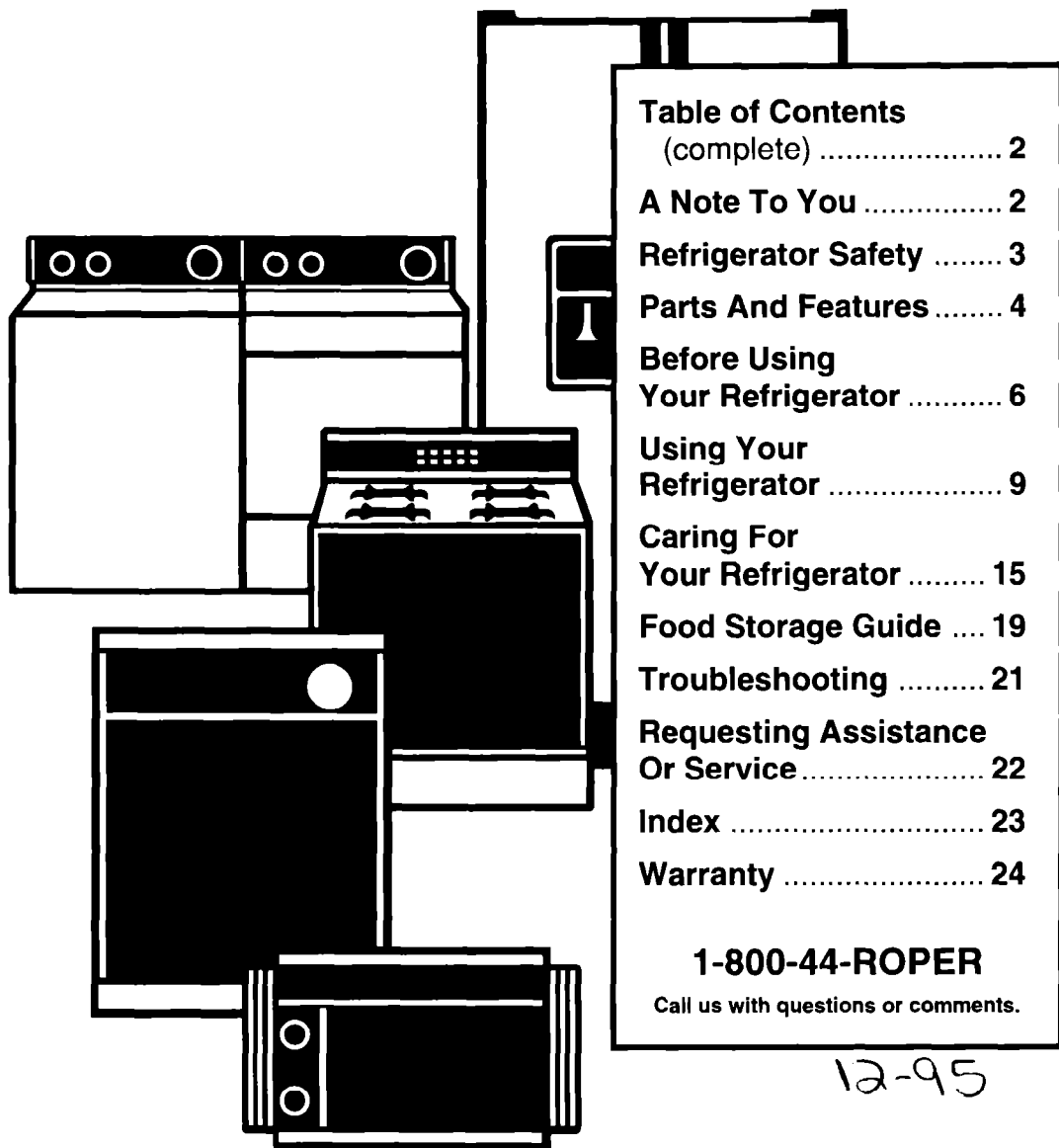




# Use And Care

## G U I D E



**NO-FROST REFRIGERATOR-FREEZER**

PART NO. 2190787

**RT14ECRE RT14DKXE**

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## A Note To You

### Thank you for buying a ROPER® appliance.

ROPER appliances give you all the functionality of name brand appliances at a value price. To ensure you enjoy years of trouble-free operation, we developed this Use and Care Guide. It contains valuable information about how to operate and maintain your appliance properly and safely. Please read it carefully. Also, please complete and mail the Ownership Registration Card provided with your appliance. This card helps us notify you about any new information on your appliance.

### Please record your model's information.

Whenever you call to request service on your appliance, you need to know your complete model number and serial number. You can find this information on the model and serial number label (see diagrams on pages 4 and 5 for location of label).

Please also record the purchase date of your appliance and your dealer's name, address, and telephone number.

**Model Number** \_\_\_\_\_

**Serial Number** \_\_\_\_\_

**Purchase Date** \_\_\_\_\_

**Dealer Name** \_\_\_\_\_

**Dealer Address** \_\_\_\_\_

**Dealer Phone** \_\_\_\_\_

**Keep this book and the sales slip together in a safe place for future reference.**

# Refrigerator Safety

## Your safety is important to us.

This guide contains statements under warning symbols. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the use of the symbol.

## **⚠️ WARNING**

This symbol alerts you to such dangers as fire, electrical shock, burns, and personal injury.

## IMPORTANT SAFETY INSTRUCTIONS

### **⚠️ WARNING**

To reduce the risk of fire, electrical shock, or injury when using your refrigerator, follow these basic precautions:

- Read all instructions before using the refrigerator.
  - Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous ... even if they will "just sit in the garage a few days."  
If you are getting rid of your old refrigerator, do it safely. Please read the enclosed safety booklet from the Association of Home Appliance Manufacturers. Help prevent accidents.
  - Never allow children to operate, play with, or crawl inside the refrigerator.
  - Never clean refrigerator parts with flammable fluids. The fumes can create a fire hazard or explosion.
    - FOR YOUR SAFETY •
- DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE. THE FUMES CAN CREATE A FIRE HAZARD OR EXPLOSION.

