



Service

This manual is to be used by qualified appliance technicians only. Maytag does not assume any responsibility for property damage or personal injury for improper service procedures done by an unqualified person.

This manual includes, but is not limited to the following:

JFX2897DRM

⚠ DANGER



Electrical Shock Hazard

Only authorized technicians should perform diagnostic voltage measurements.

After performing voltage measurements, disconnect power before servicing.

Failure to follow these instructions can result in death or electrical shock.

⚠ WARNING



Electrical Shock Hazard

Disconnect power before servicing.

Replace all parts and panels before operating.

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

Voltage Measurement Safety Information

When performing live voltage measurements, you must do the following:

- Verify the controls are in the off position so that the appliance does not start when energized.
- Allow enough space to perform the voltage measurements without obstructions.
- Keep other people a safe distance away from the appliance to prevent potential injury.
- Always use the proper testing equipment.
- After voltage measurements, always disconnect power before servicing.

Temperature Charts

No-Load Performance, Controls in Normal Position

	Kw/24 hr/±0.4			Percent Run Time/±10%			Cycles/24 hr/±10		
Ambient °F/°C	70°F 21°C	90°F 32°C	110°F 43°C	70°F 21°C	90°F 32°C	110°F 43°C	70°F 21°C	90°F 32°C	110°F 43°C
29 cu. ft	0.9	1.5	2.8	50%	70%	90%	28	22	10

	Refrigerator Compartment Average Food Temperature ±4°F/2°C			Freezer Compartment Average Food Temperature ±5°F/3°C			Ice Maker Compartment Average Food Temperature ±5°F/3°C		
Ambient °F/°C	70°F 21°C	90°F 32°C	110°F 43°C	70°F 21°C	90°F 32°C	110°F 43°C	70°F 21°C	90°F 32°C	110°F 43°C
29 cu. ft	37°F 3°C	37°F 3°C	37°F 3°C	0°F -18°C	0°F -18°C	0°F -18°C	24°F -5°C	24°F -5°C	24°F -5°C

Temperature Relationship Test Chart

	Refrigerator Evaporator Inlet/Outlet ±5°F/3°C		Freezer Evaporator Inlet/Outlet ±5°F/3°C		Suction Line ±7°F/4°C	
Ambient °F/°C	70°F 21°C	90°F 32°C	70°F 21°C	90°F 32°C	70°F 21°C	90°F 32°C
29 cu. ft	15°F -9°C	20°F -7°C	-11°F -24°C	-8°F -22°C	80°F 27°C	104°F 40°C

	Average Total Wattage ±10%		Suction Pressure ±2 PSIG		Head Pressure ± 5 PSIG	
Ambient °F/°C	70°F 21°C	90°F 32°C	70°F 21°C	90°F 32°C	70°F 21°C	90°F 32°C
29 cu. ft	80-100	80-100	6.0	3.6	70	125

Component Specifications

Component	Specifications All Parts - 115 VAC/60Hz unless noted	
Cooling		
Compressor	BTUH.....	Variable VEGZ7H
	Watt.....	60 Hz/113 watts
	Current lock rotor.....	3.3 amps ± 15%
	Current full load.....	3.3 amps ± 15%
	Resistance run windings....	6.4 ohms ± 15%
	Resistance start windings..	6.4 ohms ± 8%@77°F/ 25°C
	Inverter	3-6 VDC, red and white wires = 120 VAC
Electric Damper Control	Maximum closing time.....	16 seconds
	Temperature rating	-11°F to 110°F/ -12°C to 43°C
	RPM	3
Condenser Motor	Rotation.....	Clockwise
	(facing end opposite shaft)	
	RPM	940 RPM
	Watt.....	3.9 ± 15% watts @115 VAC
	NOTE: Fan blade must be fully seated on shaft to achieve proper airflow.	
Refrigerator Evaporator Fan Motor	Rotation.....	Clockwise
	(facing end opposite shaft)	
	RPM	3300 RPM ± 10%
	Watt.....	2.8 ± 15% watts @14 VDC
Freezer Evaporator Fan Motor	Rotation.....	Clockwise
	(facing end opposite shaft)	
	RPM	2800 RPM
	Watt.....	5.5 ± 15% watts @14 VDC
	NOTE: Fan blade must be fully seated on shaft to achieve proper airflow.	
Thermostat (Defrost)	Volt	120/240 VAC
	Watt.....	495 watts
	Current	3.75/1.87 amps
	Resistance across terminals:	56 K ohms
	Above 42°F/5.6°C ± 5°.....	Open
	Below 12°F/-11°C ± 7°	Closed
Freezer Evaporator Heater	Volt	115 VAC
	Wattage	435 ± 5% watts
	Resistance	30.4 ± 5% ohms
Controls		
Control Board	Volt	120 VAC, 60Hz
	See control board section for diagnostics.	
Thermistor	Temperature	Resistance
	77°F/25°C	2700 ohms ± 5.0%
	36°F/2°C	7964 ohms ± 1.0%
	0°F/-18°C	23,345 ohms ± 2.0%
Light Switch	Type.....	SPDT NO/NC
	Volt	125/250 VAC
	Current	8/4 amps
Ice and Water		
Dual Water Valve	Watts	Green side: 20 watts Red side: 35 watts
Isolation Valve	Watts	20 watts (Green)
Ice Box Fan	Rotation.....	Clockwise
	(facing end opposite shaft)	
	RPM	3500 RPM
	Watt.....	4.2 ± 15% watts @14 VDC

Control Board Troubleshooting



To Enter Service Diagnostics Mode:

NOTE: Refrigerator must not be in lockout mode prior to entering Service Diagnostic mode.

1. Press SW1 and SW2 simultaneously for 3 seconds.
2. Release both buttons when you hear the CHIME indicator. The display will show "01" to indicate the control is in Step 1 of the diagnostics routine.

To Exit Service Diagnostics Mode, Choose One of the Following Options:

- Press SW1 and SW2 simultaneously for 3 seconds.
OR
- Unplug refrigerator or disconnect power.
OR
- Allow 20 minutes to pass.

Following the exit of the diagnostic mode, the controls will then resume normal operation.

NOTES:

- Cooling diagnostics are Service tests 1 through 7 and 32 through 39.
- Dispensing diagnostics are Service tests 8 through 31.
- Each test must be manually advanced.
- Press SW5 to move to the next step in the sequence.
- Press SW4 to back up in the sequence to the previous step.
- Diagnostics will begin at Service Test 1.
- Each test is displayed in the 2 digits of the dispenser user interface display.
- The test results are displayed in the 2 digits on the dispenser user interface and display 2 seconds after the test number is displayed. An amber "Order Filter" light will be shown to designate that the test number is being displayed, and a red "Replace Filter" light will be shown to designate that the status of the test is being displayed.
- All button and pad inputs shall be ignored and all inputs shall be off except as described in the actions for each test.

Service Test - 1: FC Thermistor

- The board will check the resistance value of the thermistor and display flashes results on the Temp display (01 = pass, 02 = open, 03 = short).

Service Test - 2: RC Thermistor

- The board will check the resistance value of the thermistor and display the results on the Temp display (01 = pass, 02 = open, 03 = short).

Service Test - 3: Evaporator Fan and Air Baffle Motors

- Control the RC and FC evaporator fan motors by depressing SW3 (01 = both fan motors off, 02 = FC fan on).
- Depress SW3 once to advance. Service Test 3 will flash quickly and advance to tests 13/23 very quickly. The result is RC fan on, pantry air damper on. Pantry air damper will open and close automatically (13 = damper open, 23 = damper closed). Verify airflow inside pantry on left-hand side when damper is open (13 displayed). Airflow in pantry will cease when "23" is displayed.
- Depress SW3 to advance to last step (04 = both RC and FC fans on).

Service Test - 4: Compressor/Condenser Fan Motor/ Evaporator Fan

- There will be a delay of 3 seconds before start of Sub Step 01.
NOTE: Each test is timed and will automatically proceed to the next step. User will not be allowed to exit test. If exit is attempted, an invalid chime will sound.
- Control the sealed system loads by selecting SW3 (01 = initialize dual evaporator valve in home position (4 min.), 02 = close both RC and FC evaporator valves (1 min.), 03 = turn compressor on (1 min.), 04 = keep compressor on. Drive the valve to RC position and turn RC fan on, 05 = keep compressor on. Drive the valve to FC position and turn FC fan on. Verify airflow from the evaporator fan.

NOTE: Advance quickly through Service Test 4 to keep from locking in. Once locked in, you cannot exit, and must wait approximately 10 minutes.

Service Test - 5: Compressor Status/Speed

- Initial Display 02 = Minimum speed
- Depress SW3. Display = 03. Compressor ramps up to maximum speed. When maximum speed is reached, 01 is displayed.
- Depress SW3. Display = 04. Speed ramps down from maximum to minimum speed. Display = 02.

Service Test - 6: Defrost Heater/Bi-metal

NOTE: If bi-metal is open, it will need to be bypassed for heater to operate. Heater should be on. Display will be blank until a valid reading is displayed (01 = bi-metal closed, 02 = bi-metal open).

Service Test - 7: Defrost Mode Selection

- The defrost mode can be set by using SW3. In ADC mode, the refrigerator will automatically defrost after a minimum of 8 hours of compressor run time up to a maximum of 96 hours of compressor run time, depending upon refrigerator usage. In basic mode, the refrigerator will automatically defrost after 8 hours of compressor run time (01 = ADC on, 02 = basic mode on 8 hour timer).

Service Test - 8: All UI (User Interface) Indicators

- Verify that all LED indicators and UI display digits turn on automatically. All indicators on for 30-second time-out.

Service Test - 9: UI Button and Pad Test

- Displays the user interface buttons, and ice and water dispenser pad status as described in the following chart.
NOTE: Do not use SW4 or SW5 as these are used only to navigate through the Service Diagnostics.

Press	Digit 1	Digit 2
SW1	1	
SW2	2	
SW3	3	
SW6	6	
Dispenser Pad		1

NOTE: SW4 and SW5 are used for navigation and are not displayed.

Service Test - 11: Dispenser Lighting

- Pressing SW3 will change the dispenser lighting setting from OFF (0%) to ON (100%) to DIM (50%). Status indicator light is blank.

Service Test - 12: Accent Light Turns On

Service Test - 15: Ice Level Sensor

- Displays the ice bin status in real time on the UI display. Verify that the full and not full levels display correctly (01 = bin full or not present, 02 = bin not full).

Service Test - 16: RC Door Switch Input

- Displays the RC door status in real time on the UI display. Verify that the open and closed statuses display correctly (01 = RC door open, 02 = RC door closed).

Service Test - 17: FC Door Switch Input

- Displays the FC door status in real time on the UI display. Verify that the open and closed statuses display correctly (01 = FC door open, 02 = FC door closed).

Service Test - 18: Ice Door Motor

- Displays the ice door stepper motor state on the UI display. Press ice dispenser paddle and verify that the mechanical operation of the ice door corresponds to the component status indicator. (01 = closed, 02 = opening, 03 = open, 04 = closing).
NOTE: Ice door will have a delay in closing after the ice paddle is released.

Service Test - 19: Ice Maker Fill Tube Heater Status

- Control the ice maker fill tube heater by selecting SW3 (toggle between on and off) (01 = on, 02 = off).

Service Test - 20: Water Filter Usage Rating

NOTE: Not normally used.

- The total water usage rating in gallons for the water filter displays in 2 sequential flashes on the UI display. A dash will display to show the end of the number. (00/0- to 99/9-). Example: 123 will be displayed as "12 3-."

