

**Multimedia
Enhanced**

Whirlpool®

SERVICE MANUAL

Counter Depth Top Mount



W11397203

FOREWORD

This Whirlpool® Service Manual (Part No. W11397203), provides the In-Home Service Professional with service information for the “Counter Depth Top Mount.”

The Wiring Diagram used in this Service Manual is typical and should be used for training purposes only. Always use the Wiring Diagram supplied with the product when servicing the refrigerator.

For specific operating and installation information on the model being serviced, refer to the “Use and Care Guide” or “Installation Instructions” provided with the refrigerator.

GOALS AND OBJECTIVES

The goal of this Service Manual is to provide information that will enable the In-Home Service Professional to properly diagnose malfunctions and repair the “Counter Depth Top Mount.”

The objectives of this Service Manual are to:

- Understand and follow proper safety precautions.
- Successfully troubleshoot and diagnose malfunctions.
- Successfully perform necessary repairs.

WHIRLPOOL CORPORATION assumes no responsibility for any repairs made on our products by anyone other than authorized In-Home Service Professionals.

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Notes

Section 1:

General Information

This section provides general safety, parts, and information for the “Counter Depth Top Mount.”

- Refrigerator Safety
- Product Specifications
- Product Features
 - Control Panel
- Model Number and Serial Label Location
 - Wiring Diagram Location
- Model Nomenclature

Refrigerator 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 to persons when using the refrigerator, follow basic precautions, including the following:

- Plug into a grounded 3 prong outlet.
- Do not remove the ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Disconnect power before servicing.
- Replace all parts and panels before operating.
- Remove doors from your old refrigerator.
- Connect to a potable water supply only.
- Use a sturdy glass when dispensing ice (on some models).
- Keep flammable materials and vapors, such as gasoline, well away from the refrigerator.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Use two or more people to move and install the refrigerator.
- Disconnect the power before installing the ice maker (on ice maker kit-ready models only).
- Use a sturdy glass when dispensing ice (on some models).
- Do not hit the refrigerator glass doors (on some models).
- Use nonflammable cleaner.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of type recommended by the manufacturer.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- This appliance is intended to be used in household and similar applications such as:
 - Staff kitchen areas in shops, offices and other working environments;
 - Farm houses and by clients in hotels, motels and other residential type environments;
 - Bed and breakfast type environments;
 - Catering and similar non-retail applications.

SAVE THESE INSTRUCTIONS

Product Specifications

Whirlpool® 24" Wide Top-Freezer Refrigerator - 11.6 cu. ft.

AHAM Volumes and Shelf Area	
Freezer Volume (cu. ft.)	3.00
Refrigerator Volume (cu. ft.)	8.60
Total Volume (cu. ft.)	11.6
Dimensions	
Cabinet Width (IN, inches)	24
Depth Closed Excluding Handles (IN, inches)	28 ³ / ₈
Depth Closed Including Handles (IN, inches)	28 ³ / ₈
Depth Excluding Doors (IN, inches)	24
Depth With Door Open 90 Degree (IN, inches)	49
Height to Top of Cabinet (IN, inches)	60 ⁵ / ₈
Height to Top of Door Hinge (IN, inches)	61 ⁷ / ₁₆
Description	
Type of Refrigerator	Top Freezer
Details	
Advance Foam Insulation	99.9% lower Global Warming Potential and Better Energy Performance
Cooling Type	Single Evaporator
Counter Depth	Yes
Exterior	
Base Grille Color	Black or White or Grey
Cabinet Color	Black or White or Grey
Cabinet Finish	Textured
Door Color	Black or White or Black Stainless Steel or Stainless Steel
Door Finish	Smooth
Door Swing	Right
Door Style	Flat
Handle Color	Silver
Handle Material	Plastic
Handle Type	Pocket Handle
Hidden Hinge	Yes
Number of Doors	2
Reversible Door	Yes
Controls	
Automatic Defrost	Yes
Location of Control	Interior
Control Type	Electronic
Max Cool/Fast Cool	Yes

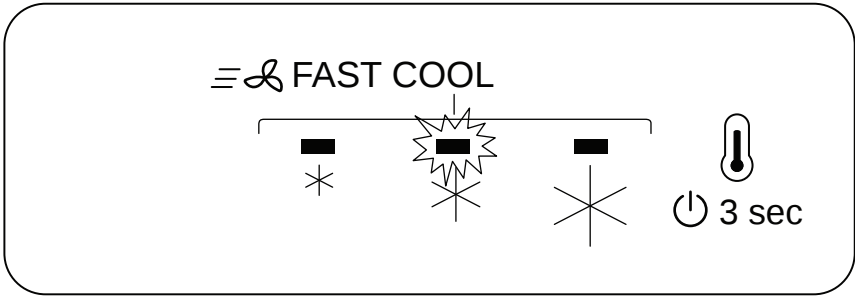
Product Specifications (Continued)

Whirlpool® 24" Wide Top-Freezer Refrigerator - 11.6 cu. ft.

Refrigerator Compartment	
Number of Interior Shelves	2
Conventional Shelves	1 Adjustable Full-Width Glass 1 Fixed Full-Width Glass 1 Slide-Out Glass
Shelf Supports	Molded
Humidity-Controlled Drawers	1 Full-Width
Door Bins	1 Adjustable Full-Width 1 Fixed Full-Width Gallon
Lighting	LED
Liner Finish	White Opaque
Freezer Compartment	
Freezer Type	Standard
Shelves	1 Glass
Freezer Drawer/Basket	1 Full Width Lower Plastic 1 Full Width Upper Plastic
Dispenser	
Dispenser Type	No Dispenser
Icemaker	
Icemaker	Optional
Icemaker Location	Freezer
Filters	
Water Filter Location	NA
Certifications	
ADA Compliant	ADA Height and Side Reach Compliant
CEE Tier	Not Rated
Prop 65	Standard
UL	•
Electrical	
Amps	15 or 20
Volts	115

Product Features

Control Panel



Temperature Control

The temperature control is preset at the factory. When you first install your refrigerator, make sure the control is still preset as shown.

NOTE: Neither compartment will cool when the control is set to OFF.

Adjusting the Temperature Control

If you need to adjust the temperature on either the refrigerator or freezer compartment, use the settings listed in the chart below as a guide.

NOTE: Except when starting the refrigerator, do not adjust the control more than one setting at a time. Wait 24 hours between adjustments for the temperature to stabilize.

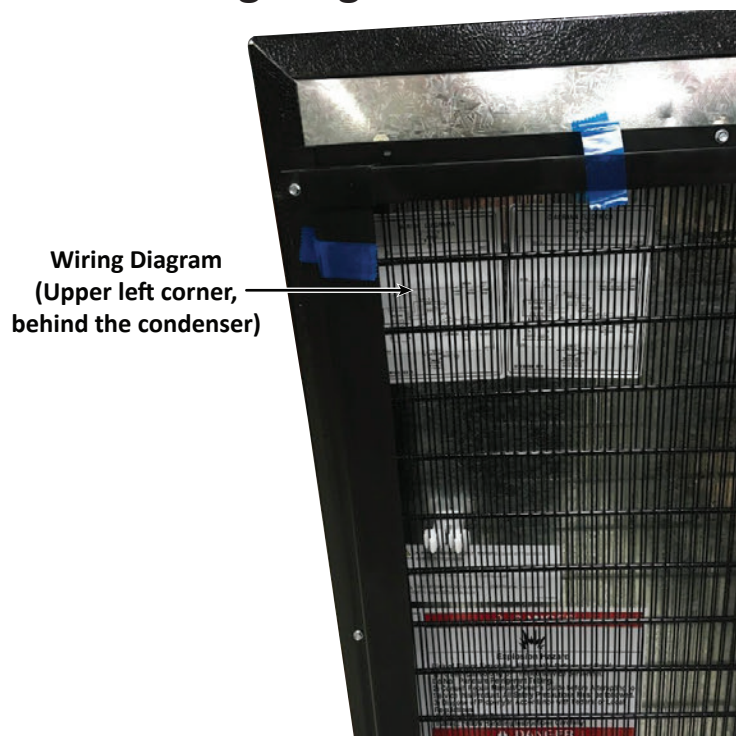
Press the Temp button  to toggle among the three LED lights which indicate the temperature setting. Reading from left to right, the LED in the first position is the least cold. The LEDs indicate increasingly colder settings as you continue to the right until all third LEDs are illuminated.

