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## UPRIGHT FREEZER

### Use & Care Guide

For questions about features, operation/performance parts, accessories or service, call: **1-800-253-1301**.

In Canada, call for assistance **1-800-461-5681**, for installation and service, call: **1-800-807-6777**

or visit our website at...

[www.whirlpool.com](http://www.whirlpool.com) or [www.whirlpool.com/canada](http://www.whirlpool.com/canada)

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## CONGÉLATEURS VERTICAUX

### Guide d'utilisation et d'entretien

Au Canada, pour assistance, composez le **1-800-461-5681**, pour installation ou service, le **1-800-807-6777**

ou visitez notre site web à  
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# FREEZER SAFETY

## Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

**! DANGER**

**You can be killed or seriously injured if you don't immediately follow instructions.**

**! WARNING**

**You can be killed or seriously injured if you don't follow instructions.**

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

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

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Disconnect power before servicing.
- Replace all panels before operating.
- Use nonflammable cleaner.
- Keep flammable materials and vapors, such as gasoline, away from freezer.
- Use two or more people to move and install freezer.
- Keep key away from children.
- Remove doors or lid from your old freezer or refrigerator.
- Disconnect power before installing ice maker (on ice maker kit ready models only).

## SAVE THESE INSTRUCTIONS

## Proper Disposal of Your Old Freezer or Refrigerator

**! WARNING**

### Suffocation Hazard

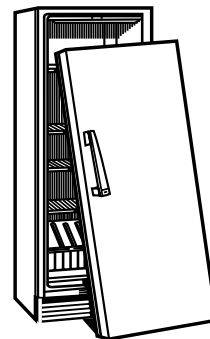
**Remove doors or lid from your old freezer or refrigerator.**

**Failure to do so can result in death or brain damage.**

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

**Before you throw away your old freezer or refrigerator:**

- Take off the doors or lid.
- Leave the shelves in place so that children may not easily climb inside.



# INSTALLATION INSTRUCTIONS

## Unpacking

### **⚠️ WARNING**

#### **Excessive Weight Hazard**

**Use two or more people to move and install freezer.**

**Failure to do so can result in back or other injury.**

#### **Removing packaging materials**

- Remove tape and glue residue from surfaces before turning on the freezer. Rub a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.
- Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your freezer. For more information, see the "Freezer Safety" section.

#### **When Moving Your Freezer:**

Your freezer is heavy. When moving the freezer for cleaning or service, be sure to protect the floor. Always pull the freezer straight out when moving it. Do not wiggle or "walk" the freezer when trying to move it, as floor damage could occur.

#### **Cleaning before use**

After you remove all of the packaging materials, clean the inside of your freezer before using it. See the cleaning instructions in the "Freezer Care" section.

## Location Requirements

### **⚠️ WARNING**



#### **Explosion Hazard**

**Keep flammable materials and vapors, such as gasoline, away from freezer.**

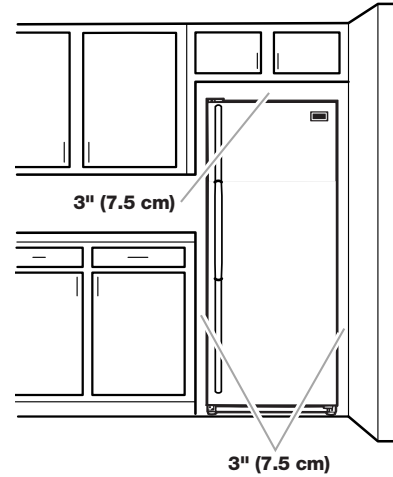
**Failure to do so can result in death, explosion, or fire.**

**IMPORTANT:** Do not install the freezer near an oven, radiator, or other heat source, nor in a location where the temperature will fall below 40°F (5°C).

Check the strength of the floor before installing your freezer. It should hold the weight of a freezer fully loaded with food.

Allow at least 3 in. (7.5 cm) of air space at the top and on both sides of the freezer and 1 in. (2.5 cm) between the back of the freezer and the wall. If the freezer is to be against a wall, leave extra space on the hinge side so the door can open wider.

**NOTE:** This freezer may be installed side by side with another refrigerator or freezer. Allow for a 3 in. (7.5 cm) clearance at the top and sides and a ¼ in. (0.64 cm) clearance between the appliances.



