

# Kenmore®

## Upright Freezer or Freezer / Refrigerator

Models: 111.2215# - White - 15 cu.ft.

111.2218# - White - 18 cu.ft.

111.2121# - White - 21 cu.ft.

111.2221# - White - 21 cu.ft.

# = color number

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[www.kenmore.com](http://www.kenmore.com)



# Record Model/ Serial Numbers

## Please read and save these instructions

This Use & Care Guide provides specific operating instructions for your model. Use your unit only as instructed in this guide. These instructions are not meant to cover every possible condition and situation that may occur. Common sense and caution must be practiced when installing, operating, and maintaining any appliance.

**Please record your model and serial numbers below for future reference. This information is found on the lower left wall inside the appliance.**

Model Number: 111.2#

or

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

### IMPORTANT

Use only soap and water to clean serial plate.

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# Important Safety Instructions

## Safety Precautions

Do not attempt to install or operate your unit until you have read the safety precautions in this Use & Care Guide. Safety items throughout this manual are labeled with a Danger, Warning, or Caution based on the risk type.

## Definitions

 This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



### DANGER

**DANGER** indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



### WARNING

**WARNING** indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



### CAUTION

**CAUTION** indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

### IMPORTANT

**Indicates installation, operation, or maintenance information which is important but not hazard-related.**

# Important Safety Instructions



## DANGER



**DANGER Risk of fire or explosion.**  
Flammable refrigerant used. Do not use mechanical devices to defrost refrigerator. Do not puncture refrigerant tubing.

**DANGER Risk of fire or explosion.**  
Flammable refrigerant used. To be repaired only by trained service personnel. Do not puncture refrigerant tubing.



## CAUTION



**CAUTION Risk of fire or explosion.**  
Flammable refrigerant used. Consult repair manual/owner's guide before attempting to service this product. All safety precautions must be followed.

**CAUTION Risk of fire or explosion.**  
Dispose of properly in accordance with federal or local regulations. Flammable refrigerant used.

**CAUTION Risk of fire or explosion due to puncture of refrigerant tubing.**  
Follow handling instructions carefully. Flammable refrigerant used.



## WARNING

Read all safety instructions before using your new appliance.

## For Your Safety

- Do not store or use gasoline or other flammable liquids in the vicinity of this or any other appliance. Read product labels for warnings regarding flammability and other hazards.
- Do not operate the unit in the presence of explosive fumes.
- Remove and discard any spacers used to secure the basket during shipping. Small objects are a choke hazard to children.
- Remove all staples from the carton. Staples can cause severe cuts and also destroy finishes if they come in contact

with other appliances or furniture.

## Child Safety

Destroy or recycle the carton, plastic bags, and any exterior wrapping material immediately after the unit is unpacked. Children should never use these items to play. Cartons covered with rugs, bedspreads, plastic sheets or stretch wrap may become airtight chambers and can quickly cause suffocation.

## Proper disposal of your appliance

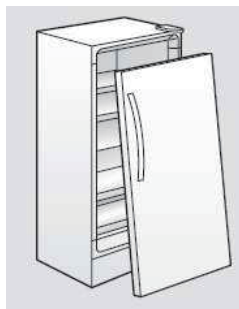


### DANGER: Risk of child entrapment!

Child entrapment and suffocation are not problems of the past. Junked or abandoned appliances are still dangerous – even if they will sit for “just a few days.” If you are getting rid of your appliance, please follow the instructions below to help prevent accidents.

Before you throw away your old unit:

- Remove door.
- Leave shelves in place within appliance so children may not easily climb inside.
- Have refrigerant removed by a qualified service technician.



## CAUTION

It may not open easily when you try to open the freezer door immediately after closing it. It is not a problem with the freezer because it is caused by the pressure difference. To solve this, it opens easily after a certain period of time (1 minute).

# Important Safety Instructions

## IMPORTANT

Your old unit may have a cooling system that used CFCs or HCFCs (chlorofluorocarbons or hydrochlorofluorocarbons). CFCs and HCFCs are believed to harm stratospheric ozone if released to the atmosphere. Other refrigerants may cause harm to the environment if released to the atmosphere. If you are throwing away your old unit, make sure the refrigerant is removed for proper disposal by a qualified technician. If you intentionally release refrigerant, you may be subject to fines and imprisonment under the provisions of environmental legislation.

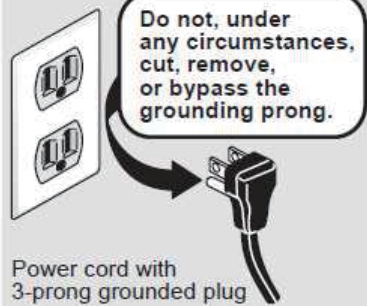


## WARNING

**These guidelines must be followed to ensure that safety mechanisms in this unit will operate properly.**

- Performance may be affected if the voltage varies by 10% or more. Operating the unit with insufficient power can damage the motor. Such damage is not covered under the warranty.
- Do not plug the unit into an outlet controlled by a wall switch or pull cord to prevent the appliance from being turned off accidentally.
- Avoid connecting unit to a Ground Fault Circuit Interruptor (GFCI).

Grounding type wall receptacle



## Electrical Information

- **The unit must be plugged into its own dedicated 10 amp minimum, 115 Volt, 60 Hz, AC only electric outlet.** The power cord of the appliance is equipped with a three-prong grounding plug to protect against shock hazards. It must be plugged directly into a properly grounded three-prong receptacle. The receptacle must be installed in accordance with local codes and ordinances. Consult a qualified electrician. Do not use an extension cord or adapter plug.
- Immediately repair or replace any power cord that becomes frayed or damaged.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly, and pull straight out from the receptacle to prevent damaging the power cord.
- Unplug the appliance before cleaning and before defrosting to avoid electrical shock.

## Appliance Setup

This Use & Care Guide provides specific operating instructions for your model. Use the unit only as instructed in this Use & Care Guide. **Before starting the appliance, follow these important setup steps.**

### Installation

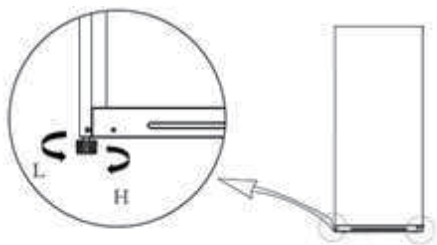
- Choose a place that is near a grounded electrical outlet. Do Not use an extension cord or an adapter plug.
- For the most efficient operation, the appliance should be located where surrounding temperatures will not exceed 110°F (43°C). Temperatures of 32°F (0°C) and below will NOT affect appliance operation. Additional compressor heaters are not recommended.
- Allow space around the unit for good air circulation. Leave a 1-inch (25.4 mm) space at the back and on top and a 3/8-inch (9.5 mm) space on the sides of the appliance for adequate circulation.

