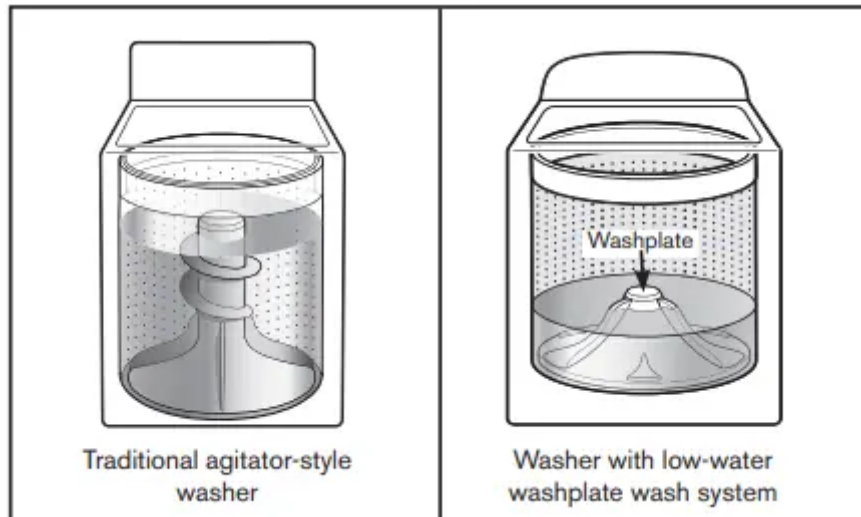


USE AND CARE GUIDE WASHER

WHAT'S NEW UNDER THE LID?

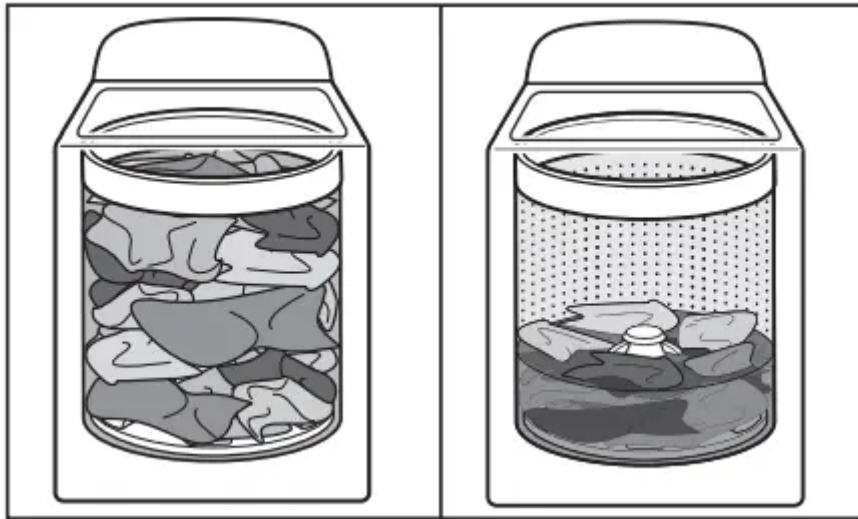
Cleaning with Less Water



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



- Load garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate; when loaded, the center of the washplate should be visible.



- As the washer dampens and moves the load, the level of the garments will settle in the basket. This is normal, and does not indicate that more garments 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 lid will lock, and the washer will begin the sensing process to determine the correct water level for the load. This may take several minutes before water is added. You will find a step-by-step description in the “Cycle Status Lights” section.
- You will hear the motor turn the basket in short pulses to thoroughly wet the load. 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.



Use only High Efficiency (HE) detergent.

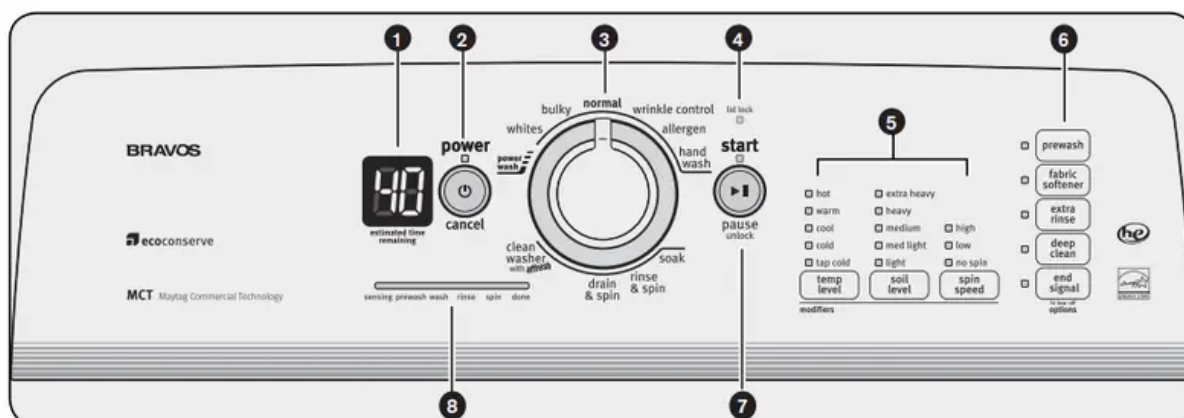
Concentrated Cleaning

- Low-water cleaning means concentrated cleaning. Rather than diluting detergent as done in an agitator-style washer, this washer delivers the detergent directly to the soils