Service Test - 21: Water Filter Time Rating

NOTE: Not normally used.

- The total time rating in days for the water filter displays in 2 sequential flashes on the UI display. A dash will display to show the end of the number (00/0- to 99/9-). Example: 123 will be displayed as "12 3-."

Service Test - 22: Water Filter Usage

NOTE: Not normally used.

- The current water filter status in gallons used since last reset displays in 2 sequential flashes on the UI display. A dash will display to show the end of the number (00/0- to 99/9-). Example: 123 will be displayed as "12 3-."

Service Test - 23: Water Filter Time

- The current water filter status in days since last reset displays in 2 sequential flashes on the UI display. A dash will display to show the end of the number (00/0- to 99/9-). Example: 123 will be displayed as "12 3-."

Service Test - 24: Water Filter Reset

- The current times the water filter was reset display in 2 sequential flashes on the UI display. A dash will display to show the end of the number (00/0- to 99/9-). Example: 123 will be displayed as "12 3-."

Service Test - 26: Main Control Software Version

NOTE: Not normally used.

- The main control software version displays in 3 sequential flashes on the UI display.

NOTE: Software version is repeatedly displayed during this test (00/00/00 to 99/99/99).

Service Test - 27: Dispenser UI Control Software Version

NOTE: Not normally used.

- The dispenser UI control software version displays in 3 sequential flashes on the UI display.

NOTE: Software version is repeatedly displayed during this test (00/00/00 to 99/99/99).

Service Test - 29: Low Voltage IDI Software Version

NOTE: Not normally used.

- The low voltage software version displays in 3 sequential flashes on the UI display.

NOTE: Software version is repeatedly displayed during this test (00/00/00 to 99/99/99).

Service Test - 31 Touch Input Module Software

NOTE: Not normally used.

- The dispenser UI control software version displays in 3 sequential flashes on the UI display.

NOTE: Software version is repeatedly displayed during this test (00/00/00 to 99/99/99).

Service Test - 32: Ambient Thermistor UI Control

- This is an internal board test. The board will check the resistance value of the thermistor and display the results (01 = pass, 02 = open, 03 = short).

Service Test - 33: Humidity Sensor UI Control

- Relative humidity test (humidity % value 0-99 = pass or Er = UI failure)

Service Test - 34: Vertical Mullion Heater Mode

- Set the vertical mullion heater sensor mode by selecting SW3 (01 = sensor operation on, 02 = sensor operation off) (heater on 100%).

Service Test - 35: Vertical Mullion Heater Status

- Control the vertical mullion heater by selecting SW3 (toggle between on and off) (01 = on, 02 = off).

Service Test - 36: Ice Box Fan

- Check for fan operation. Control ice box fan by selecting SW3. Display the status on Temp Display. (01 = on, 02 = off). Verify airflow from the ice box fan.

Service Test - 37: Ice Box Thermistor

- The board will check the resistance value of the thermistor and display the results on the Temp display (01 = pass, 02 = open, 03 = short).

Service Test - 38: Forced Defrost Mode

- Set the forced defrost mode by selecting SW3 (OF = no forced defrost, Sh = short defrost, Lo = long defrost).

NOTE: If a forced defrost is selected, defrost will occur immediately after exiting the Service Diagnostic mode.

Service Test - 39: RC Evaporator Thermistor

- The board will check the resistance value of the thermistor and display the results on the Temp display (01 = pass, 02 = open, 03 = short).

Service Test - 40: Horizontal Mullion Heater Mode

- Set the horizontal mullion heater sensor mode by selecting SW3 (01 = sensor operation on, 02 = sensor operation off) (heater on 100%).

Service Test - 41: Horizontal Mullion Heater Status

- Control the horizontal mullion heater by selecting SW3 (toggle between on and off) (01 = on, 02 = off).

Service Test - 42: UI EEPROM Control Software Version

NOTE: Not normally used.

- The dispenser UI control software version displays in 3 sequential flashes on the UI display.

NOTE: Software version is repeatedly displayed during this test (00/00/00 to 99/99/99).

Service Test - 43: UI FLASH Control Software Version

NOTE: Not normally used.

- The dispenser UI control software version displays in 3 sequential flashes on the UI display.

NOTE: Software version is repeatedly displayed during this test (00/00/00 to 99/99/99).

Service Test - 45: Ice Maker Water Fill Test

NOTE: Before initiating this test, go to Service Test 57. Initiate ice maker harvest to ensure that all ice is ejected from mold before filling.

- After an initial 3-second delay, displays the ice maker water fill state on the UI display. Press SW3 to start water fill. Pressing SW3 will toggle between on and pause (02 = off, 03 = on, 04 = paused).

Service Test - 46: Water Dispensing Test

- Displays the status of the water dispense valve. Press the water dispenser pad to start water dispense (00 = water dispense valve off, 01 = water dispense valve on).

Service Test - 56: Ice Maker Error Codes

■ Displays active ice maker error codes on the UI display.	
E0 = No errors	E3 = Heater time-out
E1 = No cooling	E4 = Dry cycle
E2 = Motor lost position	E5 = Timed ice making

Service Test - 57: Ice Maker Harvest

- Press SW3 to activate a harvest sequence.
NOTE: Digit 1 displays the state of the sequence. Digit 2 displays the outcome of the sequence. Once initiated, the sequence cannot be exited.
Digit 1 (0 = heater and motor off, 1 = ice maker heater on, 2 = motor rotating clockwise until it finds home position.)
Digit 2 (0 = in progress, 1 = harvesting completed, 2 = harvesting not completed. Doors must be closed.)

NOTE: “Harvesting not completed” does not exit the test, but indicates the time-out of 70 seconds has passed.

Service Test - 58: Ice Maker Heater Activation and Thermistor

- Press SW3 to activate the ice maker heater and to toggle between on and off.
NOTE: Digit 1 displays the state of the heater. Digit 2 displays the thermistor state.
Digit 1 (0 = ice maker heater off, 1 = ice maker heater on)
Digit 2 (0 = temperature warmer than harvest temperature, 1 = temperature cooler than harvest temperature, 2 = open, 3 = short)

Service Test - 59: Ice Maker Motor

- Press SW3 to activate a motor sequence and toggle through each test.
NOTE: Digit 1 displays the state of the motor. Digit 2 displays the status of the motor. Once initiated, the sequence cannot be exited.
Digit 1 (0 = motor off, 1 = motor rotating clockwise until home position, 2 = motor off, 3 = motor rotating counterclockwise until home position.)
Digit 2 (0 = in progress, 1 = completed, 2 = harvesting not complete)

NOTE: “Harvesting not completed” does not exit the test, but indicates the time-out of 70 seconds has passed.

Service Test - 60: Pantry UI Software Version

- NOTE:** Not normally used.
- The pantry UI control software version displays in 3 sequential flashes on the UI display.
NOTE: Software version is repeatedly displayed during this test (00/00/00 to 99/99/99).

Service Test - 63: All Pantry UI indicators

- Verify that all pantry LED indicators and pantry UI display digits turn on automatically. All indicators on for 30-second time-out.

Service Test - 64: Pantry UI Button Test

- Displays the pantry UI button function.

Label	Control Key	Digit 1	Digit 2
Select	SW703	0	5

Service Test - 65: Pantry Thermistor

- The board will check the resistance value of the thermistor and display the results on the Temp display (01 = pass, 02 = open, 03 = short).

Service Test - 66: Manufacturing Codes

- Displays the active manufacturing errors codes stored in the UI. Press SW3 to toggle between the errors. See status on Temp display (E0 = no error, E1 = LPIM motor faulty, E2 = damper cycle not completed, E3 = thermistor faulty, E4 = ice bin not present or full, E5 = heater bi-metal faulty, E6 = dispenser UI EEPROM faulty, Er = communication failure).

NOTE: Test is used by Whirlpool manufacturing plant only.

Service Test - 67: Water Filter Switch Status

- Displays the water filter switch status in real time on the UI display. Verify that the open and close statuses display correctly (01 = switch open, filter not installed, 02 = switch closed, filter installed).

Service Test - 73: Pantry Heater Status

- Control the pantry heater by selecting SW3 (toggle between on and off) (01 = on, 02 = off).

