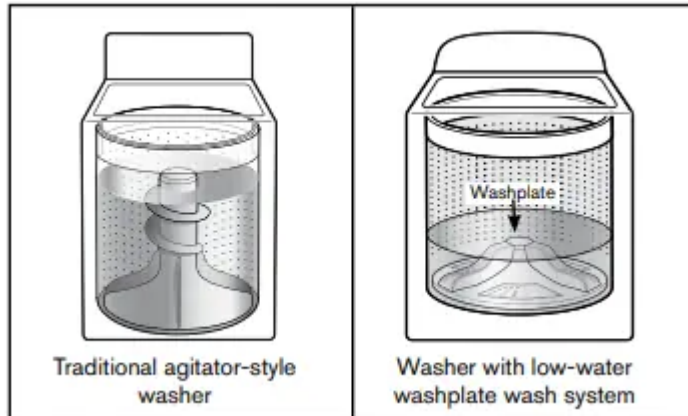


## WHAT'S NEW UNDER THE LID?

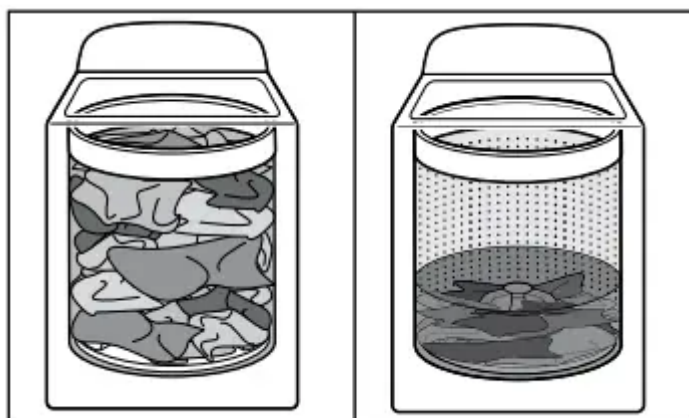
### Cleaning with Less Water



The most striking difference in your new washer is the low-water swash plate wash system. The washer automatically adjusts the water level to the load size. No water-level selector is needed.



For best performance, evenly load items in loose heaps around the swash plate.



As the washer dampens and moves the load, the level of the items will settle in the basket. This is normal, and does not indicate that more items should be added.

**IMPORTANT:** You will not see a washer basket full of water as with your past agitator-style washer. It is normal for some of the load to be above the water line.

## Automatic Load Size

Sensing Once you start the cycle, the washer will fill to the water level. When the washer is done filling, it will start to agitate after it determines the correct level for the load. The washer will then fill to the appropriate water level based on the load size.

This low-water wash method uses less water and energy compared to a traditional agitator-style washer.

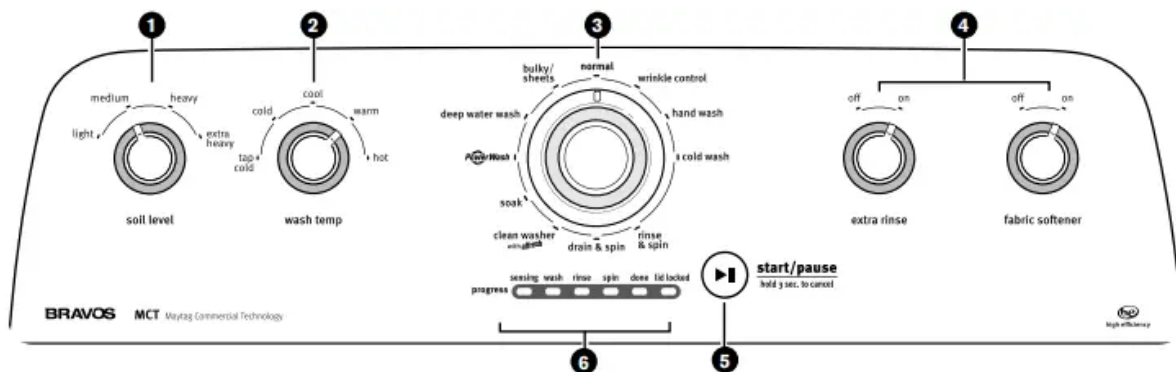
## Choosing the Right Detergent

Use only High-Efficiency detergents. The package will be marked “HE” or “High Efficiency.” Low-water washing creates excessive sudsing with a regular non-HE detergent. Using regular detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance. Follow the manufacturer’s instructions to determine the amount of detergent to use and do not go over the Max line. See “Using Laundry Product Dispensers” for more information.



