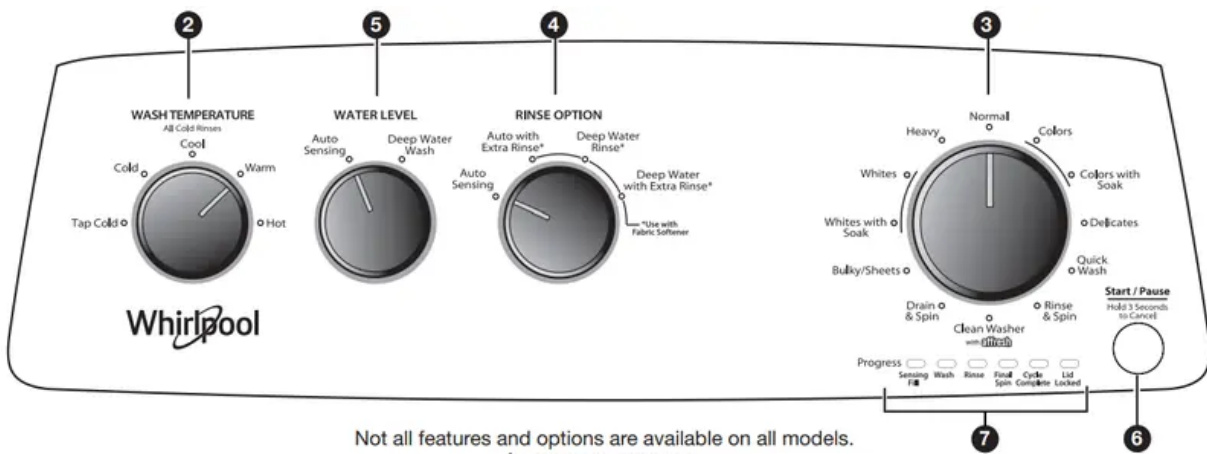
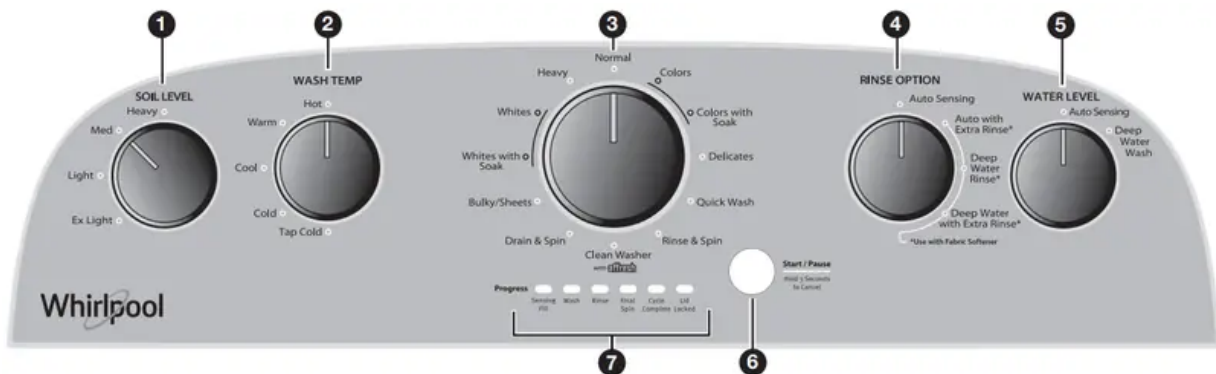


Control Panel and Features



Not all features and options are available on all models. Appearance may vary.

1. SOIL LEVEL (on some models)

Select the setting most suitable for your load. For heavily soiled and sturdy fabrics, select Heavy soil level for more wash time. For lightly soiled and delicate fabrics, select Light or Extra Light soil level for less wash time. A lighter soil level setting will help reduce tangling and wrinkling.

2. WASH TEMP or WASH TEMPERATURE

Wash Temp senses and maintains uniform water temperatures by regulating incoming hot and cold water. Select a wash temperature based on the type of fabric and soils being washed. For best results, use the warmest wash water safe for your fabric, as specified by the garment label instructions.

- On some models and cycles, warm and hot water may be cooler than your previous washer.
- Even in a cold- and cool-water wash, some warm water may be added to the washer to maintain a minimum temperature.

All rinses are cold.

3. WASH CYCLE KNOB

Use the Wash Cycle knob to select cycles on your washer. See “Cycle Guide” for detailed descriptions of cycles.

4. RINSE OPTION

Select the option most suitable for your load. Select Auto with Extra Rinse, Deep Water Rinse, or Deep Water with Extra Rinse if using fabric softener during a cycle. It ensures that fabric softener is added at the correct time in the rinse for even distribution.

5. WATER LEVEL

Set the Water Level knob to the Auto Sensing setting and the washer will automatically sense the appropriate water level for the load size and type.

Set the Water Level knob to the Deep Water Wash setting and the washer will automatically add more water to any cycle at any time during the wash process.

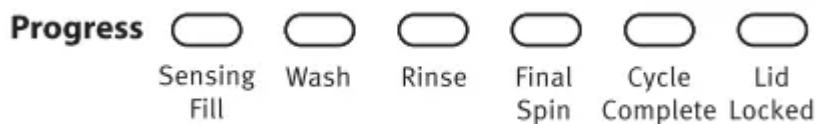
NOTE: Expect longer cycle times due to extended fill times when using the Deep Water Wash option.

