R-126

# SERVICE MANUAL

## Whirlpool®, Maytag®, Amana®, & IKEA® Refrigerators

W11296289

# FORWARD

This Whirlpool Service Manual (Part No. W11296289), provides the In-Home Service Professional with service information for the “Whripool®, Maytag®, Amana®, and IKEA® Refrigerators.”

The Wiring Diagram used in this Service Manual is typical and should be used for training purposes only. Always use the Wiring Diagram supplied with the product tech sheet when servicing the refrigerator.

For specific operating and installation information on the model being serviced, refer to the “Use and Care Guide” or “Installation Instructions” provided with the refrigerator.

# GOALS AND OBJECTIVES

The goal of this Service Manual is to provide information that will enable the In-Home Service Professional to properly diagnose malfunctions and repair the “Whripool®, Maytag®, Amana®, and IKEA® Refrigerators.”

The objectives of this Service Manual are to:

- Understand and follow proper safety precautions.
- Successfully troubleshoot and diagnose malfunctions.
- Successfully perform necessary repairs.

WHIRLPOOL CORPORATION assumes no responsibility for any repairs made on our products by anyone other than authorized In-Home Service Professionals.

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# Notes

# Section 1: General Information

This section provides general safety, parts, and information for the “Whirlpool®, Maytag®, Amana®, and IKEA® Refrigerators.”

- Refrigerator Safety
- Product Specifications
- Product Feature
  - Control Panel
- Model & Serial Label
  - Location
  - Model Nomenclature
- Tech Sheet Location

# 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.
- Connect to a potable water supply only.
- 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
- 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.
- Remove doors from your old refrigerator.
- 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 icemaker kit ready models only).
- Use a sturdy glass when dispensing ice (on some models).
- Do not hit the refrigerator glass doors (on some models).
- Children should be supervised to ensure that they do not play with the appliance.

**SAVE THESE INSTRUCTIONS**

# Product Specifications

## Amana® 36" Side by Side Refrigerator with Dual Pad External Ice and Water Dispenser

| | |
|---|---|
| **AHAM Volumes and Shelf Area** | |
| Freezer Volume (Cu Ft) | 9.11 |
| Refrigerator Volume (Cu Ft) | 15.46 |
| Total Volume (Cu Ft) | 24.6 |
| **Dimensions** | |
| Capacity (FT3, Cu Ft) | 24.57 |
| Cabinet Width (IN, inches) | $35^{1}/_{2}$ |
| Cutout Depth (IN, inches) | $27^{1}/_{2}$ |
| Cutout Height (IN, inches) | $69^{3}/_{8}$ |
| Cutout Width (IN, inches) | 36 |
| Depth Closed Excluding Handles (IN, inches) | $31^{5}/_{8}$ |
| Depth Closed Including Handles (IN, inches) | $34^{1}/_{8}$ |
| Depth Excluding Doors (IN, inches) | 28 |
| Depth With Door Open 90 Degree (IN, inches) | $49^{3}/_{8}$ |
| Depth (IN, inches) | $34^{5}/_{8}$ |
| Height to Top of Cabinet (IN, inches) | $68^{5}/_{8}$ |
| Height to Top of Door Hinge (IN, inches) | $69^{1}/_{4}$ |
| Height (IN, inches) | $69^{5}/_{8}$ |
| Width (IN, inches) | $35^{7}/_{8}$ |
| **Description** | |
| Type of Refrigerator | Side by Side |
| **Details** | |
| Advance Foam Insulation | NA |
| Cooling Type | Single Evaporator |
| **Exterior** | |
| Base Grille Color | Black/White |
| Cabinet Color | Black/White |
| Cabinet Finish | Textured |
| Door Color | Black/Stainless Steel/White |
| Door Finish | Smooth |
| Door Style | Contour |
| Door Swing | NA |
| Handle Color | Black/Stainless Steel/White |
| Handle Material | Metal |
| Handle Type | Reach Through Handle |
| Hidden Hinge | Yes |
| Number of Doors | 2 |
| Levelers | 2 Black |
| Wheels | 4-Natural |