Normal Sounds

- You Can Expect At different stages of the wash cycle, you may hear sounds and noises that are different from those of your previous washer. For example, you may hear a clicking and hum at the beginning of the cycle, as the lid lock goes through a self-test. There will be different kinds of humming and whirring sounds as the washplate moves the load. And sometimes, you may hear nothing at all, as the washer determines the correct water level for your load or allows time for clothes to soak.

CONTROL PANEL AND FEATURES



1 ESTIMATED TIME REMAINING DISPLAY: The Estimated Time Remaining display shows the time required for the cycle to complete. Factors such as load size and water pressure may affect the time shown in the display. Tightly packing, unbalanced loads, or excessive suds may cause the washer to adjust the cycle time, as well.

2 POWER/CANCEL: Press to turn the washer on and off, or to cancel a cycle.

3 WASH CYCLE KNOB: Use the Wash Cycle knob to select available cycles on your washer. Turn the knob to select a cycle for your laundry load. See “Cycle Guide” for detailed descriptions of cycles.

4 LID LOCK: To allow for proper load sensing and spinning, the lid will lock and the Lid Lock light will turn on. This light indicates that the lid is locked and cannot be opened. If you need to open the lid, press START/Pause/Unlock. 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/Unlock again to resume the cycle.



5 CYCLE MODIFIERS: When you select a cycle, its default modifiers will light up. Not all cycles, options, and modifiers are available on all models.

- TEMP LEVEL

- Temperature Control 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.
 - Warm and hot water may be cooler than what your previous washer provided.
 - Even in a Cool water wash, some warm water may be added to the washer to maintain a minimum temperature.

- SOIL LEVEL

- Soil Level (wash time) is preset for each wash cycle. As you press Soil Level, the cycle time (minutes) will increase or decrease in the Estimated Time Remaining display and a different wash time will appear.
- For most loads, use the Soil Level that is preset with the cycle you have chosen. For heavily soiled and sturdy fabrics, press Soil Level to select more wash time, if needed. For lightly soiled and delicate fabrics, press Soil Level to select less wash time, if needed. Lower Soil Level setting will help reduce tangling and wrinkling.

- SPIN SPEED

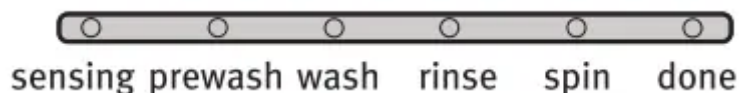
- This washer automatically selects the spin speed based on the cycle selected. The preset speeds can be changed. Not all spin speeds are available with all cycles.
 - Faster spin speeds mean shorter dry times, but may increase wrinkling in your load.
 - Slower spin speeds mean less wrinkling, but will leave your load more damp

6 CYCLE OPTIONS

- When you select a cycle, its default options will light up. Not all cycles, options, and modifiers are available on all models.
 - PREWASH Use this option to add an extra agitation and soak time to the beginning of any cycle to break up tough stains.
 - 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.
 - EXTRA RINSE This option can be used to automatically add a second rinse to most cycles.
 - DEEP CLEAN This option provides enhanced cleaning action for tough stains. It will add additional agitation and soak time to the cycle.
 - END SIGNAL Use this option to adjust volume of the signal that sounds at end of cycle. You may select Hi, Low, or Off (no indicator lit). A louder signal is helpful in alerting you that the cycle is complete. NOTE: Press and hold End Signal button for 6 seconds to turn button sounds off or on.
- You may also add or remove options for each cycle. Not all options can be used with all cycles, and some are preset to work with certain cycles.

7 START/PAUSE/UNLOCK 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.

8 CYCLE STATUS LIGHTS INDICATOR



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



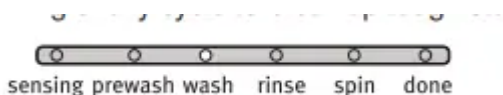
SENSING

- When the START/Pause/Unlock button is pressed, the washer will first perform a self-test on the lid lock mechanism. You will hear a click, the basket will make a slight turn, and the lid will unlock briefly before locking again.
- Once the lid has locked the second time, the washer will use short, slow spins to estimate the load size. These sensing spins may take 2 to 3 minutes before water is added to the load and you may hear the hum of these spins. If the sensing light is on, the washer is working properly. You will hear the motor turn the basket in short pulses to thoroughly wet the load. The washer will then move the load briefly, pause to allow water to soak in to the load, and resume adding water. This process may repeat until the correct amount of water has been added for the load. You may also hear water flowing through the dispenser, adding detergent to the load.
- NOTE: Avoid opening the lid during sensing. The sensing process will start over when the washer is restarted. The sensing light may also come on during the Prewash and Wash portions of the cycle. This is normal.



