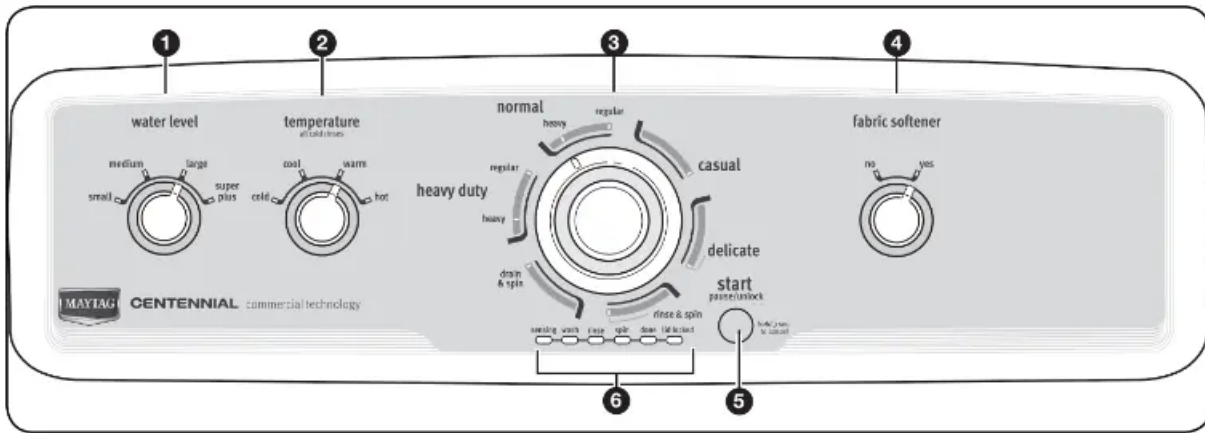


## CONTROL PANEL AND FEATURES



### 1. WATER LEVEL

Select the setting most suitable for your load. Small will add a low amount of water for smaller loads and Super Plus will add the most amount of water for large or bulky loads. Items need to move freely. Tightly packing can lead to poor cleaning performance, and may increase wrinkling and tangling.

### 2. TEMPERATURE

Temperature 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 will be cooler than what your previous washer provided.
- Even in a cold and cool water wash, some warm water may be added to the washer to maintain a minimum temperature.

### 3. WASH CYCLE KNOB

Use the Wash Cycle knob to select cycles on your washer. The knob does not advance during the progress of the cycle, see cycle status lights for each stage of the process. See “Cycle Guide” for detailed descriptions of cycles.

### 4. FABRIC SOFTENER

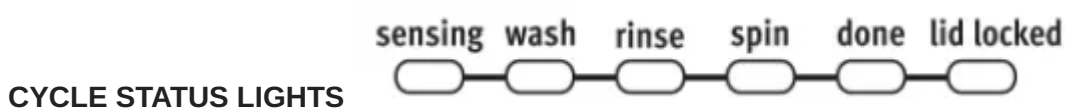
This option can be added to most cycles and must be set to “YES” if using fabric softener during a cycle. It ensures that fabric softener is added at the correct time in the rinse for even distribution.

### 5. START/PAUSE/UNLOCK BUTTON

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

**NOTE:** If the washer is spinning, it may take several minutes to unlock the lid. Press and hold for 3 seconds to cancel a cycle.

6.



### **CYCLE STATUS LIGHTS**

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

#### **SENSING**

When the START/Pause/Unlock button is pressed, the washer will fill to the selected water level. If the lid is closed when the machine is done filling the lid will lock and the machine will begin operation. If the lid is open when the water stops entering the machine, the cycle will not begin until the lid has been closed and the START/Pause/Unlock button is pressed. If the cycle has not been started within 10 minutes of the water filling the washer, the washer will pump out the water.

**NOTE:** Avoid opening the lid during the sensing phase. The sensing process will start over when the washer is restarted. The sensing light may also come on during the Soak and Wash portions of the cycle. This is normal. To restart the washer after the lid has been opened press start.

#### **WASH**

You will hear the agitator moving the load. 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-Yes option was selected. Some cycles use spray rinsing. After draining and spinning out the wash water, the washer will continue to spin and spray in rinse water for the entire rinse time.

#### **SPIN**

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

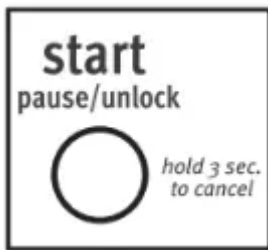
#### **DONE**

Once the cycle is complete, this light will come on. Remove the load promptly for best results.

