

***Amana***®

**"R" Series**

**Bottom Freezer  
Refrigerator**

**Use and Care  
Manual**

**Attention:**

Keep these instructions for future reference. If the refrigerator changes ownership, be sure this manual accompanies refrigerator.

**Consumer Information Line  
1-800-843-0304**

## Contents

Electrical Requirements _____	2	Automatic Ice Maker (optional) ____	16
Model Identification _____	3	Freezer Shelf _____	16
Setting Controls		Shelf Divider (some models) ____	16
Temp-Assure™ _____	4	Wire Basket _____	17
Refrigerator and Freezer _____	4	Door Retainers and Shelves ____	17
Model Diagrams _____	6	Other Features	
Refrigerator Features		Trim Kits _____	18
Refrigerator Shelves _____	8	Care and Cleaning	
Deli Chiller _____	8	Adhesives _____	18
Crisper Drawers _____	10	General _____	18
Utility Rack (some models) ____	12	Glass Shelves _____	19
Egg Bucket _____	12	Food Storage Containers ____	19
Snaccess Bin (some models) ____	12	Door Gaskets _____	19
Dairy Module and Food Storage		Odor Removal _____	20
Container System (some models) _	13	Mechanical	
Door Buckets and Retainers ____	14	Condenser Coil _____	20
Hugger (some models) _____	14	Light Bulbs _____	21
Bottle Hugger (some models) ____	15	Energy Tips _____	22
Tall Package Retainer		Vacation Tips _____	22
(some models) _____	15	Normal Operating Sounds _____	23
Freezer Features		Before Calling For Service _____	24
Free-O'-Frost™ _____	16	Asure™ Extended Service Plan _____	28
Ice Service Rack (some models) __	16		

## Electrical Requirements



### RECOGNIZE THIS SYMBOL AS A SAFETY PRECAUTION



### WARNING

Electrical Grounding Instructions-This appliance is equipped with a three-prong (grounding) plug for protection against possible shock hazards. If a two-prong wall receptacle is encountered, customer is required to contact a qualified electrician and have the two-prong wall receptacle replaced with a properly grounded three-prong wall receptacle in accordance with the National Electrical Code.

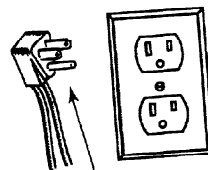
Refrigerator is designed to operate on a separate 103 to 126 volt, 15 amp., 60 cycle line.

DO NOT UNDER ANY CIRCUMSTANCES CUT OR REMOVE THE ROUND GROUNDING PRONG FROM THE PLUG. THE UNIT MUST BE GROUNDED AT ALL TIMES. DO NOT REMOVE WARNING TAG FROM THE SERVICE CORD.



### WARNING

DO NOT USE A TWO-PRONG ADAPTER.  
DO NOT USE AN EXTENSION CORD.



Round Grounding Plug

## Model Identification

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Please read this Use and Care Manual thoroughly. This manual provides proper maintenance information for maximum benefit of the features selected.

Complete enclosed registration card and promptly return card to Amana's Product Registration department. If registration card is missing, call **Amana's Consumer Information Line** at **1-800-843-0304**.

When contacting Amana, provide product information. Product information is located on the nameplate, found in upper left-hand corner of refrigerator section. Record the following information:

Model Number: \_\_\_\_\_  
Manufacturing Number: \_\_\_\_\_  
Serial or S/N Number: \_\_\_\_\_  
Date of purchase: \_\_\_\_\_  
Dealer's name and address: \_\_\_\_\_  
\_\_\_\_\_

**Keep a copy of sales receipt** for future reference or in case warranty service is required.

If something is operating incorrectly, read "Before Calling for Service" section. Any further questions or to locate an **authorized** Amana servicer, call **1-800-843-0304**. Amana recommends contacting an **authorized** servicer if service is required.

Amana offers a complete line of appliances...freezers, ranges, cooktops, wall ovens, microwave ovens, dishwashers, washers and dryers. Amana also manufactures a complete selection of high efficiency gas furnaces plus both central and room air conditioners. When buying one of these products, choose Amana.

Enjoy this new refrigerator.

## Setting Controls

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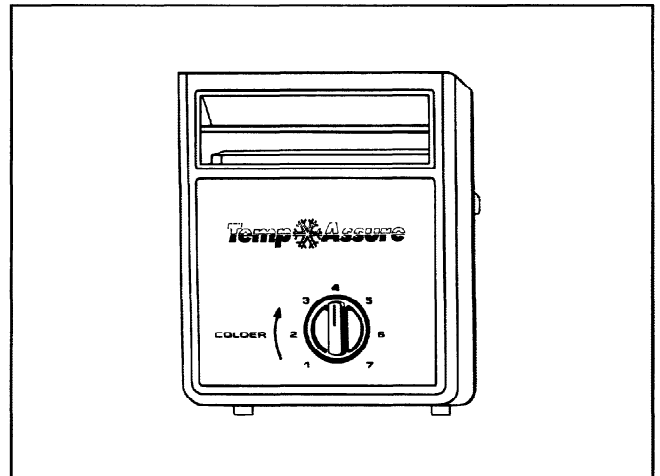
This refrigerator is designed to operate most efficiently under normal household temperatures ranging from 55° to 110°F.

### Temp-Assure™ Thermostatic Control

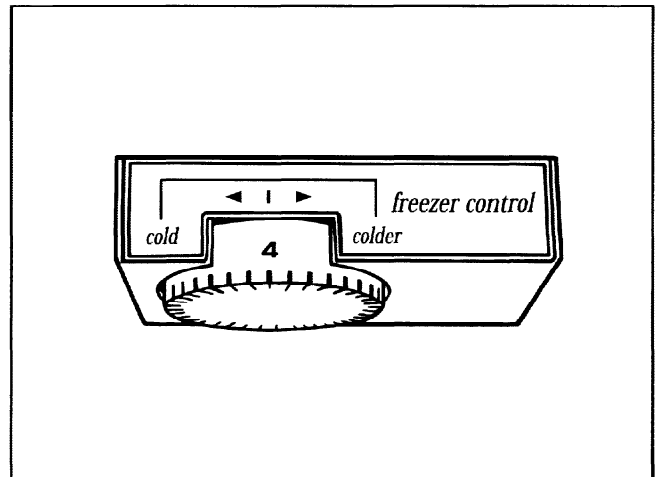
Temp-Assure™ thermostatic control is located on upper back wall of refrigerator section and operates independently of freezer control. A hidden thermostatic sensor measures refrigerator air temperature constantly. If temperature rises as little as 1 1/2°F (.8°C) from setting, Temp-Assure™ thermostatic control lets in more cold air.