### Leveling

The appliance must have all bottom corners resting firmly on a solid floor that is strong enough to support a fully loaded appliance.

**It is Very Important** for the appliance to be level in order to function properly. If not level, the door may be misaligned and not close or seal properly, causing cooling, frost, or moisture problems.

The appliance is equipped with adjustable front leveling feet. Turn the foot clockwise to heighten (H) the side of the unit. Turn counterclockwise to lower (L) the side. Adjust each side as needed until front of unit is level. Also adjust so that front of unit is 1/4" higher than back, so that door stays closed.



## Cleaning

- Wash any removable parts, the appliance interior, and exterior with mild detergent and warm water. Wipe dry. **Do not use harsh cleaners on these surfaces.**
- Do not use razor blades or other sharp instruments, which can scratch the appliance surface when removing adhesive labels. Any glue left from the tape can be removed with a mixture of warm water and mild detergent, or touch the residue with the sticky side of tape already removed. Do not remove the serial plate.

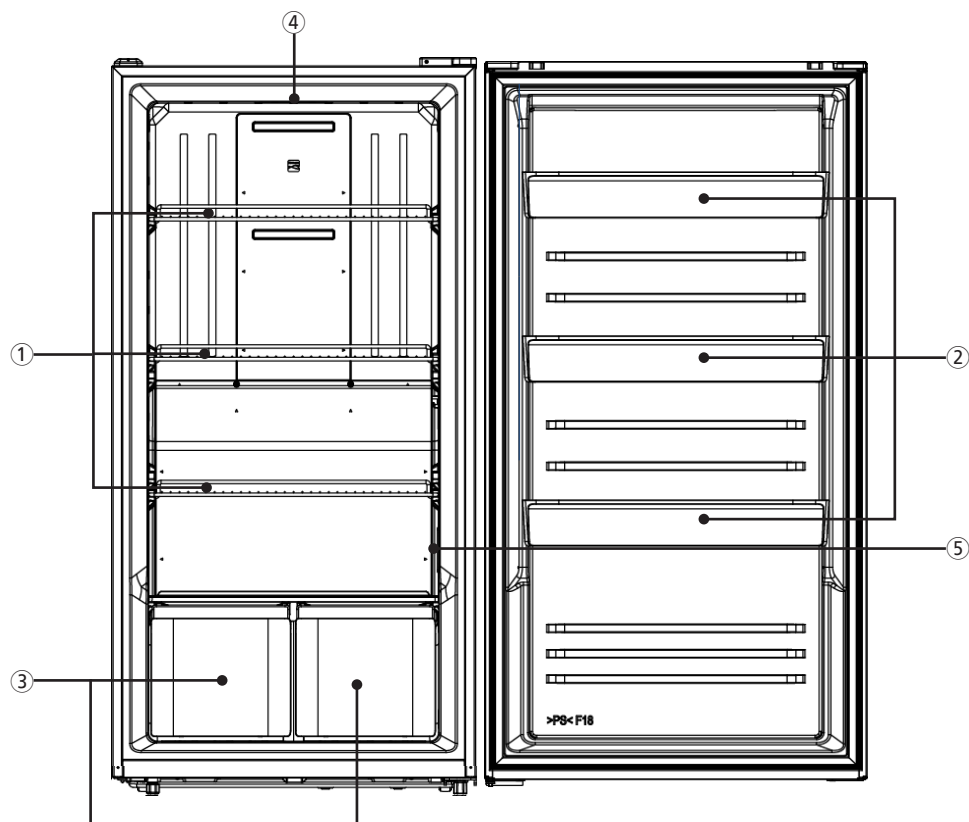
## Energy Saving Ideas for Freezer Mode



- The freezer should be located in the coolest area of the room, away from heat producing appliances or heating ducts, and out of direct sunlight.
- Let hot foods cool to room temperature before placing in freezer. Overloading the freezer forces the compressor to run longer. Foods that freeze too slowly may lose quality or spoil.
- Be sure to wrap foods properly, and wipe containers dry before placing them in the freezer. This cuts down on frost build-up inside the freezer.
- Do not line freezer shelves and bins with aluminum foil, wax paper, or paper toweling. Liners interfere with cold air circulation, reducing freezer efficiency.
- Organize and label food to reduce lid openings and avoid extended searches.
- Remove as many items as needed at one time, and close door as soon as possible.

