

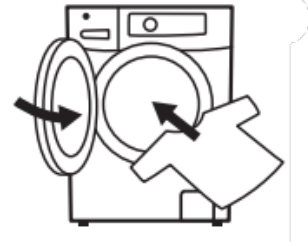
## **Using the washer**

Throughout this manual, features and appearance may vary from your model.

### **Getting Started**



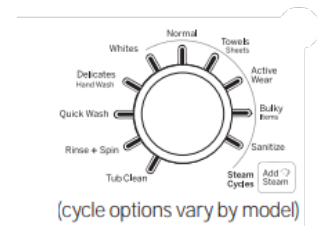
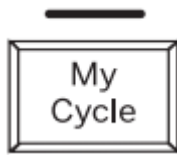
1. Load clothes into your washer and close the door.



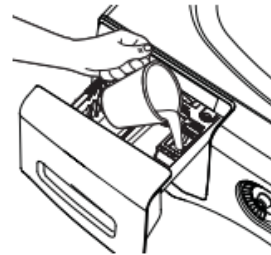
2. Press Power to turn on the washer



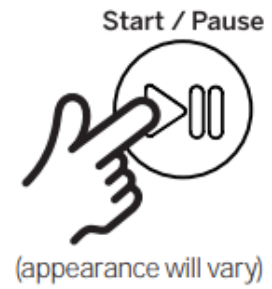
3. Turn the knob to the desired cycle or use My Cycle (on some models) to program or recall your favorite cycle.



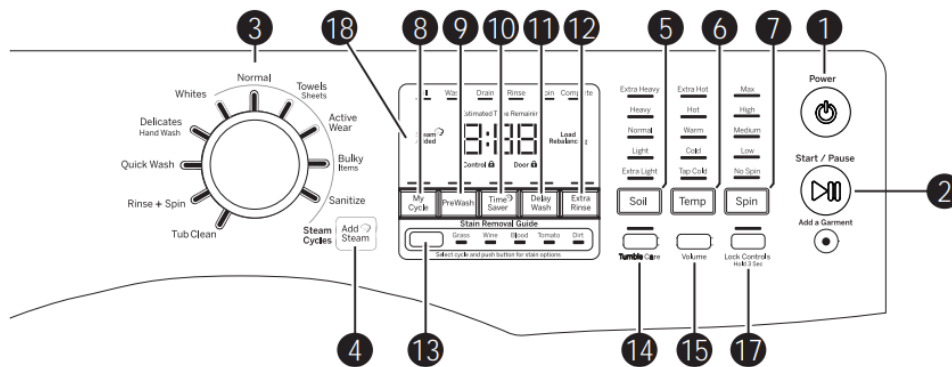
4. Open the dispenser and add detergent, bleach and fabric softener, as desired.



5. Press Start to begin the wash cycle. The machine will weigh your clothes and add the proper amount of water. When the wash cycle is finished, the door will unlock.

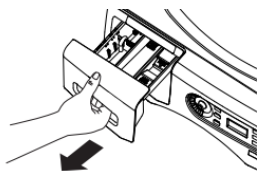


## Controls



## About the washer features.

### The Dispenser Drawer

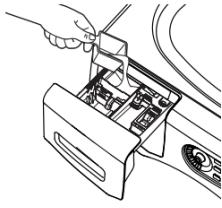


Slowly open the dispenser drawer by pulling it out until it stops.

After adding laundry products, slowly close the dispenser drawer. Closing the drawer too quickly could result in early dispensing of the bleach, fabric softener or detergent.

You may see water in the dispenser drawer at the end of the cycle. This is a result of the flushing/siphoning action and is part of the normal operation of the washer.