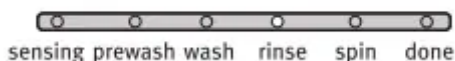
PREWASH

- Use this option to add an extra agitation and soak time to the beginning of any cycle to break up tough stains.



WASH

- You will hear the motor and washplate moving the load. Unlike traditional washers, the load is not covered with water. Low-water cleaning means concentrated cleaning. Rather than diluting detergent as done in an agitator-style washer, this washer delivers the detergent directly to the soils. The motor sounds may change at different stages in the cycle. The wash time is determined by the selected soil level.



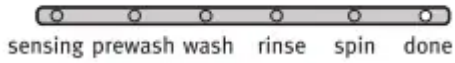
RINSE

- 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. Fabric softener will be added if the Fabric Softener option was selected. Some cycles use spray rinsing.



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. Remove the load promptly for best results.

CYCLE GUIDE


Settings and options shown in bold are default settings for that cycle. For best fabric care, choose the cycle that best fits the load being washed. Not all cycles and options are available on all models

| Items to wash: | Cycle: | Wash Temp*: | Spin Speed: | Soil Level: | Available Options: | Cycle Details: |
|---|----------------------------|---|--------------------------------------|--|---|---|
| Sturdy fabrics, colorfast items, towels, jeans | Power Wash | Hot Warm Cool Cold Tap Cold | High Low No Spin | Extra Heavy Heavy Medium Medium Light Light | Deep Clean Extra Rinse Prewash | 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 | Hot Warm Cool Cold Tap Cold | High Low No Spin | Extra Heavy Heavy Medium Medium Light Light | Deep Clean Extra Rinse Prewash | Deep Clean and Extra Rinse are default options, but may be turned off. For maximum soil removal use liquid chlorine bleach. |
| Large items such as sheets, sleeping bags, small comforters, jackets, small washable rugs | Bulky | Hot Warm Cool Cold Tap Cold | High Low No Spin | Extra Heavy Heavy Medium Medium Light Light | Extra Rinse Deep Clean | 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 | Hot Warm Cool Cold Tap Cold | High No Spin | Extra Heavy Heavy Medium Medium Light Light | Deep Clean Extra Rinse Prewash | Use this cycle for normally soiled cottons and mixed fabric loads. This cycle uses spray rinses. |
| No-iron fabrics, cottons, perm press, linens, synthetics | Wrinkle Control | Hot Warm Cool Cold Tap Cold | High Low No Spin | Extra Heavy Heavy Medium Medium Light Light | Deep Clean Extra Rinse Prewash | Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press, and blends. |
| Cottons, linens exposed to possible allergens. | Allergen | Hot | High | Extra Heavy | Deep Clean Extra Rinse Prewash | Uses more water to flush out allergens such as dust mites and pet dander from normally-soiled items. |
| Machine-wash silks, hand-wash fabrics | Hand Wash | Hot Warm Cool Cold Tap Cold | High Low No Spin | Extra Heavy Heavy Medium Medium Light Light | Deep Clean Extra Rinse Prewash | Use this cycle to wash lightly soiled garments indicating "Machine Washable Silks" or "Gentle" cycle on the care label. Place small items in mesh garment bags before washing. This cycle uses a higher, preset water level. |
| Heavily soiled fabrics | Soak | Hot Warm Cool Cold Tap Cold | No Spin | Extra Heavy Heavy Medium Medium Light Light | | 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 washer will not spin. Cycle is complete. |
| Swimsuits and items requiring rinsing without detergent | Rinse & Spin | Tap Cold | High Low No Spin | | | Combines a rinse and spin for loads requiring an additional rinse cycle or to complete a load after power interruption. This cycle uses a higher, preset water level. Also use for loads that require rinsing only. |
| Hand-wash items or dripping wet items | Drain & Spin | | High Low No Spin | | | 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 cancelling a cycle or completing a cycle after a power failure. |
| No clothes in washer | Clean Washer with affresh® | Hot | High | Extra Heavy | | 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." IMPORTANT: 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. |

*All rinses are cold.

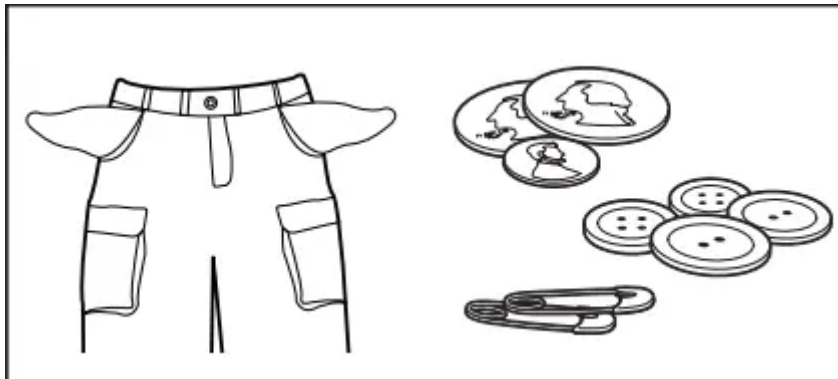
USING YOUR WASHER

⚠ WARNING



Fire Hazard
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.

