

**Multimedia  
Enhanced**

**Whirlpool®**

# **COMPONENT ACCESS MANUAL**

**Whirlpool® 30" Wide  
French Door Refrigerator**



**W11734630 Rev A**

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# FOREWORD

This Component Access Manual (Part No. W11734630 Rev A), provides the In-Home Service Professional with service information for the “Whirlpool® 30” Wide French Door Refrigerator.”

For specific operating and installation information on the model being serviced, refer to the “Use and Care Guide” or “Installation Instructions” provided with the refrigerator.

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## GOALS AND OBJECTIVES

The goal of this Component Access Manual is to provide information that will enable the In-Home Service Professional to properly diagnose malfunctions and repair the “Whirlpool® 30” Wide French Door Refrigerator.”

The objectives of this Technical Manual are to:

- Understand and follow proper safety precautions.
- Successfully troubleshoot and diagnose malfunctions.
- Successfully perform necessary repairs.

WHIRLPOOL CORPORATION assumes no responsibility for any repairs made on our products by anyone other than authorized In-Home Service Professionals.

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Whirlpool® 30" Wide French Door Refrigerator

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## Notes




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# Component Access

This section provides service parts access, removal, and replacement instructions for the “Whirlpool® 30” Wide French Door Refrigerator.”

- Model Number and Serial Number Label Location
- Tech Sheet Location
- Removing the Dispenser User Interface
- Removing the Door
- Accessing Refrigerator Shelves and Crisper
- Accessing Pantry Deli Assembly and Water Reservoir
- Removing the Light Housing and Air Tower
- Accessing the Refrigerating Compartment (RC) Components
  - RC Thermistor
  - RC Door Switch
- Accessing the Freezer Compartment (FC) Components
  - Freezer Door
  - Freezer Drawer
  - Icemaker Assembly
  - FC Tower
  - Evaporator Cover
  - Evaporator Fan
  - Defrost Heater
  - Inlet Valve
  - Air Cooling Unit (ACU)

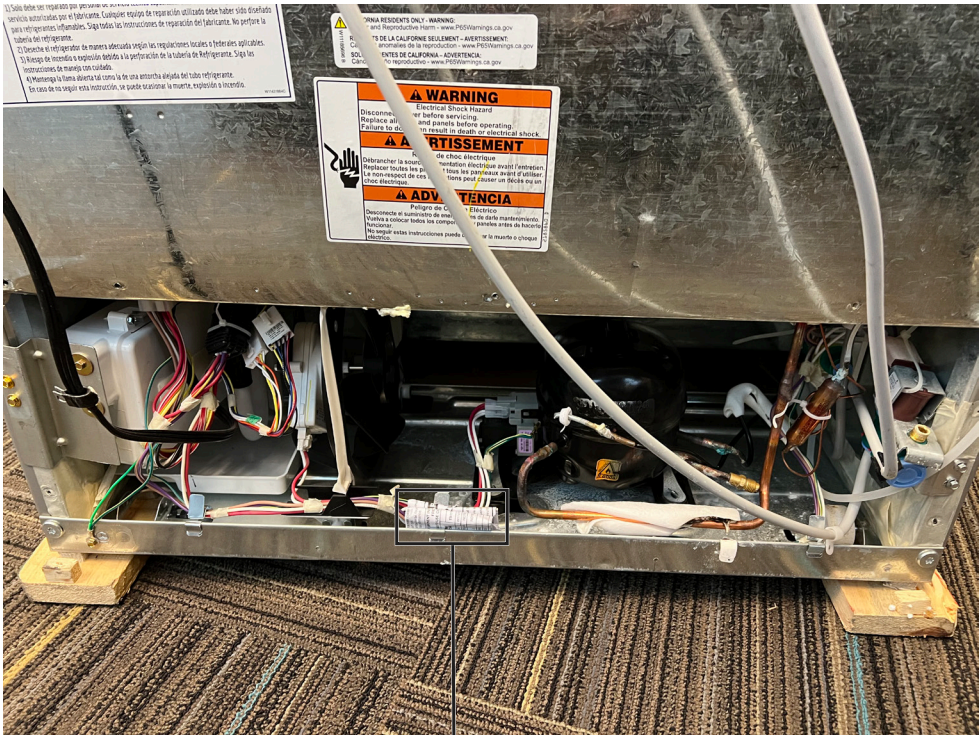
Video Available  Look for this ICON throughout Manual

Model Number and Serial Number Label Location

Model Number and Serial Number Label Location



Tech Sheet Location



Tech Sheet Location



## Removing the Dispenser User Interface

### **WARNING**



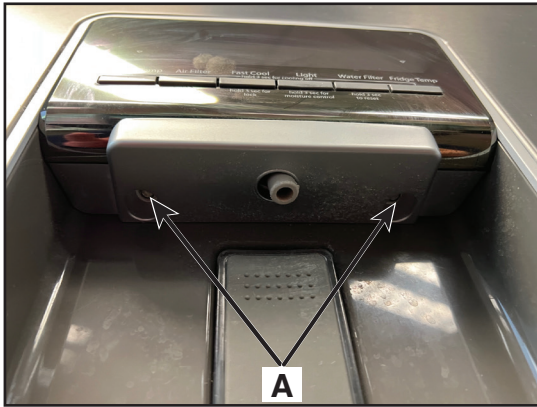
#### Electrical Shock Hazard

Disconnect power before servicing.

Replace all parts and panels before operating.

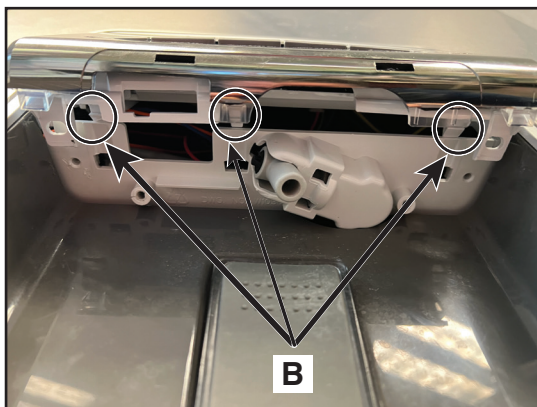
Failure to do so can result in death or electrical shock.

1. Disconnect power to the refrigerator.
2. Use screwdriver to remove the two (2) 1/4" screws. Pull down separator cover to remove it.



