Ice Cubes are Off Colored or Debris

Possible Solutions

How is the water quality?

The quality of your ice and water will be only as good as the quality of the water supplied to your ice maker or water dispenser. Poor water quality can cause grey or discolored ice and water. Installing a water filter may help remove the minerals.

Avoid connecting the ice maker to a softened water supply. Water softener chemicals can lead to poor quality ice. If a softened water supply cannot be avoided, make sure the water softener is operating properly and is well-maintained.

Was new plumbing recently connected or installed?

New plumbing connections, such as PVC pipes and fittings, can cause discolored or off-flavored ice. Discard the first three batches of ice and flush additional water through the water dispenser if this occurs.

Is the correct water supply line installed?

Verify that you are using one of the recommended water supply lines:

- Copper Water Supply Line
- A Water Supply Line purchased from Whirlpool

Depending on the household water supply properties and the type of supply line used by the consumer, properties in the water may cause different types of supply lines to react in different ways; this has the potential to result in bad odor or taste in the refrigeration water and ice systems.

Is the refrigerator connected to a cold water supply line?

Verify the unit has been hooked up to the cold water line. Installing the refrigerator up to the hot water line could cause discoloration in the ice cubes.

Does the ice bin need to be cleaned?

If the ice bin is not regularly cleaned, ice particles and debris can fuse to the ice cubes causing grey or discolored ice.
The ice bin should be cleaned with water and a soft cloth. Ensure the ice bin is fully dry before returning it to the freezer.

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**Does the water filter need to be changed?**

Grey or discolored ice could be a sign of a filter that needs to be replaced.

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**Was the water system flushed after filter installation or replacement?**

Flushing the system is needed every time the filter is changed or once the refrigerator is installed to the water supply line for the first time. Flushing the water systems helps to eliminate any debris in the waterline.

CLICK HERE for more information on how to flush the water system.

CLICK HERE to watch a video on how to flush the water system.

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**Is your filter marked with "Whirlpool" or "EveryDrop™"?**

Filters with "Whirlpool" or "EveryDrop™" are Certified Genuine Parts. Please note that the use of a Certified Genuine filter is recommended for maximum refrigerator performance.

To purchase water filters, visit EveryDropWater.com. Their filter selection tool will help you identify the right filter for your refrigerator or icemaker.

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