1. Sort and prepare your laundry

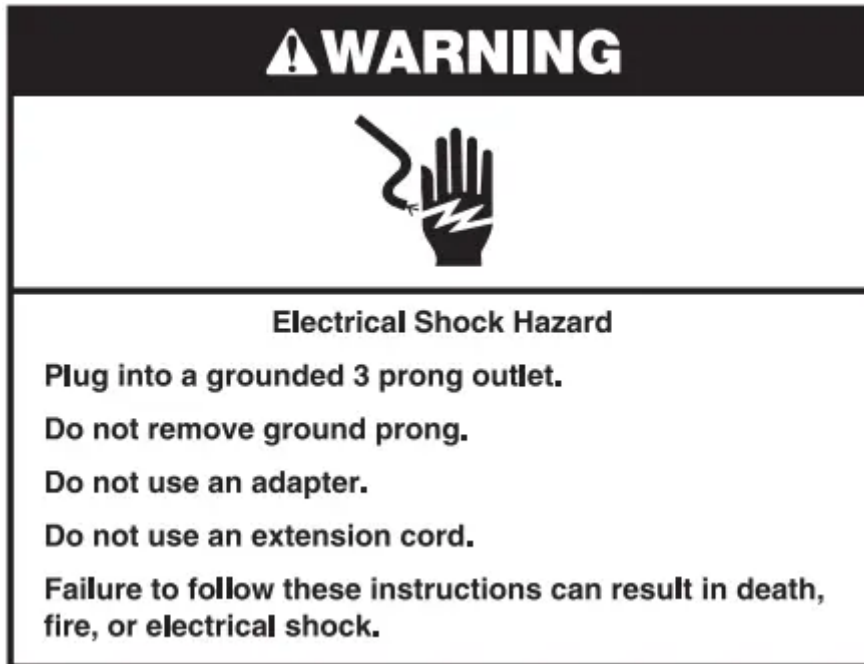


- Empty pockets. Loose change, buttons, or any small object can pass under the washplate and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.
- Separate delicate items from sturdy fabrics.
- Do not dry garments 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.

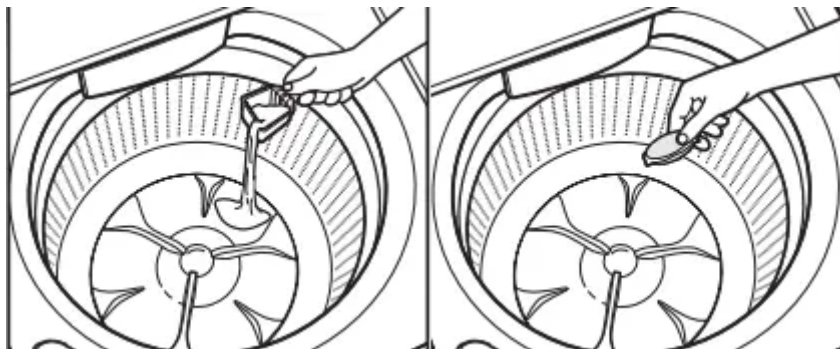
Helpful Tips:

- When washing water-proof or water-resistant items, load evenly. See “Cycle Guide” for tips and more information on using the Bulky cycle.
- 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 labels instructions to avoid damage to your garments



2. Add single-dose laundry packet, Oxi, color-safe bleach, and/or fabric softener crystals (if desired)



- Single-dose laundry packet, color-safe bleach, Oxi-type boosters, or fabric softener crystals can be added to the basket prior to adding laundry.
- NOTE: Do not add clothes to washer basket prior to adding laundry products. Always follow manufacturer’s instructions.