### The Prewash Compartment (on some models)

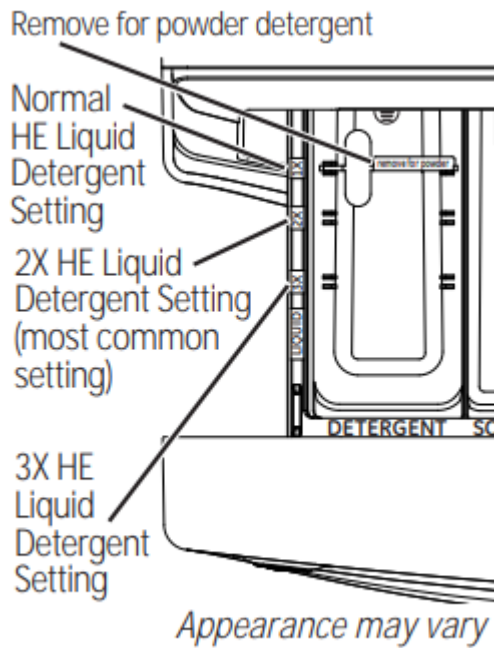


- Only use the Prewash Compartment if you are selecting the Prewash cycle for heavily soiled clothes. Add measured detergent or prewash additive to the back left prewash compartment of the dispenser drawer.
- Detergent or prewash additive is flushed from the dispenser in the prewash cycle (if selected).
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. Avoid using too much detergent in your washer as it can lead to over sudsing and detergent residue being left on the clothes.

### **The Detergent Compartment**

- High-efficiency detergent is required for this washer. Use the detergent manufacturer's recommended amount.
- Add measured detergent to the front left detergent compartment of the dispenser drawer.
- Detergent is flushed from the dispenser at the beginning of the wash cycle. Either powdered or liquid detergent can be used.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. Avoid using too much detergent in your washer as it can lead to oversudsing and detergent residue being left on the clothes.
- Using more detergent than the recommended quantity can cause residue buildup on your washer.

### **The Selection Insert**



The detergent selection insert must be placed in the detergent compartment in a specific position according to what type of detergent you are using.

- **Powder Detergent** – Remove the detergent selection insert and place it in a safe location outside of the washer.
- **Liquid Detergent** – You will need to adjust the insert according to the type of Liquid Detergent you are using. The Icons on the side of the detergent compartment must line up on the center when the insert is in position.

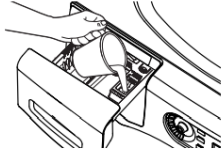
*NOTE: Not all models have the 2x and 3x detergent settings. Some have only regular HE detergent settings. You must reduce the amount of detergent for 2x or 3x detergent per bottle instructions.*

Move the insert by pulling it up and replace it by sliding it down between either the rear or front detergent compartment molded rails, as desired, for liquid detergent. Remove for powder detergent.

Liquid detergent may seep under the insert prior to the start of the cycle. This is normal and will not affect the wash performance.

### The Liquid Bleach Compartment

*On some models:*



**IMPORTANT:** The bleach compartment position varies by model. Be sure to identify the correct compartment for bleach before using.

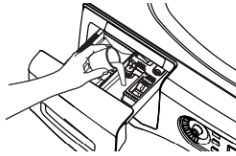
If desired, measure out the recommended amount of liquid bleach, not to exceed 1/3 cup (80 ml), and pour into the right compartment labeled "LIQUID BLEACH".

Do not exceed the maximum fill line. Overfilling can cause early dispensing of the bleach which could result in damaged clothes.

**NOTE:** Do not use powdered bleach in the dispenser.

## The Fabric Softener Compartment

*On some models:*



**IMPORTANT:** The fabric softener compartment position varies by model. Be sure to identify the correct compartment for fabric softener before using.

If desired, pour the recommended amount of liquid fabric softener into the compartment labeled "FABRIC SOFTENER."

