



# Whirlpool WRT311FZDW - 33-inch Wide Top Freezer Refrigerator - 20 cu. ft. Manual

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## MAINTENANCE AND CARE

### Cleaning

#### Explosion Hazard

Risk of Fire or Explosion.

Flammable Refrigerant Used.

Do Not Use Mechanical Devices to Defrost Refrigerator.

Do Not Puncture Refrigerant Tubing.

Both the refrigerator and freezer sections defrost automatically.

However, clean both sections about once a month to avoid buildup of odors. Wipe up spills immediately.

- Because air circulates between both sections, any odors formed in one section will transfer to the other. You must thoroughly clean both sections to eliminate odors. To avoid odor transfer and drying out of food, wrap or cover foods tightly
- For stainless steel models, stainless steel is corrosion resistant and not corrosion-proof. To help avoid corrosion of your stainless steel, keep your surfaces clean by using the following cleaning instructions

To Clean Your Refrigerator:

NOTE: Do not use abrasive or harsh cleaners such as window sprays, scouring cleansers, flammable fluids, muriatic acid, cleaning waxes, concentrated detergents, bleaches or cleansers containing petroleum products on exterior surfaces (doors and cabinet), plastic parts, interior and door liners, or gaskets. Do not use paper towels, scouring pads, or other harsh cleaning tools.

1. Unplug refrigerator or disconnect power.
2. Using a clean sponge or soft cloth and a mild detergent in warm water, hand-wash, and rinse removable parts and interior surfaces thoroughly. Dry thoroughly with a soft cloth.
3. Clean the exterior surfaces.
  - When cleaning stainless steel, always wipe in the direction of the grain to avoid cross-grain scratching.

- To keep your stainless steel refrigerator looking like new and to remove minor scuffs or marks, it is suggested that you use the manufacture's approved Stainless Steel Cleaner and Polish. To order, use the following parts:  
Affresh® Stainless Steel Cleaner: Part #W10355016  
Affresh® Stainless Steel Wipes: Part #W10355049  
Affresh® Kitchen & Appliance Cleaner: Part #W10355010
- Stainless Steel Cleaner and Polish is for stainless steel only. Do not allow the Stainless Steel Cleaner to come into contact with any plastic parts such as the trim pieces, dispenser covers or door gaskets. If unintentional contact does occur, clean plastic part with a sponge and a mild detergent in warm water. Dry thoroughly with a soft cloth.

4. There is no need for routine condenser cleaning in normal home operating environments. If the environment is particularly greasy or dusty, or there is a significant pet traffic in the home, the condenser should be cleaned every 2 to 3 months to ensure maximum efficiency.

If you need to clean the condenser:

Explosion Hazard

Risk of Fire or Explosion due to Puncture of Refrigerant Tubing;

Follow Handling Instructions Carefully.

Flammable Refrigerant Used.

- Pull refrigerator out away from the wall. See "Unpack the Refrigerator."
- Remove the base grille.

- Vacuum coils when they are dusty or dirty.
- Replace the base grille when finished.
- Roll refrigerator back into place. Make sure to leave 1" (2.5 cm) between the cabinet back and the wall.
- Check to see that the refrigerator is level.

5. Plug in refrigerator or reconnect power.

## Changing the Light Bulbs

The lights in both the refrigerator and freezer compartments use LED technology that do not need to be replaced. If the lights do not illuminate when the door or drawer is opened, call for assistance or service. Refer to the Quick Start Guide for contact information. The lighting system in this appliance may consist of:

- Sealed LED modules
- LED Bulbs
- Incandescent Bulbs
- or a combination of the above.

NOTE: If your product has a sealed LED module, call for assistance or service. Refer to the Quick Start Guide for contact information.



- Depending on your model, the light bulb in your new refrigerator may use LED technology. If your model uses LED lighting and the light does not illuminate when the refrigerator door is opened, call for assistance or service.
- Some LED replacement bulbs are not recommended for wet/damp environments. The refrigerator and freezer compartments are considered to be wet/damp environments. If using a brand of LED bulb other than the recommended LED bulb listed below, before installation, read and follow all instructions on the LED packaging.
- If an incandescent bulb is used to replace an LED bulb, use only incandescent bulbs for household appliances with a maximum of 40 W.

## CHANGING THE LIGHT BULB

1. Unplug refrigerator or disconnect power.
2. The light bulb is located behind the Temperature control on most models.
3. Remove the light shield (if applicable) as shown below.
4. Remove and replace the light bulb as shown below.
5. Replace the light shield (if applicable).
6. Plug in refrigerator or reconnect power.

## REFRIGERATOR LIGHT STYLE 1

## To Remove and Replace Light Bulb:

1. Reach behind the control panel and unscrew the bulb.
2. Replace the bulb with a 40 W max. appliance bulb.

### REFRIGERATOR LIGHT STYLE 2

1. Remove the light shield by squeezing in on the sides and pulling it straight down.
2. Remove the light bulb and replace it with an appliance bulb of the same size and shape.

NOTE: To replace with an LED light bulb, order part number W10565137 (3.6 W).

### REFRIGERATOR LIGHT STYLE 3

1. Remove the light shield by squeezing in on the sides and pulling it straight down.
2. Remove the light bulb and replace it with an appliance bulb of the same size and shape.

NOTE: To replace with an LED light bulb, order part number W10565137 (3.6 W).

### FREEZER LIGHT

1. Slide the light shield toward the back of the compartment to

release it from the light assembly.