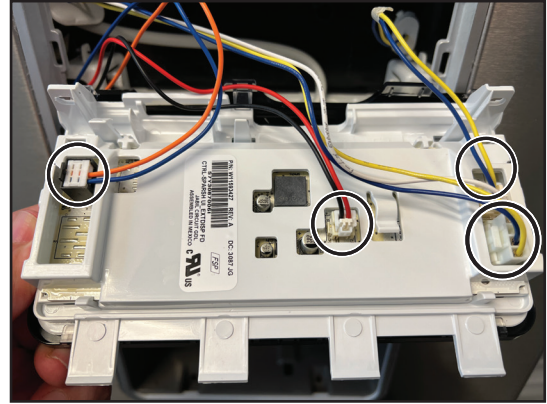
A. Screws

3. Use the flat blade screwdriver to pry three (3) tabs under user interface.



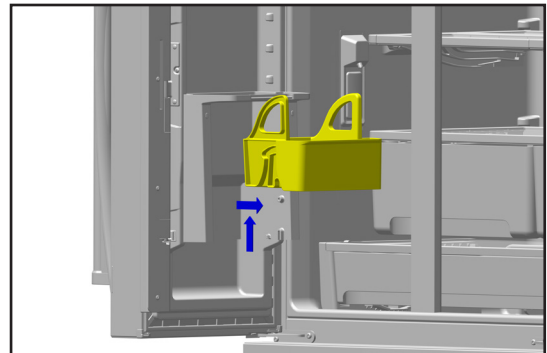
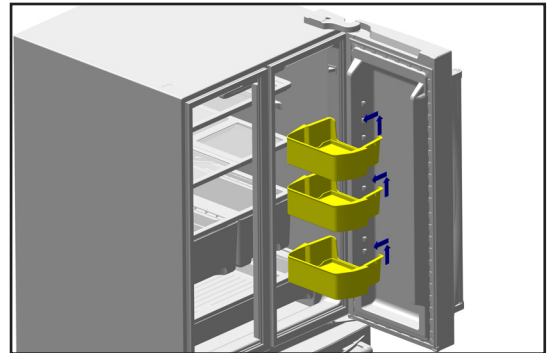
B. Tabs

4. Pull the user interface down and flip over to access wire connectors. Disconnect wire harnesses to remove user interface.

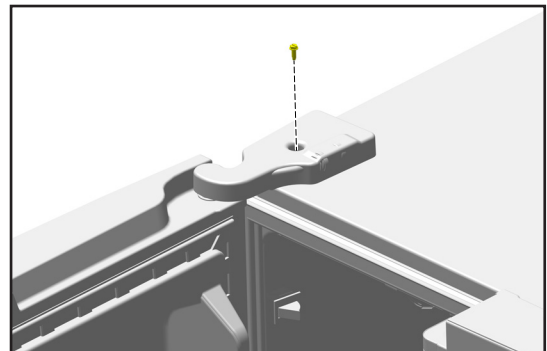


## Removing the Door

1. To remove top and bottom bins, simply slide up and out of the door liner.

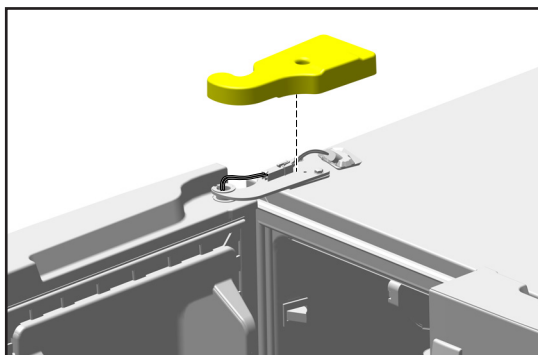


2. Remove the 5/16" screw from hinge cover.

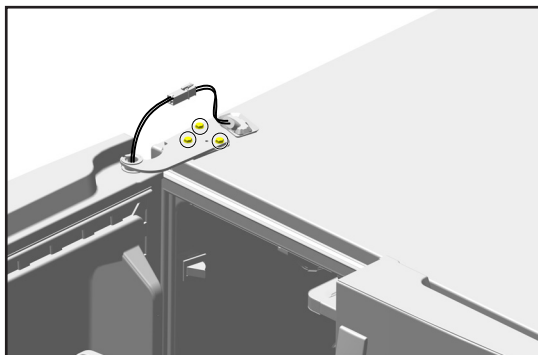


## COMPONENT ACCESS (CONT.)

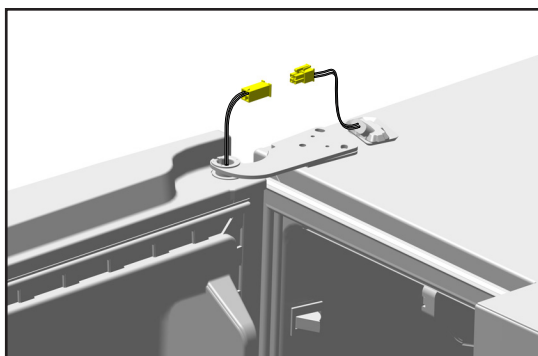
3. Remove the hinge cover.



4. Remove three (3) 5/16" hinge screws located on the hinge plate.

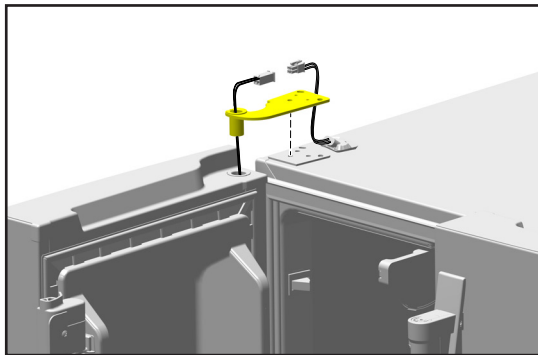


5. Unplug the UI harness at connector.

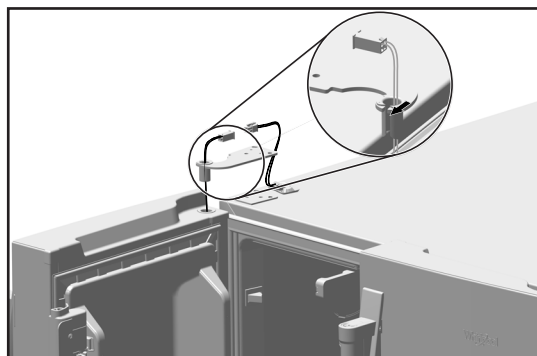


6. Remove the hinge plate from unit.

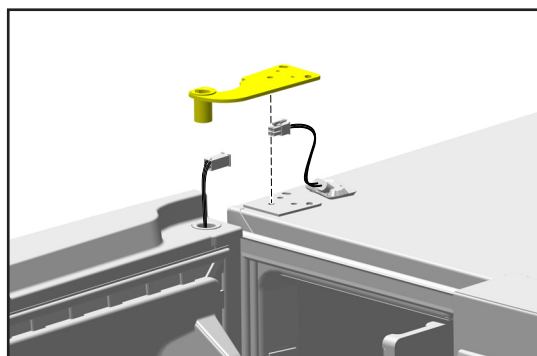
**IMPORTANT:** Be sure not to lose hinge plate shim.