*Use only liquid fabric softener in the dispenser. Dilute with water to the maximum fill line.*

*Do not exceed the maximum fill line. Overfilling can cause early dispensing of the fabric softener which could stain clothes.*

**NOTE:** *Do not pour fabric softener directly on the wash load.*

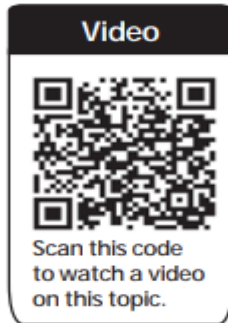
## Care and Cleaning

### Exterior



Immediately wipe off any spills. Wipe with damp cloth. Do not hit surface with sharp objects.

### Interior



To clean the interior of the washer, select the Tub Clean feature on the control panel. This Tub Clean cycle should be performed, at a minimum, once per month. This cycle will use more water, in addition to bleach, to control the rate at which soils and detergents may accumulate in your washer.

**NOTE:** Read the instructions below completely before starting the Tub Clean cycle

1. Remove any garments or objects from the washer and ensure the washer tub is empty.
2. Open the washer door and pour one cup or 250 ml of liquid bleach or other washing machine cleaner into the tub.
3. Close the door and select the Tub Clean cycle. Push the Start pad.
4. When the Tub Clean cycle is working, the display will show the estimated cycle time remaining. The cycle will complete in about 90 minutes. Do not interrupt the cycle.
5. After the cycle is complete, leave the door open slightly for better ventilation.

If for any reason the cycle needs to be interrupted, the door will not open immediately. Forcing open the door at this stage may cause water to flood. The door will open after the water is drained to a level where it would not flood the floor.

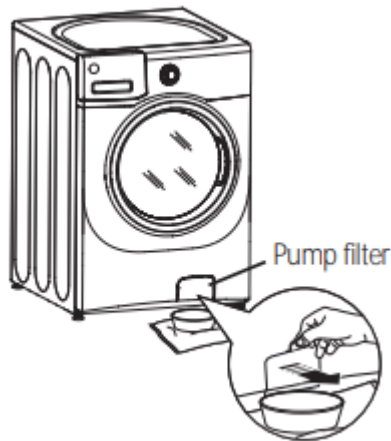
Tub Clean may be interrupted by pressing the Start pad in between cycles. A power outage in the house might also interrupt the cycle. When the power supply is back, the Tub Clean cycle resumes where it had stopped. When interrupted, be sure to run a complete Tub Clean cycle before using the washer. If the Power pad is pressed during Tub Clean, the cycle will be lost.

**IMPORTANT:**

- Run Tub Clean with 1 Cup (250 ml) of bleach once a month.

- After the completion of a Tub Clean cycle, the interior of your washer may have a bleach smell.
- It is recommended to run a light color load after the Tub Clean cycle.

### Cleaning the Pump Filter



Due to the nature of the front-load washer, it is sometimes possible for small articles to pass to the pump. The washer has a filter to capture lost items so they are not dumped to the drain. To retrieve lost items, clean out the pump filter.

1. Using a small flathead screwdriver or coin, open the access door.
2. Place a shallow pan or dish under the pump access door and towels on the floor in front of the washer to protect the floor. It is normal to catch about a quart of water when the filter is removed.

**NOTE:** If there is water in the tub when the pump filter is cleaned, it will drain out and a larger pan or dish may be necessary.

3. Pull down the pour spout.
4. Turn the pump filter counterclockwise and remove the filter slowly, controlling the flow of the draining water.

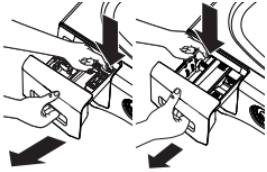
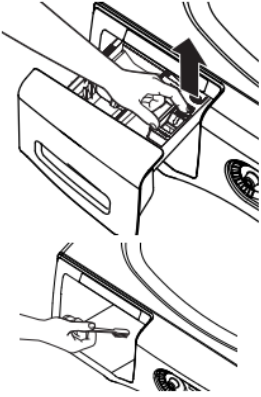



