
Before You Call for Service: Refrigerator/Ice-Maker

Every time a service call is made the vendor bills KPW. Unnecessary calls result in membership prices increasing to cover those costs. To keep membership fees low, please make sure your unit/appliance is broken. **KPW membership services do not cover instruction, misuse, abuse or preventative services.** Unnecessary calls will result in members being charged back for that call. We don't want to do it, and you don't want to pay it, but to be fair to all members, we can't provide free services that aren't covered by our agreement. We know you understand.

Refrigerator Not Working - Cooling:

1. Check the power – is the light on? Is it connected?
2. Check your warranty – Is your appliance still in warranty with the manufacturer? If so, call the store you purchased it, and have them to a warranty service call. Some compressors have a 5 year or even a 10 year warranty. Check your paperwork.
3. Check the breaker. Sometimes they trip and the power will go out to your refrigerator.
4. Are the vents in the back of the freezer compartment blocked? They have to be clear for cold air to circulate.
5. Have you vacuumed the coils under or behind the fridge? Clogged coils can cause pool cooling. **Remember normal maintenance is your responsibility.**
6. Is anything blocking the condenser fan from spinning freely?
7. Have you left the door open for an extended period of time? If so, close it, let it cool and check in 30 minutes. If not cooling – schedule a service call.
8. Is the temperature 40 degrees Fahrenheit or below? Check your thermostat: Is it set correctly? If you have more food in the fridge, it probably needs to be set cooler.
9. Temperatures cycle in a refrigerator, **that is normal**. Get a thermometer to keep in the refrigerator –keep a log for a few days. If you find it is consistently above 40 degrees -

Refrigerator Not Working – Ice maker or water dispenser:

1. Check the breaker.
2. Is the waterline kinked? Is the water on in the rest of the house?
3. Is the temperature of the freezer cold enough to make ice?
4. Did the Ice Maker on/off button or lever get pushed off? Check before you call.
5. Is it not making ice or is the ice not coming out? Sometimes a cube gets stuck.
6. Is water leaking from the actual dispenser, or could something be leaking in the refrigerator?

7. Have you changed your refrigerator filter? Could it be clogged? Change and if still not working, schedule a service call.

A little bit of troubleshooting on your end may save you being back-charged for an unnecessary call.

WDR