

# TROUBLESHOOTING

First try the solutions suggested here or visit our website and reference FAQs (Frequently Asked Questions) to possibly avoid the cost of a service call.

In the U.S.A., [www.bosch-home.com/us](http://www.bosch-home.com/us) In Canada, [www.bosch-home.ca](http://www.bosch-home.ca)

## Refrigerator Operation

### The refrigerator will not operate

#### ⚠ 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.

- **Power cord unplugged?** Plug into a grounded 3 prong outlet.
- **Is outlet working?** Plug in a lamp to see if the outlet is working.
- **Household fuse blown or circuit breaker tripped?** Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.
- **Are controls on?** Make sure the refrigerator controls are on. See "Using the Control(s)."
- **New installation?** Allow 24 hours following installation for the refrigerator to cool completely.

**NOTE:** Adjusting the temperature controls to coldest setting will not cool either compartment more quickly.

### The motor seems to run too much

Your new refrigerator may run longer than your old one due to its high-efficiency compressor and fans. The unit may run even longer if the room is warm, a large food load is added, doors are opened often, or if the doors have been left open.

### The refrigerator seems noisy

Refrigerator noise has been reduced over the years. Due to this reduction, you may hear intermittent noises from your new refrigerator that you did not notice from your old model. Below are listed some normal sounds with explanations.

- **Buzzing** - heard when the water valve opens to fill the ice maker
- **Pulsating** - fans/compressor adjusting to optimize performance
- **Hissing/Rattling** - flow of refrigerant, movement of water lines, or from items placed on top of the refrigerator

- **Sizzling/Gurgling** - water dripping on the heater during defrost cycle
- **Popping** - contraction/expansion of inside walls, especially during initial cool-down
- **Water running** - may be heard when ice melts during the defrost cycle and water runs into the drain pan
- **Creaking/Cracking** - occurs as ice is being ejected from the ice maker mold.

### The doors will not close completely

- **Door blocked open?** Move food packages away from door.
- **Bin or shelf in the way?** Push bin or shelf back in the correct position.

### The doors are difficult to open

#### ⚠ WARNING



##### Explosion Hazard

Use nonflammable cleaner.

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

- **Gaskets dirty or sticky?** Clean gaskets and contact surfaces with mild soap and warm water. Rinse and dry with soft cloth.

## Temperature and Moisture

### Temperature is too warm

- **New installation?** Allow 24 hours following installation for the refrigerator to cool completely.
- **Door(s) opened often or left open?** Allows warm air to enter refrigerator. Minimize door openings and keep doors fully closed.
- **Large load of food added?** Allow several hours for refrigerator to return to normal temperature.
- **Controls set correctly for the surrounding conditions?** Adjust the controls a setting colder. Check temperature in 24 hours. See "Using the Control(s)."

### There is interior moisture buildup

**NOTE:** Some moisture buildup is normal.

- **Humid room?** Contributes to moisture buildup.
- **Door(s) opened often or left open?** Allows humid air to enter refrigerator. Minimize door openings and keep doors fully closed.

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## Ice and Water

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### The ice maker is not producing ice or not enough ice

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- **Refrigerator connected to a water supply and the supply shutoff valve turned on?** Connect refrigerator to water supply and turn water shutoff valve fully open.
- **Kink in the water source line?** A kink in the line can reduce water flow. Straighten the water source line.
- **Ice maker turned on?** Make sure wire shutoff arm or switch (depending on model) is in the ON position.
- **New installation?** Wait 24 hours after ice maker installation for ice production to begin. Wait 72 hours for full ice production.
- **Freezer door closed completely?** Firmly close the freezer compartment door. If the freezer compartment door will not close all the way, see “The doors will not close completely,” earlier in this section.
- **Large amount of ice recently removed?** Allow 24 hours for ice maker to produce more ice.
- **Ice cube jammed in the ice maker ejector arm?** Remove ice from the ejector arm with a plastic utensil.
- **Water filter installed on the refrigerator?** Remove filter and operate ice maker. If ice volume improves, then the filter may be clogged or incorrectly installed. Replace filter or reinstall it correctly.
- **Reverse osmosis water filtration system connected to your cold water supply?** This can decrease water pressure. See “Water Supply Requirements.”

### The ice cubes are hollow or small

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**NOTE:** This is an indication of low water pressure.

- **Water shutoff valve not fully open?** Turn the water shutoff valve fully open.
- **Kink in the water source line?** A kink in the line can reduce water flow. Straighten the water source line.
- **Water filter installed on the refrigerator?** Remove filter and operate ice maker. If ice quality improves, then the filter may be clogged or incorrectly installed. Replace filter or reinstall it correctly.
- **Reverse osmosis water filtration system connected to your cold water supply?** This can decrease water pressure. See “Water Supply Requirements.”
- **Questions remain regarding water pressure?** Call a licensed, qualified plumber.

### Off-taste, odor or gray color in the ice

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- **New plumbing connections?** New plumbing connections can cause discolored or off-flavored ice.
- **Ice stored too long?** Discard ice. Wash ice bin. Allow 24 hours for ice maker to make new ice.
- **Odor transfer from food?** Use airtight, moisture proof packaging to store food.
- **Are there minerals (such as sulfur) in the water?** A water filter may need to be installed to remove the minerals.
- **Water filter installed on the refrigerator?** Gray or dark discoloration in ice indicates that the water filtration system needs additional flushing. Flush the water system before using a new water filter. Replace water filter when indicated. See “Water Filtration System.”

