TECHNICAL SERVICE GUIDE

General Electric Side-by-Side Knob Control/Metal Liner Refrigerator

MODEL SERIES:
GSS20
GSS22
GSS25
ESS22
ESS25
HSS22
HSS25
SSS25
IMPORTANT SAFETY NOTICE

The information in this service guide is intended for use by individuals possessing adequate backgrounds of electrical, electronic, and mechanical experience. Any attempt to repair a major appliance may result in personal injury and property damage. The manufacturer or seller cannot be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.

WARNING

To avoid personal injury, disconnect power before servicing this product. If electrical power is required for diagnosis or test purposes, disconnect the power immediately after performing the necessary checks.

RECONNECT ALL GROUNDING DEVICES

If grounding wires, screws, straps, clips, nuts, or washers used to complete a path to ground are removed for service, they must be returned to their original position and properly fastened.
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2001 Energy SxS models are being introduced in response to the requirement for more energy-efficient refrigerators by mid year 2001, along with having feature and operation enhancements. The primary differences in this refrigeration system are the adaptive defrost system (see Pub. # 31-9062), control board, software, and control systems that operate independently in fresh food and freezer sections. The new high-efficiency control system has the ability to cycle components and adjust fan speeds as required to maintain temperature-setting ranges in freezer and fresh food sections. Feedback systems are digital inputs and relay outputs. Sensors (thermistors) are used to measure temperature with communications to a main PC board, which controls the unit components. The refrigerator has versions that have control knobs or touchpads (Profile models) to provide inputs to a microprocessor. The freezer/fresh food controls are temperature setpoint type and have settings of 0-9 with 9 being the coldest temperature possible. The new NO CLEAN condenser is serviceable from the rear and is designed to prevent the customer from having to clean the condenser in normal usage conditions.

Sealed system operation and compressor are functionally the same as previous models, with some minor changes.

The 20', 22', and 25' side-by-side models are the models affected. These models are available with through-the-door chilled water and ice dispenser, and built-in water filter feature. On models requiring icemaker, the newest electronic icemaker (see Pub. # 31-9063) has been or can be installed.

The freezer has adjustable shelves, slide-out Spillproof shelf, QuickSpace shelf, and deep door shelves, based on model. The fresh food section has a baking soda holder, fruit and vegetable drawer, drawer dividers, adjustable humidity drawer, and convertible meat drawer.

This new high-efficiency refrigerator is a combination of the most efficient refrigeration system and the most desirable customer features available.
ATTENTION INSTALLER: FOR A QUALITY INSTALLATION, FOLLOW THESE INSTRUCTIONS.

1. REMOVE AND DISCARD SKIDBOARDS and bolts used to hold skidboards.
2. Use PADDED HAND TRUCK to protect refrigerator finish.
3. MAKE SURE FRONT ROLLERS DO NOT REST ON TRUCK.
4. TRUCK FROM SIDE ONLY.
5. LEAVE TAPE ON DOORS until refrigerator is in its final location.

FOR DISispenser MODELS:

- REMOVE AND DISCARD SKIDBOARDS and bolts used to hold skidboards.
- Use PADDED HAND TRUCK to protect refrigerator finish.
- ATTACH A SOLID WALL STRAP TO THE REAR WALL (SEE ATTACHMENT Diagram).
- MAKE SURE FRONT ROLLERS DO NOT REST ON TRUCK.
- TRUCK FROM SIDE ONLY.
- LEAVE TAPE ON DOORS until refrigerator is in its final location.
- MAKE SURE DOORS ARE EVEN AT TOP. Check gasket seal.

5. IMPORTANT: IMMEDIATELY REMOVE ALL CLEAR PROTECTIVE TAPE FROM TRIM.
   • TO REMOVE TAPE RESIDUE AND HANDPRINTS, USE APPLIANCE POLISH.
   • REMOVE ALL TAPE AND OTHER PACKAGING MATERIAL FROM INSIDE REFRIGERATOR. DO NOT REMOVE SERIAL PLATE.

IF NECESSARY TO REMOVE DOORS, REMOVE ALL HINGES.

WHEN INSTALLING DOORS...

- At lower left hinge, remove tubing from the clip.
- Disconnect the water line.

- Push tubing into connector (¼” to ½”) to prevent leakage.
- At upper hinges, disconnect wiring connectors.
- Remove both hinges with each door to prevent damage to tubing or wiring.

TO REINSTALL DOORS...

- Reinstall lower hinges and tighten hinge screws firmly.
- Place door on lower hinge pin and install upper hinges. Tighten upper hinge screws firmly.
- Align both doors evenly at top by adjusting pin on lower fresh food hinge.
- Reconnect wiring connectors and reinstall hinge covers.
- Reinstall tubing by pushing tubing into connector.
- Put tubing back into clip.

IMPORTANT: PLEASE READ CAREFULLY

FOR PERSONAL SAFETY, THIS APPLIANCE MUST BE PROPERLY GROUNDED.

The power cord of this appliance is equipped with a three-prong (grounding) plug that mates with a standard three-prong (grounding) wall receptacle to minimize the risk of electric shock hazard from this appliance. The customer should have the wall receptacle and circuit checked by a qualified electrician to make sure the receptacle is properly grounded.

Where a standard two-prong wall receptacle is encountered, it is the personal responsibility and obligation of the customer to have it replaced with a properly grounded three-prong wall receptacle.

DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE THIRD (GROUND) PRONG FROM THE POWER CORD.

USAGE SITUATIONS WHERE THE APPLIANCE’S POWER CORD WILL BE DISCONNECTED INFREQUENTLY

Because of potential safety hazards where customer conditions, we strongly recommend the use of an adapter plug. However, if you elect to use an adapter, where local codes permit, a TEMPORARY CONNECTION may be made to a properly grounded two-prong wall receptacle by the use of a UL listed adapter which is available at most hardware stores. The larger slot of the adapter must be aligned to provide proper polarity in the connection of the power cord.

ATTACHING THE ADAPTER GROUND TERMINAL TO THE WALL RECEPTACLE COVERSocket does not ground the appliance unless the cover screw is metal, and not insulated, and the wall receptacle is grounded through the house wiring. The customer should have the circuit checked by a qualified electrician to make sure the receptacle is properly grounded. When disconnecting the power cord from the adapter, always hold the adapter with one hand. If this is not done, the adapter ground terminal is very likely to break with repeated use. Should this happen, DO NOT USE the appliance until a proper ground has again been established.

USAGE SITUATIONS WHERE THE APPLIANCE’S POWER CORD WILL BE DISCONNECTED FREQUENTLY

Do not use an adapter plug in these situations because frequent disconnecting of the power cord places undue strain on the adapter and leads to eventual failure of the adapter ground terminal. The customer should have the two-prong wall receptacle replaced with a three-prong (grounding) receptacle by a qualified electrician before using the appliance.

1973266P001 31-5087 9-00 JR
Specifications

DISCONNECT POWER CORD BEFORE SERVICING
IMPORTANT-RECONNECT ALL GROUNDING DEVICES
All parts of this appliance capable of conducting electrical
current are grounded. If grounding wires, screws, straps,
clips, nuts or washers used to complete a path to ground
are removed for service, they must be returned to
their original position and properly fastened.