– SAVE THESE INSTRUCTIONS –

## Help us help you

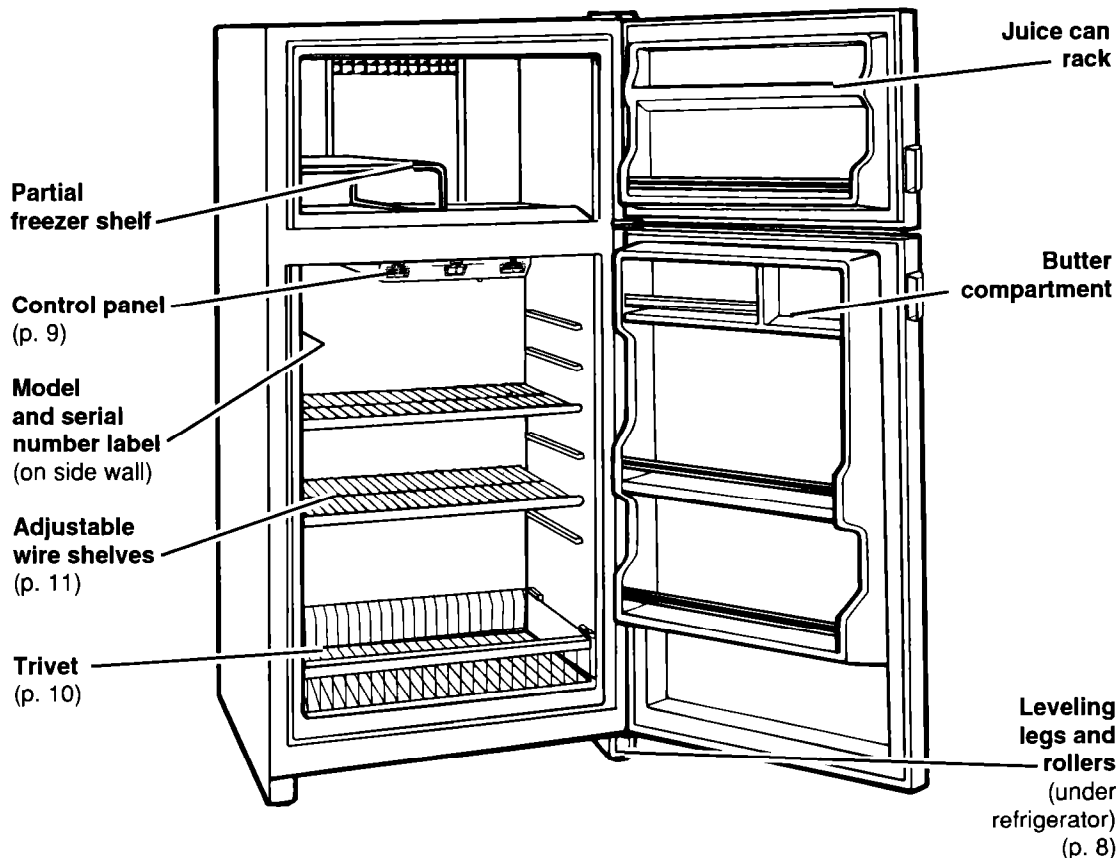
Please:

- Install and level the refrigerator on a floor that will hold the weight and in an area suitable for its size and use.
- Do not install the refrigerator near an oven, radiator, or other heat source.
- Do not use the refrigerator in an area where the room temperature will fall below 55°F (13°C).
- Keep the refrigerator out of the weather.
- Connect the refrigerator only to the proper kind of outlet, with the correct electrical supply and grounding. (Refer to the Electrical Requirements and Grounding Instructions Sheet.)
- Do not load the refrigerator with food before it has time to get properly cold.
- Use the refrigerator only for the uses described in this manual.
- Properly maintain the refrigerator.
- Be sure the refrigerator is not used by anyone unable to operate it properly.

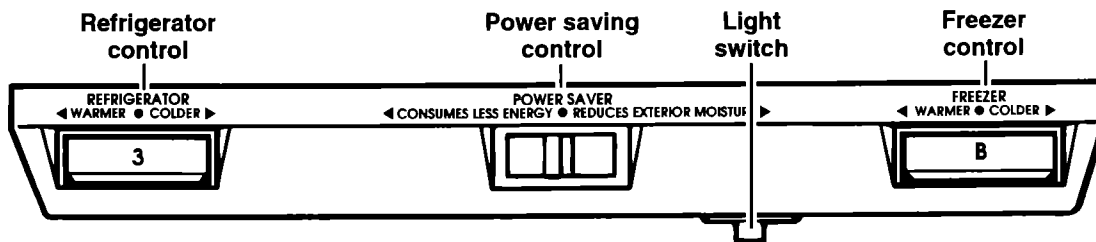
# Parts And Features

Below are illustrations of your appliance with the parts and features called out. To help you find information on specific parts or features faster, page references are included.