6. START/PAUSE/CANCEL BUTTON

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

Close the lid and press to restart the cycle. Press and hold to cancel a cycle and pump out the washer. **NOTE:** If the washer is spinning, it may take several minutes to unlock the lid.

7. PROGRESS LIGHTS



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

SENSING/FILL

When the Start/Pause/Cancel button is pressed and the Water Level knob is set to Auto Sensing, the washer will fill and begin sensing to determine load size and balance. A short but noticeable pause in the cycle action occurs during sensing. This is normal.

Once sensing is complete, the washer will fill to the appropriate level for the detected load size and, on select cycles, agitation will occur during filling. This, too, is normal. When the washer is done filling, it will begin the wash phase of the cycle. To ensure

that the most accurate load size is detected, avoid opening the lid during the “Sensing” phase.

NOTE: Sensing and wash phases will be paused by opening the unlocked lid. Close the lid to resume the cycle. If the lid is left open for more than 10 minutes, the washer will cancel the cycle and pump out the water.

WASH

The washer will fill to the correct water level based on the load size and the Water Level selection. Certain cycles may agitate during the fill process to boost cleaning. When the wash cycle begins, you will hear the HE agitator increase speed. The motor sounds may change at different stages in the wash cycle while the washer performs different wash actions.

NOTE: The lid will automatically lock after the wash phase completes and before the initial spinout occurs, and will remain locked for the rest of the cycle.

RINSE

Certain cycles use a spray rinse, which adds water to the tub while the basket spins. You may hear the motor turning on briefly (short hum) to move the basket while filling. In some cases, you may also hear sounds similar to the wash cycle as the washer fills, rinses, and moves the load.

FINAL SPIN

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

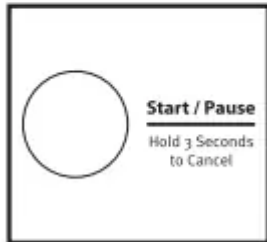
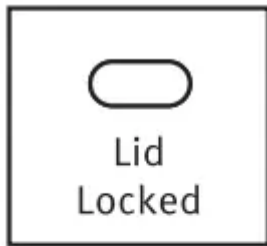
CYCLE COMPLETE

Once the cycle is complete, the lid will unlock and this light will come on. For best results, remove the load promptly.

LID LOCKED


The Lock feature allows for higher spin speeds. When lit, the lid is locked and cannot be opened without pausing the cycle. When the light is off, the lid can be opened.


To open the lid after it has been locked, press START/PAUSE/ CANCEL. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Press START/PAUSE/CANCEL while the lid is closed to resume the cycle.



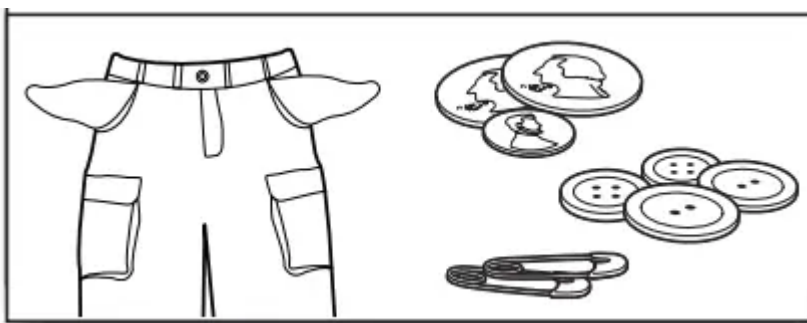
Appearance
may vary

Using Your Washer

⚠ WARNING

Fire Hazard Never place items in the washer that are dampened with gasoline or other flammable fluids. No washer can completely remove oil. Do not dry anything that has ever had any type of oil on it (including cooking oils). Doing so can result in death, explosion, or fire.

⚠ WARNING

Electrical Shock Hazard Plug into a grounded 3 prong outlet. Do not remove ground prong. Do not use an adapter. Do not use an extension cord. Failure to follow these instructions can result in death, fire, or electrical shock.

1. Sort and prepare your laundry



- Empty pockets. Loose change, buttons, or any small object can pass under the HE agitator and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.

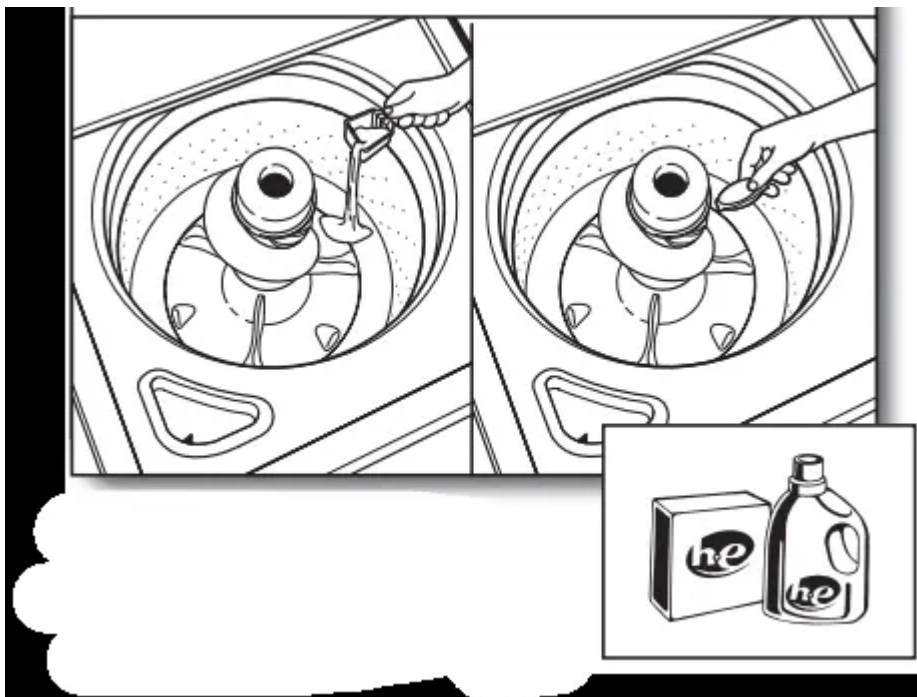
- Separate delicate items from sturdy fabrics.
- Do not dry garments if stains remain after washing because heat can set stains into fabric.
- Treat stains promptly.
- Close zippers, fasten hooks, tie strings and sashes, and remove non-washable trim and ornaments.
- Mend rips and tears to avoid further damage to items during washing.