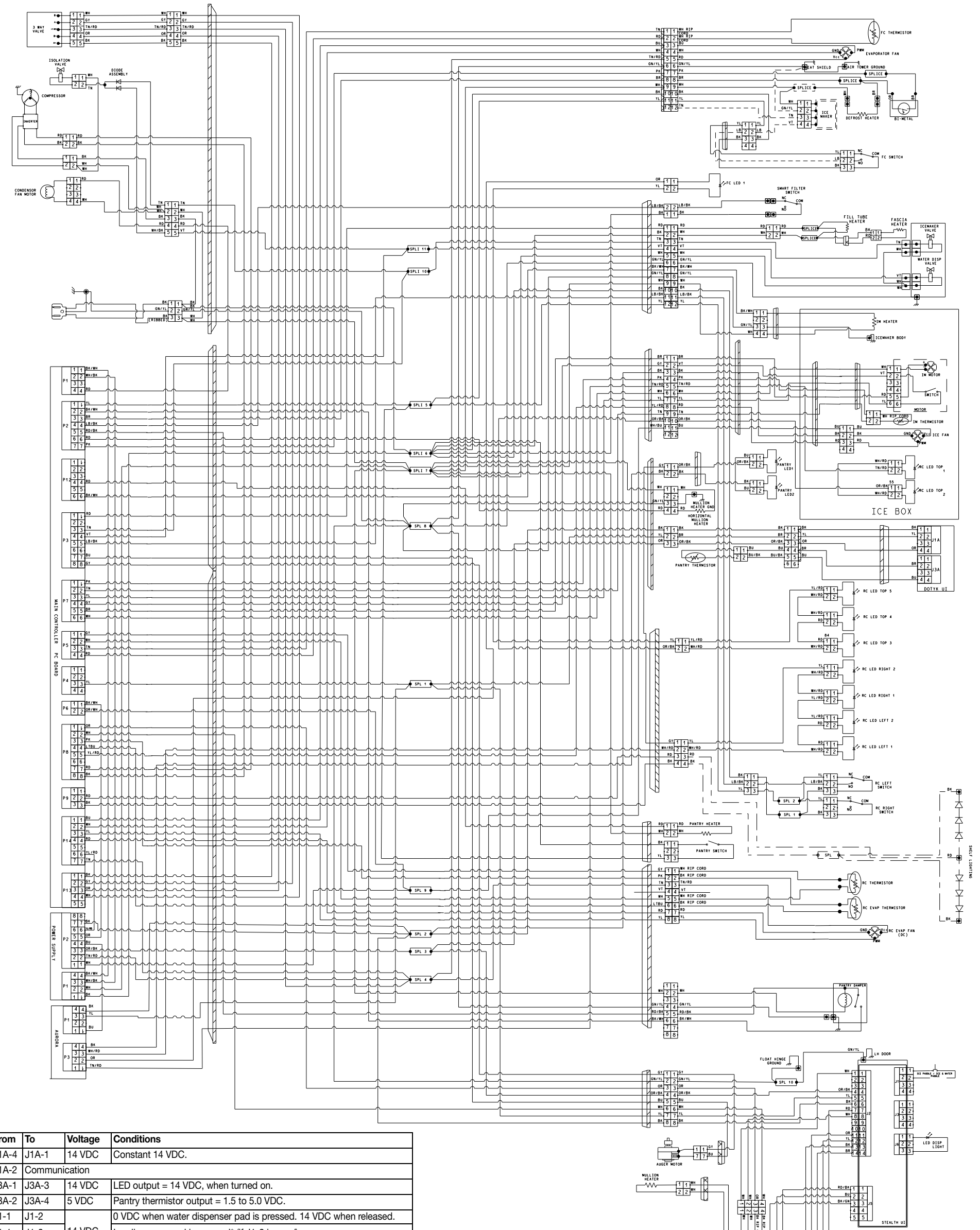
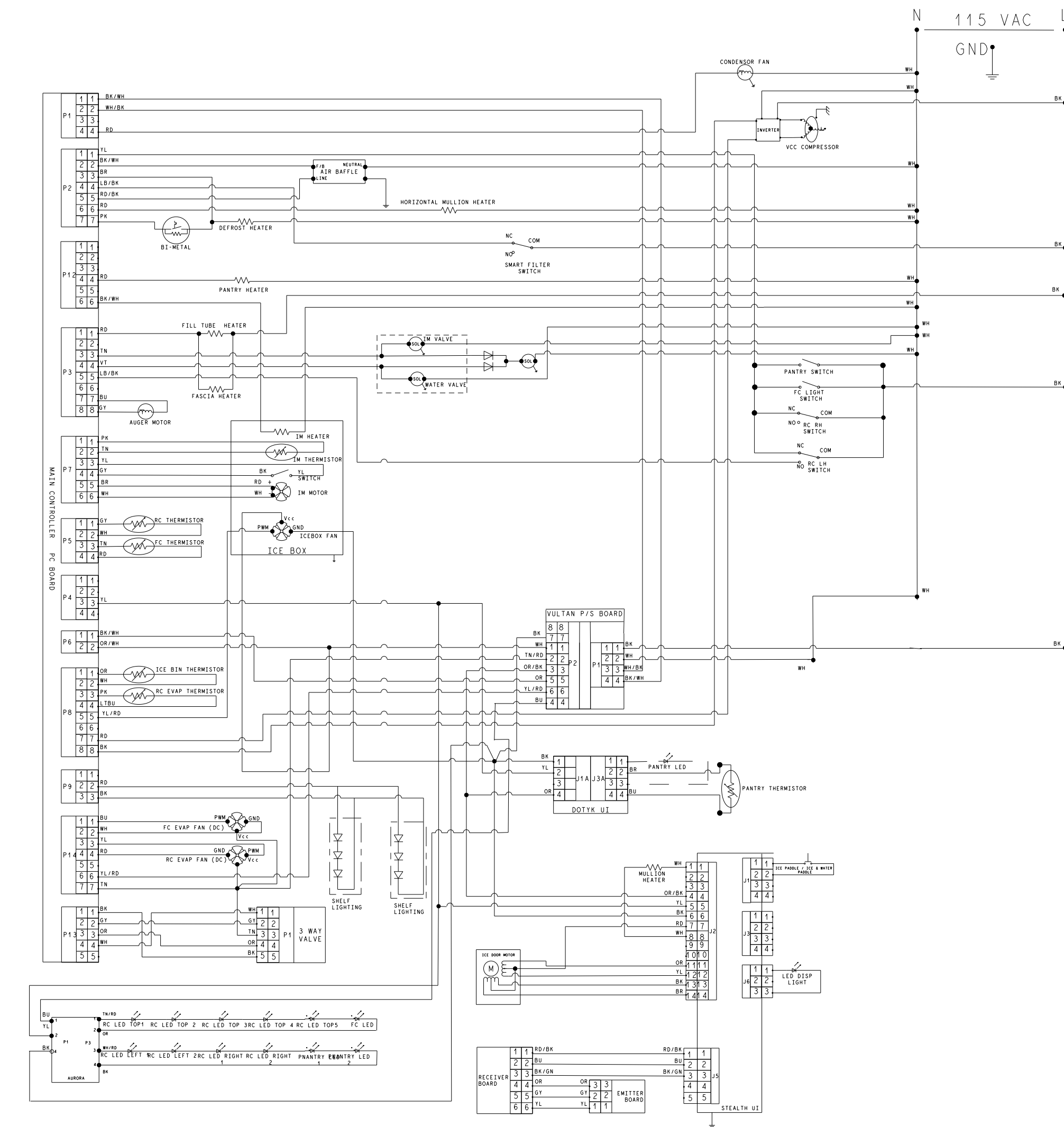
FOR SERVICE TECHNICIAN'S USE ONLY

W10811273B	W10811273B
Assy: W10811272B	Assy: W10811272B

Schematic

DWG. No.: W10763394 Rev. B

Wiring Diagram



Component	From	To	Voltage	Conditions
Power Supply	P1	P1-1	115 VAC	Constant 115 VAC
		P1-3		Constant 115 VAC
	P2	P2-1	14 VDC	Constant 14 VDC
		P2-5		Constant 14 VDC
		P2-3		Constant 14 VDC
Main Control	P1	P1-1	115 VAC	Constant 115 VAC
		P1-2		Condenser fan. Service Test 4. 115 VAC, if condenser fan on.
	P2	P1-2	115 VAC	RC or FC door open = 115 V. Doors closed = 0 V.
		P2-2		Air baffle feedback. Service Test 3, Step 3.
		P2-3		FC defrost heater output, bi-metal bypass. Service Test 6. 115 V, if bi-metal closed.
		P2-4		Water filter removed = 115 V. Water filter installed = 0 V.
		P2-5		Air baf output. Service Test 3, Step 3.
		P2-6		Fill tube / fascia / pantry heater output. Service Test 19. 01 = 115 V. 02 = 0 V.
		P2-7		FC defrost heater output with bi-metal. Service Test 6. 115 V.
	P3	P3-1	115 VAC	RC or FC door open = 115 V. Doors closed = 0 V.
		P3-2		Ice maker water valve. Service Test 25. Digit 1 = 1 = 115 V (water valve on).
		P3-3		Water dispensing valve. Service Test 25. Digit 2 = 1 = 115 V.
		P3-5		Left RC door must be closed = 115 V. Open = 0 V.
		P3-7		Auger output. LH RC door closed. Activate ice paddle = 130 to 140 VDC.
	P4	P4-1	140 VDC	Constant 14 VDC.

Component	From	To	Voltage	Conditions	
Main Control	P4	P4-3	Communication		
	P5	P5-1	P5-2	5 VDC	RC thermistor output = 1.5 to 5 VDC.
		P5-3	P5-4		FC thermistor output = 1.5 to 5 VDC.
	P7	P7-1	P7-2	5 VDC	Ice maker thermistor output = 1.5 to 5 VDC maximum.
		P7-5	P7-6	14 VDC	Ice maker motor output. Press SW3 to activate Test 57. Up to a 2 minute delay.
	P8	P8-1	P8-2	5 VDC	Ice bin thermistor output = 1.5 to 5 VDC.
		P8-5			Ice box fan PWM connection.
		P8-3	P8-4		RC evaporator thermistor output = 1.5 to 5 VDC.
		P8-7	P8-8	3 to 6 VDC	Inverter output 3 to 6 VDC when compressor is running.*
	P9	P9-2	P9-3	12 VDC	Shelf lighting output.
	P12	P12-4	P1-2	115 VAC	Pantry heater output. Service Test 73. 01 = 115 VAC.
		P12-6	P1-2		Ice maker heater output. Service Test 58. Digit 1 = 1 = Heater on (115 V).
	P13	P13-1	P13-2		3-way refrigerant valve. Cannot check voltage output.
		P13-3	P13-4		3-way refrigerant valve. Cannot check voltage output.
	P14	P14-1	P14-2	14 VDC	FC fan motor output. Service Test 3, Step 2.
P14-3		P14-4	RC fan motor output. Service Test 3, Step 3.		
P14-7		P14-6	Constant 14 VDC.		
Receiver/ Emitter	J1	J1-1	J1-3	14 VDC	Constant 14 VDC.
		J1-2		Communication	
		J1-5			Not used.
		Refer to Service Test 15 for verifying the emitter/receiver boards			

Component	From	To	Voltage	Conditions	
Pantry UI	J1A	J1A-4	14 VDC	Constant 14 VDC.	
		J1A-2	Communication		
	J3A	J3A-1	J3A-3	14 VDC	LED output = 14 VDC, when turned on. Pantry thermostat output = 1.5 to 5.0 VDC.
		J3A-2	J3A-4	5 VDC	
Dispenser Board	J1	J1-1	J1-2	14 VDC	0 VDC when water dispenser pad is pressed. 14 VDC when released.
		J1-1	J1-3		Ice dispenser pad is pressed* (if J1-3 is used).
		J1-2	J1-3		Ice dispenser pad is pressed* (if J1-3 is used).
	J2	J2-1	J2-8	14 VDC	Flipper mullion heater. Service Test 35, Press SW3 = 14 VDC
		J2-4	J2-6		Constant 14 VDC.
		J2-7	J2-11		Ice door stepper motor is active* (if used).
		J2-7	J2-12		Ice door stepper motor is active* (if used).
		J2-7	J2-13		Ice door stepper motor is active* (if used).
		J2-7	J2-14		Ice door stepper motor is active* (if used).
	J3	J3-1	J3-2	14 VDC	0 VDC when water dispenser pad is pressed. 14 VDC when released.
		J3-1	J3-3		Water dispenser pad is pressed* (if J3-3 used).
		J3-2	J3-3		Water dispenser pad is pressed* (if J3-3 used).
	J5	J5-1	J5-3	14 VDC	Constant 14 VDC.
	J5-2	Communication			
	J6	J6-1	J6-3	14 VDC	Dispenser light on.
	Aurora	P1	P1-1	P1-4	
P1-3			Communication		
P3		P3-1	P3-2		Cavity light (point led's) output.
		P3-3	P3-4		Cavity light (point led's) output.

*Pulsing DC signal. May not be read with all meters.

Technical Service Pointer

For Immediate Attention of Your Service Department

Technical Service Pointer #: W11218221
Action Required: Mandatory
Release Date: January, 2018

Refrigeration Products

Brands Affected

Whirlpool®

KitchenAid®

JENN-AIR®

MAYTAG®

Whirlpool, KitchenAid, Jenn-Air BOTTOM MOUNT FRENCH DOOR REFRIGERATOR Intermittent Internal Lights

Models:

KRFF507EBL01	WRF757SDEE01	WRX986SIHV00
KRFF507ESS01	WRF757SDEH01	WRX986SIHZ00
KRFF507EWH01	WRF757SDEM01	WRX988SIBM03
KRFF507HBS00	WRF767SDEM01	JFX2897DRM02
KRFF707ESS01	WRF767SDHV00	JFX2897DRP02
MFT2776FEZ00	MFX2676FRZ00	

Serial Numbers: K736- K746

Possible Concern:

- Intermittent Interior lights when doors are open.

Correction:

- Please check all wiring connection and door switches.
- IF the lights of the Refrigerator start working after rebooting the unit the board will need to be changed Part number # W10830288

This notification is a Service
Notice only. This is not a Recall.

