Ice has Odor or Off Taste - Refrigerator

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. Avoid connecting the ice maker to a softened water supply. Water softener chemicals (such as salt) can damage parts of the ice maker and 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.

Is the food properly stored?
- Check for properly wrapped food. Ice and water absorb odors.
- Use airtight, moisture-proof packaging to help avoid odor transfer from stored food.
- If the ice cubes have an odd taste or odor, throw them away. Allow 24 hours for the ice maker to produce more ice.

Does your water filter need to be replaced?
It is recommended that the water filter be replaced every 6 months when the indicator light comes on, or as needed. A clogged water filter can cause several issues including taste and odor in your water. Replacing your water filter regularly will help reduce the number of containments in the water supply.

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

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. The air in the water system may cause dripping at the dispenser or small/hollow ice cubes.
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.

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.

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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 approved by Whirlpool

Depending on the household water supply properties and the type of supply line used, 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.

Still need help? Contact us or schedule service.

Please contact us or click below to make an appointment from our preferred list of service providers for service on your appliances.

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