

## Installation

- When moving or installing the product in a different location, call two or more qualified service personnel for installation and service.
- Do not install the appliance in humid spaces.
- Store and install the appliance where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions.
- This appliance is not designed for maritime use or for mobile installations such as in RVs, trailers, or aircraft.
- Keep packing materials out of the reach of children. Packaging material can be dangerous for children.
- There is a risk of suffocation.
- Destroy the carton, plastic bag, and other packing materials after the appliance is unpacked. Children might use them for play. Cartons covered with rugs, bedspreads, or plastic sheets can become airtight chambers.
- The appliance must be installed and electrically grounded by qualified service personnel in accordance with local codes.
- When installing or moving the appliance, be careful not to pinch, crush, or damage the power cord.
- Connect to a properly rated, protected, and sized power circuit to avoid electrical overload.
- This appliance must be positioned near to an electrical power supply.
- Disconnect the power cord, house fuse or circuit breaker before installing or servicing the appliance.
- The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock from this appliance.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- Use new hoses when connecting the appliance to the water supply. Do not reuse old hoses.
- Do not install the appliance with flexible plastic venting materials. If flexible metal (foil type) duct is installed, it must be of a specific type identified by the appliance manufacturer as suitable for use with the dryer section of the appliance. Flexible venting

materials are known to collapse, be easily crushed, and trap lint. These conditions will obstruct the dryer section's airflow and increase the risk of fire.

- Local ordinances may prohibit installation in a garage. Contact a local building inspector.
- Do not use sheet metal screws or other fasteners which extend into the duct that could catch lint and reduce the efficiency of the exhaust system. Secure all joints with duct tape.
- Use only rigid, semi-rigid or flexible metal 4-inch diameter duct inside the appliance cabinet or for exhausting to the outside. Use of plastic or other combustible ductwork may cause a fire. Punctured ductwork may cause a fire if it collapses or becomes otherwise restricted in use or during installation.
- All nonrigid metal transition duct must be UL-listed. Use of other materials for transition duct could affect drying time.
- Ductwork is not provided with the appliance, and you should obtain the necessary ductwork locally. The end cap should have hinged dampers to prevent backdraft when the dryer is not in use.
- Gas dryers **MUST** be exhausted to the outside.
- The dryer exhaust system must be exhausted to the outside of the dwelling. If the dryer is not exhausted outdoors, some fine lint and large amounts of moisture will be expelled into the laundry area. An accumulation of lint in any area of the home may create a health and fire hazard.
- Do not install near another heat source such as a stove, oven or heater.
- Keep area around the exhaust opening and adjacent surrounding areas free from the accumulation of lint, dust, and dirt.
- The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.
- Do not install a booster fan in the exhaust duct.
- This is a single appliance and a single unit for sale, delivery and installation.

## Grounding Instructions

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt whether the appliance is properly grounded. Do not modify the plug provided with the appliance; if it will not fit the outlet, have a proper outlet installed by a qualified electrician.
- The appliance must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current. The appliance is equipped with a cord having an equipment-grounding

conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is installed and grounded in accordance with all local codes and ordinances.

## Operation

- Read all instructions before using the appliance and save these instructions.
- Use this appliance only for its intended purpose.
- If the product has been submerged in water, sitting in standing water, or waterlogged, do not come in contact with the product and immediately contact an LG Electronics Customer Information Center for instructions before resuming use.
- If you detect a strange sound, a chemical or burning smell, or smoke coming from the appliance, unplug it immediately, and contact an LG Electronics Customer Information Center.
- Under certain conditions, hydrogen gas may be produced in a hot-water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot-water system has not been used for such a period, before using the appliance, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
- Do not reach into the appliance if the tub or drum, agitator, or any interior parts are moving. Before loading, unloading, or adding items, press Start/Pause and allow the tub or drum to coast to a complete stop before reaching inside.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Do not allow children or pets to play on, in or with the appliance. Close supervision is necessary when the appliance is used near children or pets.
- Keep laundry products out of children's reach. To prevent injury to persons, observe all warnings on product labels.
- Repair or immediately replace all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.
- Do not use an extension cord or adapter with this appliance.
- Do not grasp the power cord or touch the appliance controls with wet hands.
- Do not modify or extend the power cord.

- If the electrical supply cord is damaged, it must only be replaced by the manufacturer or its service agent or a similar qualified person in order to avoid a hazard.
- Do not put oily or greasy clothing, candles or flammable materials on top of the appliance.
- Keep the area underneath and around your appliances free of combustible materials (lint, paper, rags, etc.), gasoline, chemicals and other flammable vapors and liquids.