5. Clean the debris from the filter.
6. Replace the filter and turn clockwise. Tighten securely.

7. Flip up the pour spout.

8. Close the access door by hooking the bottom tabs first, then rotating the access door shut.

### Dispenser Drawer Area

<p>Tab on back right or left depending on model</p> 	<p>Detergent and fabric softener may build up in the dispenser drawer. Residue should be removed once or twice a month.</p> <ul style="list-style-type: none"><li>• Remove the drawer by first pulling it out until it stops. Then reach back into the left or right rear corner (depending on model) of the drawer cavity and press down firmly on the lock tab, pulling out the drawer.</li></ul>
<p>Lock tab is visible only after drawer has been pulled open</p> 	<ul style="list-style-type: none"><li>• Remove the inserts from the bleach and fabric softener compartments and the detergent insert. Rinse the inserts and the drawer with very warm water to remove traces of accumulated laundry products.</li><li>• To clean the drawer opening, use a small brush to clean the recess. Remove all residue from the upper and lower parts of the recess.</li><li>• Return inserts to the proper compartments. Replace the dispenser drawer.</li><li>• To reduce buildup in the Dispenser Drawer area:</li></ul> <p><i>Use only HE High-Efficiency detergent.</i></p> 

### Door Gasket



Open the washer door. Using both hands, press down the door gasket. Remove any foreign objects if found trapped inside the gasket. Make sure there is nothing blocking the holes behind the gasket.

While holding down the door gasket, inspect the interior gasket by pulling it down with your fingers. Remove any foreign objects if found trapped inside this gasket. Make sure there is nothing blocking the holes behind the gasket

When you are finished cleaning the door gasket, remove your hands and the gasket will return to the operating position.



## Long Vacations

Be sure the water supply is shut off at the faucets. Drain all water from the hoses if the weather will be below freezing

## Moving and Storage

Ask the service technician to remove water from drain pump and hoses. Do not store the washer where it will be exposed to the weather. When moving the washer, the tub should be kept stationary by reinstalling the shipping bolts removed during installation. See Installation Instructions in this book. If these parts are not available, they can be ordered by visiting our Website or by calling 800.GE.CARES. In Canada, call 800.561.3344.

# Troubleshooting

**Before you call for service...**

**Truth or myth?**



Below is a list of truths and myths to help you better understand your frontload washer

Truth or Myth?	Answer	Explanation
There is not enough water to properly wash my clothes	<b>MYTH</b>	Since frontload washers do not require the tub to fill with water, significantly less water is required to thoroughly wash and rinse clothes. Except for certain cycles like <i>Delicates/Handwash</i> and <i>Tub Clean</i> , use more water, you will not see a visible water line on the tub.
My frontload washer may add time or run longer than the original displayed time.	<b>TRUE</b>	Occasionally, the washer may need to add more time to the cycle, mainly due to automatic load redistributions to better balance the load and reduce vibration. It is normal operation for the washer to add time to the cycle to rebalance the load. Common causes of out-of-balance and longer cycle times are a clogged pump filter (see the <i>Care and Maintenance</i> section), un-level washer, or exceeding the recommended load sizes.
I should see suds/foam during a wash cycle in the frontload washer.	<b>MYTH</b>	HE detergents, which should be the only detergents used in frontload Appliances frontload washer, have been formulated to clean clothes without causing a build-up of suds. If you add detergent until the suds/foam level is reached, you may be using too much detergent, which is negatively impacting washer performance.  Remember, more suds/foam does not equal more cleaning power. Follow the manufacturer's directions for HE detergent.
It is best to wash full loads and like fabrics together.	<b>TRUE</b>	Wash multiple similar garments at one time for best results. Washing single items can cause an out-of-balance condition.
I need to keep the washer level for proper operation and to reduce vibration.	<b>TRUE</b>	If the washer is uneven, adjust the leveling legs so that they are touching the floor and the lock nuts are securely tightened. This is especially important if the washer is installed on a pedestal. The leveling legs on the washer or the pedestal require the same steps.
It is impossible to overload a frontload washer.	<b>MYTH</b>	Although the capacity of the frontload washer allows for larger loads than a traditional topload washer, care must be taken to not overload the tub. See the <i>Loading the Washer</i> section for recommended load sizes. Overloading the washer can lead to reduced washing performance.



