Not Making Ice - Refrigerator

Possible Solutions

Is the ice maker turned on?

Check to make sure the ice maker is turned "on". For instructions on turning the ice maker "on" and "off" please see reference the Owner's Manual.

Do you have the correct water pressure?

Hollow or small ice cubes, along with slow or no water dispensing is likely due to low water pressure.

Connecting a refrigerator to a reverse-osmosis system could also lower the water pressure to the refrigerator, which will result in small ice cubes, low ice production or decrease amount of water being dispensed.

CLICK HERE for more information on using a reverse-osmosis system.

CLICK HERE for more information on getting the correct water pressure.

Is there a kink in the water supply line?

A kink in the water source line can reduce water flow. Straighten the water source line to restore adequate water flow and pressure. To help reduce the chances of a pinched water line, do not push the refrigerator too far back against the wall or cabinet.

Is the correct saddle valve installed?

- Having the incorrect saddle valve installed can lead to issues like low water pressure.
- A low volume of water flow will cause small, hollow ice cubes or decreased amount of water dispensed. Be sure to use a ¼" type valve that requires a drilled hole.
- It is not recommended to use a self-piercing type or a 3/16" saddle valve, both of which clog easily.

Is the water line connected to a water supply and turned on?

Make sure the water supply is properly connected to a cold water supply and the water shutoff valve is fully opened.
Check to make sure there are no kinks in the water supply line. A kink in the line can reduce water flow. Straighten the water source line to restore adequate water flow and pressure. To help reduce the chances of a pinched water line, do not push the refrigerator too far back against the wall or cabinet.

Does your water filter need to be replaced?

A clogged or incorrectly installed water filter will reduce the water flow to the ice maker and dispenser, which will result in small ice cubes, low ice production or decreased water flow. If the refrigerator has a water dispenser, check for a problem with the filter by doing the following:

1. Dispense water using the water dispenser and note the amount of water flow.
2. Remove the filter. The filter is located either in the base grille or inside the refrigerator compartment.
3. Dispense water with the filter removed. If the water flow noticeably increases, the filter is either clogged or incorrectly installed. A clogged filter will need to be replaced in order to correct the low flow.

If the filter is clogged and you are not able to immediately replace it, leave the filter out so the water system is in bypass mode. With the filter removed, the water system will continue to operate, bypassing the filter, and the clogged filter will not cause slow water dispensing or low ice production. However, in order to have filtered water, you will need to install a new filter.

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 the water filter installed correctly?

If the water filter is incorrectly installed it can reduce the water flow to the ice maker, which will cause small ice cubes, low ice production or no ice production.

CLICK HERE for additional information on how to install your water filter.

NOTE: If your water filter is located below the crisper drawer, make sure the water filter is locked into place and the arrows are aligned.

Is your filter marked with Maytag or EveryDrop™?

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