| | |
|---|---|
| **Controls** | |
| Automatic Defrost | Yes |
| Location of Controls | Exterior Dispenser |
| Temperature Range | -5/+5 FC 33/45 RC |
| Type of Control | Electronic Touch |
| Water Filter Indicator/Reset | Yes |
| Connected Appliances | No |
| **Refrigerator Compartment** | |
| Number of Interior Shelves | 4 |
| Conventional Shelves | 1 Fixed Full-Width Glass<br>3 Adjustable Full-Width Glass |
| Spill-Proof Glass Shelves | No |
| Shelf Supports | Molded |
| Humidity-Controlled Drawers | 1 Full-Width |
| Non-Climate Control Drawers | 1 Full-Width |
| Temperature-Controlled Drawers | No |
| Door Bins | 1 Dairy<br>1 Fixed Full-Width<br>3 Adjustable Gallon |
| Supplementary Containers | No |
| Lighting | Incandescent |
| Liner Finish | White Opaque |
| **Freezer Compartment** | |
| Door Type | Swing |
| Shelves | 3 Fixed Full-Width Wire |
| Freezer Number of Shelves | 3 |
| Freezer Drawer/Basket | 1 Full-Width Lower Plastic |
| Door Bins | 1 Fixed Partial<br>3 Fixed Full-Width |
| Light | Incandescent |
| **Dispenser** | |
| Dispenser Type | Exterior Ice and Water |
| Dispenser Options | Filtered Water Measured/Metered Fill |
| Types of Ice | Crushed/Cubed |
| Dispenser Pad Color | Black |
| **Icemaker** | |
| Icemaker | Factory Installed |
| Icemaker Location | Freezer |
| **Electrical** | |
| Amps | 7.2 |
| Hz | 60 |
| Volts | 110 |

# Whirlpool® 36" Wide Side by Side Refrigerator - 25 Cu Ft

| | |
|---|---|
| **AHAM Volumes and Shelf Area** | |
| Freezer Volume (Cu Ft) | 9.11 |
| Refrigerator Volume (Cu Ft) | 15.46 |
| Total Volume (Cu Ft) | 24.6 |
| **Dimensions** | |
| Capacity (FT3, Cu Ft) | 24.57 |
| Cabinet Width (IN, inches) | $35^{7}/_{8}$ |
| Depth Closed Excluding Handles (IN, inches) | $31^{5}/_{8}$ |
| Depth Closed Including Handles (IN, inches) | $33^{5}/_{8}$ |
| Depth Excluding Doors (IN, inches) | 28 |
| Depth With Door Open 90 Degree (IN, inches) | $49^{5}/_{16}$ |
| Depth (IN, inches) | $33^{5}/_{8}$ |
| Height to Top of Cabinet (IN, inches) | $68^{5}/_{8}$ |
| Height to Top of Door Hinge (IN, inches) | $69^{1}/_{4}$ |
| Height (IN, inches) | $69^{5}/_{8}$ |
| Width (IN, inches) | $35^{7}/_{8}$ |
| **Description** | |
| Type of Refrigerator | Side by Side |
| **Details** | |
| Advance Foam Insulation | NA |
| Cooling Type | Single Evaporator |
| **Exterior** | |
| Base Grille Color | White/Black/Grey/Biscuit |
| Cabinet Color | White/Black/Grey/Biscuit |
| Cabinet Finish | Textured |
| Door Color | White/Black/Stainless Steel/Sunset Bronze/Fingerprint Resistant Stainless Steel/ Biscuit |
| Door Finish | Smooth |
| Door Style | Contour |
| Door Swing | NA |
| Handle Color | White/Black/Stainless Steel/Biscuit/Fingerprint Resistant Stainless Steel |
| Handle Material | Stainless Steel |
| Handle Type | Reach Through Handle |
| Hidden Hinge | Yes |
| Number of Doors | 2 |
| **Controls** | |
| Automatic Defrost | Yes |
| Location of Controls | Interior Up Front/Interior/Exterior Dispenser |
| Type of Control | Electronic Touch/Tap Touch |
| Water Filter Indicator/Reset | Yes |
| Connected Appliances | No |

