

# JENN-AIR® BOTTOM MOUNT BUILT-IN REFRIGERATOR

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## USE AND CARE GUIDE

For questions about features, operation/performance, parts, accessories, or service,  
call **1-800-JENNAIR (1-800-536-6247)** or visit our website at **[www.jennair.com](http://www.jennair.com)**.

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**JENN-AIR®**

**W11172207A**

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# REFRIGERATOR SAFETY

## Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING."

These words mean:

**⚠ DANGER**

You can be killed or seriously injured if you don't **immediately** follow instructions.

**⚠ WARNING**

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

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

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Disconnect power before servicing.
- Replace all parts and panels before operating.
- Remove doors from your old refrigerator.
- Connect to a potable water supply only.
- Use nonflammable cleaner.
- Keep flammable materials and vapors, such as gasoline, away from refrigerator.
- Use two or more people to move and install refrigerator.
- Disconnect power before installing ice maker (on ice maker kit ready models only).
- Use a sturdy glass when dispensing ice (on some models).
- Do not hit the refrigerator glass doors (on some models).
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

**SAVE THESE INSTRUCTIONS**

State of California Proposition 65 Warnings:

WARNING: This product contains one or more chemicals known to the State of California to cause cancer.

WARNING: This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

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## Proper Disposal of Your Old Refrigerator

### **⚠️ WARNING**

#### **Suffocation Hazard**

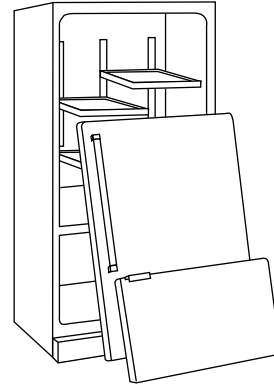
**Remove doors from your old refrigerator.**

**Failure to do so can result in death or brain damage.**

**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 these instructions to help prevent accidents.

#### **Before You Throw Away Your Old Refrigerator or Freezer:**

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



#### **Important information to know about disposal of refrigerants:**

Dispose of refrigerator in accordance with Federal and Local regulations. Refrigerants must be evacuated by a licensed, EPA certified refrigerant technician in accordance with established procedures.

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## BEFORE USE

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### **Remove the Packaging**

- Remove tape and glue residue from surfaces before turning on the refrigerator. Rub a small amount of liquid dish soap over the adhesive with your fingers. Wipe with warm water and dry.
- Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your refrigerator. For more information, see the “Refrigerator Safety” section.
- Dispose of/recycle all packaging materials.

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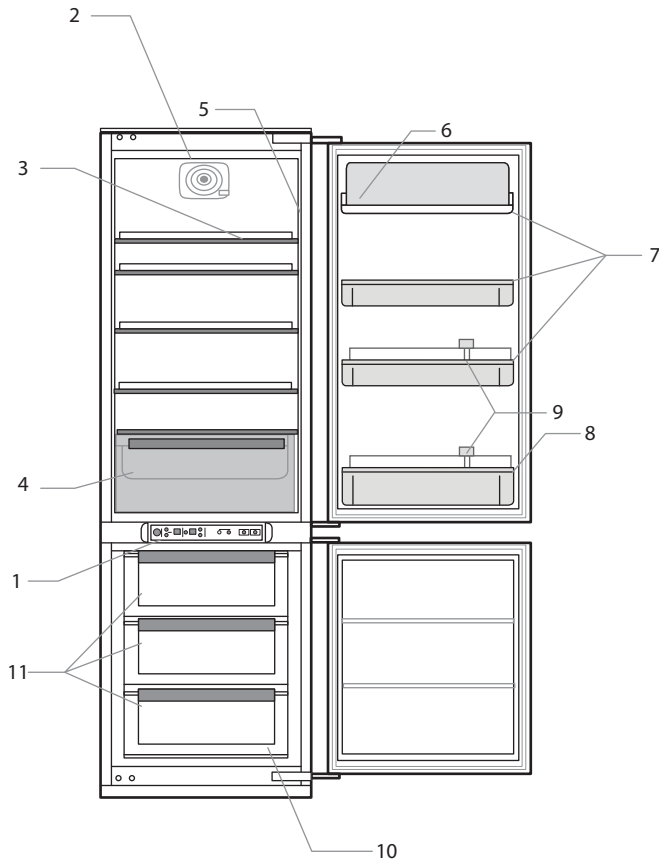
### **Clean Before Using**

After you remove all of the packaging materials, clean the inside of your refrigerator before using it. See the cleaning instructions in the “Refrigerator Care” section.