### **IMPORTANT SAFETY INSTRUCTIONS 7**

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not mix chlorine bleach with ammonia or acids such as vinegar. Follow package directions when using laundry products. Incorrect usage can produce poisonous gas, resulting in serious injury or death.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the appliance. They will damage the finish.
- Do not wash or dry articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, vegetable or cooking oil, or other flammable or explosive substances, as they give off vapors that could ignite or explode.
- Do not dry unwashed items in the appliance.
- Remove all objects from pockets such as lighters and matches.
- Do not add gasoline, dry cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- In the event of a gas leak (propane gas, LP gas, etc.), do not operate this or any other appliance. Open a window or door to ventilate the area immediately.
- Do not tamper with controls.
- Fix the drain hose securely in place to avoid flooding.
- Do not abuse, sit on, or stand on the door of the appliance.
- Always check the inside of the appliance for foreign objects.
- Do not allow water, bleach or other liquids to sit in the drum for extended periods. Doing so can corrode the drum or cause mildew or odors.
- Do not use the appliance to dry articles containing foam rubber or similarly textured rubber-like materials.
- Gas appliances can cause minor exposure to four potentially hazardous substances, namely benzene, carbon monoxide, formaldehyde, and soot, caused primarily by the incomplete combustion of natural gas or LP fuels.
- Properly adjusted appliances will minimize incomplete combustion. Exposure to these substances can be minimized further by properly venting the dryer to the outdoors.

- Do not place items exposed to cooking oils in your appliance. Items contaminated with cooking oils may contribute to a chemical reaction that could cause a load to catch fire. To reduce the risk of fire due to contaminated loads, the final part of a tumble dryer cycle occurs without heat (cool down period). Avoid stopping tumble drying before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.
- Do not put any part of your body, such as your hands or feet, or metal objects under the appliance.
- Do not let your hand get pinched when opening or closing the appliance door.
- Do not open the appliance door during a STEAM CYCLE.
- Do not touch the steam nozzle in the drum during or after a STEAM CYCLE.
- On models with a steam feeder drawer, do not fill the steam feeder with hot water (over 86 °F / 30 °C), gasoline, dry cleaning solvents, or other flammable or explosive substances.

## **Maintenance**

- Do not repair or replace any part of the appliance. All repairs and servicing must be performed by qualified service personnel unless specifically recommended in this owner's manual. Use only authorized factory parts.
- Disconnect this appliance from the power supply before cleaning and attempting any user maintenance.
- Turning the controls to the OFF position does not disconnect this appliance from the power supply.
- Remove any dust or foreign matter from the power plug pins.
- Do not disassemble or repair the appliance by yourself.

## ***IMPORTANT SAFETY INSTRUCTIONS***

1. Remove the door(s) before the appliance is removed from service or discarded to avoid the danger of children or small animals getting trapped inside.
2. Make sure the dispenser drawer or lid is closed at all times when not being filled with laundry products.
3. Clean the lint filter of the dryer before or after each load.
4. The interior of the appliance and exhaust duct should be cleaned periodically by qualified service personnel.

# Product Features

## HDMI

- When connecting the HDMI cable, the product and external devices should be turned off and unplugged.

HDMI IN

HDMI IN  
eARC/ARC

- Supported HDMI Audio format (Depending on model):  
True HD (48 kHz),  
Dolby Digital / Dolby Digital Plus (32 kHz, 44.1 kHz, 48 kHz),  
PCM (32 kHz, 44.1 kHz, 48 kHz, 96 kHz, 192 kHz)

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**Note** If the device connected to Input Port also supports HDMI Deep Colour, your picture may be clearer. However, if the device doesn't support it, it may not work properly. In that case, change the TV's [HDMI Deep Colour] setting to off.

- ⓘ → ⚙ → [General] → [Devices] → [HDMI Settings] → [HDMI Deep Colour]
  - On: Support 4K @ 50/60 Hz (4:4:4, 4:2:2, 4:2:0), 4K @ 100/120 Hz (4:4:4, 4:2:2, 4:2:0)
  - Off: Support 4K @ 50/60 Hz (4:2:0)
- Use a certified cable with the HDMI logo attached.
- If you do not use a certified HDMI cable, the screen may not display or a connection error may occur.
- Recommended HDMI Cable Types
  - Ultra High Speed HDMI<sup>®</sup>/TM cable (3 m or less)

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## USB

Some USB Hubs may not work. If a USB device connected using a USB Hub is not detected, connect it to the USB port on the TV directly.