2. Remove the light bulb and replace it with an appliance bulb of the same size and shape.

NOTE: To replace with an LED light bulb, order part number W10574850 (2.0 W).

## Vacations

If You Choose to Leave the Refrigerator On While You're Away:

1. Use up any perishables and freezer other items.
2. If your refrigerator has an automatic ice maker and is connected to the household water supply, turn off the water supply to the refrigerator. Property damage can occur if the water supply is not turned off.
3. If you have an automatic ice maker, turn off the ice maker.  
NOTE: Raise the wire shut-off arm to Off (up) position.
4. Empty the ice bin.

If You Choose to Turn Off the Refrigerator Before You Leave:

1. Remove all food from the refrigerator.
2. If your refrigerator has an automatic ice maker:
  - Turn off the water supply to the ice maker at least one day ahead of time.

- When the last load of ice drops, raise the wire shutoff arm to the Off (up) position.
3. Turn off the Temperature control(s). See "Using the Controls" in the Quick Start Guide.
  4. Clean refrigerator, wipe it, and dry well.
  5. Tape rubber or wood blocks to the tops of both doors to prop them open far enough for air to get in. This stops odor and mold from building up.

## Moving

When you are moving your refrigerator to a new home, follow these steps to prepare it for the move.

1. If your refrigerator has an automatic ice maker:
  - Turn off the water supply to the ice maker at least one day ahead of time.
  - Disconnect the water line from the back of the refrigerator.
  - When the last load of ice drops, raise the wire shutoff arm to the Off (up) position.
2. Remove all food from the refrigerator and pack all frozen food in dry ice.
3. Empty the ice bin.
4. Turn off the Temperature control(s). See "Using the Controls"

in the Quick Start Guide.

5. Unplug refrigerator.
6. Clean refrigerator, wipe it, and dry well.
7. Take out all removable parts, wrap them well, and tape them together so they don't shift and rattle during the move.
8. Depending on the model, raise the front of the refrigerator so it rolls more easily, or raise the leveling legs so they don't scrape the floor. See "Adjust the Doors" or "Door Removal, Leveling and Alignment" in the online Feature Guide.
9. Tape the doors closed and tape the power cord to the back of the refrigerator.

When you get to your new home, put everything back and refer to the "Installation Instructions" for preparation instructions. Also, if your refrigerator has an automatic ice maker, remember to reconnect the water supply to the refrigerator.

## INSTALLATION INSTRUCTIONS

### Unpack the Refrigerator

#### Excessive Weight Hazard

Use two or more people to move and install or uninstall appliance. Failure to do so can result in back or other injury.

#### Remove the Packaging

Do not remove the white foam air return insert from behind the control panel on the ceiling of the refrigerator. If the insert is removed, ice may migrate down from the freezer and cause icicles to form.

- Remove tape and glue residue from surfaces before turning on the refrigerator. Rub a small amount of liquid dish soap over the adhesive with your fingers. Rinse with warm water and dry with a soft cloth.

NOTE: Do not use sharp instruments, rubbing alcohol, flammable fluids, or abrasive cleaners to remove tape or glue. These products can damage the surface of your refrigerator. For more information see "Refrigerator Safety."

- Dispose of/recycle all packaging materials.

### When Moving Your Refrigerator:

Your refrigerator is heavy. When moving the refrigerator for cleaning or service, be sure to cover the floor with cardboard or hardboard to avoid floor damage. Always pull the refrigerator straight out when moving it. Do not wiggle or "walk" the refrigerator when trying to move it, as floor damage could occur.

### Clean Before Using

After you remove all of the packaging materials, clean the inside of your refrigerator before using it. See the cleaning instructions in the "Maintenance and Care" section.

### Important information to know about glass shelves and covers:

Do not clean glass shelves or covers with warm water when they

are cold. Shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping. Tempered glass is designed to shatter into many small, pebble-size pieces. This is normal. Glass shelves and covers are heavy. Use both hands when removing them to avoid dropping.

## Location Requirements

### Explosion Hazard

Keep flammable materials and vapors, such as gasoline, away from appliance.

Use nonflammable cleaner.

Failure to do so can result in death, explosion, or fire.

This refrigerator is designed for indoor, household use only.

To ensure proper ventilation for your refrigerator, allow 1/2" (1.25 cm) of space on each side. Allow 1 1/2" (3.81 cm) of space between overhead cabinets and refrigerator top. Allow at least 1" (2.54 cm) between back of cabinet and the wall. If your refrigerator has an ice maker, allow extra space at the back for the water line connections.

NOTE: This refrigerator is intended for use in a location where the temperature ranges from a minimum of 55°F (13°C) to a maximum of 110°F (43°C). The preferred room temperature range for optimum performance, which reduces electricity usage and provides superior cooling, is between 60°F (15°C) and 90°F (32°C). It is recommended that you do not install the refrigerator near a heat source, such as an oven or radiator.

## Electrical Requirements

### Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

Before you move your refrigerator into its final location, it is important to make sure you have the proper electrical connection.

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person. Do not use a cord that shows cracks or abrasion damage along its length or at either the plug or connector end.

### Recommended Grounding Method

A 115 V, 60 Hz, AC-only 15 A or 20 A fused, grounded electrical supply is required. It is recommended that a separate circuit serving only your refrigerator be provided. Use an outlet that cannot be turned off by a switch. Do not use an extension cord.

