



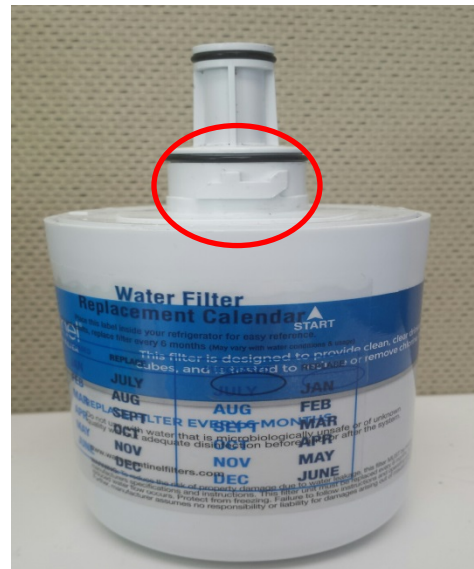
SERVICE TIP	
PRODUCT:	Refrigerator
TIP DATE:	6/13/2016
MODELS:	All units with can type water filter DA29-0003G

SUBJECT: Replacement Water Filter will not fit

Every now and then, a customer complains that they cannot install a new replacement water filter. What we have found is that, in almost all cases, a 3rd party, non-licensed filter was installed prior to this condition. When the customer removed the 3rd party filter, the locking collar on the filter case assy did not rotate completely to the open and unlocked position, preventing the new filter (and even the old filter) from being installed.



Good Filter – DA29-0003G



3rd Party Filter - Do not use

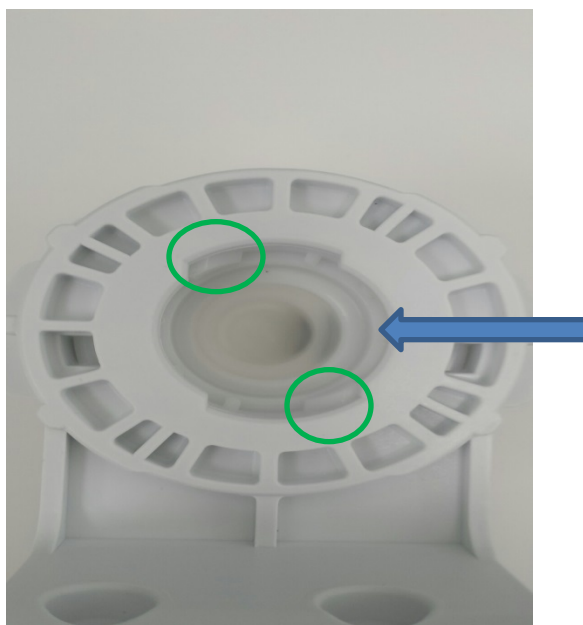
Background: How does this happen?

Look at the two filters above and closely observe the circled locking tabs. On the DA29-0003G, the base of the locking tab is elongated, which allows the filter to rotate fully before it releases from the housing. On the 3rd party filter, this tab is shortened, which allows the filter to release before the locking collar rotates to the fully open position.

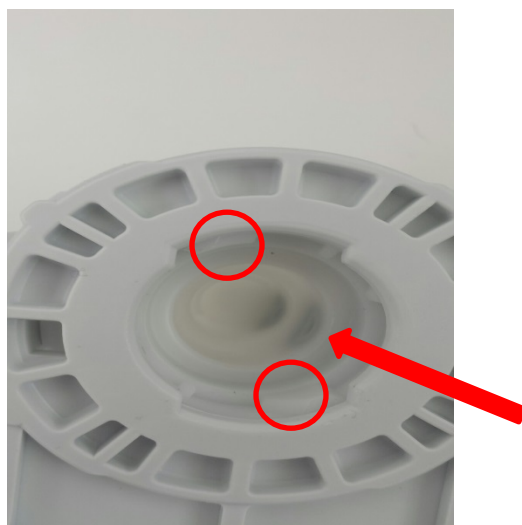
This information is published for informational purposes only and intended for use only by personnel qualified for the specific tasks depicted. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when handling or servicing a product. Only qualified personnel should repair products powered by electricity. Any attempt to handle, service or repair the product or products by anyone other than qualified personnel could result in serious injury or death. You agree that your use of and reliance on this information is at your sole risk. This information is subject to change or update without notice. There are no warranties, either expressed or implied, regarding the accuracy or completeness of this information.