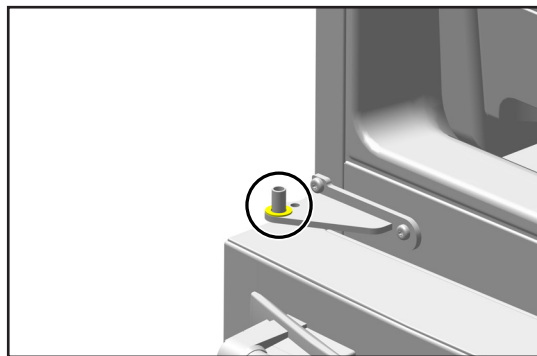
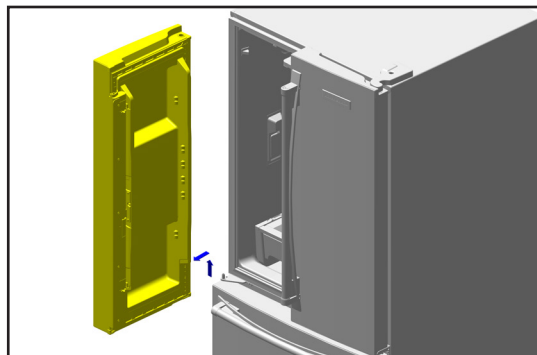
7. Slide the connector down to top of hinge.  
8. Slide thin section of harness through slot in hinge.



9. Slide harness all the way down through slot in hinge.  
10. Remove the hinge from the door.



11. Use both hands to tilt and lift door up, and away from cabinet.



**IMPORTANT:** Be sure not to misplace hinge washer. It can stick to the door when removed.



## Accessing Refrigerator Shelves and Crisper

### **⚠ WARNING**



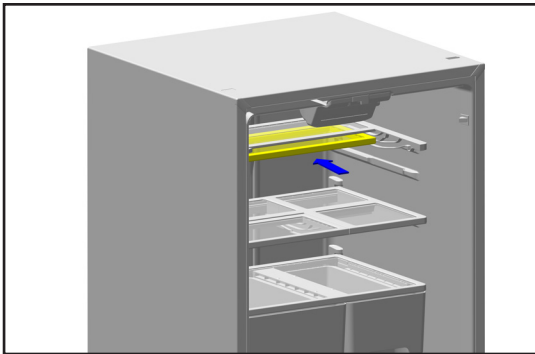
#### Electrical Shock Hazard

Disconnect power before servicing.

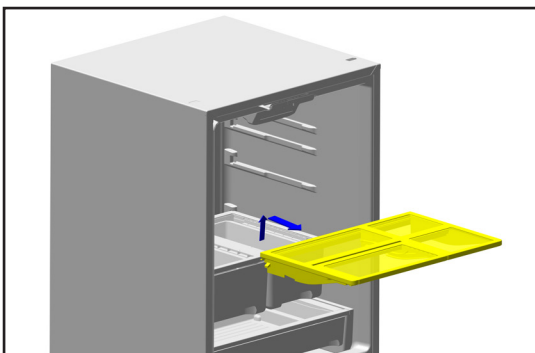
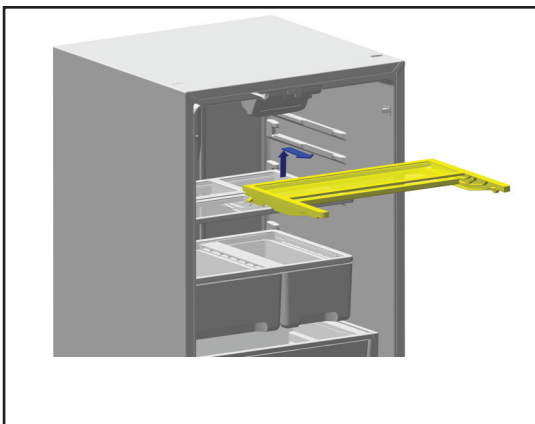
Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

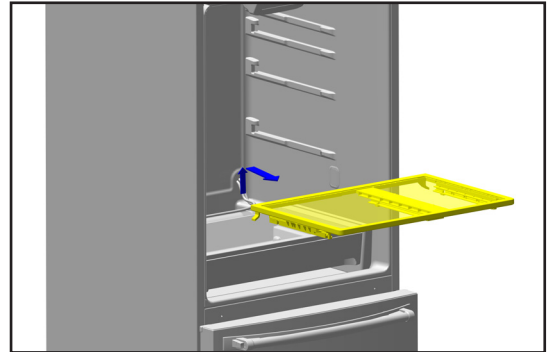
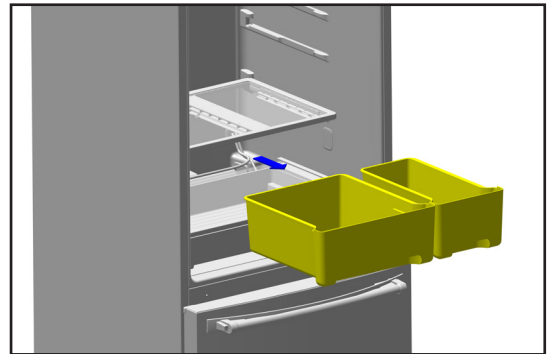
1. Complete the steps [1-11](#) from Removing the Door.
2. Slide in front half of the infinity slide shelf as shown.



3. Tilt front of Infinity shelf and pull out.



4. Slide out the crisper drawers and then lift up and remove shelf.



## Accessing Pantry Deli Assembly and Water Reservoir

### **⚠ WARNING**



#### Electrical Shock Hazard

Disconnect power before servicing.

Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

1. Complete the steps [1-4](#) from Accessing Refrigerator Shelves and Crisper.
2. Lift up and pull out the pantry glass to remove.