## Electrical Requirements

### **⚠️ WARNING**



#### **Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**

**Do not remove 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.**

#### **Recommended grounding method**

A 115 Volt, 60 Hz., AC only 15 or 20 ampere fused, grounded electrical supply is required. It is recommended that a separate circuit serving only your freezer be provided. Use an outlet that cannot be turned off by a switch or pull chain. Do not use an extension cord.

## Water Supply Connection

Read all directions carefully before you begin.

### IMPORTANT:

- If you turn the freezer on before the water line is connected, turn the ice maker OFF.
- All installations must meet local plumbing code requirements.
- Use plastic tubing and check for leaks. Install plastic tubing only in areas where temperatures will remain above freezing.

**Tools required:** Flat-blade screwdriver,  $\frac{7}{16}$  in. and  $\frac{1}{2}$  in. open-end wrenches or two adjustable wrenches,  $\frac{1}{4}$  in. nut driver and drill bit, hand drill or electric drill (properly grounded).

**NOTE:** Your freezer dealer has a kit available with a  $\frac{1}{4}$  in. (6.35 mm) saddle-type shutoff valve, a union, and plastic tubing. Before purchasing, make sure a saddle-type valve complies with your local plumbing codes. Do not use a piercing-type or  $\frac{3}{16}$  in. (4.76 mm) saddle valve which reduces water flow and clogs more easily.

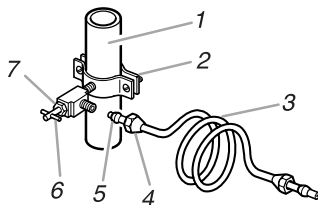
### Cold water supply

Connect the ice maker to a cold water line with water pressure between 30 and 120 psi. If you have questions about your water pressure, call your utility company.

### Connecting to Water Line

1. Unplug freezer or disconnect power.
2. Turn OFF main water supply. Turn ON nearest faucet long enough to clear line of water.
3. Locate a  $\frac{1}{2}$  in. to  $1\frac{1}{4}$  in. (12.7 mm to 3.18 cm) vertical COLD water pipe near the freezer.
 

**NOTE:** Horizontal pipe will work, but drill on the top side of the pipe, not the bottom. This will help keep water away from the drill and normal sediment from collecting in the valve.
4. Determine the length of plastic tubing you need. Measure from the connection on the lower left rear of freezer to the water pipe. Add 7 ft. (2.1 m) to allow for cleaning. Use  $\frac{1}{4}$  in. (6.35 mm) O.D. (outside diameter) plastic tubing. Be sure both ends of plastic tubing are cut square.
5. Using a grounded drill, drill a  $\frac{1}{4}$  in. (6.35 mm) hole in the cold water pipe you have selected.



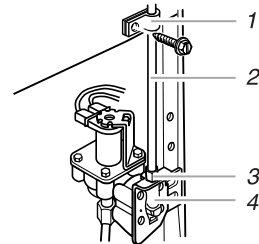
1. Cold water pipe
2. Pipe clamp
3. Plastic tubing
4. Compression nut
5. Compression sleeve
6. Shutoff valve
7. Packing nut

6. Fasten the shutoff valve to the cold water pipe with the pipe clamp. Be sure the outlet end is solidly in the  $\frac{1}{4}$  in. (6.35 mm) drilled hole in the water pipe and that the washer is under the pipe clamp. Tighten the packing nut. Tighten the pipe clamp screws carefully and evenly so washer makes a watertight seal. Do not overtighten or you may crush the plastic tubing.
7. Slip the compression sleeve and compression nut on the plastic tubing as shown. Insert the end of the tubing into the outlet end squarely as far as it will go. Screw compression nut onto outlet end with adjustable wrench. Do not overtighten.

8. Place the free end of the tubing in a container or sink, and turn ON the main water supply. Flush the tubing until water is clear. Turn OFF the shutoff valve on the water pipe. Coil the plastic tubing.

### Connecting to Freezer

1. Attach the plastic tube to the valve inlet using a compression nut and sleeve as shown. Tighten the compression nut. Do not overtighten. Use the tube clamp on the back of the freezer to secure the tubing to the freezer as shown. This will help prevent damage to the tubing when the freezer is pushed back against the wall.
2. Turn shutoff valve ON. Check for leaks. Tighten any connections (including connections at the valve) or nuts that leak.

