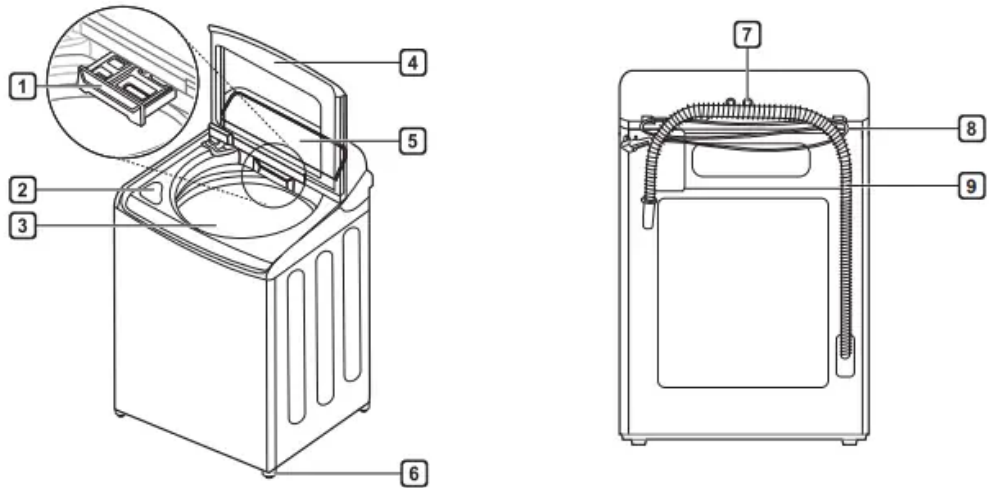


## PRODUCT OVERVIEW

### Parts



**1** Detergent Dispenser

**3** Tub

**5** Control Panel

**7** Water Inlets

**2** Liquid Bleach  
Compartment

**4** Lid (Door)

**6** Leveling Feet

**8** Power Cord

**9** Drain Hose

### Accessories

#### Included Accessories



Tie Strap

#### Required Accessories



Hot and Cold Water Hoses

## NOTE

- The images in this guide may be different from the actual components and accessories, which are subject to change by the manufacturer without prior notice for product improvement purposes.
- For your safety and for extended product life, use only authorized components. The manufacturer is not responsible for product malfunction or accidents caused by the use of separately purchased unauthorized components or parts.

## INSTALLATION

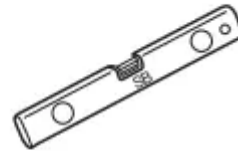
### Tools Needed



Pliers



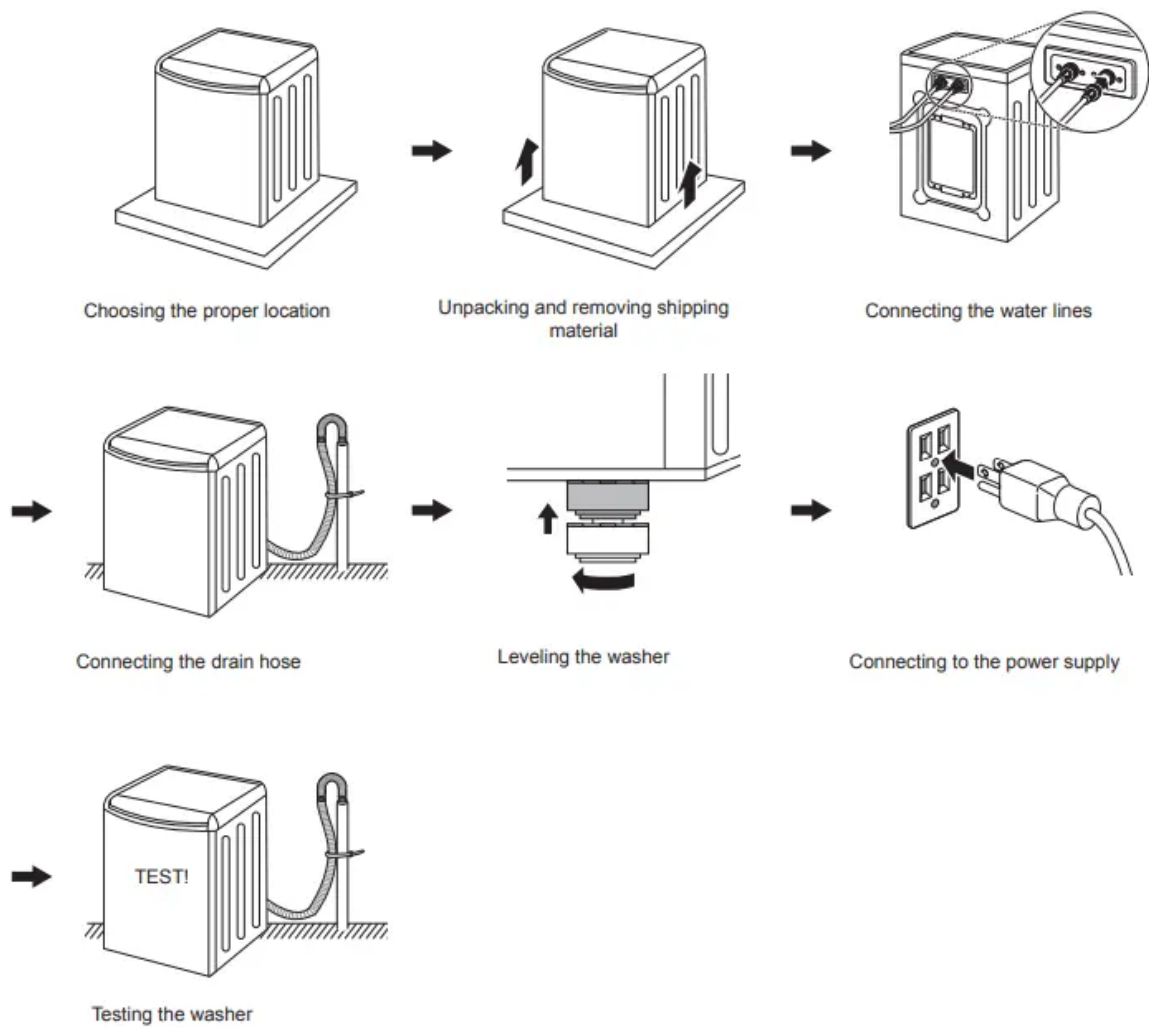
Flat-blade  
Screwdriver



Level

### Installation Overview

Please read the following installation instructions first after purchasing this product or transporting it to another Overview location.



## Product Specifications

The appearance and specifications listed in this manual may vary due to constant product improvements.

Electrical requirements	120 VAC @ 60 Hz
Min. / Max. water pressure	20 - 120 psi (138 - 827 kPa)
Dimensions	27" (W) X 28 3/8" (D) X 44 1/2" (H), 57 1/4" (H with lid (door) open) 68.6 cm (W) X 72.1 cm (D) X 113 cm (H), 145.3 cm (H with lid (door) open)
Net weight	132.3 lbs. (60.0 kg)
Max spin speed	950 RPM (±50 rpm)

## WARNING

- Moving or installation of the appliance requires two or more people. Failure to follow these instructions may result in injury.
- Store and install the appliance where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions. Failure to follow this warning can cause product or part failure. serious injury, fire,electric shock,or death.
- Properly ground the washer to conform with all governing codes and ordinances. Failure to follow this warning can cause serious injury,fire,electric shock,or death.
- To reduce the risk of electric shock,do not install the appliance in humid spaces. Failure to follow this warning can cause serious injury,fire,electric shock,or death.
- To ensure proper airflow,do not block the large opening on the bottom of the washer with carpeting or other materials.
- Do not remove the ground prong. Do not use an adapter or extension cord. Plug into a grounded 3-prong outlet. Failure to follow this warning can cause serious injury,fire,electric shock. or death.
- Certain internal parts are intentionally not grounded and may present a risk of electric shock only during servicing. Service personnel - Do not contact the following parts while the appliance is energized: pump, valve, motor, control board.

