

## Operating Instructions

### About the washer control panel

You can locate your model number on a label inside the door.

**WARNING!** To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS before operating this appliance.

#### Quick Start

If the screen is dark, press the **POWER** button to “wake up” the display

1.



Press the POWER button.

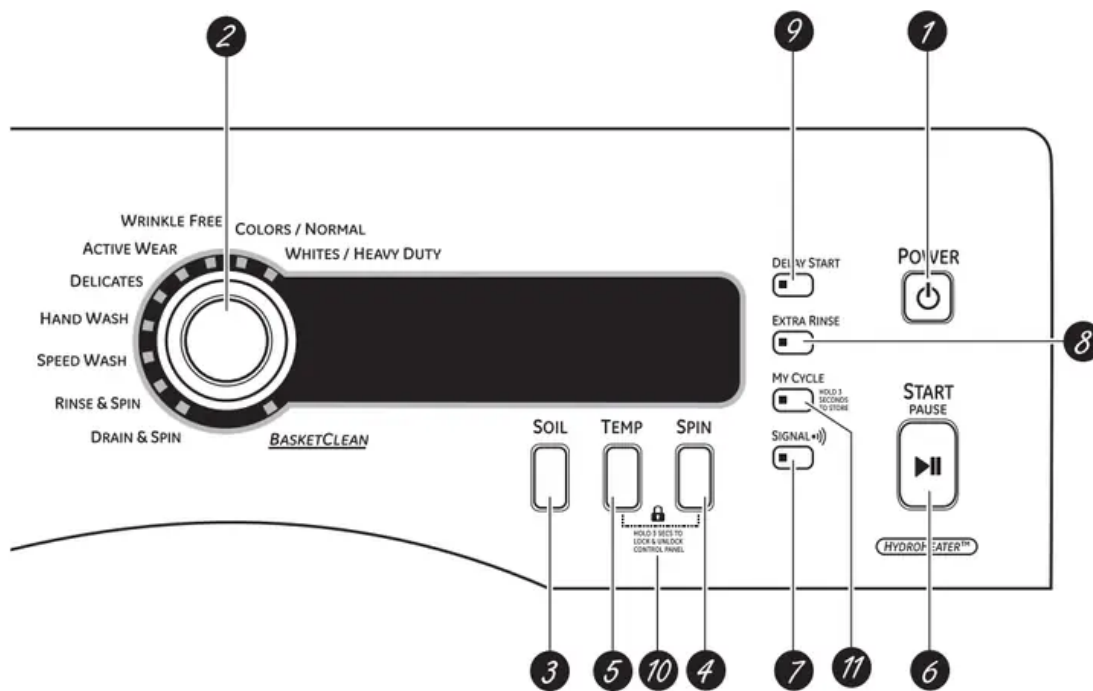
2. Select a wash cycle. (Defaults are set for each wash cycle. These default settings can be changed. See Control settings for more information.)



3.



If you selected a wash cycle, press the START/PAUSE button.



## 1. Power

- Press to “wake up” the display. If the display is active, press to put the washer into standby mode.
- **NOTE:** Pressing POWER does not disconnect the appliance from the power supply

## 2. Wash Cycles

- The wash cycles are optimized for specific types of wash loads. The chart below will help you match the wash setting with the loads. The Gentle Wash™ lifts lightly tumble the clothes into the water and detergent solution to clean the load.

- **WHITES/HEAVY DUTY:** For heavily to lightly soiled white laundry.
- **COLORS/NORMAL:** For heavily to lightly soiled colorfast cottons, household linens, work and play clothes.
- **WRINKLE FREE (PERMA PRESS):** For easy care and permanent press items.
- **ACTIVE WEAR:** For active sports, exercise and some casual wear clothes. Fabrics include modern technology finishes and fibers such as spandex, stretch and microfibers.
- **DELICATES:** For lingerie and special-care fabrics with light to normal soil. Provides gentle tumbling and soak during wash and rinse.

