



# OWNER'S MANUAL

**Fresh-Food Refrigerator**

# Consumer Information

## Fresh-Food Refrigerator

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### Introduction

Your new Monogram fresh-food refrigerator makes an eloquent statement of style, convenience and kitchen planning flexibility. Whether you chose it for its purity of design or the assiduous attention to detail, you will find that your Monogram fresh-food refrigerator's superior blend of form and function will delight you for years to come.

The information on the following pages will help you operate and maintain your fresh-food refrigerator properly.

If you have any other questions, visit our Website at: **monogram.com**

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### Before using your fresh-food refrigerator

Read this manual carefully. It is intended to help you operate and maintain your new fresh-food refrigerator properly.

Keep it handy for answers to your questions.

If you don't understand something or need more help, there is a list of toll-free consumer service numbers included in the back section of this manual.

**OR**

Visit our Website at: **monogram.com**

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### Write down the model & serial numbers

You will find them on a label on the ceiling inside the fresh-food refrigerator.

**Please write these numbers here:**

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

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

Use these numbers in any correspondence or service calls concerning your fresh-food refrigerator.

### If you received a damaged appliance

The warranty does not cover damage caused after delivery.

Immediately contact the dealer (or builder) that sold you the fresh-food refrigerator.

### Save time & money

Before you request service, check the Problem Solver in the back of this manual.

It lists causes of minor operating problems that you can correct yourself.

### Remove packaging

Before using, be sure all packing materials and tape have been removed.

To assure no damage is done to the finish of the product, the safest way to remove the adhesive left from packaging tape on new

appliances is an application of household liquid detergent. Apply with a soft cloth and allow to soak. Wipe dry and then apply an appliance polish to thoroughly clean and protect the surface.

### If you need service

To obtain service, see the Consumer Services page in the back of this manual.

We are proud of our service and want you to be pleased. If for some reason you are not happy with the service you receive, here are steps to follow for further help.

#### **For customers in the USA:**

FIRST, contact the people who serviced your appliance. Explain why you are not pleased. In most cases, this will solve the problem.

NEXT, if you are still not pleased, write all the details—including your phone number—to:

Manager, Customer Relations  
GE Appliances  
Appliance Park  
Louisville, KY 40225

#### **For customers in Canada:**

FIRST, contact the people who serviced your appliance. Explain why you are not pleased. In most cases, this will solve the problem.

NEXT, if you are still not pleased, write all the details—including your phone number to:

Manager, Consumer Relations  
Mabe Canada Inc.  
1 Factory Lane, Suite 310  
Moncton, N.B. E1C 9M3

### After installation is completed

- Promptly inspect your new Monogram fresh-food refrigerator. If it has been damaged, contact the Installer or Dealer immediately.
- This fresh-food refrigerator must be properly leveled to ensure correct door alignment and door closure. Contact the Installer if the unit is not level.
- The unit should be centered in the opening. In a standard 24" opening, the front face of the Stainless Steel door will be flush with adjacent cabinetry. The front face of the Custom Panel door should be 1-31/44" forward of adjacent cabinetry. Contact the installer if clearance is not correct.

- Test the door swing. Carefully open and close the door. The door should not rub or catch on adjacent cabinetry. Notify the installer if the door makes contact with cabinetry.

Please Contact the Installer or Dealer if you experience any of these problems.

Your custom panel (ZIF1240 model only) fresh-food refrigerator is shipped with two toekicks, a stainless steel and a black toekick. For shipping purposes, one of the toekicks will be secured to the back of the unit and the second will be installed on the unit. Keep the unused toekick and other unused or removed parts for possible future use.

# IMPORTANT SAFETY INSTRUCTIONS

*Fresh-Food Refrigerator*

**⚠ WARNING** To reduce the risk of fire, explosion, electric shock, or injury when using your refrigerator, follow these basic safety precautions:

- Use this appliance only for its intended purpose as described in this Owner's Manual.
- This refrigerator must be properly installed and located in accordance with the Installation Instructions before it is used.
- Unplug the refrigerator before making repairs, or cleaning.  
**NOTE:** Power to the refrigerator cannot be disconnected by any setting on the control panel.  
**NOTE:** Repairs must be performed by a qualified Service Professional.
- Do not try to replace a burned-out LED light. An authorized technician will need to replace the LED lights.
- Replace all parts and panels before operating.
- Do not use an extension cord.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- To prevent suffocation and entrapment hazards to children, remove the fresh food and freezer doors from any refrigerator before disposing of it or discontinuing its use.
- Children and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use this appliance only if they are supervised or have been given instructions on safe use and understand the hazards involved.
- This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels, bed & breakfast and other residential environments; catering and similar non-retail applications.