ELECTRICAL SPECIFICATIONS
Thermistor calibration: kilo-ohm resistance.......... @ 0°F 62.79
                          @ 37°F 24.48
                          @ 77°F 10.00
Defrost Control ........................................ adaptive system
Defrost Thermostat .................................. 140-110°F

ELECTRICAL RATING
Maximum Current Leakage............................. 0.75 mA.
Maximum Ground Path Resistance ................... 0.14 Ohms
Energy Consumption ................................ 58 KWH/mo.

NO LOAD PERFORMANCE
Control Position 5/5 and Ambient of 70°F -90°F.
Fresh Food, °F ..................................34-41
Frozen Food, °F ..................................-3-3
Run Time % @ 70 Ambient ...................46-58%
Run Time % @ 70 Ambient ...................52-64%

REFRIGERATION SYSTEM
Refrigerant Charge (R134a) ..................... 4.25 ounces
Compressor ......................................... 1030 BTU/ hr
Minimum Compressor Capacity ............... 23 inches
Minimum Equalized Pressure
  @ 70°F ........................................ 62 PSIG
  @ 90°F ........................................ 54 PSIG

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INSTALLATION
Clearance must be provided for air circulation
AT TOP ..................................................1”
AT SIDES ...............................................0.13”
AT REAR ..............................................1”

AIR FLOW

MODELS
ESS25XG          GSS25JF          GSS25KG
GSS25QF          GSS25SG          GSS25UF
GSS25VG          GSS25WG          GST25KG
HSS25IF          HST25IF          SSS25KF

REPLACEMENT PARTS
Board Asm Encoder .................................. wr55x10040
PTCR ............................................. wr07x10033
Overload .......................................... wr08x10026
Capacitor .......................................... wr062x0080
Heater and Bracket Asm .......................... wr51x10030
Motor DC Cond Fan ................................. wr60x10053
Motor DC Evap Fan ................................. wr60x10043
Board Asm Main Control .......................... wr55x10037
Compressor Replacement Kit ..................... wr87x10041
Sensor Temperature ............................... wr50x10027
Nomenclature

BRAND/PRODUCT
G = GE
H = HOTPOINT
P = PROFILE (GE)
E = ETERNA (GE)
R = RCA
S = SELECT (GE)

DEPTH/POWER
A = LEADER WIRE
D = DELUXE WIRE
I = DELUXE GLASS
K = SPILL PROOF/SLIDE-OUT GLASS
M = SPILL PROOF/SLIDE-OUT GLASS & QUICK SPACE
Q = SHOWCASE DERIVATIVE
U = AVB DERIVATIVE
W = HPS (CONTRACT) DERIVATIVE
X = REGIONAL DERIVATIVE

DEVELOPMENT
S = STANDARD DEPTH
T = TROPICAL
G = GLOBAL

ENGINEERING NOMENCLATURE
A = INITIAL DESIGN
B = 1ST REVISION
ETC.

DOOR TYPE
F = FLAT DOOR

VOLUME
20 / 22 / 25 CU. FT.

MODEL YEAR
M = 2001

CONFIGURATION
S = SIDE-BY-SIDE REF.

ICEMAKER/EXTERIOR
B = NON-DISPENSER / ICE-MAKER READY
D = CUBED ICE / WATER
E = CUBED & CRUSHED ICE / WATER
F = 6 MO. FILTER / CUBED & CRUSHED ICE
G = 1 YR. FILTER / CUBED & CRUSHED ICE
I = IN-LINE FILTER / INDICATOR & C/C/W

EXTERIOR COLOR
WW = WHITE/WHITE
AA = ALMOND/ALMOND
BB = BLACK/BLACK
CC = BISQUE/BISQUE
WH = WHITE/BLACK
AD = ALMOND/BLACK

Note: Mini Manual/Tech Data Sheet is located in a plastic bag in the control console.
Warranty Information

Sales slip or cancelled check is required as proof of original purchase date to obtain service under warranty. Note: Water filter cartridge warranty is 30 days.

All warranty service is provided by our Factory Service Centers or an authorized Customer Care® technician.

<table>
<thead>
<tr>
<th>For The Period Of:</th>
<th>GE Will Replace:</th>
</tr>
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<tbody>
<tr>
<td><strong>One Year</strong></td>
<td>Any part of the refrigerator which fails due to a defect in materials or workmanship. During this <strong>full one-year warranty</strong>, GE will also provide, <strong>free of charge</strong>, all labor and in-home service to replace the defective part.</td>
</tr>
<tr>
<td>From the date of the original purchase</td>
<td></td>
</tr>
<tr>
<td><strong>Five Years</strong></td>
<td>Any part of the sealed refrigerating system (the compressor, condenser, evaporator, and all connecting tubing) which fails due to a defect in materials or workmanship. During this <strong>five-year warranty</strong>, GE will also provide, <strong>free of charge</strong>, all labor and in-home service to replace the defective part in the sealed refrigerating system.</td>
</tr>
<tr>
<td>From the date of the original purchase</td>
<td></td>
</tr>
<tr>
<td><strong>Lifetime</strong></td>
<td>Any see-through pan or drawer furnished with the refrigerator if the pan or drawer breaks during normal household use. Drawer covers are not included. During this <strong>limited lifetime warranty</strong>, you will be responsible for any labor or in-home service costs.</td>
</tr>
<tr>
<td>From the date of the original purchase</td>
<td></td>
</tr>
</tbody>
</table>

What GE Will Not Cover:

- Service trips to your home to teach you how to use the product.
- Improper installation.
- Failure of the product if it is abused or used for other than the intended purpose or used commercially.
- Loss of food due to spoilage.
- Replacement of house fuses or resetting of circuit breakers.
- Replacement of the water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply.
- Replacement of water filter cartridge after its expected useful life, 30 days.
- Damage to the product caused by accident, fire, floods, or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. In Alaska, the warranty excludes the cost of shipping or service calls to your home.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state’s Attorney General.

Warrantor: General Electric Company. Louisville, KY 40225
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Normal Operating Characteristics That Are Different from Previous Models

- Icemaker auger rotates clockwise.
- Evaporator fan running, without compressor or condenser fan.
- Post Dwell (Adaptive Defrost), compressor, and condenser fan on with evaporator fan off after defrost cycle.
- Liner Protection Mode, fan comes on when the doors are open for 3 minutes.
- Evaporator fan and compressor can run continuously for 2 hours (Adaptive Defrost).
- Different sound levels can be heard when the fan changes speed.
- Response time for drastic temperature change is 2 to 10 minutes. The main control board will only respond to 8 degrees (Fahrenheit) of temperature change per minute as determined by resistance of sensor.

Abnormal Operating Characteristics (Incorrect Operation)

- Evaporator fan on, compressor off, and damper shut (except liner protection mode).
- Rapid fan speed changes, fan takes at least 1 minute to change speeds.
- Compressor running without the condenser fan. The compressor and condenser fan should always run at the same time.

Adaptive Defrost

Adaptive Defrost can be described as a defrost system that adapts to a refrigerator’s surrounding environment and household usage.

Unlike conventional defrost systems that use electromechanical timers with a fixed defrost cycle time, Adaptive Defrost utilizes an intelligent, electronic control to determine when the defrost cycle is necessary. In order to accomplish the correct defrost cycle time, the main control board monitors the following refrigerator operations:

- Length of time the refrigerator doors were open since the last defrost cycle.
- Amount of time the defrost heaters were on in the last defrost cycle.

