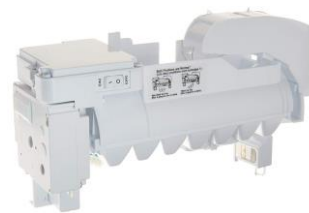
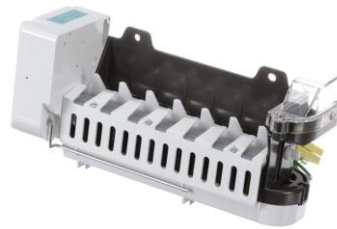




Icemaker Checklist



These are the current
Symptom / Sub-Symptoms
that require Icemaker
Checklist Usage:

Ice/Water	Not Making Ice (Craft or Standard)	Icemaker Checklist Required
Ice/Water	No Ice [Standard]	
Ice/Water	Not making enough ice [Craft]	
Ice/Water	No Ice [Craft]	
Ice/Water	Not making enough ice [Standard]	
Ice/Water	Bad Tasting Ice	
Ice/Water	Water Overfilling Tray	
Ice/Water Dispenser	Not making enough ice [Craft]	
Ice/Water Dispenser	Not Making Ice (Craft or Standard)	
Ice/Water Dispenser	Not making enough ice [Standard]	
Ice/Water Dispenser	Bad Tasting Ice	
Ice/Water Dispenser	No Ice [Craft]	
Ice/Water Dispenser	No Ice [Standard]	
Ice/Water Dispenser	Water Overfilling Tray	
Icemaker	Not Enough Ice	
Icemaker	No Ice	
Icemaker	Tray will not turn upright	
Icemaker	Craft Icemaker	
Icemaker	Ice Overflowing the Bin	
Icemaker	particles in Ice	
Icemaker	Cannot remove the bucket	
Icemaker	Water Overfilling Tray	
Icemaker	Bad Taste	
Icemaker	Mini Cube Icemaker	
Icemaker	Not enough Ice Storage Capacity	
Icemaker Issues	Can not remove the bucket	
Icemaker Issues	No Ice	
Icemaker Issues	Not Enough Ice	
Icemaker Issues	Ice Overflowing the Bin	
Icemaker Issues	Water Overfilling Tray	
Icemaker Issues	Not enough Ice Storage Capacity	
Icemaker Issues	Tray will not turn upright	
Icemaker Issues	Bad Taste	
(ThinQ Care)Icemaker/Dispenser	(ThinQ Care)No Ice	

Step 1:

Technician will need to...

- 1) Select the icemaker that is having an issue.
- 2) Measure the temperature in the location of the affected icemaker. (Checking with Thermocouple is recommended).
- 3) Take a picture that clearly shows the temperature.
- 4) Type in the temperature making sure it matches the temperature in the picture.

What are the reviewers looking for?

- 1) That the proper picture(s) were taken. **(If using an IR Thermometer make sure and get temperature directly at the ice tray!)**
- 2) That the temperature entered matches the temperature in the picture(s).

Note: If the indoor temperature is too warm...tech will also be prompted to measure and enter the freezer temperature also. It is critical that temperatures are entered accurately as it will affect the flow of Step 3. If both temps measure in the correct range, then Step 3 will be skipped.

Refrigerator Diagnosis APP

STEP 1
Check Temperature

Which ice maker has the issue?

Indoor Freezer

Check In-Door Icemaker Temperature

Use a thermocouple to test the temperature in the Ice Room (Left Door). For icemakers to cycle properly the temp must be below 14°F.

If you choose to use an IR Thermometer, make sure you are taking the temperature at the ice tray. Your picture should clearly show ice tray temperature like the example below:

Picture of In-Door Icemaker Temperature Required!

In-Door Icemaker Temperature

1/6

Next Step →

Life's Good.

Refrigerator Diagnosis APP

STEP 1
Check Temperature

Which ice maker has the issue?

Indoor Freezer

Check Freezer Icemaker Temperature

Use a thermocouple to test the temperature in the freezer section. For icemakers to cycle properly the temp must be below 6°F.

If you choose to use an IR Thermometer, make sure you are taking the temperature at the ice tray. Your picture should clearly show ice tray temperature like the example below:

Picture of Freezer Icemaker Temperature Required!

Freezer Icemaker Temperature

1/6

Next Step →

Life's Good.

Step 2:

Technician will need to...

- 1) Check for error codes displayed. If no error code is displayed, check for hidden error codes.
- 2) Take a picture that clearly shows the display while checking for hidden errors.
- 3) Answer the question, “Is there an Error Code?” If so, select the error code from the list that will appear.
- 4) The technician must replace parts accordingly if the customer previously experienced error codes, even if they are not currently visible.