## Choosing the Proper Location

Install the washer on a solid floor that is strong and rigid enough to support the weight of the washer. even when fully loaded,without flexing or bouncing. If the floor has too much flex,you may need to reinforce it to make it more rigid,Ifthe floor is not solid,it may cause severe vibration and noise.

### NOTE

- Before installing the washer. make sure the floor is clean. dry and free of dust,dirt,water and oil so the washer feet cannot slide easily. Leveling feet that can move or slide on the floor can contribute to excess vibration and noise due to poor contact with the floor.
- Allow for sufficient space between the walls and the washer for installation.

## Power Outlet

- The power outlet must be within 60 inches (1.5 m) of either side of the washer.
- The appliance and outlet must be positioned so that the plug is easily accessible.
- Do not overload the outlet with more than one appliance.
- The outlet must be grounded in accordance with current electrical wiring codes and regulations.
- Use a time-delay fuse or circuit breaker.

## NOTE

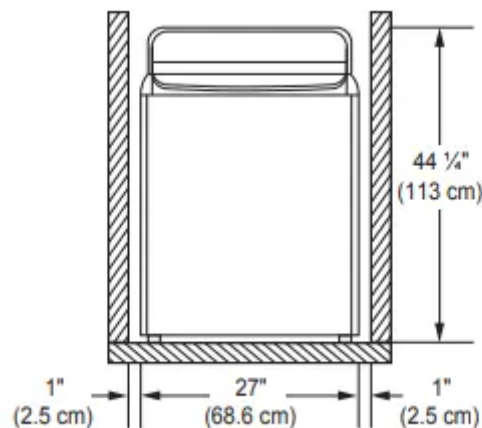
- Its the personal responsibility and obligation of the product owner to have a proper outlet installed by qualified service personnel

## Flooring

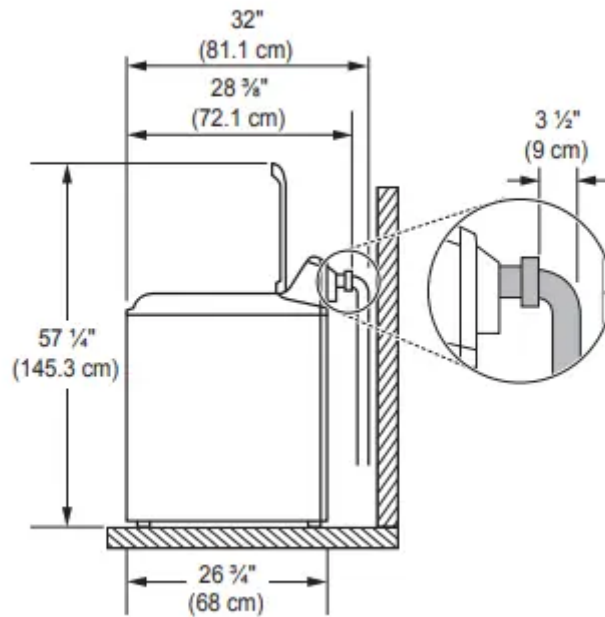
- To minimize noise and vibration. the washer must be installed on a solidly constructed floor.
- Allowable slope under the entire washer is a maximum 1 inch (2.5 cm) difference from side to side or from front to back.
- Installing on carpeting and soft tile surfaces is not recommended.
- Never install the washer on a platform or weakly supported structure.

NOTE: The washer must be installed on firm flooring to minimize vibration during the spin cycle. Concrete flooring is best, but a wood floor is sufficient, provided it is built to FHA standards.

## Floor Installation



- To ensure sufficient clearance for water lines. the drain line and airflow, allow minimum clearances of at least 1 inch (2.5 cm) at the sides and 4 inches (10 cm) behind the unit. Be sure to allow for wall, door, or floor moldings that may increase the required clearances.



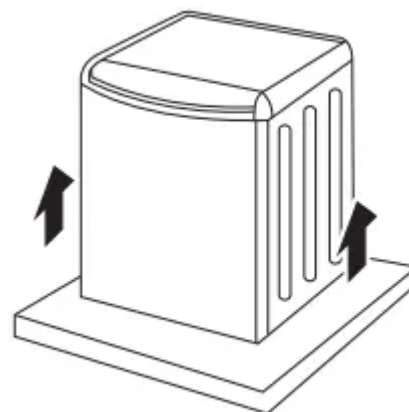
- Minimum vertical space from floor to overhead shelves, cabinets, ceilings, etc., is 58 inches (147 cm).

### Unpacking and Removing Shipping Material

Unpack all shipping materials from the washer for proper operation and inspect it for shipping damage.

CAUTION: Failure to remove shipping materials can cause excessive noise and vibration.

1. Lift the washer off the foam base. After removing the carton and shipping material, lift the washer off the foam base. Make sure the plastic tub support comes off with the base and

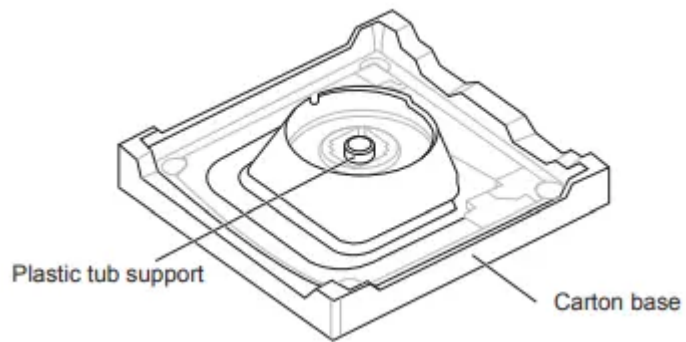


is not stuck to the bottom of the washer.

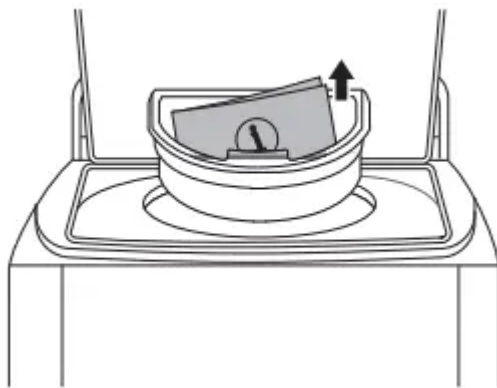
- If you must lay the washer down to remove the base packaging materials, always protect the side of the washer and lay it carefully on its side. Do not lay



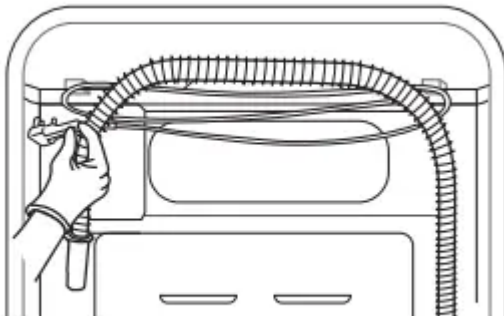
the washer on its front or back.



2. To prevent damage, do not remove the foam block containing the owner's manual, parts, and laundry product samples from the washer tub until the washer is in the final location..



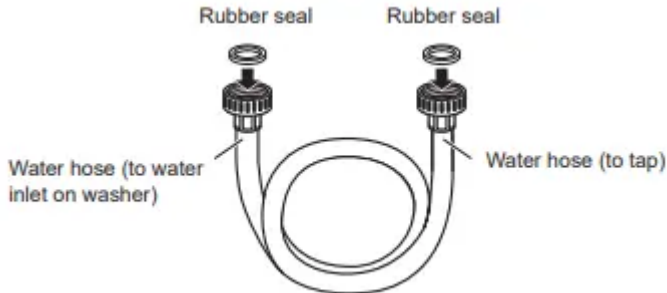
3. Unfasten the power cord from the back of the washer..



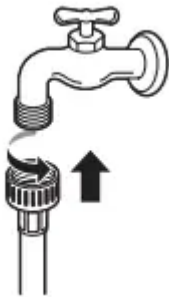
## Connecting the Water Lines

To avoid the risk of costly water damage, purchase and install new inlet hoses when installing the washer

1. Check the fitting and seals. Inspect the threaded fitting on each hose and make sure there is a rubber seal in place in both ends of each hose to prevent leaking.