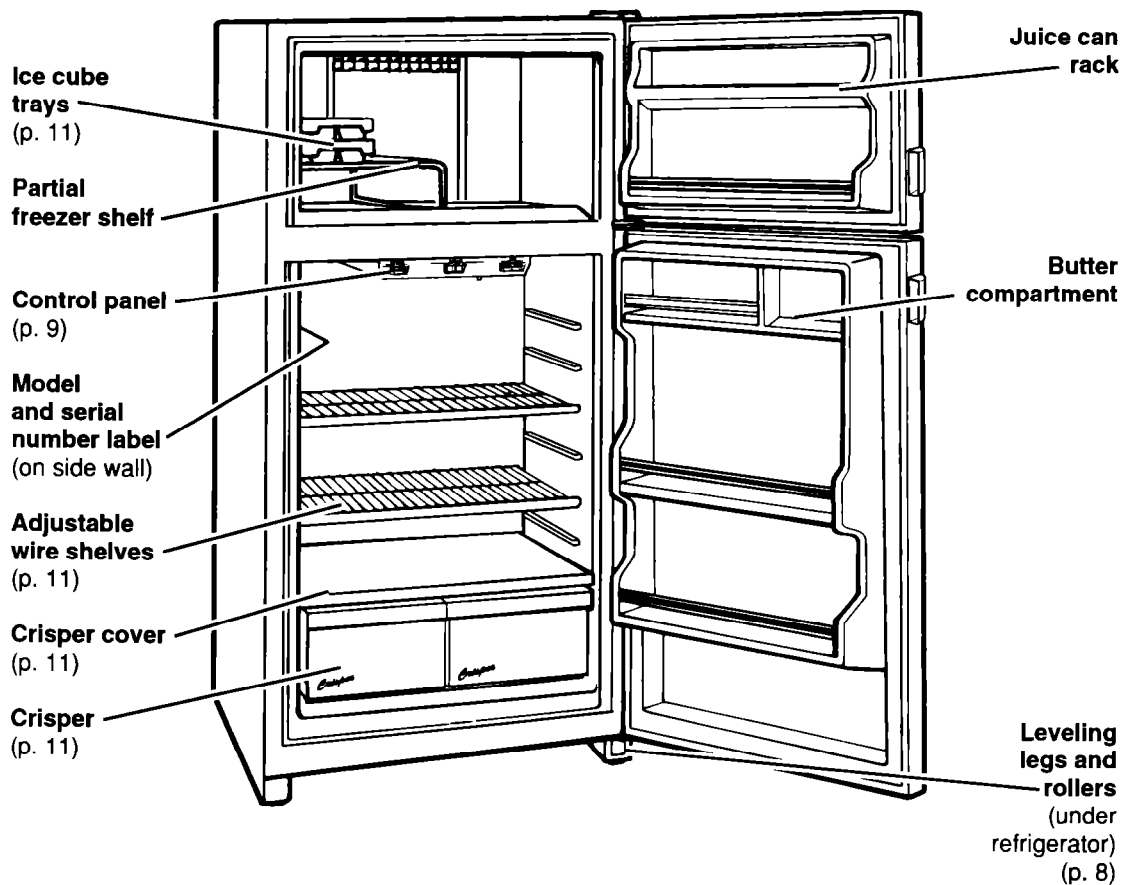
## Model RT14ECRE



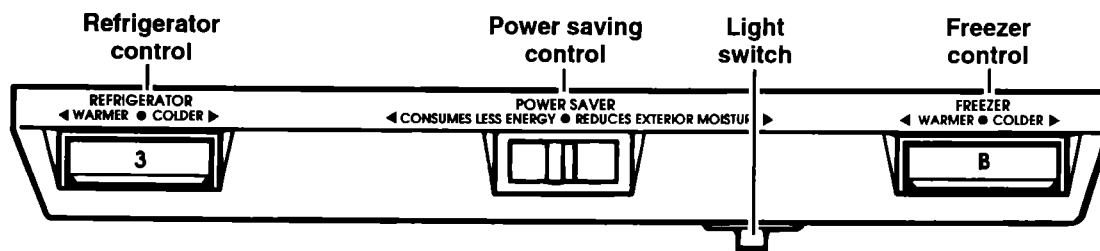
## Control panel



**Model RT14DKXE**



**Control panel**



# Before Using Your Refrigerator

It is important to prepare your refrigerator for use. This section tells you how to clean it, connect it to a power source, install it, and level it.

## Cleaning your refrigerator

### Removing packaging materials

Remove tape and any inside labels (except the model and serial number label) before using the refrigerator.

#### To remove any remaining glue:

- Rub briskly with thumb to make a ball, then remove.

#### OR

- Soak area with liquid hand dishwashing detergent before removing glue as described above. Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners. These can damage the material. See "Important Safety Instructions" on page 3.

**NOTE:** Do not remove any permanent instruction labels inside your refrigerator. Do not remove the Tech Sheet fastened under the refrigerator at the front.

### Cleaning it before use

After removing all packaging materials, clean your refrigerator before using it, if necessary. See cleaning instructions on pages 15-16.



**Plugging it in**

**⚠ WARNING**



**Fire Hazard**

**Do not use an extension cord.  
Doing so can result in death, fire, or  
electrical shock.**

**⚠ WARNING**



**Electrical Shock Hazard**

**Plug into a grounded three prong  
outlet.  
Do not remove ground prong.  
Do not use an adapter.  
Failure to follow these instructions  
can result in death or electrical shock.**

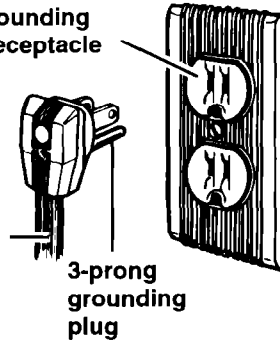
**Recommended Grounding Method**

A 115 Volt, 60 Hz., AC only 15 or 20 ampere fused and properly grounded electrical supply is required. It is recommended that a separate circuit serving only this appliance be provided. Use a receptacle which cannot be turned off with a switch or pull chain. Do not use an extension cord.

See Electrical Requirements and Grounding Instructions Sheet in your Literature Package.

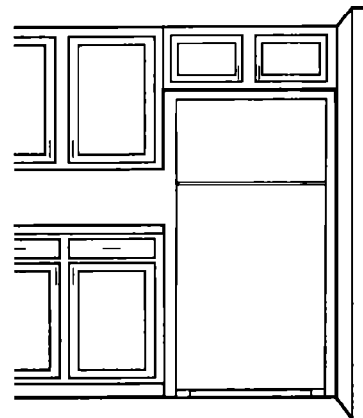
**3-prong grounding  
type wall receptacle**

**Refrigerator  
power cord**



## Installing it properly

1. Allow 3 inches (7.5 cm) between overhead cabinets and the refrigerator top.
2. Allow at least 1 inch (2.5 cm) between the condenser coils (on back of cabinet) and the back wall.
3. Allow ½ inch (1.25 cm) on each side of the cabinet for easier installation.
4. If the hinge side of the refrigerator is to be against a wall, you might want to leave extra space so the door can be opened wider.