**⚠ CAUTION** To reduce the risk of injury when using your refrigerator, follow these basic safety precautions.

- Do not clean glass shelves or covers with warm water when they are cold. Glass shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping or dropping. Tempered glass is designed to shatter into many small pieces if it breaks.
- Keep fingers out of the "pinch point" areas; clearances between the doors and between the doors and cabinet are necessarily small. Be careful closing doors when children are in the area.

## INSTALLATION

**⚠ WARNING**  **EXPLOSION HAZARD**

Keep flammable materials and vapors, such as gasoline, away from refrigerator. Failure to do so can result in fire, explosion, or death.

# READ AND SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INSTRUCTIONS

## CONNECTING ELECTRICITY

*Fresh-Food Refrigerator*

### **⚠ WARNING** **ELECTRICAL SHOCK HAZARD**

Plug into a grounded 3-prong outlet  
Do not remove the ground prong  
Do not use an adapter  
Do not use an extension cord.  
Failure to follow these instructions can result in death, fire, or electrical shock.

**Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded.**

The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this appliance.

Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.

Where a standard 2-prong wall outlet is encountered, it is your personal responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet. Do not use an adapter.

The refrigerator/freezer should always be plugged into its own individual electrical outlet which has a voltage rating that matches the rating plate.

A 115 Volt AC, 60 Hz, 15- or 20-amp fused, grounded electrical supply is required. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires.

Never unplug your refrigerator/freezer by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.

Immediately discontinue use of a damaged supply cord. If the supply cord is damaged, it must be replaced by a qualified service professional with an authorized service part from the manufacturer.

When moving the refrigerator/freezer away from the wall, be careful not to roll over or damage the power cord.

## PROPER DISPOSAL OF YOUR OLD APPLIANCE

### **⚠ WARNING** **SUFFOCATION AND ENTRAPMENT HAZARD**

Failure to follow these disposal instructions can result in death or serious injury

**IMPORTANT:** Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous even if they will sit for "just a few days." If you are getting rid of your old refrigerator, please follow the instructions below to help prevent accidents.

#### **Before You Throw Away Your Old Appliance**

- Take off the fresh food and freezer doors.
- Leave the shelves in place so that children may not easily climb inside.

#### **Refrigerant and Foam Disposal:**

Dispose of appliance in accordance with Federal and Local Regulations. Flammable insulation material used requires special disposal procedures. Contact your local authorities for the environmentally safe disposal of your appliance.

# READ AND SAVE THESE INSTRUCTIONS

# IMPORTANTES INSTRUCTIONS DE SÉCURITÉ

**⚠ AVERTISSEMENT** Pour réduire le risque d'incendie, d'explosion, de choc électrique ou de blessures lorsque vous utilisez votre réfrigérateur, veuillez suivre ces consignes de sécurité :

- Ce réfrigérateur doit être correctement installé conformément aux Consignes d'Installation avant toute utilisation.
- Débranchez le réfrigérateur avant d'effectuer une réparation, de remplacer une ampoule ou de le nettoyer.  
**Remarque** : L'alimentation du réfrigérateur ne peut être déconnectée par aucune des fonctions sur le panneau de commande.  
**Remarque** : Les réparations doivent être effectuées par un professionnel qualifié.
- Remettez toutes les pièces et panneaux en place avant d'utiliser l'appareil.
- N'utilisez pas un cordon de rallonge.
- Abstenez-vous d'entreposer ou d'utiliser de l'essence ou d'autres vapeurs et liquides inflammables aux alentours de cet électroménager ou d'autres appareils.
- N'entreposez pas dans cet électroménager des substances explosives telles que des bombes aérosols qui contiennent un gaz propulseur.
- Pour éviter les risques d'asphyxie et d'enfermement pour les enfants. Démontez les portes du congélateur et du compartiment de réfrigération avant de le mettre au rebut ou d'interrompre son utilisation.
- Afin de prévenir les accidents graves ou la mort, les enfants ne doivent pas se tenir ni jouer dans ou sur l'électroménager.
- Les enfants et les personnes dont les capacités sont réduites sur le plan physique, sensoriel ou mental, ou qui manquent d'expérience ou de connaissances, peuvent utiliser cet électroménager seulement si elles sont surveillées ou ont reçues des consignes de sécurité sur son usage et les risques y sont associés.
- Cet électroménager est conçu pour une utilisation domestique et applications similaires : salle du personnel dans une usine, un bureau ou d'autres lieux de travail; maison de ferme; clients dans un hôtel, un motel, un gîte touristique et d'autres lieux résidentiels; approvisionnement et applications similaires non reliées au commerce de détail.