2. Connect the water supply hoses. Connect the water supply hoses to the hot and cold water faucets tightly by hand and then tighten another 2/3 turn with pliers. Connect the blue hose to a cold water faucet and the red hose to a hot water faucet.



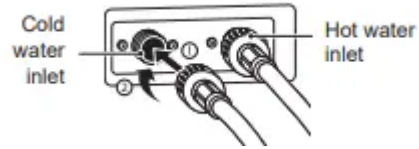
3. Flush out the inlet hoses. After connecting the inlet hoses to the water faucets, turn on the water to flush out foreign substances (dirt, sand or sawdust) in the water lines. Let water drain into a bucket, and check the water temperature to make sure you've



connected the hoses to the correct faucets.

4. Attach the water lines to the back of the washer. Attach the hot water line to the hot water inlet on the back of the washer. Attach the cold water line to the cold water inlet on the

back of the washer. Tighten the fitting securely. Turn on both faucets all the way and



check for leaks at both ends of the hoses

#### WARNING

- Do not overtighten the hoses or cross-thread the can damage the hose fittings. Overtightening or cross-threading valves or couplings, resulting in leaking and property damage.
- Do not reuse old hoses. Use only new hoses when installing the washer. Old hoses could leak or burst causing flooding and property damage. Contact an LG Customer Information Center for assistance in buying hoses.

#### NOTE

- Periodically check the hoses for cracks, leaks, and wear, and replace the hoses every five years. Do not stretch the water hoses intentionally, and make sure that they are not pinched, crushed or kinked by other objects.
- Water supply pressure must be between 20 psi and 120 psi (138 – 827 kPa). If the water supply pressure is more than 120 psi, a pressure reducing valve must be installed.
- To provide optimum washing performance, the hot water temperature should be set at 120 – 135 °F (48 – 57 °C) and the cold at 60 °F (15 °C).
- The washer should never be installed or stored in a location subject to freezing temperatures. Damage to the water lines and internal mechanisms of the washer can result. If the washer was exposed to freezing temperatures prior to installation, allow it to stand at room temperature for several hours before use and check for leaks prior to operation.
- Do not use flood - preventing hoses with auto shutoff devices. The devices can be tripped during fill all prevent the machine from filling properly.

### Connecting the Drain Hose

Connect the drain hose to either a standpipe or laundry tub.

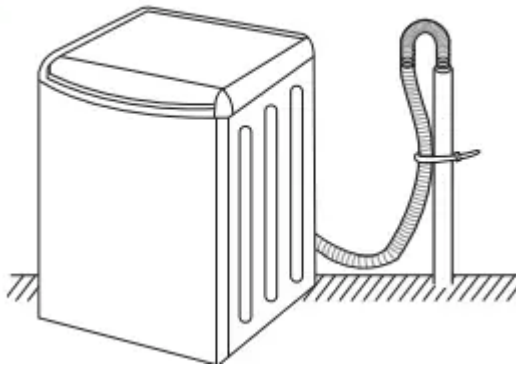
#### NOTE

- The drain hose should always be properly secured. Failure to properly secure the drain hose can result in flooding and property damage.
- The drain must be installed in accordance with any applicable local codes and regulations.
- Make sure that the drain hose is not stretched, pinched, crushed, or kinked.

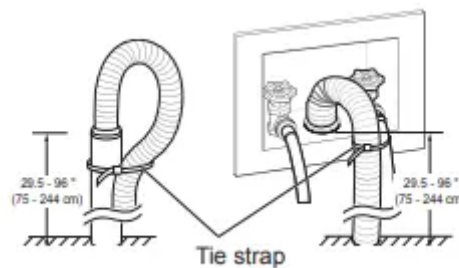
- Do not install the drain hose with the end lower than 29.5 inches (75 cm) or higher than 96 inches (244 cm) above the bottom of the washer or more than 60 inches (152 cm) away from the washer.
- Never create an airtight seal between the hose and the drain with tape or other means. If no air gap is present, water can be siphoned out of the tub resulting in poor wash/rinse performance or clothing damage.
- Normal height of the end of the hose should be approximately 35 inches (89 cm) to 47 inches (120 cm) from the floor

### Option 1: Standpipe

1. Insert the end of the drain hose into the standpipe.
2. Use the provided tie strap to secure the drain hose in place.

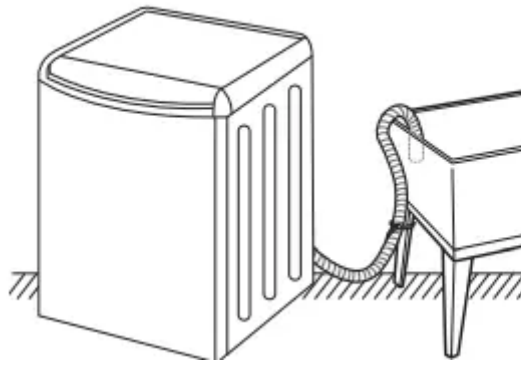


3. If the water valves and drain are built into the wall, fasten the drain hose to one of the water hoses with the tie strap provided (ribbed side on inside).



### Option 2: Laundry Tub

1. Hang the end of the drain hose over the side of the laundry tub.
2. Use the provided tie strap to secure the drain hose in place.

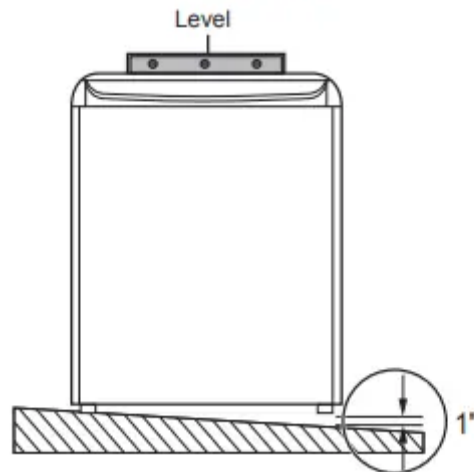


## Leveling the Washer

The drum of your new washer spins at very high speeds. To minimize vibration, noise, and unwanted movement, the floor must be a level, solid surface.

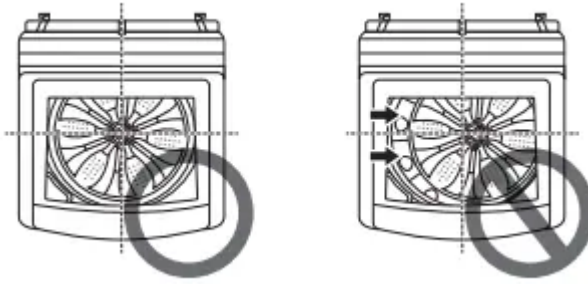
### NOTE

- Adjust the leveling feet only as far as necessary to level the washer. Extending the leveling feet more than necessary can cause the washer to vibrate.
  - Before installing the washer, make sure that the floor is clean, dry and free of dust, dirt, water and oil so the washer feet cannot slide easily. Feet that move or side on the floor can contribute to excessive vibration and noise due to poor contact
1. Position the washer in its final location: Take special care not to pinch, strain, or crush the water and drain lines. If you have a carpenter's level, you can place it across the top of the washer. The slope beneath the washer should not exceed 1 inch, and all four



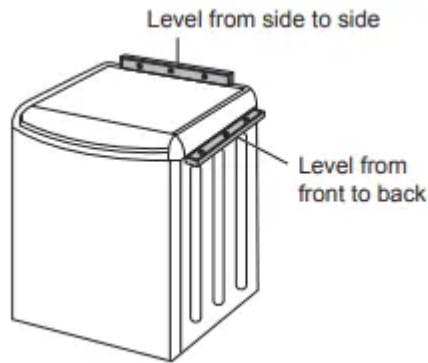
leveling feet must rest firmly on the floor

2. Open the lid (door) and look from above to see if the tub is centered. If the tub is NOT centered, readjust the front feet. If you have a level, check the washer with the level.



**NOTE**

- To check if the washer is level from side to side, place a level on the back edge of the lid (door).
- To check if the washer is level from front to back, place a level at the side of the washer on the edge where the cabinet side meets the top cover. Do not place the level on the top of the lid (door). Using these surfaces will result in



the washer being unlevel.

