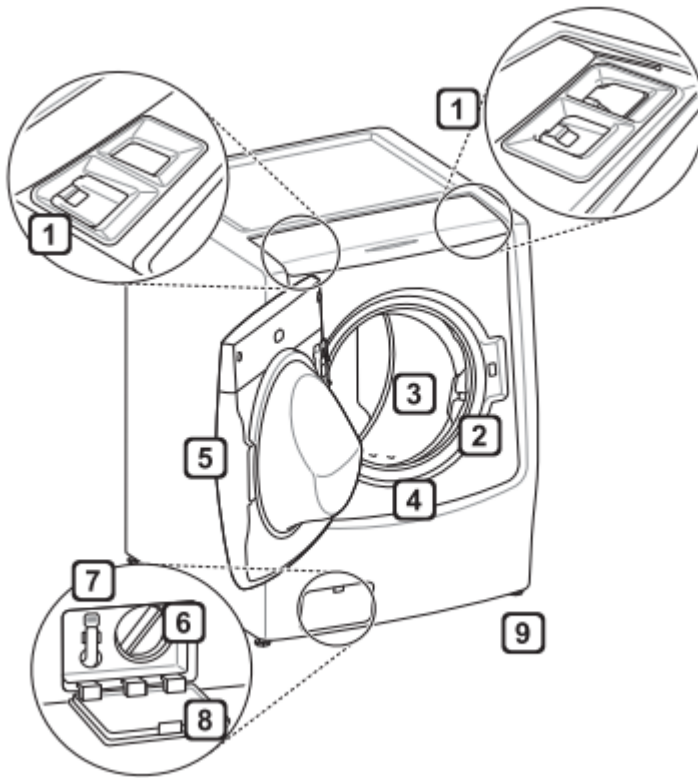
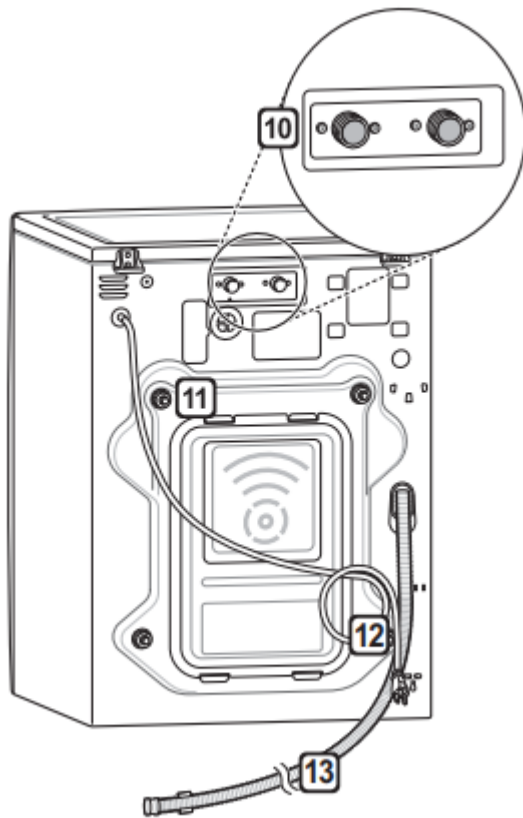


## PRODUCT OVERVIEW

### Parts





1. Detergent dispenser
2. Water circulation nozzles
3. Tub
4. Door seal
5. Door
6. Drain pump filter
7. Pump drain hose
8. Drain pump filter cover
9. Leveling feet
10. Water inlets
11. Shipping bolts
12. Power cord
13. Drain hose

## Accessories

### Included Accessories



Non-skid pads



Hot/cold water hoses



Caps for covering shipping bolt holes



Wrench

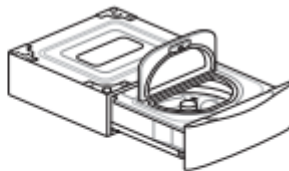


Tie strap



Elbow bracket  
(for securing drain hose)

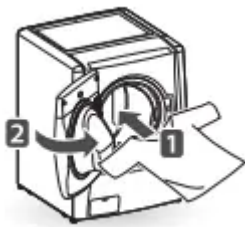
### Optional Accessories



Pedestal or Pedestal washer  
(sold separately)

## OPERATION

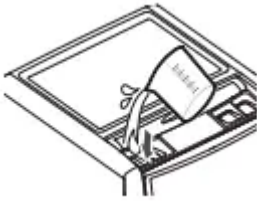
### Using the Washer



#### 1 Sort Laundry and Load the Washer

Sort laundry by fabric type, soil level, color and load size, as needed. Open the door and load items into the washer.





## 2 Cleaning Products

Add the proper amount of HE (High-Efficiency) detergent to the detergent dispenser. If desired, add bleach or fabric softener to the appropriate dispensers.



## 3 Turn on the Washer

Press the Power button to turn on the washer. The lights above the cycle buttons will illuminate and a chime will sound.



## 4 Cycle Buttons

Press the Cycle button until the desired cycle is selected.



## 5 Adjust Settings

Default settings for the selected cycle can now be changed, if desired, using the cycle modifier and option buttons.

**NOTE** • Not all modifiers and options are available on all cycles. A different chime will sound and the LED will not come on if the selection is not allowed.