ALL POINTERS ONLINE:
<https://www.servicematters.com/>

To receive pointers by email, or to
edit or delete a current email address,
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<https://www.servicebench.com/>

TECHNICAL SERVICE POINTER

For Immediate Attention of Your Service Department

Technical Service Pointer #: W10842568

☒ Refrigeration

Action Required: Informational/Mandatory

Release Date: May, 2016

Brands Affected



IKEA, Jenn-Air, KitchenAid, Maytag, & Whirlpool French Door, Dual Evaporator Refrigerators Frost in Freezer

Models:

See Page 2

Serial Numbers:

K220 - Present

Possible Concern:

It is possible that consumers may experience frost, or hard ice, forming on the front area of the freezer compartment

Potential Cause:

This concern could have various causes. Under various circumstances, it is possible:

- the freezer to refrigerator door alignment needs to be adjusted,
- the freezer basket is not installed correctly, or
- the door gasket, for various reasons, is not sealing properly.

Correction:

Ensure the refrigerator and freezer doors are properly aligned, as described in the Use & Care Guide.

Ensure the door gasket has uniform compression on all side and fits tight against the cabinet surface. If the door gasket is not sealing properly, replace the door gasket.

Ensure the freezer basket is installed correctly. Remove the freezer door and hook the lower basket over the back of the steel T-brackets. Reinstall the door and inspect the basket for proper fit.

If no issues are noted with these checks, or if frost/ice formation persists following the checks, order and install the appropriate service kit. Installation instructions are included with the kit.

For **Grey** interiors, order Service Kit **W10864519**.

For **White** interiors, order Service Kit **W10864518**.

ALL POINTERS ONLINE:

<https://www.servicematters.com/>

To receive pointers by email, or to edit or delete a current email address, go to <https://www.servicebench.com/>

TECHNICAL SERVICE POINTER

For Immediate Attention of Your Service Department

Technical Service Pointer #: W10842568
Action Required: Informational/Mandatory
Release Date: May, 2016

☒ Refrigeration

Grey Interiors

KFIV29PCMS00	KFIV29PCMS02	KFIV29PCMS03	KRMF706EBS00	KRMF706EBS01	KRMF706ESS00	KRMF706ESS01
KFIV29PCMS01						

White Interiors

JFX2897DRM02	KFIS29PBMS03	MFT2976AEM00	WRF757SDEE00	WRF989SDAF03	WRF991BOOM00	WRX988SIBB01
JFX2897DRP02	KRMF606ESS00	MFT2976AEM01	WRF757SDEE01	WRF989SDAH00	WRF991BOOM01	WRX988SIBB03
KFIS29BBBL00	KRMF606ESS01	MFT2976AEM02	WRF757SDEH00	WRF989SDAH01	WRF997SDDM00	WRX988SIBE00
KFIS29BBBL01	7MF2976AEM05	MFT2976AEM03	WRF757SDEH01	WRF989SDAH02	WRF997SDDM02	WRX988SIBE01
KFIS29BBBL02	MFT2776DEE00	MFT2976AEW00	WRF757SDEM00	WRF989SDAH03	WRV976FDEM00	WRX988SIBE02
KFIS29BBBL03	MFT2776DEE02	MFT2976AEW01	WRF757SDEM01	WRF989SDAM00	WRV976FDEM01	WRX988SIBE03
KFIS29BBMS00	MFT2776DEH00	MFT2976AEW02	WRF989SDAB00	WRF989SDAM01	WRV986FDEM00	WRX988SIBH00
KFIS29BBMS01	MFT2776DEH02	MFT2976AEW03	WRF989SDAB01	WRF989SDAM02	WRV986FDEM01	WRX988SIBH01
KFIS29BBMS02	MFT2776DEM00	MFX2876DRE00	WRF989SDAB02	WRF989SDAM03	WRV996FDEE00	WRX988SIBH02
KFIS29BBMS03	MFT2776DEM01	MFX2876DRE01	WRF989SDAB03	WRF989SDAW00	WRV996FDEE01	WRX988SIBH03
KFIS29BBWH00	MFT2776DEM02	MFX2876DRE02	WRF989SDAE00	WRF989SDAW01	WRV996FDEE02	WRX988SIBM00
KFIS29BBWH01	MFT2778EEZ00	MFX2876DRH00	WRF989SDAE01	WRF989SDAW02	WRV996FDEE03	WRX988SIBM01
KFIS29BBWH02	MFT2778EEZ01	MFX2876DRH01	WRF989SDAE02	WRF989SDAW03	WRV996FDEH00	WRX988SIBM02
KFIS29BBWH03	MFT2976AEB00	MFX2876DRH02	WRF989SDAE03	WRF990SLAM00	WRV996FDEH01	WRX988SIBM03
KFIS29PBMS00	MFT2976AEB01	MFX2876DRM00	WRF989SDAF00	WRF990SLAM01	WRV996FDEM00	WRX988SIBW00
KFIS29PBMS01	MFT2976AEB02	MFX2876DRM01	WRF989SDAF01	WRF990SLAM02	WRV996FDEM01	WRX988SIBW01
KFIS29PBMS02	MFT2976AEB00	MFX2876DRM02	WRF989SDAF02	WRF990SLAM03	WRX988SIBB00	WRX988SIBW03

Bulletin technique no : W10842568

Action : À titre d'information/obligatoire

Date de publication : Mai 2016

☒ Réfrigération

Marques concernées



Réfrigérateurs à évaporateur double IKEA, Jenn-Air, KitchenAid, Maytag et Whirlpool avec porte à double battant Givre dans le congélateur

Modèles :

Voir page 2

Numéros de série :

K220 à présent

Problème possible :

Les clients peuvent avoir un problème de givre ou de glace dur se formant dans la zone avant du congélateur.

Cause possible :

Ce problème peut être le résultat de différentes causes. Dans certaines situations, il est possible que :

- L'alignement entre la porte du réfrigérateur et du congélateur doit être ajusté;
- Le panier du congélateur n'est pas correctement installé; ou
- Pour différentes raisons, le joint d'étanchéité de la porte n'est pas étanche.

Correction :

S'assurer que les portes du congélateur et du réfrigérateur sont bien alignées, comme indiqué dans le Guide d'utilisation et d'entretien.

S'assurer qu'une pression uniforme est appliquée sur tous les côtés du joint d'étanchéité de la porte et qu'il n'y a pas d'espace avec la surface de l'appareil. Si le joint d'étanchéité de la porte n'est pas étanche, le remplacer.

Vérifier que le panier du congélateur est bien installé. Enlever la porte du congélateur et accrocher le panier inférieur à l'arrière, sur la bride métallique en T. Réinstaller la porte et s'assurer que le panier ne cause pas d'obstruction.

S'il ne semble y avoir aucun problème ou si de la glace ou du givre continu à s'accumuler après ces vérifications, commander et installer la trousse d'entretien appropriée. Les instructions d'installation sont incluses avec la trousse.

Pour les intérieurs **gris**, commander la trousse d'entretien **W10864519**.

Pour les intérieurs **blancs**, commander la trousse d'entretien **W10864518**.

TOUS LES BULLETINS EN LIGNE :
<https://www.servicematters.com/>

Pour recevoir les bulletins par courriel, ou pour modifier ou supprimer une adresse de courriel, consulter le <https://www.servicebench.com/>

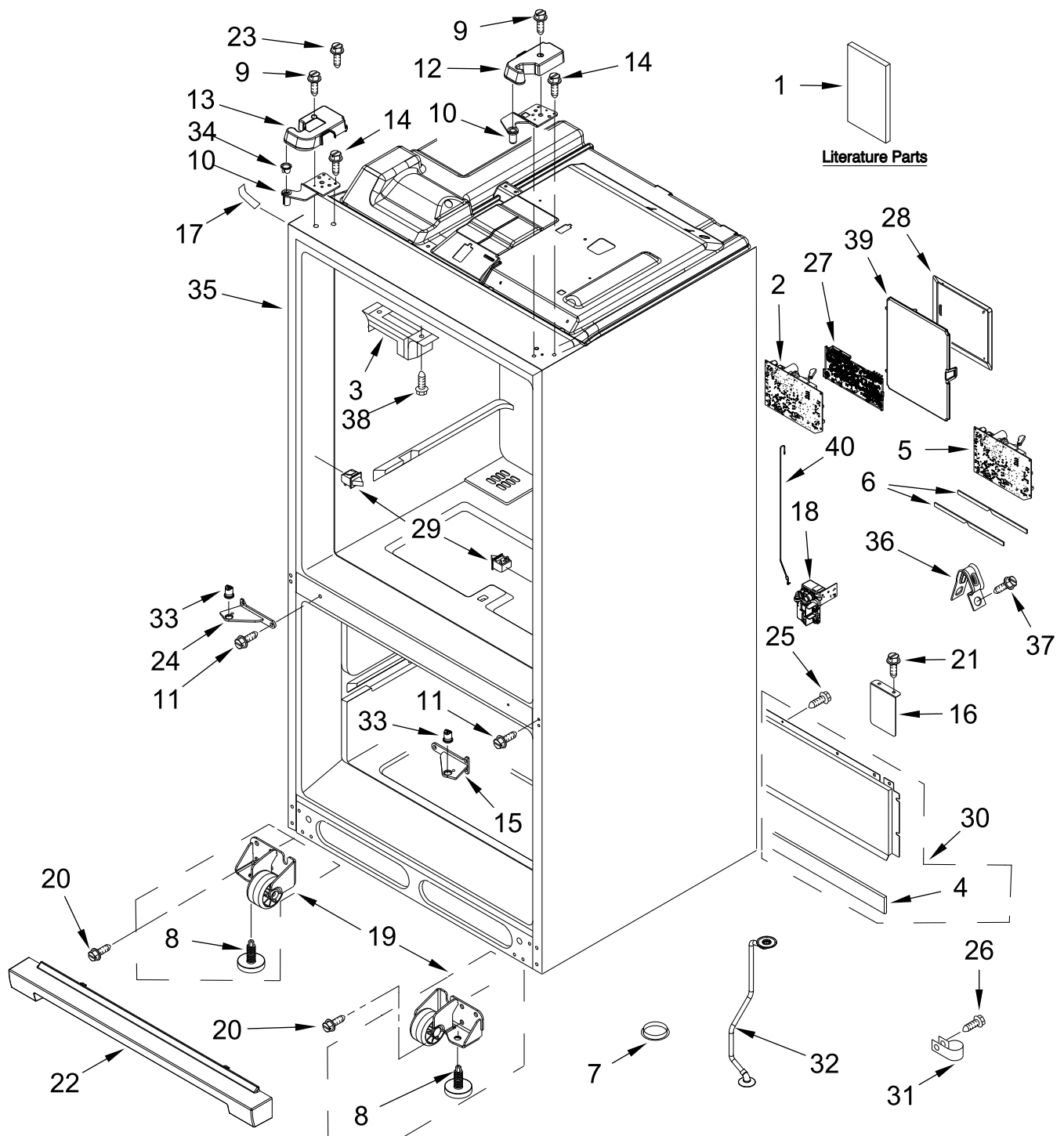


FOUR DOOR FRENCH DOOR REFRIGERATOR

MODELS:

JFX2897DRM02 (Monochromatic Stainless Steel)