#### **LID LOCKED**

To allow for higher spin speeds, the lid will lock and the Lid Locked light will turn on. When this light is lit, the lid is locked and cannot be opened. When this light is blinking, the washer is paused. When this light is off, the lid can 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.



## CYCLE GUIDE

For the 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:	Temperature*:	Spin Speed:	Cycle Details:
Sturdy fabrics, colorfast items, towels, jeans	Heavy Duty Heavy	Hot Warm Cool Cold	High	Use this cycle for heavily soiled or sturdy items.
Sturdy fabrics, colorfast items, towels, jeans	Heavy Duty Regular	Hot Warm Cool Cold	High	Use this cycle for heavily soiled or sturdy items. This cycle features a spray rinse. Use this cycle for cleaning the interior of the washer. See "Washer Care."
Cottons, linens, and mixed garment loads	Normal Heavy	Hot Warm Cool Cold	High	Use this cycle for heavily soiled cottons or mixed fabric loads. This cycle features a spray rinse.
Cottons, linens, and mixed garment loads	Normal Regular	Hot Warm Cool Cold	High	Use this cycle for normally soiled cottons and mixed fabric loads. This cycle features a spray rinse.
No-iron fabrics, cottons, perm press, linens, synthetics	Casual	Hot Warm Cool Cold	Low	Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press, and blends.
Machine-wash silks, hand-washed fabrics	Delicate	Hot Warm Cool Cold	Low	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 features a spray rinse.
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 or to complete a load after power interruption. Also use for loads that require rinsing only.
Hand-washed garments 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 cancelling a cycle or completing a cycle after a power failure.

**NOTE:** If you are using fabric softener, be sure to select the Fabric Softener - Yes option.

\*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 including cooking oils).

Doing so can result in death, explosion, or fire.



### Electrical Shock Hazard

Plug into a grounded 3-prong outlet.

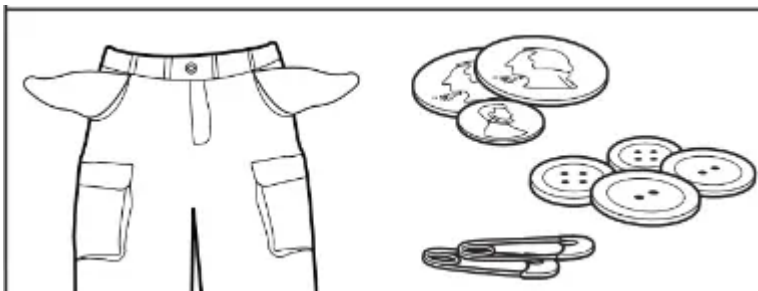
Do not remove the ground prong.

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.

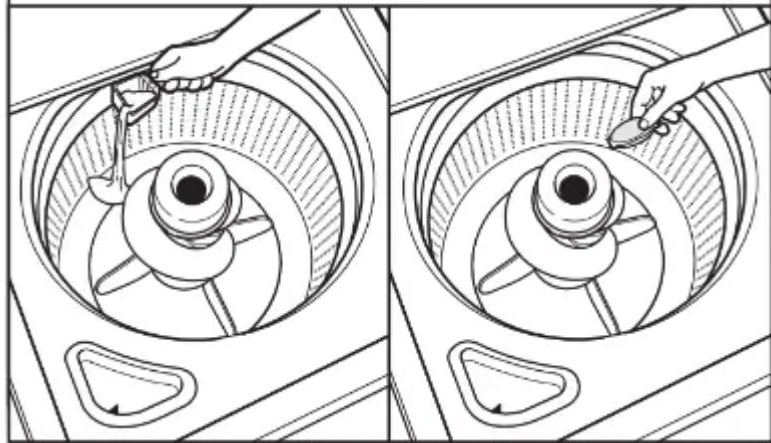
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.
- Separate delicate items from sturdy fabrics.
- Do not dry garments if stains remain after washing because heat can set stains into fabric.
- Treat stains promptly.
- Close zippers, 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.
- 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.

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

2.