| | |
|---|---|
| **Refrigerator Compartment** | |
| Number of Interior Shelves | 4 |
| Conventional Shelves | 1 Fixed Full-Width Glass<br>3 Adjustable Full-Width Glass |
| Shelf Supports | Molded |
| Humidity-Controlled Drawers | 1 Full-Width |
| Non-Climate Control Drawers | 1 Full-Width |
| Temperature-Controlled Drawers | No |
| Door Bins | 1 Dairy<br>1 Fixed Full-Width<br>3 Adjustable Gallon |
| Supplementary Containers | No/Can Caddy Bin Utility Compartment |
| Lighting | LED |
| **Freezer Compartment** | |
| Door Type | Swing |
| Shelves | 1 Fixed Full-Width Plastic<br>4 Fixed Full-Width Wire<br>or<br>3 Fixed Full-Width Glass |
| Freezer Number of Shelves | 3 or 4 or 5 |
| Freezer Drawer/Basket | 1 Full-Width Lower Plastic |
| Door Bins | 4 Fixed Full-Width<br>or<br>1 Fixed Partial<br>3 Fixed Full-Width |
| Light | LED |
| **Dispenser** | |
| Dispenser Type | No Dispenser/Exterior Ice and Water |
| Dispenser Options | Filtered Water Ice Dispenser Lock Night Light |
| Types of Ice | Crushed/Cubed |
| **Icemaker** | |
| Icemaker | Optional/Factory Installed |
| Icemaker Kit Part Number | ECKMF95 |
| Icemaker Location | Freezer |
| **Electrical** | |
| Hz | 60 |

# Whirlpool® 33" Wide Side by Side Refrigerator - 22 Cu Ft

| AHAM Volumes and Shelf Area | |
|---|---|
| Freezer Volume (Cu Ft) | 7.07 |
| Refrigerator Volume (Cu Ft) | 14.65 |
| Total Volume (Cu Ft) | 21.7 |
| **Dimensions** | |
| Capacity (FT3, Cu Ft) | 21.72 |
| Cabinet Width (IN, inches) | $32^{3}/_{4}$ |
| Depth Closed Excluding Handles (IN, inches) | $31^{5}/_{8}$ |
| Depth Closed Including Handles (IN, inches) | $33^{5}/_{8}$ |
| Depth Excluding Doors (IN, inches) | 28 |
| Depth With Door Open 90 Degree (IN, inches) | $49^{5}/_{16}$ |
| Depth (IN, inches) | $33^{5}/_{8}$ |
| Height to Top of Cabinet (IN, inches) | $65^{5}/_{8}$ |
| Height to Top of Door Hinge (IN, inches) | $66^{1}/_{4}$ |
| Height (IN, inches) | $66^{5}/_{8}$ |
| Width (IN, inches) | $32^{3}/_{4}$ |
| **Description** | |
| Type of Refrigerator | Side by Side |
| **Details** | |
| Advance Foam Insulation | NA |
| Cooling Type | Single Evaporator |
| **Exterior** | |
| Base Grille Color | White/Black/Grey |
| Cabinet Color | White/Black/Grey |
| Cabinet Finish | Textured |
| Door Color | White/Black/Stainless Steel |
| Door Finish | Smooth |
| Door Style | Contour |
| Door Swing | NA |
| Handle Color | White/Black/Stainless Steel |
| Handle Material | Metal |
| Handle Type | Reach Through Handle |
| Hidden Hinge | Yes |
| Number of Doors | 2 |
| **Controls** | |
| Automatic Defrost | Yes |
| Location of Controls | Interior |
| Type of Control | Electronic Touch |
| Connected Appliances | No |

| Refrigerator Compartment | |
|---|---|
| Number of Interior Shelves | 4 |
| Conventional Shelves | 1 Fixed Full-Width Glass<br>3 Adjustable Full-Width Glass |
| Shelf Supports | Molded |
| Humidity-Controlled Drawers | 1 Full-Width |
| Non-Climate Control Drawers | 1 Full-Width |
| Temperature-Controlled Drawers | No |
| Door Bins | 1 Dairy<br>1 Fixed Full-Width<br>3 Adjustable Gallon |
| Supplementary Containers | No |
| Lighting | LED |
| Liner Finish | White Opaque |
| **Freezer Compartment** | |
| Door Type | Swing |
| Shelves | 4 Fixed Full-Width Wire |
| Freezer Number of Shelves | 4 |
| Freezer Drawer/Basket | 1 Full-Width Lower Plastic |
| Door Bins | 4 Fixed Full-Width |
| Light | LED |
| **Dispenser** | |
| Dispenser Type | No Dispenser |
| **Icemaker** | |
| Icemaker | Optional |
| Icemaker Location | Freezer |
| Icemaker Kit Part Number | ECKMF95 |
| **Electrical** | |
| Amps | 7.2 |
| Hz | 60 |
| Volts | 110 |

