

Norcold Refrigerator Maintenance Tip

The following information may be helpful in the future. Recently we have had two cooling failures on Norcold refrigerators. Both were Models 1200IM & 1210IM. However, it is my understanding the same may also apply to other Norcold models.

The condition of the above failures was that the refrigerator section of the refrigerator completely quit cooling while the freezer section was still freezing and making ice. If this happens, it could be caused by failure of the temperature sensor (thermistor) which is located on the cooling fins inside the refrigerator section. According to the Owner's Manual, if the thermistor fails, the refrigerator will automatically switch to the Backup Operating system. The part about automatically switching to the backup mode is not necessarily true. If your refrigerator section quits cooling and your freezing is still making ice, then disconnect the thermistor. On most models, the thermistor has two wires running from it over to the inside compartment light. Near the light is a four wire electrical connection plug. Unplug this electrical connection. It will disable the light and also bypass the thermistor. Bypassing the thermistor manually puts the refrigerator into the Backup mode. In this mode the refrigerator section may freeze the contents because there is no temperature control, but at least it will keep them from spoiling until you can replace the thermistor. You can open the door occasionally to keep the section from freezing.

If bypassing the thermistor does not correct the problem. The next step is to reset the Control Board. In the case of the two failures above, the problem was not the thermistor. The control board had locked-up. Based on information provided by a refrigerator technician, locking-up of the control board is a very random occurrence. It is believed to be caused by low house battery voltage, but may occur from other reasons. First, reconnect the electrical plug to the thermistor that was disconnected in the first step. Then go outside and remove the refrigerator ventilation panel. With the panel removed you should see a black control box mounted on the back of the refrigerator below the cooling unit coils. You will see many wires running to this control box. But, near the center of the bottom you should see a set of white and black wires connected to the box by spade connectors. The black wire is the 12 volt source wire and may have a smaller black wire connected to it, or it may be single. Disconnect the black wire(s) at the spade connector. You may need some needle nose pliers to do this. **Caution, do not let this wire touch a ground source or other metal, because it is 12 volts positive hot.** Once disconnected, leave the wire off for about two minutes or more and then reconnect it. Disconnecting and reconnecting the 12 volt power wire will in effect **reset** the Control Board. If this was the problem, your refrigerator should begin cooling in the refrigerator section. Remember, it takes a while to detect a temperature drop on an absorption refrigerator.

One other bit of information: If you hold in the Set Temp and Mode buttons at the same time for about five seconds, it will change the display mode. Normally the first display mode entered will show the refrigerator section temperature in the Set Temp display button. You can change to different display modes by pushing in on the Set Temp button. To exit these display modes, hold in the two Set Temp and Mode buttons again at the same time and the display will return to normal.

Recommend you print this maintenance tip and place it in your Norcold Owner's Manual for future reference.