



SUPPLYING DEMAND[®]

Diagnosing & Checking Procedures for Ice Makers

ISSUE	PROBABLE CAUSE	POSSIBLE FIXES
No Ice	1. Freezer not cold enough. Note: icemaker will not make ice or even add water unless freezer is 10° F or colder.	Allow several hours for freezer to cool down to 10° F. If the freezer does not cool down to 10° F, adjust thermostat to colder temperature or repair the freezer.
	2. Arm in up (OFF) position	Depending on the model, free the arm and/or lower the arm. Replace the ice bin on some models.
	3. No power to the icemaker	This could be a loose wire in one of the connectors or a bad thermal fuse in the harness. Replace the wiring harness.
	4. No water to the icemaker	<ul style="list-style-type: none"> • Ensure that the freezer is cold enough. Water will not flow into the icemaker if the freezer and icemaker are not 10° F or colder. • Check the water supply and make sure that it is turned on. • Check the water supply saddle valve. Replace this if the flow is reduced. • Check the water valve on the freezer and replace if necessary. • Replace the modular head.
	5. Icemaker fails to complete cycle	<ul style="list-style-type: none"> • Check the mold heater. If this is bad, replace the icemaker. • Replace the modular head.
Minimal Ice	1. Freezer not cold enough	Allow several hours for freezer to cool down to 10° F. If the freezer does not cool down to 10° F, adjust thermostat to colder temperature or repair the freezer.
	2. Arm operation intermittent	<ul style="list-style-type: none"> • The arm may not be installed properly. Align the arm and click it into place. • The arm could be blocked by something in the freezer - such as ice buildup or another item. Free the arm and turn the icemaker on by pushing the arm down.
	3. Water supply problem	<ul style="list-style-type: none"> • Check the water valve for adequate pressure (20 PSI or better). Also check the flow rate (130cc to 150cc in 8 seconds). • Check the water supply saddle valve. Replace if reduced flow.



SUPPLYING DEMAND®

Diagnosing & Checking Procedures for Ice Makers

ISSUE	PROBABLE CAUSE	POSSIBLE FIXES
Minimal Ice continued	3. Water supply problem (continued)	<ul style="list-style-type: none"> <i>Incomplete Fill:</i> The water is not staying on for 8 seconds. It is very unusual to need to adjust the water fill and typically only needs to be adjusted if a new water valve was installed with a non-standard flow rate. To adjust this, turn the screw clockwise up to one turn to decrease water amount (1/2 turn equals 20cc or 1/2 seconds). Turn counter-clockwise to add water. DO NOT adjust water flow more than one turn as this will damage the main module. Changing this setting will not make water flow into the icemaker. See procedures for No Ice if water does not flow. The harvest thermostat is short cycling. Replace the icemaker.
Too Much Ice	1. Arm stuck in down position or not moving	<ul style="list-style-type: none"> The arm may not be installed properly. Align the arm and click it into place. The arm could be blocked by something in the freezer - such as ice buildup or another item. Free the arm and turn the icemaker on by pushing the arm down.
	2. Broken shut off activator (in modular head)	Replace icemaker or module.
	3. Too much water	<ul style="list-style-type: none"> Check the water valve. If the fill tube freezes or continues to drip, replace the water valve. If the water flows for too long, check to see if the valve is shutting off. See the procedures for Minimal Ice in <i>Probable Cause 3</i> regarding an Incomplete Fill.
	4. Icemaker fails to stop at the end of a cycle or stops mid-cycle	Check modular head and replace if needed.

PLEASE NOTE: This sheet cannot fully diagnose your appliance, only offer help. It is not meant to replace the advice of a trained service technician. When performing any repairs on an appliance, be sure to turn off power at the breaker and unplug the appliance. Failure to do so can cause injury, damage to the appliance, or even death. Always consult the manufacturer's user manual for your specific model for instructions and best practices.

supplyingdemand.com



@therepairbrand | supplyingdemand