What are the reviewers looking for?

- 1) That the proper picture of display was taken.
- 2) That the tech selected the error code appropriately.

Note: If the unit does not have a digital display where error codes can be checked, simply take a picture of the controls. Or if the buttons are too far apart to reach and take a picture at the same time, take a picture attempting to press the buttons.

Refrigerator Diagnosis APP

STEP 2

Error Code Check

Error Code Check

Are any error codes present on the display? **If not check for hidden error codes by holding Freezer/Ice Plus.**

Alert: Please replace the parts if the customer experienced the error code previously, even if the current error code does not appear (e.g., if FF or IF error codes occurred before, replace the fan grill assembly)

Click here for detailed article:

Picture of screen while holding hidden error buttons

Is there an Error Code?

Yes

No

2/6

Next Step →

Life's Good.

3:27

5G+ 87%

Ice maker

IC (Mini Cubed Ice Maker)

IO (Mini Cubed Ice Maker Sensor)

IS (Icing Sensor)

IT (Indoor Ice Maker)

IU (Abnormal F Room IceMaker Kit)

IE (Freezer Cubed Ice Maker)

IH (Freezer Cubed Ice Maker Sensor)

ID (Abnormal F Room IceMaker Tray Sensor)

Ice & Water

gF (Flow Meter)

Cooling (Fan motor)

Note: Step 3 will be skipped if temperatures entered at step 1 are normal, and pictures showed normal temperatures.

Step 3:

Technician will need to...

- 1) Check for blink codes on the Main PCB.
- 2) Press the Test Mode button on the Main PCB to run all fans and compressor.
- 3) Take a picture of the test button on the Main PCB to show they entered Test Mode.
- 4) Answer the questions that populate to troubleshoot the No/Poor Cool issue.

What are the reviewers looking for?

- 1) That the tech took a proper picture showing the Test Mode Button on the Main PCB. (and that any other required pictures during troubleshooting were taken).
- 2) To see what parts were recommended and if those parts were installed on Step 5.

Note: The troubleshooting steps will change based on temperatures entered on Step 1. These picture to the right is just an example.

Refrigerator Diagnosis APP

STEP 3

Poor Cool Troubleshooting

PCB Check

Is there a Blink Code on the Main PCB?

Check For Blink Code on PCB

Test the fan motor by pressing the main PCB Test button

Picture of test button in PCB. Required!

Picture of test button in PCB. Required!

Is the freezer fan motor running?

Yes

No

Is there excessive frost Built up in the freezer section, around fan grill, or on the evaporator coil?

Yes

No

If no issues are found after reviewing all the steps above, please proceed with the sealed system repair after completing the No Ice checklist.

3/6

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Step 4:

