

**Problem:**

My refrigerator or freezer isn't cooling properly.

**Solution:**

- 1) Make sure there is an inch clearance between food and the inside walls of the refrigerator and freezer for air movement
- 2) Make sure no items are preventing the door from closing
- 3) If you notice condensation inside the refrigerator or ice in the freezer, make sure the magnetic seal around the door is clean and making contact with the frame when closed



- 4) If there is excess ice in the freezer, the freezer will need to be defrosted.
  - Turn refrigerator off by turning dial to off position
  - Move all food out of the refrigerator
  - Place a towel in the bottom of the refrigerator and one in the freezer to absorb melting ice.
  - Open the refrigerator and freezer doors to allow the ice to melt
  - Check the refrigerator every hour to mop up water
  - Once all ice is gone, turn the refrigerator back on and reload with food.
- 5) If you still are experiencing issues, please contact management

Video Reference : <https://www.youtube.com/watch?v=8FUouFhF5Dg>