### Refrigerator and Freezer Controls

Refrigerator control is located at top back of refrigerator section. \_\_\_\_\_



Freezer control is located at left front corner of freezer section. \_\_\_\_\_



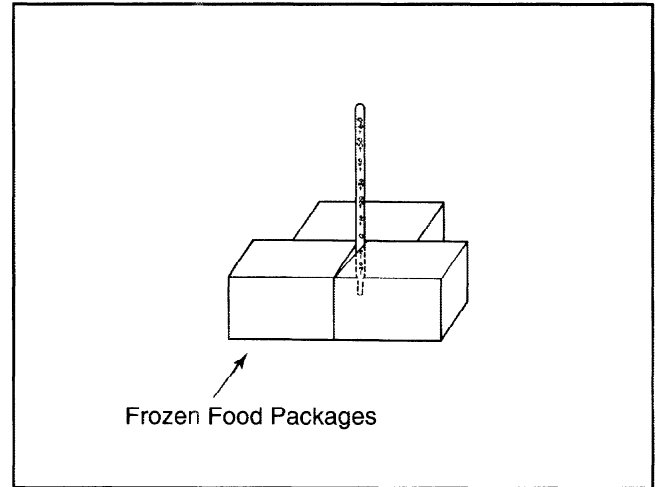
When freezer control is set to "Off", neither refrigerator nor freezer sections will cool. Initially set both controls to "4". Wait 24 hours for refrigerator and freezer to reach desired temperatures. After 24 hours, adjust controls as desired.

"1" is warmest setting.

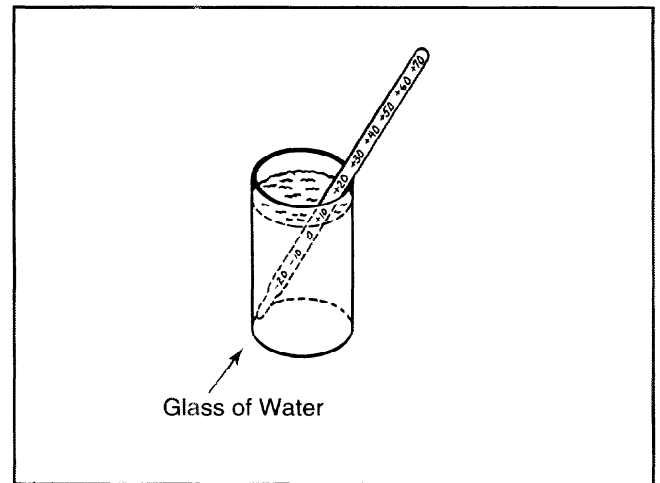
"7" is coldest.

To set temperatures more precisely, use a household thermometer that includes temperatures between  $-5^{\circ}$  to  $50^{\circ}\text{F}$  ( $-20.5^{\circ}$  to  $10^{\circ}\text{C}$ ). Thermometer can usually be purchased at a hardware store.

In freezer section, put thermometer snugly between frozen food packages. Wait 5-8 hours. If temperature is not  $0^{\circ}$  to  $2^{\circ}\text{F}$  ( $-18^{\circ}$  to  $-17^{\circ}\text{C}$ ), adjust control, one number at a time. Check again after 5-8 hours. \_\_\_\_\_

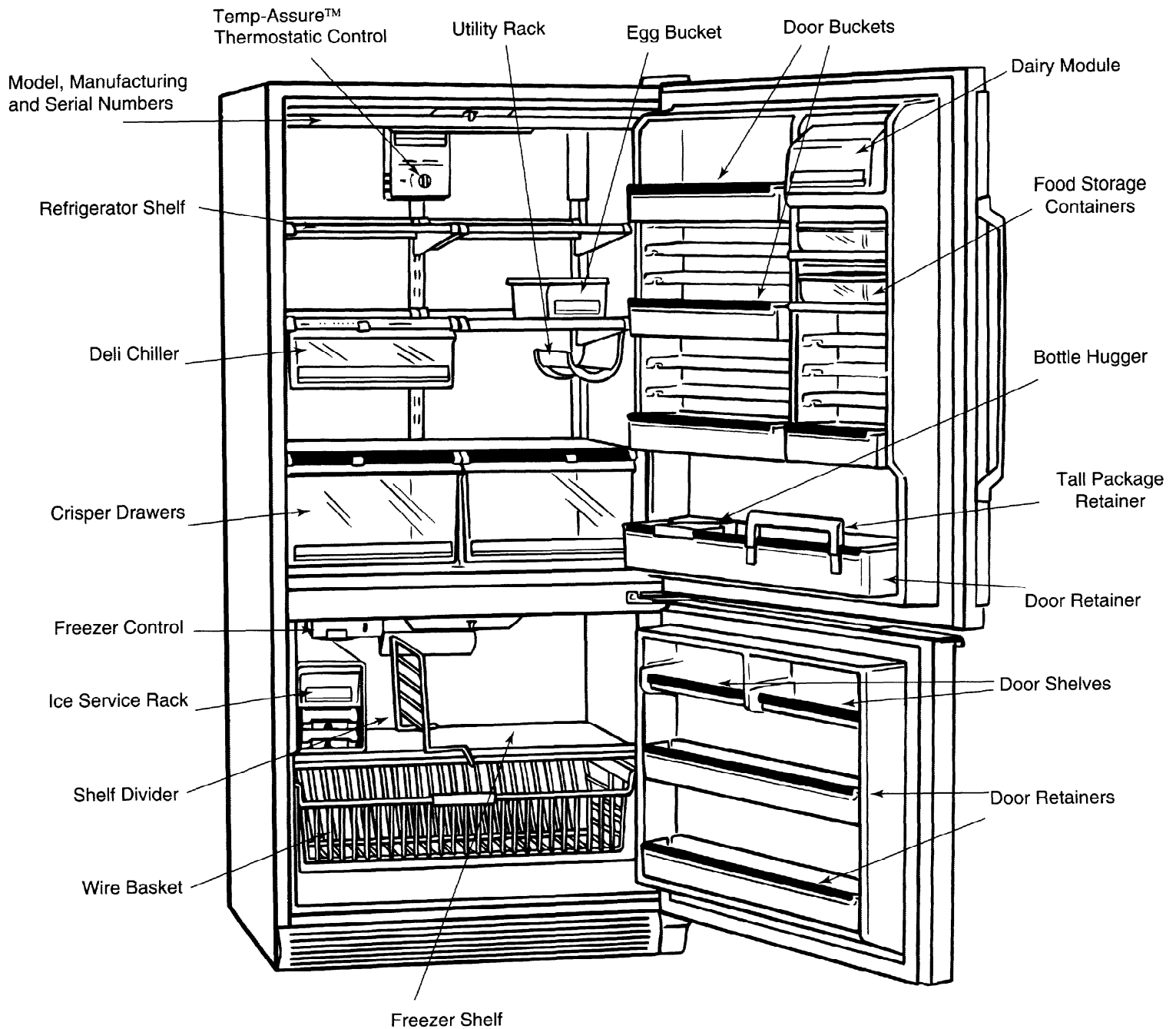


In refrigerator section, put thermometer in a glass of water and place in middle of refrigerator. Wait 5-8 hours. If temperature is not  $38^{\circ}$  to  $40^{\circ}\text{F}$  ( $3^{\circ}$  to  $4^{\circ}\text{C}$ ), adjust control, one number at a time. Check again after 5-8 hours. \_\_\_\_\_