**Add laundry products**

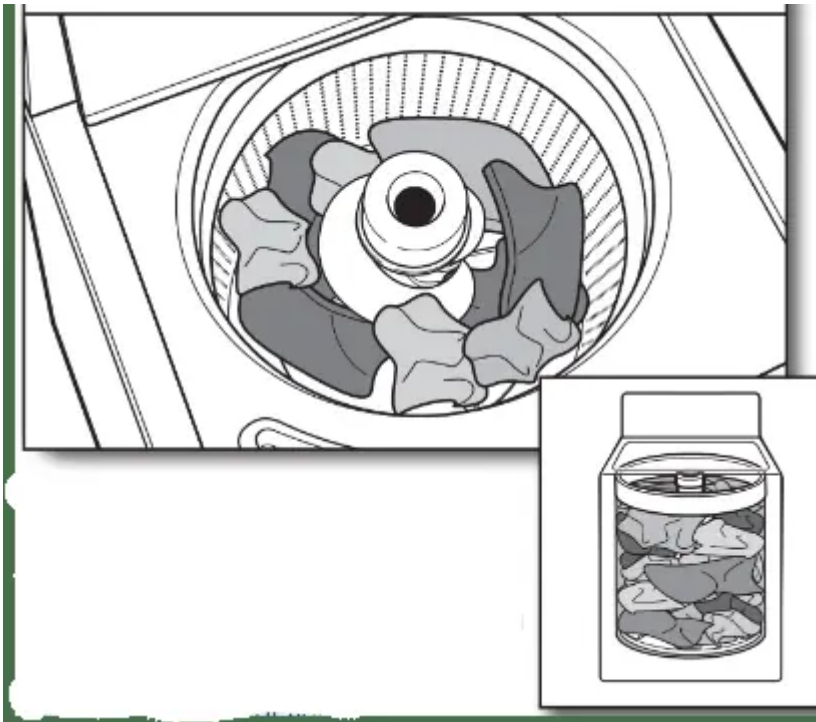
Add

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

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

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

3. **Load the laundry into the washer**

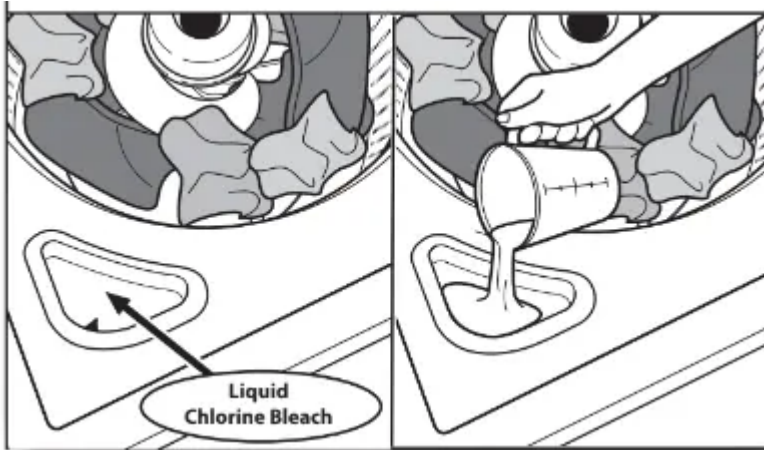


Load garments in loose

heaps evenly around the 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 the washer. Items need to move freely for the best cleaning and to reduce wrinkling and tangling.

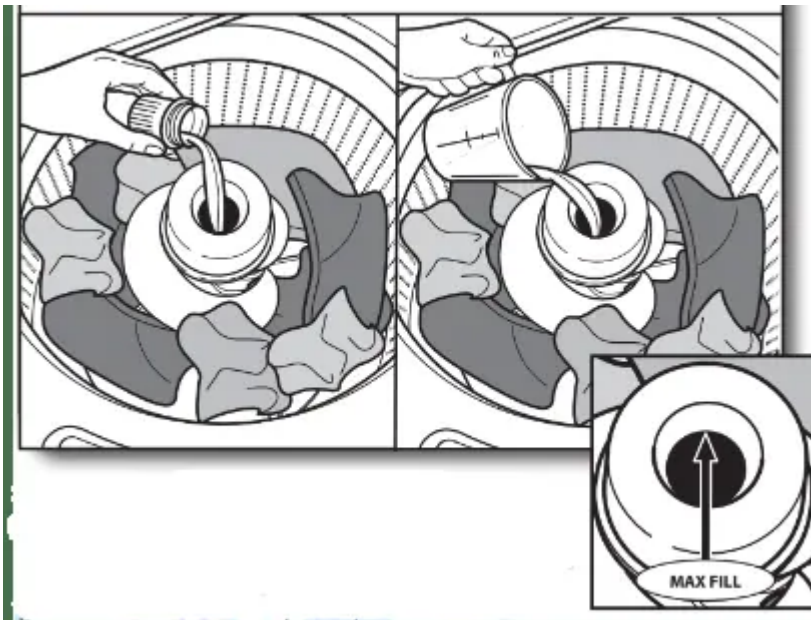
#### 4. Add liquid chlorine bleach to the dispenser



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 as liquid chlorine bleach.