CONDITION/REASON	ADJUSTMENT
Refrigerator too warm	Temperature Control one setting higher
Refrigerator too warm/too little ice	Temperature Control one setting higher
Refrigerator too cold	Temperature Control one setting lower
Freezer too cold	Temperature Control one setting lower

Model Number and Serial Number Label Location



Wiring Diagram Location



Model Nomenclature

MODEL NUMBER INTERNATIONAL SALES OR MARKETING CHANNEL	W	R	T	1	1	2	C	Z	J	B
Brand W = Whirlpool										
Categories R = Freestanding Refrigeration										
Sub Categories T = Top Freezer B = Bottom Freezer S = Side-by-side F = French door										
Series level 1-3 = Basic 5 = Medium 7 = High (Gold) 9 = Premium (Gold)										
Feature level 0-9 = The higher the number the more features available										
Capacity 0-9 = Ranges from 0-9 (add 10 or 20 to find cu. ft. capacity)										
Key Feature C = Counter Depth										
Dispensing System or Derivative M = Factory-installed icemaker Z = EZ Connect icemaker ready										
Year of Production J = 2019 K = 2020										
Color B = Black W = White Z = Black on Stainless										

Section 2: Diagnostics

This section provides diagnostics mode and sales mode information for the “Counter Depth Top Mount.”

- Safety
- Diagnostics Mode

For Service Technician Use Only

Safety

⚠ DANGER



Electrical Shock Hazard

Only authorized technicians should perform diagnostic voltage measurements.

After performing voltage measurements, disconnect power before servicing.

Failure to follow these instructions can result in death or electrical shock.

⚠ 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.

Voltage Measurement Safety Information

When performing live voltage measurements, you must do the following:

- Verify the controls are in the off position so that the appliance does not start when energized.
- Allow enough space to perform the voltage measurements without obstructions.
- Keep other people a safe distance away from the appliance to prevent potential injury.
- Always use the proper testing equipment.
- After voltage measurements, always disconnect power before servicing.

IMPORTANT: Electrostatic Discharge (ESD) Sensitive Electronics

ESD problems are present everywhere. ESD may damage or weaken the electronic control assembly. The new control assembly may appear to work well after repair is finished, but failure may occur at a later date due to ESD stress.

- Use an antistatic wrist strap. Connect wrist strap to green ground connection point or unpainted metal in the appliance

-OR-

Touch your finger repeatedly to a green ground connection point or unpainted metal in the appliance.

- Before removing the part from its package, touch the antistatic bag to a green ground connection point or unpainted metal in the appliance.
- Avoid touching electronic parts or terminal contacts; handle electronic control assembly by edges only.
- When repackaging failed electronic control assembly in antistatic bag, observe above instructions.

For Service Technician Use Only

Activating Service Diagnostic Mode

Accessing Service Mode:

If product is in defrost mode, unplug it and plug it back in again.

To enter into Service State (Service State only available to enter during the first 30 seconds after you energize product):

1. Select (MED */ MAX *) setting point.
2. Press the door switch button and temperature button together for 3 seconds.

In order to run through service steps, press Temperature Setting.

Codes are displayed in binary format						
Cooling	State			❄ LED	❄ LED	❄ LED
			Low	X		
			Low/Med	X	X	
			Med		X	
			Med/Max		X	X
			Max			X
				❄ LED	❄ LED	❄ LED
1 (Example)			How To Read Binary Format ----->	4 x 0	2 x 0	1 x 1
7 (Example)			How To Read Binary Format ----->	4 x 1	2 x 1	1 x 1
1	1	ON	Compressor + Evaporator Fan	-	-	1
2		OFF	Compressor + Evaporator Fan	-	-	-
3	2	ON	Heater	-	1	-
4		OFF	Heater	-	-	-
5	3	ON	Lamp	-	1	1
6		OFF	Lamp	-	-	-
7	4	ON	Damper RC (BM Only)	1	-	-
8		OFF	Damper RC (BM Only)	-	-	-
9			Service Failure	All LED Blinking		
10			Service Failure Reset	Error Codes		
Priority		Error Code	Load	❄ LED	❄ LED	❄ LED
0		0	No Errors	-	-	-
1		1	EVAP Sensor	1	-	-
2		2	RC Sensor	1	1	-
3		3	FC Sensor (BM Only)	NA	NA	NA
4		4	Main Board (3)	1	-	1
5		6	RC Damper (BM Only)	-	1	1

■ If temperature button is not pressed within 20 minutes, the system will exit service mode and return to normal state or unplug the product for 5 seconds to exit service mode.

■ All sensors will be tested without required action from Service Personal. This action is taken after HEATER OFF.

The control will only display the highest priority error code. Fix that error before control will display other errors. To enter into Factory Verification Test (FVT), you need to enter into Service Mode and then hold temperature button for 3 seconds. If technician entered the FVT, unplug the product to exit.

For Service Technician Use Only

Notes

Section 3: Component Testing

This section provides the wiring diagram and component location for the "Counter Depth Top Mount."

- Safety
- Wiring Diagram
- Component Testing
- Component Location

For Service Technician Use Only
Safety

⚠ DANGER



Electrical Shock Hazard

Only authorized technicians should perform diagnostic voltage measurements.

After performing voltage measurements, disconnect power before servicing.

Failure to follow these instructions can result in death or electrical shock.

⚠ 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.

⚠ WARNING



Explosion Hazard

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

Do not puncture refrigerant tubing.

Voltage Measurement Safety Information

When performing live voltage measurements, you must do the following:

- Verify the controls are in the off position so that the appliance does not start when energized.
- Allow enough space to perform the voltage measurements without obstructions.
- Keep other people a safe distance away from the appliance to prevent potential injury.
- Always use the proper testing equipment.
- After voltage measurements, always disconnect power before servicing.

IMPORTANT: Electrostatic Discharge (ESD) Sensitive Electronics

ESD problems are present everywhere. ESD may damage or weaken the electronic control assembly. The new control assembly may appear to work well after repair is finished, but failure may occur at a later date due to ESD stress.

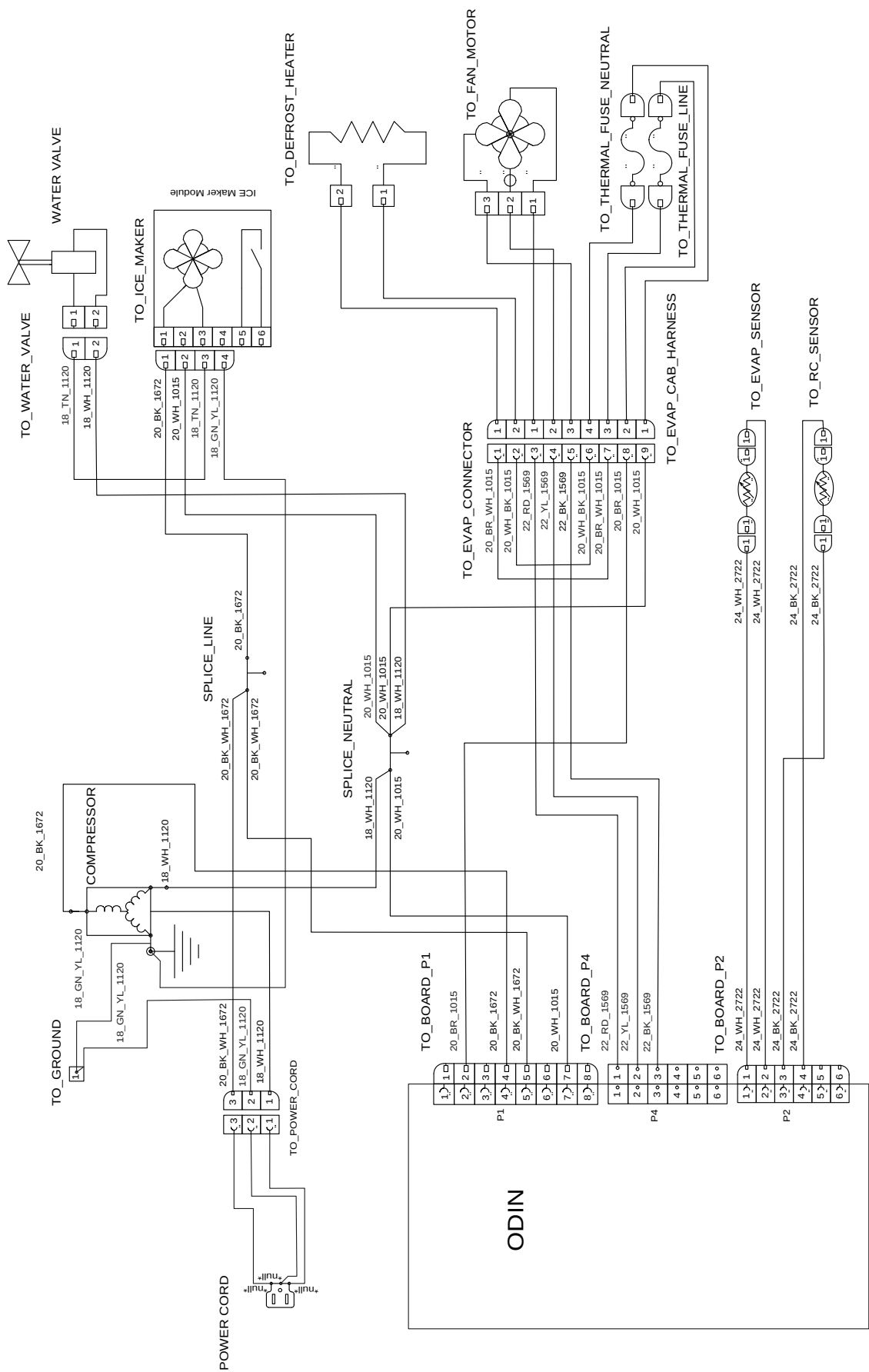
- Use an antistatic wrist strap. Connect wrist strap to green ground connection point or unpainted metal in the appliance

