Removing a Stuck Water Filter

How to remove a stuck water filter

If you are having difficulties removing your water filter, follow the tips below. These tips are for removing difficult or stuck water filters. Please follow the instructions for removing your water filter, found in your Use and Care Guide, first.

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

Filters Located in the Base Grill
Many refrigerator water filters are located near the bottom-front of the appliance in the grille area. These grille-mounted filters generally come out and install very easily. If you feel it is stuck, it may be because you haven’t turned it the right way or are not pushing the button all the way in.

**Quarter Turn Filter**

1. To remove filter turn the water filter a quarter turn to the left. Normally, the cap will be aligned vertically.
2. Pull the water filter straight out
3. Remove the cap (on some models)
   - Reminder: Make sure to place the cap on the new filter

[CLICK HERE](https://producthelp.whirlpool.com/Refrigeration/Full-Size_Refrigerators/Product_Info/Tips_and_Tricks/Removing_a_Stuck_Water_Filter) to watch a video on how to replace the water filter

**If the water filter is stuck**

1. Place a piece of cloth over the water filter cap (this will help protect the cap from becoming damaged)
2. Using standard pliers, lock onto the water filter cap and turn the cap a quarter turn.
   - Unplug the refrigerator and remove the bottom grill, follow the instructions in your Installation Instructions. By removing the bottom grill it could provide you easier access to the filter cap and provide you to grasp the cap easier.
   - NOTE: Putting too much pressure or force on the water filter could cause it to break and or do internal damage to the water system.
3. Pull the water filter straight out

**Push Button Filter**

1. Locate the button on the base grill
2. Push the button all the way in till the water filter has disengaged from the filter assembly
3. Remove the water filter

[CLICK HERE](https://producthelp.whirlpool.com/Refrigeration/Full-Size_Refrigerators/Product_Info/Tips_and_Tricks/Removing_a_Stuck_Water_Filter) to watch a video on how to replace the water filter

**If the water filter is stuck**

- Press and hold the button while the water filter is ejected.
- Push on the filter and then push on on the button. The filter should disengage from the filter assembly.
- Unplug the refrigerator and remove the bottom grill, follow the instructions in your Installation Instructions. By removing the bottom grill you should have better access to the stuck filter.
  - Firmly press the button, look to see if the filter has moved. If the filter has moved, firmly push the filter back in and then firmly push the button again. This will help make it easier in the future.

Reminder: Don’t forget to remove the filter cap on the end of the filter.
Filter Located Inside the Refrigerator

Door Opens Up and Pops out

1. Open the Water Filter Compartment Door, the door will open in an upward direction
2. Once the door is completely open, pull the filter completely out

CLICK HERE to watch a video on how to replace the water filter

If the water filter is stuck:

• Try closing and re-opening the Water Filter Compartment Door
• Ensure the door is fully opened
• Turn off the water to the Refrigerator and purge some of the water from the water line line, using the water dispenser. Dispense several cups of water, this will release some of the water pressure in the water line. After purging the water line, try removing the water filter.
Push Button or Pull Tab

1. Open the Water Filter Compartment Door
2. Turn the filter counterclockwise, to the left, and pull it straight out

CLICK HERE to watch a video on how to replace the water filter

If the water filter is stuck:

- Ensure the compartment door is open completely. Depending on how the shelves are arranged you may need to remove the shelf that is located just below the water filter compartment.
- Turn the filter counterclockwise, to the left, and pull it straight out