CABINET PARTS



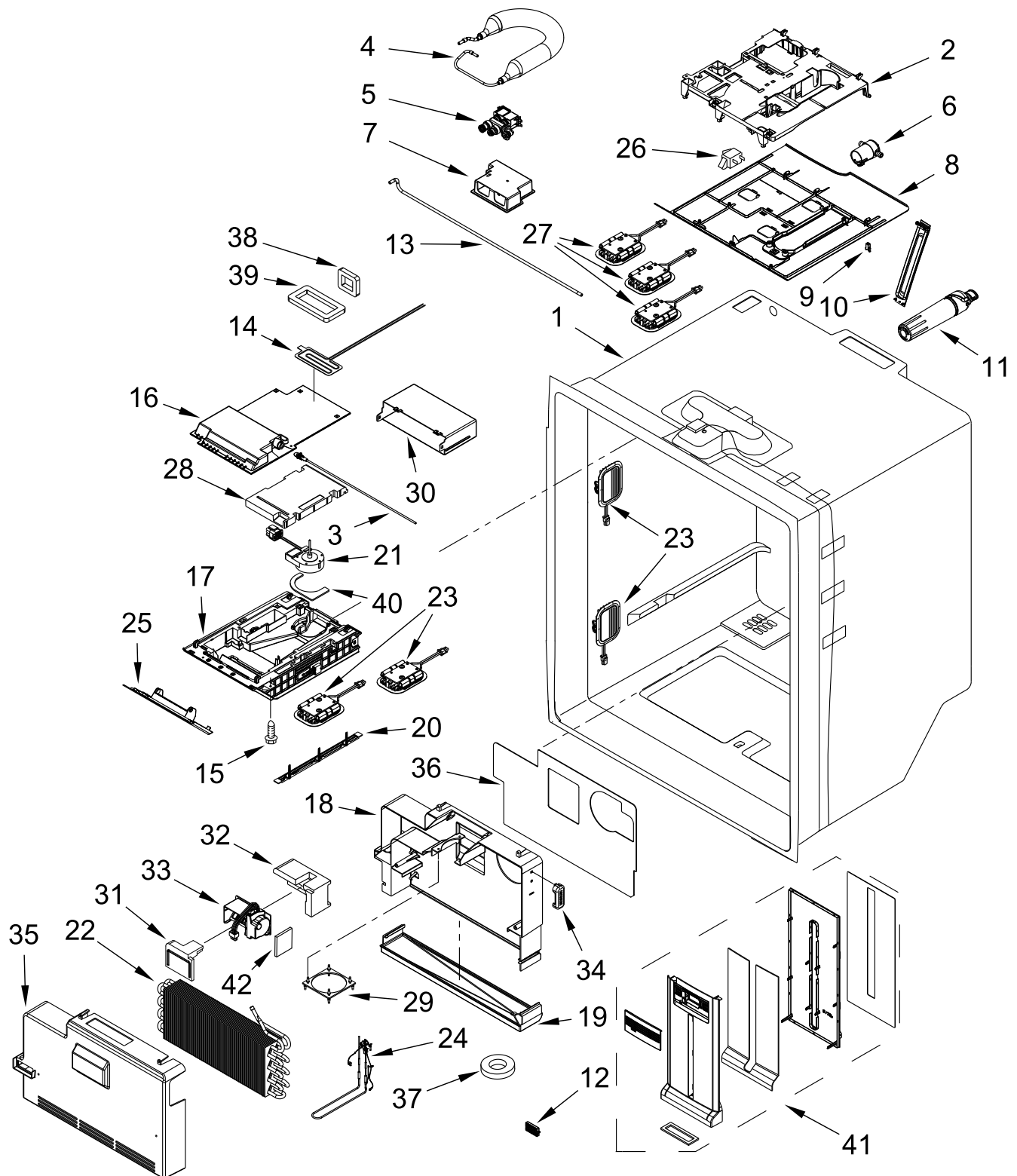
CABINET PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1		Literature Parts Tech Sheet
	W10811273	English
	W10811274	French
	W10630291	Use and Care Guide
	W10630555	Energy Guide
2	W10665178	Supply, Power
3	W10344432	Block, Pivot
4	W10505487	Gasket
5	W10811364	Board, Control
6	W10415341	Gasket, HV Box
7		Plug, Button
	A3076901	Black
8	W10141622	Brake, Roller
9	12992602	Screw
10		Hinge, Top
	W10248410	Left Hand
	W10248409	Right Hand
11	W10403212	Screw
12		Cover, Right Hinge
	W10407158	Grey

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
13		Cover, Left Hinge
	W10471618	Grey
14	W10308751	Screw (Black)
15		Hinge, Center (Right)
	W10248703	Grey
16	W10336736	Cover, Roller
17		Cover, Corner
	12587703AP	Grey
18	W10394076	Valve, Water
19		Assembly, Roller
	W10515763	Left Hand
	W10515762	Right Hand
20	12991302	Screw
21	12990701	Screw
22		Grille, Toe
	W10637671	Grey
23	12992601	Screw
24		Hinge, Center (Left)
	W10248706	Grey
25	W10141645	Screw
26	12990511	Screw

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
27	W10790783	Supply, LED Power
28	W10754591	Cover, Control Box
29	12466105	Switch, Light
30	W10577369	Cover, Unit
31	M0108107	Clamp, Tube
32	W10503562	Tube, Drain
33	W10505294	Coupler, Door
34	W10212137	Retainer, Door
35		Cabinet (Not a Servicable Part)
36	549193	Clamp, Power Cord
37	W10141645	Screw
38	12990302	Screw
39	W10277839	Lid, HV
40	W10678711	Tube, Water

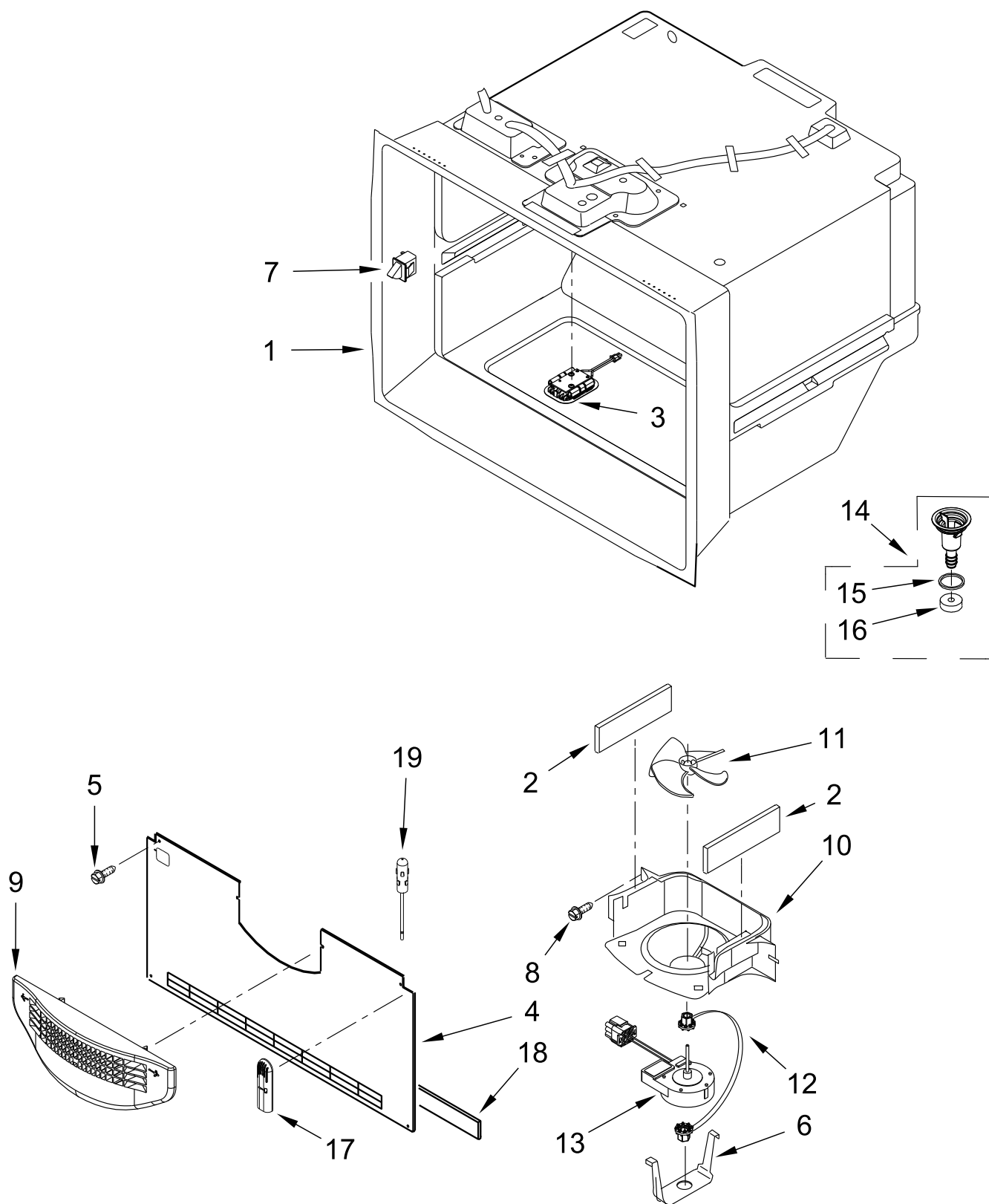
REFRIGERATOR LINER PARTS



REFRIGERATOR LINER PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1		Liner (Not A Serviceable Part)	17	W10811686	Assembly, Icebox (Foamed)	32	W10503492	Support, Damper
2	W10705147	Housing, Water System	18	W10503486	Enclosure, Evaporator	33	W10248595	Damper, Electronic Control
3	W10736144	Tube, Fill	19	W10525237	Pan, Drain	34	W10438957	Cover, Thermistor
4	W10711460	Reservoir, Water (Also Order Wire Tie Part 8567668)	20	W10505516	Trim, Icebox	35	W10503500	Cover, Evaporator
5	W10341329	Valve, Dual Water	21	W10460280	Fan, Icebox	36	W10465948	Gasket, Evaporator Enclosure
6	W10238156	Housing, Water Filter	22	W10630535	Assembly, Evaporator	37	W10510863	Gasket, Drain Tube
7	W10279854	Enclosure, Valve	23	W10660728	Assembly, LED Light Module	38	W10320706	Gasket, Rear Return
8	W10669663	Cover, Waterbox	24	W10727641	Assembly, Refrigerator Evaporator Wire (Includes Evaporator Fan Motor and Thermistor)	39	W10280988	Gasket, Rear Supply
9	2223877	Latch, Push	25	W10553630	Assembly, Fascia	40	W10392172	Gasket, Fan
10	W10277949	Door, Filter Access	26	C3680310V	Switch, Light	41	W10630762	Assembly, Air Tower
11	W10680605	Filter, Water	27	W10610289	Harness, LED Wire (Includes LED lights)	42	W10470981	Gasket, Damper
12	W10315189	Filter, Air	28	W10280983	Insulation			Following Parts Not Illustrated
13	W10674102	Waterline, Valve To Hinge	29	W10389152	Support, Fan		W10570599	Harness, Dual Valve
14	W10706850	Heater, Fill Tube	30	W10635022	Adapter, Icebox			
15	12990518	Screw	31	W10503491	Retainer, Damper			
16	W10598013	Cover, Icebox						

