



Installation Instructions for RIM961  
Replaces Whirlpool® 5 Cube Ice maker  
Designed to replace part numbers: W10190961,  
W10122503, 2212353, & 2212352

**WARNING !**

**TO AVOID POSSIBLE ELECTRICAL SHOCK, WHICH CAN CAUSE DEATH OR SERIOUS INJURY, ALWAYS DISCONNECT POWER FROM THE APPLIANCE BEFORE ATTEMPTING ANY REPAIRS OR MODIFICATIONS.**

Make sure that the water supply is filtered and microbiologically safe. Make sure that the water supply is not routed through a water softener as those chemicals will destroy the icemold. Do not route the water supply line through an area exposed to freezing temperatures.

**NOTE: AFTER INSTALLATION THE ICEMAKER MUST COOLDOWN TO 10°F BEFORE IT WILL DO OPERATE. THIS ICEMAKER WILL "WAKE UP" AFTER IT REACHES 10°F. AT THAT TIME, THE ICEMAKER WILL CALL FOR WATER.** It will take from 2 hours to 24 hours after the icemaker is installed to make the first batch of ice, if the freezer is continuously at or below 10°F. Be sure to throw away the first 2 or 3 trays of ice. These will taste like stagnant water from water that has been standing in the supply line. Manufacturer recommends that this freezer temperature be set between 0°F and 5°F for optimum ice production.

### Instructions to change icemaker.

- 1.) Remove the ice bucket from the door. This will provide more room to work.
- 2.) Cover the sensor flapper with a piece of tape to hold it down to prevent damage to the sensor while removing the old icemaker.
- 3.) Remove the icemaker service door by spreading the two hinge fingers apart [away from the center]. The door should lift out of the slot.
- 4.) Remove the screw in the right rear bottom side of the icemaker. You will be able to lift the cover from the rear. Work it out from the rear gently. You will see the electrical harness.
- 5.) On the left hand track there is a tab toward the bottom. You will need to push up on this tab and start working the icemaker towards you, pulling the icemaker out of the track.
- 6.) If the ice cubes are hollow or small then check the water filter. Reduced flow from the water filter can cause this. Replace the water filter.
- 7.) If the ice tray overflows on fill and some cubes are smaller than other cubes, then the icemaker is not fully seated. Reinstall the icemaker making sure the icemaker is properly seated.
- 8.) To install the replacement icemaker, reverse the steps and install the icemaker the same way that it came out. Make sure that the thermal fuse in the wiring harness is securely installed in the mounting clip on the icemaker.
- 9.) Make sure the icemaker is in the "ON" position. While looking across the icemold from the rear of the icemaker you will see a white round recess with a slot in it. Take a small screw driver and make sure the slot in the white plastic switch control is positioned at 7:00. The icemaker is shipped in this on position.

If water has not filled the icemold, after the freezer has cooled to 10°F and 24 hours has past. See troubleshooting guide.



## Troubleshooting guide for models using the RIM961 Icemaker.

This icemaker is operated by a control board with a separate emitter.

### Checking the optics: make sure the ice bin is in place before proceeding.

- 1.) The icemaker control board tells the icemaker when the ice bin is full. If the bin is full the red beam of light will be blocked by the ice and the icemaker will not harvest. You can remove ice from the bin to allow the beam to shine from the emitter to the control board. If the ice is ready to harvest the icemaker will be able to dump ice.
- 2.) A good icemaker control board is indicated by a steady red beam of light when you open the freezer door and hold the flipper on the left side wall in. If there is a:
  - A.) Blink - blink - pause - blink - blink - pause continuously, then replace both controller boards.
  - B.) Blink - blink - blink - blink - pause repeated once, then the relay is bad. Replace both optic boards.
  - C.) Blink - blink - blink - pause repeated once, then the relay is good. The freezer has not recognized the icemaker. Check all connections and alignment.
  - D.) Steady red light for 5 seconds the relay is good and the icemaker has been recognized by the control board. If the freezer has been at 0° to 10°F for 24 hours and the icemold has not filled then check the water supply and the icemaker water valve.
  - E.) No light, unplug the refrigerator for about a minute. This allows the control board to reset.

### Checking the water supply:

- 1.) If the ice cubes are hollow or small then check the water filter. Reduced flow from the water filter can cause this. Replace the water filter.
- 2.) If the ice tray overflows on fill and some cubes are smaller than other cubes, then the icemaker is not fully seated. Reinstall the icemaker making sure the icemaker is properly seated.

\*Whirlpool® is a registered trademark of Whirlpool, USA. This product is manufactured by SUPCO and is not affiliated, endorsed, or sponsored by Whirlpool, USA.

SEALED UNIT PARTS CO., INC  
P.O. Box 21, 2230 Landmark Place, Allenwood, NJ 08720 USA  
Phone: 732-223-6644 • Fax: 732-223-1617  
www.supco.com • info@supco.com

Revised: 09/23/2011