Helpful Tips:

- When washing water-proof or water-resistant items, load evenly.
- Use mesh garment bags to help avoid tangling when washing delicate or small items.
- Turn knits inside out to avoid pilling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.

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

2. Add laundry products

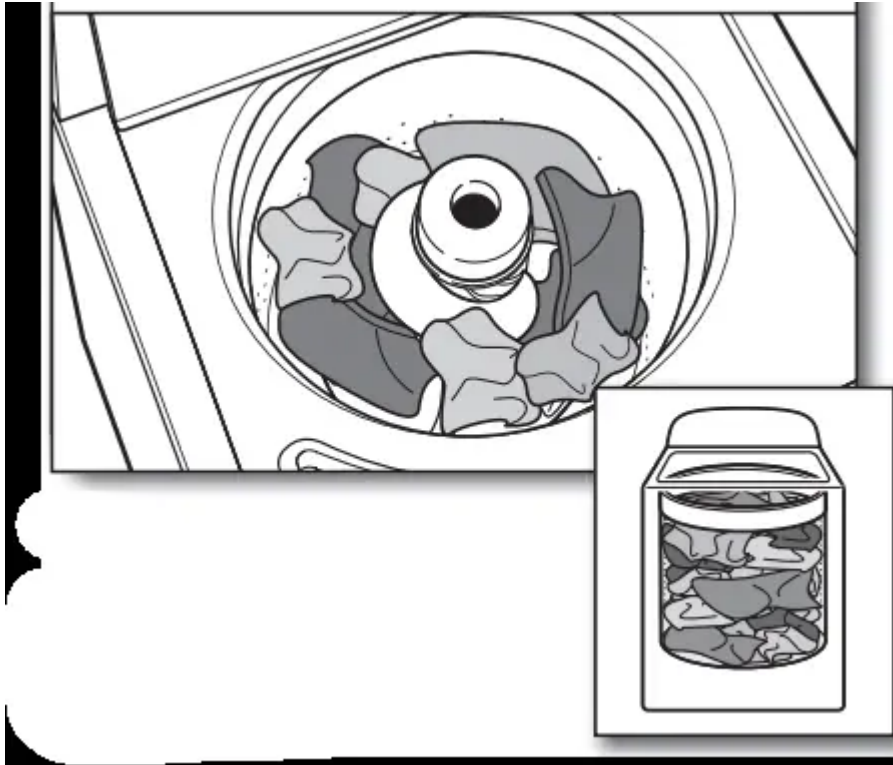


Add a measured amount of HE detergent or single-dose laundry packet into the basket. If using Oxi-type boosters, color-safe bleach, or fabric-softener crystals, add to the bottom of the washer basket before adding clothes.

IMPORTANT: Use only High Efficiency detergents. The package will be marked “HE” or “High Efficiency.” Using regular detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance.

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

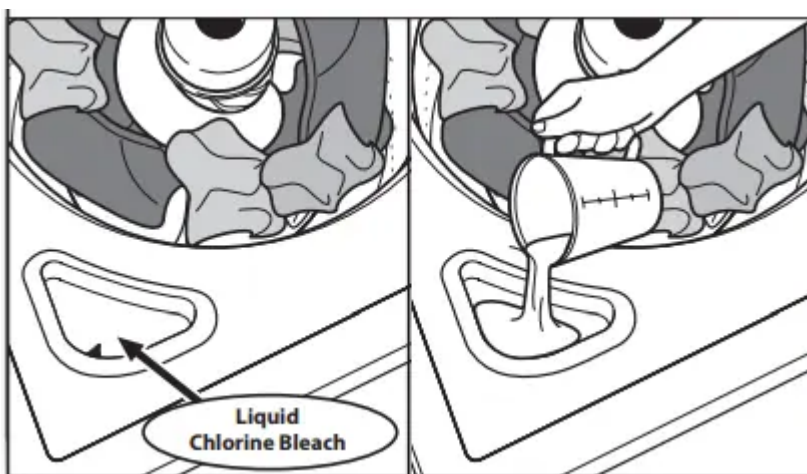
3. Load laundry into washer



Load garments in loose heaps evenly around basket wall. For best results, do not pack the load tightly. Do not wrap large items such as sheets around the HE agitator; load them in loose piles around the sides of the basket. Try mixing different-sized items to reduce tangling.

