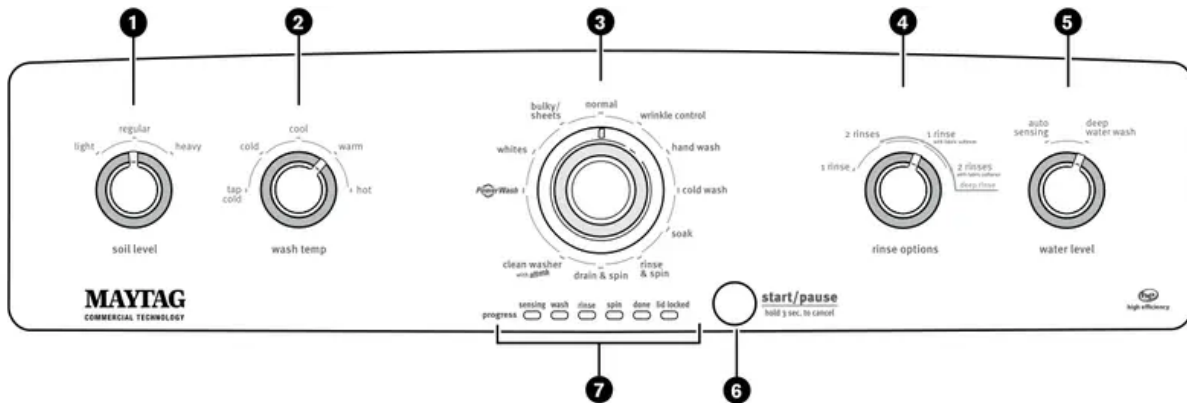


## CONTROL PANEL AND FEATURES



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

### 1. SOIL LEVEL

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.

All rinses are cold.

### 3. WASH CYCLE KNOB

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

### 4. RINSE OPTIONS

The following options may be added to most cycles. See “Cycle Guide” for additional details.

- 1 RINSE: This option is used to limit a cycle to one rinse.
- 2 RINSES: This option can be used to automatically add a second rinse to most cycles.

- **1 RINSE WITH FABRIC SOFTENER:** This option must be selected if using fabric softener during a cycle. It ensures that fabric softener is added at the correct time in the rinse for even distribution.
- **TWO RINSES WITH FABRIC SOFTENER:** This option turns on both the Fabric Softener and the 2 Rinses option.

## **5. WATER LEVEL**

Set the Water Level knob to the Auto Sensing setting and the washer will automatically sense the appropriate water level for the load size and type.

Set the Water Level knob to the Deep Water Wash setting and the washer will fill to the maximum water level.

NOTE: Expect longer cycles times due to extended fill times when using the Deep Water Wash option.

## **6. START/PAUSE BUTTON**

Press to start the selected cycle. Press again to pause the cycle and unlock the lid. Press and hold 3 sec. to cancel a cycle.

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

Press and hold 3 sec to cancel a cycle and drain the water from the washer.

## **7. 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 your previous washer.

### **SENSING**

When the Start/Pause button is pressed, and the Water Level knob is set to Auto Sensing, the washer will fill and begin sensing to determine load size and balance.

Once sensing is complete, the washer will fill to the appropriate level for the detected load size and then begin the wash phase of the cycle.

NOTE: Sensing and wash phases will be paused by opening the unlocked lid. Close the lid to resume the cycle. If the lid is left open for more than 10 minutes, the washer will cancel the cycle and pump out the water. The lid will lock after the wash phase to begin the initial spinout and remain locked for the remainder of the cycle.

### **WASH**

The washer will fill to the correct water level based on the load size and the Water Level selection. Certain cycles may agitate during the fill process to boost cleaning. You will hear the agitator rotate followed by a pause lasting several seconds. When the wash cycle begins, you will hear the agitator increase speed. The motor sounds may change at different stages in the wash cycle while the washer performs different wash actions.

### **RINSE**

Certain cycles use a spray rinse. which adds water to the tub while the basket spins. You will hear sounds similar to the wash cycle as the washer rinses and moves the load. You may hear the motor turning on briefly (short hum) to move the basket while filling.

### SPIN

The washer spins the load at increasing speeds for proper water removal based on the selected cycle and spin speed.

### DONE

Once the cycle is complete. this light will come on. For best results. promptly remove the load.