3. Adjust the lower leveling feet. Turn in one direction to raise the washer or the other direction to lower it.



4. Recheck the washer's levelness. Push or rock the top edges of the washer gently to make sure the washer does not rock. If the washer rocks, repeat steps 1-3.

**CAUTION**

- Using the washer without leveling it may cause excess vibration and noise, leading to a machine malfunction.
- Extend the leveling feet only to level the washer. If you extend the leveling feet unnecessarily, it may cause abnormal vibration of the washer.

**Connecting to the Power Supply**

The washer should be plugged into a 120-VAC, 60 Hz grounded 3-prong outlet. Plug in the washer.






## WARNING

- Do not use a worn or damaged power cord or power plug. Replace or repair it immediately. Failure to do so may result in death, fire, electric shock, or malfunction.
- Do not modify the power cord and plug provided with the appliance. Take care not to damage it when installing or moving the washer. Failure to do so may result in death, fire, electric shock, or malfunction.
- Make sure that the washer is grounded.
- Connect this washer to a grounded outlet conforming to the rating prior to use. Failure to do so may result in fire, electric shock, or malfunction.
- Do not damage or cut off the ground prong of the power cord. Doing so may cause death, fire, electric shock, or product malfunction.
- Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service technician if you are in doubt as to whether the appliance is properly grounded. If it does not fit the outlet, have a proper outlet installed by a qualified electrician
- The appliance and outlet must be positioned so that the plug is easily accessible.
- Do not use adapters or extension cords. Doing so may result in serious injury, fire, electric shock, or death.
- For best performance, plug the washer into its own individual outlet. This helps prevent overloading house wiring circuits which could cause a fire hazard from overheated wires.
- If necessary, use a new, UL-listed 3-prong adapter or 3-wire extension cord with a 3-prong (grounding) plug rated at no less than the branch circuit. Do not use an extension cord longer than 3 feet. Failure to follow these warnings may result in serious injury, fire, electric shock, or death.

## Testing the Washer



Check if the washer is properly installed and run a test cycle.

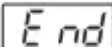

1. Make sure the tub is empty. Do not load anything in the tub for this test.
- 2 Press the Power button then immediately press and hold both the Spin and Soil buttons until a code appears in the display. (See below for a key to the codes.)

Display	Information
	Initial test
	Previous test result was good.
	Previous test was ended with an error.

3 Press the Start/Pause button. The washer will start the test, which will last about 3 minutes. The test automatically checks the water inlet hoses and the drain hose.

4 Check the display for results. If error code is displayed, refer to the following guide.

Error Code	Solution
	Fully open the water faucets. Straighten out any kinks in the inlet hoses and make sure the hoses are not pinned against the wall or under the washer
	Straighten out any kinks in the drain hose and make sure the hose is not pinned against the wall or under the washer. Remove and flush out the drain hose to remove clogs. Adjust or repair the drain. Maximum drain height is 96 inches

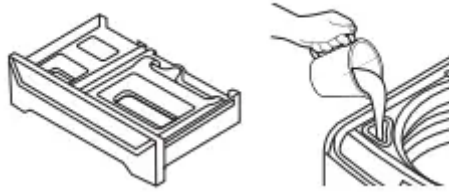
5 End of cycle. At the end of the test cycle,  or  will display. The test cycle will end and the washer will shut off automatically after a short delay

## OPERATION

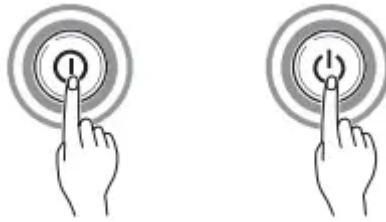
### Using the Washer



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. If using detergent pods, place pod in drum before loading laundry.



2. Add 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 areas of the dispenser drawer. Do not place liquid or powdered detergent pods in the dispenser.



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. Select a Cycle: Turn the Cycle Selector Knob until the desired cycle is selected. The preset Temp., Spin, Soil and option settings for that cycle will be shown.

- Pressing the Start/Pause button without selecting a cycle will cause the Normal cycle to begin immediately.

5. Adjust Settings: Default settings for the selected cycle can now be changed, if desired, using the cycle modifier and option buttons. 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 Additional garments can be added to the tub while the Add Garment light is on. The Add Garment light illuminates near the beginning of the wash cycle to indicate when it is safe to add items to the load. Press the Start/Pause button to pause the cycle and add garments to the load. Press the Start/Pause button to resume the cycle. NOTE: Adding items after the Add Garment light turns off may result in poor wash performance.

8. 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.

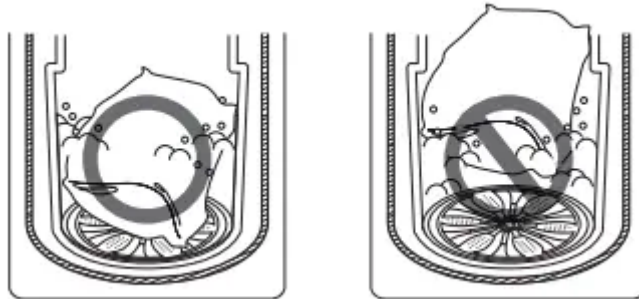
## Sorting Laundry

- Grouping Similar Items
  - For the best washing results, and to reduce the possibility of damage to clothing, care should be taken to sort the clothing into loads that are made up of similar items.
  - Mixing different fabric types and/or soil levels can result in poor wash performance, color transfer, discoloration, fabric damage or linting. Fabrics should be sorted into groups as described below.
- Colors: Sort articles by color. Wash dark clothes together in a separate load from light colors or whites. Mixing dark clothes with light clothes can result in dye transfer or discoloration of the lighter clothes.
- Soil Level: Wash heavily soiled clothing together. Washing lightly soiled clothing in the same load with heavily soiled clothing could result in poor wash performance for the lightly soiled clothing.
- Fabric Type: Delicate articles should not be mixed with heavy or sturdy fabric types. Washing heavy fabrics in a delicate load can result in poor wash performance for the heavy fabrics and possible damage to the delicates.
- Lint Type: Some fabrics attract and bind lint to them while others give off lint in the laundry process. Avoid mixing these lint collectors and lint producers in the same load. Mixing these fabrics will result in pilling and linting on the lint collectors. (For example, lint collector—knit sweater; lint producer—terry cloth towels.)

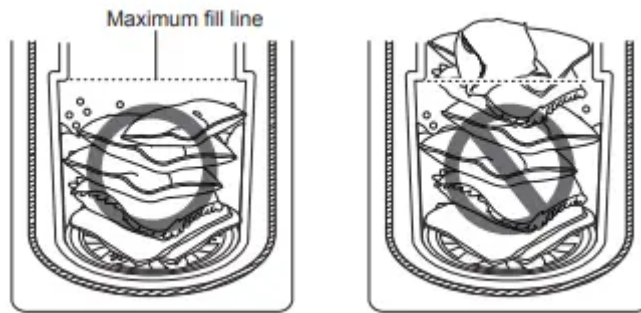
## Loading the Washer

- Check and empty pockets. Paper clips, coins, matches, etc. can damage clothing and the washer.
- Close zippers and hooks, and tie drawstrings to prevent snagging or tangling of clothes.
- Pretreat heavily stained areas for best results.

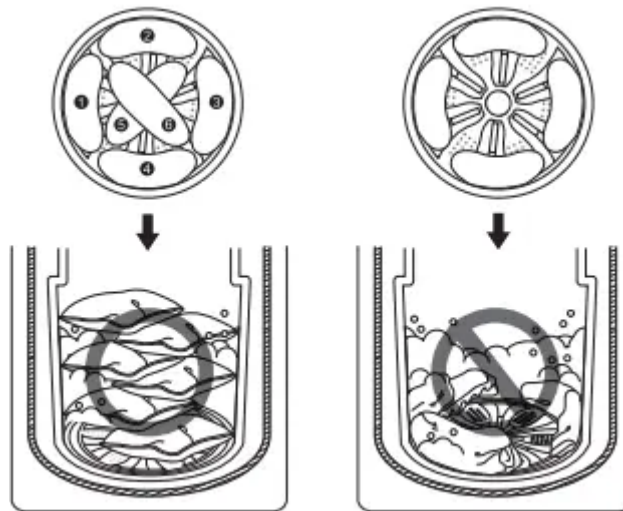
- Combine large and small items in a load. Load large items first. Large items should not be more than half of total load.
- The washer can be fully loaded, but the drum should not be tightly packed with items. The door of the washer must close easily.