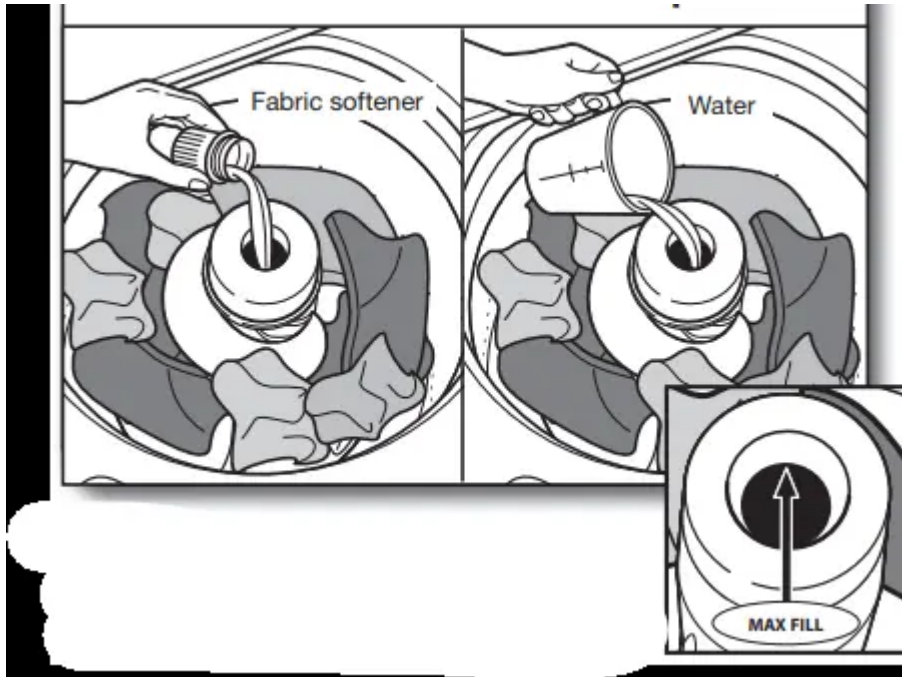
IMPORTANT: Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.

4. Add liquid chlorine bleach to dispenser



Do not overfill, dilute, or use more than 1 cup (236 mL). Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

5. Add fabric softener to dispenser



Pour a measured amount of liquid fabric softener into dispenser; always follow manufacturer's directions for correct amount of fabric softener based on your load size. Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the underside of the rim. See Max Fill line arrows.

IMPORTANT: The Rinse Option knob must be set to Auto with Extra Rinse, Deep Water Rinse, or Deep Water with Extra Rinse when using fabric softener in the fabric softener dispenser. This ensures that fabric softener is added at the correct time in the rinse phase and is evenly distributed.

Adding Liquid Fabric Softener Manually to Wash Load

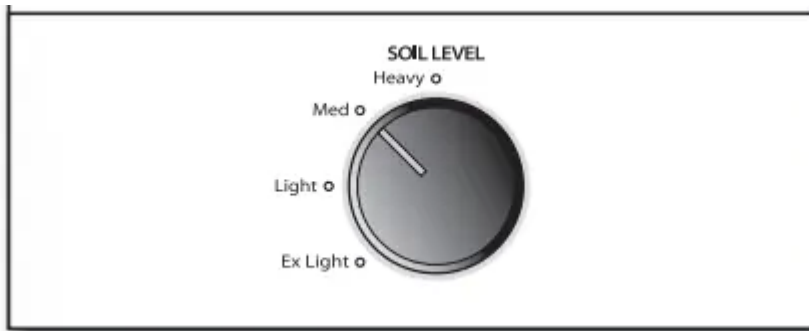
During the final rinse, wait until the washer has completed filling and press the START/ PAUSE/CANCEL button to pause the washer. Lift the lid and add the measured, recommended amount of liquid fabric softener. Do not use more than the recommended amount. Close the lid and press the START/ PAUSE/CANCEL button again to start the washer.

6. Select cycle



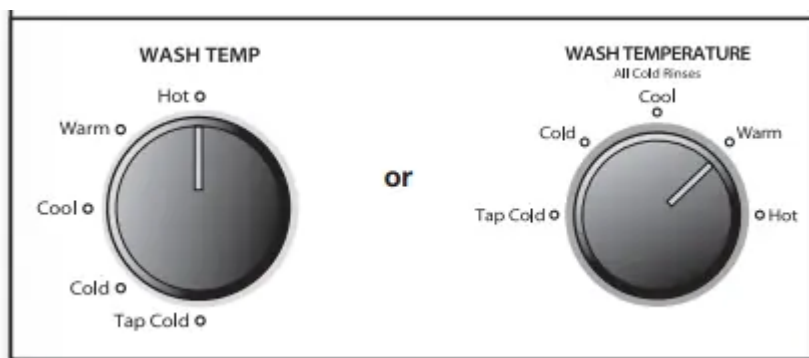
Turn cycle knob to choose your wash cycle. For more information, see “Cycle Guide.”

7. Select soil level (on some models)



Once you select a cycle, select the soil level by turning the Soil Level knob to the desired setting.