### LID LOCKED

The Lock feature allows for higher spin speeds. When lit. the lid is locked and Ose cannot be opened without pausing the held 3 sc to cancel cycle. When the light is off. the lid can be opened.

To open the lid after it has been locked. 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. Press START/PAUSE while the lid is closed to resume the cycle.

## CYCLE GUIDE

For best fabric care. choose the cycle that best fits the load being washed. Recommended settings for best performance are shown in Bold. Not all cycles and options are available on all models. Not all settings and options are available on each cycle.

Items to wash:	Cycle:	Wash Temp*:	Spin Speed:	Cycle Details:
Sturdy fabrics, colorfast items, towels, jeans	Power Wash®	<b>Hot</b> Warm Cool Cold Tap Cold	High	Use this cycle for heavily soiled or sturdy items. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabric types.
Heavily soiled white fabrics	Whites	<b>Hot</b> Warm Cool Cold Tap Cold	High	This cycle, when used with chlorine bleach, improves whitening of soiled white fabrics.
Large items such as sheets, sleeping bags, small comforters, jackets, small, washable rugs	Bulky/Sheets	<b>Hot</b> <b>Warm</b> Cool Cold Tap Cold	Low	Use this cycle to wash large items such as jackets and small comforters. The washer will fill with enough water to wet down the load before the wash portion of the cycle begins and uses a higher water level than other cycles.
Cottons, linens, and mixed-garment loads	Normal	<b>Hot</b> <b>Warm</b> Cool Cold Tap Cold	High	Use this cycle for normally soiled cottons and mixed-fabric loads.
No-iron fabrics, cottons, perm press, linens, synthetics	Wrinkle Control	<b>Hot</b> <b>Warm</b> Cool Cold Tap Cold	Low	Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press, and blends.



Bright or darkly colored cottons, linens, casual and mixed loads	Cold Wash	<b>Cold</b>	High	Cold water with an additional wash action gently lifts stains while caring for fabrics. Settings may be adjusted as desired but must use only cold water settings.
Heavily soiled fabrics	Soak	Hot Warm Cool Cold Tap Cold	No Spin	Use this cycle to soak small spots of set in stains on fabrics. The washer will use intermittent agitation and soaking. After time has expired, water will drain, but the washer will not spin. Cycle is complete.
Swimsuits and items requiring rinsing without detergent	Rinse & Spin	Cold rinse only	High	Combines a rinse and high-speed spin for loads requiring an additional rinse cycle. Use this cycle to complete a load after power interruption or for loads that require rinsing only.
Hand-washed items or dripping-wet items	Drain & Spin	N/A	High	This cycle uses a spin to shorten drying times for heavy fabrics or special-care items washed by hand. Use this cycle to drain washer after canceling a cycle or completing a cycle after a power failure.
No clothes in washer	Clean Washer with affresh®	<b>Hot</b>	Low	Use this cycle every 30 washes to keep the inside of your washer fresh and clean. This cycle uses a higher water level. Use with affresh® Washer Cleaner tablet or liquid chlorine bleach to thoroughly clean the inside of your washer. This cycle should not be interrupted. See "Washer Care." <b>IMPORTANT:</b> Do not place garments or other items in the washer during the Clean Washer with affresh® cycle. Use this cycle with an empty wash tub.

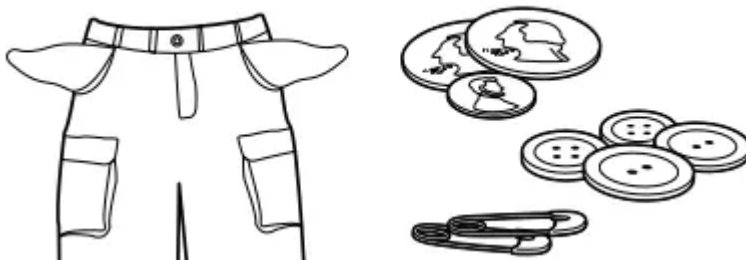
NOTE: If you are using fabric softener, be sure to select either 1 Rinse with Fabric Softener or 2 Rinses with Fabric Softener. \*All rinses are cold.

## USING YOUR WASHER

### Warning

- Never place items in the washer that are dampened with gasoline or other flammable fluids.
- No washer can completely remove oil.
- Do not dry anything that has ever had any type of oil on it (including cooking oils).
- Doing so can result in death, explosion, or fire.
- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Failure to follow these instructions can result in death, fire, or electrical shock.

