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Why is my whirlpool fridge not cooling but freezer works

The Rent-A-Center Blog for Living Well on a Budget Have you ever gone to grab the milk for your morning cereal, only to find the refrigerator no longer feels cool? Stranger still, your freezer seems to be doing its job like always. If your freezer is working fine but your fridge is on the fritz, there’s a few things you should know about the cause of the issue and how best to resolve it. 5 Reasons Why the Fridge Is Not Cold But the Freezer Is In the event that your ice cream is solid but your produce is wilting, you’ll likely be left wondering what’s going on (and you may also be left with a mess to clean up). When the fridge is not cold but the freezer is, the problem is probably tied to one of your refrigerator’s mechanisms not working as designed. Evaporator fan: Every refrigerator contains a set of coils called an evaporator, which makes the inside of the fridge cold. A small fan and motor are mounted near the evaporator, helping draw air over the coils and circulate it to the fridge and freezer. If this fan fails, you’ll likely be stuck with a warm refrigerator. Defrost system: In situations where the defrost heater burns out or the defrost thermostat fails, frost can build up on the evaporator coils. As these coils become frosted over, eventually no air will be able to pass through to provide cooling. Damper control: The damper control is an automatic or manually operated door that opens and closes to allow more or less cold air into the refrigerator. If this door is stuck or broken, it won’t let in enough cold air to maintain a proper temperature. Thermistor: A thermistor is essentially a temperature sensor used in refrigerators and freezers. The sensor is supposed to send the temperature reading from the fridge to the control board, but if it’s defective, it’s likely the refrigerator will not cool. Temperature control board: The control board is like the ‘brains’ of the refrigerator, monitoring the temperature sensors, kick-starting the compressor and fans, and regulating the defrost cycle. A failed board will misread the temperature sensors, meaning the fridge will be unable to cool correctly. 5 Suggestions For What To Do When The Fridge Is Not Working The above list covers the most common reasons why the top or bottom freezer is working even when the fridge isn’t. From here, we can take a look at corresponding suggestions to detect just which mechanism is malfunctioning and guide you in what to do about it. Evaporator fan: To determine if your evaporator fan motor is faulty, try turning the fan blade by hand. If the blade does not turn freely or it seems unusually noisy, you’ll want to replace it. Additionally, a multimeter can be used to test the motor windings for continuity; if continuity is lacking, a replacement will also be in order. Defrost system: If you check the evaporator coils and it turns out they’re frosted over, you’ll want to test each component of the defrost system (defrost heater, defrost thermostat, defrost timer). To temporarily get the fridge up and running, remove the rear panel of the freezer and remove all the built up frost (pouring hot water over the coils is best). If things cool down but fail again after a few days, you may have to replace one or more parts of the defrost system. Damper control: Checking to see if there’s an issue with the damper is fairly easy — simply stick your hand in front of the vent to test it out. If you don’t feel cool air flowing into the fridge (but you know the evaporator fan is working), the damper is likely stuck or in a closed position. If the vent is removable, try taking it out and manually moving the damper. If that’s not successful, you may need to call in a professional for repairs. Thermistor: Similar to the evaporator fan, the thermistor can be tested with a multimeter. The thermistor resistance should change in conjunction with the temperature of the refrigerator; if the resistance does not change or does not have continuity, the thermistor will need to be replaced. Temperature control board: Since the temperature control board is less likely to be the cause of a non-working refrigerator, it’s important to check on the more frequently broken components first. If numbers 1-4 are functioning as they should, a professional may need to come out to diagnose the problem or possibly install a new board. There are certainly ample online tutorials out there to assist you in tackling these fixes on your own. But rather than diving into a possible DIY disaster or spending money to repair an old appliance, why not upgrade to a fully functional, name brand refrigerator from Rent-A-Center? With Rent-A-Center, you’ll get free repairs and replacements for the duration of your rent-to-own agreement, an amazing deal and a much simpler solution for those times when your freezer works but the fridge doesn’t. Don’t let groceries spoil or your wages go to waste. Instead, check out all that your local Rent-A-Center has to offer! The good things in life don’t have to be out of reach. Rent-A-Center is here to make the things you want and need accessible, and Front & Center is your resource for living well on a budget. Each week, we’ll bring you tips and tricks for infusing simplicity, style—even a little fun—into