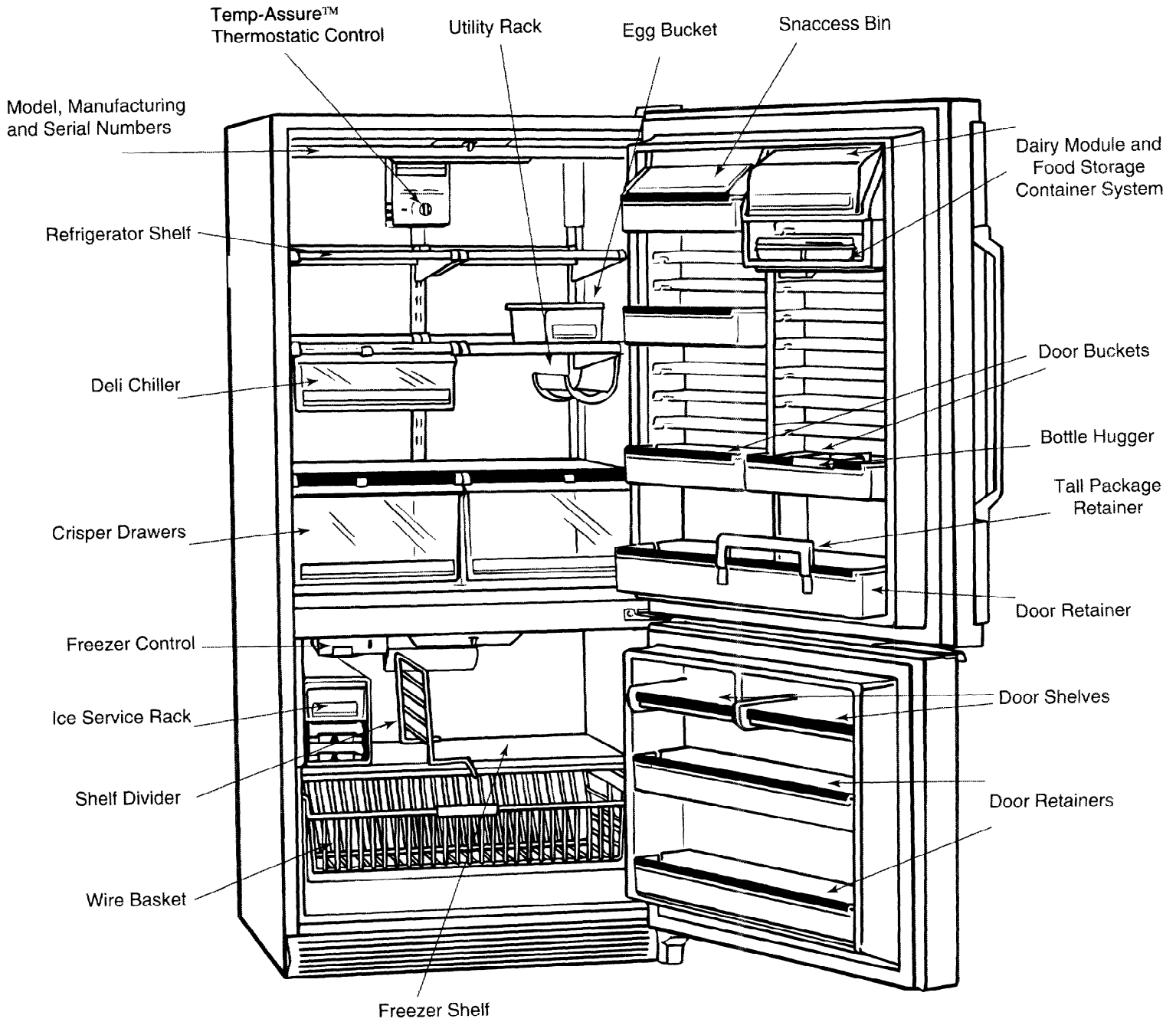
# Model Diagrams

Model Shown is BZ20R



Features vary from model to model.

**Model Shown is BZ22R**



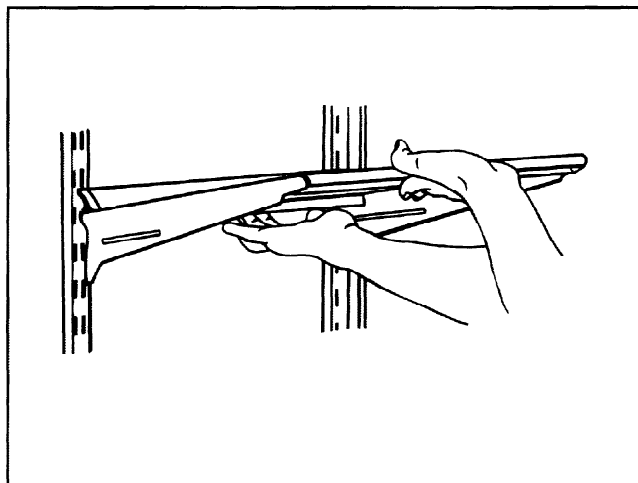
**Features vary from model to model.**

## Refrigerator Features

### Refrigerator Shelves

Shelves can be adjusted to match size of items stored in refrigerator. Some models feature Spillsaver™ shelves. Spillsaver™ shelves hold simple spills for easier cleaning.

1. To remove shelves, tilt up front. Lift back and pull out.
2. To reinstall, tilt front higher than back. Insert hooks into metal track and lower front.

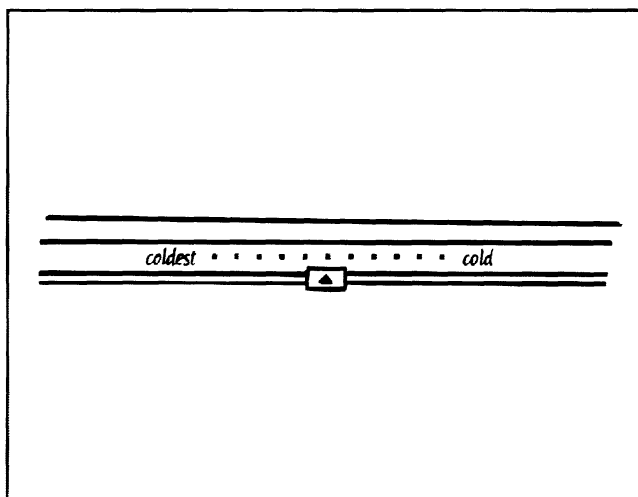


#### Caution

Gently apply downward pressure to front edge of shelf to insure proper installation.

### Deli Chiller

Deli Chiller features a drawer inside a sleeve. Freezer air circulates between Deli Chiller and sleeve. This keeps food fresh longer and up to 5°F (.3°C) colder than refrigerator. A control, located on front trim, adjusts amount of freezer air.



Slide control to right for normal refrigerator temperatures and to left for colder temperatures (ice crystals may form). Additional cold air can affect refrigerator temperatures and refrigerator control may need to be adjusted.