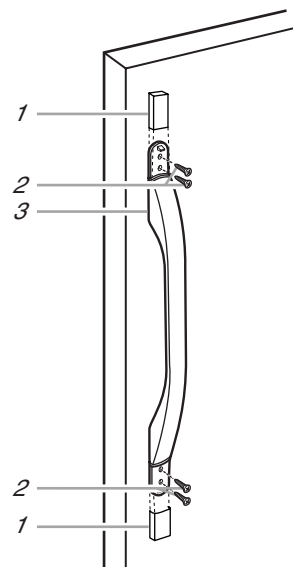


1. Tube clamp
2. Plastic tubing
3. Compression nut
4. Valve inlet

3. The ice maker is equipped with a built-in water strainer. If your water conditions require a second water strainer, install it in the  $\frac{1}{4}$  in. (6.35 mm) water line at either tube connection. Obtain a water strainer from your nearest appliance dealer.
4. Plug in freezer or reconnect power.

## Door Handle Installation and Removal

**Tools Needed:** Flat-blade screwdriver



1. Handle trim
2. Handle screws
3. Door handle

1. Place the handle on the door as shown.
2. Using a flat-blade screwdriver, attach the handle to the door with the 4 handle screws (provided).
3. Place the trim pieces on the upper and lower handle ends as shown.

**NOTE:** Some models have an (optional) gold trim piece that snaps on the handle ends before placing the end trim pieces.

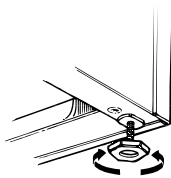
- Apply firm pressure with your hand on the face of the trim. Slide the top trim down and the bottom trim up toward the handle.
- To remove the handle, reverse these directions.

## Door Closing

- Locate, remove and discard the 4 bolts that held the freezer in the shipping crate.
- Locate the 2 front leveling legs taped among the packing materials.
- Screw these legs into the front holes on the bottom of the freezer. The back of the freezer rests on 2 fixed supports.
- Adjust the front legs just enough to lift the cabinet up off of the floor.

**NOTE:** If your model is equipped with rollers, the front legs should be lowered enough to lift the rollers off of the floor to ensure the freezer does not roll forward when the door is opened.

- Connect freezer to proper electrical supply and attach retaining clip. (Refer to “Electrical Requirements” section.)
- Slide freezer into place.
- Place a leveling tool on top of the freezer first side to side, then front to back. Turn leg counterclockwise to raise a corner. Turn leg clockwise to lower a corner.

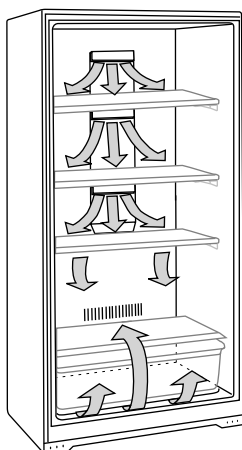


- Repeat Step 7 until freezer is level.
- After freezer is fully loaded with food, recheck with level as in Step 7.

# FREEZER USE

## Ensuring Proper Air Circulation

In order to ensure proper temperature, you need to permit proper airflow in the freezer. As shown in the illustration, cool air enters through the freezer wall and moves down. The air then recirculates through the vent near the bottom.



Do not block any of these vents with food packages. If the vents are blocked, airflow will be prevented, and temperature and moisture problems may occur.

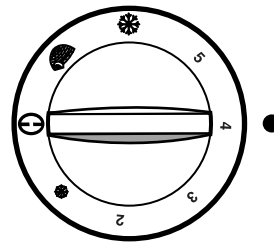
**IMPORTANT:** To prevent odors and drying out of food, wrap or cover foods tightly.

## Using the Control

### Setting the control

Turn the freezer temperature control to 4. This setting is designed to maintain the temperature at or near 0°F (-17.8°C) under normal operating conditions.

Allow the freezer to cool 6 to 8 hours before filling with frozen food. Let the freezer cool overnight before adding large amounts of unfrozen food. Never add more than 2 to 3 lbs. (907-1,350 g) of unfrozen food per cubic foot (28.32 L) of freezer space.



**NOTE:** When the freezer is first started, the compressor will run constantly until the cabinet is cooled. It may take up to 6 or 8 hours (or longer), depending on room temperature and the number of times the freezer door is opened. After the cabinet is cooled, the compressor will turn on and off as needed to keep the freezer at the proper temperature.

The outside of your freezer may feel warm. This is normal. The freezer’s design and main function is to remove heat from packages and air space inside the freezer. The heat is transferred to the room air, making the outside of the freezer feel warm.