every aspect of your life and home. From decorating advice to money-saving strategies to opportunities to share with others like you, we’ll give you ideas that inspire. Live well, friends. And send your submissions, suggestions and questions for the blog to blog@rentacenter.com. For all customer service inquiries, please contact our Solution Center team at 1-800-422-8186. (803) 796-6130 When you find your Whirlpool refrigerator not cooling but freezer works fine a defective evaporator fan motor is a common part malfunction. This motor powers the fan that blows cold air over the refrigerator coils. Without this fan refrigerator won’t cool enough to maintain the refrigerator’s temperature. Why is my freezer cold and my refrigerator warm? Common solutions for: Refrigerator freezer is cold but refrigerator is warm. If the evaporator fan is not working, the freezer or refrigerator will not cool adequately. To determine if the evaporator fan motor is defective, try turning the fan blade by hand. If the fan blade does not turn freely, replace the fan motor. How do you fix a Whirlpool refrigerator that is not cooling? A Whirlpool refrigerator not cooling may have a dirty or damaged gasket that leaks cold air, warming the refrigerator’s interior. Inspect the door gasket for damage, using a cloth dipped in warm water to clean away any dirt and debris. If the gasket is ripped or broken it will need to be professionally replaced. Why is my Whirlpool refrigerator warm? If the refrigerator exterior continually feels hot in these areas, check the condenser for excessive dirt or debris and clean if necessary. Airflow blocked by lint, pet hair and dirt will cause the condenser and heat loop temperature to increase. How do I fix my refrigerator that is not cooling? Vacuum the coils under or behind the fridge. Clogged coils can cause poor cooling. Check to make sure nothing is stuck in the condenser fan and that it spins freely (models with coils on the back won’t have a fan). To do this, unplug the fridge and pull it out. How do I reset my Whirlpool Cooling Off? Press and hold the LOCK and MEASURED FILL buttons at the same time for 3 seconds. IMPORTANT: To avoid unintentionally locking the dispenser or changing other settings, be sure to press both buttons at exactly the same time. When cooling is off, “COOLING OFF” will appear on the display screen. Why is my Whirlpool refrigerator so cold? There are a variety of reasons for a refrigerator being too cold: Air flow problems. Cold control problems. Incorrect settings. Defrost problems. Dirty clogged vents or leaking seals. Why is my Whirlpool refrigerator not working? If the condenser coils are dirty, they won’t dissipate the heat effectively. As debris builds up on the coils, the refrigerator becomes less efficient, causing the refrigerator to work harder to cool down. If the coils are significantly dirty, the refrigerator will not be able to maintain the proper temperature. Why is my freezer too cold? Your freezer may be too cold because a defective air damper means too much cold air is staying in the freezer. Then the compressor would have to run more frequently to replace the cold air that ought to be in the fridge but is now in the freezer. Check for obstructions or binding on the damper,... Why does the refrigerator keep freezing? A low food load in the refrigerator can occasionally cause the tank to freeze. Cold air is heavy and will settle at the bottom of the compartment, and if there is not enough food to absorb the cold air, it can cause the water in the tank to freeze. First thing to check, any air coming into the refer area from the fan? If not then you have a restriction. Second, if this is the case, best thing is to manually defrost the unit. If you can move stuff to a temporary unit (another fridge/freezer, cooler, etc) defrost by unplugging the unit, wait several hours, could be several hours unless you speed it up with warm air introduced to the freezer section. Then once defrosted, restart the unit and monitor to see if it is cooling. Check the temp in the fridge and freezer. If it seems to be working fine and cooling the fridge side, then you have a defrost cycle issue and not a coolant(Freon) issue. This could be a number of parts, a thermistor, defrost heater, timer, circuit board, etc. The first place is to monitor the defrost cycle. If you can manually advance it and it seems to defrost, then you have a possibly timer issue. To monitor the defrost cycle, you need to have a clear view of the coil inside the freezer. If it melts the ice off the coil, then your defrost cycle is fine. If not, you need to test the thermistor for the heater. If it is good, then the heater. If those are good, then the cycle timer could be bad. Im not sure how to check or manually change the cycle on a newer digital fridge, but older ones you can manually turn the timer to different parts of the cycle. You can turn it and listen carefully to see if it is making noise, also turn it until it clicks then listen for the fridge to do something. If the fridge is cycling on and off or sounds normal, then your issue is not the timer and would lead back to the defrost cycle. Most non-cooling issues I have ever come across (DIY guy that helps friends and family) are the thermistor or the timer.

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