- **HANDWASH:** For items labeled hand-washable with light soils. Provides gentle rocking to mimic the handwashing action.
- **SPEED WASH:** For lightly soiled items that are needed in a hurry. Cycle time is approximately 30 minutes, depending on selected options.
- **RINSE & SPIN:** To quickly rinse out any items at any time.
- **DRAIN & SPIN:** Drain and spin at any time.
- **BASKET CLEAN:** To clean drum and reduce odor.
  - NOTE: Basket Clean is a special cycle used to clean the washer drum and reduce odor.
  - DO NOT add garments to this cycle. Remove detergent cup and add one cup of bleach or other commercially available product manufactured for this purpose, such as Tide® Washing Machine Cleaner.

### 3. Soil Level

- Changing the SOIL level increases or decreases the wash time to remove different amounts of soil.
- To change the SOIL level, press the SOIL level button until you have reached the desired setting. You can choose between Extra Light, Light, Normal, Heavy or Extra Heavy soil.

### 4. Spin Speed

- Changing the SPIN setting changes the final spin speed of the cycles. Always follow the garment manufacturer's care label when changing the SPIN setting.
- To change the SPIN setting, press the SPIN setting button until you have reached the desired setting. You can choose between No Spin, Low, Medium, High or Extra High Spin. Higher spin speeds are not available on certain cycles, such as Delicates.
- Higher spin speeds remove more water from the clothes and will help reduce dry time, but may also increase the possibility of setting wrinkles on some fabrics.

### 5. Wash Temp

- Adjust to select the proper water temperature for the wash cycle. The rinse water is always cold to help reduce energy usage and reduce setting of stains and wrinkles. Follow the fabric manufacturer's care label when selecting the wash temperature.

- To change the wash temperature, press the TEMP button until you have reached the desired setting. You can choose between Tap Cold, Cold, Warm, Hot or Sanitize. The Sanitized wash temperature is not available on certain cycles, such as Delicates.
- When selecting the Sanitize wash temperature, the washer increases the water temperature to sanitize and kill more than 99% of many common bacteria found in home laundry. The sanitize wash temperature is only available on the Whites/Heavy Duty wash cycle. For best results, select the heavy soil setting when using the Sanitize wash temperature setting.

## 6. Start/Pause

- Press to start a wash cycle. If the washer is running, pressing it once will pause the washer and unlock the door. This function can be used to add garments during a cycle. Press again to restart the wash cycle.
- **NOTE:** If the washer is paused and the cycle is not restarted within 15 minutes, the current wash cycle will be cancelled.
- **NOTE:** In some cases the washer will drain first, then unlock the door when it is paused.
- **NOTE:** The washer performs automatic system checks after pressing the **START/PAUSE** button. Water will flow in 45 seconds or less. You may hear the door lock and unlock before water flows; this is normal.

7.



Signal

- When the light is “on,” the washer will beep at the end of the cycle and every time you press a button on the control panel.
- To turn the signal off, press the SIGNAL button and the light will go off.

8.



Extra Rinse

- Use an extra rinse when additional rinsing is desired to remove excess dirt and detergent from soiled loads.

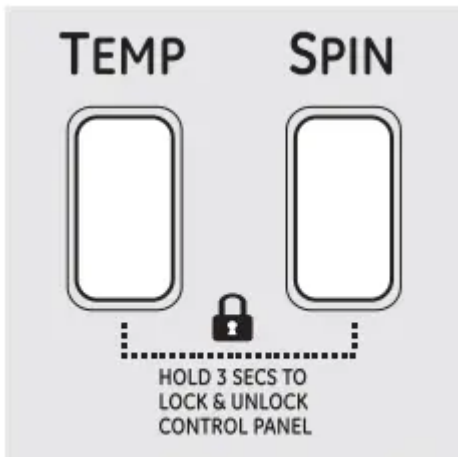
9.



Delay Start

- Use to delay the start of your washer.
  1. Choose your wash cycle and any options.
  2. Press DELAY START button. You can change the delay time in 1-hour increments (up to 18 hours) each time you press the DELAY START button. Stop pressing the button when your desired time is displayed.
  3. Press the START/PAUSE button to start the countdown.
- The countdown time will be shown in the ESTIMATED TIME REMAINING display.
- NOTES:
  - If the door is opened while the washer is in DELAY, the countdown time will continue to count down the delay time. If the door is not closed and the countdown time expires, the cycle will not start until the door is closed and the START/PAUSE button is pressed.
  - You can delay the start of a washer cycle up to 18 hours. The light on the button will light up when DELAY START is on.