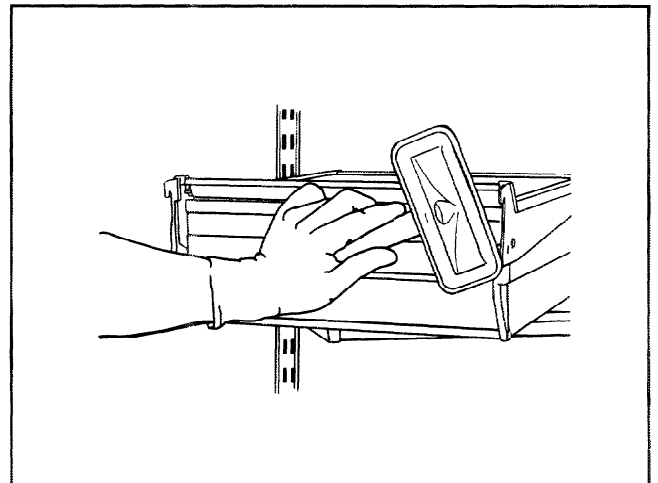
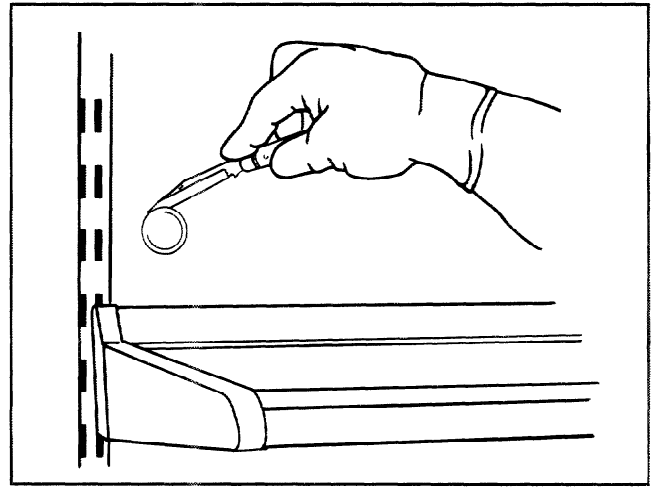
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## Moving Deli Chiller

Remove Deli Chiller drawer. Refer to refrigerator shelves instructions to remove and reinstall Deli Chiller. Use only fourth through sixth slots. Reinstall Deli Chiller drawer. Slide hand along back wall to make sure Deli Chiller boot fits snugly over hole in back wall.

## Moving Deli Chiller Left or Right

1. To avoid scratching liner, use a knife covered with tape. Remove plastic air hole cap from back wall of refrigerator. \_\_\_\_\_
2. Rotate Deli Chiller boot 180° to opposite side. \_\_\_\_\_
3. Reinstall Deli Chiller.
4. Insert plastic air hole cap in opposite side of refrigerator. Be sure cap is snugly in place. If cap is left out, cold air may cause food to freeze.



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## **Crisper Drawers**

Crisper drawers store fresh fruits and vegetables. To keep fresh longer, tightly wrap produce to seal in natural moisture. Do not wash produce before placing in crisper drawers. Excess moisture could cause produce to spoil. Do not line crisper drawers with paper towels. Paper towels will retain moisture.

Leafy vegetables such as lettuce, spinach or cabbage should be stored in crisper drawers at high humidity settings. Produce with skins, such as apples, cauliflower, corn or tomatoes, should be stored in crisper drawers at low humidity settings.

## **Removing Crisper Drawers and Glass Shelf**

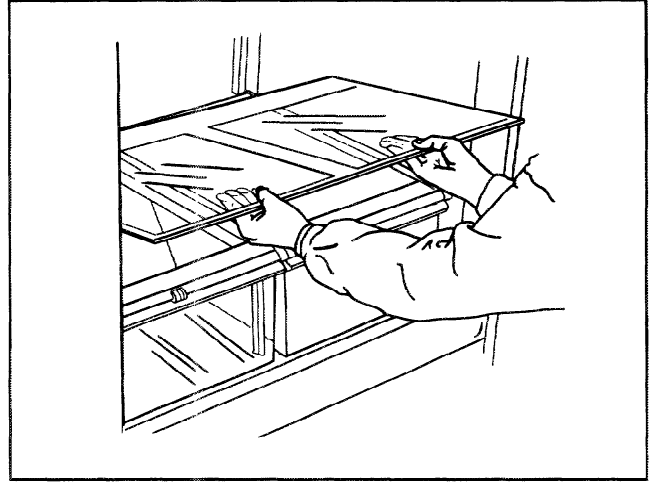
1. To remove crisper drawers and glass shelf, remove food. It may be necessary to remove shelves located above crisper drawers to remove bottom glass shelf.
2. Open left\* crisper drawer.  
\*For refrigerator doors hinged on left, open right crisper drawer.
3. Gently push shelf up from underneath.



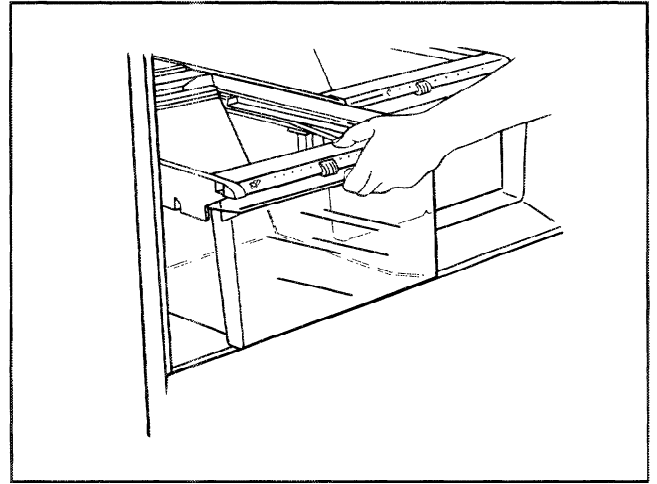
### **Caution**

Handle tempered glass shelves with care. Chipping, scratching and twisting may cause shelves to break suddenly. Replace shelves immediately if scratched or chipped. Do not expose shelves to rapid temperature changes.

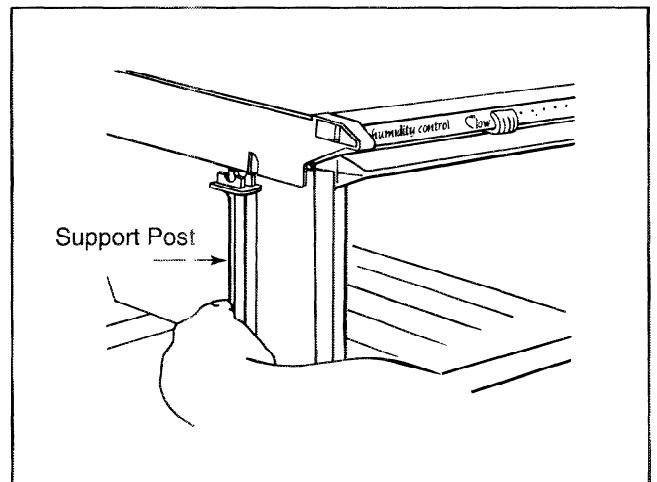
4. Tilt one end of glass up. Remove shelf from refrigerator. \_\_\_\_\_



5. Remove left\* crisper drawer by lifting front up while supporting drawer underneath. \_\_\_\_\_  
\*For refrigerator doors hinged on left, use crisper on right.



6. Remove crisper support post which fits into recess at bottom center of refrigerator. \_\_\_\_\_



7. Slide other crisper drawer to opposite wall and slide out.  
8. Reverse procedure to reinstall crisper drawers and glass shelf.