NOTE: Before performing any type of installation, cleaning, or removing a light bulb, turn the refrigerator to Off. Depending on your model, turn the refrigerator control to the word Off, or press the refrigerator down arrow touch pad until a dash (-) appears in refrigerator displays. Disconnect the refrigerator from the electrical source. When you are finished, reconnect the refrigerator to the electrical source and reset the temperature controls to the desired setting. See "Using the Controls" in the



## Quick Start Guide.

### Water Supply Requirements

Read all directions before you begin.

- Connect to potable water supply only. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.
- If you turn the refrigerator on before the water line is connected, turn off the ice maker.
- All installations must meet local plumbing code requirements.
- Use copper or PEX tubing and check for leaks. Install copper or PEX tubing only in areas where the household temperatures will remain above freezing.

**TOOLS NEEDED:** Flat-blade screwdriver, 7/16" and 1/2" open end wrenches or 2 adjustable wrenches, 1/4" nut driver and drill bit, cordless drill. Gather the required tools and parts before starting installation. Read and follow the instructions provided with any tools listed.

**NOTE:** Your refrigerator dealer has a kit available with a 1/4" (6.35 mm) saddle-type shutoff valve, a union, and copper or PEX tubing. Before purchasing, make sure a saddle-type valve complies with your local plumbing codes. Do not use a piercingtype or 3/16" (4.76 mm) saddle valve which reduces

water flow and clogs more easily.

## Water Pressure

A cold water supply with water pressure of between 30 psi and 120 psi (207 kPa and 827 kPa) is required to operate the ice maker. If you have questions about your water pressure, see "Troubleshooting" online or call a licensed, qualified plumber.

## Reverse Osmosis Water Supply

If a reverse osmosis water filtration system is connected to your cold water supply, the water pressure to the reverse osmosis system needs to be a minimum of 40 psi to 60 psi (276 kPa to 414 kPa). If the ice maker is still not operating properly:

- Check to see whether the sediment filter in the reverse osmosis system is blocked. Replace the filter if necessary.
- Allow the storage tank on the reverse osmosis system to refill after heavy usage.

If you have questions about your water pressure, see "Troubleshooting" online or call a licensed, qualified plumber.

## Connect the Water Supply

Read all directions before you begin.

If you turn on the refrigerator before the water line is connected, turn off the ice maker to avoid excessive noise or damage to the

water valve.

## Connect to Water Line

1. Unplug refrigerator or disconnect power.
2. Turn Off main water supply. Turn On nearest faucet long enough to clear line of water.
3. Locate a 1/2" to 1 1/4" (1.27 cm to 3.18 cm) vertical cold water pipe near the refrigerator.
  - Make sure it is a cold water pipe.
  - Horizontal pipe will work, but drill on the top side of the pipe, not the bottom. This will help keep water away from the drill and normal sediment from collecting in the valve.
4. Determine the length of copper or PEX tubing you will need. Measure from the connection on lower-left rear of refrigerator to the water pipe. Add 7 ft. (2.1 m) to allow for cleaning. Use 1/ 4" (6.35 mm) O.D. (outside diameter) copper or PEX tubing. Be sure both ends of copper or PEX tubing are cut square.
5. Using a cordless drill, drill a 1/4" hole in the cold water pipe you have selected.
  - A. *Cold water pipe*
  - B. *Pipe clamp*
  - C. *Copper or PEX tubing*
  - D. *Compression nut*

E. *Compression sleeve*

F. *Shutoff valve*

G. *Packing nut*

6. Fasten the shutoff valve to the cold water pipe with the pipe clamp. Be sure the outlet end is solidly in the 1/4" (6.35 mm) drilled hole in the water pipe and that the washer is under the pipe clamp. Tighten the packing nut. Tighten the pipe clamp screws slowly and evenly so washer makes a watertight seal. Do not overtighten or you may crush the copper or PEX tubing.
7. Slip the compression sleeve and compression nut on the copper or PEX tubing as shown (PEX tubing has compression sleeves and compression nuts preinstalled.) Insert the end of the tubing into the outlet end squarely as far as it will go. Screw compression nut onto outlet end with adjustable wrench. Do not overtighten.
8. Place the free end of the tubing in a container or sink, and turn On the main water supply. Flush the tubing until water is clear. Turn Off the shutoff valve on the water pipe. Coil the copper or PEX tubing.

## Connect to Refrigerator

NOTE: On kit models, assemble water valve to refrigerator according to kit instructions.

Style 1

1. Unplug refrigerator or disconnect power.
2. Attach the copper tube to the valve inlet using a compression nut and sleeve as shown. Tighten the compression nut. Do not overtighten.
3. Use the tube clamp on the back of the refrigerator to secure the tubing to the refrigerator as shown. This will help avoid damage to the tubing when the refrigerator is pushed back against the wall.
4. Turn On shutoff valve.
5. Check for leaks. Tighten any connections (including connections at the valve) or nuts that leak.

*A. Tube clamp*

*B. Tube clamp screw*

*C. Copper or PEX tubing*

*D. Compression nut*

*E. Valve inlet*

6. The ice maker is equipped with a built-in water strainer. If your water conditions require a second water strainer, install it in the 1/4" (6.35 mm) water line at either tube connection. Obtain a water strainer from your nearest appliance dealer.

NOTE: On kit models, assemble water valve to refrigerator according to kit instructions.

Style 2

1. Unplug refrigerator or disconnect power.
2. Disconnect the tube clamp on the back of the product and insert the copper or PEX tubing through the clamp as shown.
3. Attach the copper or PEX tube to the valve inlet using a compression nut and sleeve as shown.
4. Tighten the compression nut. Do not overtighten. Reattach the tube clamp and tube to the back of the cabinet.