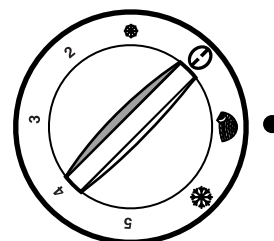
### Adjusting the control

- Turn control to a higher number for colder temperatures.
- Turn control to a lower number for less cold temperatures.

**NOTE:** The small snowflake icon represents the number 1 or the least cold setting. The large snowflake icon represents 6 or the coldest setting.

### Fast Freeze (on some models)

This setting causes the freezer to run continuously, driving the freezer temperature to the coldest possible temperature. To activate, adjust the control knob to the igloo icon, which represents the fast freeze setting. Use this feature just before adding large amounts of unfrozen foods. For best food quality, do not exceed 3 lbs. (1,350 g) per cubic foot (28.32 L). Return to your normal setting after 24 to 48 hours.



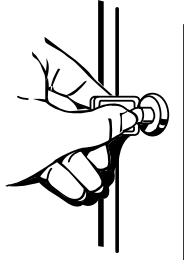


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## Key Eject Lock

(on some models)

To lock or unlock the freezer, you must hold the key in the lock while turning. The lock is spring loaded, so the key cannot be left in the lock.



If the key is lost, contact your dealer for a replacement. Always give the model and serial number of your freezer when requesting a replacement key.

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## Ice Maker Operation

(on some models)

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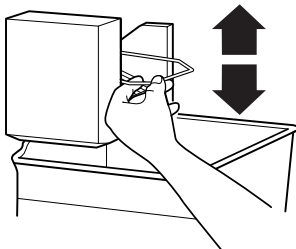
### To Turn the Ice Maker On/Off

**NOTE:** Do not force the wire shutoff arm up or down.

- To turn the ice maker on, simply lower the wire shutoff arm.

**NOTE:** Your ice maker has an automatic shutoff. As ice is made, the ice cubes fill the ice storage bin and the ice cubes will raise the wire shutoff arm to the OFF (arm up) position.

- To manually turn the ice maker off, lift the wire shutoff arm to the OFF (arm up) position and listen for the click to make sure the ice maker will not continue to operate.



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### To Increase Ice Production Rate

The ice maker should produce approximately 7 to 9 batches of ice in a 24-hour period. If ice is not being made fast enough, turn the Temperature Control toward a higher (colder) number in half number steps. (For example, if the control is at 3, move it to between 3 and 4.) Wait 24 hours and, if necessary, gradually turn the Temperature Control to the highest setting, waiting 24 hours between each increase.

#### REMEMBER

- Allow 24 hours to produce the first batch of ice. Discard the first three batches of ice produced.
- The quality of your ice will be only as good as the quality of the water supplied to your ice maker. Avoid connecting the ice maker to a softened water supply. Water softener chemicals (such as salt) can damage parts of the ice maker and lead to poor quality ice. If a softened water supply cannot be avoided, make sure the water softener is operating properly and is well maintained.
- Do not store anything on top of the ice maker or in the ice storage bin.

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# FREEZER FEATURES

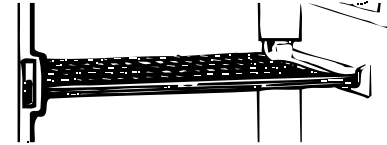
This manual covers several different models. The freezer you have purchased may have some or all of the items listed. The locations of the features may not match those of your model.

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## Refrigerated Shelves

(on some models)

Your freezer is equipped with refrigerated interior shelves. Packages in direct contact with the shelves will have the best refrigeration. Fresh, unfrozen food packages should be stored directly on the shelves and not on top of already frozen food packages.



When placing the food packages in your freezer, please remember:

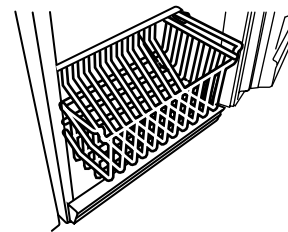
- The cabinet shelves have the best freezing capability. The door shelves and the bottom of the cabinet have a slightly less cold temperature. Therefore, packages sensitive to temperature (meat, poultry, etc.) should not be placed on the door shelves or the freezer bottom.
- Leave some space between the food packages so that cold air can pass over and around them.

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## Storage Basket

(on some models)

The slide out basket provides separate storage space for items that are difficult to store on freezer shelves. To remove the basket, pull out and lift up.