### 1. Sort and prepare your laundry



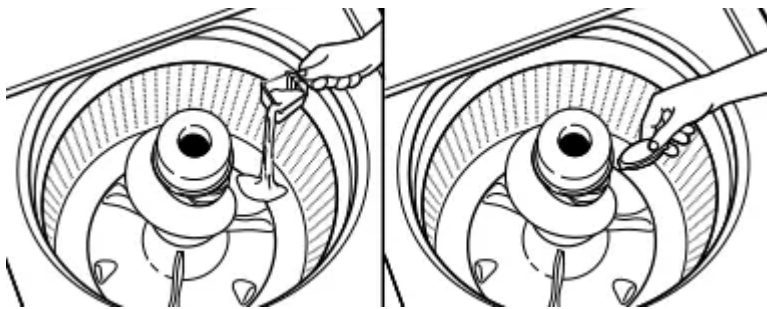
- + Empty pockets. Loose change, buttons, or any small object can pass under the agitator and become trapped, causing unexpected sounds.
- + Sort items by recommended cycle, water temperature, and colorfastness.
- + Separate heavily soiled items from lightly soiled.
- + Separate delicate items from sturdy 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 piling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.

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

## 2. Add laundry products



Add a measured amount of HE detergent or single-dose laundry packet into the basket.

If using Oxi-type boosters, color-safe bleach, or fabric-softener crystals, add to the bottom of the washer basket before adding clothes.

**IMPORTANT:** Use only High Efficiency detergents. The package will be marked "HE" or "High Efficiency." 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.

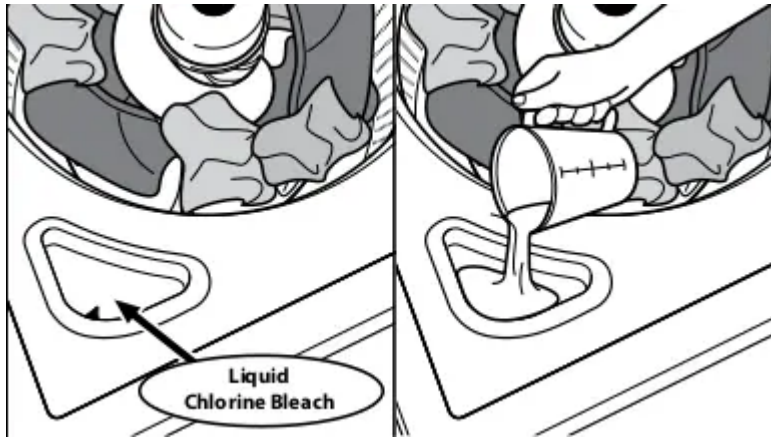
NOTE: Follow the manufacturer's instructions to determine the amount of laundry products to use.

## 3. Load laundry into washer

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 agitator; load them in loose piles around the sides of the basket. Try mixing different-sized items to reduce tangling.

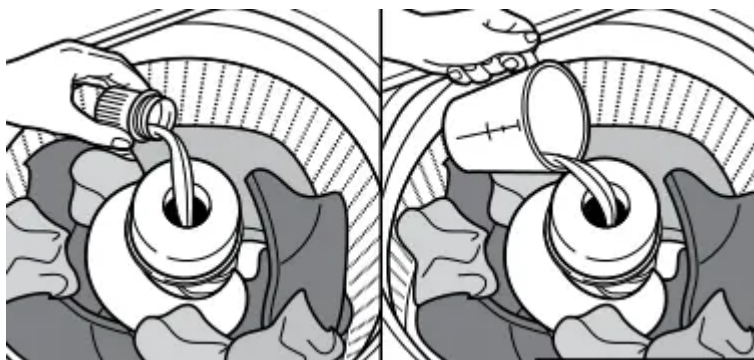
**IMPORTANT:** Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.