*A. Tube clamp*

*B. Copper or PEX tubing*

*C. Compression nut*

5. Turn On shutoff valve. Check for leaks. Tighten any connections (including connections at the valve) or nuts that leak.
6. The ice maker is equipped with a built-in water strainer. If your water conditions require a second water strainer, install it in the 1/4" (6.35 mm) water line at either tube connection. Obtain a water strainer from your nearest appliance dealer.

## Complete the Installation

### Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

1. Plug into a grounded 3-prong outlet.

NOTE: Allow 24 hours to produce the first batch of ice. Discard the first three batches of ice produced. Allow 3 days to completely fill ice container.

## Install Air Filter

On some models, your refrigerator's accessory packet includes an air filter, which must be installed prior to use. On some models, the air filter is already installed at the factory. To order a replacement air filter, use part number W10311524.

The air filter reduces the buildup of odors. This helps to maintain a cleaner environment inside the refrigerator.

### Installing the Air Filter

The filter should be installed behind the vented door, which is located (depending on your model) along either the rear or left interior wall near the top of the refrigerator compartment.

1. Remove the air filter from its packaging.
2. Lift open the vented door.
3. Snap the filter into place.

## Air Filter Status Indicator

The filter comes with a status indicator, which should be activated and installed at the same time the air filter is installed.

1. Place the indicator facedown on a firm, flat surface.
2. Apply pressure to the bubble on the back of the indicator, until the bubble pops to activate the indicator.
3. Lift open the vented air filter door. On some models, there are notches behind the door.

On models with notches:

- Slide the indicator down into the notches, facing outward.  
NOTE: The indicator will not easily slide into the notches if the rear bubble has not been popped.
- Close the air filter door, and check that the indicator is visible through the rectangular hole in the door.

On models without notches:

- Store the indicator in a visible place you will easily remember — either inside the refrigerator or elsewhere in your kitchen or home.

## Replacing the Air Filter

The disposable air filter should be replaced every 6 months, when the status indicator has completely changed from white to red.



1. Remove the old air filter by squeezing in on the side tabs.
2. Remove the old status indicator.
3. Install the new air filter and status indicator using the instructions in the previous sections.

## REFRIGERATOR DOORS

### Door and Handle Instructions

Depending on the width of your doorway, you may need to remove the doors to move the refrigerator into your home. Also, the door hinges are factory installed on the right-hand side. If you want the door to open from the other direction, you must reverse the door swing.

### Electrical Shock Hazard

Disconnect power before removing doors.

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

- Before you begin, turn the refrigerator control off. Unplug refrigerator or disconnect power. Remove food and any adjustable door or utility bins from doors.
- If you are only removing and replacing the doors, see the "Remove Doors and Hinges" and "Replace Doors and Hinges" sections.
- If you choose to reverse the door swing, a Reversibility Kit,

which includes a new brand badge and hole plugs, is available.

Tools Needed: 5/16" hex-head socket wrench, #2 Phillips screwdriver, flat-blade screwdriver, 5/16" open-end wrench, flat 2" putty knife

## Remove Doors and Hinges

1. Unplug refrigerator or disconnect power.
2. Using a hex-head socket wrench, remove the three 5/16" hexhead hinge screws from the top hinge and lift up to remove the hinge.

NOTE: Provide additional support for the door while the hinges are being moved. Do not depend on the door magnets to hold the door in place while you are working.

### Top Hinge Style 1

- A. *5/16" Hex-head hinge screws*
- B. *Top hinge*
- C. *Hinge pin*
- D. *Spacer*

### Top Hinge Style 2

- A. *5/16" Hex-head hinge screws*

## *B. Top hinge*

3. Lift the freezer door off of the center hinge and set it aside
4. Remove the washer from the top of the Center Hinge pin.

### *A. Washer*

5. Using a hex-head socket wrench, remove the three screws from the center hinge and remove the hinge. Set aside.

### *A. Center hinge*

### *B. 5/16" hex-head hinge screws*

#### **Excessive Weight Hazard**

Use two or more people to lift the appliance door.

Failure to do so can result in back or other injury.

6. Lift the refrigerator door off of the bottom hinge and set it aside.
7. Remove the base grille from the bottom front of the refrigerator.
8. Remove the parts for the bottom hinge as shown in the Bottom Hinge graphics.

## **Bottom Hinge Style 1**

### *A. Bottom hinge*

## Bottom Hinge Style 2

A. *Spacer*

B. *Bottom Hinge*

C. *5/16" hex-head hinge screws*

## Reverse Doors and Hinges (optional)

If you want to reverse your doors so that they open in the opposite direction, follow these steps. If you are not reversing the doors, see "Replace Doors and Hinges."

### Style 1 - Standard Door Models

Graphics follow these instructions.

### Cabinet

1. Remove the three dome caps and the screws from handle side and move them to opposite side.

A. *Dome cap washers*

B. *Hex-head hinge screws*

C. *Dome Caps*

2. Remove cabinet hinge hole plugs from cabinet top and move them to opposite side hinge holes as shown below.

## *A. Cabinet Hinge Hole Plugs*

### Freezer Door

1. Remove the screw cover.
2. Remove the freezer handle assembly as shown below. Keep all parts together.

*A. Screw Cover*

*B. Handle Screw*

*C. Freezer Handle*

*D. Flat-Head Handle Screw*

3. Remove door hinge hole plug from freezer door. Move to opposite side hinge hole as shown below.

*A. Door Hinge Hole Plug*

4. Remove the brand badge using the plastic tool (provided). Replace it with the badge provided in the Reversibility Kit located inside the crisper drawer. For proper placement, see the Brand Badge Placement template (the last page of this manual).

