

Refrigerator Guide

I am leaving for vacation. What should I do?

Remove food from the fridge, clean the fridge, unplug it, and leave the doors open.

My fridge is not operating. What should I do?

Check to make sure the fridge is plugged in. Check GFCI and circuit breakers. The fridge may be in defrost mode – wait 30 minutes. If the issue is not resolved, submit a maintenance request through the [Resident Portal](#).

My fridge is vibrating or rattling. What should I do?

Adjust front leveling legs. If the issue is not resolved, submit a maintenance request through the [Resident Portal](#).

My food is not cooling or is freezing. What should I do?

Make sure the thermistor is not blocked. Food may be too close to the air vent. If the issue continues, submit a maintenance request through the [Resident Portal](#).

My fridge light is not working. What should I do?

Check GFCI and circuit breakers. If the issue is not resolved, your LED light is out. Submit a maintenance request through the [Resident Portal](#).

How should my fridge be used?

The purpose of your fridge is to cool and freeze food to help it stay fresh. The temperature control in each fridge allows some customization based on your preferences.

Factors that affect temperature include the amount of food in the fridge, the frequency of door openings, and the temperature of the food when placed in the fridge.

Allow 12 hours after each adjustment for the fridge to reach your desired temperature.

Preventative Measures

- Place a small open box of baking soda in the fridge to prevent odors. Change every 3 to 6 months.
- Use a soft, clean cloth or sponge to clean
- Use a mild detergent mixed with water to clean. One tablespoon (15ml) of baking soda mixed with one liter of water can be used as a cleaning agent.
- Use approved stainless-steel cleaner (Cleaners with oxalic acid, such as Bar Keepers' soft cleaner, can be used to remove surface rust, tarnish, and small blemishes on stainless steel surfaces only. These products can be purchased from the stockroom.

Do Nots:

- Do not block the thermistor (the temperature sensor) for the fridge. This can create temperature problems with the fridge.
- Do not use abrasive cloths, scrubbing sponges, scouring, or steel wool pads.
- Do not use abrasive powder or sprays, window sprays or ammonia, citrus or plant-based cleaners, Acidic or vinegar-based cleaners, oven cleaners, cleaners containing acetone (propane), or any cleaner with a warning about plastic content.