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**Utility Rack** (some models)

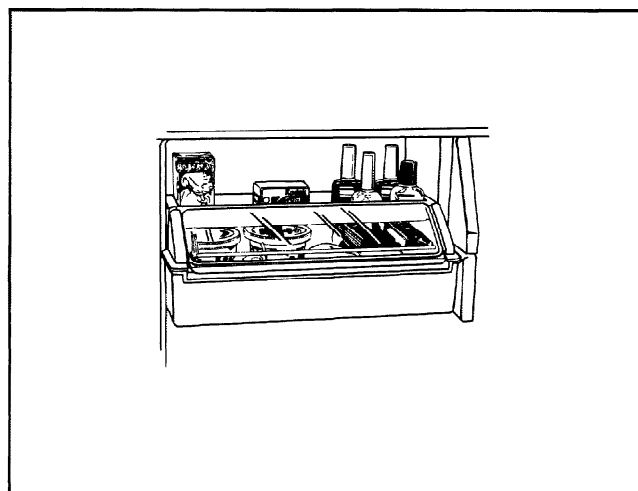
Utility rack provides extra storage space for items such as a large bottle, eggs, etc. Slide flat edge of rack onto shelf. Move shelf if necessary. If bottle is used, be sure cap is on tightly.

**Egg Bucket**

Take-to-the-counter egg bucket has a removable tray and cover. When tray is removed, bucket will accept a standard egg carton.

**Snaccess Bin** (some models)

Snaccess bin stores small items and snacks in an easy, convenient location. Remove upper portion and use bottom portion as an additional door bucket. To remove, open lid, place hand below center of upper shelf and lift up.

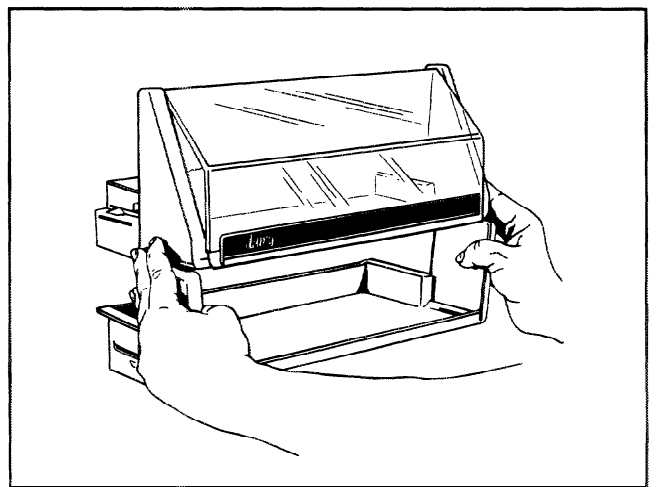
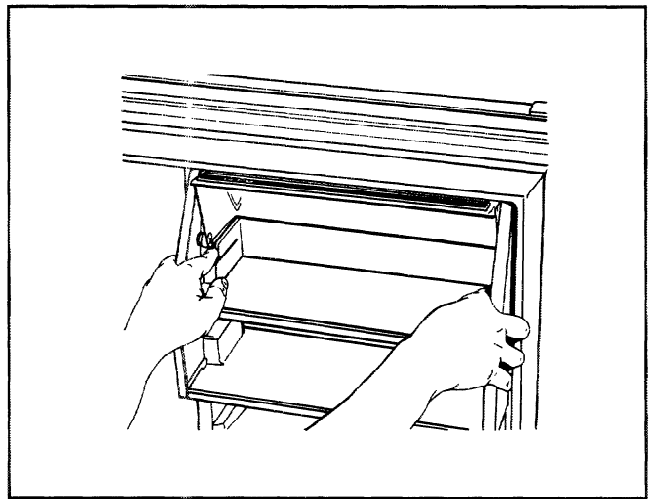


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## Dairy Module and Food Storage Container System (some models)

This system comes with dairy module, food storage container shelf and two containers. Entire system fits in top position of refrigerator door. Depending on the model, entire system can be placed on either side of door. Dairy module and food storage container shelf can also be used independently of each other. Some models feature a stationary dairy module and two removable shelves.

1. To remove system, lift up dairy door. Push lock tabs toward center. While holding in lock tabs, pull system out.
2. To reinstall, slide system into top position until tabs lock into place.
3. To remove dairy door, lift door up. Flex in slightly near hinges and pull door out.
4. To remove food storage container shelf, remove system and grasp sides of shelf. Flex out slightly and gently pull down.
5. Reverse procedure to replace shelf. For added storage, additional shelves can be purchased from an Amana dealer or independent parts distributor.
6. If refrigerator has stationary dairy module and two removable shelves, grasp each side of shelf to remove. Gently pull corners out to disengage tabs.

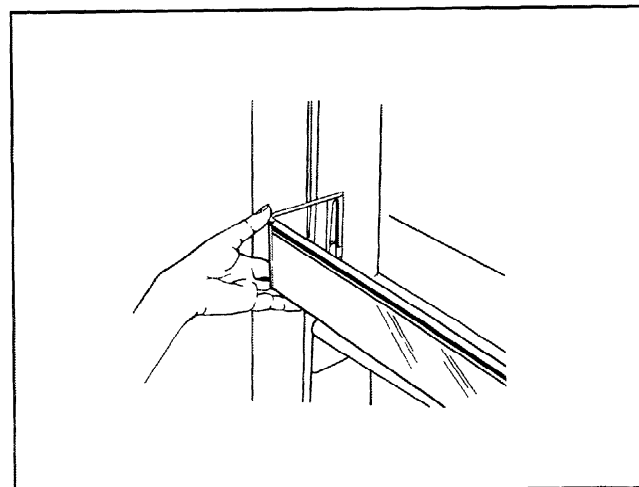
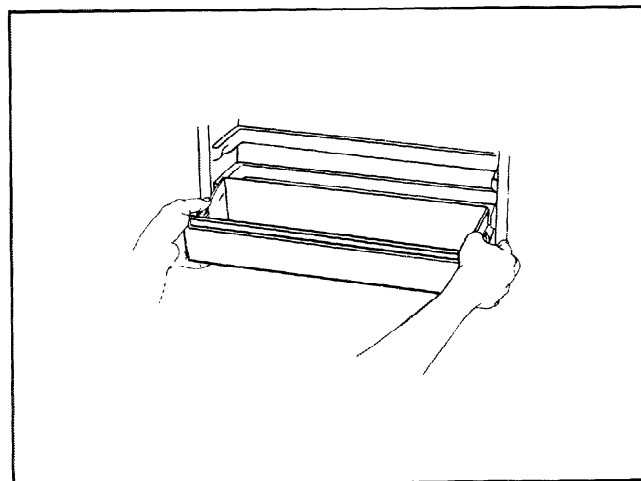


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## Door Buckets and Retainers

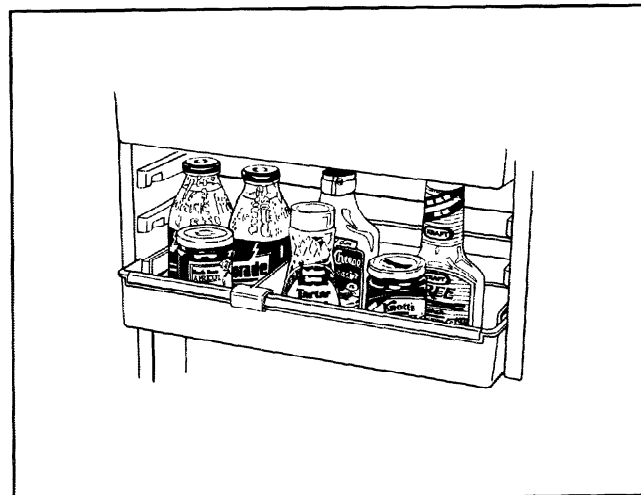
Door buckets can be moved to fit storage needs.

