

KitchenAid®

ICE MAKER

Use & Care Guide

For questions about features, operation/performance, parts, accessories or service, call: **1-800-422-1230** or visit our website at...
www.kitchenaid.com

In Canada, for assistance, installation and service, call: **1-800-807-6777** or visit our website at...
www.kitchenaid.ca

FÁBRICA DE HIELO

Manual de uso y cuidado

Para consultas respecto a características, funcionamiento/desempeño, piezas, accesorios o servicio, llame al: **1-800-422-1230**
o visite nuestra página de Internet...

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En Canadá, para obtener ayuda, instalación o servicio, llame al: **1-800 807-6777** o visite nuestra página de Internet...
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MACHINE À GLAÇONS

Guide d'utilisation et d'entretien

Au Canada, pour assistance, installation ou service, composez le **1-800-807-6777** ou visitez notre site Web à...
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ICE MAKER 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 ice maker, 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 manually cleaning the inside components.
- Disconnect power before servicing.
- Replace all parts and panels before operating.
- Use two or more people to move and install ice maker.

SAVE THESE INSTRUCTIONS

State of California Proposition 65 Warnings:

WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

INSTALLATION INSTRUCTIONS

Unpack the Ice Maker

⚠ WARNING

Excessive Weight Hazard

**Use two or more people to move and install ice maker.
Failure to do so can result in back or other injury.**

- To remove any remaining tape or glue from the exterior of the ice maker, rub the area briskly with your thumb. Tape or glue residue can also be easily removed by rubbing 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. Do not use chlorine bleach on the stainless steel surfaces of the ice maker. These products can damage the surface of your ice maker.

Cleaning Before Use

After you remove all of the packaging materials, clean the inside of your ice maker before using it. See the cleaning instructions in the "Ice Maker Care" section.

Removing Packaging Materials

Remove tape and glue from your ice maker before using.

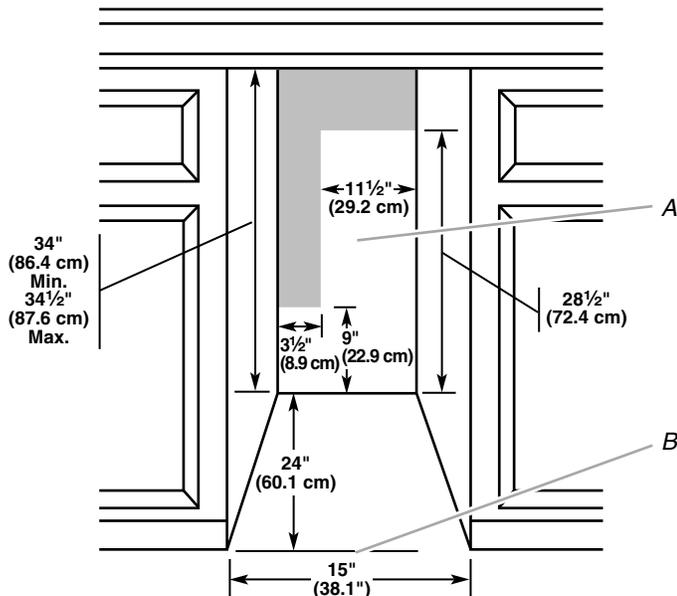
Location Requirements

- To ensure proper ventilation for your ice maker, the front side must be completely unobstructed. The ice maker may be closed in on the top and 3 sides, but the installation should allow the ice maker to be pulled forward for servicing if necessary.
- Installation of the ice maker requires a cold water supply inlet of 1/4" (6.35 mm) outside diameter (O.D.) soft copper tubing with a shut-off valve or a Whirlpool supply line Part Number 8212547RB, and a Whirlpool approved drain pump Part Number 1901A and only to carry the water to an existing drain.
- Choose a well-ventilated area with temperatures above 55°F (13°C) and below 110°F (43°C). Best results are obtained between 70°F and 90°F (21°C and 32°C).
- The ice maker must be installed in an area sheltered from the elements, such as wind, rain, water spray, or drip.
- When installing the ice maker under a counter, follow the recommended opening dimensions shown. Place electrical and plumbing fixtures in the recommended location as shown.

NOTES:

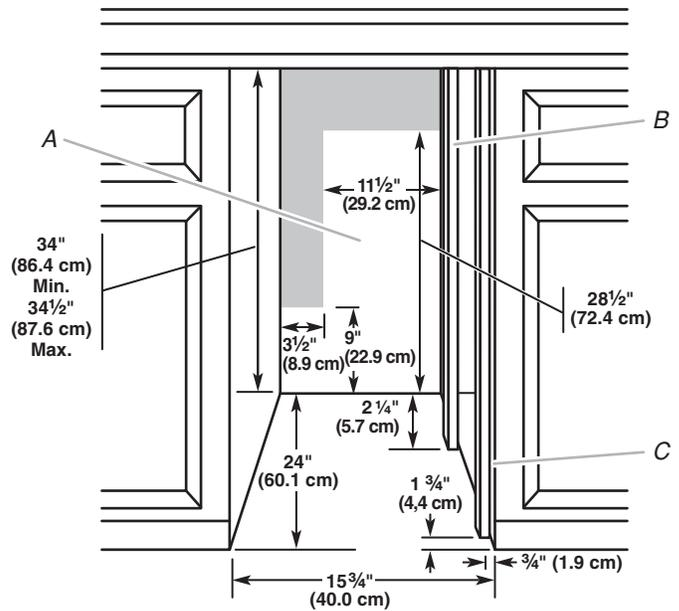
- Check that the power supply cord is not damaged, pinched, or kinked between the ice maker and the cabinet.
- Check that the water supply line is not damaged, pinched, or kinked between the ice maker and the cabinet.
- Check that the drain line (on some models) is not damaged, pinched, or kinked between the ice maker and the cabinet.
- Check that the ice maker door is not flush with the standard cabinets to avoid problems with opening the ice maker door.

Option 1 – Without Hinge-Side Spacers



A. Recommended location for electrical and plumbing fixtures
B. Floor level

Option 2 – With Hinge-Side Spacers



- A. Recommended location for electrical and plumbing fixtures
B. Hinge-side, back spacer (Install 2 1/4" [5.7 cm] from back wall to aid in drain alignment.)
C. Hinge-side front spacer (Install 1 3/4" [4.4 cm] from front face of adjacent cabinet.)

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.

Before you move your ice maker into its final location, it is important to make sure you have the proper electrical connection:

A 115-volt, 60 Hz., AC-only, 15- or 20-amp electrical supply, properly grounded in accordance with the National Electrical Code and local codes and ordinances, is required.

It is recommended that a separate circuit, serving only your ice maker, be provided. Use a receptacle which cannot be turned off by a switch or pull chain.

IMPORTANT: If this product is connected to a GFCI (Ground Fault Circuit Interrupter) equipped outlet, nuisance tripping of the power supply may occur, resulting in loss of cooling. Ice quality may be affected. If nuisance tripping has occurred, and if the condition of the ice appears poor, dispose of it.

Recommended Grounding Method

The ice maker must be grounded. The ice maker is equipped with a power supply cord having a 3 prong grounding plug. The cord must be plugged into a mating, 3 prong, grounding-type wall receptacle, grounded in accordance with the National Electrical Code and local codes and ordinances. If a mating wall receptacle is not available, it is the personal responsibility of the customer to have a properly grounded, 3 prong wall receptacle installed by a qualified electrician.

Water Supply Requirements

Check that the water supply lines are insulated against freezing conditions. Ice formations in the supply lines can increase water pressure and damage your ice maker or home. Damage from frozen supply lines is not covered by the warranty.

A cold water supply with water pressure of between 30 and 120 psi (207 and 827 kPa) is required to operate the ice maker. If you have questions about your water pressure, call a licensed, qualified plumber.

If a reverse osmosis water filtration system is connected to your cold water supply, the water pressure to the reverse osmosis system needs to be a minimum of 40 to 60 psi (276 to 414 kPa).

NOTE: The reverse osmosis system must provide 1 gal. (3.8 L) of water per hour to the ice maker for proper ice maker operation. If a reverse osmosis system is desired, only a whole-house capacity reverse osmosis system, capable of maintaining the steady water supply required by the ice maker, is recommended. Faucet capacity reverse osmosis systems are not able to maintain the steady water supply required by the ice maker.

If the water pressure to the reverse osmosis system is less than 40 to 60 psi (276 to 414 kPa):

- Check to see whether the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
- Allow the storage tank on the reverse osmosis system to refill after heavy usage.

If you have questions about your water pressure, call a licensed, qualified plumber.