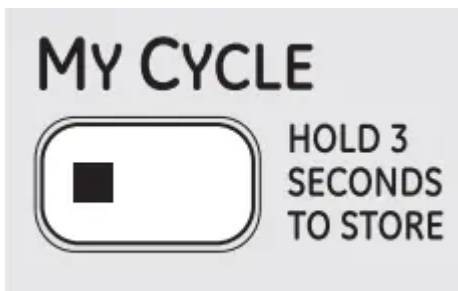
10.



#### Lock

- You can lock the controls to prevent any selections from being made. Or you can lock or unlock the controls after you have started a cycle. Children cannot accidentally start the washer by touching pads with this option selected.
- To lock the washer, press and hold the **TEMP** and **SPIN** buttons together for 3 seconds. To unlock the washer controls, press and hold the **TEMP** and **SPIN** buttons together for 3 seconds. A sound is made to indicate the lock/unlock status. The control lock icon on the display will light up when it is on.
- **NOTE:** The **POWER** button can still be used when the machine is locked.

11.

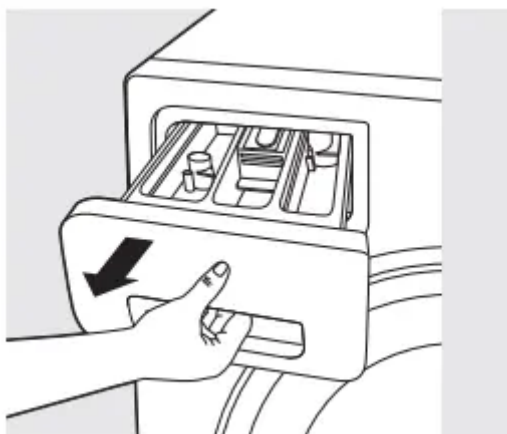


#### My Cycle

- To save a favorite cycle, set the desired settings for wash cycle, soil level, spin speed and wash temp settings and hold down the **MY CYCLE** button for 3 seconds. A beep will sound to indicate the cycle has been saved.
- To use your custom cycle, press the **MY CYCLE** button before washing a load. To change the saved cycle, set the desired settings and hold down the **MY CYCLE** button for 3 seconds.
- **NOTE:** When using **MY CYCLE**, wash options cannot be modified after the cycle has been started.
- **NOTE:** If you change wash options with **MY CYCLE** before starting the cycle, the **MY CYCLE** light will turn off and you will be returned to the base cycle.

## About the washer features

### *The Dispenser Drawer*



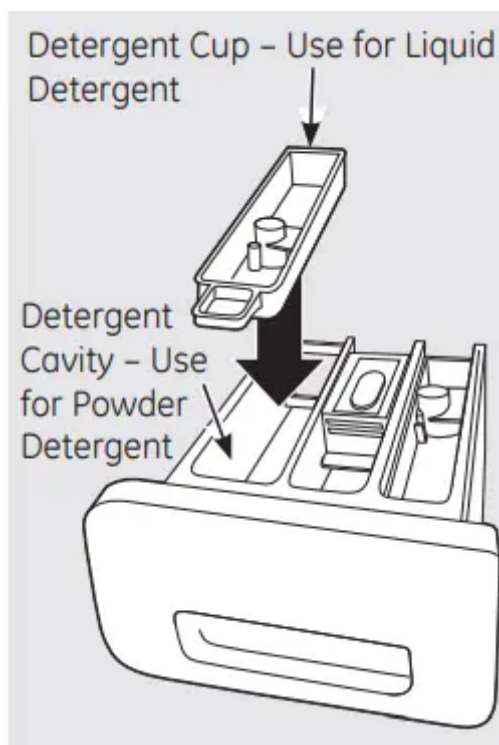
Slowly open the dispenser drawer by pulling it out until it stops.

After adding laundry products, slowly close the dispenser drawer. Closing the drawer too quickly could result in early dispensing of the bleach, fabric softener or detergent.

You may see water in the bleach and fabric softener compartments at the end of the cycle. This is a result of the flushing/ siphoning action and is part of the normal operation of the washer.

