



RF1210

Water Filter Fit Issues on Refrigerator Models Equipped with Cassette-Style Filter

BRAND

Electrolux, Frigidaire, Icon, Crosley, White-Westinghouse, Kelvinator

MODEL #

E23CS75	FRS26	GLHS36	GLRS23	GRS23	PHS37	PHSC39
E23CS78	FRS3H	GLHS37	GLRS26	GRS26	PHS38	PLHS23
EI23CS55	FRS6L	GLHS38	GLSE25	GSPZ25	PHS39	PLHS23
EI26SS55	FRSHB5	GLHS39	GLSE28	CRSE266	PHS66	PLHS26
EI28BS	FSC23F7	GLHS65	GLSS25	KRSZ25	PHS67	PLHS67
EW23BC	GHSC39	GLHS66	GLSZ25	KRSZ28	PHS68	PLRS26
FGTC23	GLHS23	GLHS67	GLVC25	KSPZ25	PHS69	
FRRC25	GLHS26	GLHS68	GPSE25	NGS23	PHS6L	
FRS23	GLHS35	GLHS69	GPSZ28	NGS26	PHSB37	

SERIAL #

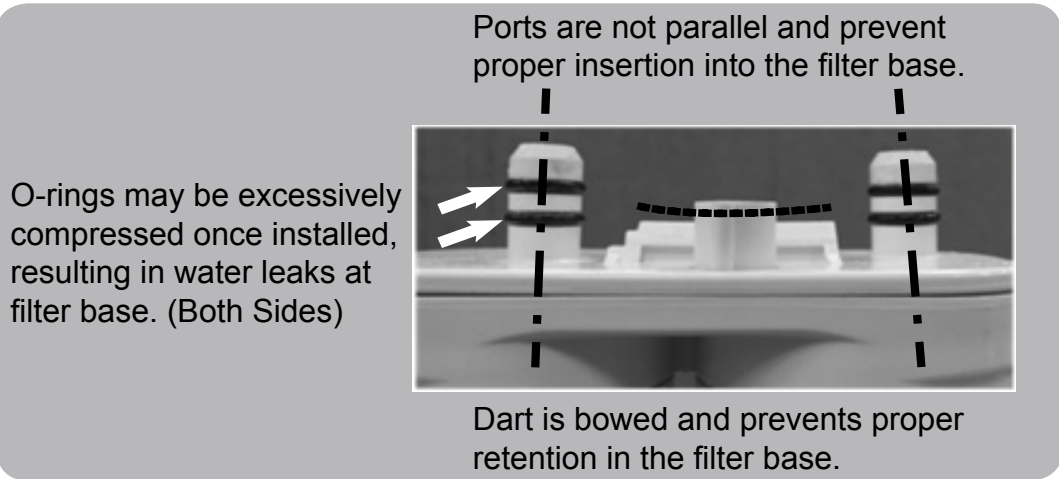
See specific solutions for units manufactured:

- prior to LA601
- prior to 4A901

CONDITION

Cassette-style water filters are difficult to install, do not latch into the housing, become dislodged from the housing, or appear poorly aligned within the housing. In some cases, poor alignment may result in water leaks due to excessive compression of o-rings on the water filter ports. These conditions are attributed to bowing of the filter plate resulting from manufacturing process.

Affected Filters: PureSource 2™, PureAdvantage™, SWF2CB, WF2CB, WF2CB2PAK, FC100, ELUXCOMBO, EWF2CBPA, EWF01, FC300





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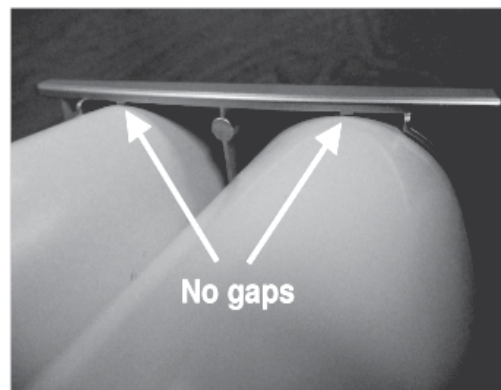
SOLUTION

Before you consider servicing the unit:

1. Ensure the correct filter is purchased. Refer to Use & Care Guide provided with the refrigerator. Replacement filters may differ in appearance (white vs. clear body, new face plate graphics, etc.). As long as the correct filter is ordered, the difference in appearance will not cause problems with fit.
2. Ensure protective port caps are removed from the filter.



3. Ensure the face plate is fully snapped onto the water filter. Place cartridge on a hard, flat surface, with the faceplate lip down. Press down firmly on the filter to make sure it is fully seated in the faceplate. Turn filter cartridge over and inspect to make sure there are no gaps under the tabs.



4. Use sufficient pressure with the heel of the hand when pressing the water filter into place in the refrigerator.
5. Some filters may appear crooked or poorly aligned when inserted into the housing. If filter can be inserted and is retained in the base, filter may be used until the next scheduled replacement.



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Note : These conditions do not require service and therefore are **NOT COVERED** under this policy.

If after performing the checks listed above, the water filter still does not fit, proceed to the following solutions:

- **For units built prior to serial number 4A901 (through end of 2008):**

Replace the filter base if water filter:

- does not latch in place or does not remain latched in place
- leaks around port o-rings

Order filter base listed in parts list to ensure it is appropriate for the unit.

- **In addition, for units built prior to serial number LA601 (through end of 2005):**

Replace the filter base if water filter:

- cannot be inserted into the filter base
- does not latch in place or does not remain latched in place
- leaks around port o-rings

Order filter base listed in parts list to ensure it is appropriate for the unit.

- If water filter fit issue is not corrected by installation of new base as recommended, return the water filter to the retailer for replacement.

For units newer than 2008, replacement of the filter base will not correct filter fit issues and is therefore **NOT COVERED** under this policy. Instruct the consumer to return the water filter to the retailer for replacement.