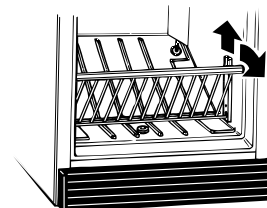
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## Storage Gate

(on some models)

**To lower and raise the storage gate:**

1. Lift the top of the gate up slightly, out of the supports. Pull the gate forward and down.
2. Return the gate to the upright position. Lift the top of the gate slightly to clear the supports. Lower the gate into the supports.



# FREEZER CARE

## Cleaning Your Frost-Free Freezer

(some models)

### **WARNING**



#### **Explosion Hazard**

**Use nonflammable cleaner.**

**Failure to do so can result in death, explosion, or fire.**

Frost-free means that you will never have to defrost your freezer. Frost is removed by air moving and collecting any moisture and depositing it on the cooling coil. The cooling coil periodically warms up just enough to melt the frost, and it then flows down to the drain pan (located behind the base grille) where it is evaporated.

Complete cleaning should be done at least once a year.

1. Unplug freezer or disconnect power.
2. Remove all frozen food. Wrap frozen food in several layers of newspaper and cover with a blanket. Food will stay frozen for several hours. You may also store frozen food in a cooler, additional refrigerator-freezer, or in a cool area.
3. Wash the inside walls with a solution of mild detergent in warm water or 2 tbs. (26 mg) baking soda to 1 qt. (0.95 L) warm water. Do not use abrasive or harsh cleaners.
4. Rinse well and wipe dry with a clean soft cloth.
5. Use the appropriate cleaning method for your exterior finish.

**Painted metal:** Wash exteriors with a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners, or cleaners designed for stainless steel. Dry thoroughly with a soft cloth. For additional protection against damage to painted metal exteriors, apply appliance wax (or auto paste wax) with a clean, soft cloth. Do not wax plastic parts.

**Stainless steel finish:** Wash with a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Dry thoroughly with a soft cloth.

- To keep your stainless steel refrigerator looking like new and to remove minor scuffs or marks, it is suggested that you use the manufacturer's approved Stainless Steel Cleaner & Polish.

**IMPORTANT:** This cleaner is for stainless steel parts only!

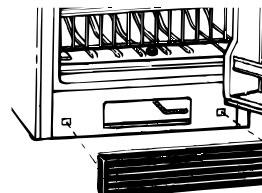
- Do not allow the Stainless Steel Cleaner & Polish to come into contact with any plastic parts such as the trim pieces, dispenser covers or door gaskets. If accidental contact does occur, clean plastic part with a sponge and mild detergent in warm water. Dry thoroughly with a soft cloth. To order the cleaner, see the "Accessories" section.

6. Replace all frozen food.
7. Plug in freezer or reconnect power.
8. See the "Using the Control" section.

## Base Grille

**To remove and replace the base grille:**

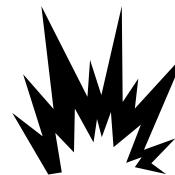
1. Remove the base grille by opening the freezer door and pulling both sides of the base grille toward you.
2. Replace the base grille by aligning the grille support tabs with the openings in the freezer cabinet. Push firmly to snap grille into place.



## Defrosting and Cleaning Your Manual Defrost Freezer

(some models)

### **WARNING**



#### **Explosion Hazard**

**Use nonflammable cleaner.**

**Failure to do so can result in death, explosion, or fire.**

Defrost and clean your freezer when frost has built up to about ¼ in. (6 mm) thickness. Complete defrosting and cleaning should be done at least once a year. In high humidity areas, a freezer may need more frequent defrosting and cleaning.

Do not use abrasive cleaners on your freezer. Do not use cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic parts. Damage can occur.

**NOTE:** The drain cap must be removed before defrosting the freezer and replaced securely afterward.

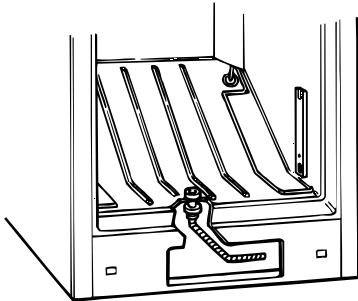
1. Unplug freezer or disconnect power.
2. Remove all frozen food. Wrap frozen food in several layers of newspaper and cover with a blanket. Food will stay frozen for several hours. You may also store frozen food in a cooler, an additional refrigerator-freezer, or a cool area.
3. Remove base grille. (See the "Base Grille" section.)



