

ICEMAKER TROUBLESHOOTING GUIDE

⚠ WARNING! Disconnect power to icemaker before attempting repairs.

⚠ CAUTION! Do not attempt to jump start the icemaker through any ports other than "T" & "H". Probing the other ports while the unit is powered may cause the icemaker to short out.

Note: For detailed information on the modular icemaker, see the Icemaker Service Manual.

Complaint	Possible Cause	Correction
No ice/low ice production	1. Freezer not cold enough.	1. See GENERAL TROUBLESHOOTING GUIDE .
	<p>2:00 ejector position (PARK):</p> <ol style="list-style-type: none"> No run when jumped between "T" & "H" ports. Open thermostat. No power to icemaker. Jammed cube. Little or no water to icemaker. <ol style="list-style-type: none"> 5a. Frozen fill tube (water valve, inoperative fill tube heater). 5b. Kinked water line between water valve & fill tube. 5c. Water line to unit obstructed. 5d. Clogged screen in water valve. 5e. No power to water valve. 5f. Low water pressure (must be between 20 - 120 psi). NOTE: jump between "T" & "H" ports for 10 seconds. Remove jumper & catch water. Should be 130cc's. 5g. High water pressure (must be between 20-120 psi). 5h. Open heater circuit (ports "L" & "H" = 72 ohms). 5i. Closed thermostat. 	<ol style="list-style-type: none"> 1. Replace icemaker modular head. 2. Check/replace thermostat (apply fresh alumilastic). 3. Trace power, repair wiring. 4. Unjam cube and check fill cup and fill alignment tube. 5a. Check/replace water valve, check/replace fill tube heater or repair wiring. 5b. Un-kink water line or replace. 5c. Clear obstruction. 5d. Replace water valve. 5e. Trace power, check wiring, repair wiring. 5f. Increase supply water pressure. 5g. Decrease supply water pressure. 5h. Replace mold and heater assembly. 5i. Check/replace thermostat (apply fresh alumilastic).

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No ice/low ice production (continued)	5j. Damaged heater or thermostat tulips on module.	5j. Replace icemaker modular head.
	5k. Heater pins too short, not contacting module.	5k. Replace mold and heater assembly.
	6. Ice level locked in UP position.	6. Lower ice level arm.
	7. Ice level arm binds.	
	7a. Ice in actuator/ice level arm hole.	7a. Remove module, clear ice from hole and dry housing.
	7b. Housing hole small or burred.	7b. De-burr hole or replace icemaker.
	7c. Actuator O.D. large or burred.	7c. Replace icemaker modular head.
	7d. Module housing damaged.	7d. Replace icemaker modular head.
	7e. Ice level arm misformed.	7e. Replace ice level arm.
	7f. Hole in fill cup small, misformed or burred.	7f. Clear burrs or replace fill cup.
	8. Little or no alumilastic on thermostat.	8. Apply fresh alumilastic.
	9. Module not properly secured to housing.	9. Tighten screws (20-26 in/lbs).
	10. Heater not staked into mold completely.	10. Replace mold and heater assembly.
	11. Wrong heater voltage.	11. Replace mold and heater assembly.
	12. Broken cam follower.	12. Replace icemaker modular head.
	3:00 ejector position:	
	1. No run when jumped between "T" & "H" ports.	1. Replace icemaker modular head.
	2. Jammed cube.	2. Unjam cube and check fill cup and fill tube alignment.
	3. Icemaker and/or unit not level.	3. Level as necessary.
	4. No power to icemaker.	4. Trace power, repair wiring.
	5. Excessive water fill volume.	5. Adjust water fill, or replace water valve, or decrease supply water pressure.
	6. Cubes fell back on mold during eject.	6. Check fill cup and fill tube alignment.
	4:00 ejector position:	
	1. Thermostat out of calibration.	1. Replace thermostat (apply fresh alumilastic).

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Complaint	Possible Cause	Correction
No ice/low ice production (continued)	2. Open heater circuit (module gear should be turning). 3. Heater not staked into mold completely. 4. Broken cam follower.	2. Replace mold and heater assembly. 3. Replace mold and heater assembly. 4. Replace icemaker modular head.
	6:00 ejector position: 1. No run when jumped between "T" & "H" ports. 2. Hollow cubes. 3. Insufficient water volume to icemaker.	1. Replace icemaker modular head. 2. See HOLLOW CUBES below. 3. See LITTLE OR NO WATER TO ICE-MAKER above.
	7:30 ejector position: 1. No run when jumped between "T" & "H" ports. 2. Ice level arm stuck in ice or obstructed. 3. "Pac-Man" cubes.	1. Replace icemaker modular head. 2. Clear obstruction. 3. Check fill cup and fill tube alignment.
	11:00 - 2:00 ejector position: 1. No run when jumped between "T" & "H" ports. 2. Damaged contact fingers. 3. Cubes frozen to fill cup, mold or ice level arm.	1. Replace icemaker modular head. 2. Replace icemaker modular head. 3. Unjam and restart.
Overproduction of ice	1. Ice bucket out of position. 2. Ice level arm not in actuator. 3. Shut-off lever broken or bypassing. 4. Broken module actuator.	1. Reposition ice bucket. 2. Press ice level arm into actuator. 3. Replace icemaker modular head. 4. Replace icemaker modular head.
Hollow cubes	1. Water fill volume too low. 2. Improper freezer air flow. 3. Thermostat out of calibration.	1. Adjust water fill, or increase supply water pressure. 2. See GENERAL TROUBLESHOOTING GUIDE . 3. Replace thermostat (apply fresh alumi- lastic).

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Water or ice slab in ice bucket or freezer compartment	<ol style="list-style-type: none"> 1. Thermostat out of calibration. 2. Jammed cubes during water fill (11:00 ejector position). 3. Leaky water valve. 4. Excessive fill volume. 5. Motor stalled during water fill (11:00 ejector position). 6. fill tube not properly installed in fill cup. 7. Fill cup broken. 8. Ice cubes fell over back of icemaker or missed ice bucket. 9. White and brown wires reversed on harness. 10. Shorted water fill track on module. 	<ol style="list-style-type: none"> 1. Replace thermostat (apply fresh alumi- lastic). 2. Remove jam, determine reason for cube stall. 3. Replace water valve. 4. Adjust water fill, or replace water valve, or decrease supply water pressure. 5. Replace icemaker modular head. 6. Adjust fill tube. 7. Replace fill cup. 8. Adjust fill tube and/or ice bucket. 9. Repair wiring and replace icemaker. 10. Replace icemaker modular head.
Noisy	<ol style="list-style-type: none"> 1. Motor or gear grinding during production. 2. Screeching during ejection. 3. Excessive noise during water fill. 4. Water flowing through valve, ice falling in ice bucket, ice level arm falling to down position. 	<ol style="list-style-type: none"> 1. Replace icemaker modular head. 2. Lubricate vertical cam end or replace ice- maker modular head. 3. Replace water valve or adjust water sup- ply line. 4. Normal operation, no repairs needed, instruct customer.
Jammed cubes	<ol style="list-style-type: none"> 1. Cubes hollow or too small. 2. Cubes fell back into mold (Pac-Man). 3. Mound on top of cubes. 4. Icemaker and/or unit not level. 	<ol style="list-style-type: none"> 1. See HOLLOW CUBES section above. 2. Check fill cup and fill tube alignment. 3. Cubes freezing too fast, adjust freezer temperature and/or air flow. 4. Level as needed.