**Use only HE High-Efficiency detergent.**

### *The Detergent Compartment*

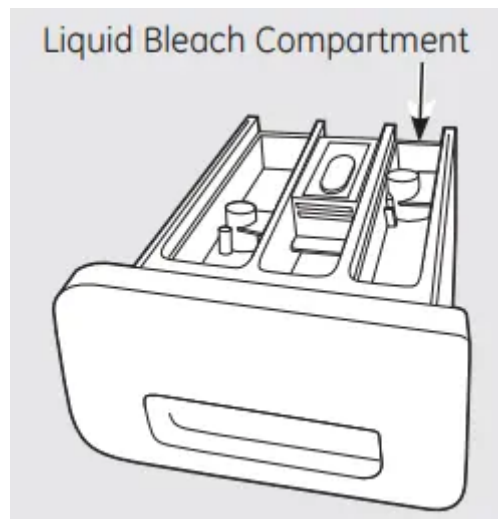



- Only use high-efficiency detergent in this washer. Use the detergent manufacturer's recommended amount. DO NOT fill above the MAX line. The detergent compartment is in the left side of the dispenser drawer.

**The detergent cavity (cup removed) is used for powder detergent, and the detergent cup is used for liquid detergent.**

- Powder Detergent – Remove the detergent cup and pour the suggested amount of powder detergent into the detergent cavity.
- Liquid Detergent – Leave the detergent cup in the drawer and pour liquid detergent into the cup. Do not fill above the MAX line.
- Add measured detergent to the left detergent compartment of the dispenser drawer.
- Detergent is flushed from the dispenser at the beginning of the wash cycle. Either powdered or liquid high-efficiency detergent can be used.
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. Avoid using too much detergent in your washer since it can lead to oversudsing and detergent residue being left on the clothes.

### ***The Liquid Bleach Compartment***

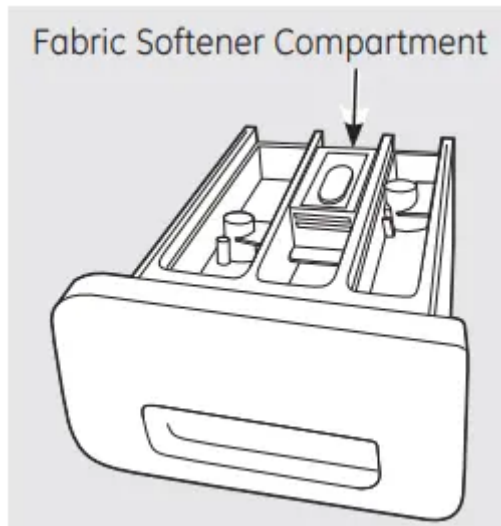


If desired, measure out the recommended amount of liquid bleach, not to exceed 1/3 cup (80 ml) and pour into the right compartment labeled "LIQUID BLEACH" marked with this symbol .

It is recommended to use High-Efficiency (HE) bleach in this front-load washer. Do not exceed the maximum fill line. Overfilling can cause early dispensing of the bleach which could result in damaged clothes.

**NOTE:** Do not use powdered bleach in the dispenser.

### ***The Fabric Softener Compartment***



If desired, pour the recommended amount of liquid fabric softener into the compartment labeled “FABRIC SOFTENER.” Use only liquid fabric softener in the dispenser. Dilute with water to the maximum fill line.

Do not exceed the maximum fill line. Overfilling can cause early dispensing of the fabric softener, which could stain clothes.

**NOTE:** Do not pour fabric softener directly on the wash load.

### Loading and using the washer

Always follow fabric manufacturer’s care label when laundering.



### Sorting Wash Loads

<i>Colors</i>	<i>Soil</i>	<i>Fabric</i>	<i>Lint</i>
Whites	Heavy	Delicates	Lint Producers
Lights	Normal	Easy Care	Lint Collectors
Darks	Light	Sturdy Cottons	

- Combine large and small items in a load. Load large items first. Large items should not be more than half the total wash load.
- Washing single items is not recommended. This may cause an out-of-balance load. Add one or two similar items.
- Pillows and comforters should not be mixed with other items. This may cause an out-of-balance load.
- Sort dark-colored clothes from light-colored clothes to prevent dye transfer. This is a high-efficiency washer, so it uses less water, making dye transfer more common.

