



# Top-Freezer REFRIGERATORS

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## OWNER'S MANUAL & INSTALLATION INSTRUCTIONS

GTS18, GTS21 Models

ENGLISH/FRANÇAIS/  
ESPAÑOL

Write the model and serial numbers here:

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

Find these numbers on a label on the left side, near the middle of the refrigerator compartment.

**THANK YOU FOR MAKING GE APPLIANCES A PART OF YOUR HOME.**

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Whether you grew up with GE Appliances, or this is your first, we're happy to have you in the family.

We take pride in the craftsmanship, innovation and design that goes into every GE Appliances product, and we think you will too. Among other things, registration of your appliance ensures that we can deliver important product information and warranty details when you need them.

Register your GE appliance now online. Helpful websites and phone numbers are available in the Consumer Support section of this Owner's Manual. You may also mail in the pre-printed registration card included in the packing material.



# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

**▲ WARNING** To reduce the risk of fire, explosion, electric shock, or injury when using your refrigerator, follow these basic safety precautions:

- This refrigerator must be properly installed and located in accordance with the Installation Instructions before it is used.
- Unplug the refrigerator before making repairs, replacing a light bulb, or cleaning.  
**NOTE:** Power to the refrigerator cannot be disconnected by any setting on the control panel.  
**NOTE:** Repairs must be performed by a qualified Service Professional.
- Replace all parts and panels before operating.
- Do not use an extension cord.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- To prevent suffocation and entrapment hazards to children, remove the fresh food and freezer doors from any refrigerator before disposing of it or discontinuing its use.
- To avoid serious injury or death, children should not stand on, or play in or with the appliance.
- Children and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use this appliance only if they are supervised or have been given instructions on safe use and understand the hazards involved.
- This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels, bed & breakfast and other residential environments; catering and similar non-retail applications.
- Do not apply harsh cleaners to the refrigerator. Certain cleaners will damage plastic which may cause parts such as the door or door handles to detach unexpectedly. See the Care and Cleaning section for detailed instructions.

**▲ CAUTION** To reduce the risk of injury when using your refrigerator, follow these basic safety precautions.

- Do not clean glass shelves or covers with warm water when they are cold. Glass shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping or dropping. Tempered glass is designed to shatter into many small pieces if it breaks.
- Keep fingers out of the “pinch point” areas; clearances between the doors and between the doors and cabinet are necessarily small. Be careful closing doors when children are in the area.
- Do not touch the cold surfaces in the freezer compartment when hands are damp or wet, skin may stick to these extremely cold surfaces.
- Do not refreeze frozen foods which have thawed completely.
- In refrigerators with automatic ice makers, avoid contact with the moving parts of the ejector mechanism, or with the heating element that releases the cubes. Do not place fingers or hands on the automatic ice making mechanism while the refrigerator is plugged in.

## INSTALLATION

**▲ WARNING**  **EXPLOSION HAZARD**

Keep flammable materials and vapors, such as gasoline, away from refrigerator. Failure to do so can result in fire, explosion, or death.

# READ AND SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### CONNECTING ELECTRICITY

#### **⚠ WARNING** ELECTRICAL SHOCK HAZARD

Plug into a grounded 3-prong outlet  
 Do not remove the ground prong  
 Do not use an adapter  
 Do not use an extension cord.  
 Failure to follow these instructions can result in death, fire, or electrical shock.

**Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded.**

The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this appliance.

Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.

Where a standard 2-prong wall outlet is encountered, it is your personal responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet. Do not use an adapter.

The refrigerator should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.

A 115 Volt AC, 60 Hz, 15- or 20-amp fused, grounded electrical supply is required. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires.

Never unplug your refrigerator by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.

Immediately discontinue use of a damaged supply cord. If the supply cord is damaged, it must be replaced by a qualified service professional with an authorized service part from the manufacturer.

When moving the refrigerator away from the wall, be careful not to roll over or damage the power cord.

### PROPER DISPOSAL OF YOUR OLD REFRIGERATOR

#### **⚠ WARNING** SUFFOCATION AND ENTRAPMENT HAZARD

Failure to follow these disposal instructions can result in death or serious injury

**IMPORTANT:** Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous even if they will sit for "just a few days." If you are getting rid of your old refrigerator, please follow the instructions below to help prevent accidents.

#### **Before You Throw Away Your Old Appliance**

- Take off the fresh food and freezer doors.
- Leave the shelves in place so that children may not easily climb inside.

#### **Refrigerant and Foam Disposal:**

Dispose of appliance in accordance with Federal and Local Regulations. Contact your local authorities for the environmentally safe disposal of your appliance.

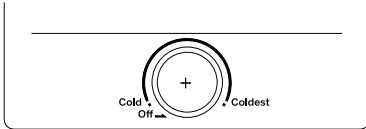
## READ AND SAVE THESE INSTRUCTIONS

# Temperature Control

The temperature control adjusts the refrigerator from its warmest to coldest settings. There are both a refrigerator control and a freezer control.

## Refrigerator Temperature Control

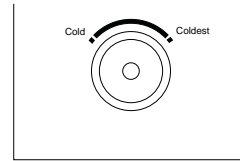
Your refrigerator will come with the recommended factory setting in the mid position. For colder temperature, turn the knob clockwise toward **Coldest**. For warmer temperature, turn the dial counter-clockwise toward **Cold**. To turn off the cooling in both compartments, turn the knob counter-clockwise to the vertical off position.



You will hear and feel the control click, and the knob will not turn farther. Note that this does not shut off power to the refrigerator.

## Freezer Air Flow Control

There is a control on the air tower in the freezer that controls how much cold air is in the freezer. The actual temperature control is only in the refrigerator compartment.



# Fresh Food Compartment Shelves

Shelf supports at various levels allow you to custom-space your shelves. Shelves shown below in recommended locations.

Not all features are on all models.

