

# Frequently Asked Questions

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## Questions

Refrigerators

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My refrigerator is making a strange sound. What could be causing this?

- ✕ Air rushing or blowing
- ✕ Dripping sound
- ✕ Louder when starting or coming on
- ✕ Popping, cracking, or sizzling
- ✕ Vibrating or rattling - Refrigerator not level
- ✕ Vibrating or rattling - Uneven floor

The ice maker is not making any ice. What would cause that?

- ✕ Freezer may not be cold enough
- ✕ Water supply valve may be blocked or restricted
- ✕ Water supply valve may not be open
- ✕ Wire signal arm on ice maker may be in the up position

I can't hear the compressor running. Is it working?

- ✕ Cooling system may be turned off
- ✕ Refrigerator may be in defrost cycle

What is the Express Ice™ feature?

- ✕ [Learn more about Express Ice™](#)

How long does the Express Freeze™ feature remain active?