**⚠ ATTENTION** Pour réduire le risque de blessures lorsque vous utilisez votre réfrigérateur, veuillez suivre ces consignes de sécurité.

- Ne nettoyez pas les clayettes ou les couvercles en verre avec de l'eau tiède quand ceux-ci sont froids. Les clayettes et couvercles en verre peuvent se casser s'ils sont exposés à des changements soudains de température ou si vous les cognez ou les faites tomber. Le verre trempé est conçu pour se briser en petits morceaux en cas de casse
- Éloignez les doigts des parties du congélateur où l'on peut facilement se pincer : les espaces entre les portes, et entre les portes et les placards sont toujours étroits. Soyez prudent lorsque vous fermez les portes en présence d'enfants.

## INSTALLATION

**⚠ AVERTISSEMENT**  **RISQUE D'EXPLOSION**

Conservez les matériaux et vapeurs inflammables tels que l'essence à l'écart de votre réfrigérateur. Une explosion, un incendie voire la mort pourrait en résulter.

# LEA Y GUARDE ESTAS INSTRUCCIONES

# IMPORTANTES INSTRUCTIONS DE SÉCURITÉ

## BRANCHEMENTS ÉLECTRIQUES

### ⚠ AVERTISSEMENT



### RISQUE DE CHOC ÉLECTRIQUE

Branchez l'appareil dans une prise triple avec terre.

Ne retirez pas la broche de terre.

N'utilisez pas d'adaptateur.

N'utilisez pas un cordon de rallonge.

Le non-respect de ces instructions peut entraîner des risques d'incendies, des chocs électriques ou la mort.

### **Ne coupez pas ou n'enlevez pas, sous aucun prétexte, la troisième broche de mise à la terre du cordon d'alimentation. Pour des raisons de sécurité, cet appareil doit être correctement mis à la terre.**

Le cordon d'alimentation de cet appareil est équipé d'une fiche à trois broches (pour une mise à la terre) qui s'adapte à la prise de courant standard à 3 broches (pour une mise à la terre) pour minimiser les risques de chocs électriques par cet appareil.

Faites vérifier la prise murale et le circuit électrique par un électricien qualifié pour s'assurer que le système est correctement mis à la terre.

Dans le cas d'une prise biphasée, l'installateur a la responsabilité et l'obligation de la remplacer par une prise triphasée correctement mise à la terre. N'utilisez pas d'adaptateur.

Le réfrigérateur doit toujours être branché à sa propre prise électrique d'une tension nominale correspondant à celle indiquée sur sa plaque signalétique.

Une alimentation électrique à 115 volts CA, 60 Hz, avec un fusible de 15 ou 20 ampères et une mise à la terre est nécessaire. Ceci permet d'obtenir un meilleur rendement et évite de surcharger les circuits électriques du domicile qui risque d'occasionner un incendie en surchauffant.

Ne débranchez jamais le réfrigérateur en tirant sur le cordon d'alimentation. Prenez toujours fermement la fiche en main et tirez pour la sortir de la prise.

Réparez ou remplacez immédiatement tout cordon électrique usé ou endommagé. N'utilisez pas un cordon fissuré ou présentant des dommages dus aux frottements soit sur sa longueur ou aux extrémités.

Lorsque vous éloignez votre réfrigérateur du mur, faites attention à ne pas le faire rouler sur le cordon d'alimentation afin de ne pas l'endommager.

## MISE AU REBUT APPROPRIÉE DE VOTRE ANCIEN RÉFRIGÉRATEUR

### ⚠ AVERTISSEMENT

### RISQUE DE SUFFOQUER OU D'Y ÊTRE EMPRISONNÉ

Le non-respect de ces instructions d'élimination peut entraîner la mort ou des blessures graves.

**IMPORTANT:** Les enfants pris au piège ou morts d'asphyxie sont toujours d'actualité. Les réfrigérateurs et congélateurs abandonnés sont toujours aussi dangereux, même si on n'attend que «quelques jours» pour s'en débarrasser. Si vous ne gardez pas votre ancien réfrigérateur ou congélateur, veuillez suivre les directives ci-dessous afin de prévenir les accidents.

#### Avant de vous débarrasser de votre ancien appareil :

- Démontez les portes du compartiment de réfrigération et du compartiment de congélation.
- Laissez les clayettes en place afin d'empêcher les enfants de grimper à l'intérieur.