1. To remove buckets, push lock tabs toward center. Pull bucket straight out. \_\_\_\_\_
2. To reinstall, slide bucket into grooved area until tabs lock into place.
3. To remove retainers, grasp each side and pull retainer straight up and out. \_\_\_\_\_



### **Hugger** (some models)

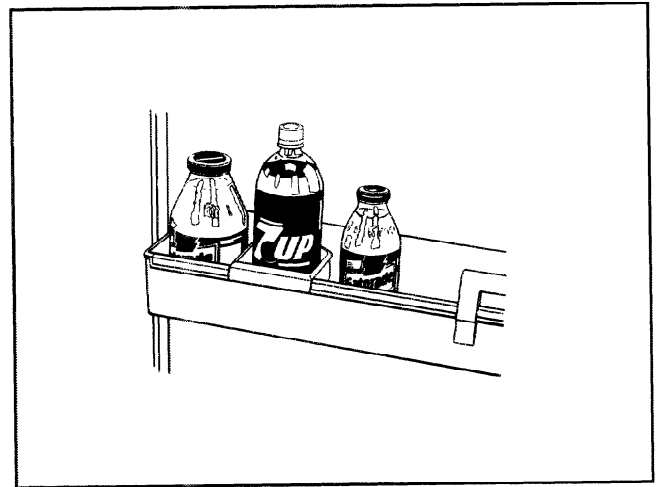
Hugger keeps bottles, etc., in place and can be adjusted to meet storage needs. Hugger also fits in all door buckets and retainers. \_\_\_\_\_



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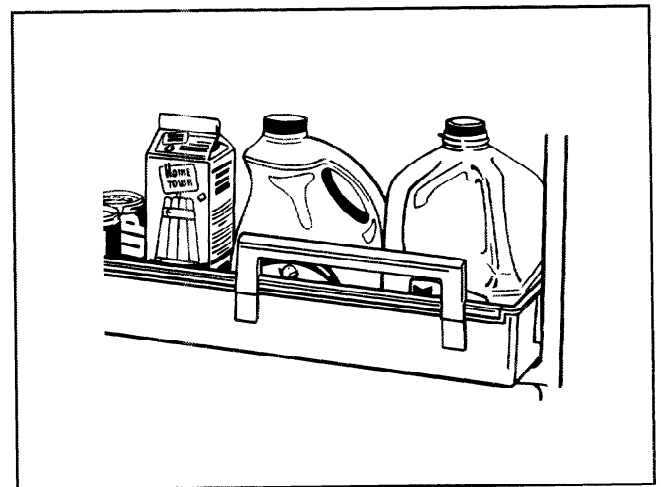
**Bottle Hugger** (some models)

Bottle hugger prevents bottles from tipping over in buckets and retainers. Bottle hugger can be moved to meet storage needs. \_\_\_\_\_



**Tall Package Retainer**

Retainer keeps tall packages secure in door buckets or retainers. To remove, rotate and lift up. \_\_\_\_\_



## Freezer Features

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### Free-O-Frost™ System

Freezer and refrigerator sections are completely frost free. Amana's Frost-Magnet® evaporator coil stops frost before frost starts. Under normal operating conditions, refrigerator and freezer will never have to be defrosted. Defrosting is automatic.

### Ice Service Rack (some models)

Service rack holds two ice cube trays and an ice bin. Service rack can be moved to right side by completing the following steps.

1. Slide rack toward front of freezer until screws are in middle of mounting holes.
2. Gently pull rack away from side wall of freezer.
3. Using 1/4" hex nut driver, remove screws from side wall.
4. To prevent scratching liner, use a flat blade screwdriver covered with tape. Gently pry plastic plugs from opposite side of side wall.
5. Replace plastic plugs with screws and vice versa.
6. Line up middle mounting holes in side of rack with screws on side wall.
7. Gently slide rack back until secure.

### Automatic Ice Maker (optional)

The bottom freezer refrigerator has an electrical connection in freezer for installation of an ice maker. To ensure good ice cubes, a water filter can also be added. Ice maker, model IC6, and water filter, part #R0183114, can be purchased separately from an Amana dealer.

### Freezer Shelf

Some models feature a glass or metal shelf.

1. To remove shelf, pull out. A sharp tug may be necessary.
2. To reinstall, slide until back of shelf snaps in.

### Shelf Divider (some models)

Shelf divider separates food for more storage space. To move divider, rotate clockwise and slide to new position.



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## Wire Basket

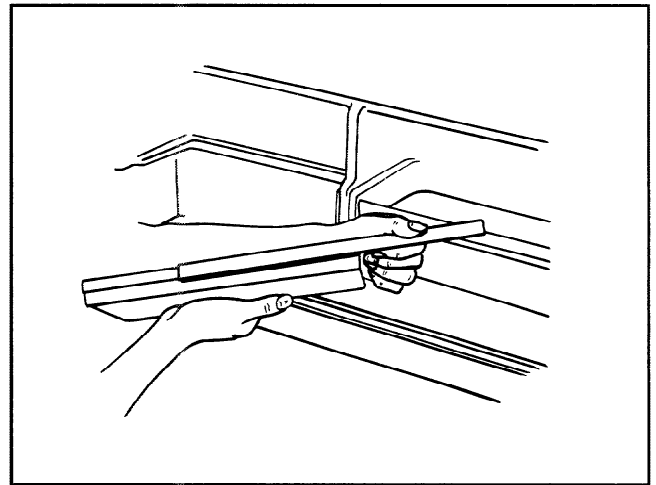
Wire basket is ideal for large, bulky items and glides out for easier access.

1. To remove basket, open door completely. Pull basket straight out until basket stops. Tilt up front and pull out.
2. To reinstall, slide basket in.

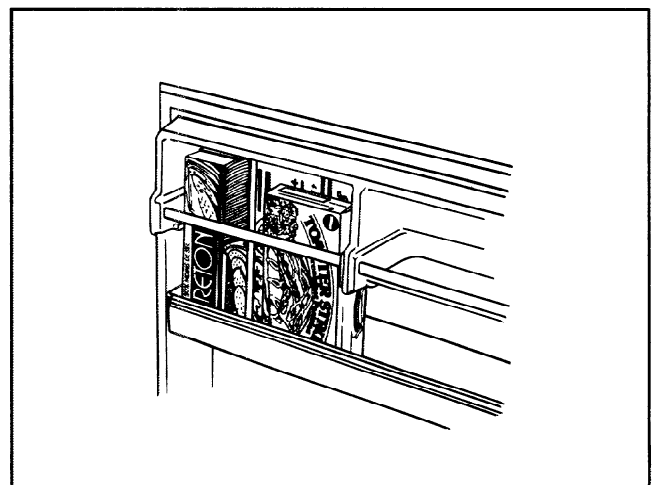
## Door Retainers and Shelves

All models feature two full retainers and two half shelves.