Vacation or Extended Time Without Use

- When you will not be using the ice maker for an extended period of time, turn off the water and power supply to the ice maker.
- Check that the water supply lines are insulated against freezing conditions. Ice formations in the supply lines can increase water pressure and cause damage to your ice maker or home. Damage from freezing is not covered by the warranty.

Connect Water Supply

Read all directions before you begin.

IMPORTANT:

- Plumbing shall be installed in accordance with the International Plumbing Code and any local codes and ordinances.
- Use copper tubing or Whirlpool supply line Part Number 8212547RP, and check for leaks.
- Install tubing only in areas where temperatures will remain above freezing.

Tools Needed

Gather the required tools and parts before starting installation:

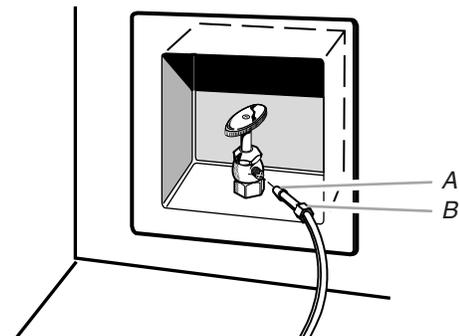
- Flat-blade screwdriver
- $\frac{7}{16}$ " and $\frac{1}{2}$ " open-end wrenches or 2 adjustable wrenches
- $\frac{1}{4}$ " nut driver

NOTE: Do not use a piercing-type or $\frac{3}{16}$ " (4.76 mm) saddle valve which reduces water flow and clogs more easily.

Connecting the Water Line

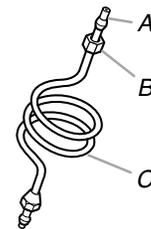
1. Turn off main water supply. Turn on nearest faucet long enough to clear line of water.
2. Using a $\frac{1}{2}$ " copper supply line with a quarter-turn shut-off valve or the equivalent, connect the ice maker as shown.

NOTE: To allow sufficient water flow to the ice maker a minimum $\frac{1}{2}$ " diameter home supply line is recommended.



A. Bulb
B. Nut

3. Now you are ready to connect the copper tubing. Use $\frac{1}{4}$ " (6.35 mm) O.D. soft copper tubing for the cold water supply.
 - Ensure that you have the proper length needed for the job. Be sure both ends of the copper tubing are cut square.
 - Slip compression sleeve and compression nut on copper tubing as shown. Insert end of tubing into outlet end squarely as far as it will go. Screw compression nut onto outlet end with adjustable wrench. Do not overtighten.



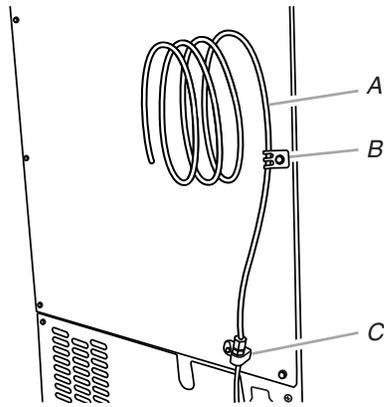
A. Compression sleeve
B. Compression nut
C. Copper tubing

4. Place the free end of the tubing into a container or sink, and turn on main water supply and flush out tubing until water is clear. Turn off shut-off valve on the water pipe.

IMPORTANT: Always drain the water line before making the final connection to the inlet of the water valve to avoid possible water valve malfunction.

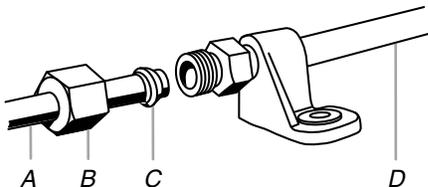
5. Bend the copper tubing to meet the water line inlet which is located on the back of the ice maker cabinet as shown. Leave a coil of copper tubing to allow the ice maker to be pulled out of the cabinet or away from the wall for service.

Rear View



A. Copper tubing
B. Water supply tube clamp
C. Inlet water tube clamp and supply line connector

- Remove and discard the short, black plastic tube from the end of the water line inlet.
 - Thread the nut onto the end of the tubing. Tighten the nut by hand. Then tighten it with a wrench 2 more turns. Do not overtighten.
- NOTE:** To avoid rattling, be sure the copper tubing does not touch the cabinet's side wall or other parts inside the cabinet.



A. Line to ice maker
B. Nut (purchased)
C. Ferrule (purchased)
D. Supplied line from ice maker

- Install the water supply tube clamp around the water supply line to reduce strain on the coupling.
- Turn shut-off valve on.
- Check for leaks. Tighten any connections (including connections at the valve) or nuts that leak.

Drain Pump Installation (on some models)

NOTES:

- Connect drain pump to your drain in accordance with all state and local codes and ordinances.
- It may be desirable to insulate drain tube thoroughly up to drain inlet to minimize condensation on the drain tube. Insulated tube kit Part Number W10365792 is available for purchase.
- Drain pump is designed to pump water to a maximum height of 10 ft (3 m). Use only Whirlpool approved drain pump kit Part Number 1901A.
- Do not connect the outlet end of the drain tube to a closed pipe system to keep drain water from backing up into the ice maker.

Kit Contains:

- Drain pump kit Part Number 1901A
- $\frac{5}{8}$ " I.D. (inside diameter) x $5\frac{1}{8}$ " drain tube (ice maker bin to drain pump reservoir inlet)
- $\frac{1}{2}$ " I.D. x 10 ft (3 m) drain tube hose (drain pump discharge to household drain)

- $\frac{5}{16}$ " I.D. x 32" (81 cm) vent tube (drain pump reservoir vent to ice maker cabinet back)
- Cable clamps (secures vent tube to back of ice maker) (3)
- #8-32 x $\frac{3}{8}$ " pump mounting screws (secures drain pump to baseplate and clamps to back of ice maker) (5)
- $\frac{5}{8}$ " small adjustable hose clamp (secures vent to drain pump)
- $\frac{7}{8}$ " large adjustable hose clamp (secures drain tube to ice maker bin and drain pump reservoir inlet) (3)
- Rear panel (2)
- Instruction sheet

If Ice Maker Is Currently Installed

NOTE: If ice maker is not installed, please proceed to "Drain Pump Installation" section.

- Push the selector switch to the Off position.

⚠ WARNING



Electrical Shock Hazard

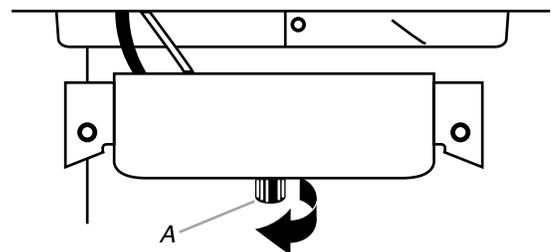
Disconnect power before servicing.

Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

- Unplug ice maker or disconnect power.
- Turn off water supply. Wait 5 to 10 minutes for the ice to fall into the storage bin. Remove all ice from bin.
- Unscrew the drain cap from the bottom of the water pan located inside the storage bin. Allow water to drain completely. Replace drain cap. See "Drain Cap" illustration.

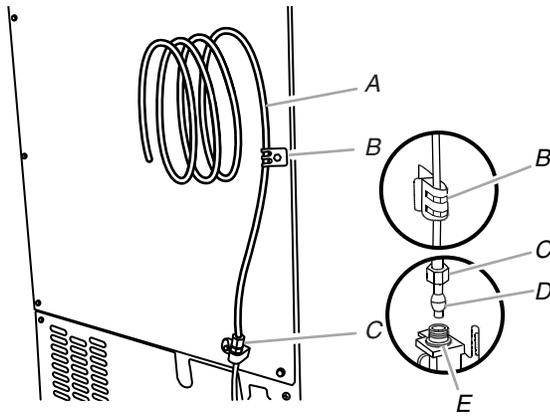
Drain Cap



A. Drain cap

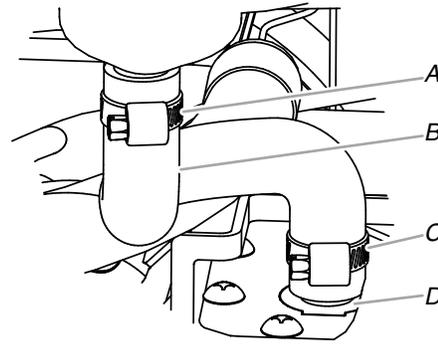
- If ice maker is built into cabinets, pull ice maker out of the opening.
- Disconnect water supply line. See "Water Supply Line" illustration.