### Mise au rebut des produits réfrigérants et en mousse

Mettez l'électroménager au rebut conformément à la réglementation fédérale et locale. Les matières isolantes inflammables utilisées exigent des procédures de mise au rebut spéciales. Communiquez avec les autorités locales pour connaître la façon de mettre votre électroménager au rebut qui soit respectueuse de l'environnement.

## LEA Y GUARDE ESTAS INSTRUCCIONES

## Controls and Features

### Fresh-Food Refrigerator

#### Temperature control

The temperature display shows the actual temperature of the fresh-food refrigerator. The actual temperature may vary slightly from the set temperature based on factors such as door openings, amount of food and room temperature.

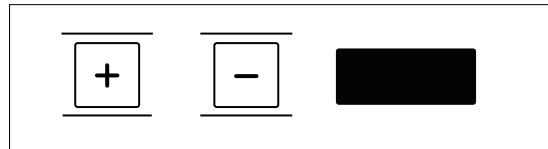
To change the temperature setting, press the + or – pads until you reach the desired set temperature. After 5 seconds, the display will return to the actual temperature.

After making adjustments, allow 12 to 24 hours for the fresh-food refrigerator to reach the temperature you have set and before making any further adjustments.

#### Temperature Settings

Minimum: 34°F (1.1°C)

Maximum: 45°F (7.2°C)



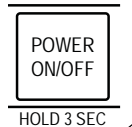
#### Child control lockout

This child control lockout feature prevents unwanted changes to your temperature settings.

After the desired temperature is set, the temperature can be locked. To lock, press both the + and – pads at the same time for five seconds. To unlock, press both + and – pads for five seconds.

#### Unit ON/OFF

This pad stops cooling in the fresh-food refrigerator, turns off the temperature controls and removes power to the light circuit.



Press this pad for a minimum of 3 seconds to turn the fresh-food refrigerator on or off or unplug the unit for long vacations or absences, or when cleaning the unit or changing the light bulb.

#### Interior fan

The interior fan is located in the rear wall of the fresh-food refrigerator and is designed to run continuously to help maintain the proper cooling temperature. The interior fan will only turn off when the door is opened.



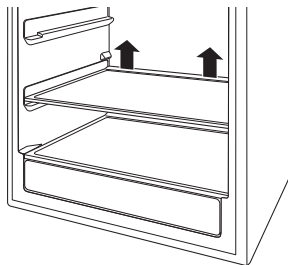
### Glass shelves

Tempered glass shelves in the fresh-food refrigerator are removable for easy cleaning or for storing larger items.

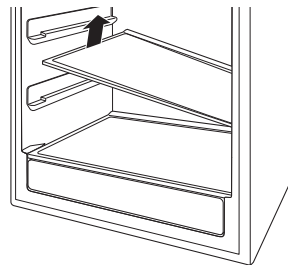
**To remove a shelf**, open the door completely to avoid potential damage to the gasket. Lift up on the back of the shelf slightly. Tilt the shelf to one side at an angle while pulling forward.

**To replace a shelf**, open the door completely to avoid potential damage to the gasket. Tilt the shelf to one side at an angle and slide toward the back wall, placing one side onto the shelf support. Place the other side onto the opposite shelf support. Ensure rear locking tabs are engaged. When installed properly, the shelf will not slide forward when gently pulled.

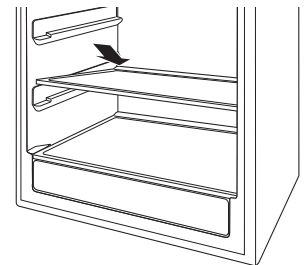
Appearance may vary



To remove, lift up on the back of the shelf



Tilt the shelf at an angle while removing or replacing



Place in slots when replacing the shelf

### QuickSpace™ shelf

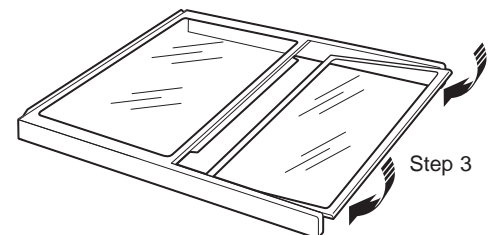
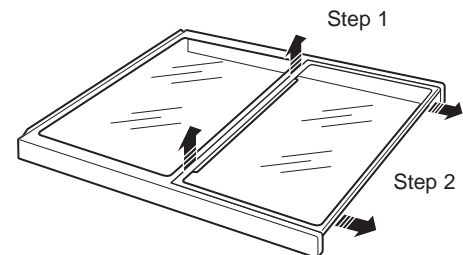
This shelf splits in half and slides under itself for storage of tall items on the shelf below.