USB IN

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**Note** For an optimal connection, HDMI cables and USB devices should have bezels less than 10 mm thick, 18 mm width and 8 mm a wire diameter. Use an extension cable that supports USB 2.0 or higher if the USB cable or USB memory stick does not fit into your TV's USB port.

\* A ≤ 10 mm

\* B ≤ 18 mm

\* C ≤ 8 mm

# Product Specifications



Broadcasting Specifications				
	Digital TV			Analogue TV
Television system	DVB-T/T2, DVB-C, DVB-S/S2			PAL B/B, PAL B/G, PAL D/K, PAL-I, SECAM B/G, SECAM D/K, NTSC-M
Programme coverage	DVB-S/S2 <sup>1)</sup>	DVB-C <sup>1)</sup>	DVB-T/T2 <sup>1)</sup>	46 ~ 862 MHz
	950~2,150 MHz	46 ~ 890 MHz	VHF III : 174 ~ 230 MHz UHF IV : 470 ~ 606 MHz UHF V : 606 ~ 862 MHz S Band II : 230 ~ 300 MHz S Band III : 300 ~ 470 MHz	
Maximum number of storable programmes	6,000		3,000	
External antenna impedance	75 Ω			
CI Module (W x H x D)	100.0 mm x 55.0 mm x 5.0 mm			

1) Only DVB-T2/C/S2 support model only.

## Choosing the Proper Location

1. Check the following requirements for the install location before installing the appliance.
2. Allow for sufficient space between the walls and the appliance for installation.
3. Make sure that the floor is clean, dry and free of dust, dirt, water and oil so the leveling feet cannot slide easily. Leveling feet that can move or slide on the floor can contribute to excess vibration and noise.
4. If the floor has too much flex, reinforce it to make it more rigid. If the floor is not solid, it may cause severe vibration and noise.
5. If a drain pan must be used, take extra care to follow the instructions provided with the drain pan and make sure the leveling feet are adjusted for firm and even contact with the pan. Use of drain pans and failure to properly level the appliance may result in increased vibration and noise during operation.

## Flooring

1. To minimize noise and vibration, install the washer on a level, solidly constructed floor capable of supporting the appliance without flexing or bouncing.
2. The appliance must be installed on firm flooring to minimize vibration during the spin cycle.
3. Concrete flooring is best, but a wood floor is sufficient, provided it is built to FHA standards.
4. The floor under the appliance must not slope more than 1 inch (2.5 cm) from front to back or side to side.
5. Installing on carpeting and soft tile surfaces is not recommended.

6. Never install the appliance on a platform or weakly supported structure.

### **Floor Installation**

- To ensure sufficient clearance for water inlet hoses, drain hose and airflow, allow minimum clearances of at least 1" (2.5 cm) at the sides and cm) behind the appliance.
- Be sure to allow for wall, door, or floor moldings that may increase the required clearances.

### **Power Outlet**

1. The power outlet must be within 60 inches (1.5 m) of either side of the appliance.
2. Position the appliance so that the outlet and plug are easily accessible.
3. Do not overload the outlet with more than one appliance.
4. The outlet must be grounded in accordance with current electrical wiring codes and regulations.
5. Use a time-delay fuse or circuit breaker.
6. It is the personal responsibility and obligation of the appliance owner to have a proper outlet installed by a qualified electrician.

### **Closet Ventilation Requirements**

- Closets with doors must have both an upper and lower vent to prevent heat and moisture buildup in the closet.
- One upper vent opening with a minimum opening of 48 sq. in. (310 cm<sup>2</sup>) must be installed no lower than 6 feet above the floor.
- One lower vent opening with a minimum opening of 24 sq. in. (155 cm<sup>2</sup>) must be installed no more than one foot above the floor. Install vent grills in the door or cut down the door at the top and bottom to form openings. Louvered doors with equivalent ventilation openings are also acceptable.

### **Lifting the Appliance off the Foam Base**

1. After removing the carton and shipping material, lift the appliance off the foam base.
2. Make sure the plastic drum support a\* comes off with the base and is not stuck to the bottom of the appliance.
3. If you must lay the appliance down to remove the carton base b, always protect the side of the appliance and lay it carefully on its side. Do not lay the appliance on its front or back.