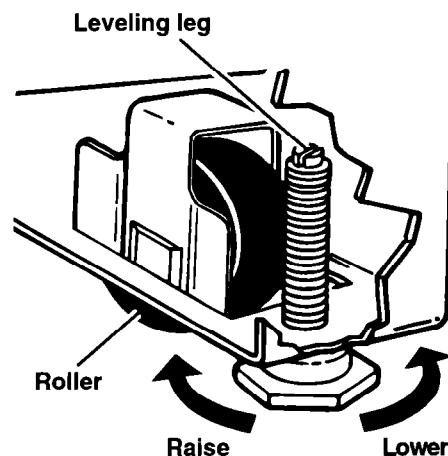


## Leveling it

Your refrigerator has 4 rollers to make positioning the refrigerator easier. Make sure the refrigerator is level for efficient operation.

### To level refrigerator:

1. Keep the 4 bolts that held the refrigerator in the shipping crate. They are the leveling legs.
2. Screw these bolts all the way into the bolt holes on the bottom corners of the refrigerator.
3. Adjust each leg so that the refrigerator does not rock.
4. Slide the refrigerator into place.
5. Place a level on top of the refrigerator -- first side-to-side then front-to-back.
  - Turn a leg clockwise to raise the corner.
  - Turn a leg counterclockwise to lower the corner.
6. Check the refrigerator with the level again. Repeat Step 5 until the refrigerator is level.





# Using Your Refrigerator

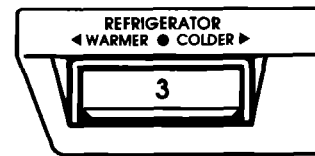
To obtain the best possible results from your refrigerator, it is important that you operate it properly. This section tells you how to set the controls, remove and adjust some of the features in your refrigerator, and how to save energy.

## Setting the controls

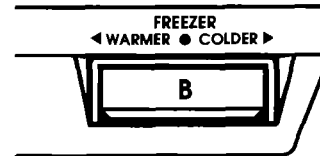
### Temperature controls

Controls for the refrigerator and freezer are in the refrigerator. When you plug in the refrigerator for the first time:

1. **Set the Refrigerator Control to 3.**  
Refrigerator Control settings range from 1 (warmer) to 5 (colder).



2. **Set the Freezer Control to B.**  
Freezer Control settings range from A (warmer) to C (colder).
3. Give the refrigerator time to cool down completely before adding food. This may take several hours.

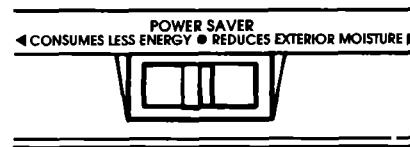


The settings indicated above should be correct for normal, household refrigerator usage. The controls are set correctly when milk or juice is as cold as you like and when ice cream is firm. If you need to adjust these settings, see "Changing the control settings" on page 10.

### Power Saving Control

The Power Saving Control operates electric heaters around the door openings. These heaters help keep moisture from forming on the outside of the refrigerator cabinet.

- Use the CONSUMES LESS ENERGY setting when humidity is low.
- Use the REDUCES EXTERIOR MOISTURE setting if moisture forms on the outside of the refrigerator cabinet.



## Changing the control settings

If you need to adjust temperatures in the refrigerator or freezer, use the settings listed in the chart below as a guide. If you have questions, call us at **1-800-447-6737**.

- Adjust the Refrigerator Control first.
- Wait at least 24 hours between adjustments.
- Then adjust the Freezer Control if needed.

CONDITION:	REASON:	RECOMMENDED CONTROL SETTINGS:	
		Refrigerator	Freezer
<b>Refrigerator section too warm</b>	<ul style="list-style-type: none"> <li>• Door opened often</li> <li>• Large amount of food added</li> <li>• Room temperature too warm</li> </ul>	<b>4</b>	<b>C</b>
<b>Freezer section too warm</b>	<ul style="list-style-type: none"> <li>• Door opened often</li> <li>• Large amount of food added</li> <li>• Very cold room temperature (can't cycle often enough)</li> </ul>	<b>3</b>	<b>A</b>
<b>Refrigerator section too cold</b>	<ul style="list-style-type: none"> <li>• Controls not set correctly for your conditions</li> </ul>	<b>2</b>	<b>B</b>
<b>Ice not made fast enough</b>	<ul style="list-style-type: none"> <li>• Heavy ice usage</li> <li>• Very cold room temperature (can't cycle often enough)</li> </ul>	<b>3</b>	<b>A</b>
<b>Both sections too warm</b>	<ul style="list-style-type: none"> <li>• Door opened often</li> <li>• Large amount of food added</li> <li>• Very warm or very cold room temperatures</li> </ul>	<b>4</b>	<b>B</b>

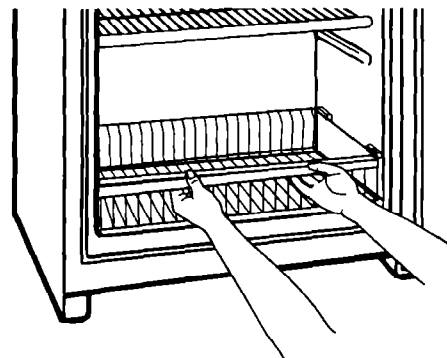
## Removing the trivet (Model RT14ECRE)