Step 1: Lift the back edge of the front half of the shelf.

Step 2: Pull slightly forward.

Step 3: Lower the back edge of the front half of the shelf while sliding it underneath the back half.

The entire Quick Space shelf can be removed and replaced (see Glass Shelves section).



### Loading tips and suggestions

**Do not block the thermistor**, located on the right hand side, just above the third shelf of the fresh-food refrigerator. Blocking the thermistor could impair the air circulation and temperature control.

### *Vegetable pan*

The full extension vegetable pan provides constant high humidity levels required to store most fruits and vegetables.

How long produce can be stored will depend upon the type of food and its condition when placed in the pan.

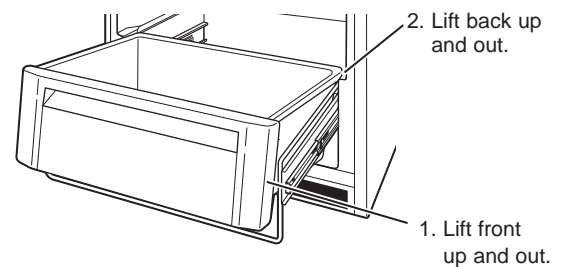
Unlike many refrigerators, the pan may be removed with the door at a 90° angle. This allows you to clean the vegetable pan easier. The vegetable pan is dishwasher safe, top rack only.

#### **To remove the pan from the wire holder:**

1. Pull the pan out to the STOP position.
2. Lift the front of the pan up and out of the wire holder.
3. Lift the back of the pan up and out.

#### **To replace a pan in the wire holder:**

1. Place the back of the pan in the wire holder, making sure the wire holder fits into the grooves on the back of the pan.
2. Lower the front of the pan into the wire holder.
3. Press firmly on the top of the pan to snap it into the wire holder.



## Sabbath Mode

*Fresh-Food Refrigerator*

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### *Sabbath Mode*

The Sabbath Mode was designed for use on the Jewish Sabbath and Holidays. The Sabbath Mode feature makes it possible for observant Jews to use the fresh-food refrigerator during the duration of the holiday.

The Sabbath Mode feature can be set to override typical reactions caused by your interaction with the fresh-food refrigerator. While in the Sabbath Mode, your appliance will still operate. However, it will not respond to your actions.

While in the Sabbath Mode, you may notice the fan running when the door is opened, however, this is not a result of your actions. The compressor and fan will operate at predetermined times.

**ON/OFF** - To activate the Sabbath Mode, press and hold down the **+** and **ON/OFF** buttons on the control panel for at least 7 seconds. **SAb** will be displayed on the control. **SAb** will remain in the display and all the control settings will be frozen and stay in the last mode before entering Sabbath Mode.



Controls and lights will not work until the **+** and **ON/OFF** buttons are held again for 7 seconds. The display will show "out" for 1 second and then resume the last operating mode.

### For your safety

**⚠ WARNING**  **Electrical Shock Hazard.**

Turn the fresh-food refrigerator OFF or unplug the unit before cleaning.

Turn the fresh-food refrigerator OFF by pressing the button on the control panel a minimum of 3 seconds until the light and temperature display turn off.

**⚠ AVERTISSEMENT**  **Risque de choc électrique.**

Éteignez (Off) le réfrigérateur pour denrées fraîches ou débranchez-le avant le nettoyage. Éteignez (Off) le réfrigérateur pour denrées fraîches en appuyant sur le bouton du panneau de commande durant un minimum de 3 secondes jusqu'à ce que la lampe et l'affichage de température s'éteignent.

### Door gasket

The vinyl gasket may be cleaned with mild soap and water, a baking soda solution or a mild scouring powder. Rinse well.

After cleaning the door gasket, apply a thin layer of paraffin wax or petroleum jelly to the door gasket at the hinge side. This helps keep the gasket from sticking and bending out of shape.

### Light bulb replacement

**⚠ WARNING**  **Electrical Shock**

**Hazard.** Turn the fresh-food unit OFF before replacing the light bulb.

**⚠ AVERTISSEMENT**  **Risque de choc**

**électrique.** Mettez le réfrigérateur hors tension (OFF) avant de remplacer l'ampoule.

To remove the light shield, push in the tab on the left side of the shield and lower it. Replace with a 15 watt appliance bulb or a 4.5 watt UL Listed LED Lamp or call 800.GE.CARES (800.432.2737) during normal business hours to order service part.