#### 4. Add liquid chlorine bleach to dispenser



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

#### 5. Add fabric softener



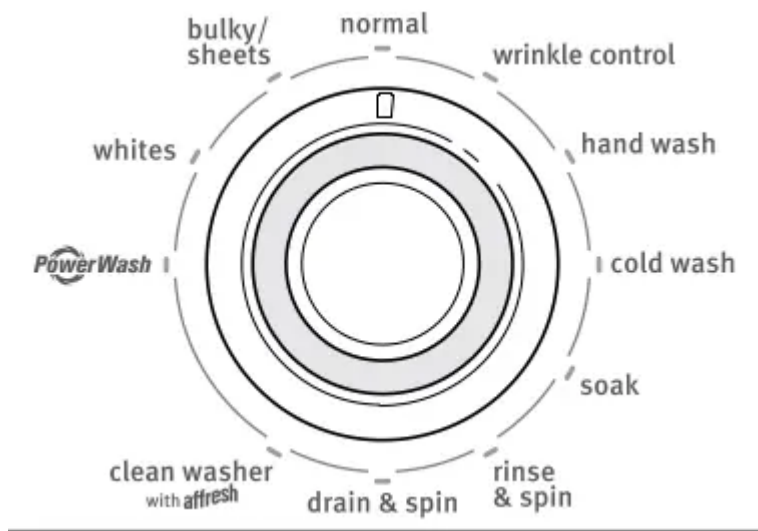
Pour a measured amount of liquid fabric softener into dispenser. always follow manufacturer's directions for correct amount of fabric softener based on your load size.

Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the underside of the rim. See max il line arrows.

**IMPORTANT:** The Rinse Options knob must be set to either 1 Rinse with Fabric Softener or 2 Rinses with Fabric Softener when using fabric softener in the fabric softener dispenser. This ensures that fabric softener is added at the correct time in the rinse phase and is evenly distributed.

Adding Liquid Fabric Softener Manually to Wash Load During the final rinse. wait until the washer has completed filing and press the START/Pause button to pause the washer. Lift the lid and add the measured. recommended amount of liquid fabric softener. Do not use more than the recommended amount. Close the lid and press the START/Pause button again to start the washer.

#### 6. Select cycle



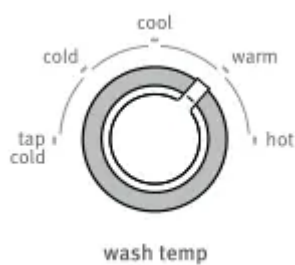
Turn the cycle knob to choose your wash cycle. For more information, see "Cycle Guide."

### 7. Select SOIL LEVEL



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

### 8. Select wash temperature

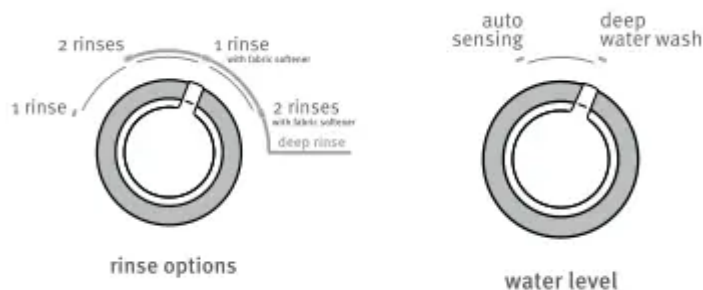


Once you select a cycle, select the wash temperature by turning the Wash Temp knob to the desired setting.

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

Wash Temp	Suggested Fabrics
<b>Hot</b> Some cold water is added to save energy. This will be cooler than your hot water heater setting.	Whites and pastels Durable items Heavy soils
<b>Warm</b> Some cold water will be added, so this will be cooler than what your previous washer provided.	Bright colors Moderate to light soils
<b>Cool</b> Warm water is added to assist in soil removal and to help dissolve detergents. Cool is slightly warmer than Cold.	Colors that bleed or fade Light soils
<b>Cold</b> Warm water may be added to assist in soil removal and to help dissolve detergents.	Dark colors that bleed or fade Light soils
<b>Tap Cold</b> This is the temperature from your faucet.	Dark colors that bleed or fade Light soils

## 9. Select RINSE OPTIONS and WATER LEVEL



Select the number of rinses by turning the Rinse Options knob to the desired setting.

**IMPORTANT:** The Rinse Options knob must be set to an option “with Fabric Softener” when using the fabric softener dispenser.

This ensures that fabric softener is added at the correct time in the rinse for even distribution

Set the Water Level knob to the Auto Sensing setting and the washer will automatically sense the appropriate water level for the load size and type.

Set the Water Level knob to the Deep Water Wash setting and the washer will fill to the maximum water level

Note: The cycle will be longer due to extended fill times when using the Deep Water Wash setting.