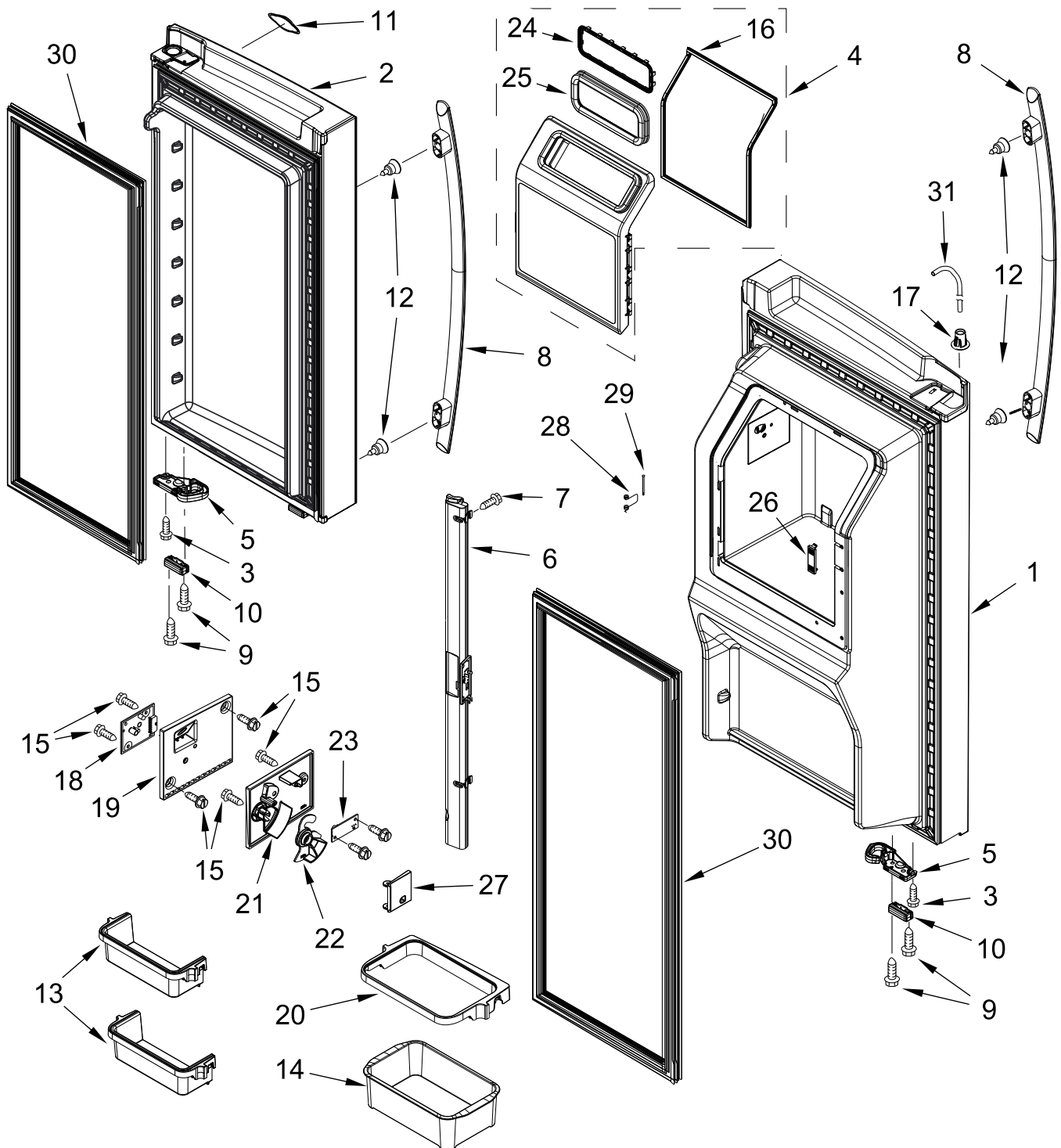
FREEZER LINER PARTS



FREEZER LINER PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1		Liner (Not A Serviceable Part)	8	12990504	Screw	14	W10503218	Assembly, Drain Funnel
2	A3189392	Gasket, Foam	9	W10496613	Grille, Air (Freezer)	15	M0500703	Seal
3	W10660728	Assembly, LED Light Module	10	W10363507	Shroud, Evaporator Fan	16	B8381501	Gasket, Drain
4	W10513424	Cover, Evaporator	11	12986101	Blade, Fan	17	W10405166	Cover, Thermistor
5	12990511	Screw	12	12951101	Grommet, Fan Motor	18	W10668165	Gasket, Evaporator Cover
6	12956601	Clip, Fan Motor	13	W10728094	Motor, Evaporator (Includes Harness, Thermistor, and Defrost Thermostat)	19	W10280385	Thermistor
7	C3680310V	Switch, Light						

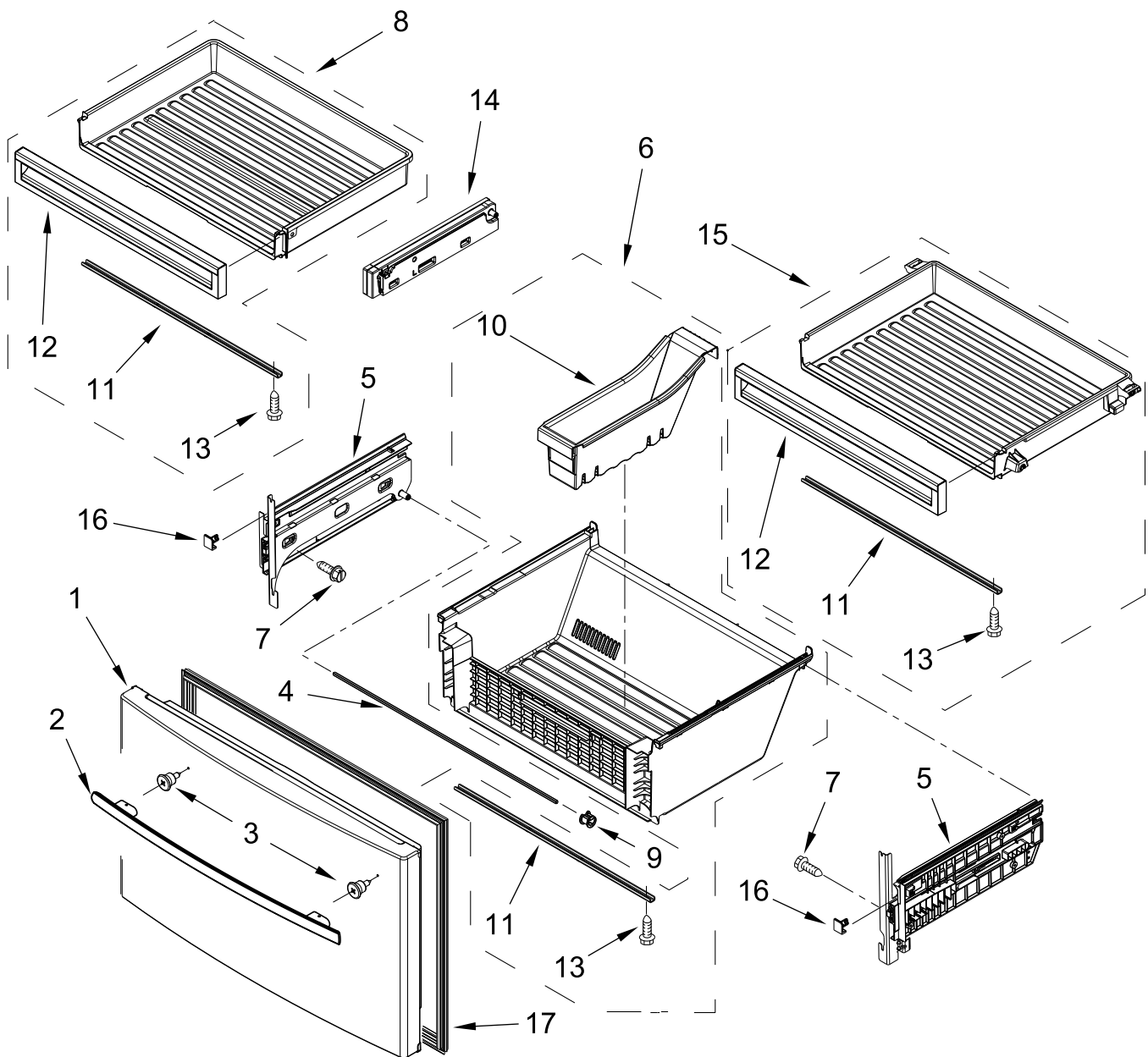
REFRIGERATOR DOOR PARTS



REFRIGERATOR DOOR PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1		Door, Left (Includes Item 30)	10		Bumper, Door	25	W10347087	Gasket, Ice Chute
	W10503829	Stainless		W10407188	Grey	26	W10646855	Vent, Thermistor
2		Door, Right (Includes Item 30)	11		Badge	27	W10258520	Door, Emitter
	W10550669	Stainless		W10214168	Stainless	28	2198635	Spring, Door
3	W10464016	Screw	12	W10460893	Screw	29	2198634	Pin, Door
4	W10549590	Door, Ice	13	W10640341	Assembly, Trivet	30		Gasket, Door
5		Latch, Door	14	W10248856	Bucket, Gallon		W10503817	Grey
	W10712952	Left Hand	15	489214	Screw	31	W10499015	Tube, Water
	W10712953	Right Hand	16	W10347085	Gasket, Ice Door			
6		Mullion, Door	17	W10245516	Clip, Tube			
	W10698204	Grey	18	W10518658	Board, Receiver Circuit			
7	12990204	Screw	19	W10258510	Cover, Receiver			
8		Handle, Door	20	W10630303	Frame, Bin			
	W10298179N	Stainless	21	W10258502	Cover, Emitter			
9	12990504	Screw	22	W10258540	Slide, Icemaker Shut Off			
			23	W10518659	Board, Emitter Circuit			
			24	W10400825	Retainer, Ice Chute			