3. Load laundry into washer

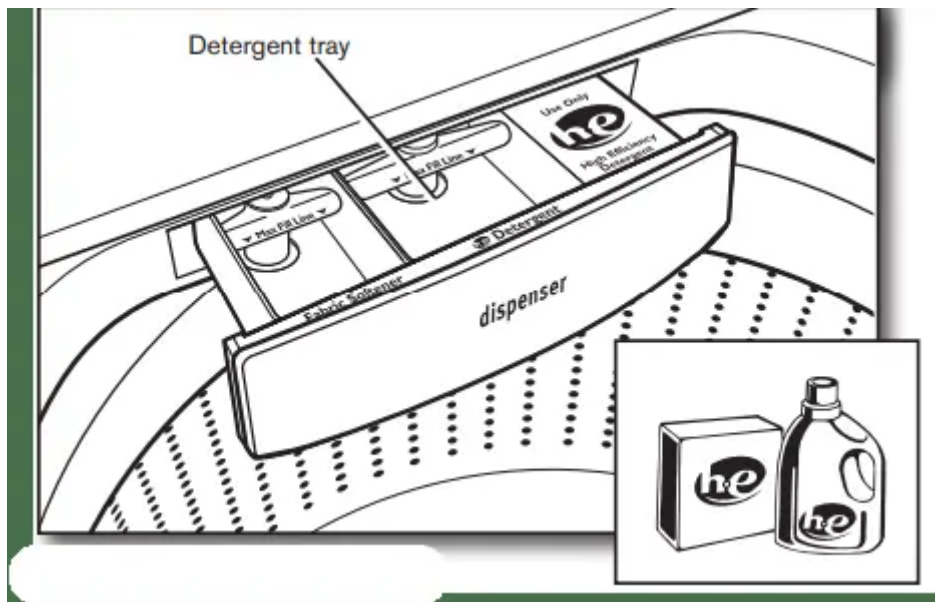


- Load garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate; when loaded, the center of the washplate should be visible. Try mixing different sized garments to reduce tangling.
- **IMPORTANT:** Garments need to move freely for best cleaning and to reduce wrinkling and tangling

Using Laundry Product Dispensers

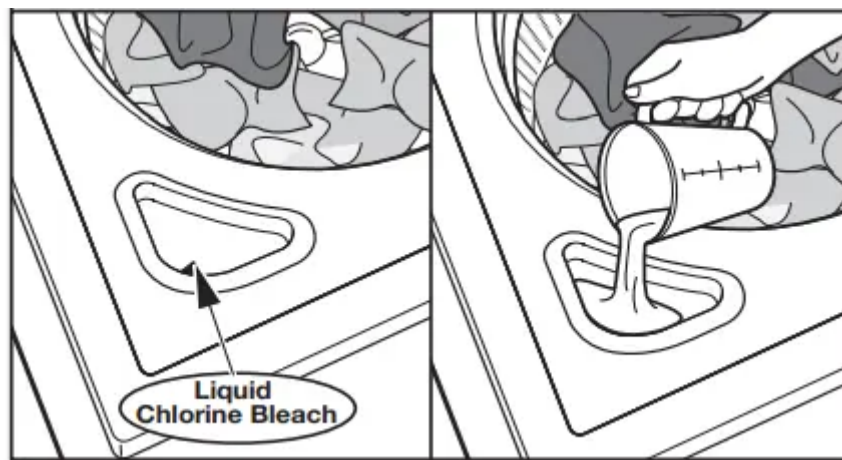
NOTE: Do not add single-dose laundry packets, color-safe bleach, Oxi-type boosters, or fabric softener crystals to dispensers. They will not dispense correctly

4. Add HE detergent to dispenser



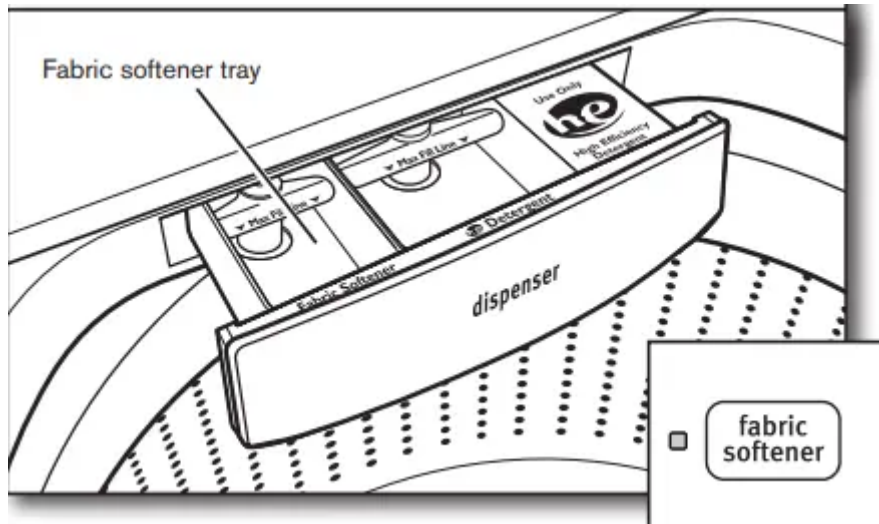
- Add a measured amount of HE detergent into detergent tray. This tray holds 3 oz. (89 mL). Do not overfill tray - adding too much detergent may cause detergent to be dispensed into the washer too early.
- **IMPORTANT:** Use only High Efficiency detergents. The package will be marked “HE” or “High Efficiency.” 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 information on recommended method of cleaning washer dispenser trays.