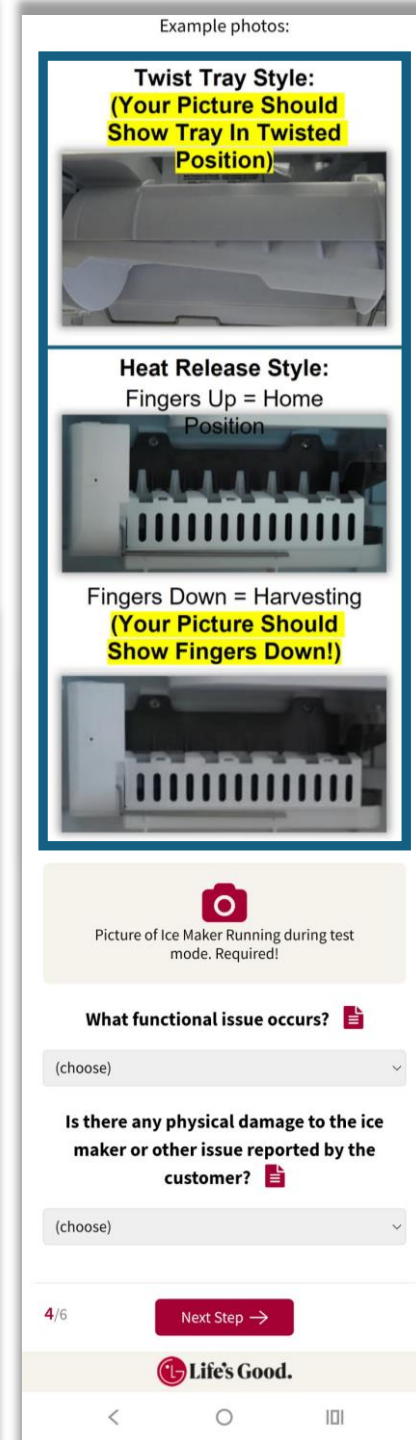
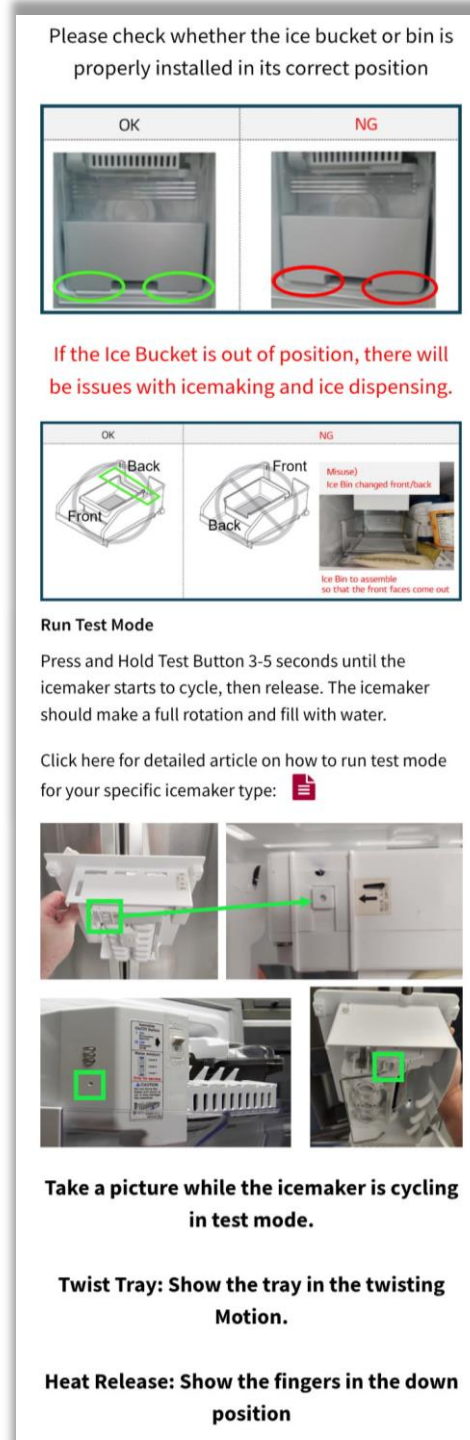
Technician will need to...

- 1) Make sure the Icemaker is powered on, either with physical button or at display depending on Model.
- 2) Make sure the ice bin/bucket is installed properly.
- 3) Place the Icemaker into Test Mode.
- 4) Take a Picture showing that the Icemaker is running in Test mode. (Examples of picture required are shown here and in the App).
- 5) Select the Appropriate answers in the dropdowns at the bottom of Step 4.

What are the reviewers looking for?

- 1) That the tech took a proper picture showing the Icemaker running in test mode.
- 2) That the proper answers were selected at the bottom of the Step 4 page.

Note: If the Icemaker will not run test mode at all, make sure and capture a picture of the icemaker anyways. Then choose the appropriate answer from the dropdowns at the bottom of Step 4. (See next slide for example of Dropdown Answers).



Step 4 (Continued):

This is an example of the answers the technician can choose from at the bottom of Step 4:

Note: If the technician selects “Other Issue” a comment box will appear, and tech will need to give good detailed notes about what occurred.

What functional issue occurs?

(choose)

Is there any physical damage to the ice maker or other issue reported by the customer?

(choose)

4/6 Next Step →

Life's Good.

- (choose)
- Issue 1: Icemaker did not move at all
- Issue 2: Tray is stuck upside down and will not cycle in test mode
- Issue 3: Icemaker did not fully cycle
- Issue 4: Icemaker cycled correctly in test mode but will not cycle on its own
- Issue 5: Icemaker cycled but did not fill with water
- Other issue** (i.e. No issue, non-ice maker issue, physical issue etc)

- (choose)
- Issue 1 (Cube): General Icemaker Physical Damage
- Issue 2 (Mini cube): General Icemaker Physical Damage
- Issue 3 (Cube): Indoor Dispenser Issue
- Issue 4 (Cube, mini cube): Water taste issue
- Issue 5 (Craft): General Icemaker Physical Damage
- Issue 6 (Craft): Craft Ice Appearance Issue
- Others** (i.e. No issue, non-ice maker issue, etc)

What functional issue occurs?

Other issue (i.e. No issue, non-ice maker issue, phys

(describe other issues here)

Is there any physical damage to the ice maker or other issue reported by the customer?