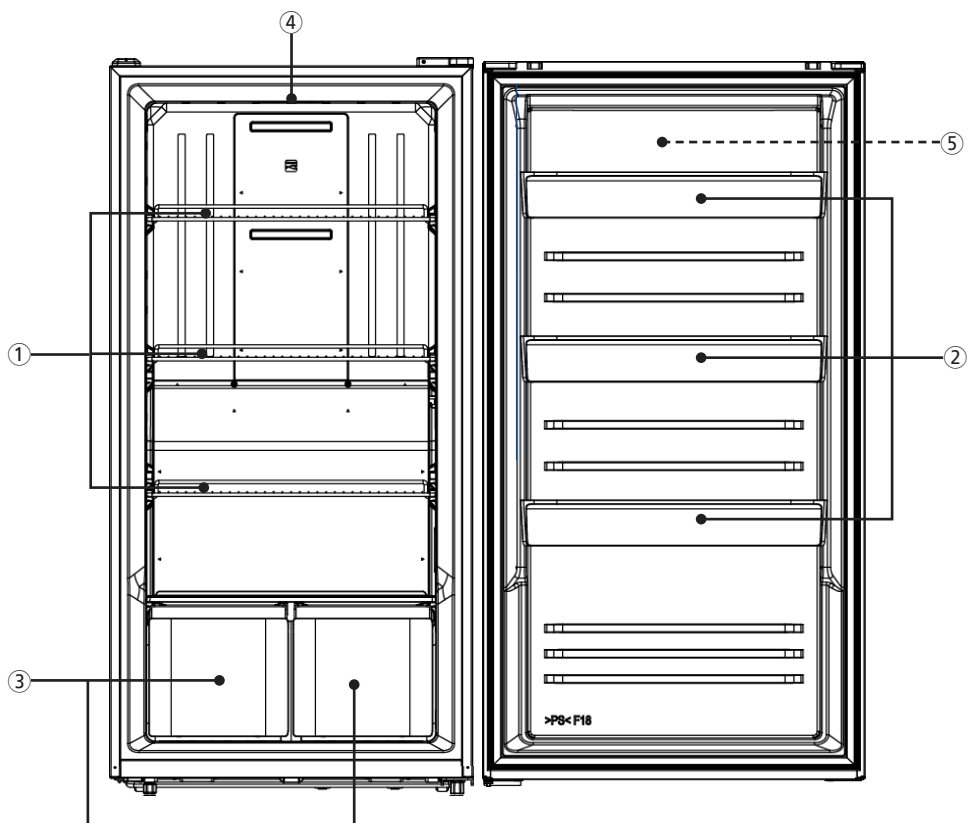
# Appliance Features

- 111.2215# (15cf)



- ① Freezer Compartment Shelves  
- For storage of frozen food, meat, fish, ice cream
- ② Freezer Compartment Door Bins  
- For storage of frozen food.
- ③ Freezer Compartment Drawer Bins  
- For storage of frozen food.
- ④ LED Light  
- For lighting the freezer interior
- ⑤ Temperature Control Panel  
- For choosing the ideal temperature for food

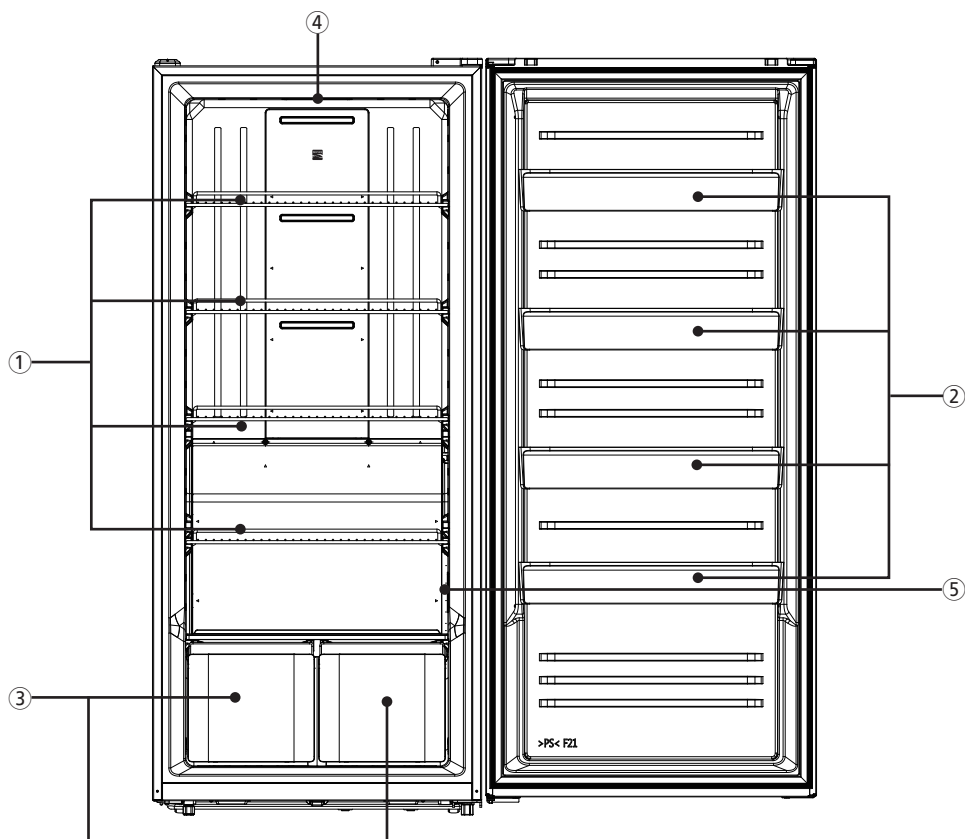
- 111.2218# (18cf)



- ① Freezer Compartment Shelves  
- For storage of frozen food, meat, fish, ice cream
- ② Freezer Compartment Door Bins  
- For storage of frozen food.
- ③ Freezer Compartment Drawer Bins  
- For storage of frozen food.
- ④ LED Light  
- For lighting the freezer interior
- ⑤ Front Control Panel (located on freezer door exterior)  
- For adjusting the temperature without opening the door

# Appliance Features

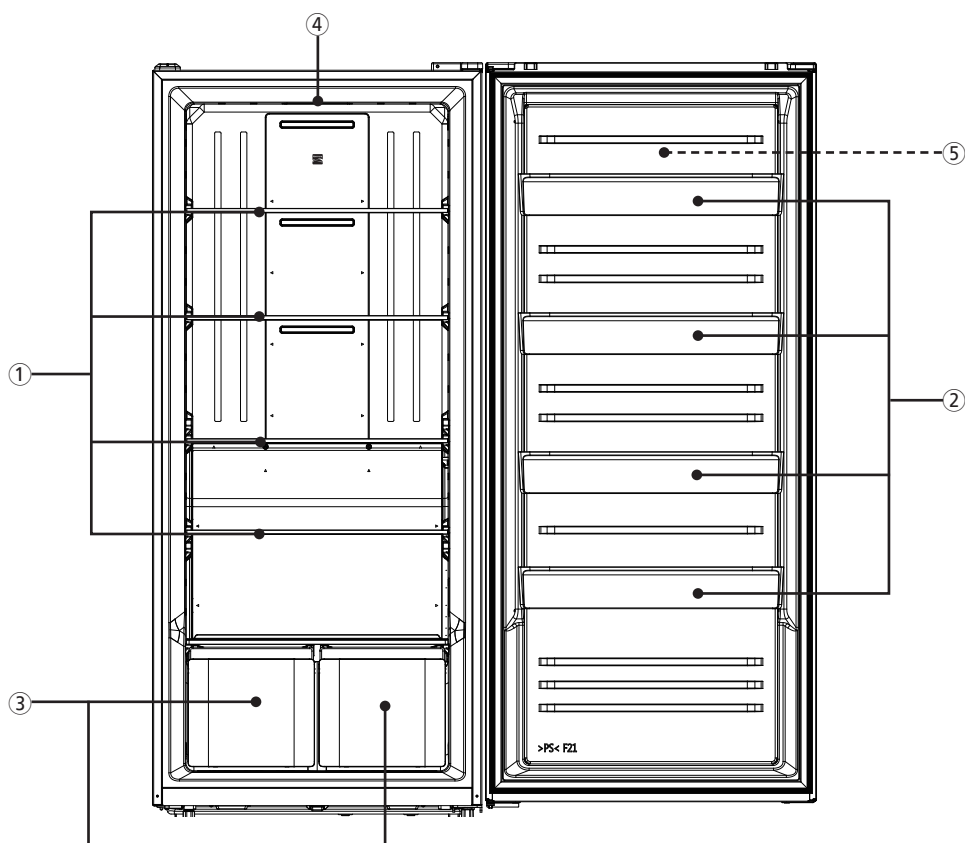
- 111.2121# (21cf)