5. Add liquid chlorine bleach to dispenser, if desired



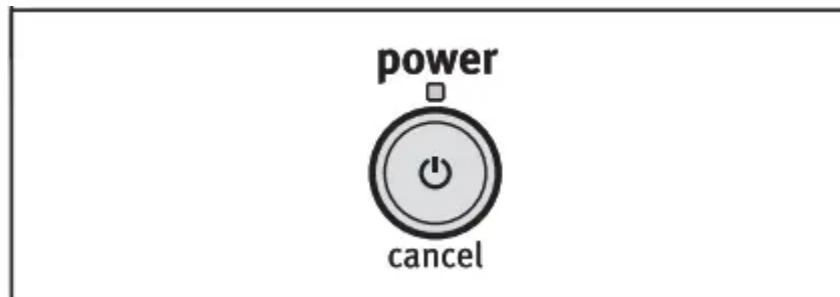
- Do not overfill, dilute, or use more than 1 cup (250 mL). Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

6. Add fabric softener to dispenser, if desired



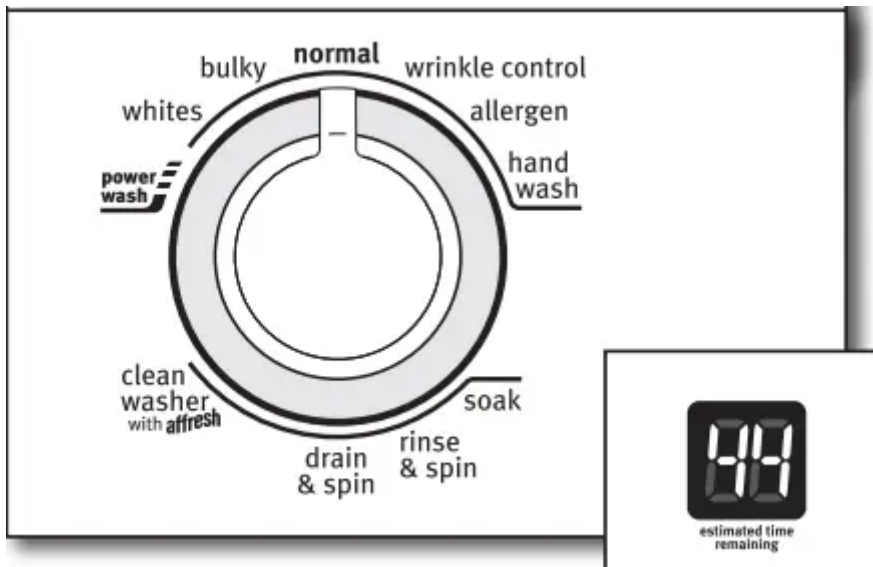
- Pour a measured amount of liquid fabric softener into tray, always follow manufacturer's directions for correct amount of fabric softener based on your load size. Close dispenser drawer, then select Fabric Softener option.
- **IMPORTANT:** Fabric Softener option must be selected to ensure proper distribution 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.

7. Press POWER/ to turn on washer



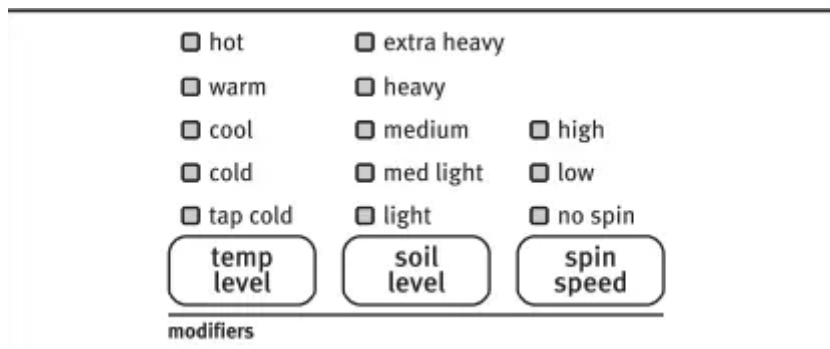
- Make sure the dispenser drawer is closed completely, then press POWER/Cancel to turn on the washer.

8. Select cycle



- Turn cycle knob to choose your wash cycle. The indicator for Estimated Time Remaining will light up with a cycle time. For more information, see “Control Panel”.

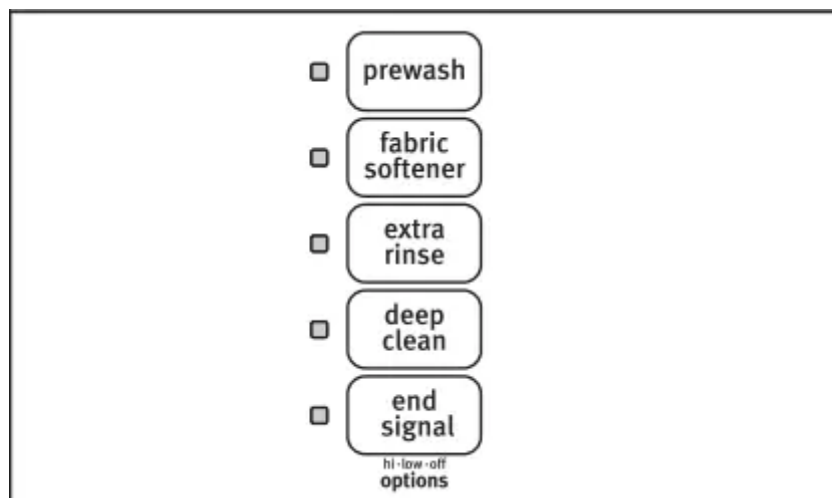
9. Select cycle modifiers



- Once you select a cycle, the default settings for that cycle will be lit. Press the cycle modifiers buttons to change the Temperature, Soil Level, and Spin Speed, if desired.
- NOTE: Always read and follow fabric care labels instructions to avoid damage to your garments.