Use only High Efficiency (HE) detergent.

## CONTROL PANEL AND FEATURES



Not all features and options are available on all models.  
Appearance may vary.

### 1. SOIL LEVEL 6



Select the setting most suitable for your load. For heavily soiled and sturdy fabrics, select Heavy Soil Level for more wash time. For lightly soiled and delicate fabrics, select Light Soil Level for less wash time. A lighter soil-level setting will help reduce tangling and wrinkling.

## 2. WASH TEMP

Wash Temp senses and maintains uniform water temperatures by regulating incoming hot and cold water.

Select a wash temperature based on the type of fabric and soils being washed. For best results and following the garment label instructions, use the warmest wash water safe for your fabric.

- On some models and cycles, warm and hot water may be cooler than your previous washer.
- Even in a cold and cool water wash, some warm water may be added to the washer to maintain a minimum temperature.

## 3. WASH CYCLE KNOB

Use the Wash Cycle knob to select cycles on your washer. See “Cycle Guide” for detailed descriptions of cycles.

## 4. CYCLE OPTIONS

The following options may be added to most cycles.

- EXTRA RINSE
  - This option can be used to automatically add a second rinse to most cycles.
- FABRIC SOFTENER ADDED
  - This option must be set to “On” if using fabric softener.

## 5. START/PAUSE BUTTON

Press to start the selected cycle; press again to pause the cycle and unlock the lid.

**NOTE:** If the washer is spinning, it may take several minutes to unlock the lid.

## 6. PROGRESS LIGHTS

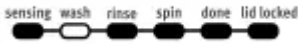
The Progress Lights show the progress of a cycle. At each stage of the process, you may notice sounds or pauses that are different from traditional washers.



When the START/Pause button is pressed, the washer will fill to an initial water level and begin sensing to determine the load size. The washer will then continue filling to the appropriate water level based on load size and proceed to Wash.

If the lid is opened or the START/Pause button is pressed, the cycle will pause. Closing the lid and/or pressing the START/Pause button will resume the cycle. If the cycle remains paused with the lid open for 10 minutes, the washer will pump out the water

## WASH



During the first stage of the sensing/wash cycle, water will partially fill the washer and begin to move the load. It is normal to have the sensing light on during this stage. You will hear the agitator rotate followed by a several-second pause. This process will repeat for several minutes, allowing the entire load to become saturated. The lower water level combined with HE detergent at this stage allows for concentrated cleaning. It is normal for the load to be above the water line during this stage. At the beginning of the second stage, the washer will add water to the correct level based on the load size. You will hear the agitator increase speed during this stage of the wash cycle. The motor sounds may change at different stages in the wash cycle.

## USING YOUR WASHER



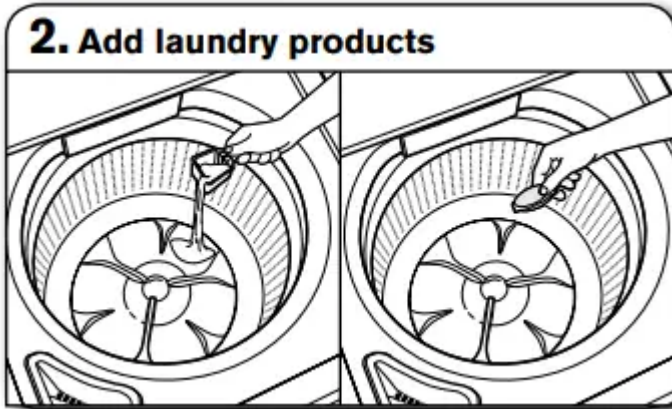
- Empty pockets. Loose change, buttons, or any small object can pass under the washplate and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.
- Separate delicate items from sturdy fabrics.
- Do not dry items if stains remain after washing, because heat can set stains into fabric.
- Treat stains promptly.
- Close zippers, fasten hooks, tie strings and sashes, and remove non-washable trim and ornaments.
- Mend rips and tears to avoid further damage to items during washing.