Adaptive Defrost is divided into 5 separate cycles. Those operations are:

- Cooling Operation
- Pre-Chill Operation
- Defrost Heater Operation
- Dwell Period
- Post Dwell

(See Pub. #31-9062 for more information on Adaptive Defrost.)

Cooling Operation (Adaptive Defrost)

During the cooling operation, the main control board monitors door opening (fresh food and freezer doors) and compressor run times. The board counts the time the doors are open. It reduces the length between defrosts by 255 seconds (multiplication factor) for each second that each door is open. If both doors are open, it reduces it by twice the amount. The multiplication factor reduces compressor run time. If the doors are not opened, the compressor will run up to 60 hours between defrosts. If the doors are opened frequently and/or for long periods of time, the compressor run time between defrosts will be reduced to as little as 8 hours.

Pre-Chill Operation (Adaptive Defrost)

![Pre-Chill Mode Diagram]

When the main control board determines that defrost is necessary, it will force the refrigerator
into a continuous cool mode (pre-chill). During pre-chill, the freezer temperature may be driven below the set point. However, the fresh food temperature will be regulated by the damper. Pre-chill will last for 2 hours. These models do not have a defrost holdoff.

**Defrost Heater Operation (Adaptive Defrost)**

After 2 hours of pre-chill operation, the main control board turns off the compressor, condenser fan, and evaporator fan.

During defrost operation, the main control board monitors the evaporator temperature using evaporator thermistor inputs. The thermistor will terminate defrost heater operation in less than 45 minutes. Typical defrost time is 20-30 minutes. Maximum defrost cycle is 45 minutes with heater on, 5 minutes in dwell.

The defrost system is protected by a defrost safety thermostat (switch). The thermostat opens when the evaporator temperature raises to 140° F and closes when the evaporator temperature lowers to 110° F.

**Dwell Period (Adaptive Defrost)**

After defrost heater operation has been terminated by the main control board, a 5-minute dwell period occurs. During this period, the compressor, condenser fan, and the evaporator fan remain off. The remaining frost melting from the evaporator will continue to drip and drain so that prior to the cooling operation, the evaporator will be totally clear of any moisture. After the 5-minute dwell period, the unit goes into post dwell.

**Post Dwell (Adaptive Defrost)**

The post dwell period is designed to cool the evaporator before circulating air within the refrigerator. This prevents any residual heat on the evaporator from being distributed in the freezer. During this period, the compressor is on and the condenser fan is on, but the evaporator fan is off, and the damper is closed. Post dwell lasts 10 minutes on these models.

**Liner Protection Mode**

The liner protection mode will activate if either of the doors have been open for 3 minutes. This mode will start the evaporator fan and close the damper.

This mode is controlled by 2 timers. Timer #1 monitors door-open time. A 3-minute door-open count begins when the door is opened. If 3 minutes elapse before the door is closed, the liner protection mode will become active. Once the door is closed, timer #1 resets and liner protection mode goes into standby. In standby, normal fan and damper operations resume and timer #2 begins a 3-minute door-closed count. If 3 minutes elapse without a door opening, liner protection mode will completely deactivate. If a door is opened within the timer #2 door-closed count, the remaining time in the door-closed count will be deducted from the timer #1 door-open count.

**Dispensing Functions**

The water, crushed ice, and cubed ice functions are controlled by the main control board. To select a function, press the appropriate pad on the dispenser. The LED will light to identify the selection.

To dispense the selected item, depress the dispenser cradle located in the dispenser recess. The solenoid and linkage assembly will open the ice chute door to dispense the ice. If cubed ice is selected, the crushed ice bypass solenoid will allow cubed ice to bypass the ice crusher. The ice chute door must remain open for 5 second after dispensing ceases. After this 5 second delay, the solenoid and linkage assembly will shut the ice chute door.

The dispenser light will come on automatically when the dispenser cradle is depressed and will fade out 5 seconds after it is released.

**Dispenser Light**

The LIGHT pad turns the dispenser light on and off. When the light is turned off, it will fade out. The dispenser light will come on automatically when the dispenser cradle is depressed and will fade out 5 seconds after it is released. The LIGHT pad will not turn off the light during dispense.
Dispenser Lock

When the dispenser system is locked, no dispenser command will be accepted. This includes the dispenser cradle and will prevent accidental dispensing that may be caused by children or pets. If a pad is pressed with the system locked, it will be acknowledged with 3 pulses of the LOCK LED accompanied by an audible tone.

To lock or unlock communication between the dispenser and main control board, press the LOCK pad and hold it for 3 seconds. The LOCK LED will flash while the LOCK pad is pressed. When the communication is locked, the LOCK LED will be illuminated.

The status of other functions selected prior to the initiation of the lock feature will be displayed. If the lock is engaged while a mode is active, the LED will remain on until that mode times out.

If the lock is engaged when the filter timer expires, the LED will come on but cannot be reset until the lock is turned off.

The lock feature will be restored in the event of a power disruption.

Filters

Some models are equipped with a water filter located in the upper right-hand corner of the fresh food compartment. The filter is designed to be used for up to 8 hours of open valve time or 1 year of calendar time.

When 90% of filter time (dependant on model) has elapsed (open valve time or calendar time, whichever comes first), the main control board will illuminate the filter reminder LED (amber). When 100% of the filter time has elapsed, the main control board will illuminate the filter reminder LED (red).

Hinge System and Door Closure

The hinge brackets are not adjustable on the cabinet. The fresh food door can be adjusted up and down by using the hinge adjustment pin (located on the fresh food lower door hinge).

The fresh food and freezer lower door hinges are equipped with replaceable cam risers. The cam risers assist in door closure. If the fresh food door is adjusted too high, cam riser will not be engaged, and the fresh food door will not close properly.

IMPORTANT: The refrigerator rollers must be adjusted correctly for proper door closure. When the rollers are adjusted correctly, the door should close easily when open approximately 45 degrees (halfway).
The freezer compartment is designed so that when the evaporator fan is operating, air is drawn into the bottom of the air tunnel and through the evaporator. The cold air is then pushed out into the top of the freezer.

The fresh food compartment receives chilled air via an electronic damper positioned at the top, rear of the refrigerator between the freezer compartment and the fresh food compartment. The damper is controlled by the main control board and when open, allows chilled air from the freezer air tunnel to move into the fresh food compartment.

Air returns from the fresh food compartment to the freezer compartment via a vent located to the left of the FRESH PRODUCE drawer.

The new NO CLEAN condenser is accessed from the rear and is designed to be tolerant of up to 2 inches of lint. The idea is that the consumer, in normal operating conditions, will never have to clean the condenser. If necessary, only an ordinary appliance brush is used. Air is drawn in from the outside diameter of the condenser and pulled out by the condenser fan. A condenser fan baffle is located at the rear to direct airflow through the condenser. Functionally, the condenser does the same job as previous models. Air is drawn in from front left and rear left and exits out front right side of refrigerator.
Main Control Board

**Inputs**
- Accumulated FF and FRZ Door Openings (Minutes)
- Compressor Run Time (Minutes)
- Defrost Heater On Time (Minutes)

**Outputs**
- Cooling
- Pre-Chill
- Defrost

- Thermistor Inputs
- Encoder Inputs
- Damper Coils
- Communication Inputs/Outputs

- Processing Unit
- Fan Outputs
- Damper Coils
- Model Select
- Compressor Outputs and Inputs
- Door Switch Inputs
- Fan HTR

- Defrost HTR
- Auger
- Cooling Unit

- Door Switches
- Accumulated FF and FRZ Door Openings (Minutes)
- Compressor Run Time (Minutes)
- Defrost Heater On Time (Minutes)
# Mechanical Disassembly

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Door Gasket

The rear flange of the gasket is positioned between the inner and outer door panels. The screws under the gasket flap must be loosened.