- ① Freezer Compartment Shelves  
- For storage of frozen food, meat, fish, ice cream
- ② Freezer Compartment Door Bins  
- For storage of frozen food.
- ③ Freezer Compartment Drawer Bins  
- For storage of frozen food.
- ④ LED Light  
- For lighting the freezer interior
- ⑤ Temperature Control Panel  
- For choosing the ideal temperature for food



- 111.2221# (21cf)



- ① Freezer Compartment Glass shelves  
- For storage of frozen food, meat, fish, ice cream
- ② Freezer Compartment Door Bins  
- For storage of frozen food.
- ③ Freezer Compartment Drawer Bins  
- For storage of frozen food.
- ④ LED Light  
- For lighting the freezer interior
- ⑤ Front Control Panel (located on freezer door exterior)  
- For adjusting the temperature without opening the door

# Temperature Control (111.2215#, 111.2121#)



## Freezer Use

- To turn the freezer on, plug the power cord into a properly grounded 3 prong electrical outlet. The green Power On light located on the temperature control will illuminate.
- For safe food storage, allow four hours after plugging the for the freezer to cool down completely. The freezer will run continuously for the first several hours. Foods that are already frozen may be placed in the freezer after the first few hours of operation. Unfrozen foods should NOT be loaded into the freezer until the freezer has operated for four hours.
- When loading the freezer, freeze only three pounds of fresh food per cubic foot of freezer space at one time. Distribute packages to be frozen evenly throughout the freezer.

### ① Lock function



The control panel must be unlocked in order to change the temperature setting.

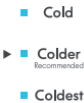
**Unlock:** Press and hold the Mode button for 3 seconds. After the Lock icon blinks 3 times and then goes off the panel is unlocked.

**Lock:** Press and hold the Mode button for 3 seconds. After the Lock icon blinks 3 times and then stays on the panel is locked.

### NOTE

The control panel automatically locks itself if Mode button is not pressed for 20 seconds.

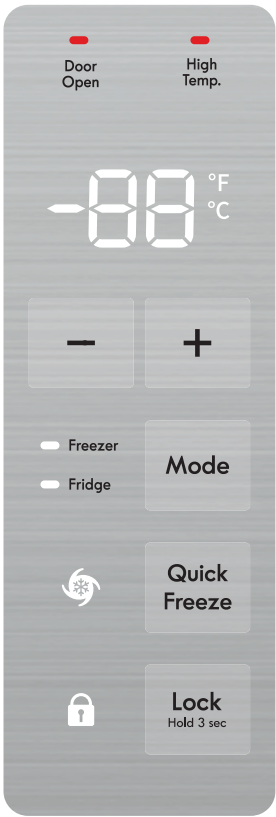
### ② Freezer Temperature



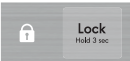
Press the Mode button and the temperature setting changes in the sequence as shown below:  
Colder → Coldest → Cold

Setting	Cold	Colder	Coldest
Temperature (°C)	-15	-18	-21
Temperature (°F)	6	0	-6

# Temperature Control (111.2218#, 111.2221#)



## ① Lock function



Except for switching the temperature scale (°F ↔ °C), the control panel must be unlocked before it can be used.

**Unlock:** Press and hold the Lock button for 3 seconds. After the Lock icon blinks 3 times and then goes off the panel is unlocked. A chime also sounds to indicate unlocked status.

**Lock:** Press and hold the Lock button for 3 seconds. After the Lock icon blinks 3 times and then stays on the panel is locked. A chime also sounds to indicate locked status. The Lock icon will turn off after 20 seconds. When any key is pressed it will reappear. Also, pressing Lock button when panel is locked will display temperature setting for current mode.

### NOTE

The control panel automatically locks itself if no control panel button is pressed for 20 seconds. After panel locks, pressing any panel key will cause Lock icon to appear.

## ② Freezer Temperature



When freezer mode is turned on press “-” or “+” button to switch the set temperatures as below.

set temp. (°C)	-15	-16	-17	-18	-19	-20	-21	-22
set temp. (°F)	6	4	2	0	-2	-4	-6	-8

# Temperature Control (111.2218#, 111.2221#)

## ③ Refrigerator temperature



When fridge mode is turned on press “-” or “+” button to switch the set temperatures as below.

set temp. (°C)	7	6	5	4	3	2	1
set temp. (°F)	45	43	41	39	37	35	33

of 50 hours. During this process, the set temperature on the control will show normal temperature target the internal target will return to once the Quick Freezer function is completed or cancelled.

### NOTE

The Quick Freeze setting (-8°F or -22°C) does not display on the control panel.

## ④ Freezer/ Fridge switch mode



1) Switch from Freezer mode to Fridge mode  
Press and hold Mode button for 3 seconds. The Fridge indicator will blink 3 times and then stay lit. At the same time the Freezer indicator will go off. The Fridge mode is now on at the default temperature of 37°F (3°C).

2) Switch from Fridge mode to Freezer mode  
Press and hold Mode button for 3 seconds. The Freezer indicator will blink 3 times and then stay lit. At the same time the Fridge indicator will go off. The Freezer mode is now on at the default temperature of 0° F (-18°C).

2) When in Fridge mode, press the Quick Freeze button once. The Quick Freezer icon will light to indicate that Quick Fridge function is activated. The fridge will lower the temperature faster until the internal temperature reaches 33°F (1°C) for a maximum of 6 hours. During this process, the set temperature on the control will show normal temperature target the internal target will return to once the Quick Fridge function is completed or cancelled.