### Helpful Tips:

- When washing water-proof or water-resistant items, load evenly.

- Use mesh garment bags to help avoid tangling when washing delicate or small items.
- Turn knits inside out to avoid pilling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.

Always read and follow fabric care label instructions to avoid damage to your items.



Add single-dose laundry packets, Oxi-type boosters, color-safe bleach, or fabric-softener crystals to the bottom of the washer basket before adding clothes.

**NOTE:** Follow the manufacturer's instructions to determine the amount of laundry products to use.

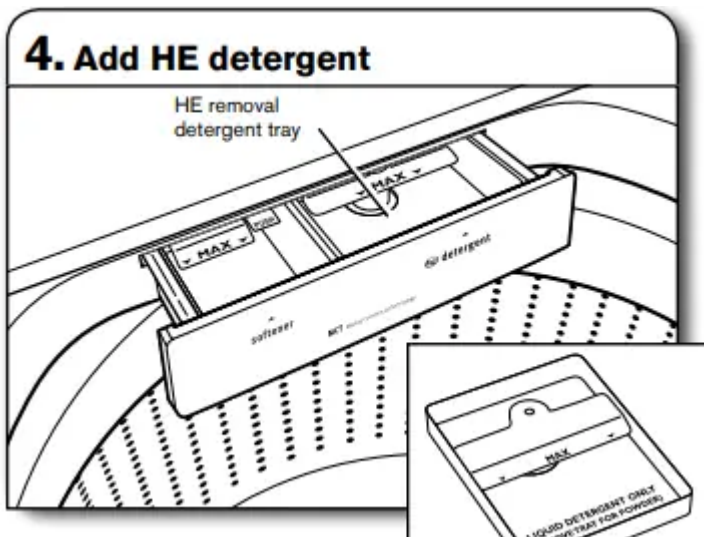


Load garments in loose heaps evenly around basket wall. For best results, do not pack the load tightly. Do not wrap large items such as sheets around the wash plate; load them in loose piles around the sides of the basket. Try mixing differentsized items to reduce tangling.

**IMPORTANT:** Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.

### Using Laundry Product Dispensers

**NOTE:** Do not add single-dose laundry packets, color-safe bleach, Oxi-type boosters, or fabric softener crystals to dispensers. They will not dispense correctly. Add to the basket prior to adding laundry.

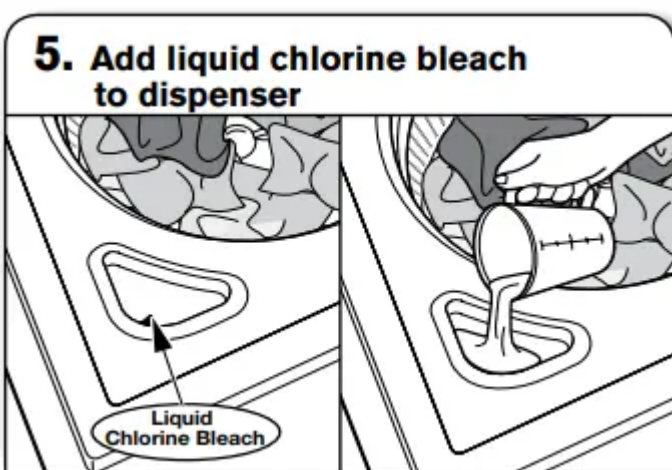


Add a measured amount of HE liquid detergent into detergent tray. This tray holds 3 oz. (89 mL). If adding powder HE detergent, remove inside tray. Do not overfill tray. Adding too much detergent may cause detergent to be dispensed into the washer too early.