1. Remove the door bins.
2. Loosen 40 screws located under the door gasket.
3. Remove the gasket from the interior of the door liner.

Note: The back side of the door liner has double-sided tape at the corners.

Doors and Door Hinges

IMPORTANT: The freezer door is not adjustable. The fresh food door can be adjusted up and down to match the height of the freezer door. Adjust the fresh food door up or down using the hinge adjustment pin (located on the fresh food lower door hinge).

The fresh food and freezer lower door hinges are equipped with replaceable cam risers. Cam risers assist in door closure.

When the fresh food door is adjusted too high, the cam riser will not be engaged. If the cam riser is not engaged, the door will not close properly. Refer to the Fresh Food Door Adjustment section in this chapter for more information.

IMPORTANT: The refrigerator rollers must be adjusted correctly to ensure proper door closure. Refer to the Roller Assembly section in this chapter for more information.

Door Handles

Door handles are front mounted and secured with Torx-style screws.

1. Remove the handle trim covers by inserting a thin flat-blade screwdriver about 2 in. from the end of top cover trim. Pry up enough to insert your fingers and lift to free trim from 2 plastic locking tabs inserted in rectangle door holes. Reverse to reinstall, taking care to align cover trim correctly. The top and bottom are not interchangeable.
2. Remove 2 T-20 Torx screws from the upper and lower ends of the handle.
3. Remove the handle.

Door Removal

1. Remove the upper hinge cover by removing the Phillips screw.
2. With the door in the closed position, disconnect the wiring harness (freezer side only).
3. Remove the base grille.

4. Disconnect the water supply tube. To disconnect the tube, push in the white collar on the quick connector and pull the tube out.

5. Remove the water tube protection (black collar).

6. Remove 2 upper hinge screws.

7. Lift the upper hinge and move it to the side (the gasket is located under the hinge).

**CAUTION:** Do not side-load hinges.

**NOTE:** Freezer door only - Guide the water line through hinge while lifting the door from hinge.

8. Open the door 90 degrees and lift the door straight up and off the lower hinge.

9. Remove the screw, hinge cam, and thimble from the bottom of the door.

10. Fresh Food Door Only: Remove the hinge adjustment pin and cam riser from the lower hinge.

11. Freezer Door Only: Remove the cam riser and washer from the lower hinge.

12. Remove 2 screws and lower hinge from cabinet.

**Fresh Food Door Adjustment**

**IMPORTANT:** The refrigerator rollers must be adjusted correctly to ensure proper door closure. Refer to the Roller Assembly section in this chapter for more information.

The freezer door is not adjustable. The fresh food door can be adjusted to match the height of the freezer door.

1. Remove the base grille (opening the door makes grille removal easier).

2. Turn the hinge adjustment pin (located on the fresh food lower hinge) clockwise to raise the door and counterclockwise to lower the door.

**Control Panel**

The control panel, located at the front of the fresh food compartment, contains temperature control encoders for fresh food and freezer sections and the fresh food door light switch.

1. Remove 2 screws located in the bottom of the control panel. Slide the panel down.
2. Disconnect the connectors for the door light switch and temperature control switches.

3. Disconnect the connectors for the light and temperature control encoders.

4. Disconnect the temperature control encoder connector.

5. Remove the mounting nuts for both encoders.
   **Note:** Both switches must be replaced because they are mounted on a common circuit board.

6. Disconnect the refrigerator door light switch supply connector.

7. Push the locking tab in and slide the switch out of the panel.

**Fresh Food Light**

The lower fresh food light is located under an opaque cover in the lower portion of the fresh food compartment in some models.

**Note:** The upper light cover removal is covered in the previous procedure.

1. Remove the lower light cover by lifting it off the dowels.

2. Remove 2 40-watt appliance light bulbs.

**Freezer Door Light Switch**

The freezer door light switch is located on the left of the freezer compartment.

1. Slide a small flat-blade screwdriver under the switch and push the locking tab. Pull out the switch.

2. Disconnect the harness connector and remove the switch.

**Water Filter Cartridge**

**Note:** The water filter should be replaced every 6 months. Warranty life is 30 days.

The water filter cartridge is located in the upper right corner of the fresh food compartment. When the LED illuminates, change the water filter. On those models without the LED, change the filter when the water flow decreases to the dispenser or icemaker.

1. Remove the old cartridge by slowly turning it to the left. Do not pull the cartridge down. A small amount of water may drip when the cartridge is removed.
2. On models without a replacement LED, apply the year and month sticker to the new cartridge.

3. Line up the arrow on the cartridge with the cartridge holder. Place the new cartridge up and inside the holder. Do not push it into the holder.

4. Slowly turn the cartridge to the right until it stops (about 1/2 turn). Do not overtighten. The cartridge will automatically raise itself into position.

5. Run water from the dispenser for 3 minutes (about 1-1/2 gallons) to clear the system and prevent sputtering.

6. On models with the LED, press and hold the RESET WATER FILTER pad on the dispenser.

**Note:** A filter bypass plug must be used if a replacement filter is not available. The dispenser and icemaker will not operate without a filter or the filter bypass plug installed.

The QuickSpace shelf splits in half and slides under itself to allow for storage of tall items on the shelf below. To adjust this shelf:

1. Tilt the shelf up until the tab disengages from the shelf track.

2. Lift the lower tab out of the shelf track.

3. Slide the front half of the shelf under the back half.

---

**Shelves**

The slide-out and Spillproof shelves allow access to items stored behind other items. Spillproof shelves have special edges to help prevent spills from dripping onto lower shelves.

**Drawers and Bins**

The refrigerator uses drawers (fresh food) and bins (freezer) to store food.

Adjustable humidity drawers allow vegetables to be stored at high humidity or fruits at low humidity. A convertible meat drawer with variable control regulates cold air from the freezer compartment to circulate around the drawer.

1. Pull out the drawer or bin until it reaches the mechanical stops.

2. Lift the drawer or bin up and pull it out of the compartment.
Door Shelf Extenders

Detachable shelf extenders deepen and enclose fixed door shelves, providing more storage and greater storage flexibility.

1. Lift the shelf extender straight up until it disengages from the locking device.
2. Pull out the shelf extender.

Freezer Light

The freezer light is attached to the evaporator fan housing.
1. Remove the light cover by lifting it off the tabs.
2. Replace the appliance light bulb.

Icemaker

The icemaker is located in the rear of the freezer compartment. The icemaker must be replaced as a complete unit.

1. Slide out the upper icemaker dispenser tray and drawer.
2. Loosen 2 mounting screws.
3. Lift up the icemaker and slide it out until the cable connection is exposed.