### NOTE

The Quick Fridge setting (33°F or 1°C) does not display on the control panel.

## ⑤ Quick Freeze/ Quick Fridge function



The Quick Freeze/Fridge feature lowers the temperature below the normal operating temperature to quickly freeze or refrigerate foods.

1) When in Freezer mode, press the Quick Freeze button once. The Quick Freeze icon will light to indicate that Quick Freeze function is activated. The freezer will lower the temperature faster until the internal temperature reaches -8°F (-22°C) for a maximum

## ⑥ Door Alarm



When the door remains open for longer than 60 seconds a brief chime will sound and the Door Open indicator LED will illuminate and stay lit. The chime will sound every 60 seconds for as long as the door is open. The indicator LED will turn off once the door is closed.

## ⑦ High Temp Alert Indicator



### 1) Freezer Mode

The Freezer LED indicator will light up and a chime will sound if the interior temperature exceeds 18°F (-8°C) for 24 hours.

The LED indicator will remain lit until the interior temperature drops below 10°F (-12°C).

### 2) Fridge Mode

The Fridge LED indicator will light up and a chime will sound if the interior temperature exceeds 62°F (17°C) for 24 hours. The LED indicator will remain lit until the interior temperature drops below 55°F (13°).



### CAUTION

**After 24 hours at 62°F, certain products such as milk may not be safe to drink. Discard such products to prevent illness from consuming spoiled items.**

## ⑧ Temperature Scale Switch (°F ↔ °C)



### IMPORTANT

**The control panel must be in Lock mode to switch temperature scales.**

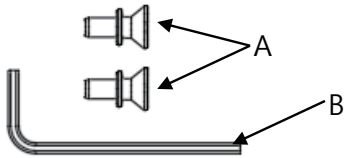
To convert from °F to °C or vice versa:

- 1) Check that control panel is locked.  
When locked, the Lock icon illuminates and remains lit.
- 2) Press and hold "-" and "+" buttons at same time for 5 seconds until temperature scale changes.

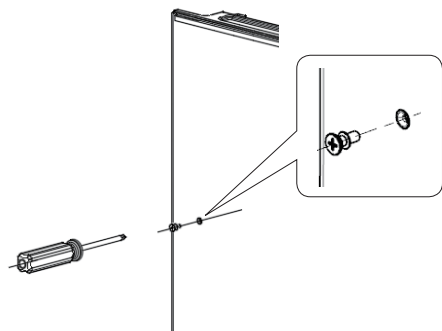
# Door Handle Installation (111.2218#, 111.2221#)

## Included Parts :

Two Handle Attachment Bolts (A), Hex Wrench (B)



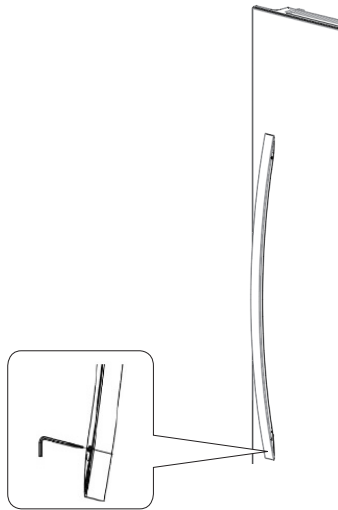
- 1 Insert and tighten the handle attachment bolts into the upper and lower holes in the door.



- 2 The handle end labeled R contains a keyhole fixture. Insert the wide part of the keyhole over the top bolt and slide handle up. The handle lower end containing the hole labeled Fixture A will enclose over the bottom bolt.



- 3 Using the supplied hex wrench, tighten the set screw in the handle lower end to securely attach the handle to the door.



# Door Swing Reversal (Optional)

The refrigerator is shipped with the doors opening from left to right. To reverse the door swing to open from right to left, perform the steps in the following procedure.

## Tools Required (Not Included) :

10mm and 8mm box end or socket wrench,  
Phillips screwdriver, flat blade screwdriver



### WARNING

Before reversing door, be sure to unplug the freezer. Failure to unplug may result in serious injury or death from electric shock.

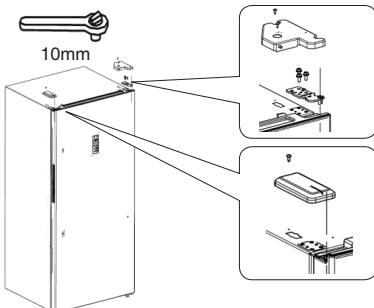


### CAUTION

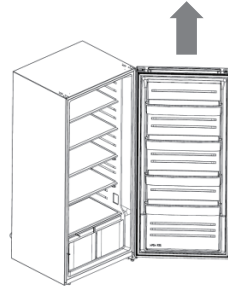
To avoid personal injury and property damage, obtain assistance from another person to perform door reversal. Also, before door reversal, remove shelves, bins and food from refrigerator.

**NOTICE:** The following procedure as described may differ in certain details from actions required to reverse the door swing.

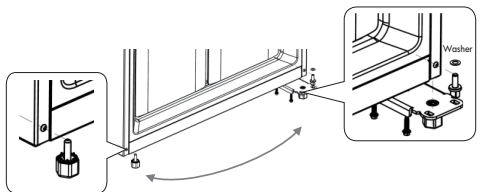
- 1 Remove the screws attaching the top hinge cover to the cabinet right top corner. Raise cover and detach wire harness from door light switch within cover. Remove top hinge cover. Use a 10mm box end or socket wrench to remove the screws attaching top hinge to cabinet. Remove top hinge. Remove screw attaching rectangular cover to cabinet left top corner. Remove rectangular cover.



- 2 Open door being careful not to let it fall down. With the aid of an assistant lift door straight up to remove it from bottom hinge. Place door on a non-scratching surface.



- 3 With aid of assistant, carefully tilt unit onto its back to lay on the floor. Unscrew and remove leveling leg from bottom left corner of cabinet. Use an 8mm box end or socket wrench to loosen screws attaching bottom hinge to cabinet bottom right corner. Remove bottom hinge. Remove hinge pin and washer from right side of hinge and reinsert into hole in hinge left side. Use removed screws to attach hinge to cabinet bottom left corner. Screw previously removed leveling leg into place on cabinet bottom right corner. With aid of assistant, raise unit back to upright position.