### To remove the trivet:

1. Lift the front of the trivet out of the supports.
2. Pull the trivet out.

### To replace the trivet:

1. Position the back of the trivet on the rear wall supports.
2. Lower the trivet into place.



## Removing the crisper and cover (Model RT14DKXE)

### To remove the crisper:

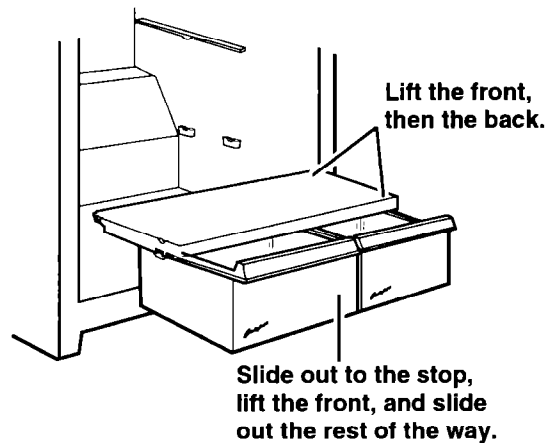
1. Slide crisper out to the stop.
2. Lift the front.
3. Slide out the rest of the way.
4. Replace in reverse order.

### To remove the cover:

1. Lift the front, then the back.
2. Lift cover up and out.

### To replace the cover:

1. Fit notches in back of cover into the nubs at the rear of the refrigerator cabinet.
2. Lower front into place.



## Adjusting the refrigerator shelves

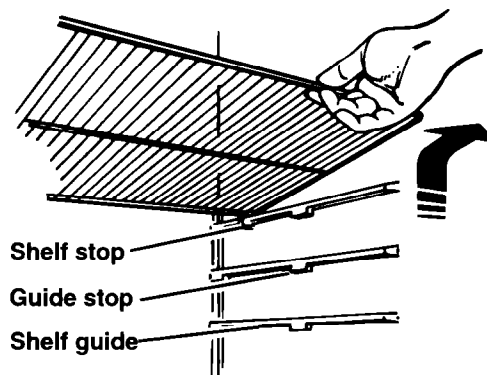
Adjust shelves to match the way you use your refrigerator.

### To remove a shelf:

1. Remove all items from the shelf.
2. Slide shelf straight out to the stop.
3. Lift the front.
4. Slide shelf out the rest of the way.

### To replace a shelf:

1. Fit back of shelf on top of shelf guide with wire stops on the bottom of the guide.
2. Lift front of shelf.
3. Slide shelf in until it clears all stops.
4. Lower front of shelf into place.

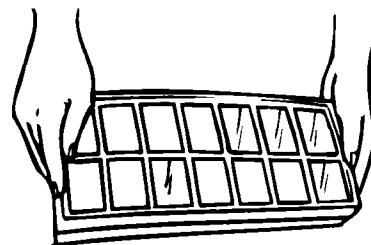


## Using the ice cube trays (Model RT14DKXE)

If you don't use cubes, they may shrink. The moving cold air starts a slow evaporation. The longer you store cubes, the smaller they get.

### To remove ice:

1. Hold tray at both ends.
2. Twist slightly.



## Using the optional automatic ice maker (Model RT14DKXE)

If your refrigerator has an automatic ice maker, or if you plan to add one later, here are a few things you will want to know.

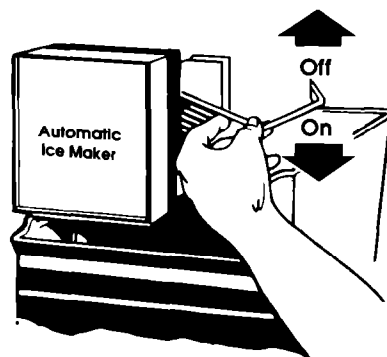
- The ON/OFF lever is a wire signal arm.

DOWN to make ice automatically

UP to shut off ice maker

**IMPORTANT:** Do not turn the ice maker ON until it is connected to a water supply. **Instructions for water supply hookup are attached to the back of the refrigerator cabinet.**

- If you remove the ice bin, raise the signal arm to the OFF position. When you replace the bin, push it all the way in and lower the signal arm to the ON position.
- Good water quality is important for good ice quality. Try to avoid connecting the ice maker to a softened water supply. Water softener chemicals (such as salt from a malfunctioning softener) can damage the ice maker mold and lead to poor ice quality. If a softened water supply cannot be avoided, make sure the water softener is operating properly and is well maintained.



UP to  
stop ice  
maker

DOWN to  
start ice  
maker

### Solving common ice maker problems

PROBLEM	POSSIBLE CAUSE/SOLUTION
<b>Ice crescents attached at corners</b>	<ul style="list-style-type: none"> <li>• This is normal. They break apart easily. Shake bin occasionally to keep cubes separated.</li> </ul>
<b>Ice maker will not operate or ice is not made fast enough</b>	<ul style="list-style-type: none"> <li>• ON/OFF lever is in the OFF (up) position. Lower lever to the ON (down) position.</li> <li>• Freezer is not cold enough. Adjust temperature controls and wait 24 hours. (See "Changing the control settings" on page 10.)</li> </ul>
<b>Off-taste or odor in ice</b>	<ul style="list-style-type: none"> <li>• New plumbing connections can cause discolored or off-flavored ice. Discard the first few batches of ice.</li> <li>• Cubes are stored too long. Throw them away and make a new supply.</li> <li>• Foods in freezer are not wrapped properly. See "Food Storage Guide" on pages 19 and 20.</li> <li>• Freezer and ice bin need to be cleaned. See pages 15 and 16.</li> </ul>

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## Changing the light bulb

### **⚠ WARNING**



#### **Electrical Shock Hazard**

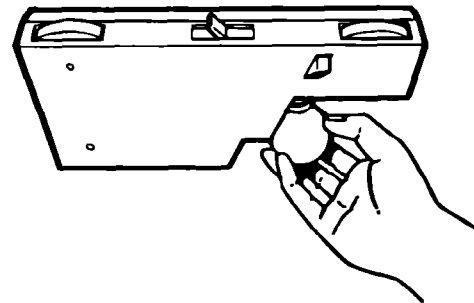
**Unplug the refrigerator before removing light bulb.**

**Failure to do so can result in death or electrical shock.**

#### **To change refrigerator light:**

1. Unplug the refrigerator.
2. Reach behind Control Panel to remove bulb.
3. Replace with a 40-watt appliance bulb.
4. Plug in the refrigerator.