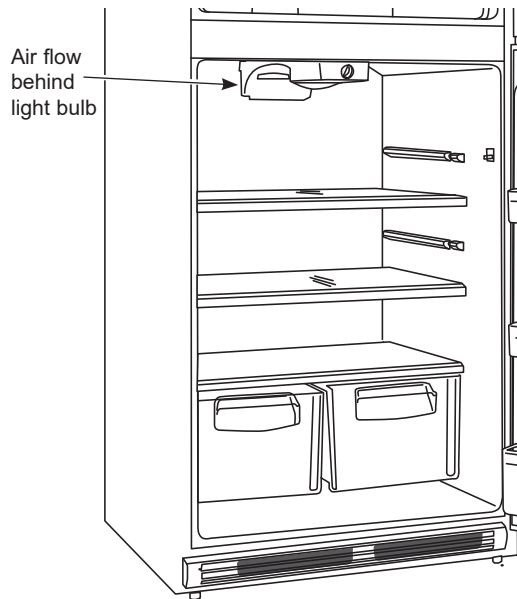
## Full-Width Shelves

Some models have a stationary tempered glass shelf, a spillproof shelf or two steel wire stationary shelves. These shelves can be moved to another place in the fresh food compartment.

When placed correctly on the shelf supports, the shelf will stop before coming completely out of the refrigerator and will not tilt when you place food on it or remove food from it.

**CAUTION** Do not clean glass shelves or covers with warm water when they are cold. Glass shelves and covers may break if exposed to sudden temperature changes or impact such as bumping or dropping. Tempered glass is designed to shatter into many small pieces if it breaks.

**NOTE:** Do not block air outlet by placing food items directly against it. Erratic temperatures may result.

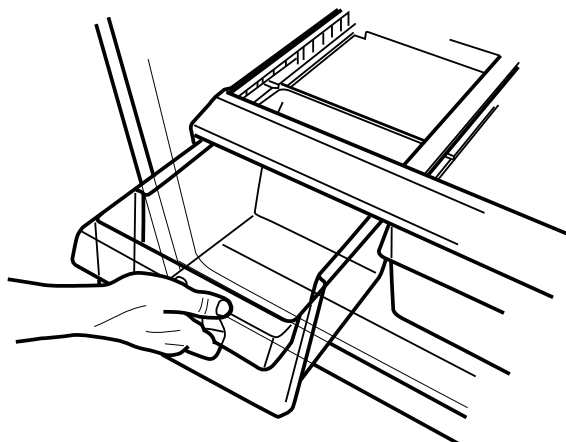


## Drawers

### Climate Zone Drawer

Keep fruits and vegetables organized in separate compartments for easy access.

Excess water that may accumulate in the bottom of the drawers or under the drawers should be wiped dry.



### Drawer Removal

Drawers can be removed easily by grasping the sides and lifting up slightly while pulling drawers past the stop location.

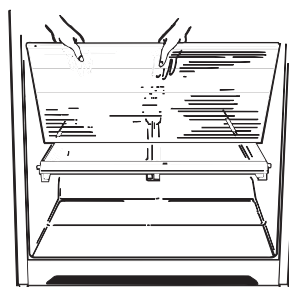
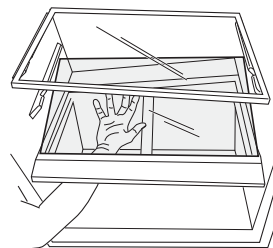
### Cover Removal

#### To remove:

1. Remove the drawers.
2. Reach in, push the back of glass cover up. Tilt it and take it out. Avoid cleaning the cold glass cover with hot water because the extreme temperature difference may cause it to break.
3. Remove the drawer frame. (Always remove the glass cover before you take out the drawer frame.) Lift the frame off the supports at each side and back, pull it forward, tilt it and take it out.

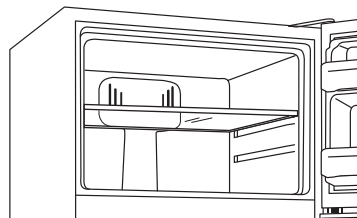
#### To replace:

1. Lower the frame until it rests on the supports at each side and back.
2. Replace the glass cover
3. Replace the drawers.



## Freezer Compartment Shelf

When placed correctly on the shelf supports, the glass shelf will stop before coming completely out of the freezer and will not tilt when you place food on it or remove food from it.



#### **CAUTION**

Do not clean glass shelves or covers with warm water when they are cold. Glass shelves and covers may break if exposed to sudden temperature changes or impact such as bumping or dropping. Tempered glass is designed to shatter into many small pieces if it breaks.

# Care and Cleaning

## Cleaning the Outside

### Directions for Cleaning Outside Surfaces, Door Handles, and Trim

DO USE	DO NOT USE
Soft, clean cloth or sponge	Abrasive cloths, scrubbing sponges, scouring or steel wool pads
Mild detergent mixed with warm water Approved stainless steel cleaners; Visit the GE Appliances parts store for approved stainless steel cleaners: <b>GEApplianceparts.com</b> or call <b>877.959.8688</b> Cleaners with oxalic acid such as Bar Keepers Friend Soft Cleanser™ can be used to remove surface rust, tarnish and small blemishes on stainless steel surfaces only.	Abrasive powders or sprays Window Sprays or Ammonia Citrus or plant oil-based cleaners Acidic or vinegar-based cleaners Oven cleaners Cleaners containing acetone (propanone) Any cleaner with WARNING about plastic contact

**NOTE: DO NOT** allow stainless steel cleaner to come in contact with any plastic parts such as trim pieces, handle hardware and liners. If unintentional contact of cleaners with plastic parts does occur, clean plastic part with a sponge and mild detergent mixed with warm water.

## Cleaning the Condenser

**▲ WARNING** To reduce the risk of death or electric shock, you must follow these instructions:

- Unplug the refrigerator before removing any panels.
- Do not contact or damage any wiring while the panel is removed.
- Replace all parts and panels before plugging the refrigerator back in.