### WARNING - Fire Hazard

- Never place items in the washer that are dampened with gasoline or other flammable liquids.

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

### ***Loading the Washer***

The wash drum may be fully loaded with loosely added items. Do not wash garments containing flammable materials (waxes, cleaning fluids, etc.).

To add items after the washer has started, press START/PAUSE and wait until the door is unlatched. The washer may take up to 30 seconds to unlock the door after pressing START/PAUSE, depending on the machine conditions. Do not try to force open the door when it is locked. After the door unlocks, open gently. Add items, close the door and press START/PAUSE to restart.

### ***Care and Cleaning/General Maintenance***

**Exterior:** Immediately wipe off any spills. Wipe with damp cloth. Wipe or dust spills or washing compounds with a damp cloth. Washer control panel and finishes may be damaged by some laundry pretreatment and stain remover products. Apply these products away from the washer. The fabric may then be washed and dried normally. Damage to your washer caused by these products is not covered by your warranty. Do not hit surface with sharp objects.

**Interior:** Dry around the washer door opening, flexible gasket (including attached hoses) and door glass. These areas should always be clean to ensure a watertight seal.

It is recommended to rinse the washer at least once per month with 1 cup of bleach (or other commercially available product manufactured for this purpose, such as Tide® Washing Machine Cleaner) poured into the bleach section of the dispenser (no clothes) using the BASKET CLEAN cycle (found in the WASHER cycles menu).

**Moving and Storage:** Ask the service technician to remove water from drain pump and hoses. Do not store the washer where it will be exposed to the weather. When moving the washer, the tub should be kept stationary by using the shipping bolts removed during installation. See Installation Instructions in this manual. If these parts are not available, they can be ordered by visiting our Website at [GEAppliances.com](http://GEAppliances.com) or by calling 800.GE.CARES.

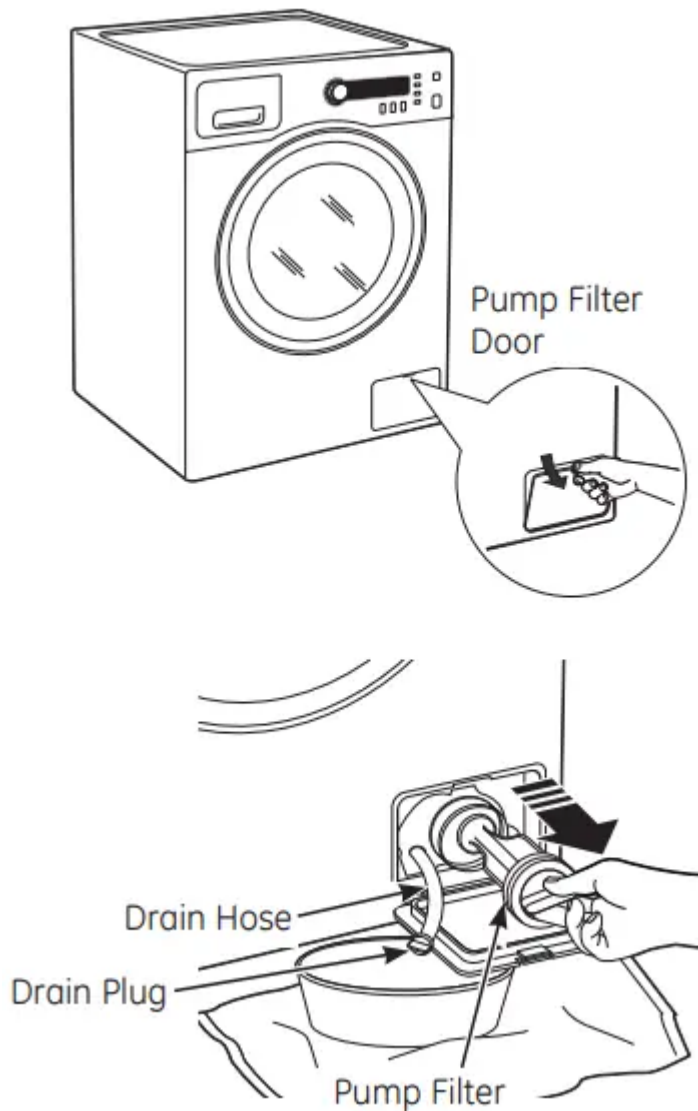
**Long Vacations:** Be sure water supply is shut off at faucets. Drain all water from hoses if weather will be below freezing.