A. Pantry glass

## COMPONENT ACCESS (CONT.)

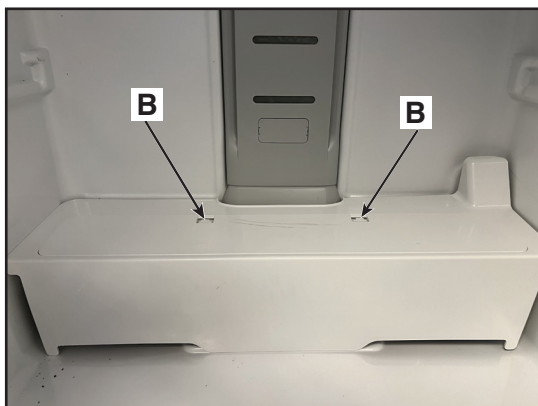
3. Pull out and lift up the pantry drawer to remove.



4. Lift up to remove the pantry support and the pantry support rails.

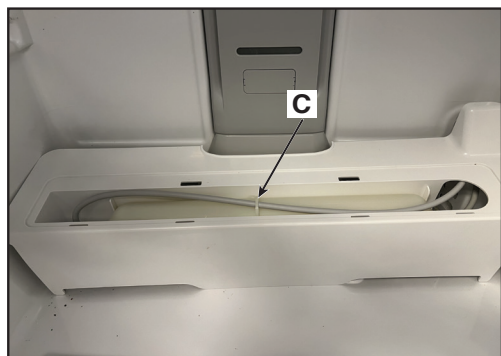


5. Squeeze both the tabs to release the water reservoir cover.



*B. Tabs*

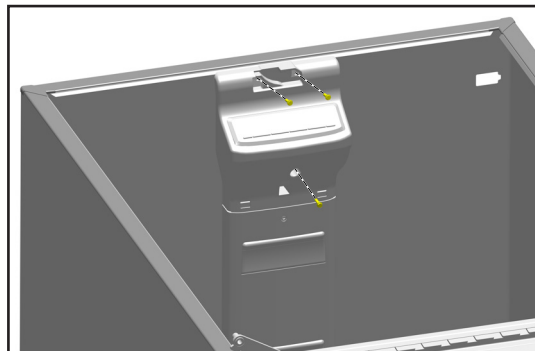
6. Cut the wire tie and remove the water reservoir.



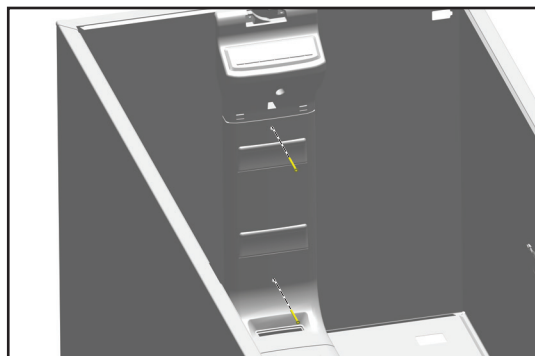
*C. Wire tie*

## Removing the Light Housing and Air Tower

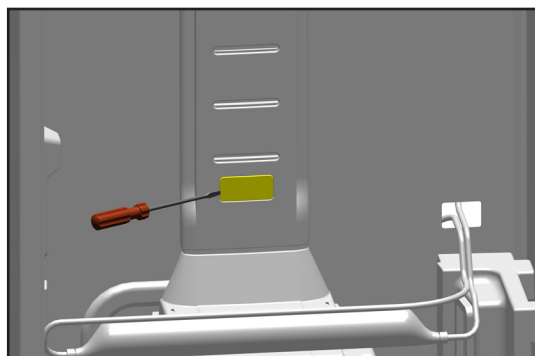
1. Complete the steps [1-4](#) from Accessing Refrigerator Shelves and Crisper.
2. Remove three (3) screws from front housing with a 1/4" driver.



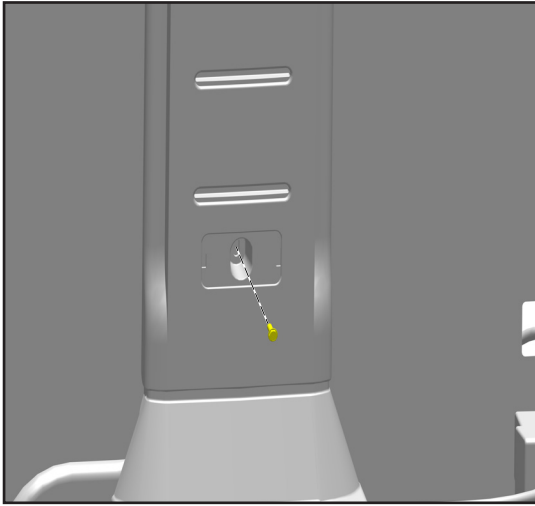
3. Remove two (2) screws from the light housing with a phillips screwdriver.



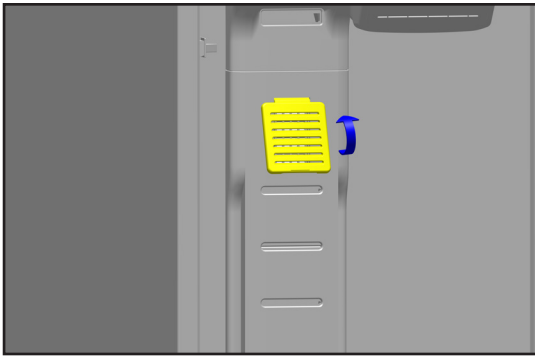
4. Remove the screw cover from the air tower with flat screwdriver.



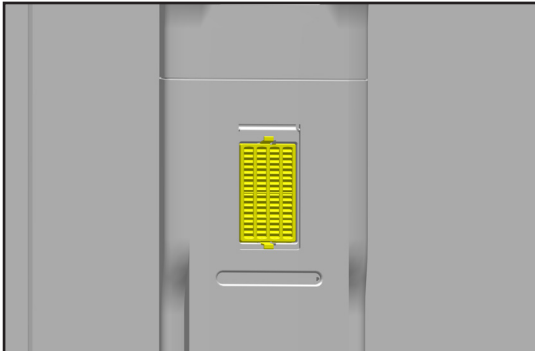
5. Remove the screw from air tower with 1/4" driver.