**Note:** When replacing the icemaker, the fill cup and splash baffle must be reused.

4. Disconnect the cable connector.

5. Loosen 3 screws on the icemaker bracket.

6. Lift up the bracket and slide it out.

---

**Ice Dispenser Drive**

The ice dispenser drive turns the ice dispenser auger in either crushed or cube mode.

1. Remove 2 Phillips screws from the ice dispenser drive.

2. Slide the dispenser out until the cable connector is visible.

3. Disconnect the cable and remove the dispenser drive.

---

**Evaporator Fan**

The evaporator fan, located in the upper portion of the freezer compartment, circulates cold air through the fresh food and freezer compartments.

1. Remove auger motor housing.

2. Loosen 4 Phillips screws located in the lower portion of the evaporator fan duct.

3. Lift up the duct and slide it out.
4. Remove 4 Phillips screws from the evaporator cover.
5. Remove the evaporator cover.
6. Disconnect the evaporator fan cable connectors and the ground wire.
7. Loosen 2 Phillips screws from the evaporator fan mounting.

8. Pull out the fan and remove the light and defrost heater wiring harness.
9. Remove the fan.

---

**Defrost Heater and Freezer Thermistor**

The defrost heater warms the evaporator during the defrost mode of operation. The freezer thermistor, located at the bottom left side of the freezer compartment, senses the temperature in the freezer.

1. Complete steps 4 and 5 in the previous procedure.
2. Remove 2 Phillips screws from the defrost heater.
3. Remove the heater.
4. Remove the freezer thermistor.
Overtemperature Thermostat and Evaporator Thermistor

The main control board monitors the resistance of the evaporator thermistor. The main control board will terminate the defrost cycle when a predetermined temperature (60°F) is reached. The over-temperature thermostat is a redundant defrost terminating device. It will also terminate defrost in the event of a failure of the evaporator thermistor.

1. Remove the overtemperature thermostat.
2. Remove the evaporator temperature thermistor.

Fresh Food Thermistor

The fresh food thermistor, located in the top, left of the fresh food compartment, hidden behind the bin track at the top left, senses the compartment temperature.

1. Disengage the plastic track by sliding upward and remove the housing.
2. Remove the thermistor from the housing.

Door Dispenser Control Panel

The door dispenser control panel allows the consumer to select water, crushed ice, or ice cubes. It is an interface to the main control board.

1. Use a screwdriver to unlock the tabs at the bottom of the control panel. Slide the bottom out and down.
2. Disconnect the wiring harness connectors.

Note: Inner door panel must be removed to remove recess trim.

Door Dispenser Target Switch

When depressed, the door dispenser target switch allows water, ice cubes, or crushed ice to be dispensed.

1. Remove door dispenser control panel (see previous procedure).
2. Remove 4 Phillips screws in the door dispenser housing.
3. Slide out the housing and disconnect the target switch and dispenser light connectors.
4. Spread out the locking tabs and remove the switch.

5. Push the chute duct door locking tabs back and raise the assembly above the locking tabs.

6. Push the lower armature locking tabs (under the assembly) back and lift up the entire assembly.

Ice Crusher

The ice crusher uses a deflector. When the deflector is UP (“Crushed Ice” is selected on the dispenser control panel), the ice crusher operates. When the deflector panel is DOWN (“Cubed Ice” is selected on the dispenser control panel), the deflector is normally up.

1. Remove the ice dispenser tray and assembly (see page 21).

2. Remove 2 Phillips screws from the ice dispenser cover.

3. Turn over the ice bucket and ice dispenser cover. Remove the Phillips screw.

4. Remove the cover.

5. Remove the Phillips screw for the ice cube control linkage and slide the linkage to the rear of the ice bucket.

6. Using a pair of pliers, break the tabs off the back cover.

7. Using 2 flat blade screwdrivers, disengage the locking tabs at either side of the ice crusher and remove the assembly.

8. Slide the back cover off the auger. The back cover must be replaced because of tabs broken off for disassembly.

9. With a flat-head screwdriver, remove the C-clip from the end of the auger.

10. Remove the auger and ice crusher blade assembly.

Ice Dispenser Drive Motor

The ice dispenser drive motor turns the auger in the crushed or cube mode.

1. Remove the ice dispenser tray and assembly.
2. Remove 2 Phillips mounting screws.
3. Pull out the motor.
4. Disconnect the wire connectors.
5. Remove the drive fork and nut.

6. Disconnect the motor wiring connectors.

7. Remove 3 motor mounting screws.
8. Remove the motor from the housing.

**Ice Cube Solenoid**

The ice cube solenoid energizes when the cube mode is selected on the dispenser control panel.

1. Remove the ice dispenser tray and assembly (see page 21).
2. Remove 2 Phillips mounting screws.
3. Pull out the motor.
4. Disconnect the wire connectors.
5. Remove the ground wire to the ice cube solenoid.

6. Disconnect the wire connectors.

7. Remove 2 solenoid mounting screws.
8. Slide the solenoid out of the housing.

**Evaporator**

Air is driven across the evaporator coils to produce cold air for the freezer and fresh food compartments. Evaporator is replace like previous models.

1. Complete steps 4 and 5 in the *Evaporator Fan* procedure.
2. Remove 3 Phillips screws from the evaporator mounting.
3. Cut the capillary and suction line.
4. Remove the evaporator.
5. With a file, score the capillary tube just above the soldered section. Break off the soldered section of the capillary tube. This helps prevent solder from plugging the tube during assembly.

6. Place a new evaporator into the freezer and insert the suction line and capillary tube into the evaporator.

7. Braze the suction line and capillary tube to the evaporator using silfos.

8. Install a replacement dryer.

9. Evacuate and recharge the system using currently accepted procedures.

**Condenser Fan**

The condenser fan provides forced-draft cooling for the condenser coil.

1. Remove the machine compartment access cover.

2. Remove 1 screw from the condenser fan mounting bracket.

3. Entire fan motor bracket and shroud assembly can be pulled out.

4. Remove 2 screws from the condenser fan cover.

5. Pull out the fan until the electrical connector is exposed.

6. Disconnect the electrical connector.

**Dispenser Heater**

The dispenser heater ensures that the dispensing recess does not sweat in high humidity.

1. Remove 40 door liner mounting screws.

2. Remove the door liner.

*Note:* The door liner has double-sided tape on the inside corners.

3. Remove the styrofoam dispenser cover.

4. Disconnect the wires and remove the heater.
Main Control Board

The main control board is located in the back of the unit. This board controls the operation of the unit.

1. Unplug the unit and remove the cover.
2. Disconnect all wiring harness connectors from the main control board.
3. Remove the board by unlocking the four plastic board standoffs located on the board.

Note: If standoffs are broken during disassembly, order new parts.

IMPORTANT: To ensure proper door closure, the refrigerator rollers must be adjusted to level the refrigerator. This is different from previous models.

Adjusting Screw
Guide Pin
Roller

3. Turn the adjusting screw counterclockwise until it disengages from the assembly.
4. Remove the roller from the slot.

Water Solenoid

When the solenoids receive a signal from the processor, they route water to the water filter, cooler, and icemaker.

1. Remove the access cover.
2. Remove the solenoid bank bracket screw.

Bracket Screw

3. Pull out and disconnect the cable connector.

Roller Assembly

Adjustable roller assemblies are located at the bottom front of the unit. They are adjustable and replaceable.