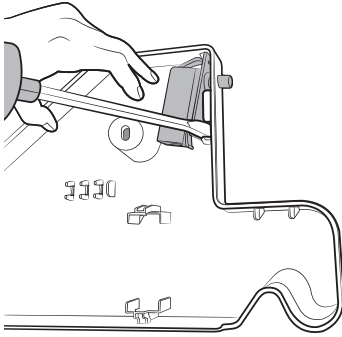


# Door Swing Reversal (Optional)

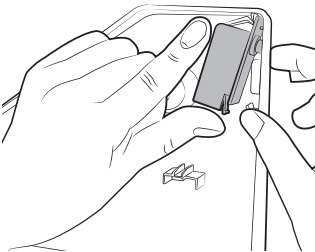
- 4** Locate the cabinet left corner top hinge cover in the accessories bag shipped with the appliance. Detach the door light switch from the previously removed right corner top hinge cover and attach it to the left corner top hinge cover according to the following instructions.

## To detach switch:

1. Insert flat blade screwdriver tip into gap between non-plunger side of switch and hinge cover wall. Carefully pry back tip against wall to release that side of switch.

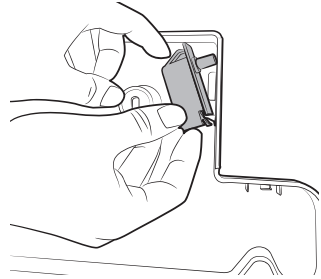


2. Push and hold plunger all the way in and raise switch out of hinge cover.

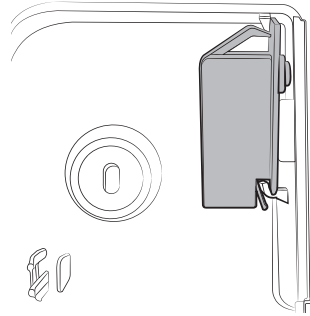


## To attach switch:

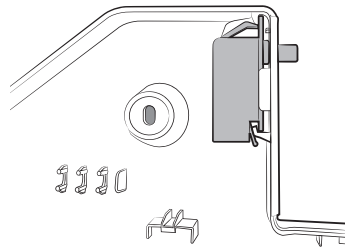
1. Secure tab on non-plunger side of switch beneath its hinge cover wall hook.



2. Raise switch slightly and push plunger down against side of hinge cover wall.

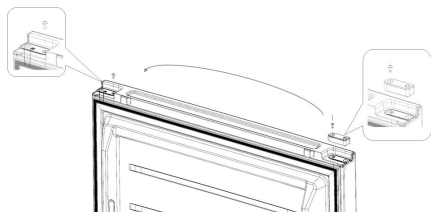


3. Lower switch down to secure tab on plunger side beneath its hinge cover wall hook. At same time plunger will pop through its hole in hinge cover wall.

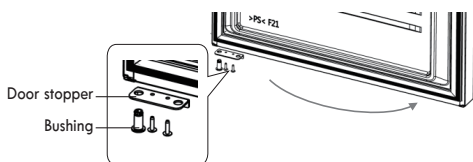




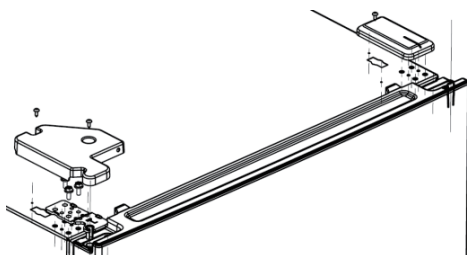
- 5** Remove the screw securing cap to top of door. Remove cap. Use screw to attach cap to other side of door.



- 6** Remove screws and bushing attaching door stopper to door bottom left corner. If necessary use flat blade screwdriver to pry bushing out. Remove stopper. Reverse orientation of stopper and insert bushing and screws to attach stopper to door bottom right corner. With aid of assistant lower the door onto the bottom hinge so that the bottom hinge pin inserts into the door stopper bushing. Carefully swing the door closed.

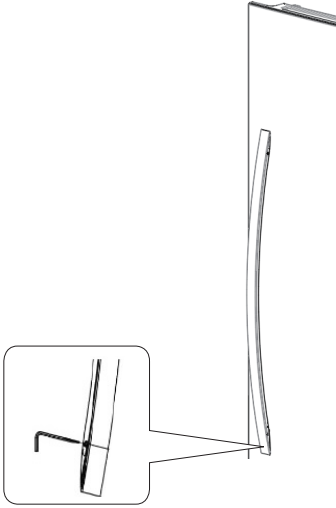


- 7** Locate the cabinet left corner top hinge in the accessories bag shipped with the appliance. Insert the hinge pin into the hinge pin hole in the top of the door. With screws removed in step 1, use a 10mm box end or socket wrench to attach the hinge plate to the cabinet left top corner. Attach wire harness to door light switch in left top corner hinge cover. Use screws removed in step 1 to attach hinge cover to cabinet left top corner. Use screw removed in step 1 to attach rectangular cover into position on cabinet right top corner.

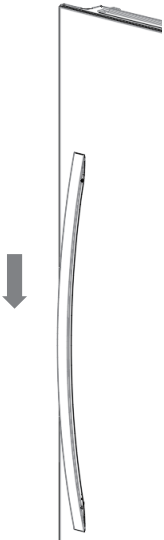


# Door Handle Reversal

- 1 Use the supplied hex wrench to loosen the set screw at the handle lower end.



- 2 Slide handle down and remove from door.



- 3 Unscrew and remove the handle attachment bolts from the door. Remove the bolt hole plugs on the other side of the door. Insert and tighten the bolts into the holes. Insert the plugs into the holes exposed by removal of bolts.

- 4 The handle end labeled R contains a keyhole fixture. Insert the wide part of the keyhole over the top bolt and slide handle up. The handle lower end containing the hole labeled Fixture A will enclose over the bottom bolt. Using the supplied hex wrench, tighten the set screw in the handle lower end to securely attach the handle to the door.

## NOTE

If you prefer the set screw to face away from rather than in toward the door surface, invert the handle so that the keyhole fixture (labeled R) is placed over the bottom bolt. Slide the handle down. The handle upper end containing the hole labeled Fixture A will enclose over the top bolt. Use hex wrench to tighten set screw in handle upper end.

## Automatic Defrost

The appliance is equipped with automatic defrost capability so that you do not have to manually defrost. The cooling element of the unit is regularly heated to melt the frost that forms on it. The resulting water drains through a duct at the back of the unit and into a concealed pan at the base of the unit where it evaporates. Should any frost form on the unit interior walls, remove food and store it elsewhere. Then unplug the unit, wait long enough for the frost to melt, and wipe up the moisture with a dry towel.