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



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

Unlocking the lid to add garments

If you need to add 1 or 2 missed garments after the wash has started, simply open the lid and this will pause the cycle. After adding the garments, simply close the lid and the cycle will resume.

If, instead, you press the START/PAUSE button to pause the cycle and then open the lid to add garments, you will need to press the START/PAUSE button after closing the lid to resume the cycle.

NOTE: Washer will not fill with the lid open

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

Manual soak

If you would like to manually soak your garments at any time during the wash portion of the cycle, press START/PAUSE and leave the lid closed. Once your desired soak time has elapsed, press START/PAUSE again to continue the cycle. As long as the lid remains closed, your soak time can be longer than 10 minutes. However, if the lid is opened during the soak and remains 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 detergent manufacturer's instructions regarding the amount of 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):
  - Open the washer lid and remove any clothing or items.
  - Place an affresh Washer Cleaner tablet in the bottom of the washer basket.
  - Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
  - Do not add any detergent or other chemical to the washer when following this procedure.
  - Close the washer lid. f. Select the cycle recommended for cleaning the inside of the washer.
  - Press the START/Pause button to start the cycle.

NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press START/Pause once. After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

[IMAGE]

## 2. Chlorine Bleach Procedure

- Open the washer lid and remove any clothing or items.
- 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.
- Close the washer lid
- Do not add any detergent or other chemical to the washer when following this procedure.
- Select the cycle recommended for cleaning the inside of the washer. f. Press the START/ Pause button to start the cycle.

NOTE: For best results. do not interrupt cycle. If cycle must be interrupted. press START/ Pause once. After the 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 Dispensers**

After a period of using your washer. you may find some residue buildup in the washer's dispensers. To remove residue from the dispensers. wipe them with a damp cloth and towel dry.

Do not attempt to remove the dispensers or trim for cleaning.

The dispensers and trim are not removable. If your model has a dispenser drawer. however. remove the drawer and clean it before or after you run the Clean Washer cycle. Use an all-purpose surface cleaner if needed.

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

Use a soft. damp cloth or sponge to wipe away any spills. Use only mild soaps or cleaners when cleaning external washer surfaces.

IMPORTANT: To avoid damaging the washer's finish. do not use abrasive products.

## **NON-USE AND VACATION CARE**

Operate your washer only when you are home. If moving. or not using your washer for a period of time. follow these steps:

1. Unplug or disconnect power to washer.

2. Turn off water supply to washer. to avoid flooding due to water-pressure surge.

## **WINTER STORAGE CARE**

**IMPORTANT:** To avoid damage. install and store washer where it will not freeze. Some water may stay in hoses. and freezing can damage washer. If storing or moving during freezing weather. winterize your washer.

To winterize washer:

1. Shut off both water faucets; disconnect and drain water-inlet hoses.
2. Put qt. (1L) of RV--type antifreeze in basket and run washer on Rinse & Spin cycle for about 30 seconds to mix antifreeze and remaining water.
3. Unplug washer or disconnect power.

## **TRANSPORTING YOUR WASHER**

Shut off both water faucets. Disconnect and drain water-inlet hoses.

If washer will be moved during freezing weather. follow "Winter Storage Care" directions before moving.

Disconnect drain hose from drain system and drain any remaining water into a pan or bucket. Disconnect drain hose from back of washer.

Unplug power cord

Place inlet hoses and drain hose inside washer basket.

Drape power cord over edge and into washer basket.

Place packing tray from original shipping materials back inside washer. If you do not have packing tray. place heavy blankets or towels into basket opening. Close lid and place tape over lid and down front of washer. Keep lid taped

Until washer is placed in new location. Transport washer in Upright position.

## **Warning**

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Failure to follow these instructions can result in death. fire. or electrical shock.

## **REINSTALLING/USING WASHER AGAIN**

To reinstall washer after non-use. vacation. winter storage. or moving:

1. Refer to Installation Instructions to locate. level. and connect washer.
2. Before using again. run washer through the following recommended procedu

To use washer again:

1. Flush water pipes and hoses. Reconnect water-inlet hoses. Turn on both water faucets.
2. Plug in washer or reconnect power.
3. Run washer through Bulky/Sheets cycle to clean washer and remove any antifreeze. Use half the manufacturer's recommended amount of detergent for a medium-size load.