Symptoms: What to look for.

(**Note:** The view shown in the photo below is looking up from the bottom of the housing.)



The photo above shows the correct position of the inner locking collar. The tabs (circled) are flush with the body of the collar. Also note the flow holes (indicated by the arrow) are located at the full right (3 o'clock) position. This is the fully open and unlocked position of the filter case housing.

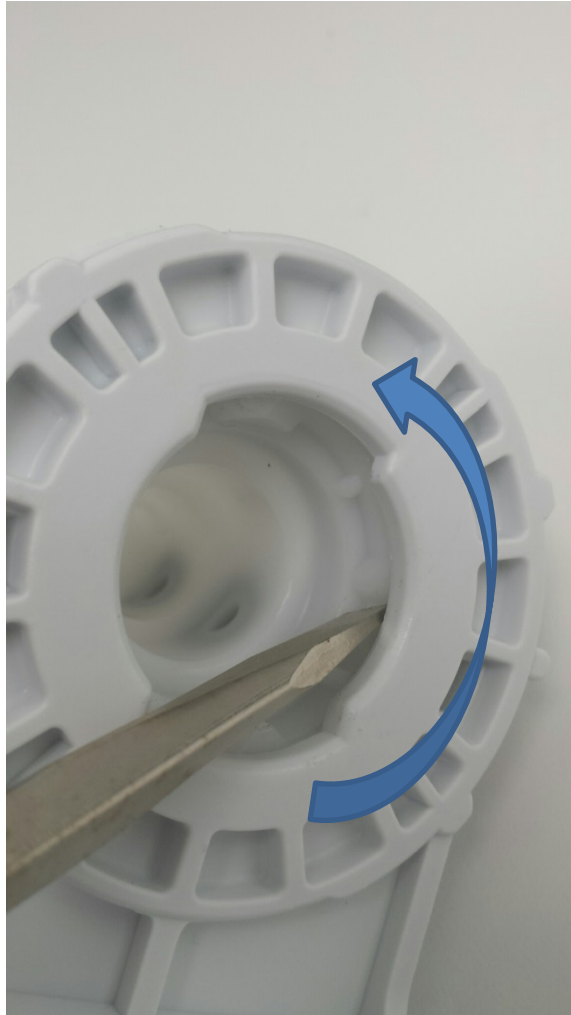


This second photo shows what happens when you remove the 3rd party filter from the housing. You can see the tabs have not fully returned to the open position and the fill holes are not at the 3 o'clock position. When the filter casing is not in the fully open and unlocked position, the lock tabs on the filter cannot seat inside the housing and cannot rotate and lock.

This information is published for informational purposes only and intended for use only by personnel qualified for the specific tasks depicted. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when handling or servicing a product. Only qualified personnel should repair products powered by electricity. Any attempt to handle, service or repair the product or products by anyone other than qualified personnel could result in serious injury or death. You agree that your use of and reliance on this information is at your sole risk. This information is subject to change or update without notice. There are no warranties, either expressed or implied, regarding the accuracy or completeness of this information.

Resolution: How to correct this.

Use a standard blade screwdriver to push the inner locking collar back into the fully open position. Once this is completed, insert the new DA29-0003G filter into the Filter Case housing, and then twist counterclockwise until the filter is fully locked into place. If you have difficulty pushing the inner locking collar back into position, you may need to remove the filter case assy from the unit to give yourself better leverage.



This information is published for informational purposes only and intended for use only by personnel qualified for the specific tasks depicted. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when handling or servicing a product. Only qualified personnel should repair products powered by electricity. Any attempt to handle, service or repair the product or products by anyone other than qualified personnel could result in serious injury or death. You agree that your use of and reliance on this information is at your sole risk. This information is subject to change or update without notice. There are no warranties, either expressed or implied, regarding the accuracy or completeness of this information.