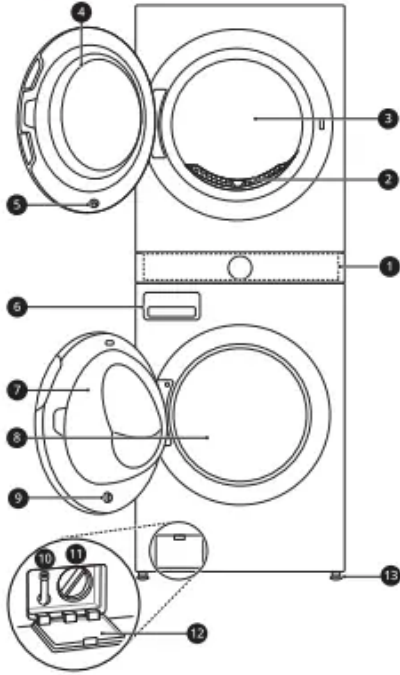
Broadcasting Specifications				
	Digital TV			Analogue TV
Television system	DVB-T/T2, DVB-C, DVB-S/S2			PAL B/B, PAL B/G, PAL D/K, PAL-I, SECAM B/G, SECAM D/K, NTSC-M
Programme coverage	DVB-S/S2 <sup>1)</sup>	DVB-C <sup>1)</sup>	DVB-T/T2 <sup>1)</sup>	46 ~ 862 MHz
	950~2,150 MHz	46 ~ 890 MHz	VHF III : 174 ~ 230 MHz UHF IV : 470 ~ 606 MHz UHF V : 606 ~ 862 MHz S Band II : 230 ~ 300 MHz S Band III : 300 ~ 470 MHz	
Maximum number of storable programmes	6,000		3,000	
External antenna impedance	75 Ω			
CI Module (W x H x D)	100.0 mm x 55.0 mm x 5.0 mm			

1) Only DVB-T2/C/S2 support model only.

#### Four-Wire Power Cord

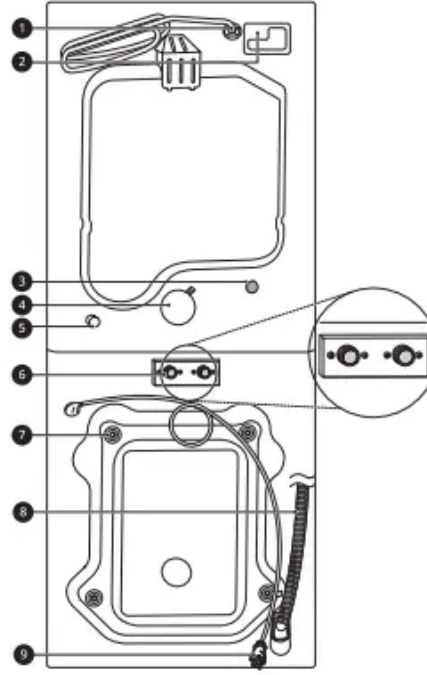
- Remove the terminal block access cover on the upper back of the appliance.
- Install UL-listed strain relief into the power cord through-hole.
- Thread a 30-amp, 240-volt, 4-wire, UL-listed power cord with #10 AWG-minimum copper conductor through the strain relief. a Terminal Block b UL-Listed Strain Relief c UL-Listed 4-Wire Power Cord
- Transfer the appliance's ground wire from behind the green ground screw to the center screw of the terminal block.
- Attach the two hot leads (black and red) of the power cord to the outer terminal block screws.
- Attach the neutral (white) wire to the center screw of the terminal block
- Attach the power cord ground wire to the green ground screw.
- Tighten all screws securely.
- Reinstall the terminal block access cover.

**Front View**



- 1 Control Panel
- 2 Lint Filter
- 3 Dryer Drum
- 4 Dryer Door
- 5 Dryer Door Magnet
- 6 Detergent Dispenser Drawer
- 7 Washer Door
- 8 Washer Drum
- 9 Washer Door Magnet
- 10 Drain Hose
- 11 Drain Pump Filter
- 12 Drain Pump Filter Cover
- 13 Leveling Feet

**Rear View**



- 1 Power Cord (for Gas Models)
- 2 Terminal Block Access Panel (for Electric Models)
- 3 Cold Water Inlet
- 4 Exhaust Duct Outlet
- 5 Gas connection (for Gas Models)
- 6 Hot and Cold Water Inlets
- 7 Shipping Bolts
- 8 Drain Hose
- 9 Power Cord (for Washer)

**Three-Wire Power Cord**

1. Remove the terminal block access cover on the upper back of the appliance.
2. Install the UL-listed strain relief into the power cord through-hole.
3. Thread a 30-amp, 240 volt, 3-wire, UL-listed power cord with #10 AWG-minimum copper conductor through the strain relief. a Terminal Block b UL-Listed Strain Relief c UL-Listed 3-Wire Power Cord
4. Attach the two hot leads (black and red) of the power cord to the outer terminal block screws.
5. Attach the neutral (white) wire to the center terminal block screw.
6. Connect the external ground (if required by local codes) to the green ground screw.