## 6 Begin Cycle

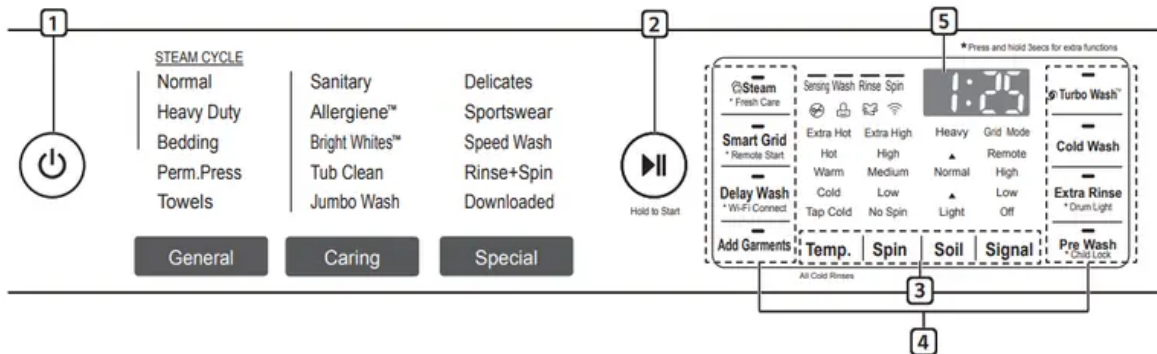
Press the Start/Pause button to begin the cycle. The washer will agitate briefly without water to measure the weight of the load. If the Start/Pause button is not pressed within 60 minutes, the washer will shut off and all settings will be lost



## 7 End of Cycle

When the cycle is finished, a melody will sound. Immediately remove your clothing from the washer to reduce wrinkling. Check around the door seal when removing the load for small items that may be caught in the seal.

## Control Panel



## Control Panel Features

### 1 Power On/Off Button

Press to turn the washer on. Press again to turn the washer off. Pressing the Power button during a cycle will cancel that cycle and any load settings will be lost. The door will unlock after a brief pause.

### 2 Start/Pause Button

Press this button to start the selected cycle. If the washer is running, use this button to pause the cycle without losing the current settings.

#### **NOTE**

- If Start/Pause is not pressed within 60 minutes of selecting a cycle, the washer automatically turns off and all cycle settings are lost.

### **3 Cycle Modifier Buttons**

Use these buttons to adjust the water temperature, spin speed and soil level settings for the selected cycle. The current settings are shown in the display. Press the button for that option to select other settings.

### **4 Special Cycle and Option Buttons**

These buttons allow you to select special cycles or additional cycle options. Certain buttons also allow you to activate special functions by pressing and holding the button for three seconds.

### **5 Time and Status Display**

The display shows the settings, estimated time remaining, options, and status messages for your washer. When the washer is turned on, the default settings in the display will illuminate.

#### **Door Lock Indicator**

The Door Lock indicator will light up once a cycle has started. The indicator light will stay on until the cycle is paused, stopped or has finished.

#### **Child Lock Indicator** , ,

When the Child Lock function is activated, a CL message and the remaining wash time are displayed, in turn, on the display panel of the washer. When the Child Lock function is set, all controls are disabled except for the Power button.

#### **Cycle Status Indicator**

These LEDs will illuminate when a cycle is selected to indicate which stages will run. When a cycle is running, the LED for the active stage will blink, and the LEDs for the remaining stages will remain steady. Once a stage is complete, the LED will turn off. If a cycle is paused, the active stage LED will stop blinking.

#### **Estimated Time Remaining**

When a cycle is selected, the default time for that cycle is displayed,. This time will change as modifiers or options are selected. Once the Start/Pause button is pressed, the washer will

measure the size of the load. The estimated time may change once the load size has been measured. If Delay Wash is set, the remaining delay time counts down until the cycle begins.

**NOTE**

- The time shown is only an estimate. This time is based on normal operating conditions. Several external factors (load size, room temperature, incoming water temperature, etc.) can affect the actual time.



## Wash Cycles



Choosing by	Wash Cycle	Description
Fabric Type	Normal	Use this cycle to wash all normal items, except delicate fabrics such as wool or silk.  <b>NOTE:</b> Pressing the Start/Pause button without selecting a cycle will cause the Normal cycle to begin immediately, using the default settings
	Bright Whites™	This cycle is for washing white items only. (less than 15 lb. (6.8 kg))
	Delicates	This cycle is for washing lingerie or sheer and lacy clothes which can easily be damaged.
	Perm Press	Use this cycle to wash wrinkle-free clothes or tablecloths, to minimize wrinkles.
	Towels	Use this cycle for washing towels, shirts, jeans and mixed loads
	Sportswear	Use this cycle for garments that are specially designed and treated for sport.
Load Size	Normal	If you have a mixed load that is half-size, use the Normal cycle with default settings. For full-size loads, use the Normal cycle with the soil level set to heavy, and add an extra rinse. In both cases, the machine will automatically detect the load size and adjust accordingly.
	Speed Wash	Use the Speed Wash cycle to quickly wash lightly soiled clothing and small loads. For high wash and rinse efficiency, wash small loads of 2-3 lightly soiled garments. (less than 3 lb. (1.36 kg))  <b>NOTE:</b> Use very little detergent in this cycle. For additional, add an extra rinse using the Extra Rinse button
	Bedding	This cycle is for washing king or queen sized comforters.

