Not Dispensing Ice or Water - Refrigerator

Possible Solution

Is the water line connected to a water supply and turned on?

Make sure the water supply is properly connected to a cold water supply and the water shutoff valve is fully opened.

Check to make sure there are no kinks in the water supply line. A kink in the line can reduce water flow. Straighten the water source line to restore adequate water flow and pressure. To help reduce the chances of a pinched water line, do not push the refrigerator too far back against the wall or cabinet.

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Does your water filter need to be replaced?

It is recommended that the water filter be replaced every 6 months when the indicator light comes on, or as needed. A clogged water filter can cause several issues including reducing the amount of water being dispensed. Replacing your water filter regularly will also help reduce the number of containments in the water supply.

Was the water system flushed after filter installation or replacement?

Flushing the system is needed every time the filter is changed or once the refrigerator is installed to the water supply line for the first time. The air in the water system may cause dripping at the dispenser that is considered a leak or for the water to dispense slowly.

CLICK HERE for more information on how to flush the water system.

CLICK HERE to watch a video on how to flush the water system.

Is the Control Lock activated?

The water dispenser can be turned off for easy cleaning or to avoid unintentional dispensing by small children and pets. 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.