <li>• See “DOOR PROBLEMS” in <b>Before You Call</b>.</li> <li>• Wait until the appliance has had a chance to reach its selected temperature.</li> <li>• Appliance requires 24 hours to cool down completely.</li> </ul>
<p><b>External surface temperature is warm.</b></p>	<ul style="list-style-type: none"> <li>• The external walls can be as much as 30°F warmer than room temperature.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal while the compressor works to transfer heat from inside the cabinet.</li> </ul>
<b>SOUND AND NOISE</b>		
<p><b>Louder sound levels whenever appliance is on.</b></p>	<ul style="list-style-type: none"> <li>• Modern appliances have increased storage capacity and more stable temperatures. They require a high efficiency compressor.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. When the surrounding noise level is low, you might hear the compressor running while it cools the interior.</li> </ul>
<p><b>Longer sound levels when compressor comes on.</b></p>	<ul style="list-style-type: none"> <li>• Appliance operates at higher pressures during the start of the ON cycle.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. Sound will level off or disappear as appliance continues to run.</li> </ul>
<p><b>Popping or cracking sound when compressor comes on.</b></p>	<ul style="list-style-type: none"> <li>• Metal parts undergo expansion and contraction, as in hot water pipes.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. Sound will level off or disappear as appliance continues to run.</li> </ul>
<p><b>Bubbling or gurgling sound, like water boiling.</b></p>	<ul style="list-style-type: none"> <li>• Refrigerant (used to cool appliance) is circulating throughout the system.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>
<p><b>Vibrating or rattling noise.</b></p>	<ul style="list-style-type: none"> <li>• Appliance is not level. It rocks on the floor when it is moved slightly.</li> <li>• Floor is uneven or weak. Appliance rocks on floor when it is moved slightly.</li> <li>• Appliance is touching the wall.</li> </ul>	<ul style="list-style-type: none"> <li>• Level the unit. Refer to “Leveling” in the <b>First Steps</b> Section.</li> <li>• Ensure floor can adequately support appliance. Level the appliance by putting wood or metal shims under part of the appliance.</li> <li>• Re-level the appliance or move appliance slightly. Refer to “Leveling” in <b>First Steps</b>.</li> </ul>
<p><b>Alarm is sounding from the control panel</b></p>	<ul style="list-style-type: none"> <li>• Look on the control panel to determine which indicator light is on (High Temp, Power Fail, or Door Ajar).</li> </ul>	<ul style="list-style-type: none"> <li>• Press the “set” button to silence the alarm or close the door if the door ajar indicator is shown.</li> </ul>

# Before You Call

CONCERN	POTENTIAL CAUSE	COMMON SOLUTION
<b>WATER/MOISTURE/FROST INSIDE APPLIANCE</b>		
<b>Moisture forms on inside walls.</b>	<ul style="list-style-type: none"> <li>• Weather is hot and humid.</li> <li>• Door may not be seating properly.</li> <li>• Door is opened too often or too long.</li> </ul>	<ul style="list-style-type: none"> <li>• The rate of frost buildup and internal sweating increases. This is normal.</li> <li>• See “DOOR PROBLEMS” in <b>Before You Call</b>.</li> <li>• Open door less often.</li> </ul>
<b>WATER/MOISTURE/FROST OUTSIDE APPLIANCE</b>		
<b>Moisture forms on outside of walls.</b>	<ul style="list-style-type: none"> <li>• Door may not be seating properly, causing cold air from inside to meet warm air from outside.</li> </ul>	<ul style="list-style-type: none"> <li>• See “DOOR PROBLEMS” in <b>Before You Call</b>.</li> </ul>
<b>ODOR IN APPLIANCE</b>		
<b>Odor in appliance</b>	<ul style="list-style-type: none"> <li>• Interior needs to be cleaned.</li> <li>• Foods with strong odors are in the appliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean interior with sponge, warm water, and baking soda.</li> <li>• Cover the food tightly.</li> </ul>
<b>DOOR PROBLEMS</b>		
<b>Door will not close.</b>	<ul style="list-style-type: none"> <li>• Appliance is not level. It rocks on the floor when it is moved slightly.</li> <li>• Floor is uneven or weak. Appliance rocks on floor when it is moved slightly.</li> </ul>	<ul style="list-style-type: none"> <li>• This condition can force the cabinet out of square and misalign the door. Refer to “Leveling” in <b>First Steps</b>.</li> <li>• Level the floor by using wood or metal shims under the appliance or brace floor supporting the appliance.</li> </ul>
<b>LIGHTING PROBLEMS</b>		
<b>Interior light bulb is not on.</b>	<ul style="list-style-type: none"> <li>• No electric current is reaching the appliance.</li> <li>• Control is in Sabbath mode (Sb is displayed on control)</li> </ul>	<ul style="list-style-type: none"> <li>• See “Appliance does not run” in “APPLIANCE OPERATION”.</li> <li>• Press and hold “options” and “^” buttons for 5 seconds.</li> </ul>
<b>Power on light is not on.</b>	<ul style="list-style-type: none"> <li>• LED may be burned out.</li> <li>• No electric current is reaching the appliance.</li> <li>• The door has been left open for more than 5 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact a qualified service dealer.</li> <li>• See “Appliance does not run” in “APPLIANCE OPERATION”.</li> <li>• Close the door.</li> </ul>