Water Supply Line



- A. 1/4" copper tubing
 B. Cable clamp
 C. 1/4" compression nut
 D. Ferrule (sleeve)
 E. Ice maker connection

Drain Tube

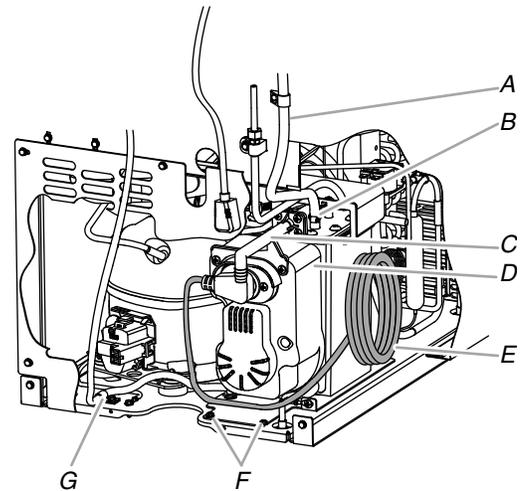


- A. 7/8" adjustable hose clamp
 B. Drain tube (ice bin to drain pump)
 C. 7/8" adjustable hose clamp
 D. Drain pump reservoir inlet

- Install vent tube (5/16" I.D. x 32" [81 cm]) to drain pump reservoir vent. Use one 5/8" small adjustable clamp, supplied. See "Parts Locations" illustration.

NOTE: Do not install household drain tube at this time.

Parts Locations



- A. Vent tube
 B. 5/8" hose clamp
 C. Drain pump discharge tube
 D. Drain pump
 E. Ice maker unit power cord
 F. #8-32 x 3/8" pump mounting screws
 G. Drain pump power cord, clamp and screw

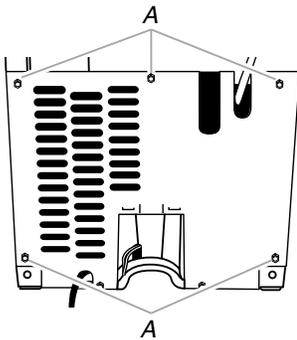
- Remove power cord clamp and ground screw attached to ice maker power cord which is mounted to the unit base. See "Parts Locations" illustration.
NOTE: Clamp and screw will be reused.
- Slide drain pump into the ice maker base on the right side. The pump mounting tab should slip into the rectangular slot in the ice maker base. It will be necessary to tip the pump slightly to slip into the slot. See "Drain Pump Mounting Tab Slot" illustration.

Drain Pump Installation

NOTE: Do not kink, smash, or damage tubes or wires during installation.

- Unplug ice maker or disconnect power.
- Remove rear panel. See "Rear Panel" illustration for 5 screw locations. Pull rear panel away from the drain tube and discard.

Rear Panel



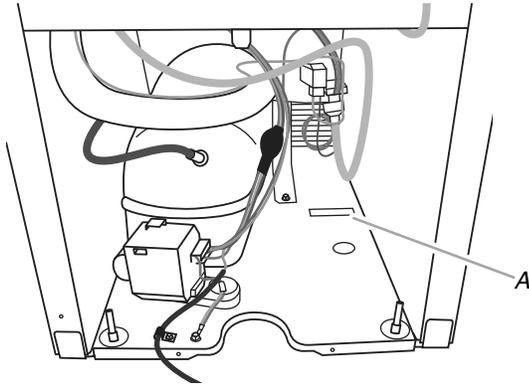
A. Screw locations

- Remove the old drain tube and clamp attached to the ice maker bin.
NOTE: Discard old drain tube and clamp.
- Install new drain tube (5/8" I.D. x 5 1/8") from ice maker bin to drain pump reservoir inlet using new adjustable clamps. See "Drain Tube" illustration.

NOTES:

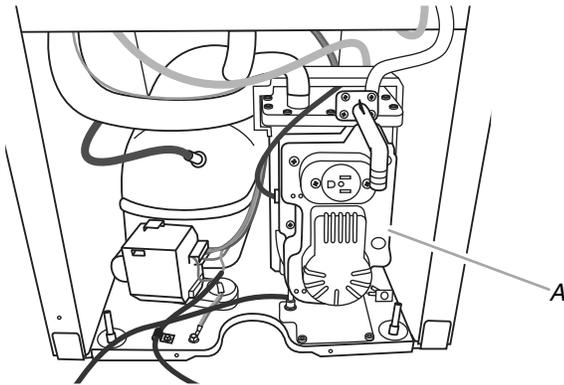
- Do not kink.
- Trim tube length, if required.

Drain Pump Mounting Tab Slot



A. Mounting tab slot

Drain Pump Installed

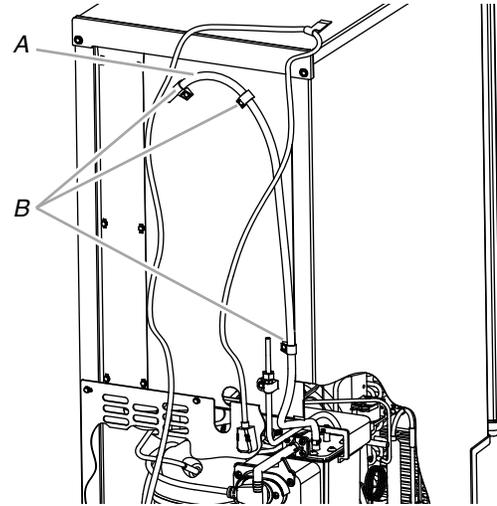


A. Drain pump installed

8. Align the 2 screw holes at the rear of the pump. Use two #8-32 x $\frac{3}{8}$ " screws, supplied. See "Parts Locations" illustration.
9. Connect drain tube to ice maker bin outlet ($\frac{5}{8}$ " I.D.), using $\frac{7}{8}$ " adjustable clamp, supplied. See "Drain Tube" illustration.
10. Coil ice maker power cord into a 4" (10.2 cm) diameter coil. Wrap electrical tape around the power cord in several places to keep the cord in a coil. Locate coiled power cord between the drain pump and side of enclosure and plug into the receptacle of the drain pump. See "Parts Locations" illustration.
11. Attach the drain pump power cord to ice maker unit base with clamp and screw (removed in Step 6) that was used to attach ice maker power cord. See "Parts Locations" illustration.
12. Place new rear panel (small one for 15" ice makers, large one for 18") against the back of the ice maker. Route the vent tube and drain pump discharge tube through cutouts in the rear panel.
13. Secure rear panel with original screws. See "Rear Panel" illustration.
14. Secure vent tube to back of ice maker using 3 clamps and three #8-32 x $\frac{3}{8}$ " screws, supplied. See "Vent Tube" illustration.

Vent Tube

NOTE: Do not pinch, kink, or damage the vent tube. Check that it is not damaged, pinched, or kinked between the cabinet and the ice maker.



A. Vent tube
B. Clamps and screws

15. Attach $\frac{1}{2}$ " I.D. x 10 ft (3 m) drain tube to pump discharge tube. See "Parts Locations" illustration.

NOTE: Do not connect outlet end of drain tube to a closed pipe system to keep drain water from backing up into the ice maker.

16. Connect ice maker to water supply and install ice maker as specified by the product installation instructions.
17. Check all connections for leaks.

⚠ 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.

18. Plug in ice maker or reconnect power.
19. Turn on ice maker.
20. Wait for rinsing cycle, approximately 5 minutes, to be sure the ice maker is operating properly.

Drain Connection

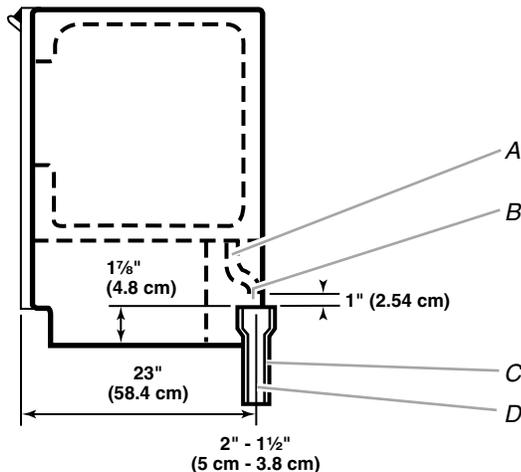
Gravity Drain System

Connect the ice maker drain to your drain in accordance with all state and local codes and ordinances. If the ice maker is provided with a gravity drain system, follow these guidelines when installing drain lines. This will help keep water from flowing back into the ice maker storage bin and potentially flowing onto the floor, causing water damage.

