Not Dispensing Ice - Refrigerator

Possible Solutions

Is ice being produced?
Check the ice maker to ensure the ice maker is making ice. If the ice maker is not making ice, please reference the "Ice Production" section of this troubleshooting guide.

Are the doors closed?
Some models require the doors to be closed before the dispenser can be engaged. If the refrigerator doors are open, close them and try dispensing again.

Is the Control Lock or Dispenser Lock on?
The dispenser can be turned off for easy cleaning or to avoid unintentional dispensing by small children and pets. The lock feature does not shut off power to the refrigerator, to the ice maker, or to the dispenser light. It simply deactivates the dispenser controls and pad.

Is the dispenser paddle or pad fully engaged?
If the dispenser paddle or pad is not fully engaged, the dispenser will not dispense ice and/or water. Check to make sure the glass is engaging the paddle or switch by firmly press the pad or paddle.

How to Dispense Water or Ice

1. Select water or ice on the display (Depending on Model).
2. Firmly press a sturdy glass against the dispenser paddle.
3. Remove the glass to stop dispensing.
NOTE: Please see your Owner’s Manual for specific information on dispensing water and/or ice for your model.

Has the ice clumped together?

If ice is not dispensed regularly, it may be necessary to empty the ice storage bin and clean the ice delivery chute, the ice storage bin, and the area beneath the storage bin every 2 weeks. If the ice in the storage bin clumps together, break up ice using a plastic utensil and discard.

- Do not use anything sharp to break up the ice. This can cause damage to the ice bin and the dispenser mechanism.

Is the ice dispenser chute clogged?

Humidity causes ice to naturally clump together. Ice particles can build up until the ice dispenser chute becomes blocked. Clean the ice delivery chute and the bottom of the ice storage bin using a warm, damp cloth, and then dry thoroughly.

Is the ice bin installed correctly?

If your refrigerator has an in the door ice making system (external dispenser), ensure the ice bin is fully snapped into place. If the ice bin is not seated or installed correctly it can cause low or no ice production. Please see your Owner’s Manual for specific instructions on installing the ice bin.

![Image of ice bin installation](https://producthelp.kitchenaid.com/Refrigeration/Full-Size_Refrigerators/Freestanding_Refrigerator/Ice_and_Water_Concerns…)

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