		performance and clothes becoming trapped between the door and the gasket, possibly causing damage to your gasket or your clothes.
<b>If not periodically cleaned, my wash tub and gasket may not maintain a fresh smell.</b>	<b>TRUE</b>	This is true for all washers, not just frontload. Regularly run a cleaning cycle and clean around the rubber door gasket. When not in use, leave the door slightly open for the inside of the washer to air dry. Supervision is necessary if this appliance is used by or near children.
<b>Frontload washers have a "pump filter" that needs to be cleaned periodically.</b>	<b>TRUE</b>	Due to the nature of the frontload washer, it is sometimes possible for small articles to pass to the drain pump. The washer has a pump filter to catch lost items so they do not damage the drain pump. To retrieve items, clean out the pump filter (see the <b>Care and Cleaning</b> section). A clogged pump can cause long drain and cycle times, wet clothes, incomplete cycles or washer pausing in the middle of a cycle.
<b>I cannot add items to a wash cycle once it has started.</b>	<b>MYTH</b>	To add items after the washer has started, press <b>Start/Pause</b> and the <b>Garment</b> button and wait until the door is unlocked. The door will run briefly before door is unlocked. Do not try to force open the door if it is locked. After the door unlocks, open gently. Add items, and press <b>Start/Pause</b> to restart.
<b>Items left in pockets can cause damage to the rubber door gasket</b>	<b>TRUE</b>	This is true for all frontload washers. Remove all loose items from pockets before washing clothes.



## Troubleshooting Tips



Problem	Possible Cause	What To Do
<p><b>Not draining</b></p> <p><b>Not spinning</b></p> <p><b>Not tumbling</b></p>	<p><b>Load is out of balance</b></p>	<p>Redistribute clothes and run <b>Drain + Spin</b> or <b>Rinse</b></p> <p>Increase load size if washing small load containing h items.</p>
	<p><b>Pump clogged</b></p>	<p>See page 12 on how to clean the Pump Filter.</p>
	<p><b>Drain hose is kinked or improperly connected</b></p>	<p>Straighten drain hose and make sure washer is not s</p>
	<p><b>Household drain may be clogged</b></p>	<p>Check household plumbing. You may need to call a p</p>
	<p><b>Drain hose siphoning; drain hose pushed too far down the drain</b></p>	<p>Ensure there is an air gap between hose and drain.</p>
<p><b>Leaking water</b></p>	<p><b>Door gasket is damaged</b></p>	<p>Check to see if gasket is seated and not torn. Object may cause damage to the washer (nails, screws, pe</p> <p>Water may drip from the door when the door is open normal operation.</p> <p>Carefully wipe off rubber door seal. Sometimes dirt c in this seal and can cause a small leak</p>
	<p><b>Check back left of washer for water</b></p>	<p>If this area is wet, you have oversudsing condition. U detergent.</p>
	<p><b>Fill hoses or drain hose is improperly connected</b></p>	<p>Make sure hose connections are tight at washer and make sure end of drain hose is correctly inserted in a drain facility.</p>
	<p><b>Household drain may be clogged</b></p>	<p>Check household plumbing. You may need to call a p</p>