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

10. Select cycle options



- Select any other cycle options you may wish to add, if not previously set. Some cycles will automatically add certain options such as Prewash or Extra Rinse. These can be turned off, if desired.
- NOTE: Not all options are available with all cycles.

11. Select START/Pause/Unlock to begin wash cycle



- Press START/Pause/Unlock button to start the wash cycle. Filling is delayed for several minutes while load balance is sensed. When the cycle has finished, the DONE indicator will light and the end of cycle signal will sound (if set). Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and rusting of metal hooks, zippers, and snaps.
- Unlocking the lid to add garments
 - If you need to open the lid to add 1 or 2 missed garments: Press START/Pause/Unlock; the lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Then close lid and press START/ Pause/Unlock again to restart the cycle.
 - If lid is left open for more than 10 minutes the water will pump out.
- Delay in water fill Filling is delayed for 2 to 3 minutes to check for load unbalance. You will hear the hum of the spin prior to filling. This is normal operation.

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):

- 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.
- Select the CLEAN WASHER cycle.
- Press the START/Pause/Unlock 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/Unlock 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):

- 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 CLEAN WASHER cycle. f. Press the START/Pause/Unlock 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/Unlock 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 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.

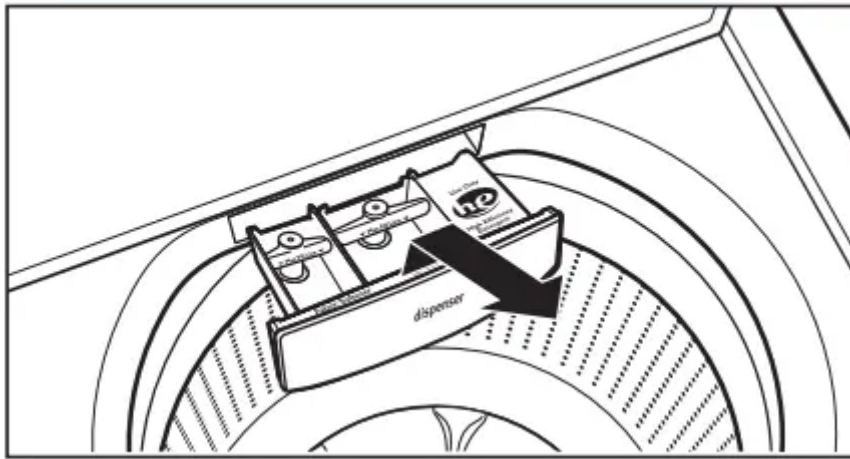
Cleaning the Outside of the Washer

- 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.

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 tray out until you feel resistance.
2. Lift up slightly, 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



IMPORTANT: Dispenser trays are dishwasher safe.

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. Because some water may stay in hoses, 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 1 qt. (1 L) of R.V.-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

1. Shut off both water faucets. Disconnect and drain water inlet hoses.
2. If washer will be moved during freezing weather, follow WINTER STORAGE CARE directions before moving.
3. Disconnect drain from drain system and drain any remaining water into a pan or bucket. Disconnect drain hose from back of washer.
4. Unplug power cord.
5. Place inlet hoses and drain hose inside washer basket.
6. Drape power cord over edge and into washer basket.

7. 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.

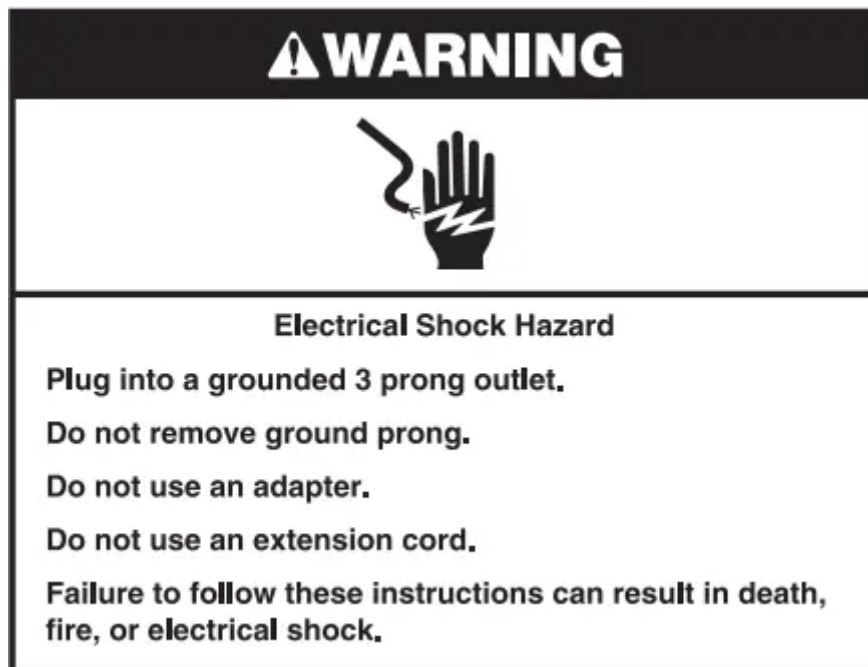
REINSTALLING/USING WASHER AGAIN

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 procedure:

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 cycle to clean washer and remove antifreeze, if used. Use only HE High Efficiency detergent. Use half the manufacturer's recommended amount for a mediumsize load.