**NOTE:** Not all appliance bulbs will fit your refrigerator. Be sure to replace a bulb with one of the same size and shape.



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## Understanding the sounds you may hear

Your new refrigerator may make sounds that your old one didn't. Because the sounds are new to you, you might be concerned about them. Don't be. Most of the new sounds are normal. Hard surfaces like the floor, walls, and cabinets can make the sounds seem louder.

The following describes the kinds of sounds that might be new to you, and what may be making them.

### **Slight hum, soft hiss**

You may hear the refrigerator's fan motor and moving air.

### **Clicking or snapping sounds**

The thermostat makes a definite click when the refrigerator stops running. It also makes a sound when the refrigerator starts. The defrost timer will click when the defrost cycle starts.

### **Water sounds**

When the refrigerator stops running, you may hear gurgling in the tubing for a few minutes after it stops. You may also hear defrost water running into the defrost water pan.

### Ice maker sounds

- trickling water
- thud (clatter of ice)

If your refrigerator has an ice maker, you may hear buzzing (from the water valve), trickling water and the clatter of ice dumped into the bin.

### Running sounds

Your refrigerator has a high-efficiency compressor and motor. It will run longer than older designs. It may even seem to run most of the time.

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## Saving energy

You can help your refrigerator use less electricity.

- Check door gaskets for a tight seal. Level the cabinet to be sure of a good seal.
- Clean the condenser coils regularly.
- Open the door as few times as possible. Think about what you need before you open the door. Get everything out at one time. Keep food organized so you won't have to search for what you want. Close door as soon as food is removed.

- Go ahead and fill up the refrigerator, but don't overcrowd it so air movement is blocked.
- It is a waste of electricity to set the refrigerator and freezer to temperatures colder than they need to be. If ice cream is firm in the freezer and drinks are as cold as your family likes them, that's cold enough.
- Make sure your refrigerator is not next to a heat source such as a range, water heater, furnace, radiator, or in direct sunlight.

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## Reversing the door swing

The doors on your refrigerator are reversible. If you need to reverse the door swing, refer to the instruction sheet included with your refrigerator.

# Caring For Your Refrigerator

Your refrigerator is built to give you many years of dependable service. However, there are a few things you can do to help extend its product life. This section tells you how to clean your refrigerator and what to do when going on vacation, moving, or during a power outage.

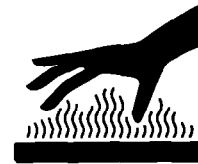
## Cleaning your refrigerator



Both the refrigerator and freezer sections defrost automatically. However, clean both about once a month to help prevent odors from building up. Wipe up spills right away.

To clean your refrigerator, unplug it, take out all removable parts and clean the refrigerator according to the following directions.

### ⚠ WARNING



#### Burn Hazard

**Do not touch refrigeration tubes near defrost pan.**

**Doing so can result in burns.**

PART	WHAT TO USE	HOW TO CLEAN
<b>Removable parts</b> (shelves, crisper, etc.)	Sponge or cloth with mild detergent and warm water	<ul style="list-style-type: none"> <li>• Hand wash, rinse, and dry thoroughly.</li> </ul>
<b>Outside</b>	Sponge, cloth, or paper towel with mild detergent, warm water, and an appliance wax (or good auto paste wax)	<ul style="list-style-type: none"> <li>• Wash outside of cabinet. Do not use abrasive or harsh cleaners.</li> <li>• Wipe and dry thoroughly.</li> <li>• Wax painted metal surfaces at least twice a year. Apply wax with a clean, soft cloth. <b>Waxing painted metal surfaces provides rust protection. Do not wax plastic parts.</b></li> </ul>
<b>Inside walls</b> (allow freezer to warm up so cloth won't stick)	Sponge, soft cloth, or paper towel with baking soda or mild detergent and warm water	<ul style="list-style-type: none"> <li>• Wash with mixture of warm water and               <ul style="list-style-type: none"> <li>– mild detergent, or</li> <li>– baking soda (2 tablespoons [26 g] to 1 quart [.95 L] of water).</li> </ul> </li> <li>• Wipe and dry thoroughly.</li> </ul>

continued on next page

## CARING FOR YOUR REFRIGERATOR

PART	WHAT TO USE	HOW TO CLEAN
<b>Door liners and gaskets</b>	Sponge, soft cloth, or paper towel with mild detergent and warm water	<ul style="list-style-type: none"> <li>• Wash, wipe, and dry thoroughly.</li> </ul> <b>DO NOT USE cleaning waxes, concentrated detergents, bleaches, or cleaners containing petroleum on plastic parts.</b>
<b>Plastic parts</b> (covers and panels)	Soft, clean sponge or soft, clean cloth with mild detergent and warm water	<ul style="list-style-type: none"> <li>• Wash, wipe, and dry thoroughly.</li> </ul> <b>DO NOT USE paper towels, window sprays, scouring cleansers, or flammable fluids. These can scratch or damage material. See "Important Safety Instructions" on page 3.</b>
<b>Defrost pan</b> (on top of motor – behind refrigerator)	Sponge or cloth with mild detergent and warm water	<ul style="list-style-type: none"> <li>• Slide refrigerator out away from the wall.</li> <li>• Wash, rinse, and dry thoroughly. <b>Do not remove defrost pan to clean.</b></li> <li>• Slide refrigerator back into place. Remember to leave 1 inch (2.5 cm) between back of cabinet and wall.</li> <li>• Make sure cabinet is level.</li> </ul>
<b>Condenser coils</b>	Vacuum cleaner with extended narrow attachment	<ul style="list-style-type: none"> <li>• Slide refrigerator out away from the wall.</li> <li>• Vacuum coils when dusty or dirty. Coils may need to be cleaned as often as every other month.</li> <li>• Slide refrigerator back into place. Remember to leave 1 inch (2.5 cm) between back of cabinet and wall.</li> <li>• Make sure cabinet is level.</li> </ul>



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## **Vacation and moving care**

### **Short vacations**

No need to shut off the refrigerator if you will be away for less than 4 weeks.

