No ice comes out of the dispenser on the refrigerator, refrigerator - freezer

No ice comes out of the dispenser on the refrigerator, refrigerator - freezer, refer to the suggestions below for step by step instructions.

No water supply:

• Make sure that the appliance is connected to the main water supply.
• Allow the ice machine time to make the ice. When the ice is ready, the dispenser should work.

The freezer’s temperature is set too high:

• Set the freezer to a lower temperature, so that ice can be quickly produced.
• When the ice is ready, the dispenser should work again.

The door for the ice dispenser has been held or blocked for more than 4–5 minutes:

The motor is overloaded.

• The motor’s overload failsafe will reset in approx. 3 minutes after the door is unblocked.
• The ice will then be supplied again.

The appliance has been turned off for a period of time:

The ice may melt and refreeze around the auger due to infrequent use of the machine, temperature fluctuations, and/or power failure.

• Remove the ice container, allow the contents to thaw, and empty the container.
• Clean the container and allow it to dry, then reinsert it.
• When new ice is ready, the dispenser should work.

The ice dispenser is blocked:

Ice cubes may get caught between the ice machine and the back of the ice container, or freeze together, blocking the dispenser.
• Removing the ice cubes blocking the dispenser would solve the problem.

If the water dispenser is slower than normal, the ice and water filter cartridge may be clogged or constricted. In that case, replacing the filters will solve the problem.

Replacing a filter:

• Press until the water filter clicks into place (you should hear two clicks).
• The filter must be flush with the appliance.
• See the user manual or the relevant user guide for detailed instructions. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

My ice machine does not make enough ice:

The ice machine can produce 1.8 to 2.7 kg of ice per day. If this is not the case, the ice and water filter cartridge should be replaced to solve the problem.

Replacing a filter:

• Press until the water filter clicks into place (you should hear two clicks).
• The filter must be flush with the appliance.
• See the user manual or the relevant user guide for detailed instructions. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

My ice machine will not stop making ice:

The ice machine is operated by an electric contact, which can unintentionally be held down by items in the freezer.

• Move items that may be pressing the contact down, and remove any ice cubes that may have frozen together over the contact.

My ice machine does not separate the ice cubes:

This may happen if the ice cube function is not used often.

• Remove and shake the ice container, separating the ice cubes to resolve the issue.

The ice from my ice machine has a bad smell or taste:

The ice may be permeated by the taste or odor of the food stored in the appliance.

• Ensure the food is covered tightly, then dispose of the ice, and set the ice machine to produce a new batch.
• General cleaning of the inside of the appliance might be necessary if the issue persists.
• See the relevant user guide article for advice on effective cleaning. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).