1. Unsnap the base grille from the bottom of the unit.
2. Remove the guide pin with a flat-head screwdriver.

Bracket Screw
4. Remove 2 Phillips screws from the solenoid connection.

5. Disconnect the water tube and remove the solenoid.

**Fresh Food Air Damper**

The fresh food air damper is located in the upper left corner of the fresh food compartment. The damper opens to allow cold air to circulate from the freezer to the fresh food compartment.

1. Remove 2 damper cover screws.

2. Remove the damper cover.

3. Using a flat-head screwdriver, remove the damper assembly from the mullion divider until the wire connector is exposed.

4. Disconnect the motor wire connectors.

5. Damper will be replaced as an assembly.
Efficient Use of Diagnostics

For most efficient use of the diagnostics, find the appropriate diagnostic chart and proceed as directed in the chart. When directed to take a thermistor reading, refer to Table 2, Thermistor Values.
<table>
<thead>
<tr>
<th></th>
<th>Freezer Compartment</th>
<th>Fresh Food Compartment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Above 15</strong></td>
<td>High-resistance freezer thermistor</td>
<td>High-resistance fresh food compartment thermistor</td>
</tr>
<tr>
<td>Fahrenheit</td>
<td>Low-resistance evaporator thermistor</td>
<td>Damper closed</td>
</tr>
<tr>
<td></td>
<td>Condenser fan failure</td>
<td>Evaporator fan failure</td>
</tr>
<tr>
<td></td>
<td>Evaporator fan failure</td>
<td>Door switch failure</td>
</tr>
<tr>
<td></td>
<td>Defrost heater stuck on</td>
<td>Main control board faulty</td>
</tr>
<tr>
<td></td>
<td>Door switch failure</td>
<td>Harness faulty</td>
</tr>
<tr>
<td></td>
<td>Main control board faulty</td>
<td>Door gasket leak</td>
</tr>
<tr>
<td></td>
<td>Harness faulty</td>
<td>Door open</td>
</tr>
<tr>
<td></td>
<td>Dispenser flap open</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Door gasket leak</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Door open</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sealed system failure</td>
<td></td>
</tr>
<tr>
<td><strong>Cycle Normal</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(between 14 and -14</td>
<td><strong>Above 50</strong></td>
<td></td>
</tr>
<tr>
<td>Fahrenheit</td>
<td></td>
<td><strong>Cycle Normal</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(between 49 and 33  Fahrenheit)</td>
</tr>
<tr>
<td><strong>Below -15</strong></td>
<td>Damper stuck closed</td>
<td>Damper stuck open</td>
</tr>
<tr>
<td>Fahrenheit</td>
<td>Low resistance in freezer thermistor</td>
<td>Low-resistance fresh food compartment thermistor</td>
</tr>
<tr>
<td></td>
<td>Main control board faulty</td>
<td>Main control board faulty</td>
</tr>
<tr>
<td></td>
<td>Harness faulty</td>
<td>Ambient temperature below 60</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Harness faulty</td>
</tr>
</tbody>
</table>

---
Main Control Board (Low-Voltage Side)
(Sample only, check schematic shipped with product)

1. Tan
2. 13VDC Red
3. Blk-DC Common
4. Violet
5. Wht

1. Blu / Yel
2. Wht / Brn
3. Red / Blk
4. Yel

1. Not Used
2. Yel / Blu Band
3. Wht / Blu Band
4. Brn
5. 5VDC Blu / Wht

PERSONALITY PIN
- NONE - 20 Cu. Ft.
- Pin 8 - 22 Cu. Ft.
- Pin 9 - 25 Cu. Ft.

INPUTS
- ACCUMULATED FF AND FRZ DOOR OPENINGS (MINUTES)
- COMPRESSOR RUN TIME (MINUTES)
- DEFROST HEATER ON TIME (MINUTES)

PROCESSING UNIT
Main Control Board (120 VAC Side)

- **Outputs**
  - COOLING
  - PRE-CHILL
  - DEFROST

- **Connectors and Wires**
  - J7
    - 1 - Blk / Wht
    - 2 - Violet / Blk
    - 3 - Yel
    - 4 - Gry
    - 5 - Not Used
    - 6 - Violet
    - 7 - Red
    - 8 - Blk
    - 9 - Orn

- **Components**
  - PROCESSING UNIT
  - K1 AUGER
  - K2 CDR
  - K3 DEFROST
  - K4 COMP
  - K5 ORG
  - K6 WATER AUGER
  - K7 PAN HTR
  - COMPRESSOR
  - DEFR
  - LINE
  - WATER CRUSHER
  - QC
  - K5
  - DEFROST
  - COOLING
  - PRE-CHILL
  - DOOR SWITCH
  - INPUTS
  - OUTPUTS
  - PROCESSING UNIT

- **Other**
  - GEA00905
<table>
<thead>
<tr>
<th>Connector</th>
<th>Pin</th>
<th>Wire Color</th>
<th>Component Termination</th>
<th>Pin-to-Pin Voltage Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>J1</td>
<td>1</td>
<td>Not used</td>
<td>Not used</td>
<td>Not used</td>
</tr>
<tr>
<td>J1</td>
<td>2</td>
<td>Yellow/Blue Band</td>
<td>Fresh food thermistor #1</td>
<td>J1 pin 2 to pin 5 = 2.8 to 3.5 VDC</td>
</tr>
<tr>
<td>J1</td>
<td>3</td>
<td>White/Blue Band</td>
<td>Freezer thermistor</td>
<td>J1 pin 3 to pin 5 = 2.8 to 3.5 VDC</td>
</tr>
<tr>
<td>J1</td>
<td>4</td>
<td>Brown</td>
<td>Evaporator thermistor</td>
<td>J1 pin 4 to pin 5 = 2.8 to 3.5 VDC</td>
</tr>
<tr>
<td>J1</td>
<td>5</td>
<td>5 VDC Blue/White</td>
<td>Thermistor supply voltage (5 VDC)</td>
<td>J1 pin 5 to J4 pin 3 = 5 VDC</td>
</tr>
<tr>
<td>J2</td>
<td>1</td>
<td>Blue</td>
<td>Evaporator fan tachometer</td>
<td>J2 pin 1 to pin 3 = 6.3 VDC</td>
</tr>
<tr>
<td>J2</td>
<td>2</td>
<td>Not used</td>
<td>Not used</td>
<td>Not used</td>
</tr>
<tr>
<td>J2</td>
<td>3</td>
<td>White-DC common</td>
<td>Fan common</td>
<td>J2 pin 3 to pin 8 = 12 VDC</td>
</tr>
<tr>
<td>J2</td>
<td>4</td>
<td>Yellow/Black</td>
<td>Evaporator fan</td>
<td>J2 pin 4 to pin 3 = 12.4 VDC (high speed), 8 VDC (low speed)</td>
</tr>
<tr>
<td>J2</td>
<td>5</td>
<td>Yellow</td>
<td>Condenser fan</td>
<td>J2 pin 5 to pin 8 = 13.4 VDC (condenser fan is single speed)</td>
</tr>
<tr>
<td>J2</td>
<td>6</td>
<td>Not used</td>
<td>Not used</td>
<td>Not used</td>
</tr>
<tr>
<td>J2</td>
<td>7</td>
<td>Not used</td>
<td>Not used</td>
<td>Not used</td>
</tr>
<tr>
<td>J2</td>
<td>8</td>
<td>Red-13 VDC</td>
<td>Fan supply voltage</td>
<td>J2 pin 8 to pin 6 = 13.4 VDC</td>
</tr>
</tbody>
</table>