1. Use up any perishables.
2. Freeze other items.
3. If your refrigerator has an automatic ice maker:
  - Raise signal arm to OFF (up) position.
  - Shut off water supply to the ice maker.
  - Empty the ice bin.

### **Long vacations**

If you will be gone a month or more:

1. Remove all food from the refrigerator.
2. If your refrigerator has an automatic ice maker:
  - Turn off the water supply to the ice maker at least 1 day ahead of time.
  - When the last load of ice drops, turn off the ice maker. Make sure all ice is dispensed out of the ice maker mechanism.
3. Unplug the refrigerator.
4. Clean it, rinse well, and dry.
5. Tape rubber or wood blocks to the tops of both doors to prop them open far enough for air to get in. This stops odor and mold from building up.

To restart refrigerator, see "Using Your Refrigerator" on page 9.

### **Moving**

When you are moving the refrigerator to a new home:

1. If your refrigerator has an automatic ice maker:
  - Turn off the water supply to the ice maker at least 1 day ahead of time.
  - Disconnect the water line.
  - After the last load of ice drops, lift the signal arm to the OFF (up) position.
2. Remove all food from the refrigerator.
3. Pack all frozen food in dry ice.
4. Unplug the refrigerator.
5. Clean it thoroughly. Wipe well and dry.
6. Take out all removable parts, wrap them well, and tape them together so they don't shift and rattle.
7. Screw in the leveling rollers.
8. Tape the doors shut and tape the power supply cord to the cabinet.

When you get to your new home, put everything back and refer to page 6. Also, if your refrigerator has an automatic ice maker, remember to reconnect the water supply line.

## Power interruptions

If electricity goes off, call the power company. Ask how long power will be off.

1. If service will be interrupted 24 hours or less, **keep both doors closed**. This helps foods stay frozen.
2. If service will be interrupted longer than 24 hours:
  - (a) Remove all frozen food and store in a frozen food locker.

**OR**

- (b) Place 2 lbs. (0.9 kg) of dry ice in freezer for every cubic foot of freezer space. This will keep food frozen for 2 to 4 days. Wear gloves to protect your hands from dry ice burns.

**OR**

- (c) If neither a food locker nor dry ice is available, use or can perishable food at once.

3. A full freezer stays cold longer than a partly filled one. A freezer full of meat stays cold longer than a freezer full of baked goods. If food contains ice crystals, it may be safely refrozen, although the quality and flavor may be affected. If the condition of the food is poor, or if you feel it is unsafe, dispose of it.

### Questions?

Call us at **1-800-447-6737**.

# Food Storage Guide

There is a correct way to package and store refrigerated or frozen food. To keep food fresher, longer, take the time to study these recommended steps.

## Storing fresh food

Wrap or store food in the refrigerator in airtight and moisture-proof material. This prevents food odor and taste transfer throughout the refrigerator. For dated products, check code date to ensure freshness.

### Leafy vegetables

Remove store wrapping and trim or tear off bruised and discolored areas. Wash in cold water and drain. Place in plastic bag or plastic container and store in crisper.

### Vegetables with skins (carrots, peppers)

Store in crisper, plastic bags, or plastic container.

### Fruit

Wash, let dry, and store in refrigerator in plastic bags or crisper. Do not wash or hull berries until they are ready to use. Sort and keep berries in their original container in a crisper, or store in a loosely closed paper bag on a refrigerator shelf.

### Eggs

Store without washing in the original carton on interior shelf.

### Milk

Wipe milk cartons. For best storage, place milk on interior shelf.

### Butter or margarine

Keep opened butter in covered dish or closed compartment. When storing an extra supply, wrap in freezer packaging and freeze.

### Cheese

Store in the original wrapping until you are ready to use it. Once opened, rewrap tightly in plastic wrap or aluminum foil.

### Leftovers

Cover leftovers with plastic wrap or aluminum foil. Plastic containers with tight lids can also be used.

### Meat

Store most meat in original wrapping as long as it is airtight and moisture-proof. Rewrap if necessary. See the following chart for storage times. When storing meat longer than the times given, freeze the meat.

<b>Chicken</b> .....	1-2 days
<b>Ground beef</b> .....	1-2 days
<b>Steaks and roasts</b> .....	3-5 days
<b>Cured meats</b> .....	7-10 days
<b>Bacon</b> .....	5-7 days
<b>Cold cuts</b> .....	3-5 days
<b>Variety meats</b> .....	1-2 days

**NOTE:** Use fresh fish and shellfish the same day as purchased.

## Storing frozen food

The freezer section is designed for storage of commercially frozen food and for freezing food at home.

**NOTE:** For further information about preparing food for freezing or food storage times, contact your local Cooperative Extension Service or check a freezer guide or reliable cookbook.

### Packaging

The secret to successful freezing is in the packaging. The way you close and seal the package must not allow air or moisture in or out. Packaging done in any other way could cause food odor and taste transfer throughout the refrigerator and drying of frozen food.

#### Packaging recommended for use:

- Rigid plastic containers with tight-fitting lids
- Straight-sided canning/freezing jars
- Heavy-duty aluminum foil
- Plastic-coated paper
- Non-permeable plastic wraps (made from a saran film)

Follow package or container instructions for proper freezing methods.

#### Do not use:

- Bread wrappers
- Non-polyethylene plastic containers
- Containers without tight lids
- Waxed paper
- Waxed-coated freezer wrap
- Thin, semi-permeable wrap

The use of these wrappings could cause food odor, taste transfer, and drying of frozen food.