6. Lift up to open the air filter cover.



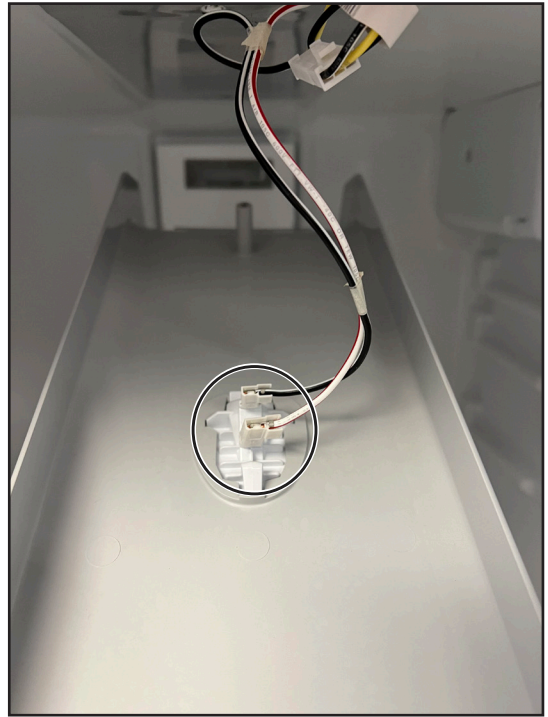
7. Squeeze both the tabs and remove air filter.



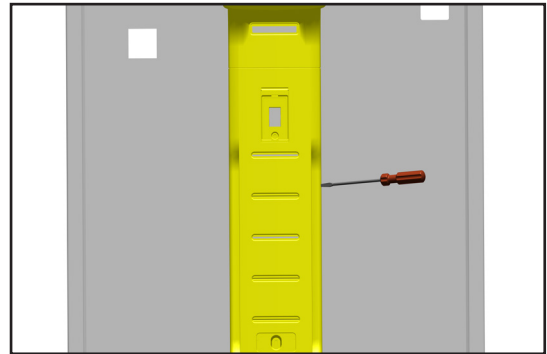
8. Remove the screw under air filter with 1/4" driver.



9. Disconnect the LED light connectors.



10. Remove the air tower with flat blade screwdriver.



## Accessing the Refrigerating Compartment (RC) Components

### **WARNING**



#### **Electrical Shock Hazard**

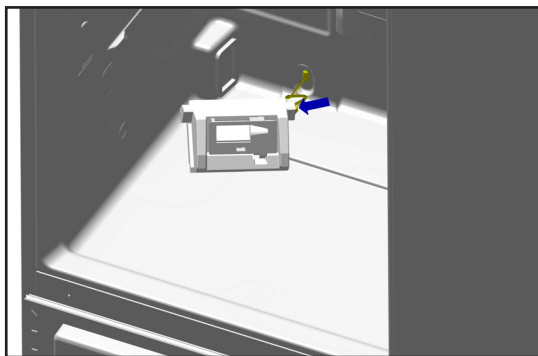
**Disconnect power before servicing.**

**Replace all parts and panels before operating.**

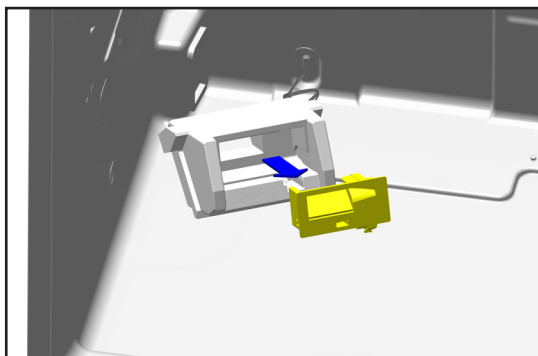
**Failure to do so can result in death or electrical shock.**

### Damper

1. Complete the steps [1-10](#) from Removing the Light Housing and Air Tower.
2. Lift the styrofoam damper housing and disconnect the wire connection.



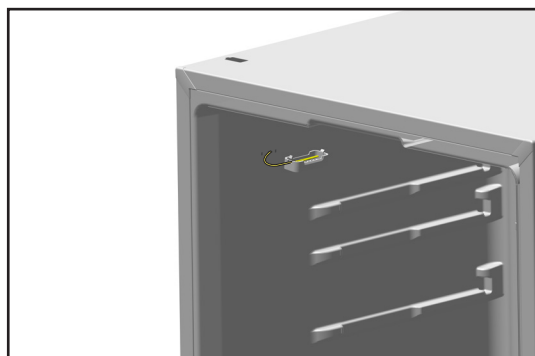
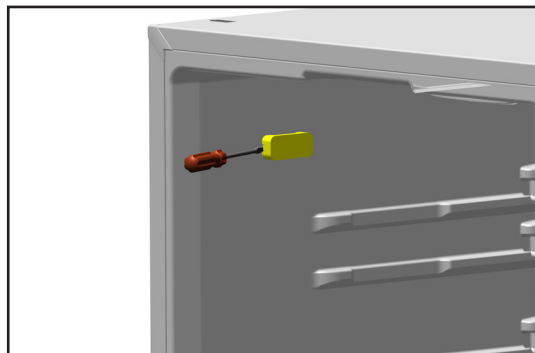
3. Pull the damper away from styrofoam to remove.



### RC Thermistor

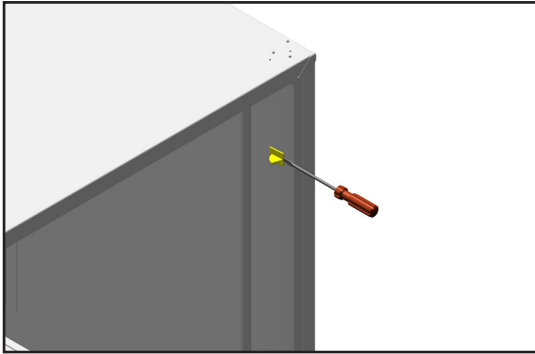
1. Depress the tab on thermistor housing with a small flat blade screwdriver.