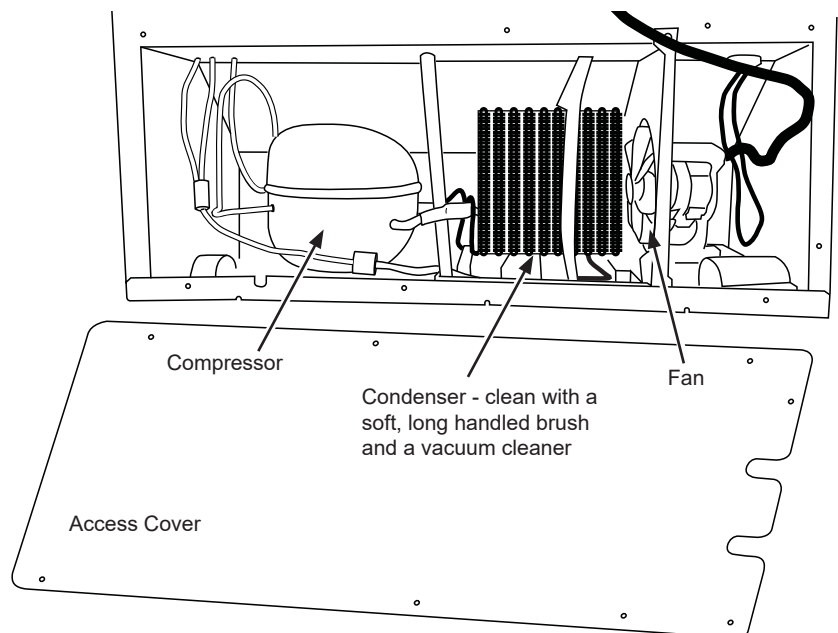
Periodically, the condenser of the refrigerator will become covered with dust and dirt. This can make your refrigerator cool less effectively and use more energy. You can improve the refrigerators' performance by cleaning the condenser. It is located at the back of your refrigerator, at the bottom, behind the access cover.

Cleaning the condenser requires a phillips screwdriver, vacuum cleaner and soft brush with a long handle.

### To clean the condenser:

1. Turn off the refrigerator.
2. Turn the leveling legs at each front corner of the refrigerator counterclockwise until the rollers support the refrigerator.
3. Roll the refrigerator out far enough so you can get behind it at the bottom. Be sure not to pull out any water lines connected to your refrigerator.
4. **Unplug the refrigerator.**
5. Use the Phillips head screwdriver to remove the screws securing the cover to the refrigerator.

6. Locate the condenser. It is between the compressor and the fan. It is a black square shape made of tubes with fins.
7. Vacuum the condenser. Use the brush to gently loosen dust and dirt from the gaps and fins of the condenser.
8. Once the condenser is clean, reinstall the access cover, replacing all screws.
9. Plug in the refrigerator.
10. Return it to its normal position. Turn the legs clockwise until the legs again bear the weight of the refrigerator. Also level the refrigerator as required
11. Turn the refrigerator back on and turn the control clockwise until it returns to mid setting (vertical) or the previous position of the control. Check to see if the refrigerator begins operating.



## Care And Cleaning

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### Cleaning the Inside

To help prevent odors, leave an open box of baking soda in the fresh food and freezer compartments.

#### Unplug the refrigerator before cleaning.

If this is not practical, wring excess moisture out of sponge or cloth when cleaning around switches, lights or controls.

Use warm water and baking soda solution—about a tablespoon (15 ml) of baking soda to a quart (1 liter) of water. This both cleans and neutralizes odors. Rinse and wipe dry.

After cleaning the door gaskets, apply a thin layer of petroleum jelly to the door gaskets at the hinge side. This helps keep the gaskets from sticking and bending out of shape.

#### ⚠ CAUTION

Do not clean glass shelves or covers with warm water when they are cold. Glass shelves and covers may break if exposed to sudden temperature changes or impact such as bumping or dropping. Tempered glass is designed to shatter into many small pieces if it breaks.

Do not wash any plastic refrigerator parts in the dishwasher.

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### Moving the Refrigerator

Be careful when moving the refrigerator away from the wall. All types of floor coverings can be damaged, particularly cushioned coverings and those with embossed surfaces.

Turn the leveling legs at each front corner of the refrigerator counterclockwise until the rollers support the refrigerator. Pull the refrigerator straight out and return it to position by pushing it straight in. Moving the refrigerator in a side direction may result in damage to

the floor covering or refrigerator.

When pushing the refrigerator back, make sure you don't roll over the power cord or ice maker supply line (on some models).

After rolling the refrigerator back into place, turn the legs clockwise until the legs again bear the weight of the refrigerator.

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### Light Bulb Replacement

#### ⚠ WARNING

Before replacing a burned-out light bulb, the refrigerator should be unplugged in order to avoid contact with a live wire filament. (A burned-out light bulb may break when being replaced.) Turning the control to the **OFF** position does not remove power to the light circuit.

Depending on your model, the lights in the refrigerator and freezer compartments may use either 5 watt LED bulbs with a medium base or 40 watt appliance incandescent bulbs with a medium base. Follow the instructions specific to your model.

#### IMPORTANT:

- Use only UL listed LED replacement bulbs that are recommended for wet/damp environments. The refrigerator and freezer are considered to be wet/damp environments. If using a brand of LED bulb other than the recommended LED bulb, before installation, read and follow all instructions on the LED packaging. LED bulbs should be 5 Watts with a medium base.
  - If an incandescent bulb is used to replace an LED bulb, use only incandescent bulbs for household appliances with a maximum wattage of 40 with a medium base.
- 

### Preparing for Vacation

For long vacations or absences, remove food and unplug the refrigerator. Move the temperature control dial to the **OFF** position, and clean the interior with a baking soda solution of one tablespoon (15 ml) of baking soda to one quart (1 liter) of water. Leave the doors open.

If an icemaker has been installed it must be turned off; move the switch to the **OFF** position on the power switch model. Shut off the water supply to the refrigerator.

If the temperature can drop below freezing, have a qualified servicer drain the water supply system (on some models) to prevent serious property damage due to flooding.

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### Preparing to Move

Secure all loose items such as grille, shelves and drawers by taping them securely in place to prevent damage.

