

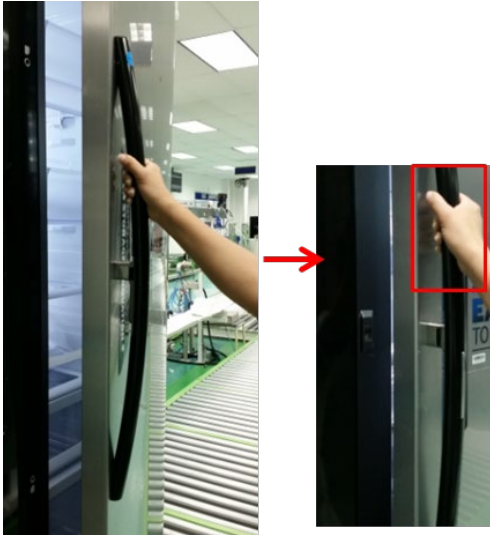


SERVICE TIP	
Product:	SXS Refrigerator
Tip Date:	3/4/2015
Models:	RH25H5611BC, RH25H5611SR, RH25H5611WW

SUBJECT: Misaligned door latch prevents refrigerator doors from opening correctly.

Symptom:

The Food Showcase door (outer door) of the refrigerator opens independently when a customer is trying to open the entire refrigerator door (inner door and the Food Showcase door together).



Background:

During the installation, replacement, or repair of the Showcase door, the improper installation of the handle assembly - typically from applying too much force - can cause the latch mechanism to become twisted or simply misaligned. The end result is that the latch is not aligned correctly with the inner door, which prevents the Showcase door and inner door from successfully locking together.



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The latch does not align in the Inner door.

Proper Installation

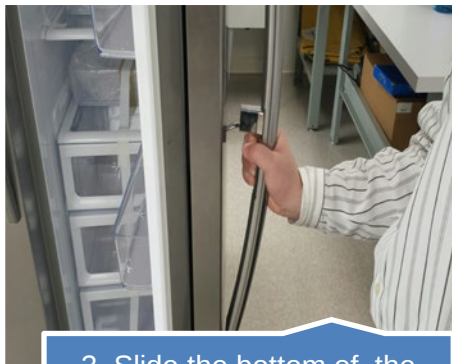
Below is the proper way to install the door handle. Keep in mind that while aligning and mounting the handle, you **MUST** keep the latch button depressed at all times.



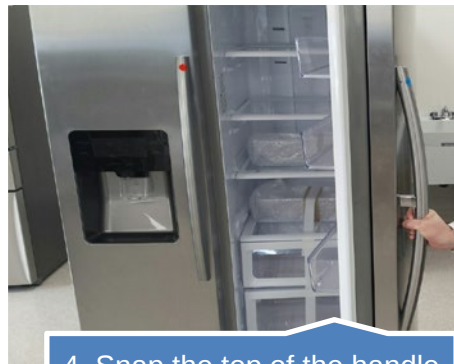
1. Ensure your mounting bolts are secure.



2. Squeeze the latch handle and insert it through the door slot.



3. Slide the bottom of the handle down onto the mounting bolt.



4. Snap the top of the handle onto the top of the mounting bolt and tighten the set screw.

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Correcting a Misaligned Door Latch:



Misaligned
door latch



In most
cases, you
can re-align
the latch by
bending it by
hand.



Grab the
latch firmly
and bend it
slightly to re-
align.

Note: Consult the Samsung Service Website at (<http://.service.samsungportal.com>) for the Service Manual and other information on this product.