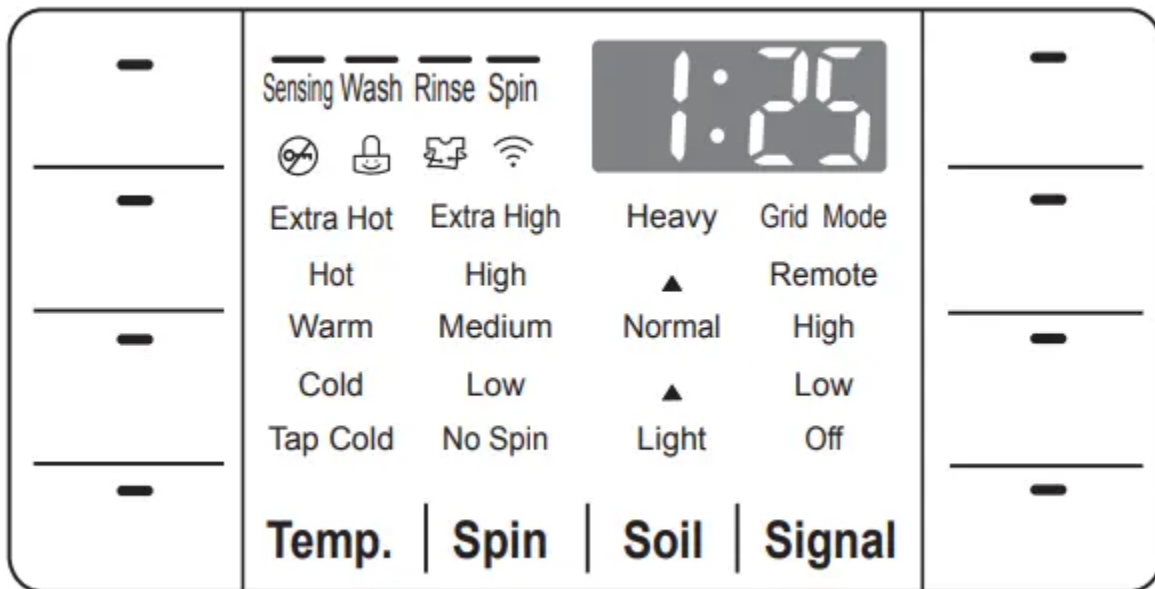
		<p><b>NOTE:</b> Using the Bedding cycle with a low spin speed is recommended when washing waterproof or water-resistant items, to help protect the fabrics' properties. If your washer does not function properly, manually redistribute the load or put one comforter in at a time.</p>
	Jumbo Wash	<p>This cycle is for washing blankets or bulky items.</p> <p><b>NOTE:</b> If your washer does not function properly, manually redistribute the load or put one blanket in at a time.</p>
Convenience	Speed Wash	<p>Use the Speed Wash cycle to quickly wash lightly soiled clothing and small loads. For high wash and rinse efficiency, wash small loads of 2-3 lightly soiled garments. (less than 3 lb. (1.36 kg))</p> <p><b>NOTE:</b> Use very little detergent in this cycle. For additional, add an extra rinse using the Extra Rinse button.</p>
	Rinse+Spin	<p>Select this option to rinse and spin a load separately from a regular cycle. This can be helpful in preventing fresh stains from setting in fabrics. You can change spin speed by pressing Spin repeatedly until the desired speed is selected.</p>
	Tub Clean	<p>Use this cycle to clean the drum of your washer. See the Tub Clean Cycle in the maintenance section.</p>
	Downloaded	<p>If you download a cycle using the Tag On function, it will be placed in the Downloaded cycle position. Choose the Downloaded cycle to run the downloaded cycle.</p> <p><b>NOTE:</b> The default cycle for this position is small load, used for normally soiled loads with just a few items. The small load cycle is also available for download</p>
Soil Level	Normal	



	For tough stains on children's clothes, use the Normal cycle with a hot Wash Temp. setting, plus the Pre Wash option and an Extra Rinse
Heavy Duty	This cycle is for washing heavily soiled laundry using more powerful wash motions.
Allergiene™	<p>This cycle is a powerful, high-temperature cycle designed specifically to reduce certain allergens.</p> <p><b>NOTE:</b></p> <p>Selecting the Allergiene™ cycle automatically incorporates steam into the wash cycle.</p> <p>The Allergiene™ cycle can significantly reduce allergens in bedding and clothing.</p> <p>The Allergiene™ cycle helps reduce dust mite populations and helps reduce allergens. Due to the higher energy and temperatures used, the Allergiene™ cycle is not recommended for wool, silk, leather, or any other delicate or temperature sensitive items.</p>
Sanitary	NSF International (formerly the National Sanitation Foundation), certifies that this wash cycle reduces 99.9% of bacteria on laundry when used in conjunction with bleach, without high energy consumption.

## Cycle Modifier Buttons

Each cycle has default settings that are selected automatically. You may also customize these settings using the cycle modifier buttons. Press the button for the desired modifier until the indicator light for the desired setting is lit. The washer automatically adjusts the water level for the type and size of wash load for best results and maximum efficiency. Due to the high-efficiency nature of this product, water levels may be much lower than expected. This is normal and cleaning/ rinsing performance will not be compromised.