**NOTE:** The RC Thermistor is located on the left side wall of the RC.

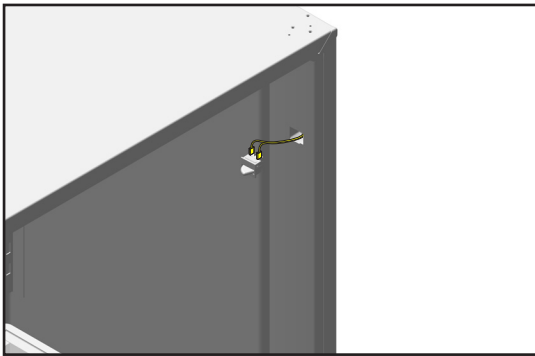
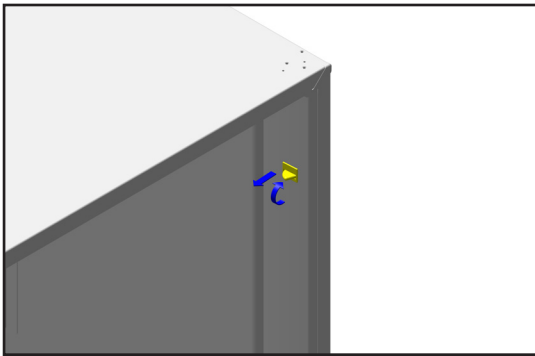


## RC Door Switch

1. Pry the retaining tab of the door switch with flat blade screwdriver.



2. Pull out and rotate in an upward motion to remove the door switch.



## Accessing the Freezer Compartment (FC) Components

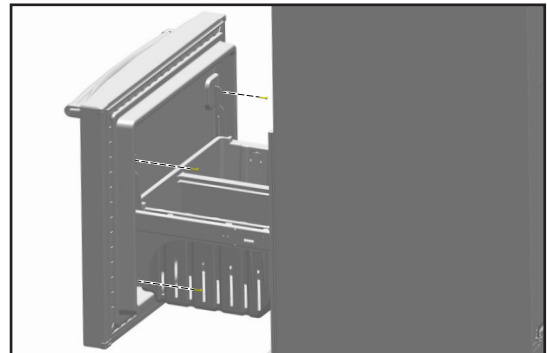
### **⚠ WARNING**



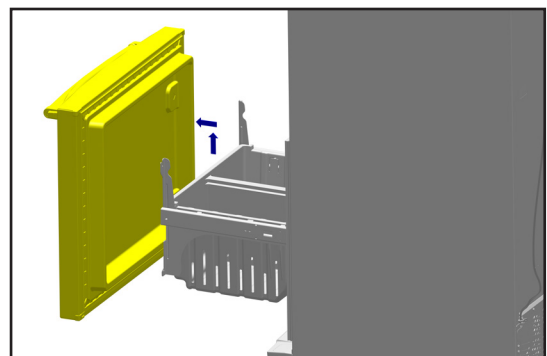
**Electrical Shock Hazard**  
 Disconnect power before servicing.  
 Replace all parts and panels before operating.  
 Failure to do so can result in death or electrical shock.

## Freezer Door

1. Open the drawer.
2. Loosen four (4) screws with 1/4" driver.

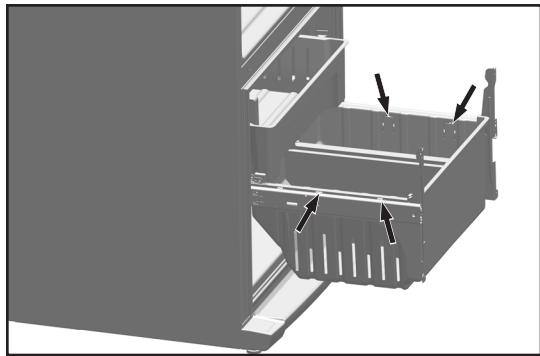


3. Lift the freezer door up and away to remove.



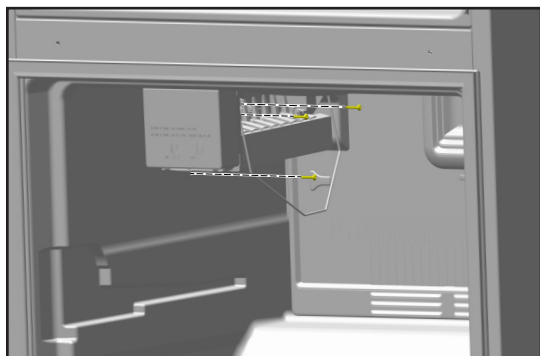
### Freezer Drawer

1. Push in four (4) tabs then lift the drawer assemblies up and away to remove.

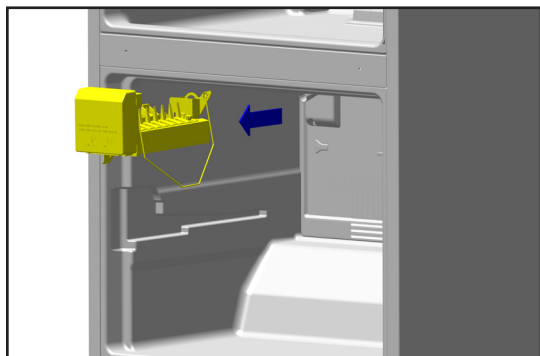


### Icemaker Assembly

1. Remove three (3) screws to remove the icemaker assembly.

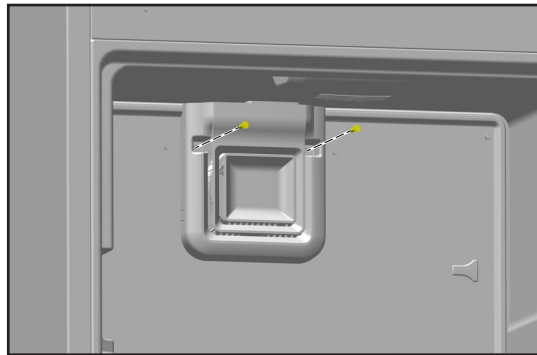


2. Pull out the icemaker assembly from the FC which is connected to the water inlet tube.

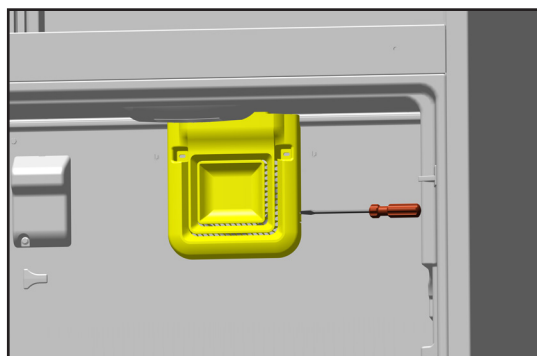


### FC Tower

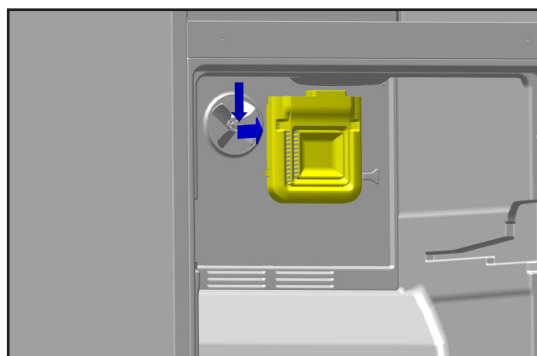
1. Remove two (2) screws to remove the FC tower.