8. Select wash temp or wash temperature

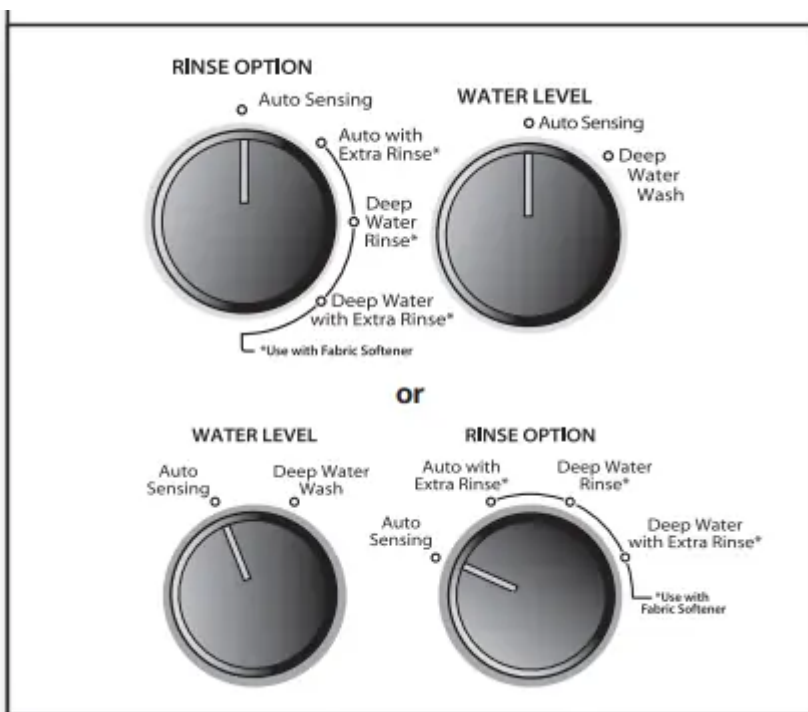


Once you select a cycle, select the wash temperature by turning the Wash Temp or Wash Temperature knob to the desired setting.

Always read and follow fabric care label instructions to avoid damage to your items.

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

9. Select rinse option and water level



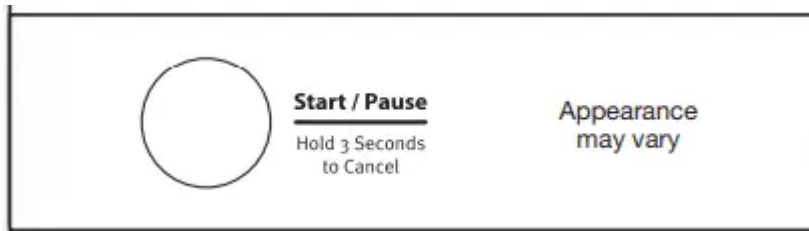
Select the number of rinses by turning the Rinse Option knob to the desired setting.

IMPORTANT: The Rinse Option knob must be set to Auto with Extra Rinse, Deep Water Rinse, or Deep Water with Extra Rinse when using the fabric softener dispenser. This

ensures that fabric softener is added at the correct time in the rinse for even distribution. Set the Water Level knob to the Auto Sensing setting and the washer will automatically sense the appropriate water level for the load size and type. Set the Water Level knob to the Deep Water Wash setting and the washer will automatically add more water to any cycle at any time during the wash cycle.

NOTE: The cycle will be longer due to extended fill times when using the Deep Water Wash setting.

10. Press START/PAUSE/CANCEL to begin wash cycle



Press START/PAUSE/CANCEL to start the wash cycle. When the cycle has finished, the Cycle Complete progress light will light. Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and avoid rusting of metal hooks, zippers, and snaps.

Unlocking the lid to add garments

If you need to add one or two missed garments after the wash has started, simply open the lid and this will pause the cycle. After adding the garments, simply close the lid and the cycle will resume. The washer may add some additional water to offset the added garments. If, instead, you press Start/Pause/Cancel to pause the cycle and then open the lid to add garments, you will need to press Start/Pause/Cancel after closing the lid to resume the cycle.

NOTE: Washer will not fill with the lid open.

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

Manual soak

If you would like to manually soak your garments at any time during the wash portion of the cycle, press START/PAUSE/ CANCEL and leave the lid closed. Once your desired soak time has elapsed, press START/PAUSE/CANCEL again to continue the cycle. As long as the lid remains closed, your soak time can be longer than 10 minutes. However, if the lid is opened during the soak and remains open for more than 10 minutes, the water will pump out automatically

Washer Maintenance

WATER INLET HOSES

Replace inlet hoses after 5 years of use to reduce the risk of hose failure. Periodically inspect and replace inlet hoses if bulges, kinks, cuts, wear, or leaks are found. When replacing your inlet hoses, mark the date of replacement on the label with a permanent marker.

NOTE: This washer does not include inlet hoses. See the Installation Instructions for more information.

WASHER CARE

Recommendations to Help Keep Your Washer Clean and Performing at its Best

1. Always use High Efficiency (HE) detergents and follow the detergent manufacturer's instructions regarding the amount of detergent to use. Never use more than the recommended amount because that may increase the rate at which detergent and soil residue accumulate inside your washer, which in turn may result in undesirable odor.
2. Use warm and hot wash water settings sometimes (not exclusively cold-water washes) because they do a better job of controlling the rate at which soils and detergent accumulate.
3. Always leave the washer lid open between uses to help dry out the washer and prevent the buildup of odorcausing residue.