Others (i.e. No issue, non-ice maker issue, etc)

(describe other issues here)

Step 5:

Technician will need to...

- 1) Select all the parts they are replacing from the dropdown. (Make sure the parts selected match any parts that were recommended during the troubleshooting process).
- 2) Provide a picture of the new part(s) installed. (The old and new part will need to be visible in the picture).
- 3) If an icemaker was installed will need to show a picture of it running in test mode after being replaced.
- 4) Enter Model/Serial to check for Craft Icemaker Software Update.
- 5) If Software Update was needed, provide a picture showing the SW Update was completed.

What are the reviewers looking for?

- 1) That parts selected match what is used in the RNN/No Ice Troubleshooting.
- 2) That pictures of parts are entered correctly.
- 3) That picture of new icemaker running test mode is entered.
- 4) That the Model/Serial# entered by the technician matches the Model/Serial in the RNN#.
- 5) That proper picture showing Software Update Completed is entered if required.

Refrigerator Diagnosis APP

STEP 5
Ice & Water Repair

Ice & Water Repair

Which parts were replaced?

“You will need to take a picture of the parts you installed. **Make sure the old and new parts are both visible in the pictures.**”

Picture of new Ice Maker Running during test mode. Required!

Ex. LRMD53006

Enter Base Model # Only

(Leave off the Last letter (s) and /Product Code)

Ex. 303KRZHMP965 -> 303

If the model and serial are among those that need a software update, then a photo needs to be taken. If not, proceed to the next step.

5/6
Next Step →

Life's Good.

Refrigerator Diagnosis APP

STEP 5
Ice & Water Repair

Ice & Water Repair

Which parts were replaced?

Freezer Ice Maker, Fan Grill, Main PCB

☐ Indoor Ice Maker
☒ Freezer Ice Maker
☐ Fan Motor
☒ Fan Grill
☒ Main PCB
☐ Others
☐ None

Picture of Fan Grill. Required!

Picture of Main PCB. Required!

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Note: Reviewer will check the RNN so make sure you select all parts you replace and take pictures!

Step 5 (Continued):

Enter the Model/Serial in the formats exactly like the examples given.

Slow down and make sure you type the Model/Serial accurately! We have seen many typing mistakes in the past!

If Software Update is required a yellow box with the new software version will appear.

Make sure the picture of your jig shows “Upgrade Complete” as shown in the example picture. Or that the Customer’s ThinQ App shows that “Software is Up to Date”

Note: If the Craft Ice Software is updated through ThinQ make sure and snap a picture from the customers phone for proof.

Note: Firmware 2 inside the ThinQ App is for the Craft Icemaker Software.

Lrmds3006

Ex. LRMDs3006

Enter Base Model # Only

(Leave off the Last letter (s) and /Product Code)

202

Ex. 303KRZHMP965 -> 303

If the model and serial are among those that need a software update, then a photo needs to be taken. If not, proceed to the next step.

This unit requires a Software Update. Provide picture from Update Jig or customers ThinQ App showing the below SW Version:

0xF730 or 0x9F9A

Picture of software update or customers ThinQ app. Required!

5/6

Next Step →



Step 6:

Technician will need to...

- 1) Check for error codes displayed. If no error code is displayed, check for hidden error codes.
- 2) Take a picture that clearly shows the display.
- 3) Answer the question, “Is there an Error Code?” If so, select the error code from the list that will appear.

What are the reviewers looking for?

- 1) That the proper picture of display was taken.
- 2) That the tech selected the error code appropriately.

Note: If the unit does not have a digital display where error codes can be checked, simply take a picture of the controls. Or if the buttons are too far apart to reach and take a picture at the same time, take a picture attempting to press the buttons.

Refrigerator Diagnosis APP

STEP 6

Final Error Code Check

Final Error Code Check

Now that the repair is complete check for error codes one more time before leaving the home. **Press and hold Freezer/Ice Plus to make sure there are no hidden errors.**

Click here for detailed article:

Picture of the final error code. Required!

Is there an Error Code?

Yes

No

6/6

Complete & Submit

3:27

5G+ 87%

Ice maker

IC (Mini Cubed Ice Maker)

IO (Mini Cubed Ice Maker Sensor)

IS (Icing Sensor)

IT (Indoor Ice Maker)

IU (Abnormal F Room IceMaker Kit)

IE (Freezer Cubed Ice Maker)

IH (Freezer Cubed Ice Maker Sensor)

ID (Abnormal F Room IceMaker Tray Sensor)

Ice & Water

gF (Flow Meter)

Cooling (Fan motor)