### **Tighten all screws securely.**

- Reinstall the terminal block access cover. a White Wire from Dryer harness b Hot Leads of Power Cord (Black and Red) c Neutral Wire (White) d External Ground Wire (If required by local codes) e Ground Screw (green)

### **Three-Wire Direct Wire**

1. Remove 3.5 inches (8.9 cm) of the outer covering from the wire. Strip 1 inch (2.5 cm) insulation from each wire. Bend the ends of the three wires into a hook shape.
2. Remove the terminal block access cover on the upper back of the appliance.
3. Install UL-listed strain relief into the power cord through-hole.
4. Thread the 3-wire, #10 AWG minimum copper conductor power cable prepared in step 1 through the strain relief.
5. A 3-wire connection is NOT permitted on new construction after

### **A UL-listed strain relief is required.**

- Use a 30-amp, 240-volt, 3-wire, UL-listed power cord with #10 AWG-minimum copper conductor and closed loop or forked terminals with upturned ends.

### **Venting the Dryer**

- Gas dryers MUST exhaust to the outdoors.
- DO NOT use sheet metal screws or other fasteners which extend into the duct that could catch lint and reduce the efficiency of the exhaust system. Secure all joints with duct tape.
- To reduce the risk of fire, combustion, or accumulation of combustible gases, DO NOT exhaust dryer air into an enclosed and unventilated area, such as an attic, wall, ceiling, crawl space, chimney, gas vent, or concealed space of a building.
- To reduce the risk of fire, DO NOT exhaust the dryer with plastic or thin foil ducting.
- Do not exceed the recommended duct length limitations noted in the chart. Failure to follow these instructions may result in extended drying times, fire or death.
- Do not crush or collapse ductwork.
- Do not allow ductwork to rest on or contact sharp objects.
- If connecting to existing ductwork, make sure it is suitable and clean before installing the dryer.
- Venting must conform to local building codes.
- Use only 4 " (10 cm) rigid, semi-rigid or flexible metal ductwork inside the dryer cabinet and for venting outside.

- The exhaust duct must be 4 " (10 cm) in diameter with no obstructions. The exhaust duct should be kept as short as possible. Make sure to clean any old ducts before installing your new dryer.
- Rigid, semi-rigid or flexible metal ducting is recommended for use between the dryer and the wall. All non-rigid metal transition duct must be UL-listed. Use of other materials for transition duct could affect drying time.
- Ductwork is not provided with the dryer. You should obtain the necessary ductwork locally.
- The vent hood should have hinged dampers to prevent backdraft when the dryer is not in use.
- The total length of flexible metal duct must not exceed 8 ft. (2.4 m).

### **Routing and Connecting Ductwork**

- Follow the guidelines below to maximize drying performance and reduce lint buildup and condensation in the ductwork. Ductwork and fittings are NOT included and must be purchased separately.
- Use 4" (10 cm) diameter rigid, semi-rigid or flexible metal ductwork.
- The exhaust duct run should be as short as possible.
- Use as few elbow joints as possible.
- The male end of each section of exhaust duct must point away from the dryer.
- Use duct tape on all duct joints.
- Insulate ductwork that runs through unheated areas in order to reduce condensation and lint buildup on duct surfaces.
- Incorrect or inadequate exhaust systems are not covered by the dryer warranty. Dryer failures or service required because of such exhaust systems will not be covered by the dryer warranty.