Continued on next page.
<table>
<thead>
<tr>
<th>Connector</th>
<th>Pin</th>
<th>Wire Color</th>
<th>Component Termination</th>
<th>Pin-to-Pin Voltage Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>J3</td>
<td>1</td>
<td>Blue/Yellow</td>
<td>Damper</td>
<td>J3 pin 1 to J4 pin 3 = Traveling Voltage 6.0 VDC</td>
</tr>
<tr>
<td>J3</td>
<td>2</td>
<td>White/Brown</td>
<td>Damper</td>
<td>J3 pin 2 to J4 pin 3 = Traveling Voltage 6.0 VDC</td>
</tr>
<tr>
<td>J3</td>
<td>3</td>
<td>Red/Black</td>
<td>Damper</td>
<td>J3 pin 3 to J4 pin 3 = Traveling Voltage 6.0 VDC</td>
</tr>
<tr>
<td>J3</td>
<td>4</td>
<td>Yellow</td>
<td>Damper</td>
<td>J3 pin 4 to J4 pin 3 = Traveling Voltage 6.0 VDC</td>
</tr>
<tr>
<td>J4</td>
<td>1</td>
<td>Tan</td>
<td>Dispenser board common</td>
<td>See schematic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>transmit/receive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>J4</td>
<td>2</td>
<td>Red</td>
<td>Dispenser board common</td>
<td>See schematic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13 VDC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>J4</td>
<td>3</td>
<td>Black-DC common</td>
<td>Dispenser board common</td>
<td>See schematic</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ground</td>
<td></td>
<td></td>
</tr>
<tr>
<td>J4</td>
<td>4</td>
<td>Violet</td>
<td>Dispenser board input 1</td>
<td>See schematic</td>
</tr>
<tr>
<td>J4</td>
<td>5</td>
<td>White</td>
<td>Dispenser board input 2</td>
<td>See schematic</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Connector</th>
<th>Pin</th>
<th>Wire Color</th>
<th>Component Termination</th>
<th>Pin-to-Pin Voltage Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>J7</td>
<td>1</td>
<td>Black/White</td>
<td>Auger motor</td>
<td>J7 pin 1 to J7 pin 9 = 120 VAC*</td>
</tr>
<tr>
<td>J7</td>
<td>2</td>
<td>Violet/Black</td>
<td>Cube solenoid</td>
<td>J7 pin 2 to J7 pin 9 = 120 VAC*</td>
</tr>
<tr>
<td>J7</td>
<td>3</td>
<td>Yellow</td>
<td>Water valve</td>
<td>J7 pin 3 to J7 pin 9 = 120 VAC*</td>
</tr>
<tr>
<td>J7</td>
<td>4</td>
<td>Gray</td>
<td>Auger motor interlock</td>
<td>J7 pin 4 to J7 pin 9 = 120 VAC (freezer door shut)</td>
</tr>
<tr>
<td>J7</td>
<td>5</td>
<td>Not used</td>
<td>Not used</td>
<td>Not used</td>
</tr>
<tr>
<td>J7</td>
<td>6</td>
<td>Violet</td>
<td>Fresh food door light switch feedback</td>
<td>J7 pin 6 to J7 pin 9 = 120 VAC (fresh food door open)</td>
</tr>
<tr>
<td>J7</td>
<td>7</td>
<td>Red</td>
<td>Freezer door light switch feedback</td>
<td>J7 pin 7 to J7 pin 9 = 120 VAC (freezer door open)</td>
</tr>
<tr>
<td>J7</td>
<td>8</td>
<td>Black</td>
<td>Not used</td>
<td>Not used</td>
</tr>
<tr>
<td>J7</td>
<td>9</td>
<td>Orange</td>
<td>Neutral</td>
<td>Neutral</td>
</tr>
</tbody>
</table>

*When activated*
Fresh Food Warm - Freezer Warm

**Basic refrigerator checks:**
Door gasket seal OK? Door switch - light turning off with door closed? Dispenser duct door closing properly?

- Yes →
  - Is the condenser fan running? →
    - No →
      - Go to Condenser Fan Not Running Flowchart page 45
    - Yes →
      - Is the evaporator fan running? →
        - No →
          - Go to Evaporator Fan Not Running Flowchart page 44
        - Yes →
          - Is the compressor running? →
            - No →
              - Go to Compressor Not Running Flowchart page 47
            - Yes →
              - Is the airflow within the freezer normal? →
                - No →
                  - Look for blockage at vents or heavy frost on evaporator cover
                  - Blockage → Remove blockage from evaporator cover vent area
                - Yes →
                  - Verify thermistors are within proper range using temperature resistance chart on page 49
                  - Is the resistance within range? →
                    - No →
                      - Check wiring connections
                      - If wiring is OK, replace thermistor
                    - Yes →
                      - Check sealed system
                      - Does system check okay? →
                        - No →
                          - Repair sealed system
                        - Yes →
                          - Unit tests OK
                          - Run checks again
                          - Reset electronics by unplugging refrigerator for 15 seconds
                          - Look for usage problem
                        - Yes →
                          - Repair sealed system

- No → Repair as necessary
Freezer Warm - Fresh Food Normal

Check control settings and temperatures
Food at a setting of 5 and 5 with no door openings for 12 hours should be:
Fresh food 34 F to 42 F
Freezer -8 F to +6 F

Control settings OK

Basic refrigerator checks:
Door gasket seal OK?
Door switch - light turning off with door closed?
Dispenser duct door closing properly?

Yes

Is the evaporator fan running?

No

Go to Evaporator Fan Not Running Flowchart page 44

Yes

Is the condenser fan running?

No

Go to Condenser Fan Not Running Flowchart page 45

Yes

Is the airflow within the freezer normal?

No

Look for blockage at vents or heavy frost on evaporator cover

Blockage

Remove blockage from evaporator cover vent area

Heavy frost

Go to Heavy Frost on Evaporator Flowchart page 48

Yes

Verify thermistors are within proper range using temperature resistance chart on page 49
Is the resistance within range?

No

Check wiring connections
If wiring is OK, replace thermistor

Yes

Check sealed system
Does system check ok?

No

Repair sealed system

Yes

Unit tests OK
Run checks again
Reset electronics by unplugging refrigerator for 15 seconds
Look for usage problem
Check control settings and temperatures
Food at a setting of 5 and 5 with no door openings for 12 hours should be:
- Fresh food 34 F to 42 F
- Freezer -8 F to +6 F

Control settings OK

Basic refrigerator checks:
- Door gasket seal OK?
- Door switch - light turning off with door closed?

Yes

Is the evaporator fan running?

No

Go to Evaporator Fan Not Running Flowchart page 44

Yes

Unplug refrigerator
Set temperature controls to 5 and 5.
Reconnect power.
Does damper door open after immediately reconnecting power?