To prevent the doors from opening while moving, secure them to the case with tape. Be sure the refrigerator stays in an upright position during moving.



# Installation Instructions *GTS21 Models*

If you have questions, call 1.800.GE.CARES or visit our Website at: [GEAppliances.com](http://GEAppliances.com).  
 In Canada, call 1.800.561.3344 or Visit our Website at: [geappliances.ca](http://geappliances.ca)

## BEFORE YOU BEGIN

Read these instructions completely and carefully.

- **IMPORTANT** – Save these instructions for local inspector’s use.
- **IMPORTANT** – Observe all governing codes and ordinances.
- **Note to Installer** – Be sure to leave these instructions with the Consumer.
- **Note to Consumer** – Keep these instructions for future reference.
- **Skill level** – Installation of this appliance requires basic mechanical skills.
- **Completion time** – Refrigerator Installation  
15 minutes  
Reversing the Door Swing  
15 minutes
- Proper installation is the responsibility of the installer.
- Product failure due to improper installation is not covered under the Warranty.

## CLEARANCES

Allow a 2" (50mm) back clearance for ease of installation, proper air circulation and plumbing and electrical connections.

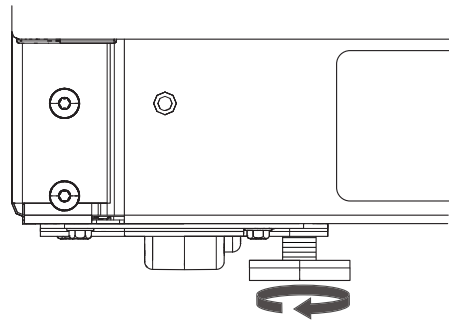
## ROLLERS AND LEVELING LEGS

**Leveling legs** near each front corner of the refrigerator are adjustable. They firmly position the refrigerator and prevent it from moving when the doors are opened. Leveling legs should be set so the front of the refrigerator is raised just enough that the doors close easily when opened about halfway.

Turn the leveling legs **clockwise to raise** the refrigerator, **counterclockwise to lower it**.

**Rollers** next to the leveling legs allow you to move the refrigerator away from the wall for cleaning.

Turn the legs counterclockwise until the weight of the refrigerator is transferred from them to the rollers. After rolling the refrigerator back into place, turn the legs clockwise until the legs again bear the weight of the refrigerator.



## REFRIGERATOR LOCATION

- Do not install the refrigerator where the temperature will go below 55°F (12.7°C) because it will not run often enough to maintain proper temperatures.
- Do not install the refrigerator where the temperature will go above 100°F (37°C) because it will not perform properly.
- Do not install the refrigerator in a location exposed to water (rain, etc.) or direct sunlight.
- Install it on a floor strong enough to support it fully loaded.

# Installation Instructions

## REVERSING THE DOOR SWING

**⚠ WARNING** Follow all steps when reversing the door swing. Failure to follow these instructions, leaving off parts, or overtightening screws, can lead to the door falling off and result in injury and property damage.

### IMPORTANT NOTES

When reversing the door swing:

- Read the instructions all the way through before starting.
- Tighten all hinge screws but avoid over-tightening to prevent stripping.
- Handle parts carefully to avoid scratching paint.
- Set screws down by their related parts to avoid losing them.
- Provide a non-scratching work surface for the

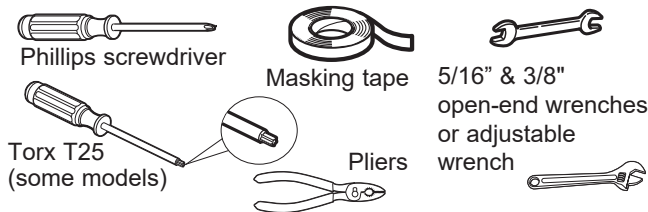
### ⚠ CAUTION Lifting Hazard

The Fresh Food and Freezer doors are heavy. Use both hands to secure the doors before lifting.

**IMPORTANT:** Once you begin, do not move the cabinet until door-swing reversal is completed.

These instructions are for changing the hinges from the right side to the left side—if you ever want to change the hinges back to the right side, follow these same instructions and reverse all references to left and right.

### TOOLS REQUIRED

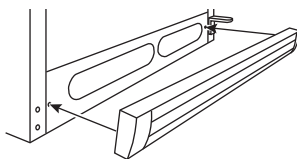


### BEFORE YOU START

1. Unplug the refrigerator from its electrical outlet.
2. Empty all door shelves, including the dairy compartment.

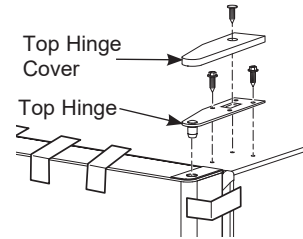
**IMPORTANT:** Do not let either door drop to the floor. To do so could damage the door stop.

3. Remove the front grille if it is installed.

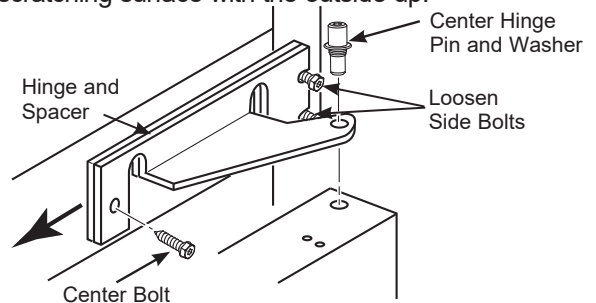


## REMOVING THE DOORS

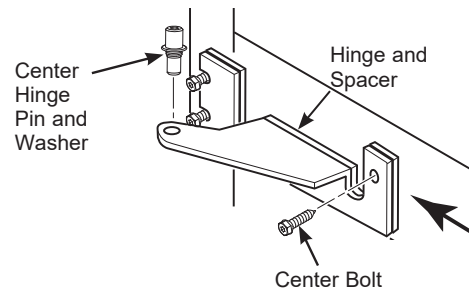
1. Tape the freezer door shut with masking tape.
2. Remove the hinge cover and screws that hold the top hinge to the cabinet.