-OR-

Touch your finger repeatedly to a green ground connection point or unpainted metal in the appliance.

- Before removing the part from its package, touch the antistatic bag to a green ground connection point or unpainted metal in the appliance.
- Avoid touching electronic parts or terminal contacts; handle electronic control assembly by edges only.
- When repackaging failed electronic control assembly in antistatic bag, observe above instructions.

For Service Technician Use Only
Wiring Diagram



For Service Technician Use Only

Voltage Table

Connector	Connector Description	Pin	Signal name
P1	Power Supply	1	FEEDBACK
		2	HEATER OUT
		3	Damper Output (only BM)
		4	AC_COMPRESS
		5	LINE
		6	N/A
		7	NEUTRAL
		8	NC
P2	Input for NTC sensors, door switch, and DC output	1	LINE_GND
		2	NTC1_IN Evaporator Thermistor
		3	LINE_GND
		4	NTC2_IN RC Thermistor
		5	LINE_GND
		6	NTC3_IN FC Thermistor (BM only)
		7	LINE_GND
P3A		1	DOOR_SW_IN
		2	LINE_GND
P4A	Output for PWM DC FAN 1	1	+7 VDC
		2	DC FAN 1 OUT
		3	- 5 VDC

For Service Technician Use Only
Component Testing

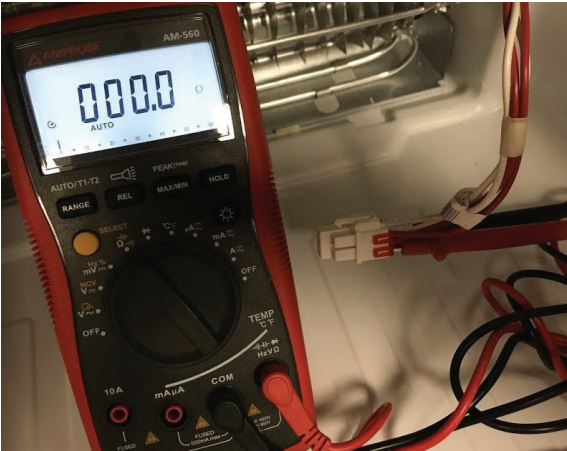
⚠ WARNING



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

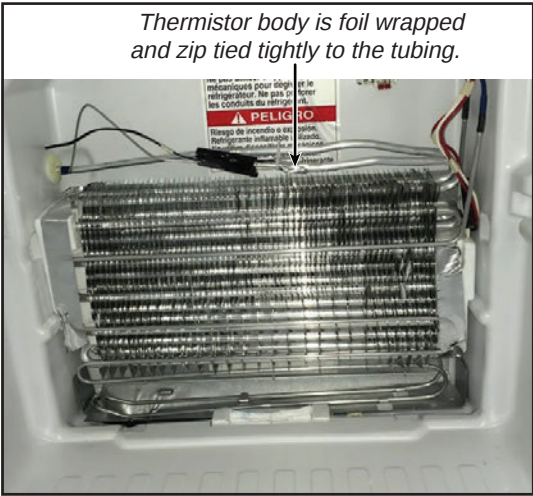
Thermal Fuse

Thermal fuse is located behind freezer evaporator. Uncover the thermal fuse to perform test. The thermal fuse should always be ohm tested. The reading of ohmmeter should always be 0 ohm.

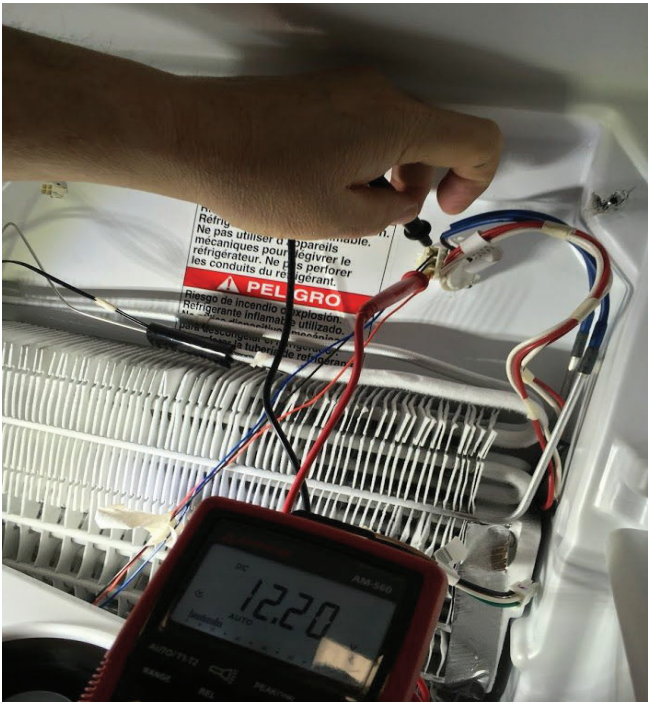


Evaporator Thermistor

Evaporator thermistor should always be ohm tested at the ACU in the RC. Shown below is the thermistor attached to the evaporator tubing:



Evaporator Fan



When the evaporator fan test is performed, the voltage readings should be:

Wires	Door open, low fan speed	Door closed, high fan speed
Black to Red	12 VDC	12 VDC
Blue to Red	10 VDC	6 VDC
Black to Blue	2.5 VDC	6 VDC

For Service Technician Use Only

Component Testing (Continued)

The resistance of the thermistor between P2-1 to P2-2 in the defrost system at room temperature should be 2.77 kΩ.



Below is the temperature-resistance table for evaporator thermistor:

Temperature (°C)	Temperature (°F)	Resistance (Ω)
-20.56	-5	26704.97
-17.78	0	22774.22
-15	5	19476.28
0	32	8758.00
2.22	36	7828.32
25	77	2691.55
37.78	100	1569.54

Defrost Heater

The defrost heater should always be ohm tested. The test reading should be 107 ohms.



ACU

When you are testing the ACU for incoming power, the voltage between P1-5 to P1-7 should be 120 VAC.



General Theory of Operation

PTC Thermistor (Positive Temperature Co-efficient Thermistor or Solid State Relay)

It is the most widely used compressor-starting device. A PTC relay is a solid-state device that will perform the same function as a magnetic relay. Power is applied to the relay and passed through the module directly to the run winding of the compressor. Power for the start winding passes through a solid state material. This material changes resistance depending on its temperature. At room temperature, the resistance is very low and full power is applied to the start winding. As current passes through the resistance on the way to the start winding, the resistor heats up. As the temperature increases, the resistance increases. With an increased resistance, less current is applied to the start winding. Eventually the current to the start winding nears zero and the start winding will be turned off. This entire process takes about a second.