### **Temp.**

Temp. selects the wash and rinse temperature combination for the selected cycle. Press the Temp. button until the indicator light for the desired setting is lit. All rinses use tap cold water .

Cold rinses use less energy. The actual cold rinse temperature depends on the temperature of the cold water at the faucet.

Your washer features a heating element to boost the hot water temperature for Extra Hot settings. This provides improved wash performance at normal water heater settings.

### **NOTE**

- Select the water temperature suitable for the type of load you are washing. Follow the garment fabric care labels for best results.
- Warm rinses are regulated at approximately 74 °F (23 °C).
- Warm rinses leave the clothes dryer than cold rinses, but will result in increased energy consumption and greater wrinkling of clothes.

### **Spin**

Higher spin speeds extract more water from clothes, reducing drying time and saving energy. Press the Spin button until the desired speed is selected. Some fabrics, such as delicates, require a slower spin speed. To protect your clothing, not all spin speeds are available for all cycles.

- The Spin button also activates the Drain+Spin cycle to drain the tub and spin clothes; for example, if you want to remove clothes before the cycle has ended. To use Drain+Spin, press the Power button, then press the Spin button repeatedly to select a spin speed. Press the Start/Pause button to begin.

### **Soil**

Adjusting the soil level setting will modify the cycle times and/or wash actions. Press the Soil button until the desired soil level is selected.

#### **NOTE**

- This feature needs more time for heavily soiled loads or less time for lightly soiled loads.

#### **Signal**

The washer plays a melody when the wash cycle is finished. The buttons make a sound each time a button is pressed. Use this option to adjust the volume of the melody and button tones

## **MAINTENANCE**

#### **NOTE**

- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washer. They will damage the finish.

### **Regular Cleaning**

#### **Care After Wash**

After the cycle is finished, wipe the door and the inside of the door seal to remove any moisture.

- Leave the door open to dry the drum interior.
- Wipe the body of the washer with a dry cloth to remove any moisture.

#### **Cleaning the Exterior**

Proper care of your washer can extend its life.

##### **Door:**

Wash with a damp cloth on the outside and inside and then dry with a soft cloth.

##### **Exterior:**

- Immediately wipe off any spills.
- Wipe with a damp cloth.
- Do not touch the surface or the display with sharp objects.

#### **Care and Cleaning of the Interior**

- Use a towel or soft cloth to wipe around the washer door opening and door glass.
- Always remove items from the washer as soon as the cycle is complete. Leaving damp items in the washer can cause wrinkling, color transfer, and odor.
- Run the Tub Clean cycle once a month, or more often if needed, to remove detergent buildup and other residue.

## Tub Clean Cycle

- Some environmental and usage conditions can cause a residue to build up in the drum over time and can lead to a mildewy or musty smell. Periodic use of this cycle helps to prevent mildew or a musty smell. Run the Tub Clean cycle once a month, or more often under heavy use conditions or if odor is present.
1. Remove any clothing from the drum.
  2. Add cleaning agents.
    - For other drum cleaning products, follow the cleaner manufacturer's instructions and recommendations.
    - Do not exceed the maximum fill line when adding bleach or powdered cleaners. Powdered detergent may remain in the drum after cleaning.
  3. Close the door and press the Power button to turn the washer on.
  4. Turn the cycle selector to select the Tub Clean cycle.
  5. Press the Start/Pause button to begin the cycle. Selecting any other cycle after Tub Clean has been selected will cause the Tub Clean cycle to be cancelled.
  6. After the cycle ends, open the door and allow the drum interior to dry completely.

<b>Cleaner</b>	<b>Instructions</b>
Tub cleaner	Add to main detergent compartment of detergent dispenser lid
Lime scale remover	
Liquid chlorine bleach	Add to bleach compartment of detergent dispenser lid
Powdered cleaner	Pull out liquid detergent cup before adding to main detergent compartment
Cleaning tablets	Place directly into washer drum

### NOTE

- Never load laundry while using Tub Clean. The laundry may be damaged or contaminated with cleaning products. Make sure to run the Tub Clean cycle only when the drum is empty.
- Leave the door open after finishing the laundry, to keep the drum clean.

- Tub Clean should be repeated monthly.
- If mildew or musty smell already exists, run Tub
- Clean once a week for three consecutive weeks.
- For other drum cleaning products, follow the cleaner manufacturer's instructions and recommendations.
- Do not exceed the maximum fill line when adding bleach or powdered cleaners. Powdered detergent may remain in the drum after cleaning.

### **Automatic Alert for Tub Clean**

When the power is on and the **tcl** message blinks on the display, it means the washer drum needs cleaning. Use the Tub Clean cycle to clean the washer drum. The frequency of the automatic alert's appearance depends on how often the washer is used, however the message will generally appear every one to two months.

### **Removing Mineral Buildup**

In areas with hard water, mineral scale can form on internal components of the washer. Periodically clean the mineral buildup on the internal components to extend the lifespan of the washer. Use of a water softener is recommended in areas with hard water.

- Use a descaler, such as Washer Magic®, to remove visible mineral buildup on the washer drum.

After descaling, always run the Tub Clean cycle before washing clothing.