3. Lift the hinge straight up to free the hinge pin from the socket in the top of the door and set it aside, along with its screws.
4. Remove the tape. Lift the door off the center hinge pin and set the door on a non-scratching surface with the outside up.
5. Unscrew center hinge pin. Be sure to retain plastic washer(s) for reinstallation. Remove refrigerator door from bottom hinge and set the door on a non-scratching surface with the outside up.



6. Use either a wrench or T25 Torx screwdriver to remove center hinge and plastic spacer(s) by unscrewing center bolt, loosening side bolts and sliding hinge to the center of the cabinet. Tighten bolts back into place and replace the center bolt.
7. Remove the center bolt on the opposite side and loosen side bolts. Flip the center hinge and spacer over so the placement of the hinge pin will be toward the outside. Slide center hinge and spacers behind side bolts. Reinstall center bolt and tighten side bolts.

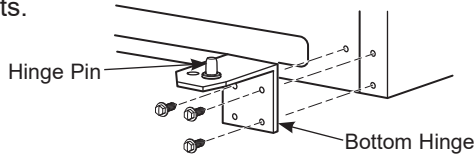


# Installation Instructions

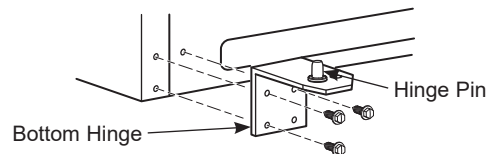
## REVERSING THE DOOR SWING (CONT.)

### REMOVING THE DOORS (Cont.)

8. Remove the bottom hinge bolts and relocate the bottom hinge to the opposite side of the cabinet. Tighten bolts.

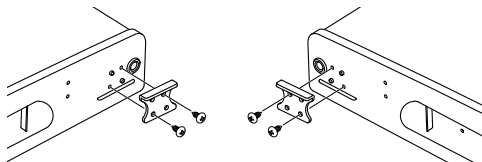


9. Unscrew the hinge pin and move to the other hole and tighten.

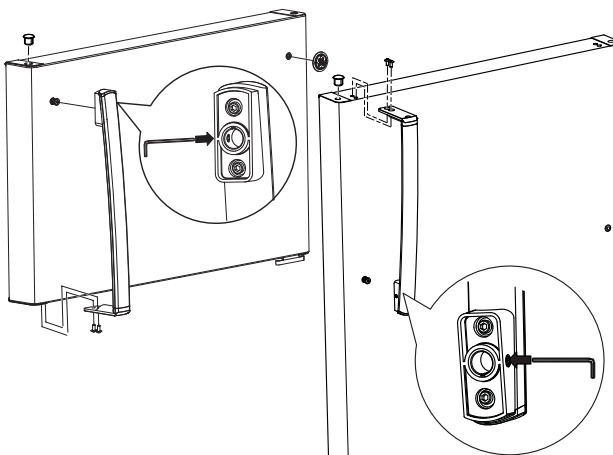


### REVERSING THE DOOR HANDLES Stainless Steel Handle

1. Remove handle screws from the top and bottom of fresh food door.
2. Loosen set screw on handle with the provided 1/8" wrench.
3. Remove door handle.
4. Change places between the handle fastener and plug button on door front.
5. Move the large and small hole covers on top and front of the door to fill the now vacant holes.

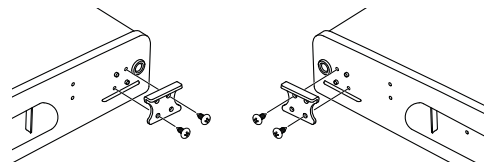


6. On both the refrigerator and freezer doors, remove the screws from the door stop on one side with a Phillips screwdriver. Install the door stop onto the other side of the door.
7. Attach handle to fresh food door with screws at top of handle. Use 1/8" allen wrench to tighten set screw at bottom of handle.
8. Attach handle to freezer door with screws at bottom of handle. Use the provided 1/8" allen wrench to tighten set screw at top of handle.
9. Attach badge on freezer door opposite the handle.

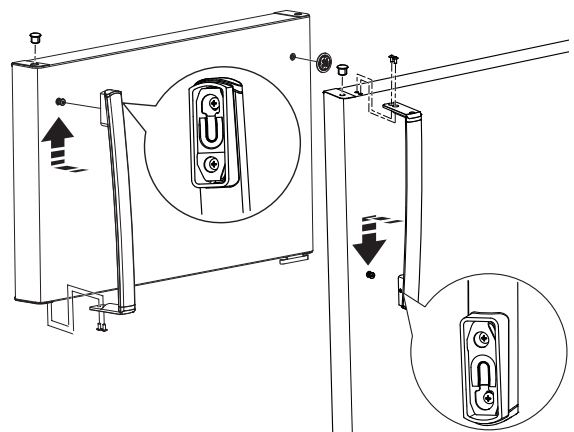


### REVERSING THE DOOR HANDLES Plastic Handle Assembly

1. Remove handle screws from the top of fresh food door. Remove handle screws from the bottom of freezer door.
2. Remove door handle on fresh food door by sliding the handle up off of the fastener. Remove door handle on freezer door by sliding the handle down off of the fastener.
3. Change places between the handle fastener and plug button on door front.
4. Move the large and small hole covers on top and front of the door to fill the now vacant holes.



5. On both the refrigerator and freezer doors, remove the screws from the door stop on one side with a Phillips screwdriver. Install the door stop onto the other side of the door.
6. Attach handle to fresh food door by sliding handle down onto fastener and with screws at top of handle.
7. Attach handle to freezer door by sliding handle up onto fastener and with screws at bottom of handle.
8. Attach badge on freezer door opposite the handle.