#### 5. Add fabric softener to the dispenser (on some models)

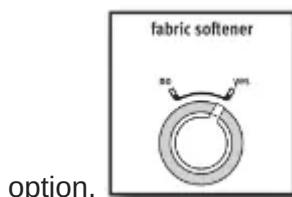


Pour a measured

amount of liquid fabric softener into the dispenser; always follow the manufacturer's directions for the 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 fill line arrows.

**IMPORTANT:** If you are using fabric softener, be sure to select the Fabric Softener-Yes



option.

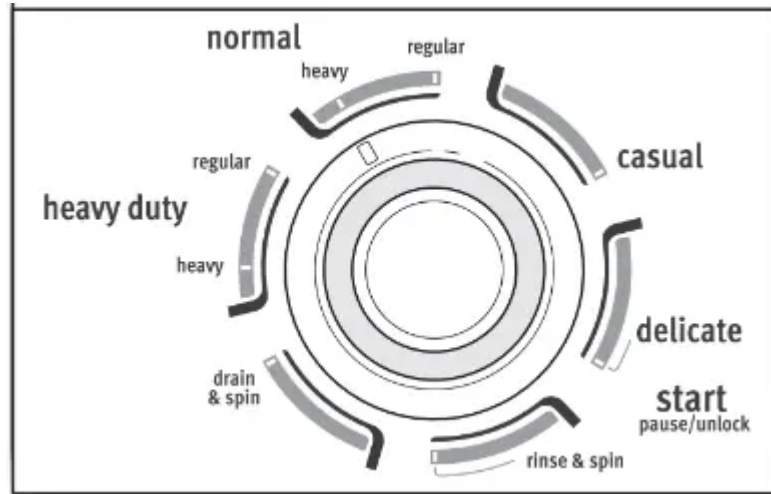
#### Adding Liquid Fabric Softener Manually to Wash the Load

During the final rinse, wait until the washer has completed filling, and press the START/Pause/Unlock button to pause the washer. Lift the lid and add the measured recommended amount of liquid fabric softener. Do not allow liquid fabric softener to spill,

splash, drip, or run into the basket or on load. Do not use more than the recommended amount. Close the lid and press the START/Pause/Unlock button again to start the washer.

**IMPORTANT:** Fabric Softener option must be selected “Yes” to ensure proper distribution of the fabric softener during the final rinse portion of the cycle.

6.

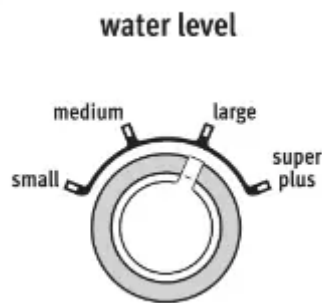


**Select cycle**

knob to choose your wash cycle.

Turn the cycle

7.



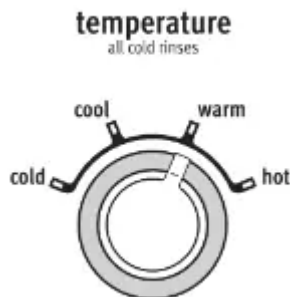
**Select WATER LEVEL**

most suitable for your load.

Select the Water Level setting

Small will add a low amount of water for smaller loads and Super Plus will add the most amount of water for large or bulky loads. Items need to move freely.

8.



**Select TEMPERATURE**

desired wash temperature by turning the Temperature knob to the appropriate setting based on your load. All rinses are cold.

Once you select a cycle, select the

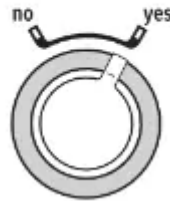
**NOTE:** Always read and follow fabric care label instructions to avoid damage to your

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 garments 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 may be added to assist in soil removal and to help dissolve detergents.	Colors that bleed or fade Light soils
<b>Cold</b> This is the temperature from your faucet. If your tap cold water is very cold, warm water may be added to assist in soil removal and help dissolve detergent.	Dark colors that bleed or fade Light soils

garments.