### ***Clean Pump Filter***

Due to the nature of the front-load washer, it is sometimes possible for small articles to pass to the pump. The washer has a filter to capture lost items so they are not dumped to the drain. To retrieve lost items, clean out the pump filter.

1. Open the door on the bottom right of the front of the unit.

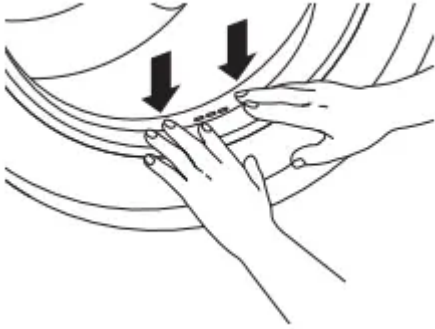
2. Twist the small white cap counterclockwise a quarter turn and unhook the small rubber hose. Pull the hose out of the hole and remove the white drain hose plug above a small pan to capture any water that may drain. Drain the excess water. Replace.
3. Unscrew the pump filter. Rinse. Replace.
4. Close the access door.



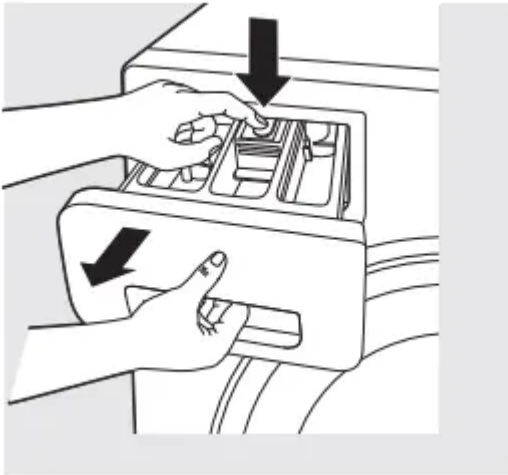
### ***Cleaning the Door Gasket***

Open the washer door. Using both hands, press down the door gasket. Remove any foreign objects if found trapped inside the gasket. Make sure there is nothing blocking the holes behind the gasket. While holding down the door gasket, inspect the interior of the gasket by pulling it down with your fingers.

Remove any foreign objects if found trapped inside this gasket. Make sure there is nothing blocking the holes behind the gasket. When you are finished cleaning the door gasket, remove your hands and the gaskets will return to the operating position.



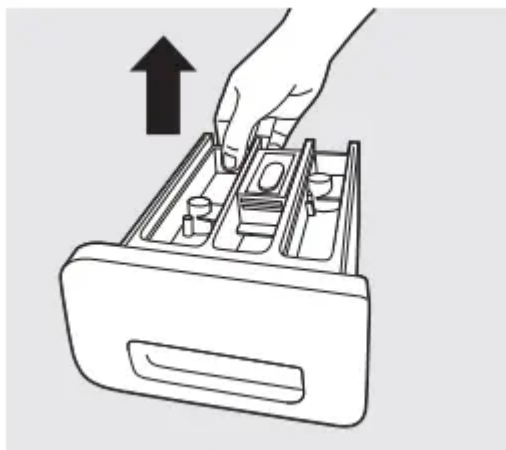
Always follow fabric manufacturer's care label when laundering.



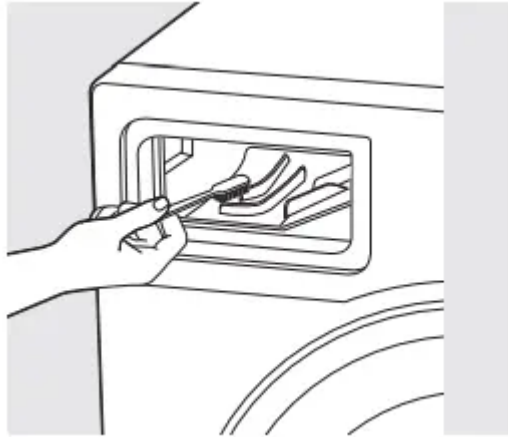
Lock tab is visible only after drawer has been pulled out.