#### NOTES:

- To avoid scratching the finish, do not use a sharp or metallic object to pry the brand badge from the door.
- Rub a small amount of liquid dish soap over any adhesive

residue with your fingers. Rinse the door with warm water and dry with a soft cloth.

A. *Door stop screw*

B. *Door stop*

6. Remove door stop. Move to opposite side of refrigerator door as shown.
7. Refer to image in Step 2. Position freezer handle on opposite side of the freezer door. First, drive the bottom two screws into handle. Align upper portion of handle and drive top screw into handle.
8. Tighten all screws. Set aside door until hinges and refrigerator compartment door are in place.
9. Replace screw cover. Refer to image in Step 2.

## Refrigerator Door

1. Remove the screw cover.
2. Remove refrigerator handle assembly as shown below. Keep all parts together.
  - A. *Flat-Head Handle Screw*
  - B. *Refrigerator Handle*
  - C. *Handle Screw*
  - D. *Screw Cover*

3. Remove door hinge hole plug from refrigerator door. Move to opposite side hinge hole as shown below.

*A. Door Hinge Hole Plug*

4. Remove door handle sealing screws. Move to opposite side of refrigerator door as shown.

*A. Door Handle Sealing Screws*

5. Remove door handle hole plug and discard. Replace on opposite side with the door handle hole plug provided in the Reversibility Kit located in the crisper.

6. Remove door stop. Move to opposite side of refrigerator door as shown below.

*A. Door Stop Screw*

*B. Door Stop*

7. Refer to image in Step 2. Position refrigerator handle on opposite side of the refrigerator door. First, drive top two screws in handle first. Align lower portion of handle and drive bottom screw into handle.

8. Tighten all screws. Set aside refrigerator door until bottom hinge is installed on refrigerator.

9. Replace screw cover.

## Style 2 - Contour Door Models

Graphics follow these instructions.

## Cabinet

1. Remove the three dome caps and the screws from handle side and move them to opposite side.
2. Using the three 5/16" hex-head hinge screws, insert two screws halfway into the holes, leaving space to insert the Center Hinge.
3. Slide the center hinge, from the right, onto the screws, insert the third screw, and tighten all screws completely.

NOTE: Make sure the washers are in place on both the top and bottom pins of the center hinge.

*A. 5/16" Hex-head hinge screws*

*B. Washers*

4. Remove cabinet hinge hole plugs from the cabinet top and move them to opposite side hinge holes as shown below.

*A. Cabinet Hinge Hole Plugs*

## Freezer Door

1. Remove the freezer door handle. Using a 1/8" hex key, loosen the setscrew located on the side of the handle. Pull the handle straight out from the door. Keep all parts together.

*A. Shoulder screw*

*B. Setscrew*



### *C. Flat-head handle screws*

2. Remove the brand badge using the plastic tool (provided). Replace it with the badge provided in the Reversibility Kit located inside the crisper. For proper placement, see the Brand Badge Placement template (the last page of this manual).

#### NOTES:

- To avoid scratching the finish, do not use a sharp or metallic object to pry the brand badge from the door.
- Rub a small amount of liquid dish soap over any adhesive residue with your fingers. Rinse the door with warm water and dry with a soft cloth.

3. Remove door stop. Move to opposite side of freezer door as shown.

### *A. Door Handle Sealing Screws*

4. Refer to image in Step 1. Reinstall freezer handle on opposite side of the freezer door.
5. Tighten all screws. Set aside door until hinges and refrigerator compartment door are in place.

## Refrigerator Door

1. Remove the refrigerator door handle. Using a 1/8" hex key, loosen the setscrew located on the side of the handle. Pull the handle straight out from the door. Keep all parts together.

*A. Flat-Head Handle Screw*

*B. Set Screw*

2. Remove door hinge hole plug from refrigerator door. Move to opposite side hinge hole as shown below.

*A. Door Hinge Hole Plug*

3. Remove door handle hole plug and discard. Replace on opposite side with the door handle hole plug provided in the Reversibility Kit located in the crisper.
4. Remove door stop. Move to opposite side of refrigerator door as shown below.

*A. Door Stop Screw*

*B. Door Stop*

5. Refer to image in Step 1. Reinstall refrigerator handle on opposite side of the refrigerator door.
6. Tighten all screws. Set aside refrigerator door until bottom hinge is installed on refrigerator.

## Replace Doors and Hinges

NOTE: Graphic may be reversed if door swing is reversed.

1. Replace the parts for the bottom hinge as shown. Tighten screws. Replace the refrigerator door.

NOTE: Provide additional support for the doors while the hinges are being moved. Do not depend on the door magnets to hold the doors in place while you are working.

2. Measure the distance from the bottom of the refrigerator door to the floor. The distance should be approximately 3 1/2" (88 mm).

NOTE: If necessary, loosen the bottom hinge, without removing the screws, adjust the door to the correct height and fully tighten the screws.

3. Assemble the parts for the center hinge as shown and tighten all screws. See Center Hinge graphic. Replace the freezer door.
4. Assemble the parts for the top hinge as shown. See Top Hinge graphic. Do not tighten screws completely.