1. To remove retainers, grasp each side and pull retainers up and out.
2. To remove shelves, slide front trim right or left and up. Lift shelf up and pull out.



3. To use area for tall packages, slide front trim off shelf and reinstall trim.



## Other Features

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### Trim Kits

To accent kitchen decor, custom door panels can be added to door fronts. These panels are held in place with decorator trim kits. These kits can be purchased separately from an Amana dealer. Custom panels can be purchased locally.

## Care and Cleaning

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### Adhesives

To remove glue residue from refrigerator, dab toothpaste over adhesive. Rub fingers over adhesive and rinse.

### General



#### Caution

To avoid electrical shock, unplug power cord or open household circuit breaker to refrigerator before cleaning or replacing light bulb. After cleaning or replacing light bulb, reconnect power.

1. Wash refrigerator with warm, soapy water as needed. Rinse and dry thoroughly.
2. If using concentrated liquid detergent, dilute in warm water first.
3. Do not use following items. These items can scratch, crack and discolor surfaces.
  - abrasive cleaners such as Comet, Ajax, etc.
  - solvents
  - metal scouring pads

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## Glass Shelves



### Caution

Handle tempered glass shelves with care. Chipping, scratching and twisting may cause shelves to break suddenly. Replace shelves immediately if scratched or chipped. Do not expose shelves to rapid temperature changes.

After removing shelf, place on soft surface such as a towel or dishcloth. Allow shelf to adjust to room temperature before cleaning.

## Food Storage Containers

When using containers to reheat food in a microwave oven, follow storage container manufacturer's instructions. Containers are dishwasher safe. Always place in top rack of dishwasher. If containers should stain, follow storage container manufacturer's instructions for cleaning.

## Door Gaskets

1. At least four times a year, clean gaskets with a liquid detergent or baking soda diluted in water.
2. Rinse and dry thoroughly.
3. Apply a light film of petroleum jelly to keep gaskets soft and pliable.
4. Do not use cleaners which contain ammonia or chlorine bleach.

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## Odor Removal



### Caution

To avoid electrical shock, unplug power cord or open household circuit breaker to refrigerator before cleaning or replacing light bulb. After cleaning or replacing light bulb, reconnect power.

1. Remove all food.
2. Thoroughly wash refrigerator and freezer liners with four tablespoons of baking soda dissolved in a quart of warm water. Pay special attention to corners, crevices or grooves and include all accessories, drawers, shelves and gaskets.
3. Rinse and dry thoroughly.
4. Return food to refrigerator. Wash all bottles, containers and jars. Wrap foods in tightly sealed containers to prevent further odors. Wait 24 hours before checking to see if odor has been eliminated. If odor is still present, call 1-800-843-0304 for additional cleaning methods.

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## Mechanical

### Condenser Coil

It is important to clean condenser coil every three months. Dust and lint will cause the following:

- reduced cooling performance
  - increased energy usage
  - premature part failure
1. Grasp toe grille at each end and pull forward to remove.
  2. Clean coil with a vacuum cleaner hose nozzle.
  3. Snap toe grille into place.
  4. To clean behind refrigerator, rotate stabilizing leg counterclockwise until leg is off floor. Pull refrigerator away from wall and run a vacuum brush across condenser fan outlet grille on lower back of refrigerator.

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## Light Bulbs



### Caution

To avoid electrical shock, unplug power cord or open household circuit breaker to refrigerator before cleaning or replacing light bulb. After cleaning or replacing light bulb, reconnect power.

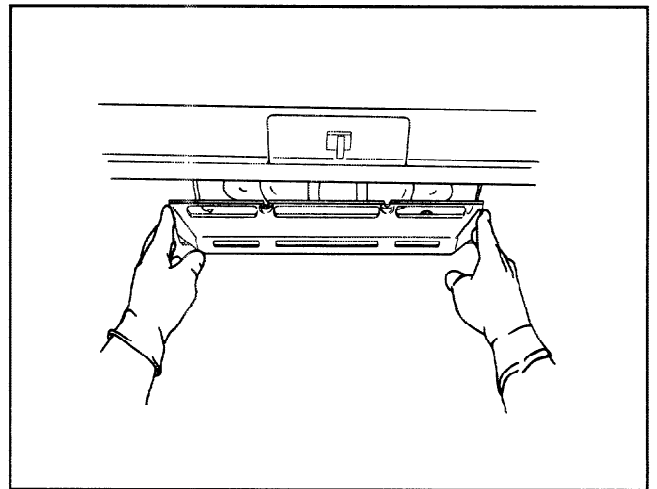
A 40 watt appliance bulb is needed and can usually be purchased from a hardware store or independent parts distributor. Examples are as follows:

Amana	#A0282803
GE or Westinghouse	#40A15/1
Sylvania	#40A15

### Important

Wear gloves to protect hands should bulb break.

1. If hot, allow bulb to cool.
2. To remove light bulb cover, press in on back corners and slide off screws. ———
3. Slide cover toward back wall and remove.
4. Replace light bulb.
5. Reverse procedure to reinstall light bulb cover.



## Energy Tips

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This refrigerator is designed to be one of the most energy efficient refrigerators available. Reduce energy use by following these suggestions:

1. Operate in normal room temperatures away from heat sources and direct sunlight.
2. Set freezer, refrigerator and Deli Chiller controls so compartments are no colder than necessary.
3. Keep freezer section full.
4. Keep door gaskets clean and pliable, replace if worn.
5. Clean condenser coil.

## Vacation Tips

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For short vacations, remove perishable foods. Check refrigerator warranty certificate for specific coverage. **Warranty does not cover food loss.** If an ice maker is installed, move wire "arm" to up position.

For long vacations, do the following:

1. Empty refrigerator and freezer.
2. Unplug refrigerator.
3. Clean refrigerator.
4. Prop doors open, so air can circulate inside.
5. If an ice maker is installed, turn water supply off at saddle valve.

## Normal Operating Sounds

This new refrigerator may be replacing a differently designed, less efficient or smaller refrigerator. Today's refrigerators have new features and are more energy efficient. As a result, certain sounds may be unfamiliar. These sounds are normal and will soon become familiar. These sounds also indicate refrigerator is operating and performing as designed.

### Freezer Control

Clicks when starting or stopping compressor.

### Freezer Fan

Air rushes and whirs.

### Sealed System (Evaporator/Heat Exchanger)

Refrigerant flow gurgles, pops or sounds like boiling water.

### Defrost Heater

Sizzles, hisses or pops.

### Condenser Fan

Air rushes and whirs.

### Compressor

Has a high pitched hum or pulsating sound.

### Defrost Drain Pan

Defrost water falls into drain pan.

### Defrost Timer

Snaps in and out of defrost cycle and sounds like an electric clock.

### Ice Maker (optional)

Ice cubes drop into ice bucket.