# Whirlpool® 33" Wide Side by Side Refrigerator - 21 Cu Ft

| | |
|---|---|
| **AHAM Volumes and Shelf Area** | |
| Freezer Volume (Cu Ft) | 6.77 |
| Refrigerator Volume (Cu Ft) | 14.65 |
| Total Volume (Cu Ft) | 21.4 |
| **Dimensions** | |
| Capacity (FT3, Cu Ft) | 21.4 |
| Cabinet Width (IN, inches) | $32^{3}/_{4}$ |
| Depth Closed Excluding Handles (IN, inches) | $31^{5}/_{8}$ |
| Depth Closed Including Handles (IN, inches) | $33^{5}/_{8}$ |
| Depth Excluding Doors (IN, inches) | 28 |
| Depth With Door Open 90 Degree (IN, inches) | $49^{5}/_{16}$ |
| Depth (IN, inches) | $33^{5}/_{8}$ |
| Height to Top of Cabinet (IN, inches) | $65^{5}/_{8}$ |
| Height to Top of Door Hinge (IN, inches) | $66^{1}/_{4}$ |
| Height (IN, inches) | $66^{5}/_{8}$ |
| Width (IN, inches) | $32^{3}/_{4}$ |
| **Description** | |
| Type of Refrigerator | Side by Side |
| **Details** | |
| Advance Foam Insulation | NA |
| Cooling Type | Single Evaporator |
| **Exterior** | |
| Base Grille Color | White/Black/Grey/Biscuit |
| Cabinet Color | White/Black/Grey/Biscuit |
| Cabinet Finish | Textured/Smooth |
| Door Color | White/Black/Stainless Steel/Fingerprint Resistant Stainless Steel/Biscuit |
| Door Finish | Smooth |
| Door Style | Contour |
| Door Swing | NA |
| Handle Color | White/Black/Stainless Steel/Biscuit/Print Resist Stainless Steel |
| Handle Type | Reach Through Handle |
| Hidden Hinge | Yes |
| Number of Doors | 2 |
| **Controls** | |
| Automatic Defrost | Yes |
| Location of Controls | Exterior Dispenser/Interior Up Front |
| Temperature Range | -5/+5 FC 33/45 RC |
| Type of Control | Electronic Touch |
| Water Filter Indicator/Reset | Yes |
| Connected Appliances | No |

| Refrigerator Compartment | |
|---|---|
| Number of Interior Shelves | 4 |
| Conventional Shelves | 1 Fixed Full-Width Glass<br>3 Adjustable Full-Width Glass |
| Shelf Supports | Molded |
| Humidity-Controlled Drawers | 1 Full-Width |
| Non-Climate Control Drawers | 1 Full-Width |
| Temperature-Controlled Drawers | No |
| Door Bins | 1 Dairy<br>1 Fixed Full-Width<br>3 Adjustable Gallon |
| Supplementary Containers | No/Can Caddy Bin Utility Compartment |
| Lighting | LED |
| **Freezer Compartment** | |
| Door Type | Swing |
| Shelves | 3 Adjustable Full-Width Glass<br>or<br>3 Fixed Full-Width Wire |
| Freezer Number of Shelves | 3 |
| Freezer Drawer/Basket | 1 Full-Width Lower Plastic |
| Door Bins | 3 Fixed Full-Width |
| Light | LED |
| **Dispenser** | |
| Dispenser Type | Exterior Ice and Water |
| Dispenser Options | Filtered Water Ice Dispenser Lock Measured/Metered Fill Night Light |
| Types of Ice | Crushed/Cubed |
| **Icemaker** | |
| Icemaker | Factory Installed |
| Icemaker Location | Freezer |
| **Electrical** | |
| Hz | 60 |