### In the event of a power failure

If the power fails, open the door as infrequently as possible to maintain the temperature.

### Preparing for vacation

**For long vacations or absences,** remove food and turn the fresh-food refrigerator OFF. Clean the interior (see Cleaning the Inside section).

**For shorter vacations,** remove perishable foods and leave controls at regular settings. However, if the room temperature is expected to drop below 60°F (16°C), follow the same instructions as for long vacations.

### Preparing to move

**Secure all loose items** such as shelves and drawers by taping them securely in place to prevent damage.

**Be sure the fresh-food refrigerator stays in an upright position during moving.**

### For your safety

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### Cleaning the outside

**Door handles and trim**—Clean with a cloth dampened with soapy water. Dry with a soft cloth.

**Keep the outside clean.** Wipe with a clean cloth lightly dampened with mild liquid dish detergent. Dry with a clean, soft cloth.

Do not wipe the refrigerator with a soiled dish cloth or wet towel. These may leave a residue that can damage the finish. Do not use scouring pads, powdered cleaners, bleach or cleaners containing bleach because these products can scratch and damage the finish.

**Stainless Steel**—The stainless steel doors and door handles (on some models) can be cleaned with a commercially available stainless steel cleaner. Cleaners with oxalic acid such as Bar Keepers Friend Soft Cleanser™ will remove surface rust, tarnish, and small blemishes. Use only a liquid cleaner free of grit and rub in the direction of the brush lines with a damp soft sponge. Do not use appliance wax or polish on the stainless steel.

### Cleaning the inside

**Unplug the fresh-food refrigerator before cleaning. If this is not practical, turn the unit OFF and wring excess moisture out of the cloth or sponge** when cleaning around lights or controls.

Use warm water and baking soda solution—about a tablespoon (15 ml) of baking soda to a quart (1 liter) of water. This both cleans and neutralizes odors. Thoroughly rinse and wipe dry.

**Other parts of the fresh-food refrigerator**—including the door gaskets, vegetable pan and glass shelves—can be cleaned the same way.

**⚠ CAUTION** Do not clean glass shelves or covers with warm water when they are cold. Glass shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping or dropping. Tempered glass is designed to shatter into many small pieces if it breaks.

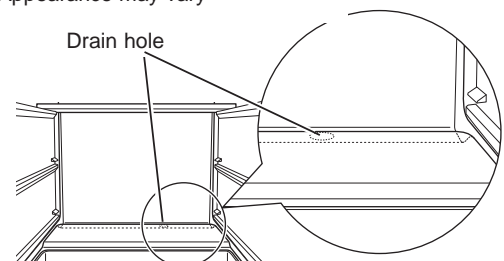
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### Drain hole

Periodically check the drain hole and channel for any debris. If the drain is blocked, condensation will not drain properly.

**To check and clean the drain hole**, remove the bottom two glass shelves. Sweep a damp cloth along the channel in the back of the fresh-food refrigerator. Use a finger to sweep away any debris from the drain hole.

Appearance may vary



### Normal operating sounds

Newer appliances sound different from older appliances. Modern appliances have more features and use newer technology.

***Do you hear what I hear? These sounds are normal.***

### **HUMMM... WHOOSH...**

- The new high efficiency compressor may run faster and longer than your old appliance and you may hear a high-pitched hum or pulsating sounds while it is operating.
- Sometimes the appliance runs for an extended period, especially when the doors are opened frequently.
- You may hear a whooshing sound when the doors close. This is due to pressure equalizing within the appliance.
- The cabinet fan runs continuously except when the door is opened.



- You may hear the fans spinning at high speeds. This happens when the appliance is first plugged in, when the door is opened frequently or when a large amount of food is added to the appliance. The fans help maintain desired temperatures.
- If the door is open for over 3 minutes, you may hear the fans come on in order to cool the light bulbs.
- The fans change speeds in order to provide optimal cooling and energy savings.

### **CLICKS, POPS, CRACKS and CHIRPS**

- You may hear cracking or popping sounds when the appliance is first plugged in. This happens as the appliance cools to the correct temperature.
- The electronic control board may cause a clicking sound when relays activate to control appliance components.
- Expansion and contraction of cooling coils during and after defrost can cause cracking or popping sounds.

### **WATER SOUNDS**



- The flow of refrigerant through the freezer cooling coils may make a gurgling noise like boiling water.
- Water dropping on the defrost heater can cause a sizzling, popping or buzzing sound during the defrost cycle.
- A water dripping noise may occur during the defrost cycle as ice melts from the evaporator and flows into the drain pan.
- Closing the door may cause a gurgling sound due to pressure equalization.