#### 4. Style 1 - Models with a drain system

Reach under the unit and pull the drain hose out through the opening. The drain hose carries defrost water out of the freezer, and through the area behind the base grille. Place a large shallow pan under the drain hose. Remove the drain cap inside freezer.

**NOTE:** Check the drain pan frequently to avoid water overflow. Have a second pan handy for easier emptying.



#### Style 2 - Models without a drain system

Remove water from the freezer bottom using a sponge or baster and empty the water into a large pan.

5. Place pans of hot water in freezer with door open to speed melting. Directing air from an electric fan into freezer will also help. Do not place fan or any electrical device in freezer.

6. Use a plastic scraper to remove frost.

**NOTE:** Do not use an ice pick, knife, or other sharp-pointed tool to defrost freezer. Damage can occur.

7. Wipe water from walls with a towel or sponge.
8. Wash the inside walls with a solution of mild detergent in warm water or 2 tbs. (26 mg) baking soda to 1 qt. (0.95 L) warm water. Do not use abrasive or harsh cleaners.
9. Rinse well and wipe dry with a clean soft cloth.
10. Use the appropriate cleaning method for your exterior finish.

**Painted metal:** Wash exteriors with a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners, or cleaners designed for stainless steel. Dry thoroughly with a soft cloth. For additional protection against damage to painted metal exteriors, apply appliance wax (or auto paste wax) with a clean, soft cloth. Do not wax plastic parts.

**Stainless steel finish:** Wash with a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners, or cleaners designed for stainless steel. Dry thoroughly with a soft cloth.

- To keep your Stainless Steel refrigerator looking like new and to remove minor scuffs or marks, it is suggested that you use the manufacturer's approved Stainless Steel Cleaner & Polish.

**IMPORTANT:** This cleaner is for Stainless Steel parts only!

- Do not allow the Stainless Steel Cleaner & Polish to come into contact with any plastic parts such as the trim pieces, dispenser covers or door gaskets. If accidental contact does occur, clean plastic part with a sponge and mild detergent in warm water. Dry thoroughly with a soft cloth. To order the cleaner, see the "Accessories" section.

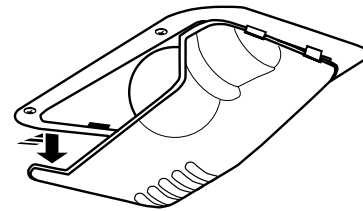
11. For models with a drain system, you should replace the drain hose, drain cap and base grille.
12. Replace all frozen food.
13. Plug in freezer or reconnect power.
14. See the "Using the Control" section.

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## Changing the Light Bulb

**NOTE:** Not all appliance bulbs will fit your freezer. Be sure to replace the bulb with one of the same size, shape, and wattage.

1. Unplug freezer or disconnect power.
2. Remove the light shield. From the back of the light shield, pull forward and down.



3. Replace the light bulb with an appliance bulb of the same wattage.
4. Plug in freezer or reconnect power.

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## Power Interruptions

If the electricity in your house goes off, call the power company and ask how long it will be off.

1. If the power will be out for 24 hours or less, keep freezer closed to help foods stay frozen.

2. If the power will be out for more than 24 hours:

- a) Remove all frozen food and store it in a frozen food locker.

**OR**

- b) Place 2 lbs (.907 kg) of dry ice in the freezer for every cubic foot (28.32 L) of freezer space. This will keep the food frozen for two to four days.

**OR**

- c) If neither a food locker nor dry ice is available, use up or can perishable food at once.

**REMEMBER:** A full freezer stays cold longer than a partially filled one. A freezer full of meat stays cold longer than a freezer full of baked goods. If food contains ice crystals, it may be refrozen, although the quality and flavor may be affected. If the condition of the food is poor, dispose of it.

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## Moving Care

1. Remove all frozen food and pack it in dry ice.
2. Unplug the freezer.
3. Clean it thoroughly.
4. Tape the freezer shut and tape the electrical cord to the cabinet.

When you get to your new home, refer to the "Installation Instructions" and "Freezer Use" sections for information on installation and setting the controls.

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# TROUBLESHOOTING

Try the solutions suggested here first to avoid the cost of an unnecessary service call...

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## Your freezer will not operate

- **Is the power supply cord unplugged?** Plug into a grounded 3 prong outlet.
- **Has a household fuse blown or circuit breaker tripped?** Replace the fuse or reset the circuit breaker.
- **Is the Temperature Control turned to the OFF position?** See the “Using the Control” section.
- **Is the freezer defrosting (on some models)?** Recheck to see whether the freezer is operating in 30 minutes. Your freezer will regularly run an automatic defrost cycle.