**Dispenser Drawer Area:** Detergent and fabric softener may build up in the dispenser drawer. Residue should be removed once or twice a month.

- Remove the drawer by first pulling it out until it stops. Then reach back into the rear center of the drawer cavity and press down firmly on the lock tab, pulling out the drawer.
- Remove all cups and inserts from the dispenser drawer. Rinse the inserts, cups and drawer with hot water to remove traces of accumulated laundry products.



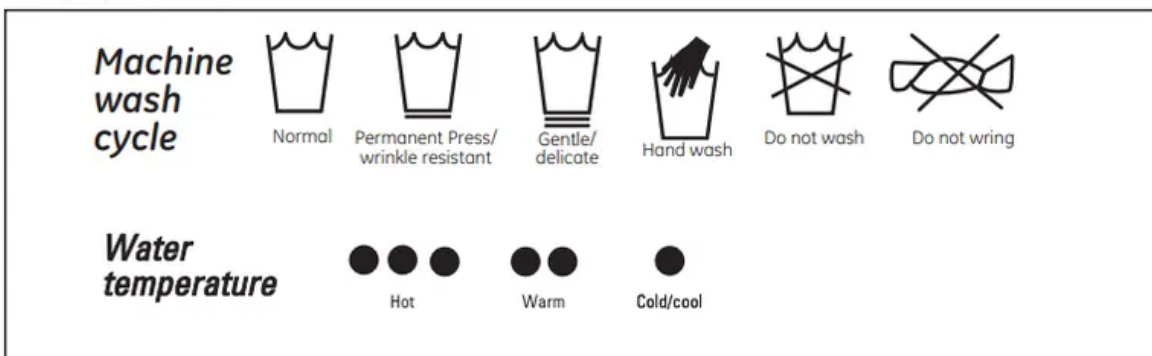
- To clean the drawer opening, use a small brush to clean the recess. Remove all residue from the upper and lower parts of the recess.
- Return inserts to the proper compartments. Replace the dispenser drawer.
- To reduce buildup in the Dispenser Drawer area:
  - Use only HE
  - High-Efficiency detergent.



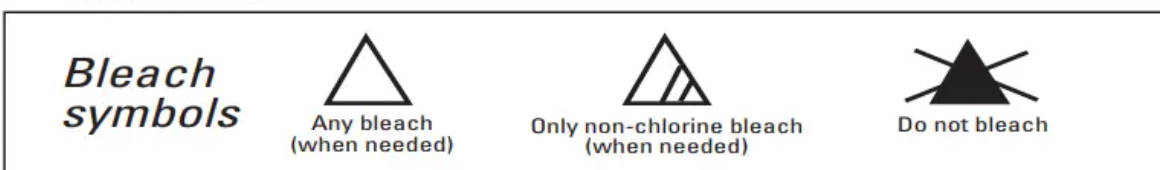
### Fabric Care Labels

Below are fabric care label “symbols” that affect the clothing you will be laundering.

#### WASH LABELS



#### BLEACH LABELS



#### DETERGENT LABELS



Use only HE High-Efficiency detergent.

## Installation Instructions

### BEFORE YOU BEGIN

Read these instructions completely and carefully.

- IMPORTANT – Save these instructions for local inspector's use.
- IMPORTANT – Observe all governing codes and ordinances.
- Note to Installer – Be sure to leave these instructions with the Consumer.
- Note to Consumer – Keep these instructions for future reference.
- Skill level – Installation of this appliance requires basic mechanical and electrical skills.
- Completion time – 1-3 hours
- Proper installation is the responsibility of the installer.
- Product failure due to improper installation is not covered under the Warranty

### FOR YOUR SAFETY:

#### WARNING

- This appliance must be properly grounded and installed as described in these Installation Instructions.
- Do not install or store appliance in an area where it will be exposed to water/weather. See Location of Your Washer section.
- NOTE: This appliance must be properly grounded, and electrical service to the washer must conform with local codes and ordinances and the latest edition of the National Electrical Code, ANSI/NFPA 70.