## Rear Wheels

The appliance is equipped with rear wheels to help you roll it into or out of a location.

**CAUTION:** Obtain the aid of an assistant if the appliance feels too heavy for you to safely move it.

## Interior LED Lighting

The appliance features interior LED lighting, which is more effective and longer lasting than incandescent bulbs. However, in the unlikely event that the LED fails to light, call 1-833-946-4239 to schedule repair service to replace it.

## Care & Cleaning



### CAUTION

Damp objects stick to cold metal surfaces. Do not touch interior metal surfaces with wet or damp hands.

## Cleaning the Inside

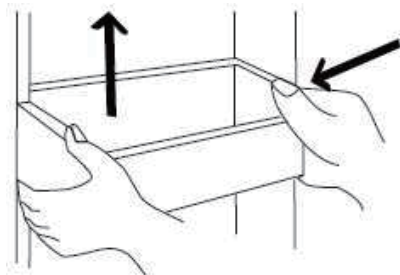
Wash inside surfaces of the appliance with a solution of two tablespoons of baking soda in one quart (1.1 liters) warm water. Rinse and dry. Wring excess water out of the sponge or cloth when cleaning in the area of the controls, or any electrical parts.

Wash the removable parts and baskets with the baking soda solution mentioned above, or mild detergent and warm water. Never use metallic scouring pads, brushes,

abrasive cleaners, or alkaline solutions on any interior surface. Do not wash removable parts in a dishwasher.

## Cleaning Door Bins

To remove the door bins for cleaning, use both hands to squeeze the tray in from both ends and push upward.



## Cleaning the Outside

Wash the cabinet with warm water and mild liquid detergent. Rinse well and wipe dry with a clean soft cloth. Never use metallic scouring pads, brushes, abrasive cleaners, or alkaline solutions on any exterior surface.

## Vacation and Moving Tips



### WARNING

If leaving the appliance door open while on vacation, make certain that children cannot get into the appliance and become entrapped.

**Short Vacations:** Leave the appliance operating during vacations of less than three weeks.

**Long Vacations:** If the appliance will not be used for several months:

- Remove all food and unplug the power cord.
- Clean and dry the interior thoroughly.
- Leave the appliance door open slightly, blocking it open if necessary, to prevent odor and mold growth.

**Moving:** When moving the appliance, follow these guidelines to prevent damage:

- Disconnect the power cord plug from the wall outlet.

- Remove foods and clean the appliance interior.
- Secure all loose items such as bins and shelves by taping them securely in place to prevent damage.
- In a moving vehicle, secure appliance in an upright position to prevent movement. Also protect outside of appliance with a blanket, or similar item.

## **NOTE**

If unit is turned off or unplugged for several hours, do not open appliance door unnecessarily. This will maintain the coldest temperature inside and reduce the recovery time to desired temperature once the unit is turned back on.

## **Power or Appliance Failure**

If a power failure occurs, frozen foods will stay frozen for at least 24 hours if the appliance door is kept closed. If the power failure continues, pack seven or eight pounds of dry ice into the appliance every 24 hours. Look in the Yellow Pages under Dry Ice, Dairies, or Ice Cream manufacturers for local dry ice suppliers. Always wear gloves and use caution when handling dry ice.

If the appliance has stopped operating, see **Appliance does not run** in the Troubleshooting Guide. If you cannot solve the problem, call an authorized servicer immediately. If the appliance remains off for several hours, follow the directions above for the use of dry ice during a power failure. If necessary, take the food to a local locker plant until the appliance is ready to operate. Look in the Yellow Pages under Frozen Food Locker Plants.

# Before You Call

TROUBLESHOOTING GUIDE	Before calling for service, review this list. It may save you time and expense. This list includes common occurrences that are not the result of defective workmanship or materials in this appliance.	
CONCERN	POTENTIAL CAUSE	COMMON SOLUTION
Appliance does not run.	<ol style="list-style-type: none"> <li>1. Unit is plugged into a circuit that has a ground fault interrupt.</li> <li>2. Temperature control is in the OFF position.</li> <li>3. Unit may not be plugged in or plug may be loose.</li> <li>4. House fuse blown or tripped circuit breaker.</li> <li>5. Power outage.</li> </ol>	<ol style="list-style-type: none"> <li>1. Use another circuit. If you are unsure about the outlet, have it checked by a certified electrician.</li> <li>2. See <b>Temperature Control</b> Section.</li> <li>3. Ensure plug is tightly pushed into outlet.</li> <li>4. Check house fuse or circuit breaker.</li> <li>5. Check house lights. Call local Electric Company.</li> </ol>
Appliance runs too much or too long.	<ol style="list-style-type: none"> <li>1. Room or outside weather is hot.</li> <li>2. Unit has recently been disconnected for a period of time.</li> <li>3. Large amounts of warm or hot food have been stored recently.</li> <li>4. Door is opened too frequently or long.</li> <li>5. Door may be slightly open.</li> <li>6. Temperature Control is set too low.</li> <li>7. Door gasket is dirty, worn, cracked, or poorly fitted.</li> </ol>	<ol style="list-style-type: none"> <li>1. It is normal for the appliance to work harder under these conditions.</li> <li>2. It takes 4 hours for the unit interior to cool down completely.</li> <li>3. Warm food will cause unit to run more until the desired temperature is reached.</li> <li>4. Warm air entering the interior causes it to run more. Open door less often.</li> <li>5. See Door Will Not Close in this Before You Call Section.</li> <li>6. Set control to a warmer setting. Allow several hours for the temperature to stabilize.</li> <li>7. Clean or change gasket. Leaks in the lid seal will cause unit to run longer in order to maintain desired temperature.</li> </ol>
Interior temperature is too cold.	Temperature Control is set too cold.	Adjust the control to a warmer setting. Allow several hours for the temperature to stabilize.
Interior temperature is too warm.	<ol style="list-style-type: none"> <li>1. Temperature Control is set too warm.</li> <li>2. Door is kept open too long or is opened too frequently.</li> <li>3. Door may not be seating properly.</li> <li>4. Large amounts of warm or hot food may have been stored recently.</li> <li>5. Appliance has recently been disconnected for a period of time.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust control to a colder setting. Allow several hours for the temperature to stabilize.</li> <li>2. Warm air enters the appliance every time the door is opened. Open the lid less often.</li> <li>3. See Door Will Not Close in this Before You Call section.</li> <li>4. Wait until the appliance has had a chance to reach its selected temperature.</li> <li>5. Freezer mode requires 4 hours to cool down completely after appliance is first plugged in.</li> </ol>
Appliance exterior surface temperature is warm.	<ol style="list-style-type: none"> <li>1. Appliance exterior walls can be as much as 30°F warmer than room temperature.</li> <li>2. Appliance too close to adjacent surfaces.</li> </ol>	<ol style="list-style-type: none"> <li>1. This is normal while compressor works to transfer heat from inside appliance cabinet.</li> <li>2. See clearance requirements in the Installation section of this Use &amp; Care Guide.</li> </ol>