- Drain lines must have a minimum of $\frac{5}{8}$ " (15.88 mm) I.D.
- Drain lines must have a 1" drop per 48" (2.54 cm drop per 122 cm) of run or $\frac{1}{4}$ " drop per 12" (6.35 mm per 30.48 cm) of run and must not have low points where water can settle.
- The floor drains must be large enough to accommodate drainage from all drains.
- The ideal installation has a standpipe with a 1½" (3.81 cm) to 2" (5.08 cm) PVC drain reducer installed directly below the outlet of the drain tube as shown. You must maintain a 1" (2.54 cm) air gap between the drain hose and the standpipe.
- Do not connect the outlet end of the drain tube to a closed pipe system to keep drain water from backing up into the ice maker.

IMPORTANT: A drain pump is necessary when a floor drain is not available. Drain Pump kit Part Number 1901A is available for purchase.

Side View



- A. Drain hose
- B. 1" (2.54 cm) air gap
- C. PVC drain reducer

D. Center of drain should be 23" (58.4 cm) from front of door, with or without the $\frac{3}{4}$ " (1.91 cm) panel on the door. The drain should also be centered from left to right ($7\frac{5}{16}$ " [18.56 cm] from either side of the ice maker).

Drain Pump System (on some models)

IMPORTANT:

- Connect the ice maker drain to your drain in accordance with the International Plumbing Code and any local codes and ordinances.
- The drain pump discharge line must terminate at an open sited drain.
 - Maximum rise 10 ft (3.1 m)
 - Maximum run 100 ft (30.5 m)

NOTES:

- If the drain hose becomes twisted and water cannot drain, your ice maker will not work.
- It may be desirable to insulate the drain line thoroughly up to the drain inlet. Insulation Sleeve kit Part Number W10365792 is available for purchase.
- Do not connect the outlet end of the drain tube to a closed pipe system to keep drain water from backing up into the ice maker.

Connecting the Drain

After ensuring that the drain system is adequate, follow these steps to properly place the ice maker:

⚠ 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.

1. Plug into a grounded 3 prong outlet.

⚠ WARNING

Excessive Weight Hazard

Use two or more people to move and install ice maker.

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

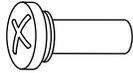
2. **Style 1**—For gravity drain system, push the ice maker into position so that the ice maker drain tube is positioned over the PVC drain reducer. See the "Gravity Drain System" section.
Style 2—For drain pump system, connect the drain pump outlet hose to the drain. See the "Drain Pump System" section.
3. Recheck the ice maker to be sure that it is level. See the "Leveling" section.
4. If it is required by your local sanitation code, seal the cabinet to the floor with an approved caulking compound after all water and electrical connections have been made.

Door Reversal—Side Swing Only

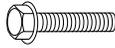
Tools Needed

Gather the required tools and parts before starting installation.

- $\frac{5}{16}$ " wrench
- Flat putty knife
- $\frac{1}{4}$ " wrench
- Phillips screwdriver



Hinge pin



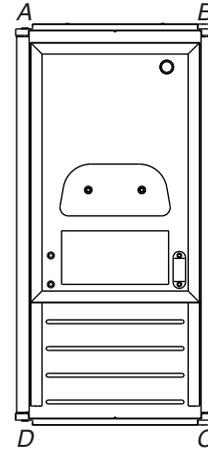
$\frac{5}{16}$ " hex-head hinge screw



Handle screw



End cap screw



- A. Top corner open (no end cap) C. Beginning bottom corner end cap
B. Beginning top corner end cap D. Bottom corner open (no end cap)

Remove Stainless Steel Door Wrap Panel (on some models)



A. Hex-head screws

1. Remove the 2 hex-head screws located under the stainless steel door wrap panel flange on the bottom of the door.
2. Pull up and outward on the door wrap panel from the bottom.
3. Rotate the door wrap panel until it separates from the door and pull up.
NOTE: Be sure the edge guards do not separate from the door wrap panel.

Door Stop and End-Cap Reversal

1. Unplug the ice maker or disconnect power.
2. Remove the handle screws and handle (on some models).
3. Remove the hinge pin from the top hinge.
4. Remove the door from the hinges and replace the top hinge pin.
5. Remove the screw and door stop at corner A. Remove the screw and end cap at corner C. Place the door stop at corner C and tighten screw. Place the end cap at corner A and tighten screw.
6. Remove the screw and door stop at corner D. Remove the screw and end cap at corner B. Place the door stop at corner B and tighten screw. Place the end cap at corner D and tighten screw.

7. Depending on your model, the brand badge for the front door of your ice maker may be in the package with the Use and Care Guide. Fasten the brand badge to the door.

8. Set the door aside.

Reverse Hinges

1. Unscrew and remove the top hinge. Replace the screws in the empty hinge holes.
2. Remove the screws from the bottom of the opposite side of the ice maker cabinet. Turn the top hinge upside down so that the hinge pin points up. Place the hinge on the bottom opposite side of the ice maker and tighten screws.
3. Remove the “old” bottom hinge screws and hinge. Replace the screws in the empty hinge holes.
4. Remove the screws from the top of the opposite side of the ice maker cabinet. Turn the hinge upside down so that the hinge pin points down. Place the hinge on the top opposite side of the ice maker and tighten the screws.
5. Remove the top hinge pin.

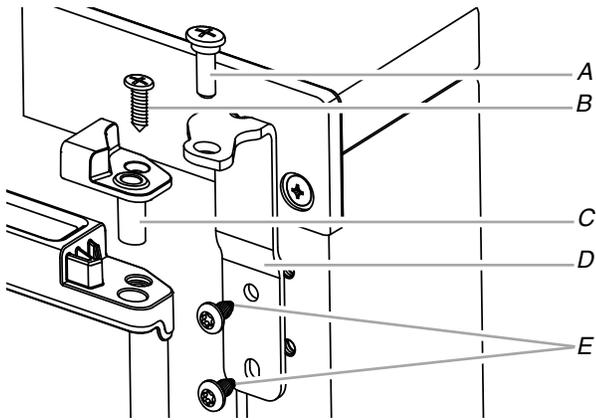
Replace Door

1. Place the door on the bottom hinge pin.
2. Align the door with the top hinge hole and replace the top hinge pin.
3. Replace the handle and handle screws.

Replace Door Wrap (on some models)

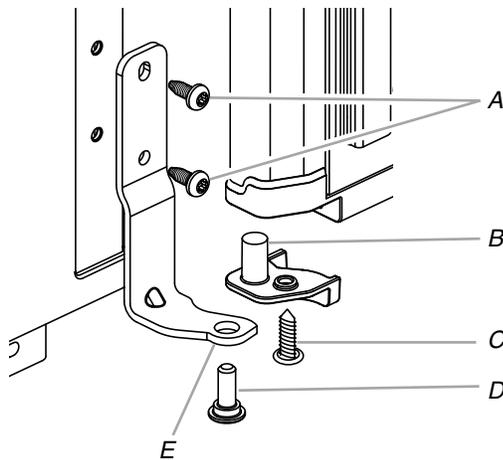
1. Place the door wrap flange onto the door top and ensure that it fits correctly.
2. Rotate the door wrap downward until it covers the door surface completely.
3. Install the 2 hex-head screws into the bottom of the door.

Top Hinge



A. Hinge pin
B. Phillips-head countersink screw
C. Hinge pin sleeve
D. Hinge
E. Hex-head hinge screw

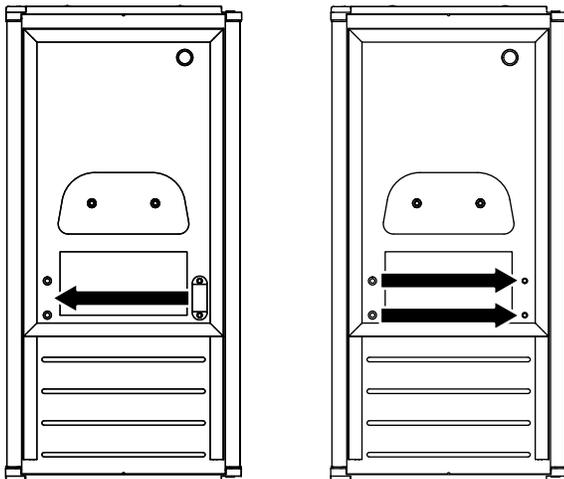
Bottom Hinge



A. Hex-head hinge screw
B. Hinge pin sleeve
C. Phillips-head countersink screw
D. Hinge pin
E. Hinge

Reverse Door Catch

1. Remove the white decorative screws from the opposite side of the door and set aside.
2. Remove the screws from the magnetic door catch and replace it on the opposite side of the door.