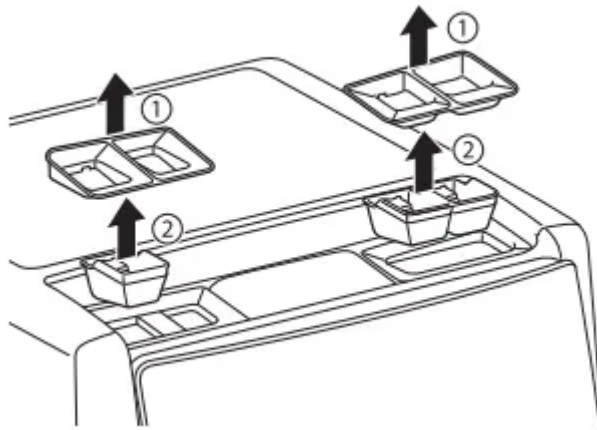
- Mineral scale and other spots may be removed from the stainless steel drum using a soft cloth soaked in stainless steel cleaner.
- Do not use steel wool or abrasive cleaners.

### **Cleaning the Dispenser Lid**

Detergent and fabric softener may build up in the dispenser lid. Remove the lid and inserts and check for buildup once or twice a month.

1. Slide the detergent dispenser lid open.

2. Remove the detergent dispenser covers and pull out the detergent cups



3. Clean parts with warm water.

- Use a soft cloth or brush for cleaning and to remove any residue.

4. Wipe off any moisture with a dry towel or cloth after cleaning.

5. Replace the detergent cups and detergent dispenser covers.

#### NOTE

- If you use a descaler or tub cleaner during the Tub Clean cycle, use the Rinse+Spin cycle to rinse the washer drum before running your next wash cycle.

### Cleaning the Door Seal

Clean the door seal once a month to prevent build-up of dirt.

1. Wear rubber gloves and protective goggles.

2. Dilute 3/4 cup (177 ml) of liquid chlorine bleach in 1 gallon (3.8 L) of water.

3. Wipe around the door seal.

- Soak a sponge or a soft cloth in this diluted solution and wipe all around the door seal.

4. Wipe dry.

- After cleaning, wipe up any moisture with a dry towel or cloth.

5. Leave the door open to allow the door seal to dry completely.

### Cleaning the Water Inlet Filters

If the washer does not fill properly, an error message will show on the display. The inlet valve filter screens could be plugged by hard water scale, sediment in the water supply, or other debris.

1. Turn off both water faucets completely.

2. Unscrew the hot and cold water hoses from the back of the washer.
3. Carefully remove the filters from the water valves.
4. Remove foreign objects and soak the filters in white vinegar or a lime scale remover.
  - If using a lime scale remover, follow the manufacturer's instructions. Be careful not to damage the filters while cleaning them.
5. Rinse filters thoroughly and press them back into place.
6. Flush then reattach the water hoses.
  - Before reattaching the hoses, flush the hoses and water lines by running several gallons of water into a bucket or drain, preferably with the faucets wide open for maximum flow.

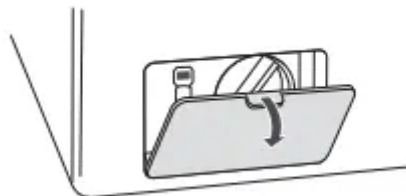
## Cleaning the Drain Pump Filter

The washer fails to drain if the drain pump filter is clogged. Periodically clean the drain filter to prevent clogging with foreign objects.

### WARNING

- Opening the drain filter will result in water overflowing if there is water in the washer drum. Use a bucket if the drum is not completely drained before you open the drain filter.
- Using the washer without the drain filter or with an incorrectly assembled drain filter may cause leaks or malfunctioning of the washer.

1. Turn off the machine and pull out the plug.
- 2.



Open the drain pump filter cover.

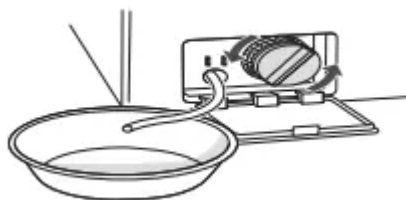
3. Drain any remaining water.
  - Unclip the drain hose and remove the plug from the drain hose to drain the



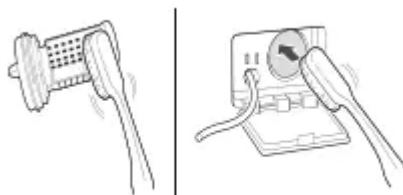
remaining water.

4. Remove the pump filter.

- Twist the pump filter counterclockwise to remove.

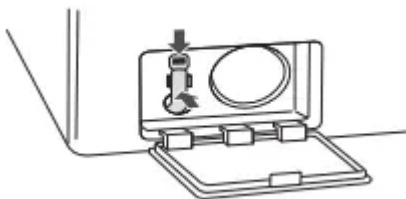


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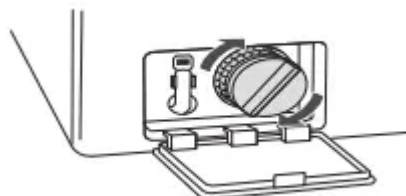


Clean the pump filter and opening.

6. Recap the plug onto the drain hose and attach the drain hose.



7.



Insert the drain pump filter.