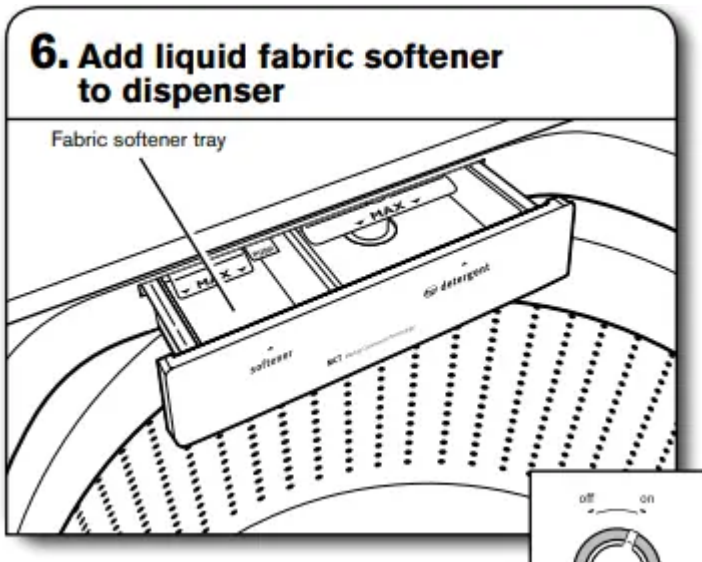
**NOTE:** Make sure tray is in drawer when using liquid detergent and removed when using powder detergent. Do not go over the Max line.

**IMPORTANT:** Use only High Efficiency detergents. The package will be marked “HE” or “High Efficiency.” Low-water washing creates excessive sudsing with a regular non-HE detergent. Using regular detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance. Follow the manufacturer’s instructions to determine the amount of detergent to use.

**HELPFUL TIP:** See “Washer Maintenance” for recommended method of cleaning washer dispenser trays.



Do not overfill, dilute, or use more than 1 cup (250 mL). Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

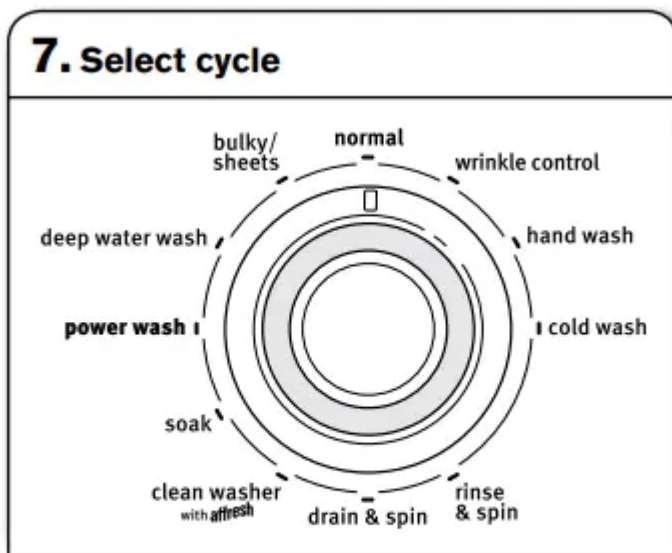


Pour a measured amount of liquid fabric softener into tray; always follow manufacturer's directions for correct amount of fabric softener based on your load size. Close dispenser drawer, then select Fabric Softener - On option. Fabric Softener is added during rinse.

**IMPORTANT:** Fabric Softener option must be selected to ensure proper distribution at correct time in cycle. Do not overfill or dilute. Overfilling dispenser will cause fabric softener to immediately dispense into washer.

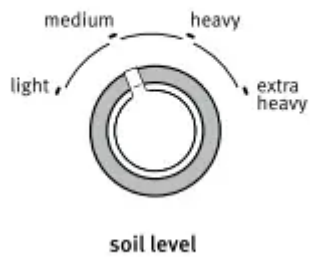
If Extra Rinse option is selected, fabric softener will be dispensed into the last rinse.

It is normal for a small amount of water to remain in the dispenser at the end of a cycle



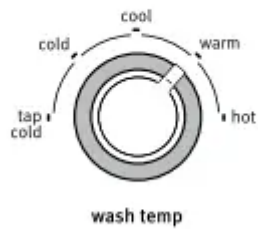
Turn cycle knob to choose your wash cycle. For more information, see "Cycle Guide."