3. Install the white decorative screws on the opposite side of the door.

⚠ 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.

4. Plug into a grounded 3 prong outlet.

Leveling

It is important for the ice maker to be level in order to work properly. Depending upon where you install the ice maker, you may need to make several adjustments to level it. You may also use the leveling legs to lower the height of the ice maker for undercounter installations.

Tools Needed

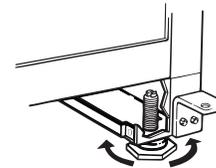
Gather the required tools and parts before starting installation.

- Level
- Adjustable wrench

NOTE: It is easier to adjust the leveling legs if you have another person to assist you.

1. Move the ice maker to its final location.
 - NOTE:** If this is a built-in installation, move the ice maker as close as possible to the final location.
2. Place the level on top of the product to see whether the ice maker is level from front to back and side to side.
3. Push up on the top front of the ice maker, and then locate the leveling screws that are on the bottom front of the ice maker.
4. Using an adjustable wrench, change the height of the legs as follows:
 - Turn the leveling leg to the right to lower that side of the ice maker.
 - Turn the leveling leg to the left to raise that side of the ice maker.

NOTE: The ice maker should not wobble. Use shims to add stability when needed.



5. Push up on the top rear of the ice maker and locate the leveling legs that are on the bottom rear of the ice maker.
6. Follow the instructions in Step 4 to change the height of the legs.

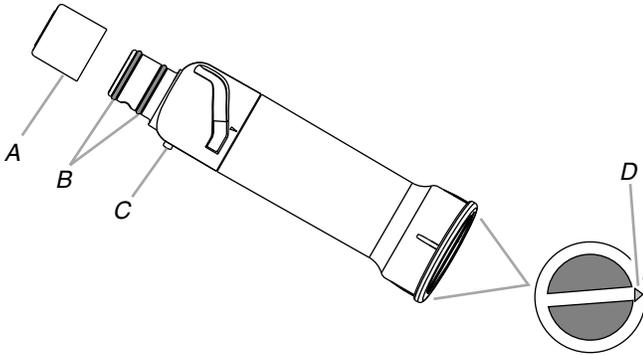
- Use the level to recheck the ice maker to see that it is even from front to back and side to side. If the ice maker is not level, repeat steps 2 through 5. If the ice maker is level, go to the "Connect Water Supply" section.

Water Filtration System

Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.

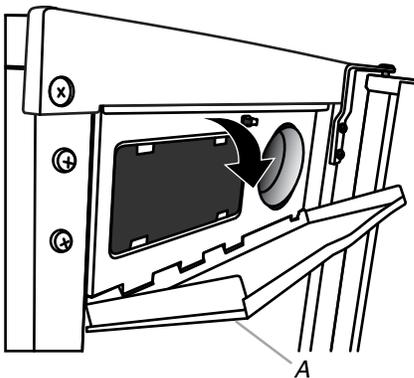
Install the Water Filter

- Locate the accessory packet in the ice maker and remove the water filter.
- Take the water filter out of its packaging and remove the cover from the O-rings. Be sure the O-rings are still in place after the cover is removed.



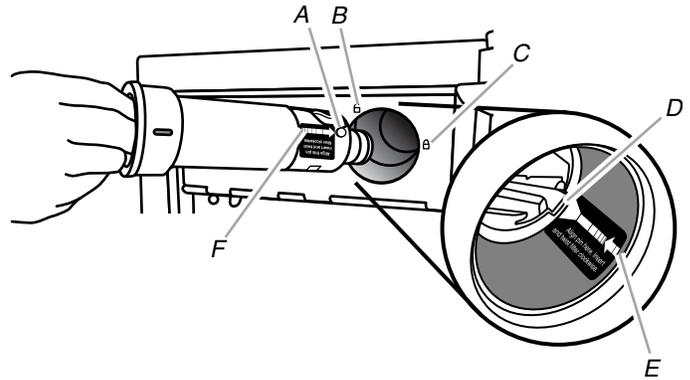
A. Cover
B. O-rings
C. Alignment pin
D. Alignment arrow

- The water filter compartment is located in the right-hand side of the ice maker control panel. Push in on the door to release the latch, and then lower the door.



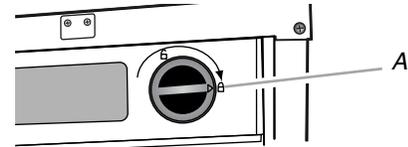
A. Door

- Using the arrow pointing to the alignment pin on the side of the filter and the arrow inside the control housing, align the alignment pin with the cutout notch and insert the filter into the housing.



A. Alignment pin
B. Unlocked symbol
C. Locked symbol
D. Cutout notch inside control housing
E. Arrow pointing to cutout notch
F. Arrow pointing to alignment pin

- Turn the filter clockwise until it locks into the housing. Ensure that the alignment arrow on the filter head aligns with the locked symbol on the control box housing.
NOTE: If the filter is not correctly locked into the housing, the ice maker will not produce ice.



A. Alignment arrow aligned with locked symbol

- Push the control box door closed until the latch snaps closed.

The Water Filter Status Light

The Water Filter status lights will help you know when to change your water filter.

- The Order Filter status light will be illuminated when it is time to order a replacement filter.
- The Replace Filter status light will be illuminated when it is time to replace the filter.
- Replacing the disposable water filter with a new filter will automatically reset the filter status tracking feature. See "Using the Controls."

NOTES:

- Replace Filter will remain illuminated if a filter is not installed.
- The Filter status light will flash if the filter is not correctly installed or there is an obstruction in the water line.

Replace the Water Filter

To purchase a replacement water filter, see the “Accessories” section.

Replace the disposable water filter when indicated on the Water Filter status display or at least every 9 months. If the ice making rate decreases before the Replace Filter light illuminates, then replace the filter.

1. Locate the water filter compartment in the right-hand side of the control housing. See Step 3 in the “Install Water Filter” section.
2. Turn the water filter counterclockwise (to the left) and pull it straight out of the compartment.

NOTE: There may be some water in the filter. Some spilling may occur.

3. Install the replacement water filter by following steps 2 through 5 in the “Install the Water Filter” section.
-

ICE MAKER USE

How Your Ice Maker Works

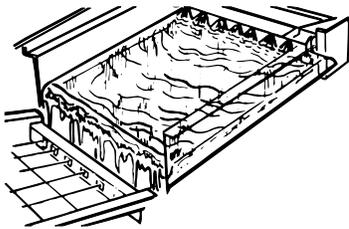
When you first start your ice maker, the water pan will fill and the system will rinse itself before starting to make ice. The rinsing process takes about 5 minutes.

Under normal operating conditions, the ice maker will cycle at preset temperatures. The ice level sensor located in the ice storage bin will monitor the ice levels.

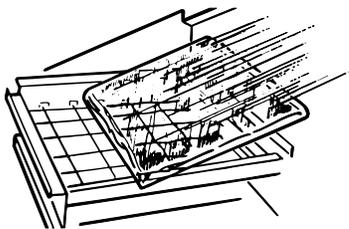
IMPORTANT: If the water supply to the ice maker is turned off, be sure to set the ice maker control to OFF.

The Ice Making Process

1. Water is constantly circulated over a freezing plate. As the water freezes into ice, the minerals in the water are rejected. This produces a sheet of ice with a low mineral content.

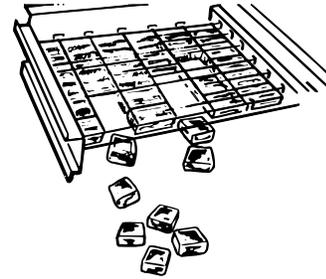


2. When the desired thickness is reached, the ice sheet is released and slides onto a cutter grid. The grid divides the sheet into individual cubes.



3. The water containing the rejected minerals is drained after each freezing cycle.
 4. Fresh water enters the machine for the next ice making cycle.
-

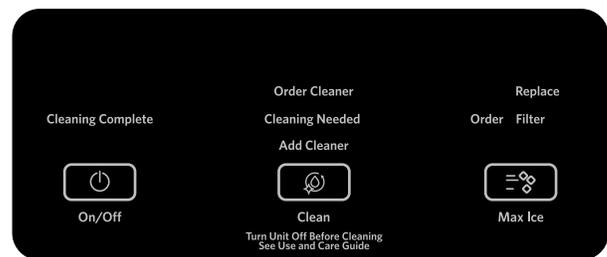
5. Cubes fall into the storage bin. When the bin is full, the ice maker shuts off automatically and restarts when more ice is needed. The ice bin is not refrigerated, and some melting will occur. The amount of melting varies with room temperature.