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## The lights do not work

- **Is the power supply cord unplugged?** Plug into a grounded 3 prong outlet.
- **Is a light bulb loose in the socket or burned out?** See the “Changing the Light Bulb” section.

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## There is water in the defrost drain pan (on some models)

- **Is the freezer defrosting?** The water will evaporate. It is normal for water to drip into the defrost pan.
- **Is it more humid than normal?** When it is humid, expect that the water in the defrost pan will take longer to evaporate.

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## The motor seems to run too much

- **Is there excessive frost or a package preventing the door from closing?** Defrost and clean the freezer, or move the package so the door closes properly.
- **Is the room temperature hotter than normal?** The motor will run longer under warm conditions. At normal room temperatures, your motor will run about 40% to 80% of the time. Under warmer conditions, it will run even more.
- **Has a large amount of food just been added to the freezer?** Adding a large amount of food warms the freezer. The motor normally will run longer to cool the freezer back down.
- **Is the door opened often?** The motor will run longer when this occurs. Conserve energy by getting all items out at one time, keeping food organized, and closing the door as soon as possible.
- **Is the control set correctly for the surrounding conditions?** See the “Using the Control” section.
- **Is the door not closed completely?** Push the door firmly shut. If it will not shut all the way, see “The door will not close completely” later in this section.
- **Are the condenser coils dirty (on some models)?** This prevents air transfer and makes the motor work harder. Clean the condenser coils. See the “Freezer Care” section.

- **Is the door gasket sealed all the way around?** Contact a qualified person or a technician.
- **Is there enough air circulation space around the freezer?** See the “Location Requirements” section.

**NOTE:** If the problem is not due to any of the above, remember that your new freezer will run longer than your old one due to its high-efficiency motor.

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## The ice maker is not producing ice or not enough ice (on some models)

- **Has the ice maker just been installed?** Wait 72 hours for full ice production to begin. Once your freezer is cooled, the ice maker should produce 70-120 cubes every 24 hours.
  - **Is the freezer temperature cold enough to produce ice?** Wait 24 hours after hookup for ice production. See the “Using the Control” section.
  - **Is the wire shutoff arm in the OFF (arm up) position?** Lower the wire shutoff arm to the ON (arm down) position. See the “Ice Maker Operation” section.
  - **Is the water line shutoff valve to the freezer turned on?** Turn on the water valve. See the “Water Supply Connection” section.
  - **Does the ice maker mold have water in it or has no ice been produced?** Be sure your freezer has been connected to a water supply and the supply shutoff valve is turned on. See the “Water Supply Connection” section.
  - **Is an ice cube jammed in the ejector arm?** Remove the ice from the ejector arm with a plastic utensil. See the “Ice Maker Operation” section.
  - **Has a large amount of ice just been removed?** Allow 24 hours for ice maker to produce more ice.
  - **Is the control set correctly?** If too little ice is produced, see the “Using the Control” section.
- NOTE:** If not due to any of the above, there may be a problem with the water line. Call for service.

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## Off-taste, odor or gray color in the ice (on some models)

- **Are the plumbing connections new, causing discolored or off-flavored ice?** Discard the first few batches of ice.
- **Have the ice cubes been stored too long?** Throw old ice away and make a new supply.
- **Do the freezer and ice bin need to be cleaned?** See the “Freezer Care” section.
- **Does the water contain minerals (such as sulfur)?** A filter may need to be installed to remove the minerals.

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### Temperature is too warm

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- **Are the air vents blocked?** This prevents cold air movement. Move objects away from the air vents. See the “Ensuring Proper Air Circulation” section for air vent locations.
- **Is the door opened often?** Be aware that the freezer will warm when this occurs. In order to keep the freezer cool, try to get everything you need out of the freezer at once, keep food organized so it is easy to find, and close the door as soon as the food is removed.
- **Has a large amount of food just been added to the freezer?** Adding a large amount of food warms the freezer. It can take several hours for the freezer to return to the normal temperature.
- **Is the control set correctly for the surrounding conditions?** See the “Using the Control” section.