8. Close the drain pump filter cover.

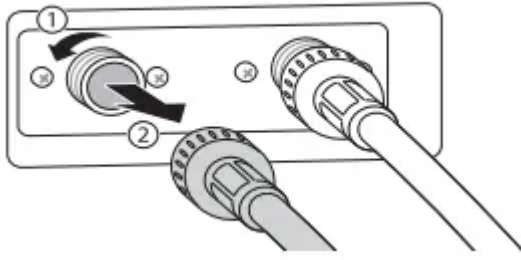
## Care in Cold Climates

### Storing the Washer

If the washer will not be used for an extended period of time and is in an area that could be exposed to freezing temperatures, perform the following steps to protect the washer from damage.

1. Turn off the water supply.

2. Disconnect hoses from water supply and drain water from hoses.



3. Plug the power cord into a properly grounded electrical outlet. Soak a sponge or a soft cloth in this diluted solution and wipe all around the door seal.
4. Add 1 gallon of nontoxic recreational vehicle (RV) antifreeze to the empty drum and close the door. Never use automotive antifreeze.
5. Press the Power button, then select Spin.
6. Press the Start/Pause button to start the drain pump.
7. Allow the drain pump to run for one minute, then press the Power button to shut off the washer. This will expel some of the antifreeze, leaving enough to protect the washer from damage.
8. Unplug the power cord, dry the drum interior with a soft cloth, and close the door.
9. Remove the inserts from the dispenser. Drain any water in the compartments and let them dry.
10. Store the washer in an upright position.
11. To remove the antifreeze from the washer after storage, run a complete Speed Wash cycle using detergent. Do not add laundry to this cycle.

### **When the Water Line is Frozen**

1. Turn off the faucets connected with the water lines.
2. Pour hot water on the frozen faucets to thaw the water lines and remove them.
3. Immerse the water lines in hot water to thaw them.
4. Connect the water lines with the water inlets of the washer and with the faucets. See Connecting the Water Lines for details.
5. Turn on the faucets.
6. Press the Power button.
7. Press the Spin button.
8. Press the Start/Pause button. Verify the water fills properly.

### **When the Drain Line is Frozen**

1. Pour hot water in the washer drum and close the lid. Wait for 1-2 hours.

2. Press the Power button after thawing.
3. Press the Spin button to select draining and spinning.
4. Press the Start/Pause button. Check to make sure the water drains.

## TROUBLESHOOTING

### FAQs: Frequently Asked Questions

**Q: Why does my washer make loud banging noises while it is filling with water?**

A: This is actually a problem with the plumbing in your home. When the water valve in the washer shuts off, it can cause pipes in your home to move, resulting in a loud banging noise. This effect, called water hammer, can be reduced by installing an item called a water hammer arrestor. Add-on arrestors can be purchased through your local hardware or home improvement store.

**Q: Why is there so little water in my washer? How can it clean the clothes?**

A: HE (High-Efficiency) washers are designed to properly wash your laundry while using a minimum amount of water and energy. Because the water volume is low, the small amount of detergent used is more concentrated in the water, resulting in excellent cleaning performance.

**Q: When I press a button, why does my washer beep and then nothing happens?**

A:

- The Child Lock feature is turned on. To turn off Child Lock, turn the washer on, then press and hold the button that has "Child Lock" on or under it for three seconds.
- Power or Signal is off.

**Q: Where should I pour my OxiClean™ or other powdered laundry products when doing my laundry?**

A: If you are using powdered laundry detergent, load it in the main detergent dispenser after removing the liquid detergent insert. Powdered laundry agents such as OxiClean™ or powdered color safe bleach should be put directly into the tub. These products can be put in the empty tub before loading or on top of the laundry after loading the machine.

### Before Calling for Service

The washer is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your washer does not function properly or does not function at all, check the following before you call for service.

## Noises You Might Hear

### Spraying or Hissing

- Water spraying or circulating during the cycle.
  - Normal Operation

### Humming or Gurgling

- Drain pump is pumping water from the washer at times during a cycle.
  - Normal Operation

### Water sloshing

- A liquid in the balance ring around the wash basket helps the basket spin smoothly.
  - Normal Operation

### Water being added after the washer has already begun to operate

- The washer adapts to the load size and type to add more water to the cycle as needed
- The wash load may be unbalanced. If the washer senses that the load is unbalanced, it will stop and refill to redistribute the load.
- The washer may be diluting laundry additives to add to the wash load.
  - Normal Operation

### Rattling and clanking noise

- Foreign objects, such as keys, coins, or safety pins may be in drum or pump.
  - Stop washer, check drum and drain filter for foreign objects. If noise continues after washer is restarted, call for service.

### Thumping sound

- Heavy wash loads may produce a thumping sound.
  - This is normal. If sound continues, washer is probably out of balance. Stop and redistribute wash load.
- Wash load may be out of balance.
  - Pause the cycle and redistribute the load.

### Vibrating noise

- Packaging materials were not removed.
  - See the Unpack and Remove Shipping Material information in the Installation section.

- Wash load may be unevenly distributed in the drum.
  - Pause the cycle and redistribute the load.
- Not all leveling feet are resting firmly and evenly on the floor.
  - See Level the Washer in the Installation section.
- Floor not rigid enough.
  - Make sure that the floor is solid and does not flex. See Flooring in the Installation Requirements section.

### **Squeak noise**

- Packaging materials were not removed.
  - See the Unpack and Remove Shipping Material information in the Installation section.