When cold, the thermistor has a resistance of about 5 ohms. As current passes through the thermistor, heat is generated and the resistance rises rapidly. Within 1 to 3 seconds, the internal resistance of the PTC thermistor goes from 5 Ω to 100 kΩ or more. The rise in resistance effectively takes the start winding out of the circuit.

NOTE: Thermistors get very hot. A PTC device needs to cool before it can cycle again. Cooling to room temperature can sometimes take as long as ten minutes. For this reason, during service, cycling a PTC controlled compressor quickly will result in the motor trying to start on the run winding only. Without the start winding energized, the compressor will not start and it will draw excessive current and de-energize based on the overload.

For Service Technician Use Only

Component Testing (Continued)

⚠ DANGER



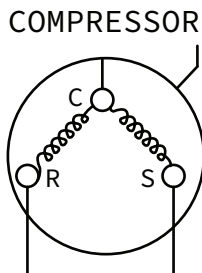
Explosion Hazard

Risk of Fire or Explosion. FLAMMABLE REFRIGERANT Used.

- 1) To be repaired only by Trained service personnel. Do Not Puncture Refrigerant Tubing.**
 - 2) Consult Repair Manual/Owner's Guide before Attempting to Service this Product. All Safety Precautions Must be followed.**
 - 3) Dispose of Properly In Accordance with Federal or Local Regulations.**
 - 4) Risk of Fire or Explosion due to Puncture of Refrigerant Tubing; Follow Handling Instructions Carefully.**
 - 5) Keep open flame, such as a torch, away from refrigerant tubing.**
- Failure to do so can result in death, explosion, or fire.**

Compressor Relay

1. Checking the compressor motor begins with the proper identification of the motor terminals.
2. Disconnect compressor wires. Check the resistance between all three terminals.
3. Find the two terminals that give the highest resistance reading isolates the common terminal. Because the windings are in series (as read by the meter), the highest reading indicates that you have located the S (start) and R (run) terminals.



4. With the meter still attached to these two terminals, the remaining terminal must be the C (common) terminal. Once the common terminal has been isolated, the start and run windings can then be identified.

5. Place one of the meter leads on the common terminal, measure the resistance of the other two terminals.
6. The lowest reading of the two will identify the run winding. The remaining terminal must, therefore, be the start winding.
7. After all the terminals are identified, a resistance reading from each of the three terminals to ground should be taken to insure that the compressor isn't shorted internally. The meter should remain on infinity.



Run winding

Common

Start winding

For Service Technician Use Only
Component Testing (Continued)

Capacitor

- 1. The capacitor is clipped on the relay cover.
- 2. Capacitor wires are violet and blue as shown below:



- 3. The test readings for capacitor on microFarad (MFD) scale should be 11.92 µF.

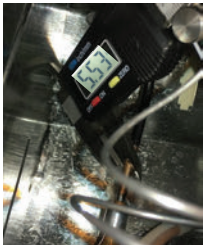


Lokring Sizes

NOTE: Refer to Job Aid R-124 ([W11025473A](#)) on [Servicematters](#) for all Lokring instructions.

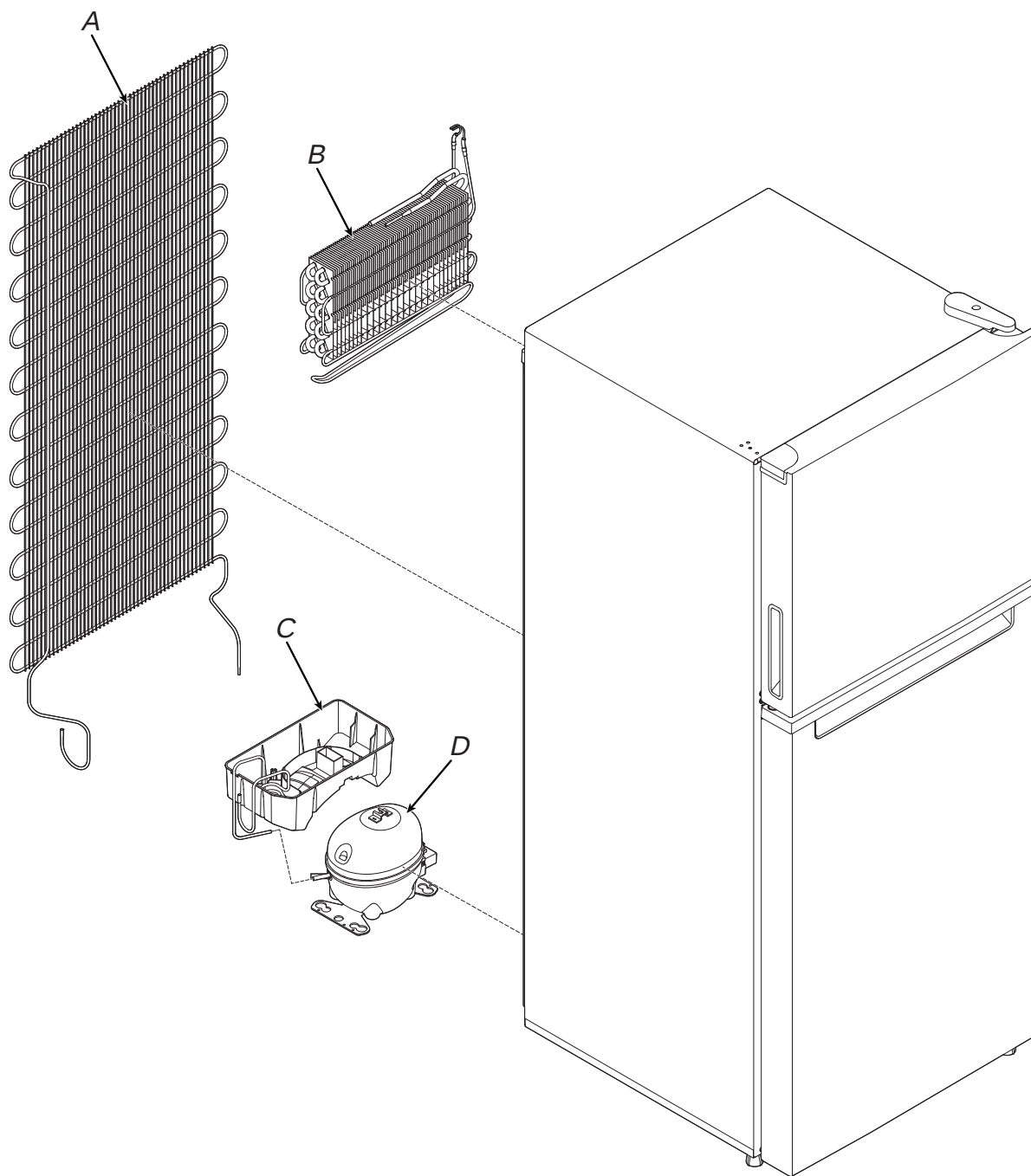
Refer the below table for sizes:

Ring Location	Reading
Suction line at evaporator	 6.91 mm

Ring Location	Reading
Cap tube at evaporator	 2.30 mm
Discharge at compressor	 5.25 mm
Process tube at compressor	 8.31 mm
Suction line at compressor	 8.02 mm
Cap tube at drier	 2.17 mm
Drier inlet	 5.53 mm

For Service Technician Use Only

Component Location



- | | |
|-----------------------|---------------|
| A. Condenser | C. Drain Pan |
| B. Freezer Evaporator | D. Compressor |

For Service Technician Use Only

Notes

Section 4: Component Access

This section provides service parts access, removal, and replacement instructions for the “Counter Depth Top Mount.”