	<b>Dispenser clogged</b>	Powder soap may cause clogs inside the dispenser water to leak out the front of the dispenser. Remove clean both drawer and inside of dispenser box. Please see <b><i>Cleaning the Washer</i></b> section.
	<b>Incorrect use of detergent</b>	Use only HE and correct amount of detergent.
	<b>Dispenser box cracked</b>	If new installation, check for crack on inside of dispenser box.
<b><i>Clothes too wet</i></b>	<b>Load is out of balance</b>	Redistribute clothes and run <b><i>Drain + Spin</i></b> or <b><i>Rinse + Spin</i></b> . Increase load size if washing small load containing heavy items. The machine will slow the spin speed down to 400 RPM if it has a hard time balancing the load. This speed is normal.
	<b>Pump clogged</b>	See page 12 on how to clean the Pump Filter.
	<b>Overloading</b>	The dry weight of the load should be less than 16 lbs.
	<b>Drain hose is kinked or improperly connected</b>	Straighten drain hose and make sure washer is not siphoning.
	<b>Household drain may be clogged</b>	Check household plumbing. You may need to call a plumber.
	<b>Drain hose siphoning; drain hose pushed too far down the drain</b>	Ensure there is an air gap between hose and drain.
	<b><i>Incomplete cycle or timer not advancing</i></b>	<b>Automatic load redistribution</b>
<b>Pump clogged</b>		See page 12 on how to clean the Pump Filter.



<b>Drain hose is kinked or improperly connected</b>	Straighten drain hose and make sure washer is not s
<b>Household drain may be clogged</b>	Check household plumbing. You may need to call a p
<b>Drain hose siphoning; drain hose pushed too far down the drain</b>	Ensure there is an air gap between hose and drain.



<b><i>Loud or unusual noise; vibration or shaking</i></b>	<b>Cabinet moving</b>	Washer is designed to move 1/4" to reduce force transmitted to the floor. This movement is normal.
	<b>All rubber leveling legs are not firmly touching the floor</b>	Push and pull on the back right and then back left of the washer to check if it is level. If the washer is unlevel, adjust the rubber leveling legs so they are all firmly touching the floor and locked in place. Your installer should have checked this problem.
	<b>Unbalanced load</b>	Pause unit, open door and manually redistribute load. Close door, check machine, run rinse and spin with no load. If unbalance was caused by load.
	<b>Pump clogged</b>	See page 12 on how to clean the Pump Filter.
<b><i>No power/washer not working or dead</i></b>	<b>Washer is unplugged</b>	Make sure cord is plugged securely into a working outlet.
	<b>Water supply is turned off</b>	Turn both hot and cold faucets fully on.
	<b>Circuit breaker/fuse is tripped/ blown</b>	Check house circuit breakers/fuses. Replace tripped breaker. Washer should have separate outlet.
	<b>Automatic self system checks</b>	First time the washer is plugged in, automatic system checks. It may take up to 20 seconds before you can start the washer. This is normal operation.
<b><i>Snags, holes, tears, rips or excessive wear</i></b>	<b>Overloaded</b>	Do not exceed maximum recommended load. See recommended maximum load sizes on page 12.
	<b>Pens, pencils, nails, screws or other objects left in pockets</b>	Remove loose items from pockets.



	<b>Pins, snaps, hooks, sharp buttons, belt buckles, zippers and sharp objects left in pockets</b>	Fasten snaps, hooks, buttons and zippers.
<b><i>Control time wrong or changes</i></b>	<b>This is normal</b>	During spin the washer may need to rebalance sometimes to reduce vibrations. When this happens the estimated time is increased causing time left to jump.
<b><i>Not enough water</i></b>	<b>This is normal</b>	Horizontal washers do not require the tub to fill like top-load washers.
<b><i>Washer pauses or has to be restarted, or washer door is locked and will not open</i></b>	<b>Pump clogged</b>	See page 12 on how to clean the Pump Filter.
<b><i>Door unlocks or press Start and machine doesn't operate</i></b>	<b>This is normal</b>	Front-load washers start up differently than top-load washers, and it takes 30 seconds to check the door will lock and unlock.
	<b>Incorrect operation</b>	Simply open and close the door firmly; then press Start.
<b><i>Water does not enter washer or enters slowly</i></b>	<b>Automatic self system checks</b>	After <b>Start</b> is pressed, the washer does several checks. Water will flow 60 seconds after <b>Start</b> .
	<b>Water supply is turned off</b>	Turn on both hot and cold faucets fully.
	<b>Water valve screens are stopped up</b>	Turn off the water source and remove the water hoses from the upper back of the washer. Use a toothpick to clean the screens in the machine hoses and turn the water back on.