### Freezing

Do not expect your freezer to quick-freeze any large quantity of food. Put no more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 pounds of food per cubic foot of freezer space). Leave enough space for air to circulate around packages. Be careful to leave enough room at the front so the door can close tightly.

Storage times will vary according to the quality of the food, the type of packaging or wrap used (airtight and moisture-proof), and the storage temperature, which should be 0°F (-17.8°C).

# Troubleshooting

Listed in the chart below are the most common problems consumers run into with their refrigerator. Please read through this chart before calling for service. It could save you the cost of a service call.

<b>PROBLEM</b>	<b>CHECK THE FOLLOWING</b>
<b>Your refrigerator will not operate</b>	<p>Is the power supply cord firmly plugged into a live circuit with proper voltage?</p> <p>Has a household fuse or circuit breaker blown/tripped?</p> <p>Is the Refrigerator Control set to the OFF position?</p>
<b>The lights do not work</b>	<p>Is the power supply cord firmly plugged into a live circuit with proper voltage?</p> <p>Has a household fuse or circuit breaker blown/tripped?</p> <p>Is a bulb burned out?</p>
<b>The ice maker does not work</b>	<p>Is the freezer cold enough to make ice? It could take overnight for the freezer to reach the proper temperature.</p> <p>Is the ON/OFF lever in the ON (down) position? (See page 12.)</p> <p>Is the water valve turned on?</p> <p>Does the water line have a clog or leak?</p>
<b>You hear unfamiliar sounds or a rattling/jingling noise</b>	<p>Is something on top of or behind the refrigerator?</p> <p>Some new sounds are normal. See "Understanding the sounds you may hear" on page 13.</p>
<b>There is water in the defrost pan</b>	<p>This is normal on hot, muggy days. Make sure the refrigerator is level so the pan does not overflow.</p>
<b>The motor seems to run too much</b>	<p>Are the condenser coils dirty?</p> <p>Has the door been opened often? Has a large amount of food been added at one time? The motor naturally runs longer if these things happen.</p> <p>Is the room hot? If the room is too warm, the motor runs longer to keep the unit cool.</p>

# Requesting Assistance Or Service

Before calling for assistance or service, please check "Troubleshooting" on page 21. It may save you the cost of a service call. If you still need help, follow the instructions below.

## 1. If you need assistance\* ...

Call our toll-free telephone number.



Dial free from anywhere  
in the U.S.A.:

1-800-44-ROPER  
(1-800-447-6737)

and talk with one of our trained consultants. The consultant can instruct you in how to obtain satisfactory operation from your appliance or, if service is necessary, recommend a qualified service company in your area.

If you prefer, write to:

Mr. William Clark  
Consumer Assistance Representative  
Whirlpool Corporation  
2000 North M-63  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

## 2. If you need service\* ...

Contact the dealer from whom you purchased the appliance or the authorized servicer in your area. For help finding an authorized servicer in your area, call our toll-free number in Step 1.



## 3. If you need FSP® replacement parts ...

FSP is a registered trademark of Whirlpool Corporation for quality parts. Look for this symbol of quality whenever you need a replacement part for your ROPER® appliance. FSP replacement parts will fit right and work right, because they are made to the same exacting specifications used to build every new ROPER appliance.

To locate FSP replacement parts in your area, refer to Step 2 or call our toll-free telephone number in Step 1.

## 4. If you are not satisfied with how the problem was solved ...

- Contact the Major Appliance Consumer Action Program (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry.
- Contact MACAP only when the dealer, authorized servicer and Whirlpool have failed to resolve your problem.

Major Appliance Consumer Action Program  
20 North Wacker Drive  
Chicago, IL 60606

- MACAP will in turn inform us of your action.

### \* When asking for help or service:

Please provide a detailed description of the problem, your appliance's complete model and serial numbers, and the purchase date. (See page 2.) This information will help us respond properly to your request.

# Index

This index is alphabetical. Look for the word or phrase you are interested in, then look for the page number.

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# ROPER®

## Refrigerator Warranty

LENGTH OF WARRANTY	WE WILL PAY FOR
<b>FULL ONE-YEAR WARRANTY</b> (from date of purchase)	FSP® replacement parts and repair labor to correct defects in materials or workmanship. Service must be provided by an authorized Roper service company.
<b>FULL FIVE-YEAR WARRANTY</b> (from date of purchase)	FSP replacement parts and repair labor for the sealed refrigeration system (compressor, evaporator, condenser, drier, or connecting tubing) which we find to be defective in materials or workmanship. Service must be provided by an authorized Roper service company.
<b>WE WILL NOT PAY FOR</b>	
<p><b>A.</b> Service calls to:</p> <ol style="list-style-type: none"> <li>1. Correct the installation of your refrigerator.</li> <li>2. Instruct you how to use your refrigerator.</li> <li>3. Replace house fuses or correct house wiring or plumbing.</li> <li>4. Replace light bulbs.</li> </ol> <p><b>B.</b> Repairs when your refrigerator is used in other than normal, single-family household use.</p> <p><b>C.</b> Pickup and delivery. Your refrigerator is designed to be repaired in the home.</p> <p><b>D.</b> Damage to your refrigerator caused by accident, misuse, fire, flood, acts of God, or use of products not approved by Whirlpool.</p> <p><b>E.</b> Any food loss due to product failure.</p> <p><b>F.</b> Repairs to parts or systems caused by unauthorized modifications made to the appliance.</p>	

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This ROPER appliance is warranted by Whirlpool Corporation. Under no circumstances shall it be liable under this warranty for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

**Outside the United States, a different warranty may apply. For details, please contact your authorized Roper dealer.**

If you need service, first see the "Troubleshooting" section of this book. After checking "Troubleshooting," additional help can be found by checking the "Requesting Assistance or Service" section or by calling our toll-free telephone number, **1-800-44-ROPER (1-800-447-6737)**, from anywhere in the U.S.A.