- Removing Doors and Hinges
 - Freezer Door
 - Middle Hinge
 - Refrigerator Door and Lower Hinge
- Accessing Freezer Compartment (FC) Components
 - Evaporator Cover
 - Evaporator Fan Motor
 - Evaporator Replacement
- Accessing Refrigerator Compartment (RC) Components
 - Control Panel
 - ACU
- Accessing Machine Compartment Components
 - Drain Pan
 - Rear Rollers
- Ice Maker Service
 - Specification
 - Service Procedure

Removing Doors and Hinges

⚠ WARNING



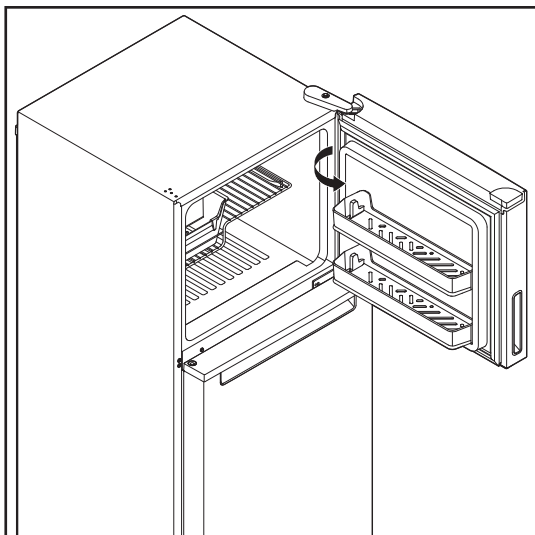
Electrical Shock Hazard
Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.

⚠ WARNING

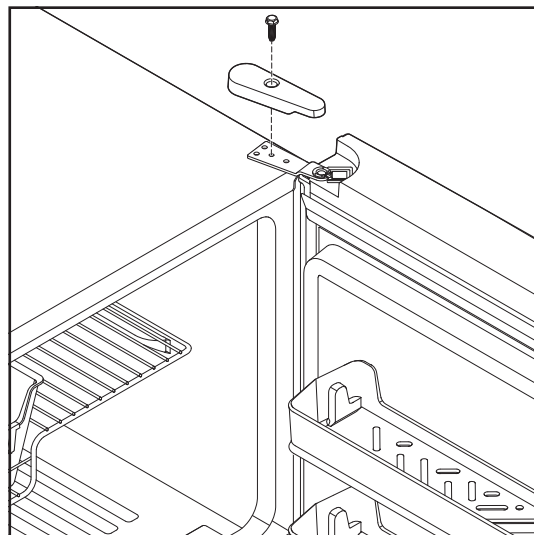
Excessive Weight Hazard
Use two or more people to move and install refrigerator.
Failure to do so can result in back or other injury.

Freezer Door

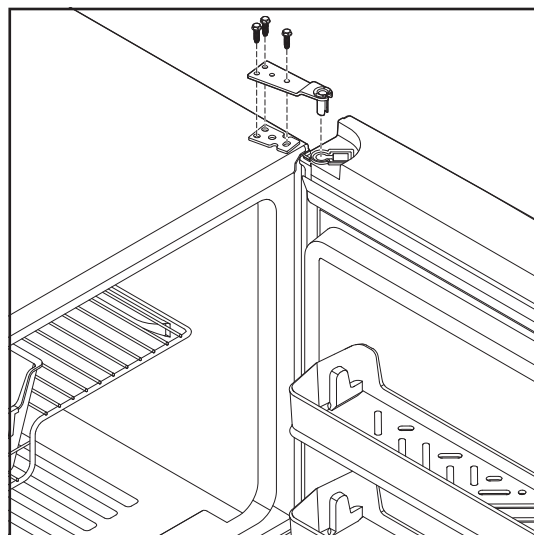
1. Disconnect power to the refrigerator.
2. Open the freezer door.



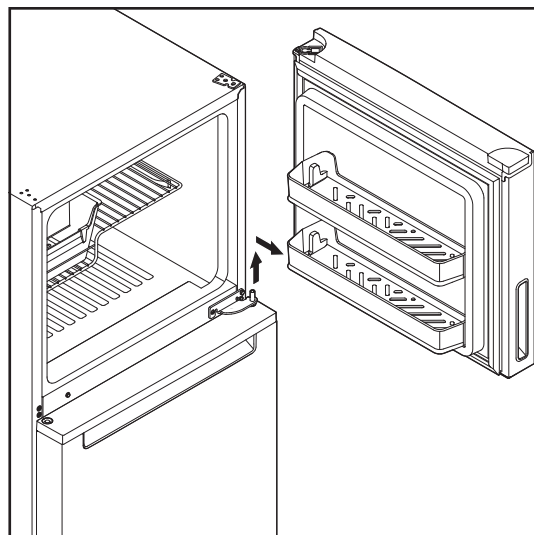
3. Remove a screw at the top of the freezer door to remove the top-hinge cover.



4. Remove three (3) 5/16" screws at the top of the freezer. Remove the freezer door hinge.



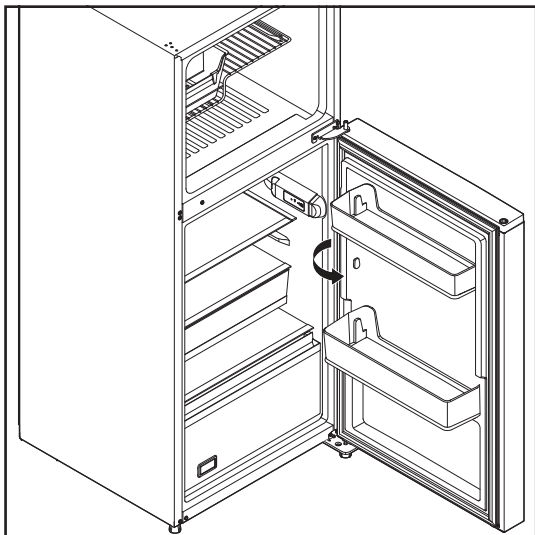
5. Lift up the freezer door to release from middle hinge. Remove the freezer door.



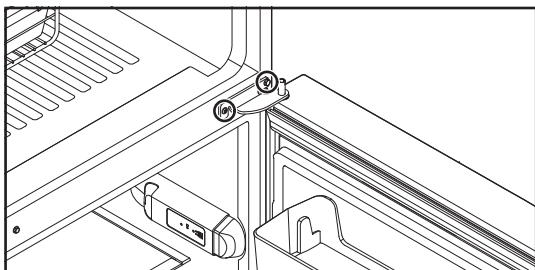
Removing Doors and Hinges (Continued)

Middle Hinge

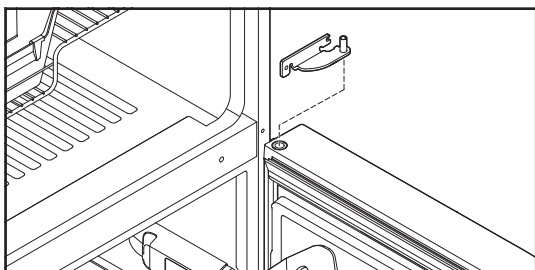
6. Open the refrigerator door.



7. Remove (2) 5/16" two screws using a box wrench as shown in the image below:

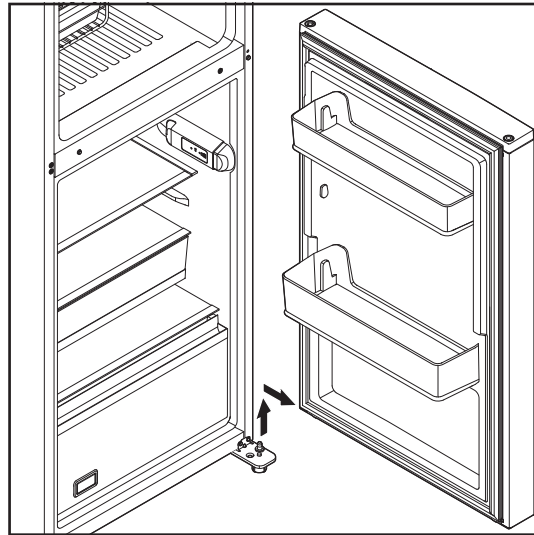


8. Lift the middle hinge and remove.

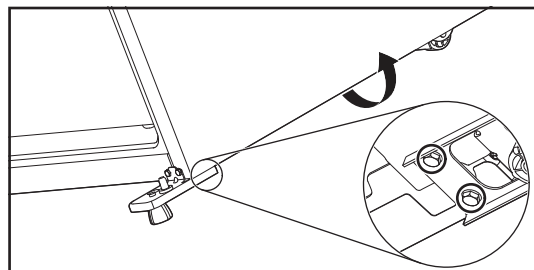


Refrigerator Door and Lower Hinge

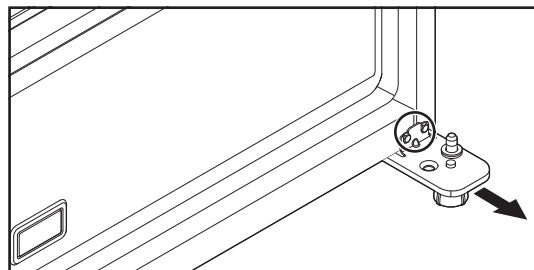
9. Lift the refrigerator door from lower hinge and remove.