Cleaning Your Top Loading Washer

Read these instructions completely before beginning the routine cleaning processes recommended below. This washer maintenance procedure should be performed, at a minimum, once per month or every 30 wash cycles, whichever occurs sooner, to control the rate at which soils and detergent may otherwise accumulate in your washer.

Cleaning the Inside of the Washer

To keep your washer odor-free, follow the usage instructions provided above and use this recommended monthly cleaning procedure:

Clean Washer Cycle This washer has a special cycle that uses higher water volumes in combination with affresh® Washer Cleaner or liquid chlorine bleach to clean the inside of the washer.

Begin procedure

1. affresh® Washer Cleaner Cycle Procedure (Recommended for Best Performance):
 - a. Open the washer lid and remove any clothing or items.

- b. Place an affresh® Washer Cleaner tablet in the bottom of the washer basket.
- c. Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
- d. Do not add any detergent or other chemical to the washer when following this procedure.
- e. Close the washer lid.
- f. Select the cycle recommended for cleaning the inside of the washer.
- g. Press the START/PAUSE/CANCEL button to start the cycle.

NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press START/PAUSE/CANCEL once. After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

2. Chlorine Bleach Procedure (Alternative):

- a. Open the washer lid and remove any clothing or items.
- b. Add 1 cup (236 mL) of liquid chlorine bleach to the bleach compartment. **NOTE:** Use of more liquid chlorine bleach than is recommended above could cause washer damage over time.
- c. Close the washer lid.
- d. Do not add any detergent or other chemical to the washer when following this procedure.
- e. Select the cycle recommended for cleaning the inside of the washer.
- f. Press the START/PAUSE/CANCEL button to start the cycle.

NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press START/PAUSE/CANCEL once. After the cycle has stopped, run a Rinse & Spin cycle to rinse bleach from washer.

Description of Clean Washer Cycle Operation:

1. This cycle will fill to a water level higher than in normal wash cycles to provide rinsing at a level above the water line for normal wash cycle.
2. During this cycle, there will be some agitation and spinning to increase the removal of soils.

After this cycle is complete, leave the lid open to allow for better ventilation and drying of the washer interior.

Cleaning the Dispensers

After a period of using your washer, you may find some residue buildup in the washer's dispensers. To remove residue from the dispensers, wipe them with an affresh® Machine Cleaning Wipe or a damp cloth and towel dry either before or after

you run the Clean Washer cycle. Do not attempt to remove the dispensers or trim for cleaning. The dispensers and trim are not removable. If your model has a dispenser drawer, however, remove the drawer and clean it before or after you run the Clean Washer cycle. Use an all-purpose surface cleaner, if needed.

Cleaning the Outside of the Washer

Use an affresh® Machine Cleaning Wipe, a soft, damp cloth, or a sponge to wipe away any spills. Use an affresh® Machine Cleaning Wipe or only mild soaps or cleaners when cleaning external washer surfaces.

IMPORTANT: To avoid damaging the washer's finish, do not use abrasive products.

WINTER STORAGE CARE


IMPORTANT: To avoid damage, install and store washer where it will not freeze. Some water may stay in hoses, and freezing can damage washer. If storing or moving during freezing weather, winterize your washer.

To winterize washer:

1. Shut off both water faucets; disconnect and drain water inlet hoses.
2. Put 1 qt. (1 L) of R.V.-type antifreeze in basket and run washer on Rinse & Spin cycle for about 30 seconds to mix antifreeze and remaining water.
3. Unplug washer or disconnect power.

TRANSPORTING YOUR WASHER

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

⚠ WARNING

Electrical Shock Hazard Plug into a grounded 3 prong outlet. Do not remove ground prong. Do not use an adapter. Do not use an extension cord. Failure to follow these instructions can result in death, fire, or electrical shock.

REINSTALLING/USING WASHER AGAIN

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

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

To use washer again:

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

Troubleshooting



If you experience	Possible Causes	Solution
Vibration or Off-Balance		
Check the following for proper installation or see “Using Your Washer” section	Feet may not be in contact with the floor.	Front and rear feet must be in firm contact with floor. Washer must be level to operate properly.
	Washer may not be level.	Check floor for flexing or sagging. If flooring is uneven, place a 3/4" (19 mm) piece of plywood under your washer to level and reduce sound. See “Level the Washer” in Installation Instructions.
	Load could be unbalanced.	Load dry items in loose heaps evenly around basket. Adding wet items to washer or adding more water to basket could unbalance washer.
		Wash smaller loads to reduce imbalance.
		Do not tightly pack. Avoid washing single items.
		Use Bulky/Sheets cycle for oversized, non-absorbent items such as jackets and small comforters. See “Cycle Guide.”
See “Cycle Guide” and “Using Your Washer” in the Installation and Care Guide.		
Noises		
Clicking or metallic noises	Objects caught in washer drain system.	Empty pockets before washing. Loose items such as coins could fall between basket and tub or may be caught in pump. It may be necessary to call for service to remove objects.