2. Press the tabs inside with flat head screwdriver.

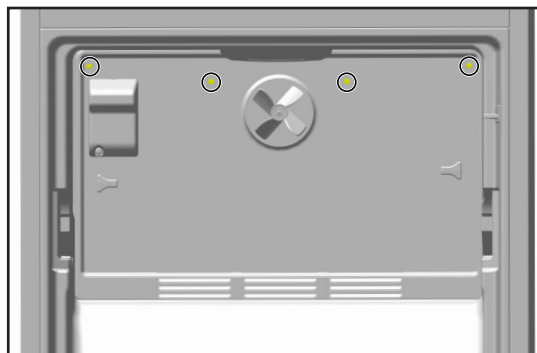


3. Pull down and away the FC tower.



### Evaporator Cover

1. Remove four (4) hex head screws and then, remove the evaporator cover.



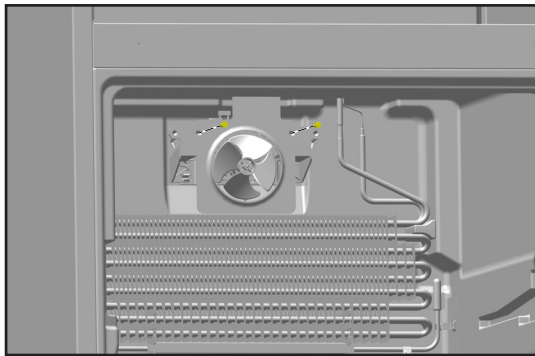


## Evaporator Fan

1. Disconnect evaporator fan harness from the connector, located on back side of the FC.

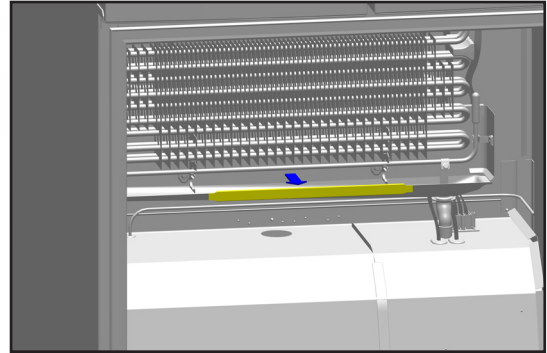


2. Remove two (2) hex head screws and remove the fan housing out.

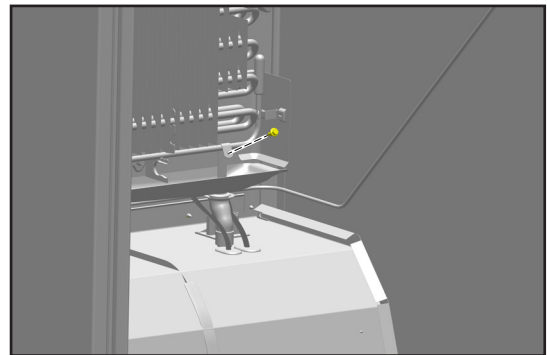


## Defrost Heater

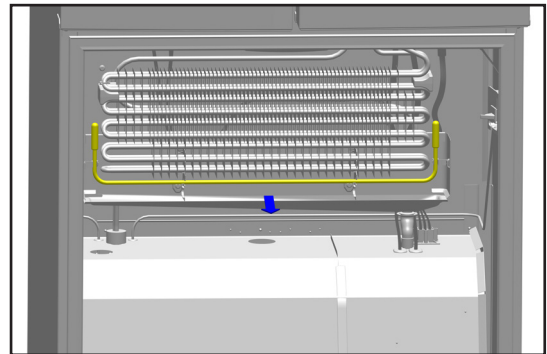
1. Remove the heater cover from the bracket.



2. Remove the screw from the bracket which is attached to defrost heater.



3. Carefully remove the defrost heater from the clip.



### Inlet Valve

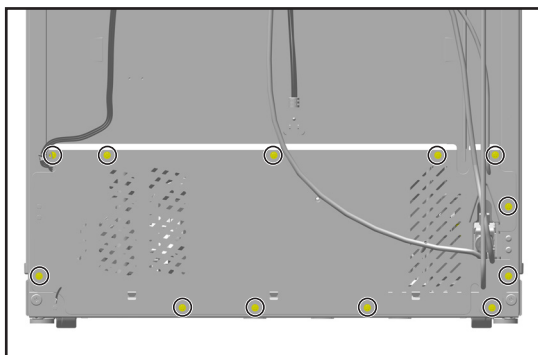
#### ⚠ WARNING



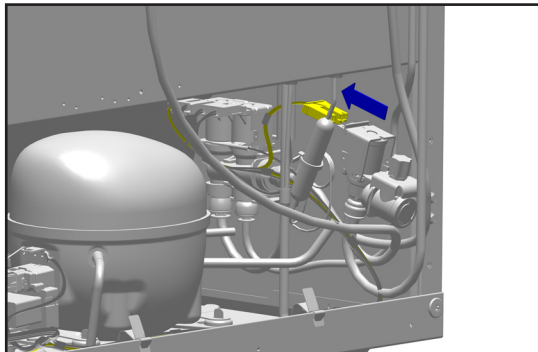
##### Explosion Hazard

Risk of fire or explosion. Flammable refrigerant used.  
Do not use mechanical devices to defrost refrigerator.  
Do not puncture refrigerant tubing.

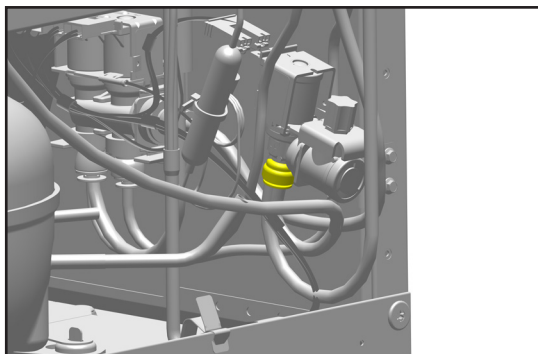
1. Remove twelve (12) screws to remove the cover.