10. Tip the refrigerator on one side to access the lower 5/16" screws. Remove the two (2) lower screws.



11. Loosen the two (2) screws on the top of the lower hinge. Remove the lower hinge by sliding off.



NOTE: For more details on door reversal, refer to the "REFRIGERATOR USER INSTRUCTIONS" for this model.

Accessing Freezer Compartment (FC) Components

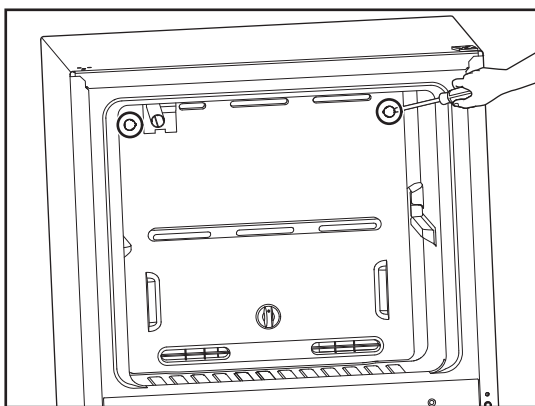
⚠ WARNING



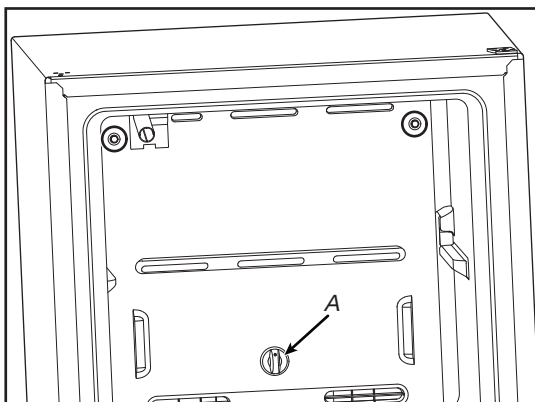
Electrical Shock Hazard
Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.

Evaporator Cover

1. Disconnect power to the refrigerator.
2. Open the freezer door.
3. Remove the ice maker (if equipped).
4. Pry off the two (2) screw caps on the evaporator cover (upper left and upper right corners).



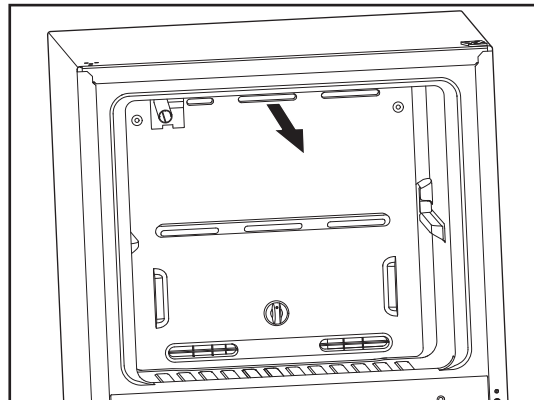
5. Remove two (2) 1/4" hex screws.



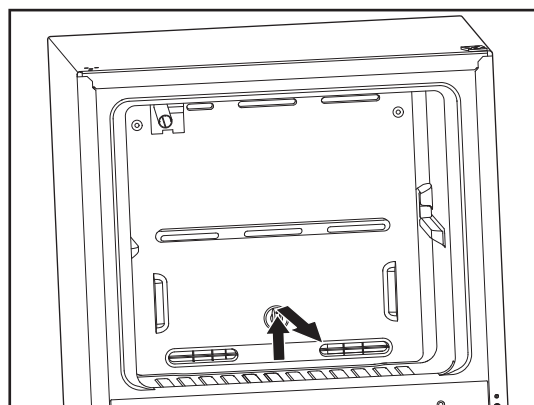
A. Airflow Adjustment Knob

NOTE: Do not remove the airflow adjustment knob while removing the evaporator cover.

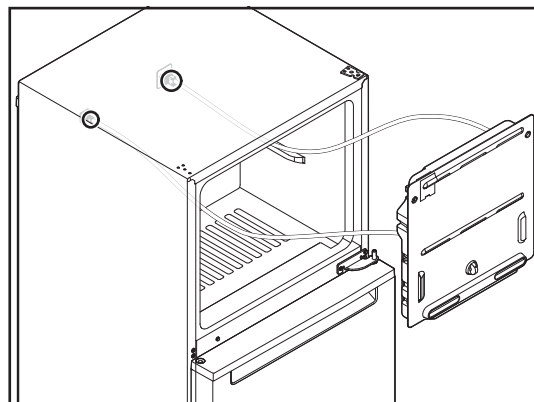
6. Pull out the cover from top for approximately 4" (10.16 cm).



7. Lift the cover from bottom to clear the lower duct. Slowly move out the cover from bottom.



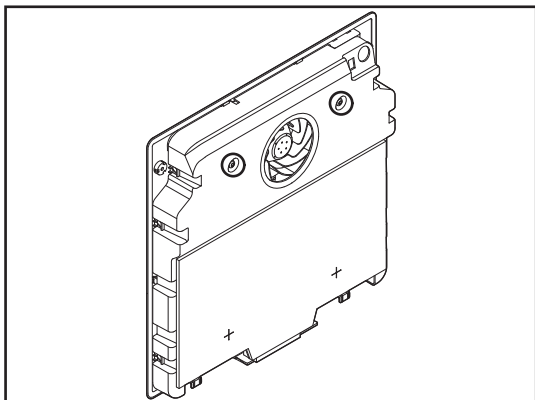
8. Unplug the icemaker and evaporator fan molexes. Remove the evaporator cover.



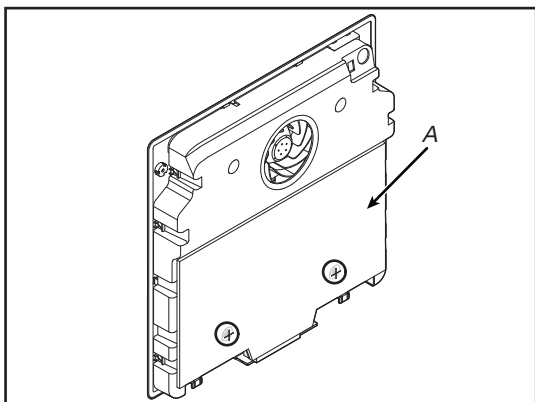
Accessing Freezer Compartment (FC) Components (Continued)