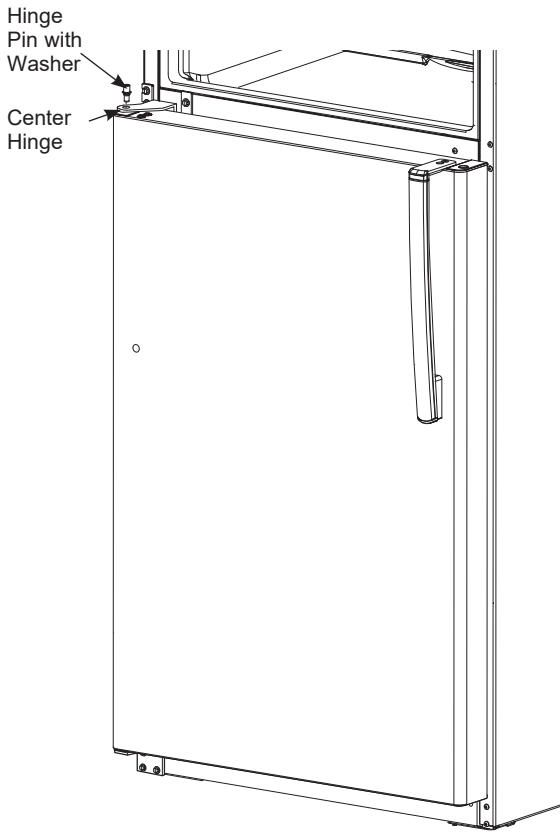
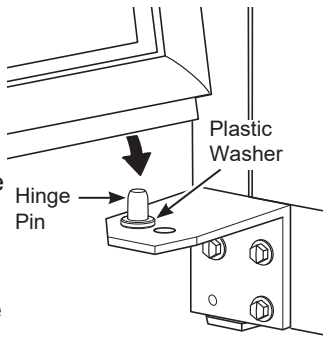


# Installation Instructions

## REVERSING THE DOOR SWING (CONT.)

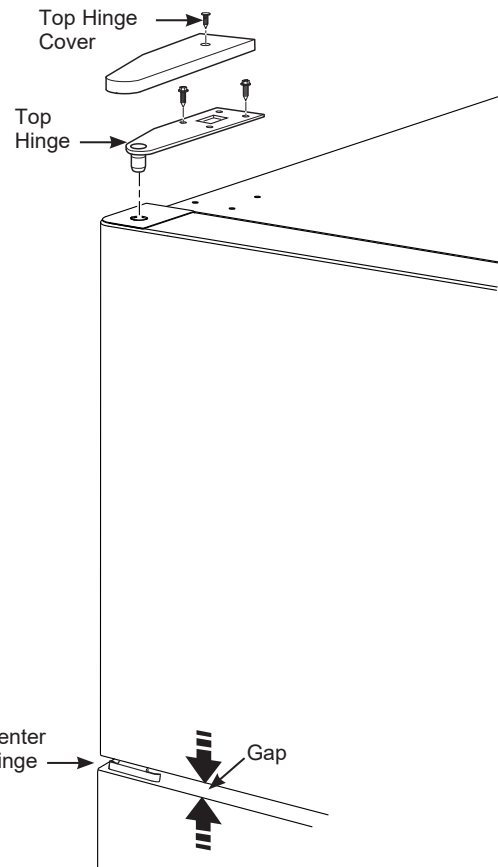
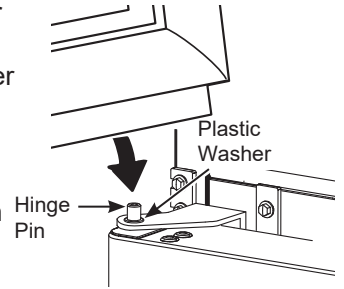
### RE-HANGING THE DOORS

1. Lower the fresh food door onto the bottom hinge pin. Be sure the washer is in place on the pin.
2. Tilt the door towards the cabinet. As the door is brought into position, align the socket in the door with the hole in the center hinge. Place the center hinge pin into the hole in the center hinge and tighten. Make sure the washer is on the top of the hinge pin.



### RE-HANGING THE DOORS (Cont.)

3. Lower the freezer door onto the center hinge pin. Be sure the washer is in place on the pin.
4. Tilt the door towards the cabinet. Install the top hinge fitting the pin into the socket on the top of the door.
5. Make sure the door is slightly above the top of the cabinet and the gap between the doors is even across the front. Tighten the top hinge screws. Do not over-tighten these screws. Tighten them until they are just snug, and then turn them another one-half turn.
6. Replace the top hinge cover.



# Normal Operating Sounds

Newer refrigerators sound different from older refrigerators. Modern refrigerators have more features and use newer technology.

## Do you hear what I hear? These sounds are normal.

- The new high efficiency compressor may run faster and longer than your old refrigerator and you may hear a high-pitched hum or pulsating sound while it is operating.
- You may hear a whooshing sound when the doors close. This is due to pressure equalizing within the refrigerator.

**HUMMM...**  
**WHOOSH...**



- You may hear the fans spinning at high speeds. This happens when the refrigerator is first plugged in, when the doors are opened frequently or when a large amount of food is added to the refrigerator or freezer compartments. The fans are helping to maintain the correct temperatures.

## CLICKS, POPS, CRACKS and CHIRPS

- You may hear cracking or popping sounds when the refrigerator is first plugged in. This happens as the refrigerator cools to the correct temperature.
- The compressor may cause a clicking or chirping sound when attempting to restart (this could take up to 5 minutes).
- Expansion and contraction of cooling coils during and after defrost can cause a cracking or popping sound.
- On models with an ice maker, after an ice making cycle, you may hear the ice cubes dropping into the ice bucket.



## WATER SOUNDS

- The flow of refrigerant through the freezer cooling coils may make a gurgling noise like boiling water.
- Water dropping on the defrost heater can cause a sizzling, popping or buzzing sound during the defrost cycle.
- A water dripping noise may occur during the defrost cycle as ice melts from the evaporator and flows into the drain pan.
- Closing the door may cause a gurgling sound due to pressure equalization.