		It is normal to hear metal items on clothing such as snaps, buckles, or zippers touch against the basket.
Gurgling or humming	Washer may be draining water.	It is normal to hear the pump making a continuous humming sound with periodic gurgling or surging as amounts of water are removed during the Drain and Spin cycles.
Humming	Load sensing may be occurring.	You may hear the hum of the sensing spins after you have started the washer. This is normal.
Whirring	Basket deceleration may be occurring.	You may hear the whirring sound of the basket decelerating. This is normal.
Water Leaks		
Check the following for proper installation:	Washer not level.	Water may splash off basket if washer is not level and that load is not unbalanced or tightly packed.
	Fill hoses not attached tightly.	Tighten fill hose connection.
	Fill hose washers.	Make sure all four fill hose flat washers are properly seated.
	Drain hose connection.	Pull drain hose from washer cabinet and properly connect it to drain pipe or laundry tub.
		Do not place tape over drain opening.
	Check household plumbing for leaks or clogged sink or drain.	Water can back up out of a clogged sink or drain. Check all household plumbing for leaks (laundry drain pipe, water pipes, and faucets).
Washer not loaded as recommended.	Improper loading can cause basket to be out of balance and cause water to splash off tub. See "Using Your Washer" for loading instructions.	



Washer not performing as expected		
Not enough water in washer	Load not completely covered in water.	<p>This is normal operation for a high efficiency washer if the Water Level knob is set to Auto Sensing, the load should not be completely under water. The washer senses the load size and adds correct amount of water for optimal cleaning. Use Bulky/Sheets cycle for higher water level. If you set Water Level knob to Deep Water Wash setting, refer to “What’s Under the Lid” and “Cycle Guide” to match the load with the best cycle.</p> <p>IMPORTANT: Do not add more water to washer. Adding extra water results in less effective cleaning.</p>
		<p>Run Clean Washer with affresh® cycle to optimize water level and wash performance due to soil buildup in washer basket.</p>
Washer won't run or fill, washer stops working, or wash light remains on (indicating that the washer was unable to fill appropriately)	Check for proper water supply.	Both hoses must be attached and have water flowing to inlet valve.
		Both hot and cold water faucets must be turned on.
		Check that inlet valve screens have not become clogged.
		Check inlet hoses for any kinks, which can restrict water flow.
	Check proper electrical supply	Plug power cord into a grounded 3 prong outlet.
		Do not use an extension cord.
		Ensure there is power to outlet.
	Reset a tripped circuit breaker. Replace any blown fuses. NOTE: If problems continue, contact an electrician.	



⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Washer won't run or fill, washer stops working, or wash light remains on (indicating that the washer was unable to fill appropriately) (cont.)	Normal washer operation.	Lid must be closed for washer to run.
		Washer will pause during certain phases of cycle to interrupt cycle.
	Washer may be tightly packed.	Remove several items, rearrange load evenly in basket and add detergent. Close lid and press START/PAUSE or CANCEL.
		Do not add more than one or two additional items after cycle has started to avoid tightly packing or unbalanced load.
Washer not draining/spinning, loads are still wet, or final spin light remains on (indicating that the washer was unable to pump out water within 10 minutes)	Small items may have been caught in pump or between basket and tub, which can slow draining.	Empty pockets and use garment bags for small items.
	Using a cycle with a low spin speed.	Cycles with lower spin speeds remove less water than cycles with high spin speeds. Use the recommended cycle/spin speed for your garment. To remove excess water in the load, select Drain & Spin. Load may need to be rearranged to allow even distribution of the load in the basket.
	The washer may be tightly packed or unbalanced.	Tightly packed or unbalanced loads may not allow the washer to spin correctly, leaving the load wetter than normal. Evenly arrange the wet load for balanced spinning. Select the Drain & Spin cycle to remove water. See "Using Your Washer" for loading recommendations.



	<p>Check plumbing for correct drain hose installation. Drain hose extends into standpipe further than 4.5" (114 mm).</p>	<p>Check drain hose for proper installation. Use drain form and securely attach to drain pipe or tub. Do not cover drain opening. Lower drain hose if the end is more than 96" (2.4 m) above the floor. Remove any clothes from drain hose.</p>
	<p>Too much detergent causing suds to slow or stop draining and spinning.</p>	<p>Always measure and follow detergent directions for load. To remove extra suds, select Rinse & Spin. Do not add detergent.</p>
<p>Dry spots on load after cycle</p>	<p>High speed spins extract more moisture than traditional top-load washers.</p>	<p>The high spin speeds combined with air flow during the final spin can cause items near the top of the load to develop dry spots during the final spin. This is normal.</p>
	<p>Washer may be tightly packed.</p>	<p>Use Bulky/Sheets cycle for higher water fill, or select Level knob to Deep Water Wash setting. See "Cycle Guide" to match your load with the best cycle.</p>
	<p>Added extra garments to the load after the sensing/fill phase.</p>	<p>Add only one or two additional garments after wash cycle started.</p>
<p>Incorrect or wrong wash or rinse temperatures</p>	<p>Check for proper water supply.</p>	<p>Make sure hot and cold inlet hoses are not reversed.</p>
		<p>Both hoses must be attached to both washer and hot and cold water inlet and have both hot and cold water flowing to inlet.</p>
		<p>Check that inlet valve screens are not clogged.</p>
	<p>Remove any kinks in hoses.</p>	
	<p>Energy saving controlled wash temperatures.</p>	<p>This washer uses cooler wash and rinse water temperatures than your previous washer. This includes cooler hot and warm washes.</p>
<p>Load not rinsed</p>	<p>Check for proper water supply.</p>	<p>Make sure hot and cold inlet hoses are not reversed.</p>