Model	WKEX200H*A / WKGX201H*A
<b>Electrical Requirements</b>	Please refer to the rating label for detailed information.
<b>Min. / Max. Water Pressure</b>	20 - 120 psi (138 - 827 kPa)
<b>Dimensions (Width X Height X Depth)</b>	27" X 74 3/8" X 30 3/8" (70 cm X 189 cm X 77 cm)
<b>Maximum Depth with Door Open</b>	55" (139.6 cm)
<b>Net Weight</b>	320 lb (145 kg)
<b>Capacity (Washer/Dryer)</b>	4.5 cu.ft. / 7.4 cu.ft.
<b>Max. Spin Speed (Washer)</b>	1300 RPM
<b>Gas Requirements</b>	NG: 4 - 10.5-inch (10.2 - 26.7 cm) WC LP: 8 - 13-inch (20.4 - 33.1 cm) WC
<b>Operating Temperature Range</b>	41-95 °F (5-35 °C)

### Connecting the Gas Supply

1. In the Commonwealth of Massachusetts: This product must be installed by a licensed plumber or gas fitter. When using ball-type gas shut off valves, they must be T-handle-type. A flexible gas connector, when used, must not exceed 3 feet.
2. Installation and service must be performed by a qualified installer, service agency, or the gas supplier.
3. The dryer is configured for natural gas when shipped from the factory. Make sure that the dryer is equipped with the correct burner nozzle for the type of gas being used (natural gas or propane gas).
4. Use only a new stainless steel flexible connector and a new AGA-certified connector.
5. A gas shutoff valve must be installed within 6 ft. m) of the dryer.
6. If necessary, the correct nozzle (for the LP nozzle kit, order part number 383EEL3002D) should be installed by a qualified technician and the change should be noted on the dryer.
7. All connections must be in accordance with local codes and regulations. Gas dryers MUST exhaust to the outdoors.
8. Make sure that the gas supply to the laundry room is turned OFF and the dryer is unplugged. Confirm that the type of gas available in your laundry room is appropriate for the dryer.
9. Remove the shipping cap from the gas fitting at the back of the dryer. Be careful not to damage the threads of the gas connector when removing the shipping cap.
10. Connect the dryer to your laundry room's gas supply using a new flexible stainless steel connector with a 3/8-inch NPT fitting.

### WARNING

- DO NOT use old connectors.

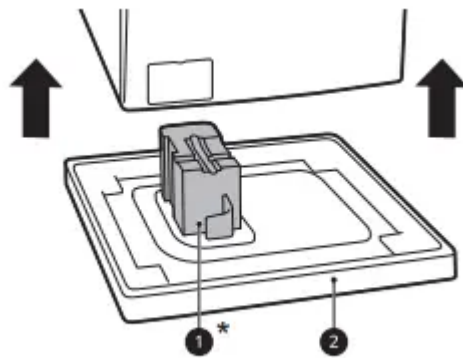
- Securely tighten all connections between the dryer and your laundry room's gas supply.
- Turn on your laundry room's gas supply.
- Check all pipe connections (both internal and external) for gas leaks with a noncorrosive leak-detection fluid.

#### For the Washer

- Attach the hot water inlet hose i to the hot water inlet on the back of the washer.
- Attach the cold water inlet hose j to the cold water inlet on the back of the washer.

#### For the Dryer

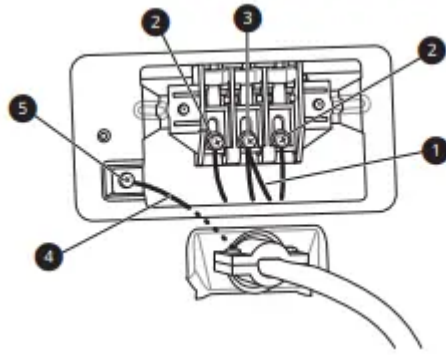
- Attach the cold water inlet hose j to the cold water inlet on the back of the dryer.
- Tighten the fittings securely. Turn on both faucets all the way and check for leaks at both ends of the hoses.



#### Testing the Dryer

- Once you have completed the installation of the appliance, use this test to make sure the condition of the exhaust system is adequate for proper operation of the appliance. This test should be performed to alert you to any serious problems in the exhaust system of your home.
- Your appliance features Flow Sense(W), an innovative sensing system that automatically detects blockages and restrictions in dryer ductwork. Keeping ductwork clean of lint buildup and free of restrictions allows clothes to dry faster and reduces energy use

#### Error Codes



## TROUBLESHOOTING

### INLET ERROR

1. Water supply faucets are not fully open.
2. Make sure that the water faucets are fully open.
3. Water inlet hoses are kinked, pinched, or crushed.
4. Make sure that the hoses are not kinked, pinched or crushed behind or under the washer.
5. Be careful when moving the washer during cleaning or maintenance.
6. Water inlet filters are clogged.
7. Clean the inlet filters. See MAINTENANCE.
8. Water supply pressure to faucet or house is too low.
9. Check another faucet in the house to make sure that household water pressure is adequate and flow is not restricted.
10. Disconnect the water inlet hoses from the washer and run a few gallons of water through the hoses to flush out any dirt.
11. If flow is too low, contact a plumber to have the water supply lines repaired.
12. Water supply connected with leak-limiting hoses.
13. The use of hoses designed to limit leaks is not recommended. Leak limiting hoses can trip falsely and prevent the washer from filling.