### The water dispenser will not operate properly

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- **Refrigerator connected to a water supply and the supply shutoff valve turned on?** Connect refrigerator to water supply and turn water shutoff valve fully open.
- **Kink in the water source line?** Straighten the water source line.
- **New installation?** Flush and fill the water system. See “Water Dispenser.”
- **Is the water pressure at least 35 psi (241 kPa)?** The water pressure to the home determines the flow from the dispenser. See “Water Supply Requirements.”
- **Water filter installed on the refrigerator?** Remove filter and operate dispenser. If water flow increases, the filter may be clogged or incorrectly installed. Replace filter or reinstall it correctly.
- **Refrigerator door closed completely?** Close the door firmly. If it does not close completely, see “The doors will not close completely,” earlier in this section.
- **Recently removed the doors?** Make sure the water dispenser wire/tube assembly has been properly reconnected. See “Refrigerator Door(s) and Drawer.”
- **Reverse osmosis water filtration system connected to your cold water supply?** This can decrease water pressure. See “Water Supply Requirements.”

### Water is leaking from the dispenser system

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**NOTE:** One or two drops of water after dispensing is normal.

- **Glass not being held under the dispenser long enough?** Hold the glass under the dispenser 2 to 3 seconds after releasing the dispenser lever.
- **New installation?** Flush the water system. See “Water Dispenser.”
- **Recently changed water filter?** Flush the water system. See “Water Dispenser.”
- **Water on the floor near the base grille?** Make sure the water dispenser tube connections are fully tightened. See “Refrigerator Door(s) and Drawer.”

### Water from the dispenser is warm

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**NOTE:** Water from the dispenser is only chilled to 50°F (10°C).

- **New installation?** Allow 24 hours after installation for the water supply to cool completely.
- **Recently dispensed large amount of water?** Allow 24 hours for water supply to cool completely.
- **Water not been recently dispensed?** The first glass of water may not be cool. Discard the first glass of water.
- **Refrigerator connected to a cold water pipe?** Make sure the refrigerator is connected to a cold water pipe. See “Water Supply Requirements.”

## Assistance or Service

For additional product information, in the U.S.A., visit [www.bosch-home.com/us](http://www.bosch-home.com/us). In Canada, visit [www.bosch-home.ca](http://www.bosch-home.ca).

If you do not have access to the Internet and you need assistance using your product or you would like to schedule service, you may contact Bosch at the number below.

For assistance or service in the U.S.A., call **1-800-944-2904**. In Canada, call **1-800-944-2904**.

*Have your complete model number ready. You can find your model number and serial number on the label, located on the front of the freezer compartment, behind the drawer.*

If you need further assistance, you can write to Bosch with any questions or concerns at the address below:

BSH Home Appliances  
1901 Main Street, Suite 600  
Irvine, CA 92614

Please include a daytime phone number in your correspondence.

Please keep all provided instructions and your model number information for future reference.

# WATER FILTER CERTIFICATIONS

State of California  
Department of Public Health  
Water Treatment Device  
Certificate Number  
03 - 1583

Date Issued: September 16, 2008  
Date Revised: April 22, 2009

State of California  
Department of Public Health  
Water Treatment Device  
Certificate Number  
09 - 1979

Date Issued: May 8, 2009  
Date Revised: 6/22/2010

<u>Trademark/Model Designation</u>	<u>Replacement Elements</u>
UKF8001AXX-750	UKF8001
46 9006-750	46 9006
67003523-750	UKF8001
<b>Manufacturer:</b> Cuno Inc.	
The water treatment device(s) listed on this certificate have met the testing requirements pursuant to Section 116830 of the Health and Safety Code for the following health related contaminants:	
<u>Microbiological Contaminants and Turbidity</u> Cysts Turbidity	<u>Inorganic/Radiological Contaminants</u> Asbestos Lead Mercury
<u>Organic Contaminants</u> Atrazine Lindane Benzene Carbofuran p-dichlorobenzene Toxaphene Tetrachloroethylene	
<b>Rated Service Capacity:</b> 750 gal.	<b>Rated Service Flow:</b> 0.78 gpm
<b>Conditions of Certification:</b>	
Do not use where water is microbiologically unsafe or with water of unknown quality, except that systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.	

<u>Trademark/Model Designation</u>	<u>Replacement Elements</u>
UKF8001AXX-200	UKF8001
Kenmore 46 9006-200	46 9006
<b>Manufacturer:</b> 3M Purification	
The water treatment device(s) listed on this certificate have met the testing requirements pursuant to Section 116830 of the Health and Safety Code for the following health related contaminants:	
<u>Microbiological Contaminants and Turbidity</u> Cysts Turbidity	<u>Inorganic/Radiological Contaminants</u> Asbestos Lead Mercury
<u>Organic Contaminants</u> Atrazine Benzene Carbofuran Chlorobenzene Endrin Ethylbenzene Lindane	<u>More Organic Contaminants</u> o-dichlorobenzene p-dichlorobenzene Tetrachloroethylene Toxaphene 2,4-D
<b>Rated Service Capacity:</b> 200 gal	<b>Rated Service Flow:</b> 0.55 gpm
<b>Conditions of Certification:</b>	
Do not use where water is microbiologically unsafe or with water of unknown quality, except that systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.	