# The Problem Solver

## Fresh-Food Refrigerator

Questions?  
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PROBLEM	POSSIBLE CAUSE
<b>APPLIANCE DOES NOT OPERATE</b>	<ul style="list-style-type: none"> <li>• Appliance may be in defrost cycle when compressor motor does not operate for about 30 minutes.</li> <li>• Appliance is so quiet, that most of the time you will hear low or no operating noise.</li> <li>• Controls are set to OFF. Press ON/OFF button on control panel for a minimum of 3 seconds.</li> <li>• If interior light is not on, appliance may not be plugged in at wall outlet. Push the plug completely into the wall outlet.</li> <li>• The fuse is blown/circuit breaker is tripped. Replace fuse or reset the breaker.</li> <li>• The appliance is in showroom mode. Unplug it and plug it back in.</li> </ul>
<b>VIBRATION OR RATTLING (Slight vibration is normal.)</b>	<ul style="list-style-type: none"> <li>• Adjust the leveling legs as shown in the Installation Instructions.</li> </ul>
<b>COMPRESSOR MOTOR OPERATES FOR LONG PERIODS OR CYCLES ON AND OFF FREQUENTLY</b>	<ul style="list-style-type: none"> <li>• Normal when appliance is first plugged in. Wait 24 hours for the appliance to completely cool down.</li> <li>• Often occurs when large amounts of food are placed in appliance. This is normal.</li> <li>• Door left open or package holding door open.</li> <li>• Hot weather or frequent door openings. This is normal.</li> <li>• Temperature control set at the coldest setting. See Temperature Control.</li> </ul>
<b>FRESH FOOD COMPARTMENT TOO WARM</b>	<ul style="list-style-type: none"> <li>• Temperature control not set cold enough. See Temperature Control. Allow 12 to 24 hours for temperature to change.</li> <li>• Warm weather or frequent door openings.</li> <li>• Door left open for long time.</li> <li>• Package may be holding door open.</li> <li>• Thermistor may be blocked, which can affect the overall temperature. The thermistor is located on the right hand side just above the third shelf.</li> </ul>
<b>FROST OR ICE CRYSTALS ON REAR WALL</b>	<ul style="list-style-type: none"> <li>• Too frequent or too long door openings.</li> <li>• Thermistor may be blocked, which can affect the overall temperature. The thermistor is located on the right hand side just above the third shelf.</li> </ul>

## The Problem Solver

*Fresh-Food Refrigerator*

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<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>
<b>APPLIANCE HAS ODOR</b>	<ul style="list-style-type: none"> <li>• Interior needs cleaning. See Care and Cleaning.</li> <li>• Keep open box of baking soda in appliance; replace every 3 months.</li> </ul>
<b>DOOR NOT CLOSING</b>	<ul style="list-style-type: none"> <li>• Door gasket is sticking or folding over. Apply petroleum jelly or paraffin wax to the face of the gasket.</li> <li>• The door is hitting an internal component inside the appliance. Adjust interior components to prevent interference.</li> </ul>
<b>MOISTURE FORMS ON OUTSIDE OF APPLIANCE</b>	<ul style="list-style-type: none"> <li>• Not unusual during periods of high humidity. Wipe surface dry.</li> <li>• Door left open or package holding door open.</li> </ul>
<b>MOISTURE COLLECTS INSIDE</b>	<ul style="list-style-type: none"> <li>• Too frequent or too long door openings.</li> <li>• In humid weather, air carries moisture into appliance when doors are opened.</li> </ul>
<b>INTERIOR LIGHT DOES NOT WORK</b>	<ul style="list-style-type: none"> <li>• No power at outlet.</li> <li>• Light bulb needs replacing. See Care and Cleaning.</li> <li>• The Sabbath Mode may be operating. Turn off Sabbath Mode.</li> </ul>
<b>HOT AIR FROM BOTTOM OF APPLIANCE</b>	<ul style="list-style-type: none"> <li>• Normal air flow cooling motor. In the refrigeration process, it is normal that heat be expelled in the area under the appliance. Some floor coverings are sensitive and will discolor at these safe and normal temperatures.</li> </ul>
<b>APPLIANCE NEVER SHUTS OFF BUT TEMPERATURES ARE OK</b>	<ul style="list-style-type: none"> <li>• Adaptive defrost keeps compressor running during door openings. This is normal. The appliance will cycle off after the door remains closed for two hours.</li> <li>• Normal operation in extreme temperatures.</li> </ul>
<b>ACTUAL TEMPERATURE NOT EQUAL TO SET TEMPERATURE</b>	<ul style="list-style-type: none"> <li>• Unit just plugged in. Allow 24 hours for the system to stabilize.</li> <li>• Door open for too long. Allow 24 hours for the system to stabilize.</li> <li>• Warm contents added to appliance. Allow 24 hours for the system to stabilize.</li> <li>• Defrost cycle is in process. Allow 24 hours for the system to stabilize.</li> <li>• Thermistor may be blocked, which can affect the overall temperature. The thermistor is located on the right hand side just above the third shelf.</li> </ul>
<b>TEMPERATURE WILL NOT ADJUST</b>	<ul style="list-style-type: none"> <li>• Temperature may be in lockout mode. Press both + and – pads for 5 seconds to unlock the temperature.</li> <li>• Thermistor may be blocked, which can affect the overall temperature. The thermistor is located on the right hand side just above the third shelf.</li> </ul>