### UNBALANCE ERROR

- The load is too small.
- Add additional items to allow the washer to balance the load.
- Heavy articles are mixed with lighter items.
- Always try to wash articles of somewhat similar weight to allow the washer to evenly distribute the weight of the load for spinning.
- The load is out of balance.

- Manually redistribute the load if articles have become tangled, preventing the automatic rebalancing from working properly.

#### **DOOR OPEN ERROR**

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

#### **WATER OUTLET ERROR**

- Drain hose is kinked, pinched, or clogged.
- Make sure that the drain hose is free of clogs or kinks and is not pinched behind or under the washer.
- The end of the drain hose is more than 96 inches (2.4 m) above the bottom of the washer.
- Move the end of the drain hose so that it is lower than 96 inches (2.4 m).

#### **TEMPERATURE SENSOR ERROR**

1. Control error.
2. Unplug the washer and wait 60 minutes. Reconnect power and try again.
3. If the error code is still displayed, call for service

#### **OVERFLOW ERROR**

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

#### **PRESSURE SENSOR ERROR**

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

#### **MOTOR LOCKED ERROR**

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

#### **OVERSUDSING DETECTION**

1. Oversudsing of detergent
2. Do not add more than the manufacturer's recommended amount of detergent.
3. If too many suds are detected during spinning, the washer stops to help prevent leaking.

## **WATER LEVEL SENSOR ERROR**

- Water level is too low or high compared to the load.
- Unplug the washer and wait for 60 minutes. Reconnect power and try again.
- If the error code is still displayed, call for service.

## **FROZEN ERROR**

1. Inlet hose, drain hose or drain pump is frozen.
2. See Care in Cold Climates.

## **CONTROL LOCK FUNCTION**

1. The Control Lock function is on to prevent anyone from changing cycles or operating the washer.
2. Turn off the Control Lock function in the control panel. See Control Lock under Options and Extra Functions. tCL

## **TUB CLEAN ALARM**

- It is time to run the Tub Clean cycle.
- This is not an error code. It indicates that the Tub Clean cycle is running or needs to be run to clean the washer drum.
- Problem Possible Cause & Solution

## **VIBRATION SENSOR ERROR**

1. Vibration sensor malfunctions.
2. Call for service.
3. Clicking Door lock sounds when the door locks or unlocks.

## **Normal operation**

- Spraying or hissing Water spraying or circulating during the cycle

## **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 pulsator helps the basket spin smoothly.
- Normal operation
- Water being added after the washer has already begun to operate
- The washer adapts to the load size and type to add more water to the cycle as needed.
- Normal operation

- The wash load may be unbalanced. If the washer senses that the load is unbalanced, it will stop and refill to redistribute the load.
- Normal operation
- The washer may be diluting laundry additives to add to the wash load.
- Normal operation
- Rattling and clanking noise
- Foreign objects, such as keys, coins, or safety pins may be in drum or pump.
- Stop the washer, check the drum and the drain filter for foreign objects.
- If noise continues after the washer is restarted, call for service.
- Thumping sound Heavy wash loads may produce a thumping sound.
- This is normal, but if the sound continues, the washer is probably out of balance. Stop and redistribute wash load.

#### **Wash load may be out of balance.**

- Pause the cycle and redistribute the load after the door unlocks.
- Vibrating noise Packaging materials were not removed.
- See Unpacking and Removing Shipping Material in INSTALLATION.
- Wash load may be unevenly distributed in the drum.
- Pause the cycle and redistribute the load after the door unlocks.
- Not all leveling feet are resting firmly and evenly on the floor.
- See Leveling the Appliance in INSTALLATION.

#### **Floor is not rigid enough.**

- Make sure that the floor is solid and does not flex. See Flooring in INSTALLATION.
- Squeaking noise Packaging materials were not removed.
- See Unpacking and Removing shipping Material in INSTALLATION.

#### **Water Leaking**

1. Hoses are not connected correctly.
2. Check hoses and connectors for leaks, cracks, and splits.
3. Check and tighten hose connections.
4. House drain pipes are clogged.
5. 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.
6. Contact a plumber to repair drain pipe.

