Door handle is loose

Possible Solutions

Were the handles installed correctly?

NOTE: If you have a different type of handle installation from the one described below, please see your "Use and Care Guide" or "Installation Instructions" for full installation instructions.

If either the refrigerator or freezer handle is loose or not tight against the door, they might not have been installed correctly. The setscrews might have only been partially tightened when the handles were installed. Check the setscrews per the instructions below.

If you would like to download or view product literature for your appliance, please visit our Manuals and Literature page.

How to tighten the handles:

1. Once both setscrews have been partially tightened as instructed in the "Installation Instructions", fully tighten both setscrews, using the $\frac{1}{8}$" hex key provided.
2. When the screws feel tight, tighten them an additional quarter-turn using the hex key. The handle is not properly installed without this extra tightening.
3. See the picture below to see where the setscrews are located. The picture shows how to turn the hex key to tighten the setscrews.

CLICK HERE to watch a video on installing the handles for screw set mounts.
A. Shoulder screws
B. Setscrews inside the handle
Still need help? Call or schedule service.

You may need assistance from a qualified technician. Call 1-866-698-2538 or click below to schedule an appointment.

Schedule Service Online