Evaporator Fan Motor

9. Remove two (2) 1/4" screws located around fan as shown in figure:

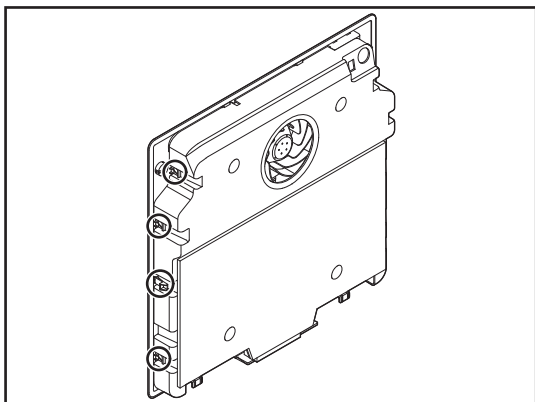


10. Perforate the insulated foil to access the two (2) 1/4" screws. Remove the screws.

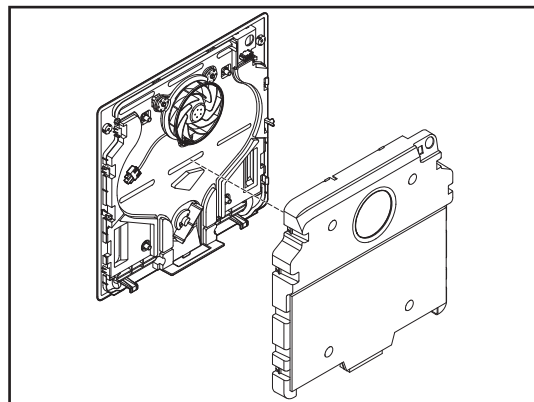


A. Insulated Foil

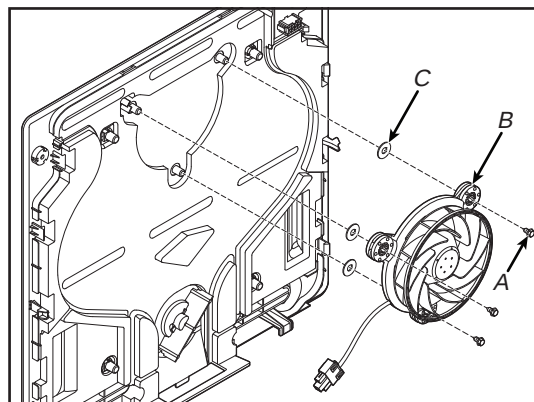
11. Use a screwdriver to release tabs on both sides of the cover.



12. Remove the fan cover.

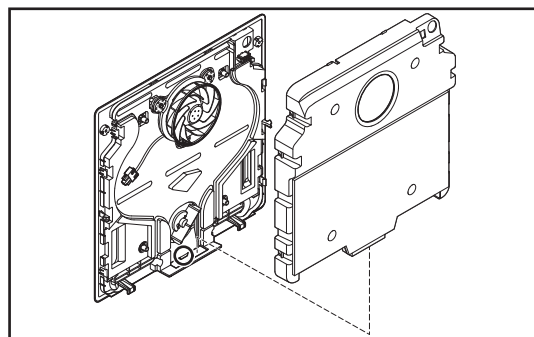


13. Remove three (3) 1/4" screws to remove the fan motor. Make sure to reuse the washers on each 1/4" screw.



A. 1/4" Screws
B. Fan
C. Washer

NOTE: When reinstalling the evaporator fan motor cover, make sure the lower air duct clears the tab as shown below:



Accessing Refrigerator Compartment (RC) Components

⚠ WARNING

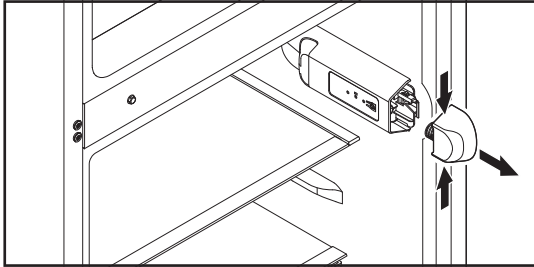


Electrical Shock Hazard

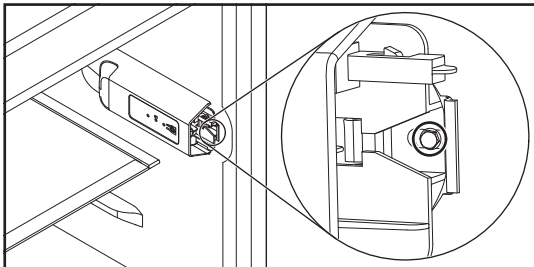
Disconnect power before servicing.
Replace all parts and panels before operating.
Failure to do so can result in death or electrical shock.

Control Panel

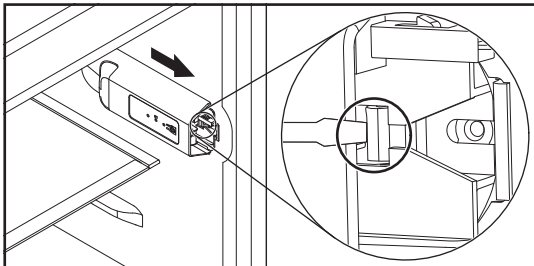
1. Disconnect power to the refrigerator.
2. Open the refrigerator door.
3. Squeeze at the edge of the control panel cover and pull.



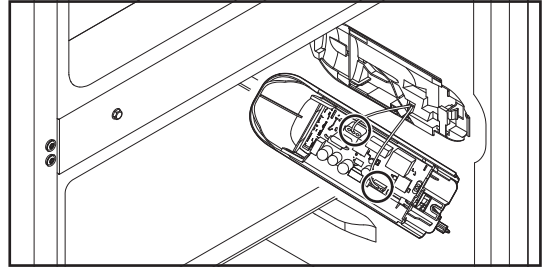
4. Remove the phillips screw as shown below:



5. Press the lock tab and slide the control panel to release.

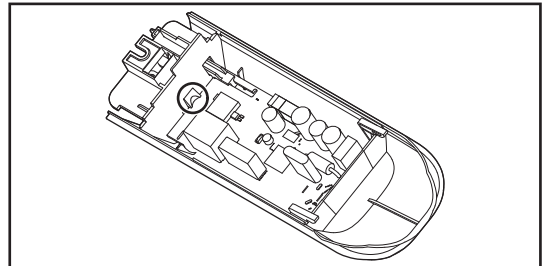


6. Disconnect the ACU harness.

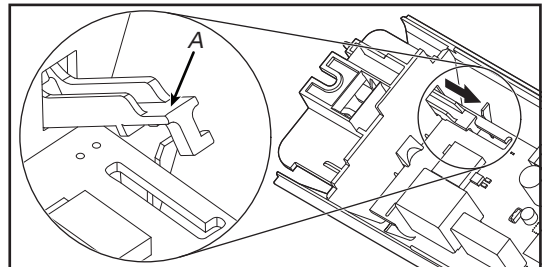


ACU

7. Push the tab down using a screwdriver.

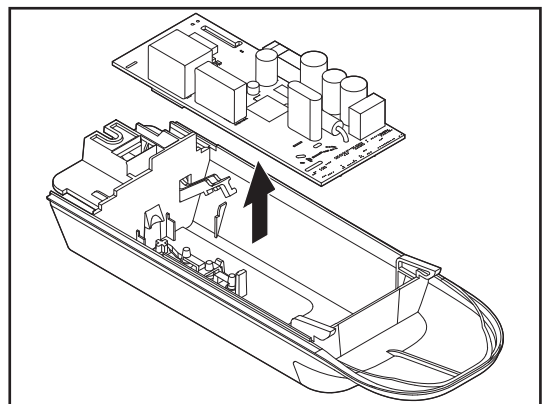


8. Slide the light plunger down to release.



A. Plunger

9. Pull the ACU to remove.



Accessing Machine Compartment Components

⚠ 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.