- Do not wash single small items. Add 1-2 similar items to the load to prevent an out-of-balance load.
- Clothing or articles that are waterproof or water resistant must be washed in the Waterproof cycle only. (e.g. water resistant clothing, mattress covers, outdoor clothes, plastic mats, etc.) Otherwise, it may result in personal injury or damage to the washer, clothes, walls, floor, and surrounding objects due to abnormal vibration
- Wash small, light items in a mesh bag. Small items can get caught in the impeller at the bottom of the tub, and brassiere hooks can damage other items or the tub.
- Brush off heavy soil, dust, and hair from items before washing. Excess dirt or sand can abrade other fabrics and lead to poor wash performance.
- The washer will not fill or operate with the lid (door) open.
- Use the Bedding cycle for large or bulky items such as poly-filled jackets, comforters, pillows, etc. These items may not be as absorbent as other laundry items and should be sorted into a separate wash load for optimal results.
- Bulky items should be placed as far down in the tub as possible for optimal results. Always place buoyant items at the bottom of the tub. The washer will automatically detect the load size. Because of the high efficiency wash system, the water level may not completely cover the load.
- Do not overload the tub. Clothes should fit loosely in the tub under the maximum fill line. Loading clothes over the fill line may result in damage to clothing and the washer.
  - Load clothes loosely, and do not overfill the tub. Clothes need room to circulate in order to get clean.
  - Do not press down on items while stacking them in the tub



- For best performance, load clothes as shown



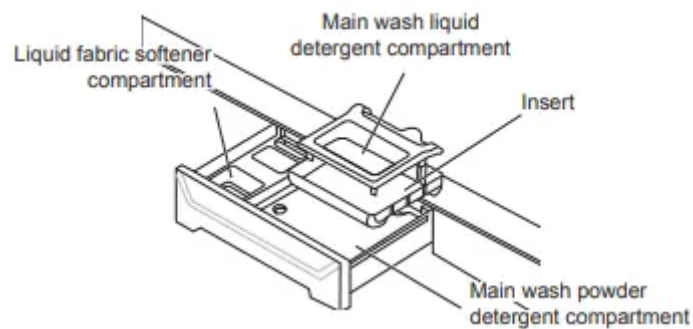
## Adding Cleaning Products

About the Dispensers: The automatic dispenser consists of two compartments which hold:

- Liquid fabric softener
- Liquid or powdered detergent for main wash

Using the Detergent and Softener Dispensers: To add detergent and fabric softener to the automatic dispenser:

- 1 Open the dispenser drawer.
- 2 Load the laundry products into the appropriate compartments.



3 Close the drawer completely before starting the cycle.

- Be careful not to catch a hand in the drawer while closing.

#### Main Wash Detergent Compartment

- This compartment holds laundry detergent for the main wash cycle. Either powdered or liquid detergent may be used in this compartment. The detergent is added to the load at the beginning of the cycle. Always use HE (High-Efficiency) detergent with your washer.
- NOTE
  - Never exceed the manufacturer's recommendations when adding detergent. Using too much detergent can result in detergent buildup in clothing and the washer.
  - When using liquid detergent, make sure the liquid detergent compartment and insert are in place. Do not exceed the maximum fill line.
  - When using powdered detergent, remove the insert and liquid detergent compartment from the dispenser. Powdered detergent will not dispense with the liquid detergent compartment and insert in place.
  - If you use a detergent that does not dissolve easily or a detergent with high viscosity, it will leave a residue and clog the dispenser.

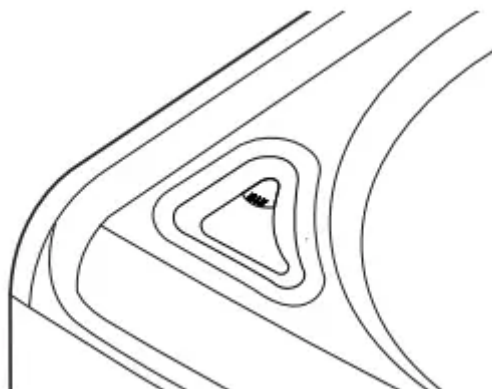
#### Fabric Softener Compartment

- This compartment holds liquid fabric softener, which is automatically dispensed during the final rinse cycle.
- NOTE
  - Do not exceed the manufacturer's recommendations when adding softener. Using too much fabric softener can result in buildup in clothing and the washer. Either powdered or liquid fabric softener may be used.
  - Follow the manufacturer's recommendations when adding fabric softener. Do not exceed the maximum fill line. Using too much fabric softener may stain clothes.
  - Dilute concentrated fabric softeners with warm water.
  - Never pour fabric softener directly onto the load or into the tub.

Using the Liquid Bleach Dispenser: The bleach dispenser is a separate compartment at the left front of the tub opening.

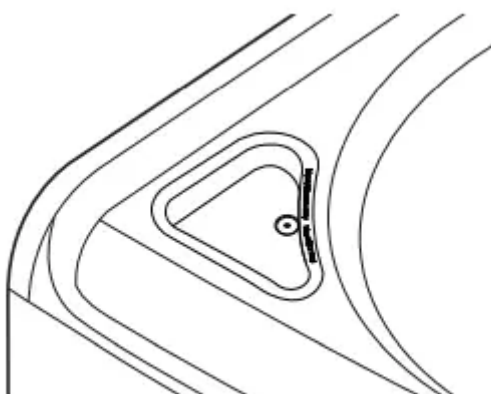
**Type 1** The bleach dispenser is connected to the inlet valve. The bleach is automatically diluted and dispensed at the proper time in the wash cycle. NOTE

- The dispenser is activated twice to ensure complete dispensing of the bleach. Any liquid remaining in the dispenser at the end of the cycle is water, not bleach.



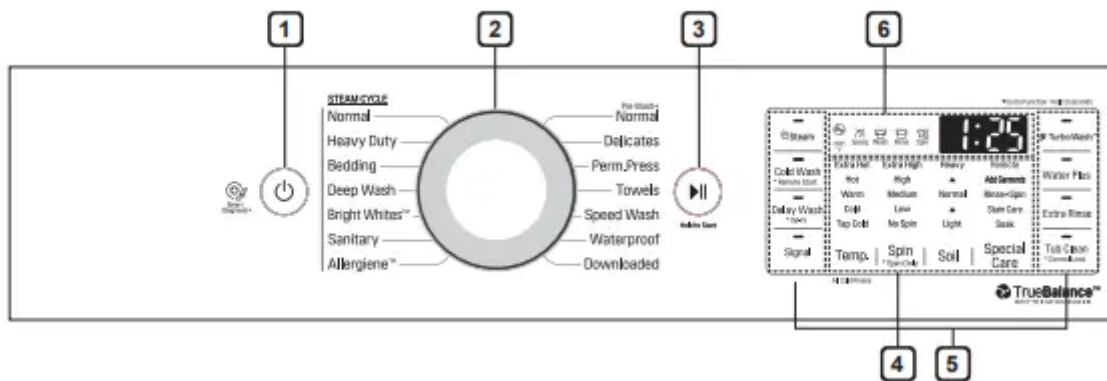
**Type 2** When you pour the bleach into the bleach dispenser, the bleach is immediately added to the tub as it fills with water, safely diluting the bleach. NOTE

- The dispenser cover cannot be removed. To clean the cover, wipe it with a damp paper towel.



1. Check clothing care labels for special instructions.
2. Measure liquid bleach carefully, following instructions on the bottle.
  - High-efficiency washers use less water, so less bleach is needed. One half cup is enough for most loads.
3. Carefully pour the pre-measured amount of bleach directly into the bleach dispenser.
  - If you are using powdered bleach of any kind, pour it directly into the tub before adding the laundry. Never add powdered bleach to the liquid bleach dispenser.