## 8. Select SOIL LEVEL



Once you select a cycle, select the soil level by turning the Soil Level knob to the desired setting

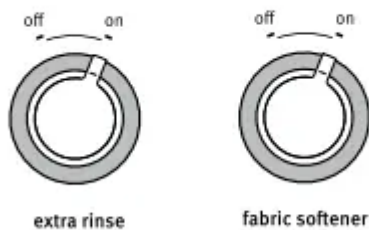
## 9. Select wash temperature



Once you select a cycle, select the wash temperature by turning the Wash Temp knob to the desired setting.

Always read and follow fabric care label instructions to avoid damage to your items.

## 10. Select cycle options, if desired



If you would like to add an Extra Rinse and/or Fabric Softener option, turn the knob for that feature to ON.

## 11. Press START/Pause to begin wash cycle



Press the START/Pause button to start the wash cycle. When the cycle has finished, the Done indicator will light. Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and prevent rusting of metal hooks, zippers, and snaps.

### Unlocking the lid to add items

If you need to open the lid to add 1 or 2 missed garments: Press START/Pause. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Add garments, close lid, and press START/Pause again to restart the cycle.

If lid is left open for more than 10 minutes the water will pump out automatically.

## WASHER MAINTENANCE

### WATER INLET HOSES

Replace inlet hoses after 5 years of use to reduce the risk of hose failure. Periodically inspect and replace inlet hoses if bulges, kinks, cuts, wear, or leaks are found.

When replacing your inlet hoses, mark the date of replacement on the label with a permanent marker.

**NOTE:** This washer does not include inlet hoses. See the "Installation Instructions" for more information.

### WASHER CARE

#### *Recommendations to Help Keep Your Washer Clean and Performing at its Best*

1. Always use High Efficiency (HE) detergents and follow the HE detergent manufacturer's instructions regarding the amount of HE detergent to use. Never use more than the recommended amount because that may increase the rate at which detergent and soil residue accumulate inside your washer, which in turn may result in undesirable odor.
2. Use warm and hot wash water settings sometimes (not exclusively cold water washes), because they do a better job of controlling the rate at which soils and detergent accumulate.

3. Always leave the washer lid open between uses to help dry out the washer and prevent the buildup of odor-causing residue.

### ***Cleaning Your Top Loading Washer***

Read these instructions completely before beginning the routine cleaning processes recommended below. This washer maintenance procedure should be performed, at a minimum, once per month or every 30 wash cycles, whichever occurs sooner, to control the rate at which soils and detergent may otherwise accumulate in your washer.

### ***Cleaning the Inside of the Washer***

To keep your washer odor-free, follow the usage instructions provided above, and use this recommended monthly cleaning procedure:

### ***Clean Washer Cycle***

This washer has a special cycle that uses higher water volumes in combination with affresh® Washer Cleaner or liquid chlorine bleach to clean the inside of the washer.

### ***Begin procedure***

1. affresh® Washer Cleaner Cycle Procedure (Recommended for Best Performance):

1. Open the washer lid and remove any clothing or items.
2. Place an affresh® Washer Cleaner tablet in the bottom of the washer basket.
3. Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
4. Do not add any detergent or other chemical to the washer when following this procedure.
5. Close the washer lid.
6. Select the Clean Washer cycle.
7. Press the START/Pause button to begin the cycle. The Clean Washer Cycle Operation is described below.

- **NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press Power/Cancel. (For models with no Power/Cancel button, press and hold START/Pause for three seconds). After the Clean Washer cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

2. Chlorine Bleach Procedure (Alternative):

1. Open the washer lid and remove any clothing or items.
  2. Add 1 cup (236 mL) of liquid chlorine bleach to the bleach compartment.
- **NOTE:** Use of more liquid chlorine bleach than is recommended above could cause washer damage over time.

3. Close the washer lid.
4. Do not add any detergent or other chemical to the washer when following this procedure.
5. Select the Clean Washer cycle.
6. Press the START/Pause button to begin the cycle. The
7. Clean Washer Cycle Operation is described below.