NOTE: As the room and water temperatures vary, so will the amount of ice produced and stored. This means that higher operating temperatures result in reduced ice production.

Using the Controls

1. To start ice production, press ON/OFF.
2. To stop ice maker operation, press ON/OFF.



NOTES:

- Pressing the On/Off button does not shut off power to the ice maker.
 - Allow 24 hours to produce the first batch of ice. Discard the first 2 batches produced.
-

Max Ice Mode

Select the Max Ice feature when you have an upcoming need for a large amount of ice and the ice bin is low or empty. Max Ice mode will produce a greater quantity of ice in a 24-hour period.

- Press MAX ICE while the ice maker is ON. The indicator light will illuminate.
 - Press MAX ICE again to turn off the Max Ice feature. The indicator light will turn off.
 - The Max Ice mode will be ON when you first turn on the product. It will turn off after 24 hours. To turn Max Ice back on, press MAX ICE.
-

Clean

It is recommended that you clean the ice maker when one of the following has occurred: the “Cleaning Needed” light is illuminated, 9 months has elapsed, or ice production decreases significantly. To clean your ice maker, see “Ice Maker System” in the “Cleaning” section.

Door Ajar Alarm

The Door Ajar Alarm feature sounds an alarm when the ice maker door is open for 5 minutes. The alarm will repeat every 2 minutes. Close the door to turn off. The feature then resets and will reactivate when the door is left open again for 5 minutes.

Normal Sounds

Your new ice maker may make sounds that are not familiar to you. Because the sounds are new to you, you might be concerned about them. Most of the new sounds are normal. Hard surfaces, such as floors, walls, and cabinets, can make the sounds seem louder than they actually are. The following describes the kinds of sounds that might be new to you and what may be making them.

- You will hear a buzzing sound when the water valve opens to fill the water pan for each cycle.
- Rattling noises may come from the flow of the refrigerant or the water line. Items stored on top of the ice maker can also make noises.
- The high-efficiency compressor may make a pulsating or high-pitched sound.
- Water running over the evaporator plate may make a splashing sound.
- Water running from the evaporator plate to the water pan may make a splashing sound.
- As each cycle ends, you may hear a gurgling sound due to the refrigerant flowing in your ice maker.
- You may hear air being forced over the condenser by the condenser fan.
- During the harvest cycle, you may hear a “thud” when the ice sheet slides from the evaporator onto the cutter grid.
- When you first start the ice maker, you may hear water running continuously. The ice maker is programmed to run a rinse cycle before it begins to make ice.
- If the ice maker is connected to a water supply pressure in excess of 60 psi, you may hear a loud sound during water filling associated with the flow of water through the inlet valve. Call a licensed, qualified plumber to determine the best method to reduce the supply water pressure (50 psi is recommended).

ICE MAKER CARE

Cleaning

The ice making system and the air-cooled condenser need to be cleaned regularly for the ice maker to operate at peak efficiency and to avoid premature failure of system components. See the “Ice Maker System” and the “Condenser” sections.

Exterior Surfaces

Wash the exterior enamel surfaces and gaskets with warm water and mild soap or detergent. Wipe and dry. Regular use of a good household appliance cleaner and wax will help maintain the finish. Do not use abrasive cleaners on enamel surfaces as they may scratch the finish.

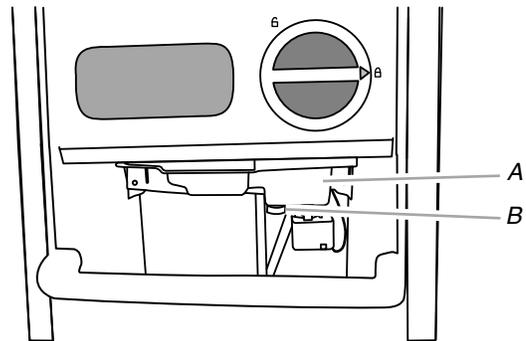
For products with a stainless steel exterior, use a clean sponge or soft cloth and a mild detergent in warm water. Do not use abrasive or harsh cleaners. Do not use chlorine bleach on the stainless steel surfaces.

Ice Maker System

Minerals that are removed from water during the freezing cycle will eventually form a hard, scaly deposit in the water system. Cleaning the system regularly helps remove the mineral scale buildup. How often you need to clean the system depends upon how hard your water is. With hard water of 15 to 20 grains/gal. (4 to 5 grains/liter), you may need to clean the system as often as every 9 months.

NOTE: Use one 16 oz (473 mL) bottle of approved ice maker cleaner. To order, see the “Accessories” section.

1. Press the On/Off button.
2. Wait 5 to 10 minutes for the ice to fall into the storage bin. Remove all ice from the storage bin.
3. Unscrew the drain cap from the bottom of the water pan located inside the storage bin as shown. Allow the water to drain completely.
4. Replace the drain cap securely on the water pan. If the drain cap is loose, water will empty from the water pan and you will have either thin ice or no ice.
5. Read and follow all handling information on the cleaner bottle before completing the steps below. Use one 16 oz (473 mL) bottle of approved ice maker cleaner.
6. Pour one bottle of solution into the water pan. Fill the bottle twice with tap water and pour it into the water pan.



A. Water pan
B. Drain cap

7. Press the Clean button. See the “Using the Controls” section. The Clean button will blink, indicating that the cleaning cycle is in process. When the Cleaning Complete light is illuminated (approximately 70 minutes), the cleaning cycle is complete. During the cleaning cycle, the system will both clean and rinse itself.
8. After the cleaning cycle is complete, remove the drain cap from the water pan. Look for any cleaning solution left in the water pan. If cleaning solution drains from the water pan, you should run the clean cycle again. Be sure to refill the water pan with cleaner before starting the clean cycle again. Be sure to replace the drain cap securely on the water pan. If the drain cap is loose, water will empty from the water pan and you will have either thin ice or no ice.

NOTE: Severe scale buildup may require repeated cleaning with a fresh quantity of cleaning solution.

9. Press the On/Off button to resume ice production.

Condenser

A Dirty or Clogged Condenser

- Obstructs proper airflow.
- Reduces ice making capacity.
- Causes higher-than-recommended operating temperatures which may lead to component failure.

WARNING



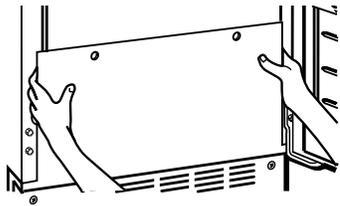
Electrical Shock Hazard

Disconnect power before cleaning.

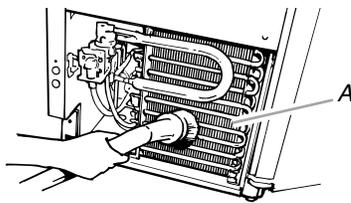
Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

1. Unplug ice maker or disconnect power.
2. Remove the 2 screws in the lower access panel and the 2 screws from the base grille area of the front panel support.
3. Pull the bottom forward, and then pull down to remove the lower access panel.



4. Remove dirt and lint from the condenser fins and the unit compartment with a brush attachment on a vacuum cleaner.



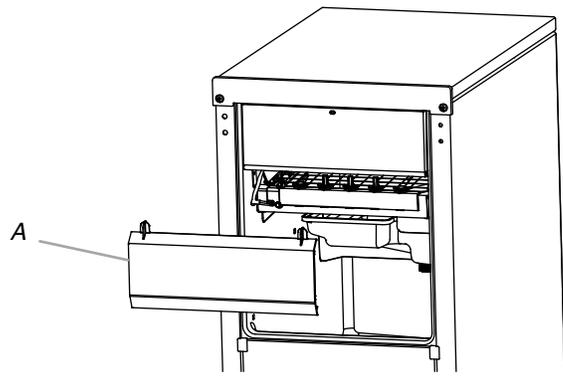
A. Condenser fins

5. Replace the lower access panel using the 4 screws.
6. Plug in ice maker or reconnect power.

Interior Components

1. Unplug ice maker or disconnect power.
2. Open the storage bin door and remove any ice that is in the bin.
3. Remove the drain cap from the water pan and drain thoroughly. Replace the drain cap securely on the water pan. If the drain cap is loose, water will empty from the water pan and you will have either thin ice or no ice.
4. Pull out on the bottom of the cutter grid cover until the snaps release to remove.

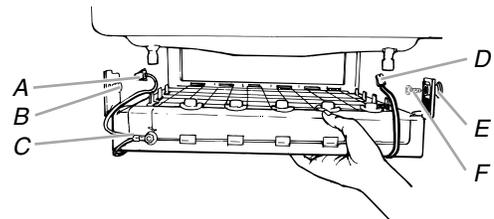
5. Unplug the wiring harness from the left side of the cutter grid.