#### **Important information to know about glass shelves and covers:**

Do not clean glass shelves or covers with warm water when they are cold. Shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping. Tempered glass is designed to shatter into many small, pebble-size pieces. This is normal. Glass shelves and covers are heavy. Use both hands when removing them to avoid dropping.

# REFRIGERATOR USE



## REFRIGERATOR COMPARTMENT

- |                               |                                    |
|-------------------------------|------------------------------------|
| 1. Control Panel              | 6. Egg Tray                        |
| 2. Fan                        | 7. Door Bins/<br>Dairy Compartment |
| 3. Glass Shelves              | 8. Bottle Door Bin                 |
| 4. Fruit and Vegetable Drawer | 9. Bottle Separators               |
| 5. Rating Plate               |                                    |

## FREEZER COMPARTMENT

- |                   |                     |
|-------------------|---------------------|
| 10. Ice Cube Tray | 11. Freezer Drawers |
|-------------------|---------------------|

# Using the Controls



The control panel is located between the refrigerator and freezer compartments. You must open the refrigerator door to access it.

## Cooling On/Off

Your refrigerator and freezer will not cool when cooling is turned off, and the interior lights will be deactivated. However, the product will remain connected to the power supply.

- To turn cooling off, press and hold the COOLING ON/OFF button for 3 seconds.



When cooling is off, the control panel lights will turn off.

- To turn cooling back on, press COOLING ON/OFF again.

## Fan Operation

The fan helps in distributing cool air evenly throughout the refrigerator and freezer compartments, improving food preservation and humidity reduction. To maximize the effectiveness of the fan, do not block the air vents with food or other items.

When the fan is active, it will automatically turn on and off as needed. The fan icon on the control panel indicates that the fan is active.



- To manually turn the fan off, press and hold ALARM and LOCK at the same time for 3 seconds. The fan icon will turn off.

When the fan is off, energy consumption is reduced. However, food preservation may be negatively affected, especially if the ambient temperature in the room exceeds 80°F (27°C). Also, excess humidity may result in condensation forming inside the product.

- To turn the fan back on, press ALARM and LOCK at the same time for 3 seconds again. The fan icon will turn on when the fan has been reactivated.

**NOTE:** The fan will automatically reset to Active mode after a power outage or if cooling is turned off and then back on.

## Defrost Function

Your model has an automatic defrost function. It is not necessary to perform any manual defrosting procedures.

**NOTE:** To ensure consistent defrosting and avoid buildup of moisture, regularly clean the defrost drain in the refrigerator compartment. See the “Cleaning” section.

## Temperature Controls

For your convenience, your refrigerator and freezer controls are preset at the factory. When you first install your refrigerator, make sure that the controls are still set to the “mid-settings.”

### IMPORTANT:

- Wait 24 hours before you put food into the refrigerator. If you add food before the refrigerator has cooled completely, your food may spoil.

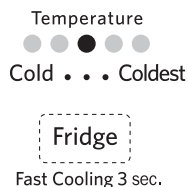
**NOTE:** Adjusting the set points to a colder than recommended setting will not cool the compartments any faster.

- If the temperature is too warm or too cold in the refrigerator or freezer, first check the air vents to be sure they are not blocked before adjusting the controls.
- The preset settings should be correct for normal household usage. The controls are set correctly when milk or juice is as cold as you like and when ice cream is firm.
- Wait at least 24 hours between adjustments. Recheck the temperatures before other adjustments are made.

### Adjusting the Controls:

The Fridge button adjusts the refrigerator compartment temperature. There are five settings, from left (less cold) to right (coldest). The recommended “mid-setting” is the third (middle) setting.

- Each press of the Fridge button changes the control by one setting from left to right. (After reaching the fifth setting, the sequence reverts back to the first setting.)



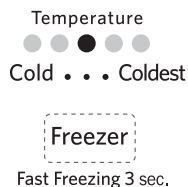
### Fast Cool

The Fast Cool feature assists with full grocery loads in the refrigerator or temporarily warm room temperatures.

- To turn on the Fast Cool feature, press and hold FRIDGE for 3 seconds. When the feature is activated, the refrigerator temperature setting indicators will light up from left to right.
- The Fast Cool feature will remain on for 12 hours unless manually turned off. To manually turn it off, press and hold FRIDGE for 3 seconds again. When the feature has been turned off, the refrigerator temperature setting display will return to the previous setting.

The Freezer button adjusts the freezer compartment temperature. There are five settings, from left (less cold) to right (coldest). The recommended “mid-setting” is the third (middle) setting.