**YOUR MONOGRAM FRESH-FOOD REFRIGERATOR WARRANTY**  
**Staple sales slip or canceled check here. Proof of original purchase date is needed to obtain service under warranty.**

**WHAT IS COVERED**

*From the Date of the Original Purchase*

**LIMITED TWO-YEAR WARRANTY**

For two years from date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace *any part of the unit* that fails because of a manufacturing defect.

**LIMITED THIRD THROUGH FIFTH-YEAR WARRANTY**

For the third through fifth years from date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace *any part of the sealed refrigerating system* (the compressor, condenser, evaporator and all connecting tubing) that fails because of a manufacturing defect.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for ordinary home use in the 48 mainland states, Hawaii, Washington, D.C. or Canada. If the product is located in an area where service by a Monogram Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized Monogram Service location for service. In Alaska the warranty is the same except that it is LIMITED because you must pay to ship the product to the service shop or for the service technician's travel costs to your home.

All warranty service will be provided by our Factory Service Centers or by our authorized Customer Care® servicers during normal working hours.

Should your appliance need service, during warranty period or beyond, in the USA call 800.444.1845. In Canada: 888.880.3030. Please have your serial number and model number available when calling for service.

**WHAT IS NOT COVERED**

- Service trips to your home to teach you how to use the product.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods or acts of God.
- Failure of the product if it is used for other than its intended purpose or used commercially.
- Damage caused after delivery.
- Improper installation, delivery or maintenance.

- If you have an installation problem, contact your dealer or installer. You are responsible for providing adequate electrical, plumbing and other connecting facilities.**
- Replacement of the light bulbs, if included.
  - Loss of food due to spoilage (in the USA only).
  - Incidental or consequential damage caused by possible defects with this appliance.
  - Product not accessible to provide required service.
  - Damage to finish, such as surface rust, tarnish, or small blemishes not reported within 48 hours of delivery.

**EXCLUSION OF IMPLIED WARRANTIES—Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.**

Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state/province to province. To know what your legal rights are in your state/province, consult your local or state/provincial consumer affairs office or your state's Attorney General.

**Warrantor in USA: GE Appliances, a Haier company**

**Warrantor in Canada: MC Commercial, Burlington, ON, L7R 5B6**

## Consumer Services

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*Fresh-Food Refrigerator*

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***With the purchase of your new Monogram appliance, receive the assurance that if you ever need information or assistance from Monogram, we will be there. All you have to do is call!***

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### ***Register Your Appliance***

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material.

In the US: **Monogram.com**

In Canada: **Prodsupport.mabe.ca/crm/Products/ProductRegistration.aspx**

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### ***Schedule Service***

Expert Monogram repair service is only one step away from your door. Get on-line and schedule your service at your convenience any day of the year.

In the US: **Monogram.com** or call 800.444.1845 during normal business hours.

In Canada: **Monogram.ca** or call 888.880.3030

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### ***Extended Warranties***

Purchase a Monogram extended warranty and learn about special discounts that are available while your warranty is still in effect.

In the US: **Monogram.com** or call 800.444.1845 during normal business hours.

In Canada: **Monogram.ca** or call 800.290.9029

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### ***Remote Connectivity***

For assistance with wireless network connectivity (for models with remote enable), visit our website at **Monogram.com** or call 800.444.1845 in the US only.

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### ***Parts and Accessories***

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day.

In the US: **Monogram.com** or by phone at 800.444.1845 during normal business hours.

**Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**

Customers in Canada should consult the nearest Mabe service center, visit our website at **Monogram.ca** or call 888.880.3030.

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