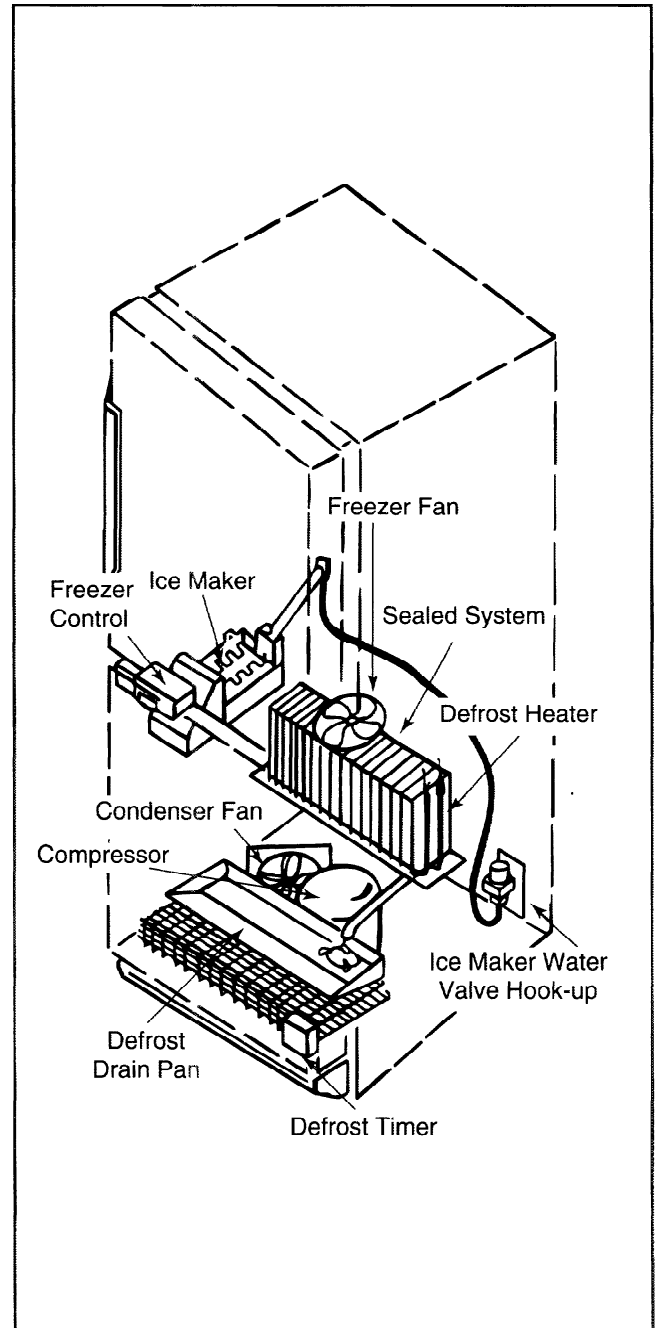
### Ice Maker Water Valve Hook-up

(optional)

Buzzes when ice maker fills with water. This occurs whether or not refrigerator is connected to household water supply. If refrigerator is not hooked up to water, stop sound by raising ice maker shut off "arm" to up position.

### Insulation

Foam insulation is very energy efficient and has excellent insulating capabilities. However, it is not as sound absorbent as previously used fiberglass insulation.



## Before Calling For Service

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Check these simple problems before calling for service.

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Refrigerator does not operate \_\_\_\_\_

Confirm freezer control is on.  
Confirm electrical power cord is plugged in.  
Confirm light bulb works. A dim light indicates low voltage or a weak bulb.  
Check fuse or circuit breaker. Plug in another item at that wall outlet.  
If freezer control is on and lights work but two fans and compressor are not operating, refrigerator may be in defrost cycle. Wait 40 minutes to see if refrigerator restarts.

If refrigerator still won't operate \_\_\_\_\_

Unplug refrigerator. Transfer food to another unit or place dry ice in freezer section to preserve food until refrigerator can be serviced. Check refrigerator warranty certificate for specific coverage. **Warranty does not cover food loss.**  
For additional help and/or to find nearest **authorized Amana servicer**, call **1-800-843-0304.**

If food temperature appears too warm \_\_\_\_\_

See above sections.  
If a large supply of food was recently added, allow adequate time for food to reach refrigerator or freezer temperature.  
Clean condenser coil.  
Adjust refrigerator and/or freezer control.  
Confirm rear air grille is not blocked. Rear air grille is located behind left crisper.

If Deli Chiller is too warm \_\_\_\_\_

Confirm Deli Chiller boot is over air hole.  
Slide Deli Chiller control to a colder setting.  
Adjust freezer control to a colder setting.  
Confirm cap is over unused air hole.



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If refrigerator food temperature is too cold \_\_\_\_\_

Clean condenser coil.  
Adjust refrigerator control.  
Adjust freezer control to warmer setting.  
Allow several hours for temperature to adjust.

If refrigerator runs too frequently \_\_\_\_\_

It may be normal to maintain an even temperature.  
Doors may have been opened frequently or for an extended period of time.  
Clean condenser coil.  
Adjust freezer control.  
Check gasket for proper seal.

If refrigerator makes unfamiliar sounds or seems too loud \_\_\_\_\_

These may be normal. See Normal Operating Sounds section.

If water droplets form on inside of refrigerator \_\_\_\_\_

This is normal during periods of high humidity or if doors have been opened frequently.

If water droplets form on outside of refrigerator \_\_\_\_\_

Check gasket for proper seal.

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If crisper drawers or Deli Chiller do not close freely \_\_\_\_\_

Check for a package which may prevent drawers from closing properly.  
Confirm drawers are in proper position.  
Clean drawer channels with warm, soapy water. Rinse and dry thoroughly.  
Apply a thin layer of petroleum jelly to drawer channels.  
Confirm refrigerator is level.

If refrigerator has an odor \_\_\_\_\_

Clean inside of refrigerator and freezer.  
Cover all foods tightly and use freezer containers or freezer wrap.

If ice cubes have an odor \_\_\_\_\_

See above section.  
Discard ice and clean ice bucket or trays more frequently. Ice cubes are very porous and absorb odors very easily.

If ice cubes stick together or 'shrink' \_\_\_\_\_

Empty ice cube bucket or trays more frequently. If used infrequently, ice cubes may stick together or shrink.

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If ice forms in inlet tube to ice maker

Check if there is sediment in valve which prevents valve from closing. If there is sediment in valve, an in-line water filter should be added. Filter, part #R0183114, can be purchased separately from an Amana dealer or independent parts distributor. If problem persists, valve should be cleaned or changed.

Check water pressure. Low water pressure will cause valve to leak. Self piercing valves cause low water pressure. **Self piercing valves should never be used and warranty will be void.** If self piercing valve is used, replace with saddle valve in kit.

Any questions regarding above or to locate an **authorized** Amana servicer, call **1-800-843-0304**. When contacting Amana, provide product information including **model and serial numbers** and **date of purchase**. Model and serial numbers are located on the nameplate, found in upper left-hand corner of refrigerator section. Amana recommends contacting an **authorized** Amana servicer if service is required.

## **Rest assured against unexpected repair bills.**

### **Asure™ Extended Service Plan**

Amana is pleased to offer long-term service protection on this new refrigerator. Asure™ Extended Service Plan is specially designed to supplement Amana's strong warranty. Asure™ provides budget-protecting coverage on refrigerator for up to five full years and includes parts, labor and travel charges.

A participating Amana dealer has details or contact:

Amana Refrigeration, Inc.  
Consumer Affairs Department  
Amana, IA 52204  
1-800-843-0304

**Consumer Information Line  
1-800-843-0304**