- Each press of the Freezer button changes the control by one setting, from left to right. (After reaching the fifth setting, the sequence reverts back to the first setting.)



### Fast Freeze

The Fast Freeze feature assists with full grocery loads in the freezer, or temporarily warm room temperatures.

- To turn on the Fast Freeze feature, press and hold FREEZER for 3 seconds. When the feature is activated, the freezer temperature setting indicators will light up from left to right.
- The Fast Freeze feature will remain on for 48 hours unless manually turned off. To manually turn it off, press and hold FREEZER for 3 seconds again. When the feature has been turned off, the freezer temperature setting display will return to the previous setting.

If you need to adjust temperatures in the refrigerator or freezer, use the settings listed in the chart below as a guide.

| CONDITION:            | TEMPERATURE ADJUSTMENT:  |
|-----------------------|--|
| Refrigerator too cold | Refrigerator 1 setting warmer (left)<br>[Press FRIDGE 4 times] |
| Refrigerator too warm | Refrigerator 1 setting colder (right)<br>[Press FRIDGE 1 time] |
| Freezer too cold      | Freezer 1 setting warmer (left)<br>[Press FREEZER 4 times]     |
| Freezer too warm      | Freezer 1 setting colder (right)<br>[Press FREEZER 1 time]     |

### Control Lock

The controls can be locked to avoid unintentional setting changes.

- To lock the controls, press and hold LOCK for 3 seconds. The lock icon on the control panel indicates that the controls are locked.



If you press any button on the control panel when the controls are locked, the control panel will beep and the Lock icon will flash. You must first unlock the controls in order to change any settings.

- To unlock the controls, press and hold LOCK for 3 seconds again. The lock icon will turn off.

### Alarm Functions

The red alarm icon on the control panel can indicate a variety of problems with the product.



#### Door Ajar Alarm

**Alarm Behavior:** The alarm icon flashes and an audible alarm sounds.

This indicates that one of the doors has been left open for an extended period of time.

- Close the door to reset the alarm.

#### Power Outage Alarm

**Alarm Behavior:** The alarm icon flashes and an audible alarm sounds with the doors closed.

This indicates that a power outage has occurred.

- Press ALARM on the control panel to reset the alarm. If the audible alarm stops but the alarm icon stays on (constant instead of flashing), see “Freezer Temperature Alarm” in this section.

### Freezer Temperature Alarm

Alarm Behavior: The alarm icon turns on constantly (not flashing), an audible alarm sounds, and the freezer temperature setting display flashes (five LEDs).

This indicates that the temperature inside the freezer compartment is unusually warm. This can occur when the product is used for the first time, when large amounts of warm food are placed inside the freezer, after cleaning the interior of the product, if the freezer door has been left open, or when there has been a power outage.

- Press ALARM on the control panel to reset the alarm. The audible alarm will stop, but the alarm icon will remain on and the freezer temperature setting display will stay on (constant instead of flashing) until the freezer compartment has cooled to an acceptable temperature.

### Technical Malfunction Alarm

Alarm Behavior: The alarm icon turns on constantly (not flashing), an audible alarm sounds, and the freezer temperature setting display flashes (three LEDs).

This indicates a fault in a technical component.

- Press ALARM on on the control panel to silence the audible alarm. Call an authorized service provider for assistance.

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## REFRIGERATOR CARE

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### Cleaning

**⚠ WARNING**



**Explosion Hazard**

**Use nonflammable cleaner.**

**Failure to do so can result in death, explosion, or fire.**

Both the refrigerator and freezer sections defrost automatically. However, clean both sections about once a month to avoid buildup of odors. Wipe up spills immediately.

#### To Clean Your Refrigerator:

**NOTE:** Do not use abrasive or harsh cleaners such as window sprays, scouring cleansers, flammable fluids, cleaning waxes, concentrated detergents, bleaches or cleansers containing petroleum products on plastic parts, interior and door liners, or gaskets. Do not use paper towels, scouring pads, or other harsh cleaning tools.

1. Unplug refrigerator or disconnect power.
2. Hand wash, rinse, and dry removable parts and interior surfaces thoroughly. Use a clean sponge or soft cloth and a mild detergent in warm water.  
**NOTE:** Do not use a dishwasher to clean any removable parts.
3. Wash painted metal exteriors with a clean sponge or soft cloth and a mild detergent in warm water. Dry thoroughly with a soft cloth.
4. To ensure proper defrosting, regularly clean the defrost drain that is located at the bottom of the refrigerator compartment along the back wall.
5. Plug in refrigerator or reconnect power.