A. Cutter grid cover

6. Unplug the ice level sensor from the right side of the cutter grid. Pull the ice level sensor down and forward away from the cutter grid.
7. Remove the right-hand and left-hand screws. Lift the cutter grid up and out.

NOTE: Make sure the plastic spacer from the right-hand side of the cutter grid bracket stays with the cutter grid.



A. Cutter grid harness

B. Screw

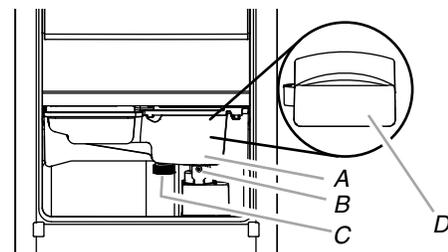
C. Cutter grid

D. Ice level sensor harness

E. Plastic spacer

F. Screw

8. Remove the mounting screw that holds the water pan in place. Pull out on the front of the water pan.
9. Disconnect the pump bracket from the water pan and unplug the water pan drain pump.



A. Water pan

B. Water pan screw

C. Drain cap

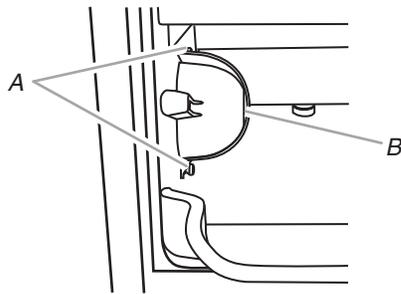
D. Drain pump cover

10. Remove, clean, and replace the ice scoop and ice scoop holder.

NOTE: On some models, the ice scoop holder is located in the upper left of the unit, and on other models, the ice scoop holder is located in the lower left of the unit.

- After removing the ice scoop, remove the holder by removing the 2 screws.
- Wash the ice scoop holder along with the other interior components the following instructions starting with Step 11.

- Replace the ice scoop holder by replacing the screws.



A. Screws
B. Ice scoop holder

11. Wash the interior components (cutter grid, exterior of hoses, and water pan) and the storage bin, door gasket, ice scoop, and ice scoop holder with mild soap or detergent and warm water. Rinse in clean water. Then clean the same parts with a solution of 1 tbs (15 mL) of household bleach in 1 gal. (3.8 L) warm water. Rinse again thoroughly in clean water.

NOTE: Do not remove hoses. Do not wash plastic parts in dishwasher. They cannot withstand temperatures above 145°F (63°C).

12. To replace the water pan, set the water pan inside the ice bin. Hook up the water pan pump. Snap the pump bracket back onto the water pan and place back into position. Secure the water pan by replacing the mounting screw.
13. Check the following:
 - Drain cap from the water pan is securely in place. If the drain cap is loose, water will empty from the water pan and you will have either thin ice or no ice.
 - Hose from water pan is inserted into storage bin drain opening.
14. Slide the cutter grid back into place and secure it by replacing the right-hand screw and plastic spacer. Then tighten the left-hand screw. Reconnect the cutter grid harness and the ice level sensor harness.
15. Replace the cutter grid cover.
16. Gently wipe the control panel with a soft, clean dishcloth using warm water and a mild liquid dish detergent.
17. Plug in ice maker or reconnect power.
18. After cleaning, make sure that all controls are set properly and that no control indicators are flashing.

Vacation and Moving Care

WARNING



Electrical Shock Hazard

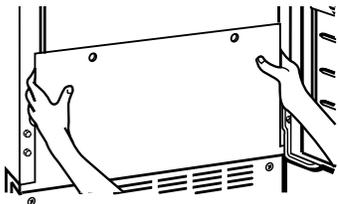
Disconnect power before servicing.

Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

To Shut Down the Ice Maker:

1. Unplug ice maker or disconnect power.
2. Remove all ice from storage bin.
3. Shut off the water supply.
4. Remove the 2 screws in the lower access panel and the 2 screws from the base grille area of the front panel support. Pull forward to remove the lower access panel.



5. Disconnect the inlet and outlet lines to water valve. Allow these lines to drain and then reconnect to the valve.
6. Replace lower access panel and screws.
7. Drain water from water pan by removing the drain cap.
8. If the room temperature will drop below 32°F (0°C), water must be removed from the drain line.

For Ice Makers with a Drain Pump Installed:

 - Plug in ice maker or reconnect power.
 - Turn ice maker off and remove all remaining ice from ice bin.
 - Pour 1 qt (0.95 L) of water into the ice bin near the drain and let the ice maker stand for approximately 5 minutes. This will allow the water in the bin to drain into the drain pump so that the pump will remove the remaining water from the ice bin and the drain pump.
 - Unplug ice maker or disconnect power.
9. Before using again, clean the ice maker and storage bin.
10. Plug into a grounded 3 prong outlet.

NOTE: All components of the ice maker are permanently lubricated at the factory. They should not require any additional oiling throughout the normal life of the machine.

TROUBLESHOOTING

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

Ice Maker Operation

⚠ 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.

PROBLEM	RECOMMENDED SOLUTIONS
Ice Maker Will Not Operate	<p>Check that it is plugged into a grounded 3 prong outlet.</p> <p>Check that the control is turned on. See the “Using the Controls” section.</p> <p>Replace the fuse or reset the circuit breaker.</p> <p>NOTE: If problems continue, contact an electrician.</p> <p>Room temperature must be above 55°F (13°C). Otherwise, bin thermostat may sense cold room temperature and shut off, even though the bin is not full of ice. The ice maker may not restart once it does shut off.</p> <p>If there was a large amount of water added to the ice maker, wait a few minutes for the drain pump to clear. If there is still water in the bin, check to see whether the drain hose is kinked.</p> <p>For models with drain pumps, check that the drain hose is not damaged, kinked, or pinched between cabinet and ice maker. Use only Whirlpool approved drain pump kit Part Number 1901A.</p>
Ice Maker Seems Noisy	<p>Is the water in the reservoir overflowing? This is normal. This overflow helps to purge minerals that were removed from the water during the ice making process.</p> <p>Is there a “whooshing” sound? Check the following things:</p> <ul style="list-style-type: none">■ Check that the water supply is hooked up and turned on.■ Check that the drain cap is tight and the water drain pan pump is securely attached to the water pan. <p>Is there ice between the evaporator plate and the cutting grid? Check that the ice maker is level. See “Leveling.” If the ice maker is level and the problem persists, run a cleaning cycle. See the “Cleaning” section.</p> <p>If the ice maker is connected to a water supply pressure in excess of 60 psi, you may hear a loud sound during water filling associated with the flow of water through the inlet valve. Call a licensed, qualified plumber to determine the best method to reduce the supply water pressure. (50 psi is recommended.)</p>

Ice Production

⚠ WARNING

Electrical Shock Hazard Disconnect power before servicing. Replace all parts and panels before operating. Failure to do so can result in death or electrical shock.

PROBLEM	RECOMMENDED SOLUTIONS
Ice Maker Runs but Produces No Ice	<p>Check that the control is turned on.</p> <p>Check that the water supply is properly connected and turned on.</p> <p>If the drain cap is loose, water will empty from the water pan and you will have either thin ice or no ice. Tighten the drain cap.</p> <p>Clean the drain tube.</p> <p>Check that there are no kinks in the drain line.</p>
Ice Maker Runs but Produces Very Little Ice	<p>Is the accelerated ice production feature turned on? This feature increases the ice production rate to provide you with more ice in the same amount of time. See the “Using the Controls” section.</p> <p>Room temperatures of more than 90°F (32°C) will normally reduce ice production.</p> <p>Dirt or lint may be blocking the airflow through the condenser. See “Condenser” in the “Cleaning” section.</p> <p>If there is white scale buildup in the ice maker’s water or freezing system, clean the ice maker. See “Interior Components” in the “Cleaning” section.</p> <p>If the drain cap is loose, water will empty from the water pan and you will have either thin ice or no ice. Tighten the drain cap.</p> <p>Ensure that the cutter grid is securely in place and that its harness plug is connected. See “Interior Components” of the “Cleaning” section for instructions on cutter grid removal.</p> <p>Check that water filter is properly installed.</p>

Ice Quality

PROBLEM	RECOMMENDED SOLUTIONS
Off Taste, Odor, or Gray Color in the Ice	<p>Is there unusually high mineral content in the water supply? The water may need to be treated.</p> <p>Is there mineral scale buildup? Clean your ice maker. See “Ice Maker System” in the “Cleaning” section.</p> <p>Do not store any foods in the ice bin.</p> <p>Check that all packaging materials were removed at the time of installation.</p>
Thin, Soft, or Clumps of Ice	<p>Is there unusually high mineral content in the water supply? The water may need to be treated.</p> <p>Is there mineral scale buildup? Clean your ice maker. See “Ice Maker System” in the “Cleaning” section.</p> <p>Are there clumps of ice in the bin? If ice is not used regularly, it will melt and form clumps. Break the clumps with the ice scoop provided.</p>

Plumbing Problems

⚠ WARNING

Excessive Weight Hazard

**Use two or more people to move and install ice maker.
Failure to do so can result in back or other injury.**

PROBLEM	RECOMMENDED SOLUTIONS
Water Not Entering Drain Properly	Is the drain hose aligned over the drain? Move the ice maker to align the drain. See the “Connect Water Supply” section. NOTE: Service technicians cannot repair plumbing problems outside of the ice maker. Call a licensed, qualified plumber.