### **Banging noise when washer is filling with water (Water Hammer)**

- Plumbing in the home moves or flexes when the water valves in the washer shut off.
  - Water hammer is not caused by a defect in the washer. Install water hammer arrestors (purchased separately at hardware or home improvement store) between the fill hose and the washer for best results.
- Household water supply pressure is very high.
  - Adjust household water supply regulator to a lower pressure or contact a plumber.

## **Operation**

### **Water leaking**

- Inlet hose connection is loose at faucet or washer.
  - Check hoses for leaks, cracks and splits.
  - Check and tighten hose connections.
- House drain pipes are clogged.
  - The washer pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair drain pipe.
- Drain hose has come out of drain or is not inserted far enough.
  - Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the

drain hose flange. For larger drain pipes, insert the drain hose into the pipe 1-2 inches past the flange.

- A large item such as a pillow or blanket is above the top of the drum.
  - Use the Bulky cycle for large or bulky items. Use extra care and never wash more than half a load of items that float, such as pillows.
  - Stop the washer and check the load. Make sure the load does not crest above the top edge of the drum.
- Oversudsing of detergent.
  - Oversudsing may create leaks, and may be caused by the type and amount of detergent used. High-Efficiency detergent is the only detergent recommended. The normal amount of detergent to use is 1/4 to 1/2 of the maximum amount recommended by the detergent manufacturer

### **Water leaks every load**

- Hoses not installed correctly.
  - Normal Operation

### **Washer will not drain water**

- Kinked drain hose.
  - Ensure that the drain hose is not kinked.
- Drain located improperly.
  - Make sure that the drain hose is no more than 5 ft. away from the washer.

### **Excessive sudsing**

- Too much detergent or incorrect detergent.
  - HE detergents are formulated specifically for High-Efficiency washers and contain sudsreducing agents. Only use detergent with the High-Efficiency (HE) logo.

### **Washer will not turn on**

- Power cord is not properly plugged in.
  - Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60 Hz outlet.
- House fuse is blown, circuit breaker has tripped, or power outage has occurred.
  - Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician

### **Wash cycle time is longer than usual**

- The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions.
  - This is normal. The washer adjusts cycle time automatically to provide optimal results for the selected cycle. The time remaining shown in the display is only an estimate. Actual time may vary.

### **Bleach does not dispense**

- Bleach dispenser cover is not properly installed.
  - Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle.
- Bleach dispenser is dirty or clogged.
  - Lift out the bleach dispenser cover and clean out the reservoir. Lint and other foreign debris that collects in the inside the dispenser may prevent proper dispensing of the bleach.

### **Premature dispensing of bleach**

- Bleach dispenser filled for future load.
  - You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load.

### **Incomplete or no dispensing of detergent**

- Detergent compartments clogged from incorrect filling.
  - Make sure that detergent and additives are put into the correct dispenser compartments. For all detergent types, always make sure that the dispenser drawer is fully closed before the start of the cycle.
- Too much detergent used.
  - Make sure that the suggested amount of detergent is used per the manufacturer's recommendations. You may also dilute the detergent with water to the maximum fill line on the compartment to avoid clogging. Use only HE (High-Efficiency) detergent.
  - **NOTE:** Always use as little detergent as possible. High-Efficiency washers need very little detergent to achieve optimum results. Using too much detergent will cause poor wash and rinse performance and may contribute to odors in washer.
- Insufficient water supply.
  - Make sure that both hot and cold water faucets are turned on all the way.

- Normal residue.
  - It is normal for a small amount of detergent to remain in the dispenser. If this residue builds up it can interfere with normal dispensing of products. Refer to the cleaning instructions.

### **Washer will not operate**

- Control panel has powered off due to inactivity.
  - This is normal. Press the Power button to turn the washer on.
- Washer is unplugged.
  - Make sure cord is plugged securely into a working outlet.
- Water supply is turned off.
  - Turn both hot and cold faucets fully on.
- Controls are not set properly.
  - Make sure the cycle was set correctly, close the lid and press the Start/Pause button.
- Lid is open.
  - The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.
- Circuit breaker/fuse is tripped/ blown.
  - Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit. The washer will resume the cycle where it stopped once power is restored.
- Control needs to be reset.
  - Press the Power button, then re-select the desired cycle and press the Start/Pause button.
- Start/Pause was not pressed after a cycle was set.
  - Press the Power button then re-select the desired cycle and press the Start/Pause button. The washer will shut off if the Start/Pause button is not pressed within 60 minutes.
- Extremely low water pressure.
  - Check another faucet in the house to make sure that household water pressure is adequate.

- Washer is too cold.
  - If the washer has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the Power button.
  - Otherwise, the display will not come on.

### **Washer not filling properly**

- Filter clogged.
  - Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions.
- Inlet hoses may be kinked.
  - Check that inlet hoses are not kinked or clogged.
- Energy efficiency.
  - This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers.
- Insufficient water supply.
  - Make sure that both hot and cold water faucets are turned on all the way.
- The washer lid is open.
  - The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.

### **Water level is too low/ No water is visible in the drum**

- Energy efficiency
  - This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than on your previous washer. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.

## **Performance**

### **Wrinkling**

- Washer not unloaded promptly.
  - Always remove items from the washer as soon as the cycle is complete.
- Washer overloaded.
  - The washer can be fully loaded, but the drum should not be tightly packed with items. The lid of the washer should close easily.