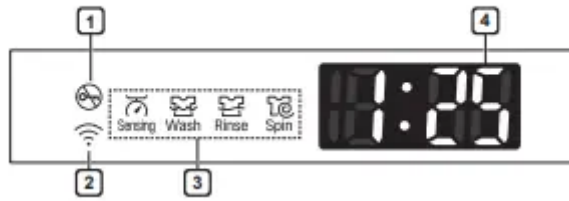
## Control Panel



### 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 lid (door) will unlock after a brief pause. NOTE: If there is any water remaining in the tub after the washer shuts off, it will drain following 4 minutes delay. The washer can be restarted any time before the drain begins. However, once the water begins to drain, all functions will be suspended until the water has been completely drained and the washer shuts off
2. Cycle Selector Knob: Turn this knob to select the desired cycle. Once the desired cycle has been selected, the standard presets will appear in the display. These settings can be adjusted using the cycle modifier buttons anytime before starting the cycle. NOTE: To protect your clothing, not all settings are available on all cycle selections.
3. 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. Any water remaining in the tub will be drained.
4. 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.
5. Special Cycle and Option Buttons Press these buttons 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.
6. 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.

### Time and Status Display



1. **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.
2. **Wi-Fi Connect Indicator** The indicator blinks during product registration and Wi-Fi setup and illuminates when the appliance is connected to a home Wi-Fi network.
3. **Cycle Status Indicator** These LEDs illuminate when a cycle is selected to indicate which stages are included. When a cycle is running, the LED for the active stage blinks, and the LEDs for the remaining stages remain steady. Once a stage is complete, the LED turns off. If a cycle is paused, the active stage LED stops blinking.
4. **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.

## SMART FUNCTIONS

### LG ThinQ Application

The LG ThinQ application allows you to communicate with the appliance using a smartphone.

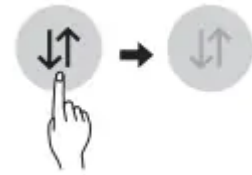
Before Using LG ThinQ



For appliances with the **Smart ThinQ** or **Smart ThinQ™** logo

1. Use a smartphone to check the strength of the wireless router (Wi-Fi network) near the appliance. If the distance between the appliance and the wireless router is too far, the signal strength becomes weak. It may take a long time to register or installation may fail

2.



Turn off the Mobile data or Cellular Data on your smartphone.

3.



Connect your smartphone to the wireless router.

#### NOTE

•



To verify the Wi-Fi connection, check that Wi-Fi icon on the control panel is lit.



- The appliance supports 2.4 GHz Wi-Fi networks only. To check your network frequency, contact your Internet service provider or refer to your wireless router manual.
- LG ThinQ is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- The surrounding wireless environment can make the wireless network service run slowly
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The network connection may not work properly depending on the Internet service provider.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- If the appliance cannot be registered due to problems with the wireless signal transmission, unplug the appliance and wait about a minute before trying again.
- If the firewall on your wireless router is enabled, disable the firewall or add an exception to it.
- The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
- Smartphone user interface (UI) may vary depending on the mobile operating system (OS) and the manufacturer.
- If the security protocol of the router is set to WEP, network setup may fail. Change the security protocol (WPA2 is recommended), and register the product again.

## Installing the LG ThinQ Application

- Search for the LG ThinQ application from the Google Play Store or Apple App Store on a smart phone. Follow instructions to download and install the application.

## LG ThinQ Application Features



For appliances with the  or  logo

- Washer Cycle (Remote Start, Downloaded): Set or download any preferred cycle and operate by remote control.
- Tub Clean Coach: This function shows how many cycles remain before it is time to run the Tub Clean cycle.
- Smart Diagnosis™ : This function provides useful information for diagnosing and solving issues with the appliance based on the pattern of use.
- Energy Monitoring: The washer energy usage is affected by the cycles and options so you may see some changes in energy usage from one cycle to another.
- Push Alerts: When the cycle is complete or the appliance has problems, you have the option of receiving push notifications on a smart phone.
- Settings: Set the product nickname and delete product.

### NOTE

- If you change your wireless router, Internet service provider, or password, delete the registered appliance from the LG ThinQ application and register it again.
- This information is current at the time of publication. The application is subject to change for product improvement purposes without notice to users.

## Using Washer Cycle

Remote Start: Use a smart phone to control the appliance remotely or check to see how much time is left in the cycle.

### Using Remote Start

1. Press the Power button.
2. Load the laundry.
3. Press and hold Remote Start button for 3 seconds to enable the Remote Start function.
4. Start a cycle from the LG ThinQ application on your smart phone.

## NOTE

- Once the Remote Start mode is enabled, you can start a cycle from the LG ThinQ smartphone application. If the cycle is not started, the machine will wait to start the cycle until it is turned off remotely from the application or the Remote Start mode is disabled.
- When Remote Start is turned on, the door is automatically locked.

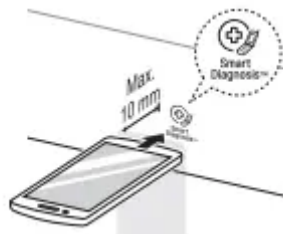
Disabling Remote Start: When the Remote Start is activated, press and hold the Remote Start button for 3 seconds.

## Downloaded

- Download new and specialized cycles that are not included in the standard cycles on the appliance.
- Appliances that have been successfully registered can download a variety of specialty cycles specific to the appliance.
- Only one cycle can be stored on the appliance at a time.
- Once cycle download is completed in the appliance, the appliance keeps the downloaded cycle until a new cycle is downloaded.



## Smart Diagnosis™ Function

Should you experience any problems with the appliance, it has the capability of transmitting data via your telephone to the LG Customer Information Center. NFC or Wi-Fi equipped models can also transmit data to a smartphone using the LG ThinQ application



Smart Diagnosis™ through the Customer Information Center



For appliances with the  or  logo This method allows you to speak directly to our trained specialists. The specialist records the data transmitted from the appliance and uses it to analyze the issue, providing a fast and effective diagnosis.

1. Call the LG Electronics Customer Information Center

2. When instructed to do so by the call center, place the mouthpiece of the phone close to the Smart Diagnosis™ icon. Do not press any other buttons.
3. Press and hold Temp. for three seconds.
4. Keep the phone in place until the tone transmission has finished. For best results, do not move the phone while the tones are being transmitted. If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.
5. Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you using the information transmitted for analysis.



**NOTE**

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the Power button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.
- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.
- The Smart Diagnosis™ function depends on the local call quality.
- Bad call quality may result in poor data transmission from your phone to the call center, which could cause Smart Diagnosis™ to malfunction.

**LG ThinQ Smart Diagnosis™**

- 



For appliances with the  or  logo Use the Smart Diagnosis feature in the LG ThinQ application for help diagnosing issues with the appliance without the assistance of the LG Customer Information Center. Follow the instructions in the LG ThinQ application to perform a Smart Diagnosis using your smartphone.

- NOTE: Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the Power button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.

## MAINTENANCE

**WARNING:** TO reduce the risk of fire, electric shock, or injury to persons, read this entire owner's manual, including the Important Safety Instructions, before operating this washer.

- Unplug the washer before cleaning to avoid the risk of electric shock. Failure to follow this warning can cause serious injury, fire, electric shock, or death.
- Do not use volatile substances (benzene, paint thinner, alcohol, acetone, etc.), abrasive cleaners, or detergents with strong chemical components when cleaning the washer. Doing so may cause discoloration or damage to the machine, or may cause a fire
- Certain internal parts are intentionally not grounded and may present a risk of electric shock only during servicing. Service personnel - Do not contact the following parts while the appliance is energized: pump, valve, motor, control board.

### 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.

- Lid (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

**Cleaning the Drum:** Over time, residue may build up in the drum, leading to mildew or a musty odor. Run the Tub Clean cycle monthly to remove residue and prevent odor. Run the cycle more often under heavy use conditions or if odor is already present

1. Remove any clothing from the drum.

## 2. Add cleaning agents

### Cleaner

- Drum cleaner
  - Add to main detergent compartment of detergent dispenser
- Lime scale remover
- Liquid chlorine bleach: Add to bleach compartment of detergent dispenser
- Powdered cleaner: Pull out liquid detergent cup before adding to main detergent compartment
- Cleaning tablets: Place directly into washer drum

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 knob or press the cycle buttons to select the Tub Clean cycle then press the Start/Pause button to begin the cycle.