No

Go to Damper Door Not Operating Flowchart page 46

Yes

Look for blockage at vents or heavy frost on evaporator cover

Blockage

Remove blockage from evaporator cover vent area

Heavy frost

Go to Heavy Frost on Evaporator Flowchart page 48

Yes

Verify thermistors are within proper range using temperature resistance chart on page 49
Is the resistance within range?

No

Check wiring connections
If wiring is OK, replace thermistor

Yes

Check sealed system
Does system check ok?

No

Repair sealed system

Yes

Unit tests OK
Run checks again
Reset electronics by unplugging refrigerator for 15 seconds
Look for usage problem
Fresh Food Too Cold - Freezer Normal

Check control settings and temperatures
Food at a setting of 5 and 5 with no
door openings for 12 hours should be:
Fresh food 34 F to 42 F
Freezer -8 F to +6 F

Control settings OK

Low ambient?
Is the room temperature
above 55 F?

No  Advise consumer of
refrigerator installation
requirements

Yes

Is the damper closed?

No  Go to Damper Not Operating Flowchart
page 46
Damper should be closed when
FF temperatures are too cold

Yes

Verify thermistors are within proper
range using temperature resistance
chart on page 49
Is the resistance within range?

No  Check wiring
connections
If wiring is OK, replace thermistor

Yes

Unit tests OK
Run checks again
Reset electronics by unplugging
refrigerator for 15 seconds
Look for usage problem
Refrigerator Dead, No Sound, No Cooling

Are the interior lights on?  
No → Check house supply voltage. Do you have 120VAC?  
Yes → Check for 120VAC at 6 pin connector at rear of unit. Do you have 120VAC?  
No → Repair or replace power cord  
Yes → Repair wiring connections at 6 pin connector

If dispenser model, does dispenser operate?  
(If non-dispenser, follow No statement path first)  
No → Unplug J2 connector from main control board. Check for 12 VDC at control board pins J2-3 to J2-8. Do you have voltage?  
Yes → Short in fan motor circuit. Go to fan flowcharts  
No → Unplug J4 connector from main control board. Check for 12 VDC at control board pins J4-2 to J4-3. Do you have voltage?  
Yes → Short in dispenser control circuit. Repair short or replace dispenser board.  
No → Replace main control board

Unplug encoder (temperature control) harness. Does the refrigerator start once the harness is unplugged?  
No → Verify thermistors are within proper range using temperature resistance chart on page 49. Is the resistance within range?  
Yes → Replace encoder board (temperature control)  
No → Check wiring connections. If wiring is OK, replace thermistor  
Yes → Replace main control board

NOTE: check all fan motors circuit for shorts. If short is detected, repair short or replace fan motor. Failure to replace shorted component will damage the new control board upon installation.
Evaporator Fan Not Running

Always check fan for obstruction first.

Unplug refrigerator to reset main control board. Warm freezer thermistor to 70 F and set temperature controls to 5 and 5. Reconnect power.

At the evaporator fan connector, check for 13VDC from the red to white wire and 8-13VDC from the white to yellow wire. Is the voltage correct for both?

Yes → Replace evaporator fan motor

No

Unplug J2 connector on the main control board. Check for 13VDC between pins J2-3 and J2-8 and 8-13VDC between pins J2-3 and J2-4. Is the voltage correct for both?

Yes → Repair wiring between main control board and evaporator fan motor

No → Replace main control board

NOTE: When no voltage at main control board, make certain to check for shorted fan motor (less than 1K ohm between white to red or white to yellow). A shorted fan motor will damage the replacement main board.
Condenser Fan Not Running

Always check fan for obstruction first.

Unplug refrigerator to reset main control board. Warm freezer thermistor to 70 F and set temperature controls to 5 and 5. Reconnect power.

At the condenser fan connector, check for 13VDC from the red to white wire and 11-13VDC from the white to yellow wire. Is the voltage correct for both?

Yes → Replace condenser fan motor

No → Unplug J2 connector on the main control board. Check for 13VDC between pins J2-3 and J2-5 and 11-13VDC between pins J2-3 and J2-8. Is the voltage correct for both?

Yes → Repair wiring between main control board and condenser fan motor

No

Replace main control board

NOTE: When no voltage at main control board, make certain to check for shorted fan motor (less than 1K ohm between white to red or white to yellow). A shorted fan motor will damage the replacement main board.
Damper Door Not Operating

Push damper halfway closed. Unplug refrigerator to reset main control board. Set temperature controls to 5 and 5. Reconnect power.

Does damper door move after immediately reconnecting power? (you have 10 seconds to check)

- Yes
  - Damper jammed
  - Remove blockage or replace damper

- No
  - Push on damper door to check manual movement. Is the damper door stuck?
  - Yes
    - Replace main control board
  - No
    - Push damper halfway closed. Unplug refrigerator to reset main control board. Set temperature controls to 5 and 5. Reconnect power.

Unplug harness connector at damper. Measure resistance between the yellow and red/black wires and between the white/brown and blue/yellow wires. Do you measure approximately 420 ohms for both readings?

- Yes
  - Replace main control board

- No
  - Unplug J3 connector from main control board. Unplug refrigerator to reset, then reconnect power. Do you have 6VDC between pins J4-3 (common) and each of the pins J3-1, J3-2, J3-3 and J3-4? (you have 10 seconds to check)
    - Yes
      - Replace main control board
    - No
      - Look for wiring problem between main control board and damper. If wiring is OK, replace damper.

Check wiring connections. If wiring is OK, replace thermistor

Verify thermistors are within proper range using temperature resistance chart on page 49. Is the resistance within range?

- Yes
  - Replace main control board

- No
  - Check wiring connections. If wiring is OK, replace thermistor

Replace main control board
Compressor Not Running

Unplug refrigerator
Warm freezer thermistor to 70 F
Connect power and set temperature controls to 5 and 5.

Is the compressor running?  
Yes ➔ Adjust settings and allow 24 hours to stabilize
No ➔ Check for 120VAC at connector J7-9 orange wire to TERMINAL-J8 black wire. Do you have 120VAC?

Yes ➔ Direct test the compressor. Did it start?
No ➔ Replace main board

Yes ➔ Check wiring to compressor, overload & relay
No ➔ Replace compressor
Heavy Frost on Evaporator

First, always check door ajar, customer usage - numerous door openings, etc....

Unplug refrigerator from power. Unplug blue connector from main board. Measure between blue wire on connector and neutral orange wire on main board J7, pin 9. Is there approximately 22Ω?

No

Check wiring harness
Check defrost heater
Check defrost safety thermostat

Yes

Verify thermistors are within proper range using temperature resistance chart on page 49. Is the resistance within range?

No

Check wiring connections
If wiring is OK, replace thermistor

Yes

Replace main board
Table 2. Thermistor Values

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<th>Resistance in Kilo-Ohms</th>
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**NOTE:** The thermistor’s resistance has a negative coefficient. As the temperature increases, the thermistor’s resistance decreases.
Component and Connector Locator Views
NOTE: Refer to the Main Control Board Locator Tables in the Diagnostics chapter for more information.
Illustrated Parts Catalog

MODELS

GSS25KGMAAA  GSS25KGMABB  GSS25KGMACC  GSS25KGMAWW

FREEZER SECTION

Exploded parts views and list is for illustration only. Refer to microfiche for specific model information.
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