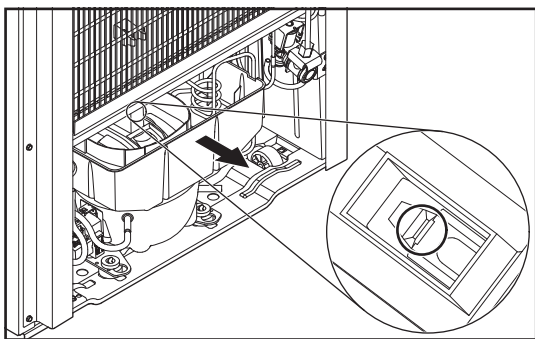
⚠ WARNING



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

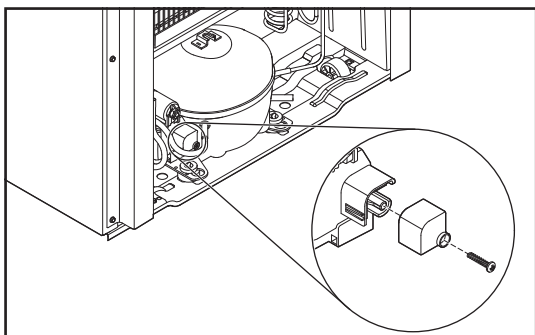
Drain Pan

1. Release the tab shown in the image below and pull out the pan.

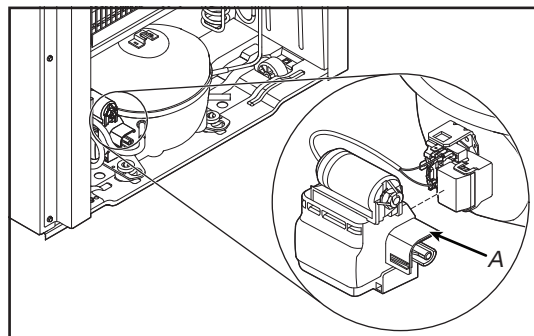


Accessing Compressor Relay and Capacitor

2. Remove the Phillips screw securing the relay cover.

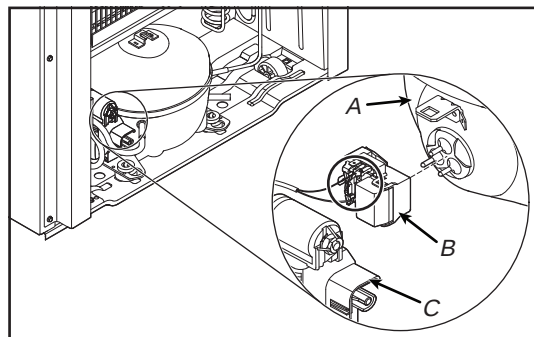


3. Carefully pry out the relay cover using screwdriver.



A. Relay Cover

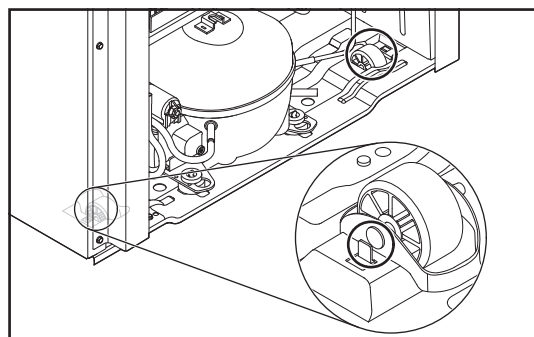
4. Disconnect capacitor wires and remove the relay.



A. Compressor
B. Relay
C. Capacitor

Rear Rollers

1. Bend the stop tab over to remove the rear roller/pin.



2. Remove the rear rollers.

Ice Maker Service



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.

Home Position:

The ice tray will move to home position once turned on the ice maker or after a power reset then starts the twisting process.

Bail Arm:

At the same time as the twist process, the bail arm will go down to detect the ice level.

Water Valve:

If you do not want to put water directly into the tray, remove fill chute and catch water with a disposable cup.

The valve will open for 6.8 seconds to deliver a half amount of water into the tray. The water flow will stop for three seconds then the valve will re-open for 6.8 seconds to complete the fill (117 mL). If the valve completes the water fill in the specified volume and time, the ice maker is working and is fully operational.

NOTE: If the water valve operates only once, it means something in the ice maker is wrong (could be bail arm or ice maker motor).

Specification

Thermistor input to control:

Close -8.1°C (17.4°F) or after 100 min.

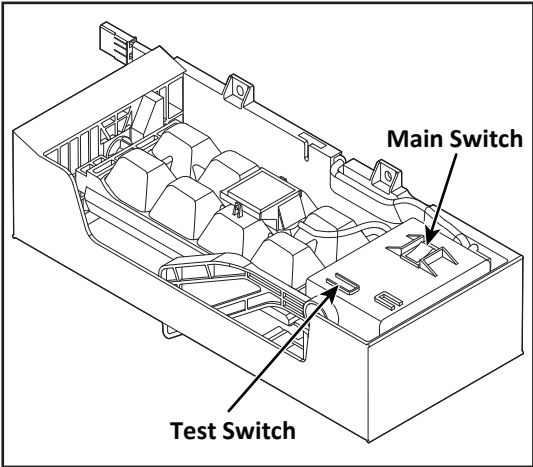
Water fill - 117 cc (mL), 13.5 seconds.

Cycle - One twist process.

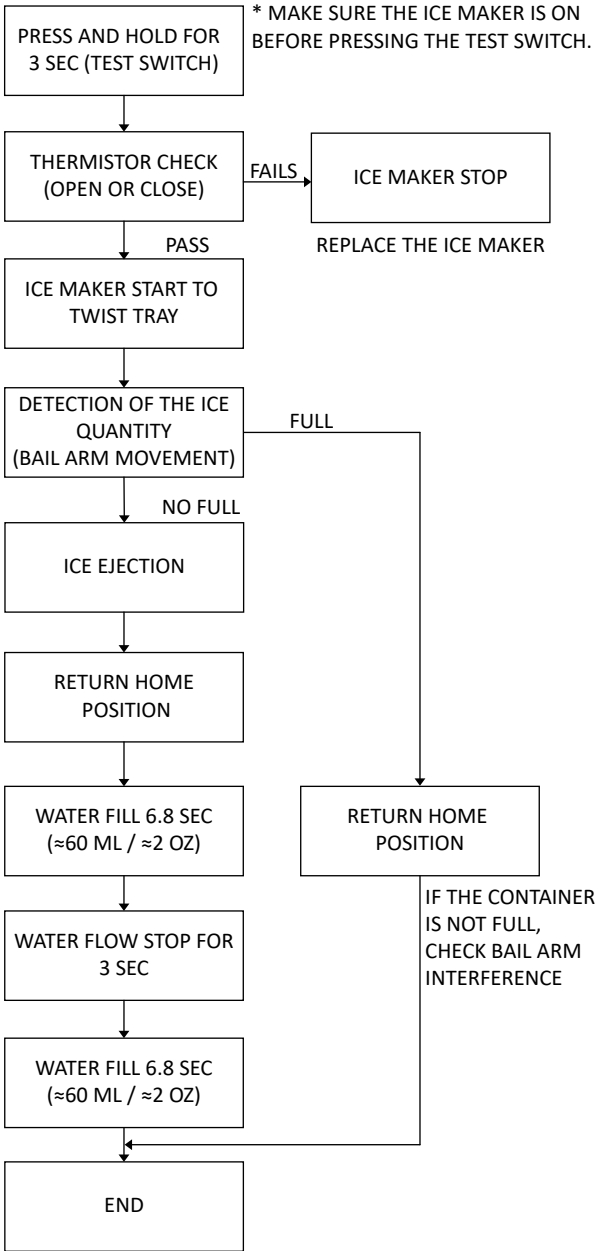
Input voltage: 120 V and 240 V models.

NOTE: 24 Hrs ice-maker make 56 to 72 ice cubes. The ice maker required 2-3 Days to fill the ice bin container. (The refrigerator required 3 hours to stabilize.)

Service Procedures



Flow Diagram for Test Switch Mode



Module Motor:

The On/Off switch (main switch) and the test switch are located at the bottom of the ice maker.

Main Switch:

Turn the main switch to On position (as shown in the above picture), to ensure ice maker will work.

Test Switch:

Press and hold for 3 seconds; the test switch will bypass the timer and temperature [thermistor temperature -8.1°C (17.4°F)] and will start test sequence.

Monitor test for normal conditions. If test completes full cycle without abnormal condition, ice maker is working and operational.

PRODUCT SPECIFICATIONS & WARRANTY INFORMATION SOURCES

IN THE UNITED STATES:

FOR PRODUCT SPECIFICATIONS AND WARRANTY INFORMATION CALL:

FOR WHIRLPOOL PRODUCTS: 1-800-253-1301

FOR TECHNICAL ASSISTANCE WHILE AT THE CUSTOMER'S HOME CALL:

THE TECHNICAL ASSISTANCE LINE: 1-800-832-7174

**HAVE YOUR STORE NUMBER READY TO IDENTIFY YOU AS AN
AUTHORIZED IN-HOME SERVICE PROFESSIONAL**

FOR LITERATURE ORDERS (CUSTOMER EXPERIENCE CENTER):

PHONE: 1-800-851-4605

FOR TECHNICAL INFORMATION AND SERVICE POINTERS:

www.servicematters.com

IN CANADA:

FOR PRODUCT SPECIFICATIONS AND WARRANTY INFORMATION CALL

1-800-461-5681

FOR TECHNICAL ASSISTANCE WHILE AT THE CUSTOMER'S HOME CALL:

THE TECHNICAL ASSISTANCE LINE: 1-800-488-4791

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