## Troubleshooting Tips... Before you call for service

Save time and money! Review the charts on the following pages first and you may not need to call for service. If needed, service can be scheduled by visiting us online [GEAppliances.com](http://GEAppliances.com) or calling 800.GECARES 800.432.2737. In Canada visit [GEAppliances.ca](http://GEAppliances.ca) or call 800.561.3344.

Problem	Possible Causes	What to Do
Refrigerator does not operate	Refrigerator in defrost cycle.	Wait about 30 minutes for defrost cycle to end.
	Either or both controls set to OFF	Set the controls to a lower temperature setting.
	Refrigerator is unplugged.	Push the plug completely into the outlet.
	The fuse is blown/circuit breaker is tripped.	Replace fuse or reset the breaker.
Motor operates for long periods or cycles on and off frequently. (Modern refrigerators with more storage space and a larger freezer require more operating time. They start and stop often to maintain even temperatures.)	Normal when refrigerator is first plugged in.	Wait 24 hours for the refrigerator to completely cool down.
	Often occurs when large amounts of food are placed in refrigerator.	This is normal.
	Door left open.	Check to see if package is holding door open.
	Hot weather or frequent door openings.	This is normal.
	Temperature controls set at the coldest setting.	See Temperature Control section.
Refrigerator or freezer compartment too warm	Temperature control not set cold enough.	See Temperature Control section.
	Warm weather or frequent door openings.	Set the temperature control one step colder. See Temperature Control section.
	Door left open.	Check to see if package is holding door open.
Frost or ice crystals on frozen food (frost within package is normal)	Door left open.	Check to see if package is holding door open.
	Too frequent or too long door openings.	This is normal.
Divider between refrigerator and freezer compartments feels warm.	Automatic energy saver system circulates warm liquid around the front edge of the freezer compartment.	This helps prevent condensation on the outside.
Automatic ice maker does not work (if installed).	Ice maker power switch is in the OFF position.	Set the power switch to ON position.
	Water supply turned off or not connected.	See Installing the water line section of the ice maker installation instructions.
	Freezer compartment too warm.	Wait 24 hours for the refrigerator to completely cool down.
	Piled up cubes in the storage bin cause the ice maker to shut off.	Level cubes by hand.
	Ice cubes stuck in ice maker.	Turn off the ice maker, remove cubes, and turn the ice maker back on.
Ice cubes have bad odor/taste	Ice storage bin needs cleaning.	Empty and wash bin. Discard old ice.
	Food transmitting odor/taste to ice	Wrap foods well.
	Interior of refrigerator needs cleaning.	See Care and Cleaning section.
Slow ice cube freezing	Door left open.	Check to see if package is holding door open.

# Troubleshooting Tips... Before you call for service

Problem	Possible Causes	What to Do
Frequent buzzing sound from the ice maker (if installed).	Ice maker power switch is in the ON position but the water supply to the refrigerator has not been connected.	Set the power switch to the OFF position. Keeping it in the ON position will damage the water valve.
No ice cube production (if ice maker is installed).	Supply line or shutoff valve is clogged.	Call a plumber.
Refrigerator has odor.	Foods transmitting odor to refrigerator.	Foods with strong odors should be tightly wrapped. Keep an open box of baking soda in the refrigerator; replace every 3 months.
	Interior needs cleaning.	See Care and Cleaning section.
Moisture forms on outside of refrigerator.	Not unusual during periods of high humidity.	Wipe surface dry.
Moisture collects inside (in humid weather, air carries moisture into refrigerator when doors are opened)	Due to the higher humidity in the refrigerator, you may on occasion experience fog or small amounts of moisture in the refrigerator compartment.	This is normal and may come and go as different food loads and environmental conditions change. Wipe dry with a paper towel if desired.
Interior light does not work	No power at the outlet.	Replace fuse or reset the breaker.
	Light bulb is burned out.	See Care and Cleaning section.
Hot air from the bottom of the refrigerator	Normal air flow cooling motor. In the refrigeration process, it is normal that heat be expelled in the area under the refrigerator. Some floor coverings are sensitive and will discolor at these normal and safe temperatures.	This is normal.
Refrigerator never shuts off but the temperatures are ok.	Adaptive defrost keeps compressor running during door openings.	This is normal. The refrigerator will cycle off after the door remains closed for 2 hours.
Door not closing properly.	Door gasket on hinge side sticking or folding over.	Apply paraffin wax to the face of the gasket.
Door does not close by itself	Leveling legs need adjusting.	See Rollers and Leveling Legs in the Installation instructions section.
Freezer door opens when refrigerator door is closed.	This is normal if the door closes after it pops open.	This indicates that there is a good seal on the freezer door. If the freezer door does not automatically close after popping open, then see <b>Door does not close by itself</b> , above.
Food freezing in the refrigerator.	Food too close to the air vent at the back of the refrigerator.	Move food away from the air vent.
	Refrigerator control is set too cold.	Move the refrigerator control to a warmer temperature.
Handle is loose/handle has a gap.	Handle needs to be adjusted.	See Reversing Door Handles in the Installation Instructions section.

# Refrigerator Limited Warranty

**For US Customers**, all warranty service provided by our Factory Service Centers, or an authorized Customer Care® technician. To schedule service, on-line, 24 hours a day, visit us at **GEAppliances.com**, or call 800.GE.CARES (800.432.2737). Please have serial number and model number available when calling for service.

**In Canada**, call 800.561.3344.

For the Period of:	GE Appliances Will Replace
<b>One Year</b> From the date of the original purchase	<b>Any part</b> of the refrigerator which fails due to a defect in materials or workmanship. During the <b>limited one-year warranty</b> , GE Appliances will also provide, <b>free of charge</b> , all labor and related service to replace the defective part.

## What is Not Covered:

- Service trips to your home to teach you how to use the product.
- Improper installation, delivery or maintenance.
- Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.
- Loss of food due to spoilage.
- Replacement of house fuses or resetting of circuit breakers.
- Damage caused after delivery.
- Replacement of the water filter cartridge, if included, due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply.
- Replacement of the light bulbs, if included, or water filter cartridge, if included, other than as noted above.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance.
- Product not accessible to provide required service.
- Damage caused by a non-GE Brand water filter.
- Damage to finish, such as surface rust, tarnish, or small blemishes not reported within 48 hours of delivery.
- Products which are not defective, broken, or which are working as described in the owner's manual.