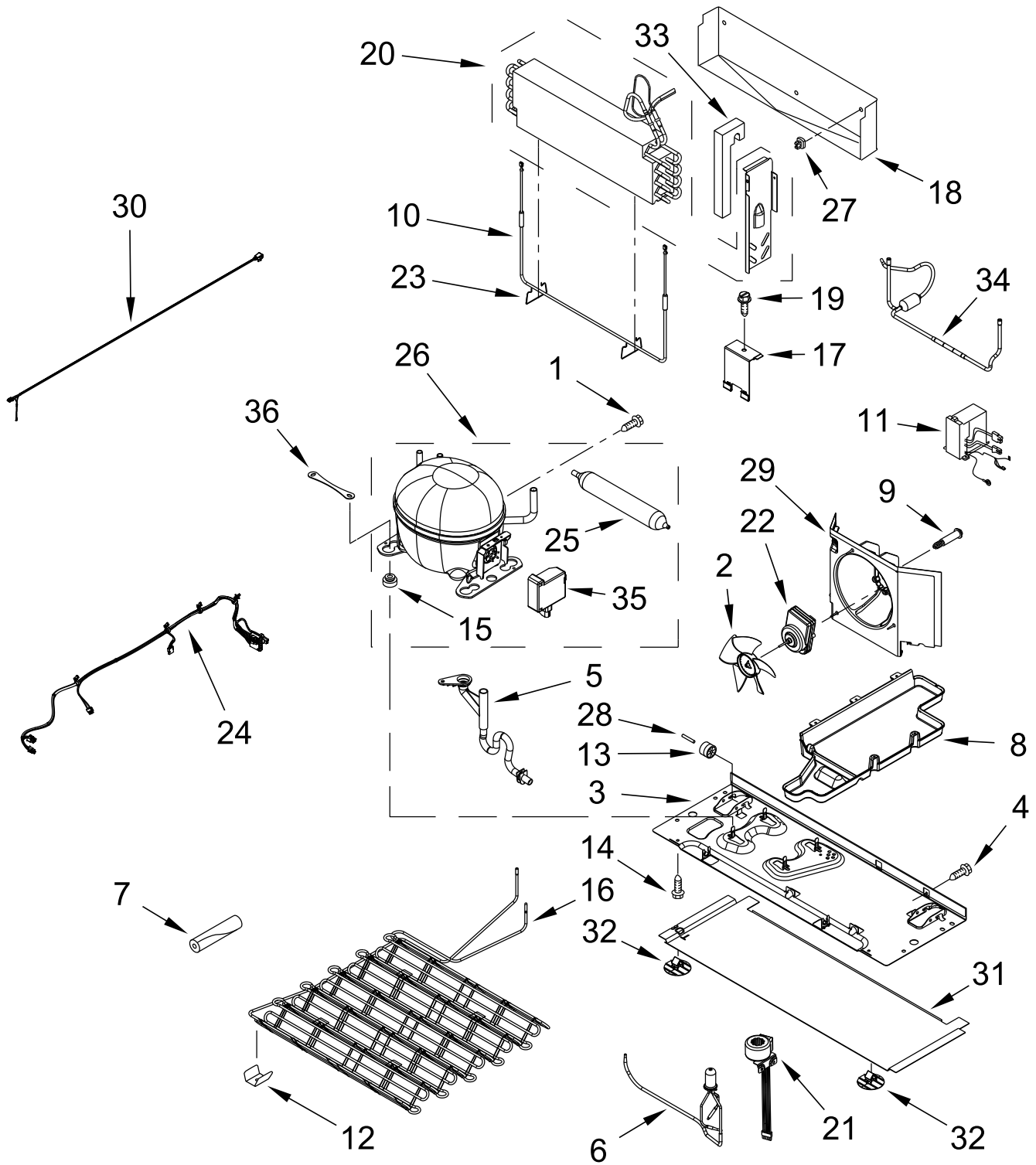
FREEZER DOOR PARTS



FREEZER DOOR PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1		Door, Freezer (Includes Item 17)	7	12990518	Screw	16		Stop, Pan
	W10547320	Stainless	8	W10493169	Bin, Upper		W10485096	Left Hand
2		Handle, Door	9	W10709748	Clip, Shaft		W10485089	Right Hand
	W10564657	Stainless	10	W10507444	Divider, Lower	17		Gasket, Door
3	W10460893	Screw	11	W10469177	Support, Pan		W10248749	Grey
4	W10503522	Shaft	12	W10488124	Front, Freezer Pan			
5		Assembly, Bracket	13	489443	Screw (Stainless)			
	W10795770	Left Hand	14		Adapter, Upper Pan			
	W10795768	Right Hand		W10619219	Left Hand			
6	W10650427	Bin, Lower		W10619218	Right Hand			
			15	W10704091	Assembly, Center Pan			

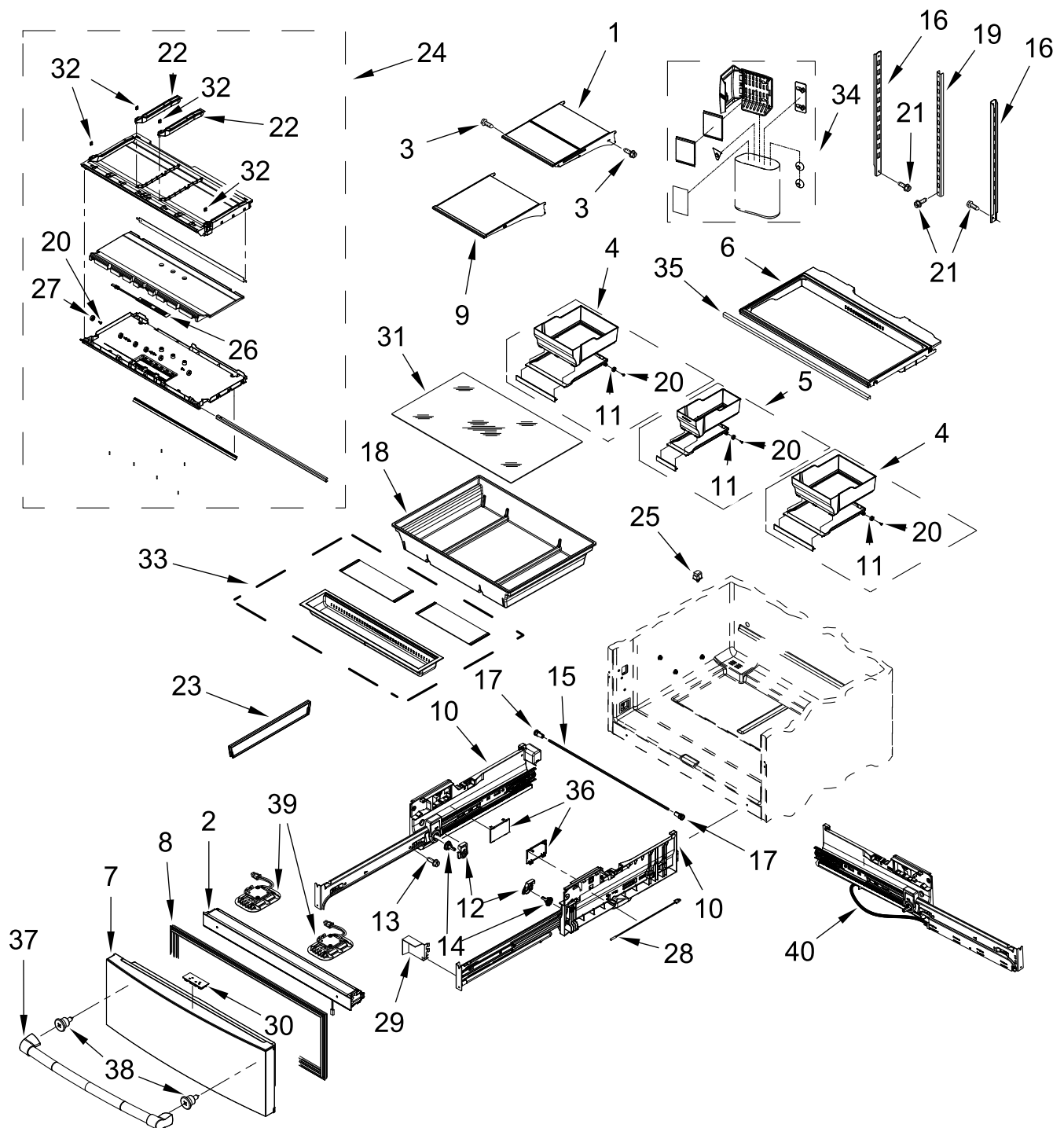
UNIT PARTS



UNIT PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1	W10141625	Screw	18	W10342573	Tray, Drip	34	W10626970	Assembly, Suction Tube
2	2188935	Blade, Fan	19	W10141645	Screw	35	2215676	Cover, Terminal
3	W10570074	Baseplate	20	W10248589	Assembly, Evaporator	36	W10236396	Strap, Compressor
4	12990511	Screw	21	W10709318	Coil, 3 Way Valve			Following Parts Not Illustrated
5	W10776916	Extension, Drain	22	W10527155	Motor, Condenser Fan	978025		Valve, Access
6	W10391081	Assembly, Valve Body	23	10428101	Clip, Heater	978026		Valve, Access
7	W10303521	Sleeve	24	W10746598	Harness, Unit	978027		Valve, Access
8	W10660727	Tray, Evaporator	25	W10286069	Drier	978028		Valve, Access
9	W10622701	Screw	26	W10183959	Compressor	978029		Valve, Access
10	12729128	Heater, Defrost	27	W10142294	Screw	978030		Valve, Access
11	W10154805	Assembly, Inverter Box	28	12477202	Axle, Roller	876764		Valve, Access
12	W10248621	Clip, Condenser	29	W10406719	Shroud			REFRIGERANT CHARGE
13	12477102	Roller	30	W10630315	Cord, Power			5.50 oz. (R-134A)
14	12992101	Screw	31	W10278140	Cover, Condenser (Bottom)			
15	10835903	Grommet	32	W10296661	Clip, Bottom Cover			
16	W10559262	Condenser	33	W10491355	Gasket, Airdam			
17	W10391376	Bracket, Valve						

SHELF PARTS



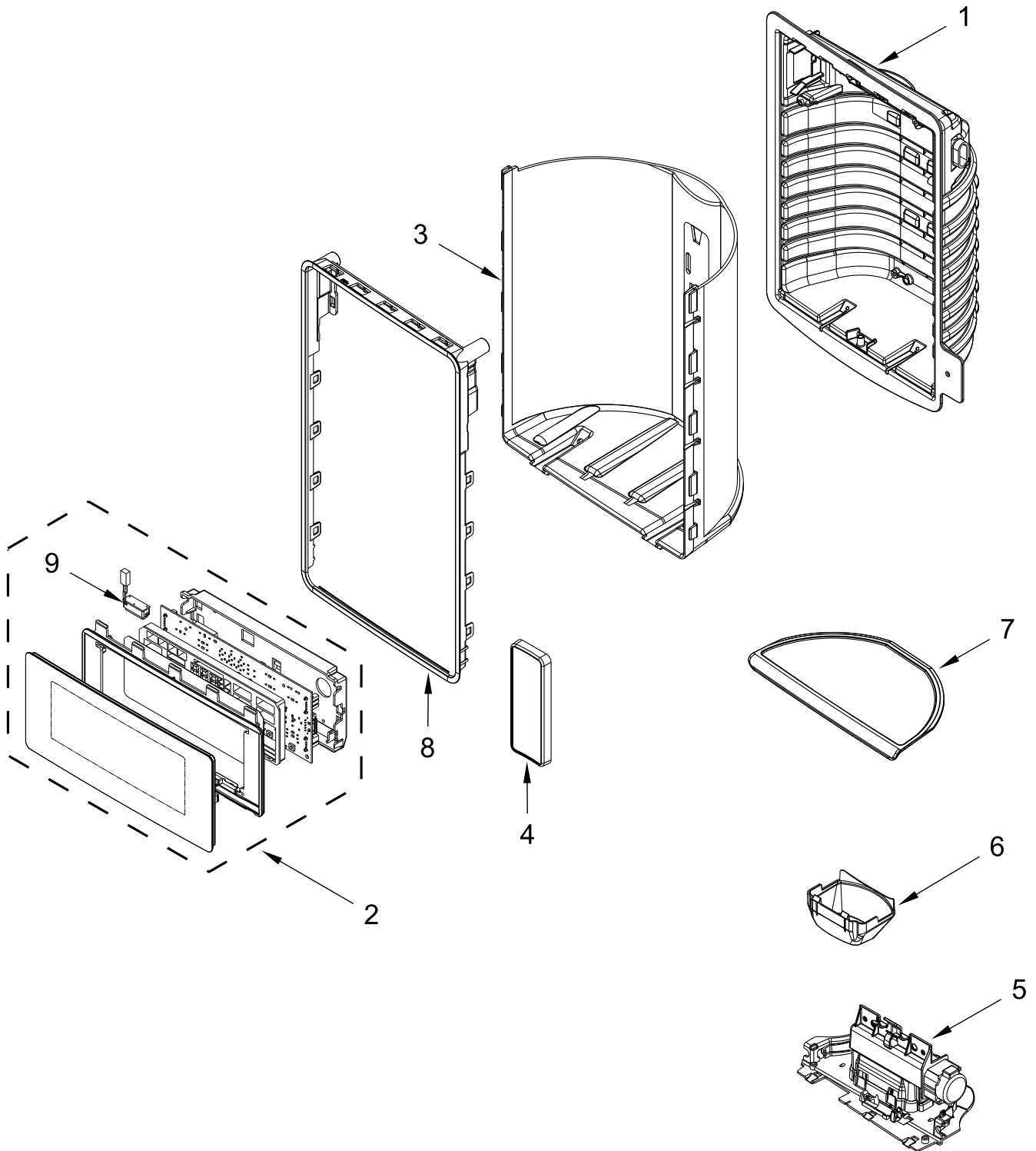
SHELF PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1	W10753038	Assembly, Tuck Shelf
2	W10610301	Assembly, Secondary Mullion
3	W10325002	Screw
4	W10509272	Crisper, Medium
5	W10509275	Crisper, Small
6	W10788103	Cover, Crisper
7		Door, Pantry (Includes Item 8)
	W10550670	Stainless
8		Gasket, Pantry
	W10518365	Grey
9	W10753040	Assembly, Lighted Shelf
10		Adapter, Pantry
	W10667416	Left Hand
	W10750817	Right Hand
11	W10530295	Roller
12		Cover, Gear
	W10284709	Left Hand
	W10294414	Right Hand