9.

**fabric softener**



**Select OPTION (on some models)**

softener, be sure to set the Fabric Softener-Yes option.

If you are using fabric

10.



**Press START/Pause/Unlock to begin the wash cycle**

START/Pause/Unlock button to start the wash cycle.

When the cycle has finished, the DONE indicator will light.

Promptly remove garments after the 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 the lid and press START/Pause/Unlock again to restart the cycle.

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

Press the

## 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 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:

#### Recommended Cycle for Cleaning the Washer

Refer to the “Cycle Guide” for the optimal cycle for cleaning the inside of the washer. Use this cycle with the affresh® Washer Cleaner or liquid chlorine bleach as described below.

#### Begin procedure

1. **affresh® Washer Cleaner Cycle Procedure (Recommended for Best Performance):**
  - a. Open the washer lid and remove any clothing or items.
  - b. Place an affresh® Washer Cleaner tablet in the bottom of the washer basket.
  - c. Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
  - d. Do not add any detergent or other chemicals to the washer when following this procedure.
  - e. Close the washer lid.
  - f. Select the cycle

recommended for cleaning the inside of the washer. g. Press the START/Pause/Unlock button to start the cycle. **NOTE:** For best results, do not interrupt the cycle. If the cycle must be interrupted, press START/Pause/Unlock once or twice (depending on the model). After the cycle has stopped, run a RINSE & SPIN cycle to rinse the cleaner from the washer.

## 2. Chlorine Bleach Procedure (Alternative):

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

**NOTE:** For best results, do not interrupt the cycle. If the cycle must be interrupted, press START/Pause/Unlock once or twice (depending on the model). After the cycle has stopped, run a RINSE & SPIN cycle to rinse the cleaner from the washer.

### **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 the power to the washer.
2. Turn off the water supply to the washer, to avoid flooding due to water pressure surge.

## **WINTER STORAGE CARE**

**IMPORTANT:** To avoid damage, install and store the washer where it will not freeze. Because some water may stay in hoses, freezing can damage the washer. If storing or moving during

freezing weather, winterize your washer.

**To winterize the 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 the basket and run the washer on the RINSE & SPIN cycle for about 30 seconds to mix the antifreeze and remaining water.
3. Unplug the washer or disconnect the power.

**TRANSPORTING YOUR WASHER**

1. Shut off both water faucets. Disconnect and drain water inlet hoses.
2. If the washer will be moved during freezing weather, follow Winter Storage Care directions before moving.
3. Disconnect the drain from the drain system and drain any remaining water into a pan or bucket. Disconnect the drain hose from the back of the washer.
4. Unplug the power cord.
5. Place inlet hoses and drain hoses inside the washer basket.
6. Drape the power cord over the edge and into the washer basket.
7. Place the packing tray from the original shipping materials back inside the washer. If you do not have a packing tray, place heavy blankets or towels into the basket opening. Close the lid and place tape over the lid and down the front of the washer. Keep the lid taped until the washer is placed in the new location.

**REINSTALLING/USING THE WASHER AGAIN**

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

1. Refer to “Installation Instructions” to locate, level, and connect the washer.
2. Before using it again, run the washer through the following recommended procedure:

**To use the washer again:**

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



# TROUBLESHOOTING

## Vibration or Off-Balance

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

- The feet may not be in contact with the floor and locked.
  - Front and rear feet must be in firm contact with the floor, and the washer must be level to operate properly. Jam nuts must be tight against the bottom of the cabinet.
- The washer may not be level.
  - Check the floor for flexing or sagging. If the flooring is uneven, a 3/4" (19 mm) piece of plywood under your washer will reduce sound.
  - See “Level the Washer” in Installation Instructions.
- The load could be unbalanced.
  - Load dry items in loose heaps evenly around the basket wall. Adding wet items to the washer or adding more water to the basket could unbalance the washer.
  - Wash smaller loads to reduce the imbalance.
  - Do not tightly pack. Avoid washing single items.
  - Use Normal Regular cycle and Super Plus or Large load size 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.

## Noises

### Clicking or metallic noises

- Objects caught in the washer drain system.
  - Empty pockets before washing. Loose items such as coins could fall between the basket and the tub or may block the 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

- The 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.