ASSISTANCE OR SERVICE

If you need service

Please refer to the warranty page in this manual.

If you need replacement parts

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

To locate factory specified parts in your area, call us or your nearest KitchenAid designated service center.

For further assistance

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

KitchenAid Brand Home Appliances
Customer eXperience Center
553 Benson Road
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

In the U.S.A.

Call the KitchenAid Customer eXperience Center toll free: **1-800-422-1230** or visit our website at **www.kitchenaid.com**.

Our Consultants Provide Assistance With:

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

In Canada

Call the Whirlpool Canada LP Customer eXperience Centre toll free: **1-800-807-6777** or visit our website at **www.kitchenaid.ca**.

Our Consultants Provide Assistance With:

- Scheduling of service. KitchenAid appliances designated service technicians are trained to fulfill the product warranty and provide after-warranty service anywhere in Canada.
- Features and specifications on our full line of appliances.
- Referrals to local dealers.
- Use and maintenance procedures.
- Accessory and repair parts sales.

For Further Assistance

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

Customer eXperience Centre
Whirlpool Canada LP
200 - 6750 Century Ave.
Mississauga, Ontario L5N 0B7

Please include a daytime phone number in your correspondence.

Accessories

To order accessories, in the U.S.A., visit our website **www.kitchenaid.com/accessories** or call **1-800-901-2042**.

In Canada, visit our website **www.whirlpoolparts.ca** or call **1-800-807-6777**.

Water Filter

Order Part Number F2WC9I1 or ICE2

Cleaner

Order Part Number 4396808

affresh® Stainless Steel Cleaner

In U.S.A., order Part Number W10355016

In Canada, order Part Number W10355016B

affresh® Stainless Steel Wipes

In U.S.A., order Part Number W10355049

In Canada, order Part Number W10355049B

affresh® Kitchen & Appliance Cleaner

In U.S.A., order Part Number W10355010

In Canada, order Part Number W10355010B

PERFORMANCE DATA SHEET

Ice Maker Water Filtration System Model P6GEG2KL, P6KG2KL, P6WG2KL Capacity 2000 Gallons (7571 Liters)



System tested and certified by NSF International against NSF/ANSI Standard 42 for the reduction of Chlorine Taste and Odor.

This system has been tested according to NSF/ANSI Standards 42 for the reduction of the substances listed below. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI Standards 42.

Substance Reduction Aesthetic Effects	NSF Reduction Requirements	Average Influent	Influent Challenge Concentration	Maximum Effluent	Average Effluent	Minimum % Reduction	Average % Reduction
Chlorine Taste/Odor	50% reduction	1.9727 mg/L	2.0 mg/L ± 10%	0.71 mg/L	0.7788 mg/L	70.2	72.81

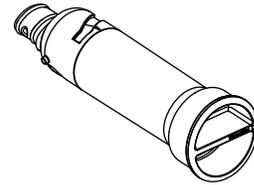
Test Parameters: pH = 7.5 ± 0.5 unless otherwise noted. Flow = 0.50 gpm (1.89 Lpm). Pressure = 60 psig (413.7 kPa). Temp. = 68°F to 71.6°F (20°C to 22°C). Rated service capacity = 2000 gallons (7571 liters).

- It is essential that operational, maintenance, and filter replacement requirements be carried out for the product to perform as advertised.
- Use replacement filter P6RFWG2K, P6RFGEG2K, P6RFKG2K, Part Number ICE2.
Style 1 – When the water filter status display changes from “GOOD” to “ORDER,” order a new filter. When the filter indicator reads “REPLACE,” it is recommended that you replace the filter.
Style 2 – Press FILTER to check the status of your water filter. If the filter indicator light is yellow and the words “ORDER FILTER” appear on the display screen, order a new filter. If the filter indicator light is red, it is recommended that you replace the filter.
- These contaminants are not necessarily in your water supply. While testing was performed under standard laboratory conditions, actual performance may vary.
- The product is for cold water use only.
- Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

- Refer to the “Warranty” section for the Manufacturer’s name, address and telephone number.
- Refer to the “Warranty” section for the Manufacturer’s limited warranty.

Application Guidelines/Water Supply Parameters

Water Supply	City or Well
Water Pressure	30 - 120 psi (207 - 827 kPa)
Water Temperature	33° - 100°F (0.6° - 37.8°C)
Service Flow Rate	0.50 gpm (1.89 Lpm) @ 60 psi



KITCHENAID® ICE MAKER LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address, and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase, including dealer or retailer name and address

IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting section of the Use and Care Guide or visit producthelp.kitchenaid.com.
2. All warranty service is provided exclusively by our authorized KitchenAid Service Providers. In the U.S. and Canada, direct all requests for warranty service to:

KitchenAid Customer eXperience Center

In the U.S.A., call 1-800-422-1230. In Canada, call 1-800-807-6777.

If outside the 50 United States or Canada, contact your authorized KitchenAid dealer to determine whether another warranty applies.

FIVE YEAR LIMITED WARRANTY

WHAT IS COVERED

THREE YEAR LIMITED WARRANTY (PARTS AND LABOR)

For three years from the date of purchase, when this major appliance is installed, operated, and maintained according to instructions attached to or furnished with the product, KitchenAid brand of Whirlpool Corporation or Whirlpool Canada LP (hereafter "KitchenAid") will pay for factory specified replacement parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased or, at its sole discretion, replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

FOURTH THROUGH FIFTH YEAR LIMITED WARRANTY (SEALED REFRIGERATION SYSTEM PARTS ONLY—LABOR NOT INCLUDED)

In the fourth through fifth years from the date of original purchase, when this major appliance is installed, operated, and maintained according to the instructions attached to or furnished with the product, KitchenAid brand will pay for factory specified replacement parts for the following components to correct non-cosmetic defects in materials or workmanship in the sealed refrigeration system that existed when this major appliance was purchased: compressor, evaporator, condenser, dryer/strainer, and connecting tubing. This limited five year warranty is only for the sealed refrigeration system replacement parts as identified and does not include labor.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Service must be provided by a KitchenAid designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

WHAT IS NOT COVERED

1. Commercial, non-residential, or multiple-family use, or use inconsistent with published user, operator, or installation instructions.
2. In-home instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes, or correction of household electrical or plumbing (e.g., house wiring, fuses, or water inlet hoses).
4. Consumable parts (e.g., light bulbs, batteries, air or water filters, preservation solutions, etc.).
5. Defects or damage caused by the use of non-genuine KitchenAid parts or accessories.
6. Damage from accident, misuse, abuse, fire, floods, acts of God, or use with products not approved by KitchenAid.
7. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration, or modification of the appliance.
8. Cosmetic damage, including scratches, dents, chips, and other damage to the appliance finishes, unless such damage results from defects in materials and workmanship and is reported to KitchenAid within 30 days.
9. Discoloration, rust, or oxidation of surfaces resulting from caustic or corrosive environments including, but not limited to, high salt concentrations, high moisture or humidity, or exposure to chemicals.
10. Food or medicine loss due to product failure.
11. Pickup or delivery. This product is intended for in-home repair.
12. Travel or transportation expenses for service in remote locations where an authorized KitchenAid servicer is not available.
13. Removal or reinstallation of inaccessible appliances or built-in fixtures (e.g., trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal, or replacement of the product.
14. Service or parts for appliances with original model/serial numbers removed, altered, or not easily determined.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO FIVE YEARS OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

KitchenAid makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask KitchenAid or your retailer about buying an extended warranty.

LIMITATION OF REMEDIES: EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. KITCHENAID 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, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