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
13	12991702	Screw
14	W10277360	Gear, Spur
15	W10802341	Shaft, Rack
16	W10719660	Ladder, Side
17	W10277361	Collar, Gear
18	W10530656	Pan, Pantry
19	W10719661	Ladder, Center
20	12991401	Screw
21	W10666373	Screw
22	W10530296	Guide, Crisper
23	W10328402	Divider, Large Pantry
24	W10782690	Assembly, Floor (Includes Heater)
25	W10656773	Switch, Light
26	W10537691	Heater, Pantry
27	W10530295	Roller
28	W10549991	Thermistor
29	W10518378	Cover, Connector
30		Assembly, User Interface
	W10736627	Stainless

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
31	W10493549	Glass, Crisper
32	12702901	Pad, Glide
33	W10780178	Bin, Secondary Mullion
34	W10593207	Assembly, Produce Preserver
35	W10530297	Support, Crisper Front
36	W10518036	Cover, Side Adapter
37		Handle, Door
	W10564657	Stainless
38	W10460893	Screw
39	W10660728	Assembly, LED Light Module
40	W10512203	Harness, Side Adapter

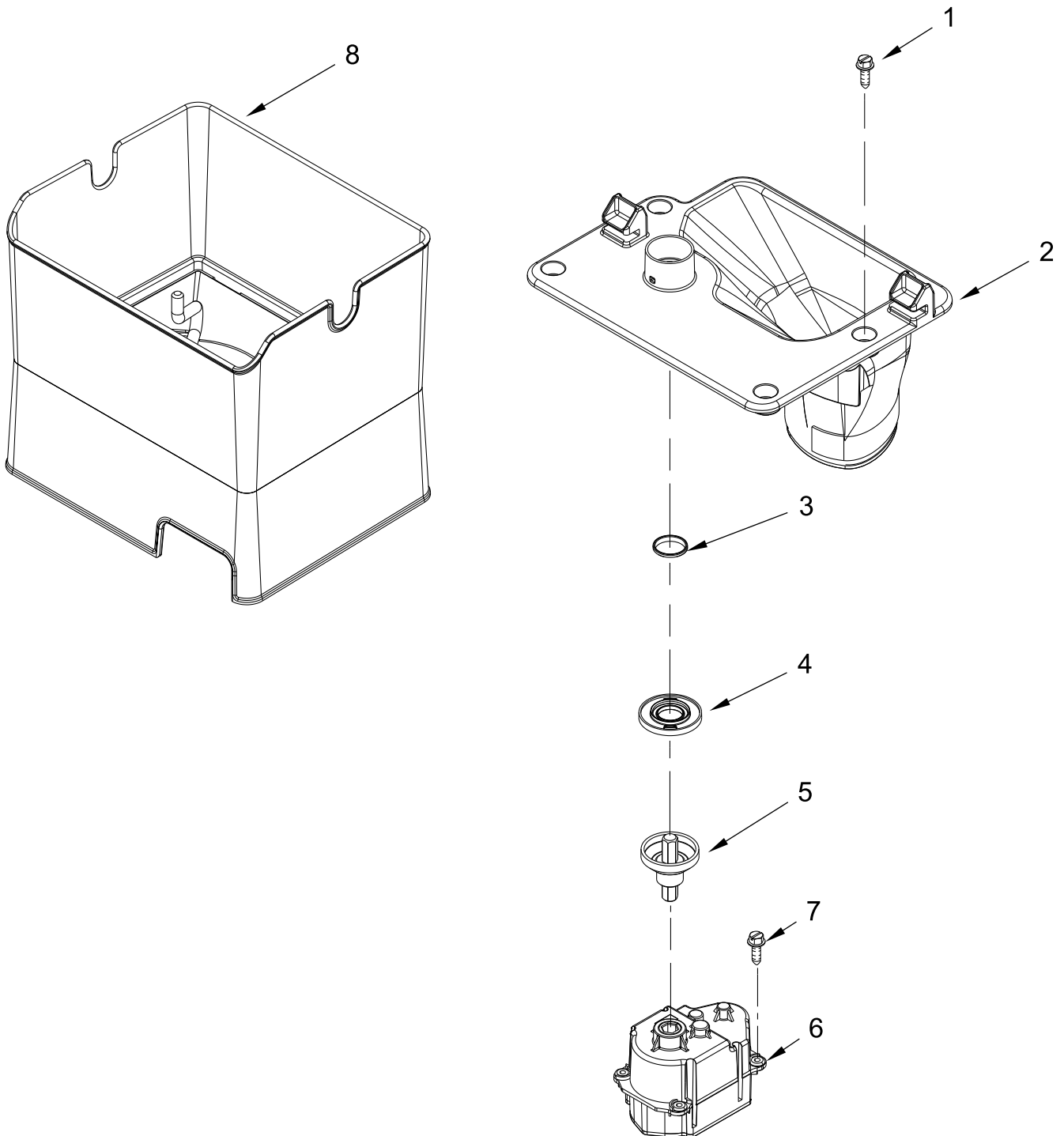
DISPENSER FRONT PARTS



DISPENSER FRONT PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>	<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1		Housing, Dispenser (Not Serviced)	4		Assembly, Pad	8		Ring, Trim
2		Assembly, User Interface	W10420671	Cast Grey		W10402180	Chrome	
	W10752728	Silver	5	W10577864	Assembly, Seperator	9	W10470750	Assembly, LED
3		Wall, Dispenser False	6	W10435760	Guide, Ice			
	W10606653	Chromium Frost	7		Tray, Drip			
			W10606641	Chromium Frost				

MOTOR AND ICE CONTAINER PARTS



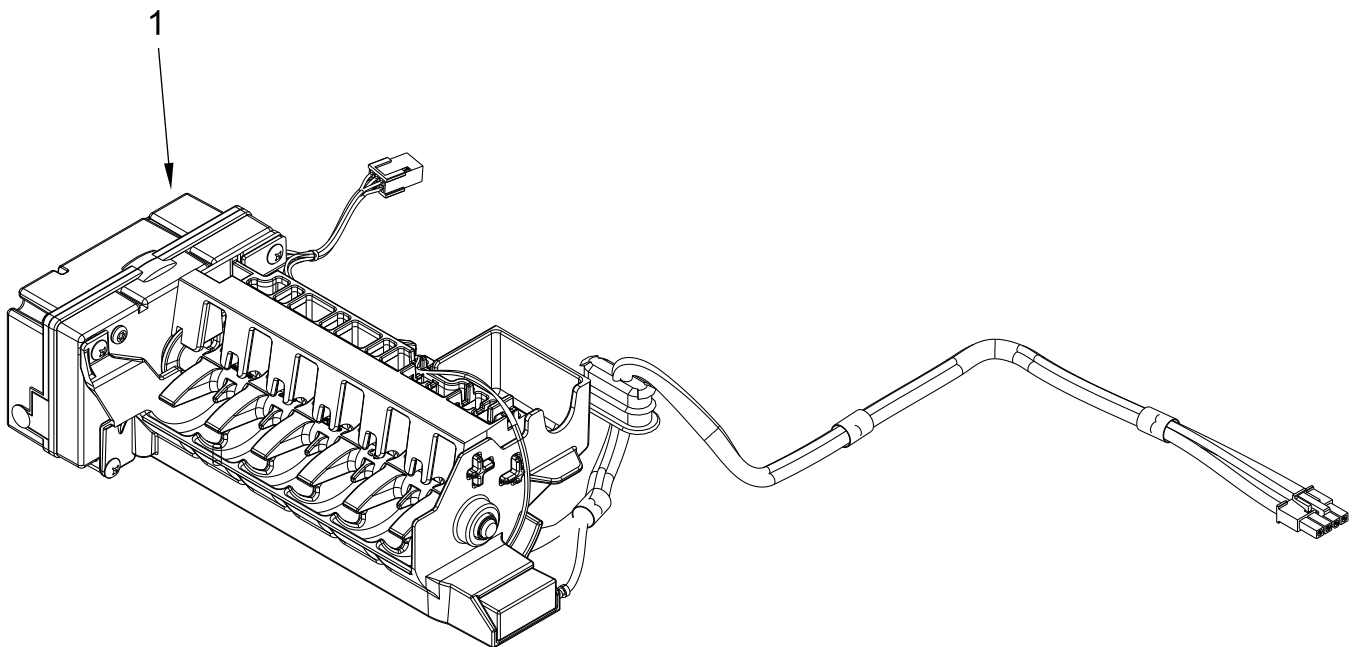
MOTOR AND ICE CONTAINER PARTS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
1	W10272364	Screw
2	W10347051	Plate, Ice Chute
3	2198628	Seal

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
4	W10347120	Clip, Retainer
5	W10347114	Shaft, Motor
6	W10215646	Motor, Dispenser

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
7	8281163	Screw (Stainless)
8	W10347093	Assembly, Ice Container

ICEMAKER PARTS



ICEMAKER PARTS

<u>Illus.</u>	<u>No.</u>	<u>Part No.</u>	<u>Description</u>
	1	W10746960	Assembly, Icemaker

OPTIONAL PARTS

PAINT, TOUCH-UP (1/2OZ.)

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
	72017	White
	72032	Black
	511873	White Porcelain (2 oz.)
	4392899	Biscuit/Bisque

PAINT, PRESSURIZED SPRAY (12 OZ.)

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
	350930	White
	350939	Enamel, Black
	285006	Black
	350942	White Primer
	4392901	Biscuit/Bisque

PAINT, BULK (1 QT.)

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
	799344	White (Uncut)

MISCELLANEOUS

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
	212643	Sealer, Gum (4 Feet)
	479502	Tape, Vinyl (3/4 x 108")
	876370	Insulation (2 Pieces, 3" x 24" x 48")
	876305	Insulation Kit (14 Pieces, 3" x 24" x 48")
	978941	Insulation, Fiberglass (63 1/2" x 35 1/2" x 2 5/8")
	876029	Kit, Foam Slab (30" x 32 1/2" x 1 1/2")
	505587	Sealer, Mastic (1 Qt)
	503695	Cork, Sealer
	20000008	Cleaner, Stainless Steel
	542638	Grease, Silicone (1/2 Oz.)
	542639	Cement, Alumilastic (1 1/4 Oz.)
	833938	Kit, Terminal Connector
	8003RP	Kit, Water Inlet

TORX SCREW WRENCH

<u>Illus.</u> <u>No.</u>	<u>Part No.</u>	<u>Description</u>
	1117510	Torx Key