		Both hoses must be attached and have water flow to the inlet valve.
		Both hot and cold water faucets must be on.
		Inlet valve screens on washer may be clogged.
		Remove any kinks in the inlet hose.
	Not using HE detergent or using too much HE detergent.	The suds from too much detergent can keep washer operating correctly. Always measure detergent and follow detergent directions based on load size and soil level.
	Washer not loaded as recommended.	The washer is less efficient at rinsing when load is packed.
		Load garments in loose heaps evenly around the drum wall. Load with dry items only.
Load not rinsed (cont.)	Washer not loaded as recommended	Use cycle designed for the fabrics being washed.
	(cont.).	Add only one or two additional garments after wash cycle started.
		Use Bulky/Sheets cycle for higher water fill, or set Water Level knob to Deep Water Wash setting. See “Cycle Selection Guide” to match your load with the best cycle.
Sand, pet hair, lint, etc. on load after washing	Heavy sand, pet hair, lint, and detergent or bleach residues may require additional rinsing.	Add an extra or deep water rinse to the selected cycle and/or use Heavy cycle or Deep Water Wash option.
Load is tangling	Washer not loaded as recommended.	See “Using Your Washer” section.



		Select a cycle with a slower wash action and spin speed; however, items will be wetter than those using a higher speed spin. Use Bulky/Sheets cycle for higher water levels or set Water Level knob to Deep Water Wash setting. Refer to the “Cycle Guide” to match your load with the best cycle.
		Load garments in loose heaps evenly around the tub wall.
		Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments being washed.
Not cleaning or removing stains	Added more water to washer.	Washer senses load size and adds correct amount of water. This is normal and necessary for clothes to be clean. It is normal for the wash load to be not completely covered in water. Added water results in less effective cleaning.
	Washer not loaded as recommended.	Washer is less efficient at cleaning when load is overpacked.
		Load garments in loose heaps evenly around the tub wall. Load with dry items only.
		Add only one or two additional garments after wash cycle has started.
	Adding detergent on top of load.	Add detergent, Oxi products, and color-safe bleach to the bottom of the basket before adding the load items.
	Not using HE detergent or using too much HE detergent.	The suds from regular detergent can keep washer from operating correctly.
		Use only HE detergent. Be sure to measure correctly.



		Always measure detergent and follow manufacturer directions based on load size and soil level.
	Not using correct cycle for fabric type.	Use a higher soil level cycle option (on some models) and a warmer wash temperature to improve cleaning.
		Use Heavy cycle for tough cleaning. See the “Cycle Guide” to match your load with the best cycle.
	Not using dispensers.	Use dispensers to avoid chlorine bleach and fabric softener staining.
		Load dispensers before starting a cycle.
		Do not add products directly onto load.
	Not washing like colors together.	Wash like colors together and remove promptly after cycle is complete to avoid dye transfer.
Incorrect dispenser operation	Clogged dispenser.	Load dispensers before starting a cycle.
		Use only liquid chlorine bleach in the bleach dispenser. Use only fabric softener in the fabric softener dispenser.
	Rinse Option knob not set for fabric softener option.	Set Rinse Option knob to Auto with Extra Rinse, Water Rinse, or Deep Water with Extra Rinse when using fabric softener dispenser.
If you experience Possible Causes Solution		
Washer not performing as expected (cont.)		
Fabric damage	Sharp items were in pockets during wash cycle.	Empty pockets, zip zippers, and snap or hook fasteners before washing to avoid snags and tears.



	Strings and straps could have tangled.	Tie all strings and straps before starting wash load.
	Items may have been damaged before washing.	Mend rips and broken threads in seams before washing.
	Fabric damage can occur if load is tightly packed.	Load garments in loose heaps evenly around the drum. Load with dry items only.
		Use cycle designed for the fabrics being washed.
		Use Bulky/Sheets cycle for higher water fill, or set Water Level knob to Deep Water Wash setting. See “Washer Care” Under the Lid” and “Cycle Guide” to match your load with the best cycle.
		Add only one or two additional garments after wash cycle has started.
	Liquid chlorine bleach may have been added incorrectly.	Do not pour liquid chlorine bleach directly onto load. Clean up bleach spills.
		Undiluted bleach will damage fabrics. Do not use more than recommended by manufacturer.
		Do not place load items on top of bleach dispenser during loading and unloading washer.
	Garment care instructions may not have been followed.	Always read and follow garment manufacturer’s care instructions. See the “Cycle Guide” to match your load with the best cycle.
Odors	Monthly maintenance not done as recommended.	See “Washer Care” in “Washer Maintenance.”
		Unload washer as soon as cycle is complete.



	Using too much detergent.	Be sure to measure correctly. Always follow the manufacturer's directions. See "Washer Care" section.
Lid Locked light is flashing	The lid is not closed.	Close the lid. The washer will not start with the lid open.
	A cycle was stopped or paused using the Start/Pause/Cancel button.	The washer may still be spinning. The lid will not open until the basket has stopped spinning. This may take several minutes if washing large loads or heavy items.
Single-dose laundry packet not dissolving	Adding laundry packet incorrectly.	Be sure laundry packet is added to washer basket with clothes. Do not add packet to dispenser. Follow the manufacturer's instructions to avoid damage to garments.
Washer pumps out water before finishing cycle	Lid is left open for more than 10 minutes.	Make sure lid is closed before starting a cycle and during prewash (soak).

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.