7. Drain hose has come out of the drain connector or is not inserted far enough.
8. Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain.
9. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange.
10. For larger drain pipes, insert the drain hose into the pipe 1 - 2 inches past the flange.
11. Oversudsing of detergent
12. Oversudsing may create leaks, and may be caused by the type and amount of detergent used. HE (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.
13. Always reduce the amount of detergent if the load is small or lightly soiled, or if the water is very soft.
14. Never use more than the maximum amount recommended by the detergent manufacturer.

### **Excessive sudsing**

1. Too much detergent or incorrect detergent
2. HE detergents are formulated specifically for HE (High-Efficiency) washers and contain suds reducing agents. Only use detergent with the HE (High-Efficiency) logo.
3. For detergent quantities refer to Detergent Use in OPERATION. If sudsing or detergent residue continues to be an issue, add an extra rinse.

### **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**

- Detergent compartments clogged from incorrect filling.

- Make sure that detergent and additives are put into the correct dispenser compartments.
- For all detergent types, always make sure that the dispenser drawer is fully closed before the start of the cycle.
- Too much detergent used.
- Make sure that the suggested amount of detergent is used according to the manufacturer's recommendations. You may also dilute the detergent with water to the maximum fill line on the compartment to avoid clogging. Use only HE (High-Efficiency) detergent.

## **NOTE**

- Always use as little detergent as possible. HE (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 the washer.
- Insufficient water supply
- Make sure that both hot and cold water faucets are turned on all the way.
- Normal residue
- It is normal for a small amount of detergent to remain in the dispenser. If this residue builds up, it can interfere with normal dispensing of detergents. Refer to the cleaning instructions.

## **Washer will not operate**

- Control panel has powered off due to inactivity.
- This is normal. Press the Power button to turn on the washer.
- Washer is unplugged.
- Make sure that the power cord is plugged securely into an electrical outlet.
- Water supply is turned off.
- Turn both hot and cold faucets fully on.
- Controls are not set properly.
- Make sure that the cycle was set correctly, close the door and press the Start/Pause button to start the wash cycle.
- Door is open.
- Close the door and make sure that nothing is caught under the door preventing it from closing completely.
- Circuit breaker/fuse is tripped/blown.
- Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit.
- Start/Pause button was not pressed after the cycle was set.

- Press the Power button then reselect the desired cycle and press the Start/Pause button.
- If the Start/Pause button is not pressed within a certain time, the washer will be turned off. (The time varies by model, from 4 to 60 minutes.).

#### **Extremely low water pressure.**

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

#### **Washer is too cold.**

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

#### **Washer is not filling properly**

1. Filter is clogged.
2. Make sure that inlet filters on the fill valves are not clogged. Refer to Cleaning the Water
3. Inlet Filters in MAINTENANCE.
4. Inlet hoses may be kinked.
5. Check that inlet hoses are not kinked or clogged.
6. Energy efficiency
7. This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washer.

#### **Insufficient water supply**

1. Make sure that both hot and cold water faucets are turned on all the way.
2. Washer door is open.
3. Close the door and make sure that nothing is caught under the door preventing it from closing completely.
4. Water level is too low.
5. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.

#### **Stain**

- Bleach or softener dispensed too soon.
- Dispenser compartment was overfilled or closed too quickly, causing the bleach or softener to dispense immediately. Always measure bleach, and never use more than 1 cup.
- Bleach or softener was added directly to the wash load in the drum.

- Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.
- Washer was not unloaded promptly.
- Always remove items from the washer as soon as possible after the cycle is completed.
- Clothes were not properly sorted.
- Always wash dark colors separately from light colors and whites to prevent discoloration.
- Never wash heavily soiled items with lightly soiled items.

### **Poor stain removal**

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

### **Odor**

- Some odor is caused by the rubber attached to the washing machine.
- This odor is normal for new rubber and will disappear after the machine has been run a few times.
- If the rubber door gasket and door seal area are not cleaned regularly, odors can occur from mold or foreign substances.
- Be sure to clean the gasket and door seal regularly and check under the door seal for small items when unloading the washer.
- Odors can occur if foreign substances are left in the drainage pump filter.
- Be sure to clean the drainage pump filter regularly.
- Odors can occur if the drainage hose is not properly installed, causing siphoning (water flowing back inside the washing machine).
- When installing the drainage hose, be sure that it doesn't become kinked or blocked.

#### **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.