## Water Leaks

### Check the following for proper installation:

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

## The washer not performing as expected

### The washer won't run or fill, the washer stops working, or the 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 the 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

- Check proper electrical supply.
  - Plug the power cord into a grounded 3-prong outlet.
  - Do not use an extension cord.
  - Ensure there is power to the outlet.
  - Reset a tripped circuit breaker. Replace any blown fuses. **NOTE:** If problems continue, contact an electrician.
- Normal washer operation.
  - The lid must be closed for the washer to run.
  - The washer will pause during certain phases of the cycle. Do not interrupt the cycle.
- The washer may be tightly packed.
  - Remove several items, rearrange the load evenly in the basket, and add detergent. Close the lid and press START/Pause/Unlock.
  - Do not add more than 1 or 2 additional items after the cycle has started to avoid tightly packing or unbalancing.

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

- Empty pockets and use garment bags for small items.
  - Small items may have been caught in the pump or between the 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. The 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. The drain hose extends into the standpipe farther than 4.5" (114 mm).
  - Check the drain hose for proper installation. Use drain hose form and securely attach to drainpipe or tub. Do not tape over the drain opening. Lower the drain

hose if the end is higher than 96" (2.4 m) above the floor. Remove any clogs from the drain hose.

- Too much detergent causes 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 traditional top-load washers.
  - The high spin speeds combined with airflow 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 the washer and faucet, and have both hot and cold water flowing to the inlet valve.
  - Check that inlet valve screens are not clogged.
  - Remove any kinks in the hoses.
- Energy-saving controlled wash temperatures.
  - This washer uses cooler wash and rinses water temperatures than your previous 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.
  - The Inlet valve screens on the washer may be clogged.
  - Remove any kinks in the inlet hose.
- Using too much detergent.
  - The suds from too much detergent can keep the washer from operating correctly. Always measure detergent and follow detergent directions based on load size and soil level.
- The washer was not loaded as recommended.
  - The washer is less efficient at rinsing when the load is tightly packed.

- Load garments in loose heaps evenly around the basket wall. Load with dry items only.
- Use a cycle designed for the fabrics being washed.
- Add only 1 or 2 additional garments after the washer has started.
- Using too low a load size/water level selection.
  - Choose a load size (water level) that matches the load being washed.

### **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.

### **The load is tangling**

- The washer is not loaded as recommended.
  - See the “Using Your Washer” section.
  - Select a cycle with a slower wash action and spin speed; however, items will be wetter than those using a higher-speed spin. See the “Cycle Guide” to match your load with the best cycle.
  - Load 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**

- The washer was not loaded as recommended.
  - The washer is less efficient at cleaning when the 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 the washer has started.
- Adding detergent on top of the load.
  - Add detergent, oxi products, and color-safe bleach to the bottom of the basket before adding the load items.
- Using too low a load size/water level selection.
  - Choose a load size (water level) that matches the load being washed.

- Using too much detergent.
  - The suds from too much detergent can keep a washer from operating correctly. Always measure detergent and follow the manufacturer's directions based on load size and soil level.
- Not using the correct cycle for fabric type.
  - Use a higher soil level cycle option and warmer wash temperature to improve cleaning.
  - Use a Heavy Duty-Heavy 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. Select Fabric Softener-Yes, when using fabric softener.
  - Do not add products directly onto the load.
- Not washing like colors together.
  - Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.

### **Incorrect dispenser operation**

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

### **Fabric damage**

- Sharp items were in pockets during the 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 the wash load.
- Items may have been damaged before washing.
  - Mend rips and broken threads in seams before washing.
- Fabric damage can occur if the load is tightly packed.
  - Load garments in loose heaps evenly around the basket wall. Load with dry items only.

- Use a cycle designed for the fabrics being washed.
- Add only 1 or 2 additional garments after the washer has started.
- Liquid chlorine bleach may have been added incorrectly.
  - Do not pour liquid chlorine bleach directly onto the load. Wipe up bleach spills.
  - Undiluted bleach will damage fabrics. Do not use more than recommended by the manufacturer.
  - Do not place load items on top of the bleach dispenser when loading and unloading the washer.
- Garment care instructions may not have been followed.
  - Always read and follow the garment manufacturer's care label instructions. See the "Cycle Guide" to match your load with the best cycle.

## **Odors**

- Monthly maintenance is not done as recommended.
  - See "Cleaning Your Washer" in Washer Maintenance.
  - Unload the washer as soon as the cycle is complete.
- Using too much detergent.
  - Be sure to measure correctly. Always follow the manufacturer's directions.
  - See the "Cleaning your Washer" 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 the laundry packet is added to the washer basket before adding clothes. Follow the 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.

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