- **NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press Power/Cancel. (For models with no Power/Cancel button, press and hold START/Pause for three seconds). After the Clean Washer cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

#### ***Description of Clean Washer Cycle Operation:***

1. This cycle will fill to a water level higher than in normal wash cycles to provide rinsing at a level above the water line for normal wash cycle.
2. During this cycle, there will be some agitation and spinning to increase the removal of soils.

After this cycle is complete, leave the lid open to allow for better ventilation and drying of the washer interior.

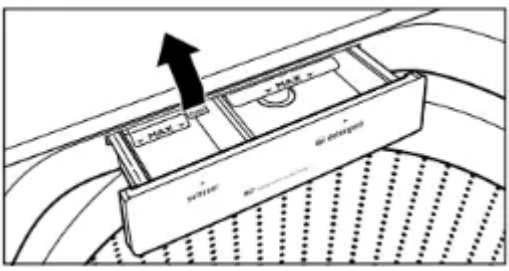
#### ***Cleaning the Outside of the Washer***

1. Use a soft, damp cloth or sponge to wipe away any spills.
2. Use only mild soaps or cleaners when cleaning external washer surfaces.
3. **IMPORTANT:** To avoid damaging the washer's finish, do not use abrasive products.

### **CLEANING YOUR DISPENSER TRAY**

You may find laundry product residue leftover in your dispenser trays. To remove residue, follow this recommended cleaning procedure:

1. Pull drawer out until you feel resistance.
2. Push tab downward and then continue pulling out.
3. Wash in warm, soapy water, using a mild detergent.
4. Rinse with warm water.
5. Air dry or dry with a towel, then place back into slot



## TROUBLESHOOTING

Check the following for proper installation or see “Using Your Washer” section.

- Feet may not be in contact with the floor and locked.
  - Front and rear feet must be in firm contact with floor, and washer must be level to operate properly. See “Installation Instructions”.
- Washer may not be level.
  - Check floor for flexing or sagging. If flooring is uneven, a 3/4" (19 mm) piece of plywood under your washer will reduce sound.
  - See “Level the Washer” in Installation Instructions.
- Load could be unbalanced.
  - Load dry items in loose heaps evenly around washplate. Adding wet items to washer or adding more water to basket could unbalance washer.
  - Wash smaller loads to reduce imbalance.
  - Do not tightly pack. Avoid washing single items.
  - Use Bulky/Sheets cycle for oversized, non-absorbent items such as comforters or poly-filled jackets.
  - See “Cycle Guide” and “Using Your Washer” in this Use and Care Guide.

Clicking or metallic noises.

- Objects may be caught in washer drain system.
  - Empty pockets before washing. Loose items such as coins could fall between basket and tub or may block pump.
  - It is normal to hear metal items on clothing such as snaps, buckles, or zippers touch against the stainless steel basket.

## Gurgling or humming

- Washer may be draining water.
  - It is normal to hear the pump making a continuous humming sound with periodic gurgling or surging as final amounts of water are removed during the spin/drain cycles.

## Humming.

- Load sensing may be occurring
  - You may hear the hum of the sensing spins after you have started the washer. This is normal.

## Whirring.

- Basket deceleration may be occurring.
  - You may hear the whirring sound of the basket decelerating. This is normal.

## Check the following for proper installation:

- Washer not level.
  - Water may splash off basket if washer is not level. Check that load is not unbalanced or tightly packed.
- Fill hoses not attached tightly.
  - Tighten fill-hose connection.
- Fill hose washers.
  - Make sure all four fill hose flat washers are properly seated.
- Drain hose connection.
  - Pull drain hose from washer cabinet and properly secure it to drainpipe or laundry tub.
  - Do not place tape over drain opening
- Check household plumbing for leaks or clogged sink or drain.
  - Water can backup out of a clogged sink or drainpipe. Check all household plumbing for leaks (laundry tubs, drain pipe, water pipes, and faucets.)
- Washer not loaded as recommended.
  - Unbalanced loading can cause basket to be out of alignment and cause water to splash off tub. See "Using Your Washer" for loading instructions.

Not enough water in washer.

- Load not completely covered in water.
  - This is normal operation for an HE low-water washer. The load will not be completely underwater. The washer senses load sizes and adds correct amount of water for optimal cleaning. See “What’s New under the Lid.”
  - **IMPORTANT:** Do not add more water to washer.