Contour Door Models Only:

- Remove the screw attaching the hinge pin to the hinge. Turn the hinge over so that it is pointing in the opposite direction.
- Place the plastic spacer beneath the hinge so that it will be between the hinge and the cabinet, making sure the holes are aligned.
- Fasten the Top Hinge to the opposite side of the cabinet, inserting the screws only halfway, so you will be able to replace and align the freezer door later.

5. Line up the doors so that the bottom of the freezer door aligns evenly with the top of the refrigerator door. Tighten all screws.

NOTE: The distance between the doors should be approximately 5/8" (16 mm).

## Final Steps

### Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

1. Check all holes to make sure that hole plugs and screws are in place. Reinstall top hinge cover. See Top Hinge graphic.
2. Remove the cover from the base grille. Move the cover to the opposite side.
3. Align the clips on the base grille with the screws on the bottom of the cabinet. Push the base grille toward the cabinet until it is flush.
4. Plug into a grounded 3 prong outlet.
5. Reset the controls. See "Operating Instructions" in the Quick Start Guide.
6. Return all removable door parts to doors and food to refrigerator.

## Reversibility Kit Instructions

If your model came with a Reversibility Kit or you purchased a kit for your contour door refrigerator, please use the Brand Badge Placement template and the following instructions to install the Brand Badge on the opposite side of the freezer door.

### Parts Included:

Brand badge removal tool, Brand badge template (on last page of this manual), Door handle hole plug

### Tools Needed:

Scissors and masking tape.

### Freezer Door

1. Using the removal tool (provided), remove the brand badge from the freezer door by lifting up the right-hand side and peeling the badge away from the door from right to left NOTE: Using the removal tool (provided), remove the brand badge from the freezer door by lifting up the right-hand side and peeling the badge away from the door from right to left
2. Rub a small amount of liquid dish soap over any adhesive residue with your fingers. Rinse the door with warm water and dry with a soft cloth.
3. Cut the template along the dotted lines that match the shape of the brand badge.
4. Align the edges of the template with the side and top of the freezer door and tape the template to the door  
NOTE: When the template is correctly aligned, the hole in the

door, where the handle was, will be within the cutout of the template, as shown.

5. Using the cutout as a guide, press the brand badge onto the freezer door making sure that the hole is completely covered.
6. Slowly remove the template.

## Adjust the Doors

### Excessive Weight Hazard

Use two or more people to lift the appliance door.

Failure to do so can result in back or other injury.

Your refrigerator has two adjustable levelers, one on each side, at the base of the refrigerator. If your refrigerator seems unsteady or if you want the doors to close more easily, adjust the level and tilt of the refrigerator.

1. Turn the leveler to the left to raise that side of the refrigerator or to the right to lower that side. It may take several turns to adjust the tilt of the refrigerator.

NOTE: Having someone push against the top of the refrigerator takes some weight off the levelers. This makes it easier to turn the levelers.

2. Open both doors again to make sure that they close as easily as you like. If not, tilt the refrigerator slightly more to the rear by turning both levelers to the right. It may take several more turns.

NOTE: To keep the refrigerator level, make the same adjustment to each side.

3. Using a level, make sure the refrigerator is still level from side to side. Readjust if necessary.

## REFRIGERATOR AND FREEZER FEATURES

### Refrigerator Shelves

Important information to know about glass shelves and covers: Do not clean glass shelves or covers with warm water when they are cold. Shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping. Tempered glass is designed to shatter into many small, pebble-size pieces. This is normal. Glass shelves and covers are heavy. Use both hands when removing them to avoid dropping.

### Refrigerator Shelves

The shelves in your refrigerator are adjustable to match your individual storage needs.

Storing similar food items together in your refrigerator and adjusting the shelves to fit different heights of items will make finding the exact item you want easier. It will also reduce the amount of time the refrigerator door is open, and save energy.

To remove and replace a shelf:

1. Remove items from the shelf.

2. Slide the shelf straight out to the stop.
3. Depending on your model, lift back or front of the shelf past the stop. Slide shelf out the rest of the way.
4. Replace the shelf by sliding the back of the shelf into the track in the wall of the cabinet.
5. Guide the front of the shelf into the shelf track. Be sure to slide the shelf in all the way.

## Freezer Shelf

Important information to know about glass shelves and covers: Do not clean glass shelves or covers with warm water when they are cold. Shelves and covers may break if exposed to sudden temperature changes or impact, such as bumping. Tempered glass is designed to shatter into many small, pebble-size pieces. This is normal. Glass shelves and covers are heavy. Use both hands when removing them to avoid dropping.

## Full-Width Shelf (on some models)

Depending on your model, the shelf may be wire or glass.

To remove and replace the freezer shelf:

1. Remove items from the shelf.
2. Lift back of shelf over stop and slide shelf straight out



3. Replace the shelf by sliding the back of the shelf into the tracks on walls of cabinet.
4. Be sure to slide the shelf in all the way

### Half-Width Shelf (on some models)

The half-width shelf can only be installed in the lefthand side of the freezer compartment.

1. Remove items from the shelf
2. Remove the shelf screw. Lift back of the shelf over the stop and slide it out.
3. Replace the shelf by sliding the back of the shelf into the tracks on the walls of the cabinet. Fasten the shelf screw.

### Frozen Food Storage Guide

Storage times will vary according to the quality and type of food, the type of packaging or wrap used (should be airtight and moisture-proof), and the storage temperature. Seal the package or container securely to avoid taste and odor transfer throughout the product. Ice crystals inside a sealed package are normal. This simply means that moisture in the food and air inside the package have condensed, creating ice crystals.