6. After the cycle ends, open the door and allow the drum interior to dry completely.

### 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.
- Do not exceed the manufacturer's recommended amount when adding bleach or powdered cleaners. Powdered cleaner may remain in the tub after cleaning

## 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 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

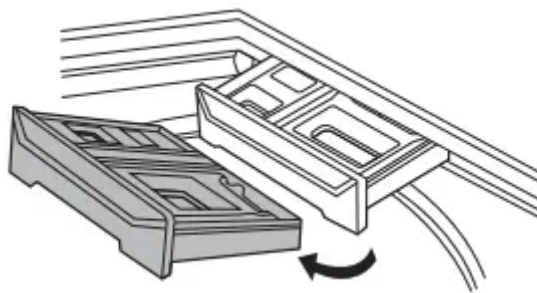
## Leaving the Lid (Door) Open

- If the washer will not be used for several days, leave the lid (door) open overnight to allow the tub to dry.

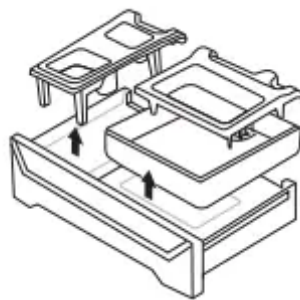
## Cleaning the Dispenser Drawer

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

- 1 Remove the drawer by pulling it straight out until it stops. Lift up on the front of the drawer and pull it completely out.



- 2 Remove the inserts from the two compartments.



- 3 Clean the inserts and drawer with warm water. Use a soft cloth or brush for cleaning and to remove any residue

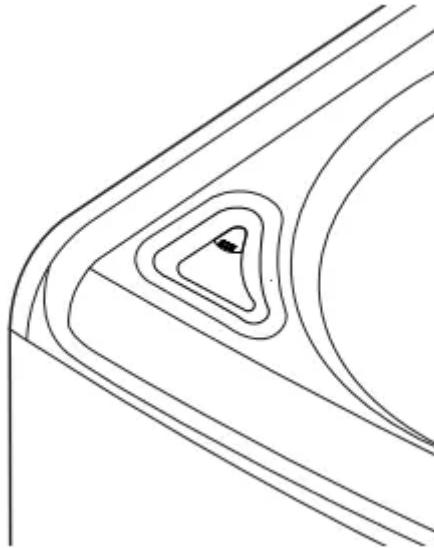
- 4 Wipe off any moisture with a dry towel or cloth after cleaning.

- 5 To clean the drawer opening, use a small, nonmetal brush to clean the recess. Remove all residue from the upper and lower parts of the recess.

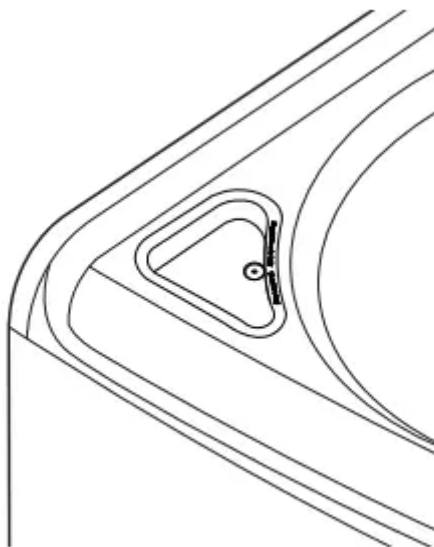
- 6 Return the inserts to the proper compartments and replace the drawer. Set the drawer into the opening at an angle, then lower it and slide it into place.

**Cleaning the Bleach Dispenser:** Bleach may build up on the bleach dispenser cover. Check for buildup and clean the cover once or twice a month.

- Type 1 Remove the cover from the bleach dispenser. Clean the cover and the opening with warm water.



- Type 2 The cover cannot be separated from the dispenser. Clean the cover using a brush and warm water



## 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.

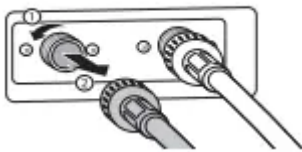
3. Carefully remove the filters from the water valves.
4. Remove foreign objects and soak the filters in white vinegar or a lime scale remover. If using a lime scale remover, follow the manufacturer's instructions. Be careful not to damage the filters while cleaning them.
5. Rinse filters thoroughly 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.

NOTE: An **IE** message may blink on the display when the water pressure is low or an inlet filter is clogged with dirt. Clean the inlet filter.

### 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 the hoses from the water supply and drain any water from the hoses.



3. Plug the power cord into a properly grounded electrical outlet.
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 to 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

### Before Calling for Service

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

### Noises You Might Hear

Noise	Possible Cause	Solutions
Clicking	Lid (Door) lock relays when the lid (door) locks and unlocks.	Normal Operation
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	<p>The washer adapts to the load size and type to add more water to the cycle as needed.</p> <p>The wash load may be unbalanced. If the washer senses that the load is unbalanced, it will stop and refill to redistribute the load</p> <p>The washer may be diluting laundry additives to add to the wash load.</p>	Normal Operation
Rattling and clanking noise	Foreign objects, such as keys, coins, or safety pins may be in tub or pump	Stop washer, check tub and drain filter for foreign objects. If noise continues after washer is restarted, call for service
Thumping sound	<p>Heavy wash loads may produce a thumping sound.</p> <p>Wash load may be out of balance.</p>	<p>This is normal. If sound continues, washer is probably out of balance. Stop and redistribute wash load.</p> <p>Pause the cycle and redistribute the load after the lid (door) unlocks.</p>
Vibrating noise	Packaging materials were not removed	See Unpacking and Removing Shipping Material in the Installation section.

	<p>Wash load may be unevenly distributed in the drum</p> <p>Not all leveling feet are resting firmly and evenly on the floor.</p> <p>Floor not rigid enough.</p>	<p>Pause the cycle and redistribute the load after the lid (door) unlocks.</p> <p>See Leveling the Appliance in the Installation section.</p> <p>Make sure that the floor is solid and does not flex. See Flooring in the Installation section</p>
Squeaking noise	<p>Packaging materials were not removed.</p>	<p>See Unpacking and Removing Shipping Material in the Installation section.</p>
<p>Banging noise when washer is filling with water (Water Hammer)</p>	<p>Plumbing in the home moves or flexes when the water valves in the washer shut off.</p> <p>Household water supply pressure is very high</p>	<p>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</p> <p>Adjust household water supply regulator to a lower pressure or contact a plumber.</p>



## Operation

Problem	Possible Cause	Solutions
Water leaking	<p>Hoses are not connected correctly.</p> <p>House drain pipes are clogged.</p> <p>Drain hose has come out of drain connector or is not inserted far enough.</p> <p>A large item such as a pillow or blanket is above the top of the tub.</p> <p>Oversudsing of detergent.</p>	<p>Check hoses and connectors for leaks, cracks and splits. Check and tighten hose connections.</p> <p>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.</p> <p>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.</p> <p>Use the Bedding 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 tub</p> <p>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. Always reduce the amount of detergent if the load is small or lightly soiled, or if the water is very soft. Never use more than the maximum amount recommended by the detergent manufacturer.</p>
Water leaks every load.	Hoses are not installed correctly	Check all fill and drain hose connections to ensure that they are tight and secure.
Excessive sudsing	Too much detergent or incorrect detergent.	<p>HE detergents are formulated specifically for High-Efficiency washers and contain sudsreducing agents. Only use detergent with the High-Efficiency (HE) logo.</p> <p>For detergent quantities refer to the Detergent Use section. If sudsing or detergent residue continue to be an issue, add an extra rinse</p>
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
Incomplete or no dispensing of detergent	<p>Detergent compartments clogged from incorrect filling.</p> <p>Too much detergent used.</p> <p>Insufficient water supply</p> <p>Normal residue</p>	<p>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</p> <p>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.</p> <p>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.</p> <p>Make sure that both hot and cold water faucets are turned on all the way</p> <p>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.</p>
Washer will not operate.	<p>Control panel has powered off due to inactivity.</p> <p>Washer is unplugged.</p> <p>Water supply is turned off.</p>	<p>This is normal. Press the Power button to turn the washer on.</p> <p>Make sure cord is plugged securely into a working outlet.</p> <p>Turn both hot and cold faucets fully on.</p>



Controls are not set properly

Lid (Door) is open.