**EXCLUSION OF IMPLIED WARRANTIES—Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.**

**For US Customers:** This limited warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. If the product is located in an area where service by a GE Appliances Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized GE Appliances Service location for service. In Alaska, the limited warranty excludes the cost of shipping or service calls to your home.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

**Warrantor US: GE Appliances, a Haier company**  
**Louisville, KY 40225**

**For Customers in Canada:** This limited warranty is extended to the original purchaser and any succeeding owner for products purchased in Canada for home use within Canada. In-home warrant service will be provided in areas where it is available and deemed reasonable by Mabe to provide.

**Warrantor Canada: MC Commercial, Inc., Burlington, Ontario, L7R 5B6**

Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.



# Accessory

## Ice Maker Accessory Kit:

### ⚠ WARNING

Connect to potable water supply only.  
A cold water supply is required for automatic icemaker operation. The water pressure must be between 40 and 120 psi (275-827 kilopascals)

An IM4D ice maker accessory kit is available at extra cost.

For ice maker installation, follow Installation Instruction "V" using the short (8") fill tube assembly, unless fill tube is already installed.

To order, call GE Appliances at 800.GECARES (800.432.2737) or visit **GEAppliances.com**. In Canada, visit **GEAppliances.ca** or call 800.561.3344.

### AUTOMATIC ICE MAKER

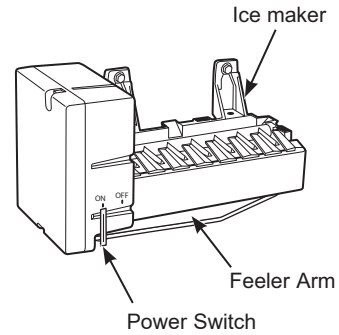
The ice maker will produce approximately 70-100 cubes in a 24-hour period, depending on the freezer compartment temperature, room temperature, number of door openings and other use conditions.

If the refrigerator is operated before the water connection is made to the ice maker, set the switch **OFF**.

When the refrigerator has been connected to the water supply, set the switch **ON** position.

The ice maker will fill with water when it cools to 15°F. A newly-installed refrigerator may take 12 to 24 hours to begin making ice cubes.

Once the ice maker starts to make ice, it may take up to 48 hours to fill the bin, depending on the temperature settings and number of door openings.



You will hear a buzzing sound each time the ice maker fills with water.

**NOTICE:** Throw away the first few batches of ice to allow the water line to clear.

Be sure nothing interferes with the sweep of the feeler arm.

When the bin fills to the level of the feeler arm, the ice maker will stop producing ice.

It is normal for several cubes to be joined together.

If ice is not used frequently, old ice cubes will become cloudy, taste stale, shrink or fuse together.

### ⚠ CAUTION

Avoid contact with the moving parts of the ejector mechanism, or with the heating element (located on the bottom of the ice maker) that releases the cubes. Do not place fingers or hands on the automatic ice making mechanism while the refrigerator is plugged in.

# Consumer Support

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## GE Appliances Website

Have a question or need assistance with your appliance? Try the GE Appliances Website 24 hours a day, any day of the year! You can also shop for more great GE Appliances products and take advantage of all our on-line support services designed for your convenience. In the US: [GEAppliances.com](http://GEAppliances.com) In Canada: [GEAppliances.ca](http://GEAppliances.ca)

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## Register Your Appliance

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material.

In the US: [GEAppliances.com/register](http://GEAppliances.com/register)

In Canada: [Prodsupport.mabe.ca/crm/Products/ProductRegistration.aspx](http://Prodsupport.mabe.ca/crm/Products/ProductRegistration.aspx)

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## Schedule Service

Expert GE Appliances repair service is only one step away from your door. Get on-line and schedule your service at your convenience any day of the year. In the US: [GEAppliances.com/service](http://GEAppliances.com/service) or call 800.432.2737 during normal business hours.

In Canada: [GEAppliances.ca/en/support/service-request](http://GEAppliances.ca/en/support/service-request) or call 800.561.3344

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## Extended Warranties

Purchase a GE Appliances extended warranty and learn about special discounts that are available while your warranty is still in effect. You can purchase it on-line anytime. GE Appliances Services will still be there after your warranty expires.

In the US: [GEAppliances.com/extended-warranty](http://GEAppliances.com/extended-warranty) or call 800.626.2224 during normal business hours.

In Canada: [GEAppliances.ca/en/support/purchase-extended-warranty](http://GEAppliances.ca/en/support/purchase-extended-warranty) or call 866.277.9842

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## Remote Connectivity

For assistance with wireless network connectivity (for models with remote enable), visit our website at [GEAppliances.com/connect](http://GEAppliances.com/connect) or call 800.220.6899.

In Canada: [GEAppliances.ca/connected-home-smart-appliances/](http://GEAppliances.ca/connected-home-smart-appliances/) or call 800.220.6899.

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## Parts and Accessories

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day.

In the US: [GEApplianceparts.com](http://GEApplianceparts.com) or by phone at 877.959.8688 during normal business hours.

**Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**

Customers in Canada should consult the yellow pages for the nearest Mabe service center, visit our website at [GEAppliances.ca/en/products/parts-filters-accessories](http://GEAppliances.ca/en/products/parts-filters-accessories) or call 800.661.1616.

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## Contact Us

If you are not satisfied with the service you receive from GE Appliances, contact us on our Website with all the details including your phone number, or write to:

In the US: General Manager, Customer Relations | GE Appliances, Appliance Park | Louisville, KY 40225

[GEAppliances.com/contact](http://GEAppliances.com/contact)

In Canada: Director, Consumer Relations, Mabe Canada Inc. | Suite 310, 1 Factory Lane | Moncton, N.B. E1C 9M3

[GEAppliances.ca/en/contact-us](http://GEAppliances.ca/en/contact-us)

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