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### Lights

The interior lights are LEDs that cannot be changed.

- If the interior lights do not illuminate when either door is opened, call for assistance or service. See either the front cover or the Warranty for contact information.

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## Power Interruptions

If the power will be out for 24 hours or less, keep the door or doors closed (depending on your model) to help food stay cold and frozen.

If the power will be out for more than 24 hours, do one of the following:

- Remove all frozen food and store it in a frozen food locker.
- Place 2 lbs (907 g) of dry ice in the freezer for every cubic foot (28 L) of freezer space. This will keep the food frozen for 2 to 4 days.
- If neither a food locker nor dry ice is available, consume or can perishable food at once.

**REMEMBER:** A full freezer stays cold longer than a partially filled one. A freezer full of meat stays cold longer than a freezer full of baked goods. If you see that food contains ice crystals, it may be refrozen, although the quality and flavor may be affected. If the condition of the food is poor, dispose of it.

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## Vacation Care

### If You Choose to Leave the Refrigerator On While You Are Away:

1. Use up any perishables and freeze other items.

### If You Choose to Turn the Refrigerator Off Before You Leave:

1. Remove all food from the refrigerator.
  2. Turn cooling off. See the “Using the Controls” section.
  3. Clean refrigerator, wipe it, and dry well.
  4. Tape rubber or wood blocks to the tops of all doors to prop them open far enough for air to get in. This stops odor and mold from building up.
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# TROUBLESHOOTING

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## Refrigerator Operation

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### The refrigerator will not operate

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**⚠ WARNING**



**Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**

**Do not remove 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.**

- **Power cord unplugged?** Plug into a grounded 3 prong outlet.
- **Is outlet working?** Plug in a lamp to see if the outlet is working.
- **Household fuse blown or circuit breaker tripped?** Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.
- **Are controls on?** Make sure the refrigerator controls are on. See the “Using the Controls” section.
- **Is refrigerator defrosting?** Your refrigerator will regularly run an automatic defrost cycle. Recheck in 30 minutes to see if it is operating.
- **New installation?** Allow 24 hours following installation for the refrigerator to cool completely.

**NOTE:** Adjusting the temperature controls to the coldest setting will not cool either compartment more quickly.

### The motor seems to run too much

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Your new refrigerator may run longer than your old one due to its high-efficiency compressor and fans. The unit may run even longer if the room is warm, a large food load is added, doors are opened often, or if the doors have been left open.

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### The refrigerator is noisy

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Refrigerator noise has been reduced over the years. Due to this reduction, you may hear intermittent noises from your new refrigerator that you did not notice from your old model. Below are listed some normal sounds with an explanation.

- **Pulsating** - fans/compressor adjusting to optimize performance
  - **Rattling** - flow of refrigerant, water line, or from items placed on top of the refrigerator
  - **Sizzling/Gurgling** - water dripping on the heater during the defrost cycle
  - **Popping** - contraction/expansion of inside walls, especially during initial cool-down
  - **Water running** - may be heard when water melts during the defrost cycle and runs into the drain pan
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### The doors will not close completely

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- **Door blocked open?** Move food packages away from door.
  - **Bin or shelf in the way?** Push bin or shelf back in the correct position.
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## The doors are difficult to open

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- **Are the gaskets dirty or sticky?** Clean gaskets with mild soap and warm water.

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## Temperature and Moisture

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### Temperature is too warm

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- **New installation?** Allow 24 hours following installation for the refrigerator to cool completely.
- **Door(s) opened often or left open?** Allows warm air to enter refrigerator. Minimize door openings and keep doors fully closed.
- **Large load of food added?** Allow several hours for refrigerator to return to normal temperature.
- **Controls set correctly for the surrounding conditions?** Adjust the controls a setting colder. Check temperature in 24 hours. See the “Using the Controls” section.
- **Air vents blocked?** Remove any item from in front of the air vents.

### There is interior moisture buildup

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**NOTE:** Some moisture buildup is normal.

- **Humid room?** Contributes to moisture buildup.
- **Door(s) opened often or left open?** Allows humid air to enter the refrigerator. Minimize door openings and keep doors fully closed.

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## ASSISTANCE OR SERVICE

### If You Need Service

Please refer to the warranty page in this manual.

### If You Need Replacement Parts

If you need to order replacement parts, we recommend that you use only factory specified parts. Factory specified parts will fit right and work right because they are made with the same precision used to build every new JENN-AIR® appliance.

To locate factory specified parts in your area, call us or your nearest designated service center.