Circuit breaker/fuse is tripped/ blown.

Control needs to be reset

Start/Pause was not pressed after a cycle was set.

Extremely low water pressure.

Washer is too cold.

Make sure the cycle was set correctly, close the lid (door) and press the Start/Pause button.

The washer will not operate if the lid (door) is open.

Close the lid (door) and make sure that nothing is caught under the lid (door) preventing it from closing completely

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.

Press the Power button, then re-select the desired cycle and press the Start/Pause button.

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.

Check another faucet in the house to make sure that household water pressure is adequate

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.

<p>Washer is not filling properly.</p>	<p>Filter clogged. Inlet hoses may be kinked. Energy efficiency Insufficient water supply The washer lid (door) is open Water level is too low</p>	<p>Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions. Check that inlet hoses are not kinked or clogged. This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers Make sure that both hot and cold water faucets are turned on all the way. The washer will not operate if the lid (door) is open. Close the lid (door) and make sure that nothing is caught under the lid (door) preventing it from closing completely. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.</p>
<p>Water in the washer does not drain or drains slowly.</p>	<p>Drain hose is kinked, pinched, or clogged. Drain discharge is more than 96 inches (2.4 m) above bottom of washer.</p>	<p>Make sure the drain hose is free of clogs, kinks, etc., and is not pinched behind or under the washer. Move the end of the drain hose so it's lower than 96 inches (2.4 m) above the bottom of the washer.</p>
<p>Bleach does not dispense</p>	<p>Bleach dispenser cover is not properly installed. Bleach dispenser is dirty or clogged.</p>	<p>Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle. 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.</p>
<p>Premature dispensing of bleach</p>	<p>Bleach dispenser filled for future load. Overfilling the bleach dispenser.</p>	<p>You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load. Overfilling the bleach dispenser will cause the bleach to dispense immediately, which will damage the laundry or the washer. Always measure bleach, but never fill above the max line on the dispenser. A half cup of</p>



bleach is sufficient for most loads. Never use more than 1 cup of bleach.



## Performance

Problem	Possible Cause	Solutions
Wrinkling	<p>Washer not unloaded promptly</p> <p>Washer overloaded.</p> <p>Hot and cold water inlet hoses are reversed</p>	<p>Always remove items from the washer as soon as the cycle is complete.</p> <p>The washer can be fully loaded, but the tub should not be tightly packed with items. The lid (door) of the washer should close easily</p> <p>Hot water rinse can set wrinkles in garments. Check the inlet hose connections.</p>
Staining	<p>Bleach or softener dispensed too soon.</p> <p>Bleach or softener was added directly to the wash load in the tub.</p> <p>Washer was not unloaded promptly.</p> <p>Clothes were not properly sorted.</p>	<p>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.</p> <p>Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.</p> <p>Always remove items from the washer as soon as possible after the cycle is complete.</p> <p>Always wash dark colors separately from light colors and whites to prevent discoloration. Never wash heavily soiled items with lightly soiled items.</p>
Poor stain removal	<p>Proper options not selected.</p> <p>Previously set stains.</p>	<p>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.</p> <p>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</p>
Musty or mildewy	<p>Incorrect or too much detergent has been used.</p> <p>Inside of tub was not cleaned properly.</p>	<p>Use only High-Efficiency (HE) detergent in accordance with the manufacturer's instructions</p> <p>Run the Tub Clean cycle regularly</p>







## Wi-Fi







Problem	Possible Cause	Solutions
<p>Trouble connecting appliance and smartphone to Wi-Fi network</p>	<p>The password for the Wi-Fi network was entered incorrectly.</p> <p>Mobile data for your smartphone is turned on.</p> <p>The wireless network name (SSID) is set incorrectly</p> <p>The router frequency is not 2.4 GHz.</p> <p>The distance between the appliance and the router is too far.</p>	<p>Delete your home Wi-Fi network and begin the registration process again</p> <p>Turn off the Mobile data on your smartphone before registering the appliance</p> <p>The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</p> <p>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</p> <p>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.</p>






## Error Codes



Problem	Possible Cause	Solutions
<p></p>	<p>If the balance is not successful, this error will be displayed.</p> <p>The load is too small.</p> <p>Heavy articles are mixed with lighter items.</p> <p>The load is out of balance.</p>	<p>The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted.</p> <p>Small loads may need additional items to be added to allow the washer to balance the load</p> <p>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</p> <p>Manually redistribute the load if articles have become tangled preventing the automatic rebalancing from working properly.</p>
<p></p>	<p>Water supply faucets are not fully open.</p> <p>Water line hoses are kinked, pinched, or crushed.</p> <p>Water inlet filters are clogged.</p> <p>Water supply pressure to faucet or house is too low.</p> <p>Water supply connected with leaklimiting hoses.</p>	<p>Make sure that the water faucets are fully open</p> <p>Make sure that the hoses are not kinked or pinched. Be careful when moving the washer</p> <p>Clean the inlet filters. See Maintenance section</p> <p>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.</p> <p>Hoses designed to limit leaks can trip falsely and prevent the washer from filling. The use of leak limiting hoses is not recommended.</p>
<p></p>	<p>Drain hose is kinked, pinched, or clogged.</p> <p>Drain discharge is more than 96 inches (2.4 m) above bottom of washer</p>	<p>Make sure the drain hose is free of clogs or kinks and is not pinched behind or under the washer.</p> <p>Move the end of the drain hose so it's lower than 96 inches (2.4 m) above the bottom of the washer.</p>
<p></p>	<p>The Control Lock function is on to prevent anyone from changing</p>	<p>Turn off Control Lock in the control panel. See Control Lock under Option Buttons.</p>



	cycles or operating the appliance.	
	Special drain feature	<p>If the washer is paused during a cycle for more than 4 minutes, the cycle will be cancelled and any water remaining in the tub will be drained.</p> <p>This is not an error code. It indicates that the drain function is operating.</p>
	Lid (Door) is not closed properly.	<p>Close the lid (door) and press Start/Pause button. After starting a cycle, it may take a few moments before the tub begins to turn or spin. The washer will not spin unless the lid (door) is locked.</p> <p>If the error persists once the lid (door) is closed and the Start/Pause button is pressed, call for service</p>
	Lid (Door) lock switch error.	<p>Make sure that the lid (door) is closed properly and press the Start/Pause button. The washer will not operate unless the lid (door) is locked.</p> <p>Make sure that nothing is caught under the lid (door), including shipping material or clothing.</p> <p>Make sure that the latch mechanism is fully retracted.</p> <p>If the lid (door) is closed and the lid (door) lock error message is displayed, call for service.</p>
	Foreign objects such as coins, pins, clips, etc., caught between the wash plate and the inner basket.	<p>Turn the washer off then on again. Press the Spin button without selecting a cycle to drain and spin the load.</p> <p>When the Spin cycle is complete, empty the tub and find and remove any objects caught in the wash plate.</p> <p>Always check pockets, etc., before washing to prevent error codes or damage to the washer or clothing.</p>
	It is time to run the Tub Clean cycle	Run the Tub Clean cycle.
	The washer has detected an out of balance load.	If the washer detects a load that is too far out of balance to spin, it will display this code while it is attempting to rebalance the load. The washer will add water and try to

		<p>redistribute the load automatically. This display is for your information only, and no action is required.</p> <p>As a result, the cycle will take longer than initially estimated.</p>
	Control error.	Unplug the washer and wait 60 seconds. Reconnect power and try again. If the error reappears, call for service.
	Water level is too high due to a faulty water valve.	Close the water faucets, unplug the washer, and call for service.
	The water level sensor is not working correctly	Close the water faucets, unplug the washer, and call for service.
	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.
	Clutch error	<p>Mechanical failure</p> <p>Unplug the washer and call for service</p>

### 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.