# Before You Call

CONCERN	POTENTIAL CAUSE	COMMON SOLUTION
Louder sound levels whenever appliance is on.	Modern cooling appliances have increased storage capacity and more stable temperatures. They require a high efficiency compressor.	This is normal. When the surrounding noise level is low, you might hear the compressor running while it cools the interior.
Longer sound periods when compressor comes on.	Appliance operates at higher pressures during the start of the ON cycle.	This is normal. Sound will level off or disappear as appliance continues to run.
Popping or cracking sound when compressor comes on.	Metal parts undergo expansion and contraction, as in hot water pipes.	This is normal. Sound will level off or disappear as appliance continues to run.
Bubbling or gurgling sound, like water boiling.	Refrigerant (used for cooling) is circulating throughout the system.	This is normal.
Vibrating or rattling noise.	<ol style="list-style-type: none"> <li>1. Appliance is not level. It rocks on the floor when it is moved slightly.</li> <li>2. Floor is uneven or weak. Appliance rocks on floor when it is moved slightly.</li> <li>3. Appliance is touching the wall.</li> </ol>	<ol style="list-style-type: none"> <li>1. Level the unit. Refer to Leveling in Appliance Setup section of this Use &amp; Care Guide.</li> <li>2. Ensure floor can adequately support appliance.</li> <li>3. Move appliance slightly. Refer to Leveling in the Appliance Setup section after moving if necessary.</li> </ol>
Moisture forms on inside appliance walls.	<ol style="list-style-type: none"> <li>1. Weather is hot and humid.</li> <li>2. Door may not be seating properly.</li> <li>3. Door is kept open too long, or is opened too frequently.</li> </ol>	<ol style="list-style-type: none"> <li>1. This is normal.</li> <li>2. See Door Will Not Close in this Before You Call section.</li> <li>3. Open the door less often.</li> </ol>
Moisture forms on outside of appliance.	Door may not be seating properly, causing the cold air from inside the appliance to meet warm moist air from outside.	See Door Will Not Close in this Before You Call section.
Odors in appliance.	<ol style="list-style-type: none"> <li>1. Interior needs to be cleaned.</li> <li>2. Foods with strong odors are in the appliance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean interior with sponge, warm water, and baking soda.</li> <li>2. Cover the food tightly.</li> </ol>
Door will not close.	<ol style="list-style-type: none"> <li>1. Unit is not level or floor is uneven or weak. Unit rocks on the floor when it is moved slightly.</li> <li>2. Food package is pressing against inner door panel.</li> </ol>	<ol style="list-style-type: none"> <li>1. Unlevel unit can misalign door and door seal. Floor must be solid and strong enough to support a fully loaded appliance. Refer to Leveling in Appliance Setup section of this Use &amp; Care Guide.</li> <li>2. Reposition or remove excess package.</li> </ol>

## **KENMORE LIMITED WARRANTY**

WITH PROOF OF SALE the following warranty coverage applies when this appliance is correctly installed, operated and maintained according to all supplied instructions.

### **One Year on Appliance**

FOR ONE YEAR from the date of sale this appliance is warranted against defects in material or workmanship. A defective appliance will receive free repair. If the appliance cannot be repaired, it will be replaced free of charge.

### **Lifetime on Storage Bins**

FOR AS LONG AS IT IS USED from the date of sale, a free replacement will be supplied for a defective refrigerator or freezer compartment storage bin.\* If the defect appears within the first year, a new bin will be installed at no charge. If the defect appears after the first year, a new bin will be supplied but not installed at no charge. This Lifetime warranty covers only storage bins, and does not apply to any other related component or mechanism. You are responsible for the labor cost of bin installation after the first year from the date of sale. \*Warranty coverage applies to door bins, drawer bins and basket bins. Defects must be verified by a Sears authorized service representative.

Direct all claims for warranty service to 1-844-553-6667 or visit the web page: [www.kenmore.com/warranty](http://www.kenmore.com/warranty)

All warranty coverage applies for only 90 DAYS from the sale date if this appliance is ever used for other than private household purposes.

**This warranty covers ONLY defects in material and workmanship, and will NOT pay for:**

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, bags or screw-in base light bulbs.
2. A service technician to clean or maintain this appliance, or to instruct the user in correct appliance installation, operation and maintenance.
3. Service calls to correct appliance installation not performed by Sears authorized service agents, or to repair problems with house fuses, circuit breakers, house wiring, and plumbing or gas supply systems resulting from such installation.
4. Damage to or failure of this appliance resulting from installation not performed by Sears authorized service agents, including installation that was not in accord with electrical, gas or plumbing codes.
5. Damage to or failure of this appliance, including discoloration or surface rust, if it is not correctly operated and maintained according to all supplied instructions.
6. Damage to or failure of this appliance, including discoloration or surface rust, resulting from accident, alteration, abuse, misuse or use for other than its intended purpose.
7. Damage to or failure of this appliance, including discoloration or surface rust, caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
8. Damage to or failure of parts or systems resulting from unauthorized modifications made to this appliance.
9. Service to an appliance if the model and serial plate is missing, altered, or cannot easily be determined to have the appropriate certification logo.

### **Disclaimer of implied warranties; limitation of remedies**

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year on the appliance and as long as used on the storage bins, or the shortest period allowed by law. Seller shall not be liable for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Transform SR Brands Management LLC, Hoffman Estates, IL 60179**

# Kenmore®

## Customer Care Hotline

To schedule in-home repair service  
or order replacement parts

Para pedir servicio de reparación  
a domicilio, y ordenar piezas

# 1-844-553-6667

[www.kenmore.com](http://www.kenmore.com)

