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  
In Canada, www.bosch-home.ca

Refrigerator Operation

The refrigerator will not operate

- 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

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.
Ice and Water

The ice maker is not producing ice or not enough ice

- 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

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 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.”
- Questions remain regarding water pressure? Call a licensed, qualified plumber.

Off-taste, odor or gray color in the ice

- 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

- 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

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

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.”
WATER FILTER CERTIFICATIONS

State of California
Department of Public Health
Water Treatment Device
Certificate Number
03-1583
Date Issued: September 18, 2008
Date Revised: April 22, 2009

Trademark/Model Designation: UKF8001AXX-750
Replacement Elements: UKF8001
46 9006-750
67001323-750

Manufacturer: 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:

Microbiological Contaminants and Turbidity

Cysts
Turbidity

Inorganic/Radioactive Contaminants

Arsenic
Lead
Mercuro

Organic Contaminants

Alkaline
Lead

Benzene
Carbaryl
Chlorobenzene
Fluorine
Ethyl-Benzene

p-Dichlorobenzene
Toluene
Trichloroethylene

Rated Service Capacity: 200 gal
Rated Service Flow: 0.55 gpm

Conditions of Certification:
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.

State of California
Department of Public Health
Water Treatment Device
Certificate Number
09-1979
Date Issued: May 8, 2009
Date Revised: 2/22/2010

Trademark/Model Designation: UKF8001AXX-200
Replacement Elements: UKF8001
46 9006-120
67001323-200

Manufacturer: JLP Nitrification

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:

Microbiological Contaminants and Turbidity

Cysts
Turbidity

Inorganic/Radioactive Contaminants
Amber
Lead

Organic Contaminants

Alkaline
Benzene
Carbaryl
Chlorobenzene
Fluorine
Ethyl-Benzene

p-Dichlorobenzene
Toluene
Trichloroethylene

Rated Service Capacity: 200 gal
Rated Service Flow: 0.55 gpm

Conditions of Certification:
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.