TROUBLESHOOTING

1. Vibration or Off-Balance

- 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. Jam nuts must be tight against the bottom of the cabinet.
 - 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 garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate. Adding wet items to washer or adding more water to basket could unbalance washer.
 - Wash smaller loads to reduce imbalance.
 - Use Bulky cycle for oversized, non-absorbent items such as jackets and small comforters.
 - See “Cycle Guide.”

2. Noises - For normal operating sounds

- 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 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
 - The sensing light is on.
 - You may hear the hum of the sensing spins after you have started the washer. This is normal. Sensing spins will take several minutes before water is added to the washer

3. Water Leaks- Check the following for proper installation:

- Washer not level.
 - Water may splash off basket if washer is not level.
- 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.
- 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 properly.
 - Unbalanced loading can cause basket to be out of alignment and cause water to splash off tub. See “Using Your Washer” for loading instructions.

4. Washer not performing as expected

- 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. The added water lifts the load off the washplate, resulting in less cleaning.

- 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 for 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.
 - The washer senses the dry load with short spins that may take 2 to 3 minutes before water is added. You may hear the hum of the spins. This is normal.
 - Washer may be tightly packed.
 - Remove several items, rearrange load evenly around the washplate. Do not load garments directly over the center of the washplate. Close lid and press START/Pause/Unlock.
 - Add only 1 or 2 additional garments after cycle is started.
 - 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/Unlock. 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 ten 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.
 - 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/speed spin 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 Drain & Spin 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.
 - Wrong or 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.
 - Energy-saving controlled wash temperatures.
 - ENERGY STAR® qualified washers use cooler wash and rinse water temperatures than traditional top-load washer. 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 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 load is tightly packed.
 - Load garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate.
 - Use cycle designed for the fabrics being washed. Add only 1 or 2 additional garments after cycle is 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. See “Cycle Guide” to match your load with the best cycle.
 - Select a cycle with a slower wash action and spin speed; however, items will be wetter than those using a higher speed spin.
 - Load garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate.
 - Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments being washed.
- Not cleaning or removing stains
 - Wash load not completely covered in water.
 - Washer senses load size and adds correct amount of water. This is normal and necessary for clothes to move.
 - Added more water to washer.
 - Do not add more water to washer. The added water lifts the load off the washplate, resulting in less cleaning
 - Washer not loaded properly
 - Washer is less efficient at cleaning when load is tightly packed.
 - Load garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate.
 - Add only 1 or 2 additional garments after cycle is started.
 - 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 Whites and Power Wash cycle for tough cleaning
 - See “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.
- Small amount of water still in dispenser after cycle
 - Normal dispenser operation.
 - It is normal for small amounts of water to remain in dispenser.
- Incorrect dispenser operation
 - Clogged dispensers or laundry products dispensing too soon.
 - Do not overfill dispenser, which causes immediate dispensing.
 - Always select Fabric Softener option to assure proper dispensing.
 - Load dispensers before starting a cycle.
 - Homes with low water pressure may result in residual powder in the dispenser. To avoid, select a warmer wash temperature if possible, depending on your load, or use liquid HE detergent.
 - Use only liquid chlorine bleach in the bleach dispenser.
 - Residual powder in dispenser
 - In wash water temperatures colder than 60° F (15.6° C), some detergents do not dissolve well. Soils may be difficult to remove. To avoid, select a warmer wash temperature if possible, depending on your load, or use liquid HE detergent.
- 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 garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate.
 - Use cycle designed for the fabrics being washed.
 - Add only 1 or 2 additional garments 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 "Cycle Guide" to match your load with the best cycle.
- No sound when buttons are pressed
 - Button sounds are turned off.
 - Button sounds can be turned on or off by pressing and holding the End Signal button for 6 seconds.
- Odors
 - Monthly maintenance not done as recommended.
 - Run the Clean Washer cycle with affresh® after every 30 washes. 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.
 - See "Washer Care" section.
- Estimated Time Remaining is not correct
 - Excess suds caused by not using HE detergent or using too much detergent.
 - If excess suds are detected, the washer will add extra rinsing and pauses to break down suds. This will lengthen the cycle time. Use only HE detergent. Be sure to measure correctly.

- 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. Do not add packet to dispensers. Follow manufacturer's instructions to avoid damage to your garments.

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.