- Hot and cold water inlet hoses are reversed.
  - Hot water rinse can set wrinkles in garments. Check the inlet hose connections

### **Staining**

- Bleach or softener dispensed too soon.
  - Dispenser compartment is overfilled causing bleach or softener to dispense immediately. Always measure bleach to prevent overfilling one cup maximum. Dispenser drawer closed too quickly causing softener to dispense immediately.
- Bleach or softener was added directly to the wash load in the drum.
  - Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.
- Washer was not unloaded promptly.
  - Always remove items from the washer as soon as possible after the cycle is complete.
- Clothes were not properly sorted.
  - Always wash dark colors separately from light colors and whites to prevent discoloration. Never wash heavily soiled items with lightly soiled items

### **Poor stain removal**

- Proper options not selected.
  - Heavier soils and tougher stains may require extra cleaning power. Select the Soak or Stain Care feature to boost the cleaning power of the selected cycle.
- Previously set stains.
  - Articles that have previously been washed may have stains that have been set. These stains may be difficult to remove and may require hand washing or pre-treating to aid in stain removal.

### **Odor**

- This odor is caused by the rubber attached to the washing machine.
  - It is the normal odor of new rubber and will disappear after the machine has been run a few times.
- If the rubber door gasket and door seal area are not cleaned regularly, odors can occur from mold or foreign substances.
  - Be sure to clean the gasket and door seal regularly and check under the door seal for small items when unloading the washer.

- Odors can occur if foreign substances are left in the drainage pump filter.
  - Be sure to clean the drainage pump filter regularly.
- Odors can occur if the drainage hose is not properly installed, causing siphoning (water flowing back inside the washing machine).
  - When installing the drainage hose, be sure that it doesn't become kinked or blocked.
- Using the dry function, odors can occur from lint and other laundry matter sticking to the heater. (Dryer model only)
  - This is not a malfunction.
- A particular odor can occur from drying wet clothes with hot air. (Dryer model only)
  - The odor will disappear after a short while.

## Wi-Fi

### **Trouble connecting appliance and smartphone to Wi-Fi network**

- The password for the Wi-Fi network was entered incorrectly.
  - Delete your home Wi-Fi network and begin the registration process again.
- Mobile data for your smartphone is turned on.
  - Turn off the Mobile data on your smartphone before registering the appliance.
- The wireless network name (SSID) is set incorrectly.
  - The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- The router frequency is not 2.4 GHz.
  - Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
- The distance between the appliance and the router is too far.
  - If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.

## Error Codes

### **Washer fills with water slowly or not at all, or IE**

- Water supply faucets are not fully open.
  - Make sure that the water faucets are fully open.

- Water line hoses are kinked, pinched, or crushed.
  - Make sure that the hoses are not kinked or pinched. Be careful when moving the washer during cleaning and maintenance.
- Water inlet filters are clogged.
  - Clean the inlet filters. See Maintenance in the Care and Cleaning section.
- Water supply pressure to faucet or house is too low.
  - Check another faucet in the house to make sure that household water pressure is adequate and flow is not restricted. Disconnect the inlet hose from the washer and run a few gallons of water through the hose to flush the water supply lines. If flow is too low, contact a plumber to have the water lines repaired.
- Water supply connected with leaklimiting hoses.
  - Hoses designed to limit leaks can trip falsely and prevent the washer from filling. The use of leak limiting hoses is not recommended.

## **UE**

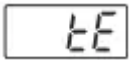
- If the balance is not successful, this error will be displayed.
  - The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted.
- The load is too small.
  - Small loads may need additional items to be added to allow the washer to balance the loads.
- Heavy articles are mixed with lighter items.
  - The load may have heavy items loaded with lighter items. Always try to wash articles of somewhat similar weight to allow the washer to evenly distribute the weight of the load for spinning.
- The load is out of balance.
  - Manually redistribute the load if articles have become tangled preventing the automatic distribution from working properly.

## **The tub does not rotate or dE dE1 dE2**

- The door is not secured.
  - Close and secure the door. If the message keeps appearing, unplug the power cord and call for service.

### **Water in the washer drains slowly or not at all and 0E**

- Drain hose is kinked, pinched, or clogged
  - Make sure the drain hose is free of clogs, inks, etc., and is not pinched behind or under the washer.
- Drain discharge is more than 96 inches (2.4 m) above bottom of washer.
  - Use the drain 96 inches (2.4 m) above the bottom of the washer.



- Control error.
  - Unplug the washer and wait 60 seconds. Reconnect power and try again. If the error reappears, call for service.

### **FE**

- Water level is too high due to a faulty water valve.
  - Close the water faucets, unplug the washer, and call for service.

### **PE**

- The water level sensor is not working correctly.
  - Close the water faucets, unplug the washer, and call for service.

### **LE**

- A motor error has occurred.
  - Allow the washer to stand for 30 minutes and then restart the cycle. If the LE error code persists, call for service.

### **5ud**

- If the washing machine detects too many suds, it displays this error code and adds a Suds Reducing cycle. This adds about 2 hours to the cycle time. If too many suds are detected during spinning, the washing machine stops to help prevent leaking.
  - Do not add more than the manufacturer's recommended amount of detergent.

### **PF**

- The water level too low or high compared with the size of the load.
  - The water level sensor is not working correctly. Unplug the power cord and call for service.

**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.

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