## **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

Washer may not be level

+ Check floor for flexing or sagging. If flooring is uneven, a 3/4" (19mm) 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 basket wall.

+ 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 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 may be necessary to call for service to remove items. It is normal to hear metal items on clothing such as metal snaps, buckles, or zippers touch against the 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 Drain/Spin 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.

Fil hoses not attached tightly.

+ Tighten fil-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.

Check household plumbing for leaks or clogged sink or drain.

+ Water can back up 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 a high efficiency washer. If the Water Level knob is set to Auto setting, the load will not be completely under water. The washer senses load sizes and adds correct amount of water for optimal cleaning.

+ Use Bulky/Sheets cycle for higher water fill, or set Water Level knob to Deep Water Wash setting. See "What's New Under the Lid" and "Cycle Guide" to match your load with the best cycle.

+ Run Clean Washer with affresh® cycle to optimize the water level and wash performance due to soil buildup in washer basket.

## 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 tightly packed.

- + Remove several items, rearrange load evenly in basket. 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.

**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)**

Small items may have been caught in pump or between basket and tub, which can slow draining.

- + Empty pockets and use garment bags for small items.

Use 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 garment. 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" (11.4 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.

+ 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 your previous washer.

+ 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.

Washer may be tightly packed

+ Use Bulky/Sheets cycle for higher water fill. or set Water Level knob' to Deep Water Wash setting. See "Cycle Guide" to match your load with the best cycle.

Added extra garments to the load after the sensing/fill phase.

+ Add only 1 or 2 additional garments after washer has started

### **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.

Energy saving controlled wash temperatures.

+ This washer uses cooler wash and rinse water temperatures than traditional top-load washers. This includes cooler hot and warm washes.

### **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 too much detergent can keep washer from operating 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 load is tightly packed.
- + Load garments in loose heaps evenly around the basket wall. Load with dry items only.
- + Use cycle designed for the fabrics being washed
- + Add only 1 or 2 additional garments after washer has started
- + Use Bulky/Sheets cycle for higher water fill. or set Water Level knob. to Deep Water Wash setting. See "Cycle Guide" to match your load with the best cycle.

### **Sand. pet hair. lint. etc. on load after washing**

Heavy sand. pet hair. lint. and detergent or bleach residues may require additional rinsing.

- + Add 2 Rinses to the selected cycle and/or use PowerWash cycle or Deep Water Wash option

### **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 Use Bulky/Sheets cycle for higher water fill. or set Water Level knob to Deep Water Wash setting. See the "Cycle Guide" to match your load with the best cycle.
- Load garments in loose heaps evenly around the basket wall.
- Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments 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 results in less effective cleaning.

Washer not loaded as recommended.

- + Washer is less efficient at cleaning when load is tightly packed.
- + Load garments in loose heaps evenly around the basket wall. Load with dry items only.
- + Add only 1 or 2 additional garments 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 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 temp to improve cleaning.
- + Use PowerWash cycle for tough cleaning. See the "Cycle Guide" to match your load with the best cycle.

Not using dispensers.

- + Use dispensers to avoid chlorine bleach and fabric softener staining.
- + Load dispensers before starting a cycle.
- + Avoid overfilling
- + Do not add products directly onto load

Not washing like colors together.

- + Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.

## **Odors**

Monthly maintenance not done as recommended.

- + See "Washer Care" in Washer Maintenance.
- + Unload washer as soon as cycle is complete.

Using too much detergent.

- + Be sure to measure correctly. Always follow the manufacturer's directions.
- + See "Washer Care" section.

## **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 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. Do not add packet to dispenser. Follow the manufacturer's instructions to avoid damage to your garments.

## Washer pumps out water before finishing cycle

Lid is left open for more than 10 minutes.

+ Make sure lid is closed before starting a cycle and/or during pr wash (soak).

## IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit <https://www.maytag.com/producthelp>.

2. All warranty service is provided exclusively by our authorized Maytag Service Providers.

### In the U.S. and Canada.

Direct all requests for warranty service to: <https://www.maytag.com/producthelp>

### Maytag Customer eXperience Center

**In the U.S.A.** call 1-800-688-9900.

**In Canada** call 1-800-807-6777.

**If outside the 50 United States and Canada**, contact your authorized Maytag dealer to determine if another warranty applies.

### 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.