	<b>Inlet hose screen washers are stopped up</b>	Turn off the water source and remove the inlet hoses from the wall faucets. Use a brush or toothpick to clean the washers in the end of the hoses. Reconnect the hoses and turn the water back on.
<b><i>Wrinkling</i></b>	<b>Improper sorting</b>	Avoid mixing heavy items (like work clothes) with delicate items (like blouses).
	<b>Overloading</b>	Load your washer so clothes have enough room to move freely.
	<b>Incorrect wash cycle</b>	Match cycle selection to the type of fabric you are washing (especially for easy care loads).
	<b>Repeated washing in water that is too hot</b>	Wash in warm or cold water.



<b><i>Grayed or yellowed clothes</i></b>	<b>Not enough detergent</b>	Use correct amount of detergent.
	<b>Not using HE (high efficiency) detergent</b>	Use only HE detergent.
	<b>Hard water</b>	Use hottest water safe for fabric.
		Use a water conditioner like Calgon brand or install a softener.
	<b>Water is not hot enough</b>	Make sure water heater is delivering water at 120°F (48°-60°C).
	<b>Detergent is not dissolving</b>	Try a liquid HE detergent.
<b>Dye transfer</b>	Sort clothes by color. If fabric label states wash separately, unstable dyes may be indicated.	
<b><i>Colored spots</i></b>	<b>Incorrect use of fabric softener</b>	Check fabric softener package for instructions and directions for using dispenser.
	<b>Dye transfer</b>	Sort whites or lightly colored items from dark colors.
Promptly remove wash load from washer.		
<b><i>Water temperature is incorrect</i></b>	<b>Water supply is improperly connected</b>	Make sure hoses are connected to correct faucets.
	<b>House water heater is not set properly</b>	Make sure house water heater is delivering water at 120°F (48°-60°C).
<b><i>Slight variation in metallic color</i></b>	<b>This is normal</b>	Due to the metallic properties of paint used for this product, slight variations of color may occur due to viewing angles and lighting conditions.



<b><i>Bad odor inside your Washer</i></b>	<b>Washer unused for a long time, not using recommended quality of HE detergent or used too much detergent</b>	Run a <b><i>Tub Clean</i></b> cycle.
		In case of strong odor, you may need to run the <b><i>Tub Clean</i></b> more than once.
		Use only the amount of detergent recommended on the detergent container.
		Use only HE (high efficiency) detergent.
		Always remove wet items from the washer promptly after the machine stops running.
		Leave the door slightly open for the water to evaporate. Adult supervision is necessary if this appliance is used around children. Do not allow children to play on or in the appliance.
<b><i>Detergent leak</i></b>	<b>Incorrect placement of detergent insert</b>	Make sure detergent insert is properly located and closed. Never put detergent above max line.
	<b>This is normal</b>	It is normal operation to see detergent leak on door 20 seconds after filling the dispenser.
<b><i>Improper dispensing of softener or bleach</i></b>	<b>Dispenser clogged</b>	Monthly clean the dispenser drawer to remove built-up chemicals.
	<b>Softener or bleach is filled above the max line</b>	Make sure to have the correct amount of softener or bleach.
	<b>Softener or bleach cap issue</b>	Make sure softener and bleach cap for dispenser are properly inserted. If they will not work.



<b><i>Dispenser drawer not dispensing properly</i></b>	<b><i>Laundry detergent packet placed in dispenser drawer</i></b>	Laundry detergent packets should not be used in They should only be added directly to the wash tub manufacturer's directions.
<b><i>Pump running while washer is not in use</i></b>	<b><i>Clog in sump drain</i></b>	This is normal. Drain sump is detecting an undesi level from a potential open faucet. Shut off water v inspect water valve for blockage.

### **Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.