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### The door will not close completely

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- **Are food packages blocking the door?** Rearrange containers so that they fit more tightly and take up less space.
- **Are the shelves and basket out of position (on some models)?** Put the shelves and basket back into their correct positions.
- **Are the gaskets dirty or sticky?** Clean gaskets according to the directions in the “Freezer Care” section.
- **Does the freezer wobble or seem unstable?** See the “Door Closing” section.

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### The door is difficult to open

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- **Are the gaskets dirty or sticky?** Clean gaskets according to the directions in the “Freezer Care” section.

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### The freezer clicks but does not run

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- **Has the local power failed?** Unplug the freezer for 30 minutes to allow the refrigeration system to equalize. During this time, keep the door closed whenever possible.

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## ASSISTANCE OR SERVICE

Before calling for assistance or service, please check “Troubleshooting.” It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

### If you need replacement parts

If you need to order replacement parts, we recommend that you only use FSP® replacement parts. FSP® replacement parts will fit right and work right, because they are made with the same precision used to build every new WHIRLPOOL® appliance.

To locate FSP® replacement parts in your area, call our Customer Interaction Center telephone number or your nearest designated service center.

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## In the U.S.A.

Call the Customer Interaction Center toll free: **1-800-253-1301**.

### Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).
- Referrals to local dealers, repair parts distributors, and service companies. Whirlpool designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States.

To locate the Whirlpool designated service company in your area, you can also look in your telephone directory Yellow Pages.

### For further assistance

If you need further assistance, you can write to Whirlpool Corporation with any questions or concerns at:

Whirlpool Brand Home Appliances  
Customer Interaction Center  
553 Benson Road  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

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## In Canada

Call the Whirlpool Canada Inc. Customer Interaction Center toll free:

**1-800-461-5681** Monday to Friday 8:00 a.m. - 6:00 p.m. (EST).  
Saturday 8:30 a.m. - 4:30 p.m. (EST).

### Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Referrals to local dealers.

### For service in Canada

Call **1-800-807-6777**. Whirlpool Canada Inc. designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in Canada.

### For further assistance

If you need further assistance, you can write to Whirlpool Canada Inc. with any questions or concerns at:

Whirlpool Canada Inc.  
Customer Interaction Center  
1901 Minnesota Court  
Mississauga, Ontario L5N 3A7

Please include a daytime phone number in your correspondence.

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## Accessories

(for some models)

To order accessories, call **1-800-442-9991** and ask for the part number listed below or contact your authorized Whirlpool dealer. In Canada, call **1-800-807-6777**.

### Stainless Steel Cleaner & Polish

Order Part #4396095

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# WHIRLPOOL CORPORATION MAJOR APPLIANCE WARRANTY

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## ONE YEAR LIMITED WARRANTY

For one year from the date of purchase, when this major appliance is operated and maintained according to instructions attached to or furnished with the product, Whirlpool Corporation or Whirlpool Canada LP (hereafter "Whirlpool") will pay for FSP® replacement parts and repair labor to correct defects in materials or workmanship. Service must be provided by a Whirlpool designated service company.

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### ITEMS WHIRLPOOL WILL NOT PAY FOR

1. Service calls to correct the installation of your major appliance, to instruct you how to use your major appliance, to replace or repair house fuses or to correct house wiring or plumbing.
  2. Service calls to repair or replace appliance light bulbs, air filters or water filters. Those consumable parts are excluded from warranty coverage.
  3. Repairs when your major appliance is used for other than normal, single-family household use.
  4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of products not approved by Whirlpool.
  5. Any food loss due to refrigerator or freezer product failures.
  6. Replacement parts or repair labor costs for units operated outside the United States or Canada.
  7. Pickup and delivery. This major appliance is designed to be repaired in the home.
  8. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
  9. Expenses for travel and transportation for product service in remote locations.
  10. The removal and reinstallation of your appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
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### DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. WHIRLPOOL SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, SO THESE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

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Outside the 50 United States and Canada, this warranty does not apply. Contact your authorized Whirlpool dealer to determine if another warranty applies.

If you need service, first see the "Troubleshooting" section of the Use & Care Guide. After checking "Troubleshooting," additional help can be found by checking the "Assistance or Service" section or by calling Whirlpool. In the U.S.A., call **1-800-253-1301**. In Canada, call **1-800-807-6777**. 8/05

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**Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.**

Write down the following information about your major appliance to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial number label located on the product.

Dealer name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone number \_\_\_\_\_  
Model number \_\_\_\_\_  
Serial number \_\_\_\_\_  
Purchase date \_\_\_\_\_

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