Put no more unfrozen food into the freezer than will freeze within 24 hours (no more than 2 to 3 lbs of food per cubic foot [907 to

1,350 g per L] of freezer space). Leave enough space in the freezer for air to circulate around packages. The freezer door must close tightly.

NOTE: For more information on preparing food for freezing, check a freezer guide or reliable cookbook.

## Door Rails or Trivets

### SNAP ON DOOR RAILS OR TRIVETS

To remove and replace the rails or trivets:

1. Depending on your model, remove the rails or trivets by pushing in slightly on the front of the bracket while pulling out on the inside tab. Repeat these steps for the other end.
2. Replace the rails or trivets by aligning the ends of the brackets with the buttons on the sides of the door liner. Firmly snap bracket and assembly onto the tabs above the shelf as shown.

#### Style 1 -Door Rails

#### Style 2 - Trivets

### DROP-IN DOOR RAILS

To remove and replace the rails:

1. Remove the rails by pulling straight up on each end of the rail.
2. Replace the rails by sliding the shelf rail into the slots on the door

## Can Racks and Bins (on some models)

### Can Racks and Door Bins

NOTE: Can racks may be purchased as an accessory for some models.

To remove and replace the racks/bins:

1. Remove the rack/bin by lifting it and pulling it straight out.
2. Replace the rack/bin by sliding it in above the desired support and pushing it down until it stops.

### Egg or Utility Bins

Depending on your model, you may have a one, two, or three piece bin. Eggs may be stored in the egg tray or loose in the bin.

NOTE: Store eggs in a covered container for long-term storage. If your model does not have an egg storage bin, store eggs in their original container on an interior shelf.

## Deli or Meat Drawer

The deli drawer design allows flexible positioning.

### Deli or Meat Drawer

1. Remove deli drawer.
2. Release cover and place it between the desired crossbars
3. Secure the rear clips onto the shelf.
4. Replace the drawer

To remove and replace the drawer:

1. Slide deli drawer out to the stop
2. Lift front of deli drawer with one hand while supporting bottom of drawer with other hand. Slide drawer out the rest of the way.
3. Replace the drawer by sliding it back in fully past the drawer stop

## DRAWER COVER

To remove and replace the drawer cover:

### Style 1 - Wire Shelves

1. Remove the deli drawer

2. Push the cover back to release the rear clips from the shelf. Tilt the cover up at the front, and then pull it forward.
3. Replace the deli drawer cover by fitting the notches and clips on the cover over the rear and center crossbars on the shelf.
4. Replace the deli drawer

## Style 2 - Glass Shelves

1. Remove the drawer
2. Remove items from the shelf.
3. Slide the shelf straight out to the stop.
4. Slide the cover to one side until free.
5. Insert the cover into the shelf tracks
6. Slide the shelf back into the refrigerator, and then replace the deli drawer

NOTE: On some models the drawer slides sideways on the shelf to allow for flexible positioning

## Meat Storage Guide

Store most meat in original wrapping as long as it is airtight and moisture-proof. Rewrap if necessary. See the following chart for storage times. When storing meat longer than the times given, freeze the meat.

Fresh fish or shellfish	use same day as purchased
-------------------------	---------------------------

Chicken, ground beef, variety meats (liver)	1-2 days
Cold cuts, steaks/roasts	3-5 days
Cured meats	7-10 days

Leftovers - Cover leftovers with plastic wrap, aluminum foil, or plastic containers with tight lids.

## Crisper

### Crisper Cover

#### Style 1 – Plastic Cover

To remove and replace the crisper cover:

1. Remove the crisper(s).
2. Lift the cover up and slide it out.
3. Replace the cover by fitting the cover tabs into the lowest cabinet slots and pushing them in. Lower the front retainers into place.

#### Style 2– Glass Cover

To remove and replace the crisper cover:

1. Remove the crisper(s).
2. Pull the glass straight out.
3. Replace the glass by pushing it straight in.

## Crisper Humidity Control (On Some Models)

You can control the amount of humidity in the moisture-sealed crisper. Adjust the control to any setting between Low and High. Low(open) – lets moist air out of the crisper for best storage of fruits and vegetables with skins.

- Fruit: Wash, let dry, and store in refrigerator in plastic bag or crisper. Do not wash or hull berries until they are ready to use. Sort and keep berries in original container in crisper or store in a loosely closed paper bag on a refrigerator shelf.
- Vegetables with skins: Place in plastic bag or plastic container and store in crisper  
High (closed) – keeps moist air in the crisper for best storage of fresh, leafy vegetables.
- Leafy vegetables: Wash in cold water, drain, and trim or tear off bruised and discolored areas. Place in plastic bag or plastic container and store in crisper.

## Utility Compartment

The utility compartment may be removed for easier cleaning.

To remove and replace the utility compartment:

1. Remove the utility compartment by squeezing against one side while raising the utility compartment up and pulling it straight out.
2. Replace the utility compartment by positioning one side in

the lock and sliding in the opposite side until it stops.

## Ice Maker

For models with a water filter, after connecting the refrigerator to a water source or replacing the water filter, fill and discard three full containers of ice to prepare the water filter for use.

For products without any parts of the ice dispensing circuit, ice maker and internal water circuit parts must be installed by the manufacturer or by its qualified service technician.

For Easy Connect (ice maker ready) products, ice maker can be easily installed by the user, following instructions given with the kit.