Washer won’t run or fill, washer stops working or wash light remains on (indicating that the washer was unable to fill appropriately).

- Check for proper water supply.
  - Both hoses must be attached and have water flowing to inlet valve.
  - Both hot and cold water faucets must be turned on.
  - Check that inlet valve screens have not become clogged.
  - Check for any kinks in inlet hoses, which can restrict water flow.
- Check proper electrical supply
  - Plug power cord into a grounded 3 prong outlet.
  - Do not use an extension cord.
  - Ensure there is power to outlet.
  - Reset a tripped circuit breaker. Replace any blown fuses. NOTE: If problems continue, contact an electrician.
- Normal washer operation.
  - Lid must be closed for washer to run.
  - Washer will pause during certain phases of cycle. Do not interrupt cycle.
  - Washer may be stopped to reduce suds
- Washer may be tightly packed.
  - Remove several items, rearrange load evenly in basket and add detergent. Close lid and press START/Pause.
  - Do not add more than 1 or 2 additional items after cycle has started to avoid tightly packing or unbalancing.
  - Do not add more water to the washer.
- Not using HE detergent or using too much HE detergent.
  - Only use HE detergent. Suds from regular detergents can slow or stop the washer. Always measure detergent and follow detergent directions based on your load requirements.



- To remove suds, cancel cycle. Select RINSE & SPIN. Press START/Pause. Do not add more detergent.

Washer not draining/ spinning, loads are still wet, or spin light remains on (indicating that the washer was unable to pump out water within 10 minutes).

- Empty pockets and use garment bags for small items.
  - Small items may have been caught in pump or between basket and tub, which can slow draining
- Using a cycle with a low spin speed.
  - Cycles with lower spin speeds remove less water than cycles with high spin speeds. Use the recommended cycle/spin speed for your item. To remove extra water in the load, select Drain & Spin. Load may need to be rearranged to allow even distribution of the load in the basket
- The washer may be tightly packed or unbalanced.
  - Tightly packed or unbalanced loads may not allow the washer to spin correctly, leaving the load wetter than normal. Evenly arrange the wet load for balanced spinning. Select the Drain & Spin cycle to remove excess water. See “Using Your Washer” for loading recommendations.
- Check plumbing for correct drain hose installation. Drain hose extends into standpipe farther than 4.5" (114 mm).
  - Check drain hose for proper installation. Use drain hose form and securely attach to drainpipe or tub. Do not tape over drain opening. Lower drain hose if the end is higher than 96" (2.4 m) above the floor. Remove any clogs from drain hose.
- Too much detergent causing suds to slow or stop draining and spinning.
  - Use only HE detergent. Always measure and follow detergent directions for your load. To remove extra suds, select Rinse & Spin. Do not add detergent.

Dry spots on load after cycle

- High speed spins extract more moisture than traditional top-load washers.
  - The high spin speeds combined with air flow during the final spin can cause items near the top of the load to develop dry spots during the final spin. This is normal.

Incorrect or wrong wash or rinse temperatures.

- Check for proper water supply
  - Make sure hot and cold inlet hoses are not reversed.

- Both hoses must be attached to both washer and faucet, and have both hot and cold water flowing to inlet valve.
- Check that inlet valve screens are not clogged.
- Remove any kinks in hoses.

Load not rinsed.

- Check for proper water supply.
  - Make sure hot and cold inlet hoses are not reversed.
  - Both hoses must be attached and have water flowing to the inlet valve.
  - Both hot and cold water faucets must be on.
  - Inlet valve screens on washer may be clogged.
  - Remove any kinks in the inlet hose.
- Not using HE detergent or using too much HE detergent.
  - The suds from regular detergent can keep washer from operating correctly.
  - Use only HE detergent. Be sure to measure correctly.
  - Always measure detergent and follow detergent directions based on load size and soil level.
- Washer not loaded as recommended.
  - The washer is less efficient at rinsing when tightly packed. Load items in loose heaps evenly around the washplate.
  - The washer will not rinse well if tightly packed. Load with dry items only.
  - Use cycle designed for the fabrics being washed.
  - Add only 1 or 2 items after washer has started.