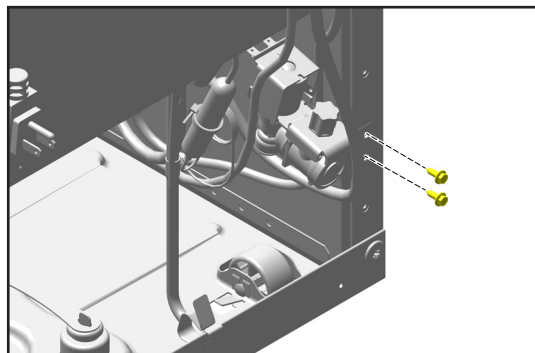
2. Disconnect the inlet valve harness.



3. Press the quick connect fitting on the valve assembly to release the water line.



4. Remove two (2) screws to remove the inlet valve.



### Air Cooling Unit (ACU)

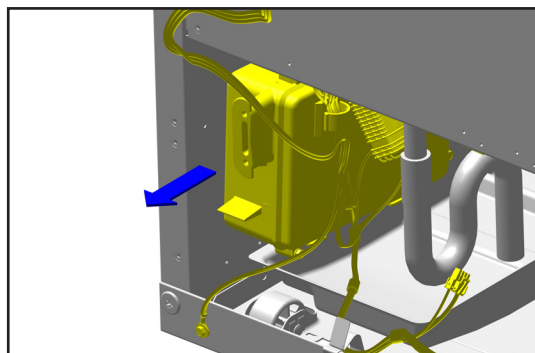
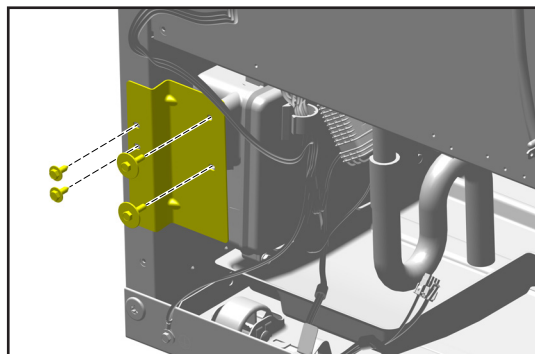
#### ⚠ WARNING



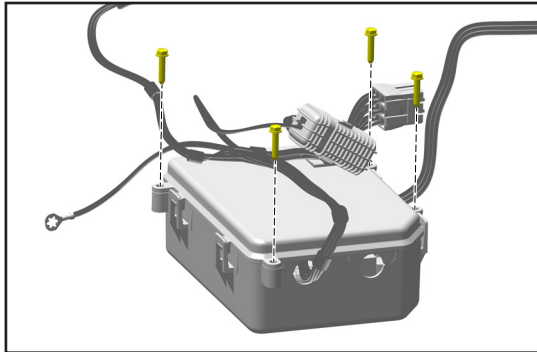
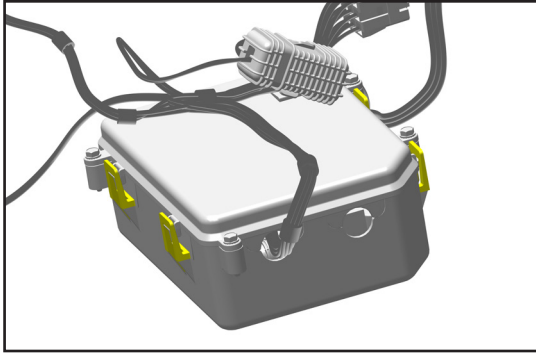
##### Electrical Shock Hazard

Disconnect power before servicing.  
Replace all parts and panels before operating.  
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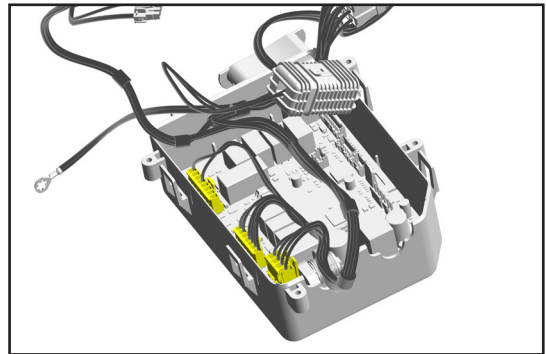
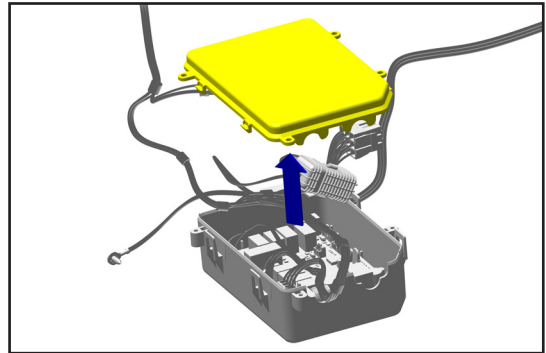
1. Remove four (4) screws to remove the ACU out from the bracket.



2. Disengage four (4) tabs and then remove the four (4) screws.



3. Remove the ACU cover and then remove the wire harness of the ACU.



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## Notes

# **PRODUCT SPECIFICATIONS & WARRANTY INFORMATION SOURCES**

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## ***IN THE UNITED STATES:***

**FOR PRODUCT SPECIFICATIONS AND WARRANTY INFORMATION CALL:**

**FOR WHIRLPOOL PRODUCTS: 1-800-253-1301**

**FOR TECHNICAL ASSISTANCE WHILE AT THE CUSTOMER'S HOME CALL:**

**THE TECHNICAL ASSISTANCE LINE: 1-800-832-7174**

**HAVE YOUR STORE NUMBER READY TO IDENTIFY YOU AS AN  
AUTHORIZED IN-HOME SERVICE PROFESSIONAL**

**FOR LITERATURE ORDERS (CUSTOMER EXPERIENCE CENTER):**

**PHONE: 1-800-851-4605**

**FOR TECHNICAL INFORMATION AND SERVICE POINTERS:**

**[www.servicematters.com](http://www.servicematters.com)**

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## ***IN CANADA:***

**FOR PRODUCT SPECIFICATIONS AND WARRANTY INFORMATION CALL:**

**1-800-461-5681**

**FOR TECHNICAL ASSISTANCE WHILE AT THE CUSTOMER'S HOME CALL:**

**THE TECHNICAL ASSISTANCE LINE: 1-800-488-4791**

**HAVE YOUR STORE NUMBER READY TO IDENTIFY YOU AS AN  
AUTHORIZED IN-HOME SERVICE PROFESSIONAL**

**Whirlpool® 30"  
Wide French Door  
Refrigerator**

**W11734630 Rev A**