In order to know which type of ice maker fits in your product, please refer to the serial tag inside the food compartment of appliance for ice maker kit model information.

Refer to the Quick Start Guide for contact information.

## Turning the Ice Maker On/Off

- To turn the ice maker On, simply lower the wire shutoff arm.
- To manually turn the ice maker off, lift the wire shutoff arm to the off (arm up) position and listen for the click.

**NOTE:** Your ice maker has an automatic shutoff. As ice is made, the ice cubes will fill the ice storage bin and the ice cubes will raise the wire shutoff arm to the Off (arm up) position. Do not force the wire shutoff arm up or down.



## Ice Storage Bin

NOTE: Turn off the ice maker before removing the ice storage bin to serve ice or to clean the bin. This will keep the ice cubes from dropping out of the ice maker and into the freezer compartment. After replacing the ice storage bin, turn on the ice maker.

1. Wash the ice storage bin with mild soap and warm water.
2. Slide the ice storage bin under the ice maker and push it toward the back as far as it will go.
3. Lower the arm on the ice maker to the On position.

## Ice Production Rate

- The ice maker should produce a complete batch of ice approximately every 3 hours, approximately 8 to 12 batches of ice in a 24 hour period.
- To increase ice production, lower the freezer and refrigerator temperature. See "Using the Controls" in the Quick Start Guide. Wait 24 hours between adjustments.
- Maximum ice production (on some models): If your refrigerator has the maximum ice production feature, push the switch to Max to produce approximately 16 to 20 batches of ice in a 24 hour period.

Remember:

NOTE: The dispenser will automatically turn off Measured Fill after

1 minute of inactivity. When Measured Fill is turned off, any changes you have made will be lost and all defaults will be restored.

## REFRIGERATOR SAFETY

Your safety and the safety of others are very important. We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.

This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

You can be killed or seriously injured if you don't immediately follow instructions.

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

To reduce the risk of fire, electric shock, or injury to persons when using your appliance, follow basic precautions, including the

following:

- Children should be supervised to ensure that they do not play with the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Do not use an extension cord.
- If power supply cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person in order to avoid a hazard.
- Connect to potable water supply only.
- This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices, and other working environments; farm houses and by clients in hotels, motels, and other residential-type environments; bed and breakfast-type environments; and catering and similar non-retail applications.
- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Do not use replacement parts that have not been recommended by the manufacturer (e.g., parts made at home using a 3D printer).
- Keep ventilation openings, in the appliance enclosure or in the

built-in structure, clear of obstruction.

- Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer.

## Documents / Resources

### Download manual

Here you can download full pdf version of manual, it may contain additional safety instructions, warranty information, FCC rules, etc.

[Download Whirlpool WRT311FZDW - 33-inch Wide Top Freezer Refrigerator - 20 cu. ft. Manual](#)

### Need Assistance?

Do you have a question about the WRT311FZDW that isn't answered in the manual?  
Leave your question here.



Stay updated with the latest solutions  
Submit your question

## Related Manuals for Whirlpool WRT311FZDW

[Whirlpool Refrigerator WRX735SDHZ Manual](#)

(article)

[Whirlpool Refrigerator French Door Bottom Quick Start Guide](#)

(article)

[Whirlpool WRF560SMHV - 30-inch Wide French Door Refrigerator - 20 cu. ft. Manual](#)

(article)

[Whirlpool WRF555SDHV - 36-inch Wide French Door Refrigerator in Fingerprint-Resistant Stainless Steel - 25 cu. ft. Manual](#)

(article)

[Whirlpool WRQA59CNKZ - 36-inch Wide Counter Depth 4 Door Refrigerator - 19.4 cu. ft. Manual](#)

(article)

[Whirlpool WUR35X24HZ - 24-inch Wide Undercounter Refrigerator with Towel Bar Handle - 5.1 cu. ft. Manual](#)

(article)

[Whirlpool WRT313CZLZ - 24-inch Wide Small Space Top-Freezer Refrigerator - 12.9 cu. ft. Manual](#)

(article)

[Whirlpool WRB533CZJZ - 24-inch Wide Bottom-Freezer Refrigerator - 12.9 cu. ft. Manual](#)

(article)

[Whirlpool WRS571CIHV - 36-inch Wide Counter Depth Side-by-Side Refrigerator - 21 cu. ft. Manual](#)

(article)

[Whirlpool EL88TRRWS - 18 cu. ft. Sidekicks All-Refrigerator with Adjustable Door Bins Manual](#)

(article)

[Whirlpool WSR57R18DM - 31-inch Wide SideKicks All-Refrigerator with LED Lighting - 18 cu. ft. Manual](#)

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[Whirlpool WRT314TFDW - 28-inch Wide Top Freezer Refrigerator - 14 cu. ft. Manual](#)

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[Whirlpool WRS322FNAE - 33-inch Wide Large Side-by-Side Refrigerator with Greater Capacity and Adaptive Defrost - 22 cu. ft. Manual](#)

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[Whirlpool WRFF5333PZ - 33-inch Wide French Door Refrigerator - 22 cu. ft. Manual](#)

(article)

[Refrigerator Whirlpool WRT311FZDW Installation Instructions And Owner's Manual](#)

Top mount refrigerator (32 pages)

[Refrigerator Whirlpool WRT579SMYM00 User Instructions](#)

(41 pages)

[Refrigerator Whirlpool WRT311FZBM Product Dimensions](#)

Top mount refrigerator (1 page)

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