Sand, pet hair, lint, etc. on load after washing.

- Heavy sand, pet hair, lint, and detergent or bleach residues may require additional rinsing.
  - Add an Extra Rinse to the selected cycle.

Load is tangling.

- Washer not loaded as recommended.
  - See “Using Your Washer” section.
  - Select a cycle with a slower wash action and spin speed, however items will be wetter than those using a higher speed spin. See the “Cycle Guide” to match your load with the best cycle.
  - Load items in loose heaps evenly around the washplate.

- Reduce tangling by mixing types of load items. Use the recommended cycle for the type of items being washed

Not cleaning or removing stains.

- Added more water to washer.
  - Washer senses load size and adds correct amount of water. This is normal and necessary for clothes to move. It is normal for the wash load to be not completely covered in water. Added water lifts the laundry off the washplate, resulting in less effective cleaning.
- Washer not loaded as recommended.
  - Washer is less efficient at cleaning when tightly packed.
  - Load items in loose heaps evenly around the washplate.
  - Load with dry items only. Add only 1 or 2 items after washer has started.
- Adding detergent on top of load.
  - Add detergent, oxi products and color-safe bleach to the bottom of the basket before adding the load items.
- Not washing like colors together.
  - Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.
- Not using HE detergent or using too much HE detergent.
  - The suds from regular detergent can keep washer from operating correctly.
  - Use only HE detergent. Be sure to measure correctly.
  - Always measure detergent and follow manufacturer's directions based on load size and soil level.
- Not using correct cycle for fabric type.
  - Use a higher soil level cycle option and warmer wash temperature to improve cleaning.
  - Use Power Wash® cycle for tough cleaning. See the "Cycle Guide" to match your load with the best cycle and fabric type
- Not using dispenser.
  - Use dispenser for chlorine bleach and for fabric softener to avoid staining.
  - Load dispenser before starting a cycle.
  - Do not add products directly onto load.

- Not selecting Fabric Softener-On.
  - Always select “On” when adding fabric softener. Cycles that use spray rinsing will add additional water for proper fabric softener dispensing when “On” is selected

#### Incorrect dispenser operation.

- Clogged dispenser.
  - Use only liquid chlorine bleach in the bleach dispenser.

#### Fabric Damage.

- Sharp items were in pockets during wash cycle.
  - Empty pockets, zip zippers, and snap or hook fasteners before washing to avoid snags and tears.
- Strings and straps could have tangled
  - Tie all strings and straps before starting wash load.
- Items may have been damaged before washing.
  - Mend rips and broken threads in seams before washing
- Fabric damage can occur if washer is tightly packed.
  - Load items in loose heaps evenly around the washplate.
  - Load with dry items only. Use cycle designed for the fabrics being washed.
  - Add only 1 or 2 items after washer is started
- Liquid chlorine bleach may have been added incorrectly
  - Do not pour liquid chlorine bleach directly onto load. Wipe up bleach spills.
  - Undiluted bleach will damage fabrics. Do not use more than recommended by manufacturer.
  - Do not place load items on top of bleach dispenser when loading and unloading washer.
- Garment care instructions may not have been followed.
  - Always read and follow garment manufacturer’s care label instructions. See the “Cycle Guide” to match your load with the best cycle.

#### Odors

- Monthly maintenance not done as recommended.
  - Run the Clean Washer with affresh® cycle monthly. See “Washer Care” in “Washer Maintenance.”
  - Unload washer as soon as cycle is complete.



- Using wrong or too much detergent.
  - Use only HE detergent. Be sure to measure correctly. Always follow the manufacturer's directions.

Lid locked light is flashing

- The lid is not closed.
  - Close the lid. The washer will not start or fill with the lid open.
- A cycle was stopped or paused using the Start/Pause/Unlock button.
  - The washer may still be spinning. The lid will not unlock until the basket has stopped spinning. This may take several minutes if washing large loads or heavy fabrics.

Single-dose laundry packet not dissolving.

- Adding laundry packet incorrectly.
  - Be sure laundry packet is added to washer basket before adding clothes. Follow the manufacturer's instructions to avoid damage to your items.

#### **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.