**Call the Jenn-Air eXperience Center toll-free at 1-800-JENNAIR (1-800-536-6247), or visit our website at [www.jennair.com](http://www.jennair.com).**

### Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Referrals to local Jenn-Air brand dealers.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish-speaking, hearing impaired, limited vision, etc.).

### For Further Assistance

If you need further assistance, you can write to Jenn-Air with any questions or concerns at:

Jenn-Air Brand Home Appliances  
Customer eXperience Center  
553 Benson Road  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

# JENN-AIR® REFRIGERATOR LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address, and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase, including dealer or retailer name and address

## IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting section of the Use and Care Guide or visit [producthelp.jennair.com](http://producthelp.jennair.com).
2. All warranty service is provided exclusively by our authorized Jenn-Air Service Providers. In the U.S. and Canada, direct all requests for warranty service to:

**Jenn-Air Customer eXperience Center**  
**1-800-JENNAIR (1-800-536-6247).**

If outside the 50 United States or Canada, contact your authorized Jenn-Air dealer to determine whether another warranty applies.

## TEN YEAR LIMITED WARRANTY

### WHAT IS COVERED

#### TWO YEAR LIMITED WARRANTY (PARTS & LABOR)

For two years from the date of purchase, when this major appliance is installed, operated, and maintained according to instructions attached to or furnished with the product, Jenn-Air brand of Whirlpool Corporation or Whirlpool Canada LP (hereafter "Jenn-Air") will pay for factory specified replacement parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased, or at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

#### THIRD THROUGH FIFTH YEAR LIMITED WARRANTY ON CAVITY LINER AND SEALED REFRIGERATION SYSTEM (PARTS & LABOR)

In the third through fifth years from the date of purchase, when this major appliance is installed, operated, and maintained according to the instructions attached to or furnished with the product, Jenn-Air brand will pay for factory specified replacement parts and repair labor for the following components to correct non-cosmetic defects in materials and workmanship in this part that prevent function of the refrigerator and that existed when this major appliance was purchased:

- Refrigerator/freezer cavity liner if the part cracks due to defective materials or workmanship
- Sealed Refrigeration system (includes compressor, evaporator, condenser, dryer and connecting tubing).

#### SIXTH THROUGH TENTH YEAR LIMITED WARRANTY (SEALED REFRIGERATION SYSTEM ONLY – LABOR NOT INCLUDED)

In the sixth through tenth year from the date of purchase, when this major appliance is installed, operated, and maintained according to instructions attached to or furnished with the product, Jenn-Air brand will pay for factory specified replacement parts for the following components to correct defects in materials or workmanship in the sealed refrigeration system (includes compressor, evaporator, condenser, dryer, and connecting tubing) that existed when this major appliance was purchased.

**YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN.** Service must be provided by a Jenn-Air designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

### WHAT IS NOT COVERED

1. Commercial, non-residential, multiple-family use, or use inconsistent with published user, operator, or installation instructions.
2. In-home instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes, or correction of household electrical or plumbing (e.g., house wiring, fuses or water inlet hoses).
4. Consumable parts (e.g., light bulbs, batteries, air or water filters, preservation solutions).
5. Defects or damage caused by the use of non-genuine Jenn-Air parts or accessories.
6. Damage from accident, misuse, abuse, fire, floods, acts of God, or use with products not approved by Jenn-Air.
7. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration or modification of the appliance.
8. Cosmetic damage, including scratches, dents, chips, and other damage to appliance finishes unless such damage results from defects in materials and workmanship and is reported to Jenn-Air within 30 days.
9. Discoloration, rust, or oxidation of surfaces resulting from caustic or corrosive environments including, but not limited to, high salt concentrations, high moisture or humidity, or exposure to chemicals.
10. Food or medicine loss due to product failure.
11. Pickup or delivery. This product is intended for in-home repair.
12. Travel or transportation expenses for service in remote locations where an authorized Jenn-Air servicer is not available.
13. Removal or reinstallation of inaccessible appliances or built-in fixtures (e.g., trim, decorative panels, flooring, cabinetry, islands, countertops, drywall) that interfere with servicing, removal, or replacement of the product.
14. Service or parts for appliances with original model/serial numbers removed, altered, or not easily determined.

**The cost of repair or replacement under these excluded circumstances shall be borne by the customer.**

### DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO TEN YEARS OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

### DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Jenn-Air makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Jenn-Air or your retailer about buying an extended warranty.

### LIMITATION OF REMEDIES: EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. JENN-AIR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

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# NOTES