### TOOLS REQUIRED FOR WASHER INSTALLATION

- Wrench (provided)
- Channel-lock adjustable pliers
- Carpenter's level

## PARTS SUPPLIED



■ Water Hoses (2)



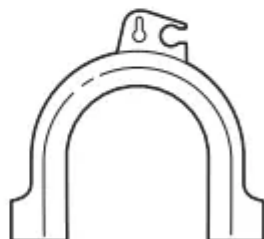
■ Hose Fittings (4)



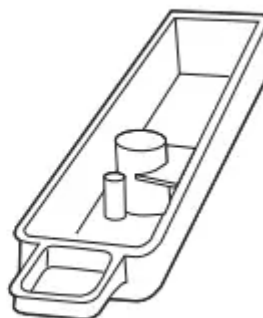
■ Shipping Bolt Hole Covers (4)



■ Wrench



■ Hose Guide



■ Detergent Cup

## LOCATION OF YOUR WASHER

Do Not Install the Washer:

1. In an area exposed to dripping water or outside weather conditions. The ambient temperature should never be below 60°F (15.6°C) for proper washer operation.
2. In an area where it will come in contact with curtains or drapes.
3. On carpet. The floor **MUST** be a hard surface with a maximum slope of 1/2" per foot (1.27 cm per 30 cm). To make sure the washer does not vibrate or move, you may have to reinforce the floor.

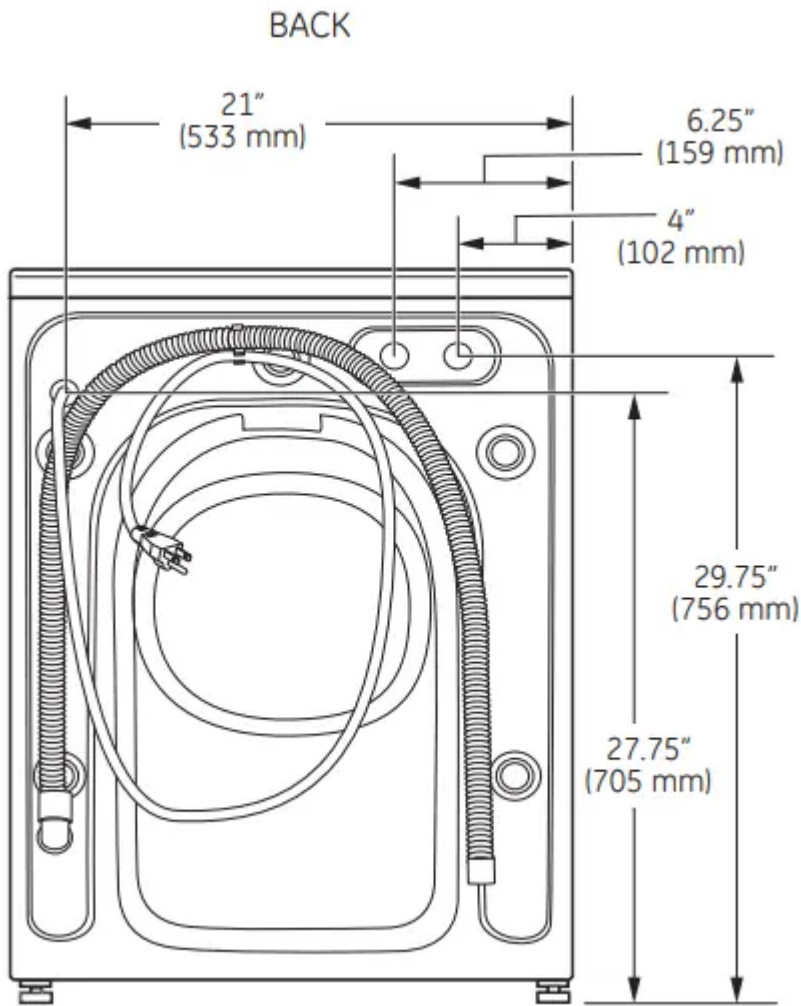
**NOTE:** If floor is in poor condition, use 3/4" impregnated plywood sheet solidly attached to existing floor covering.

**IMPORTANT:**

## Minimum Installation Clearances

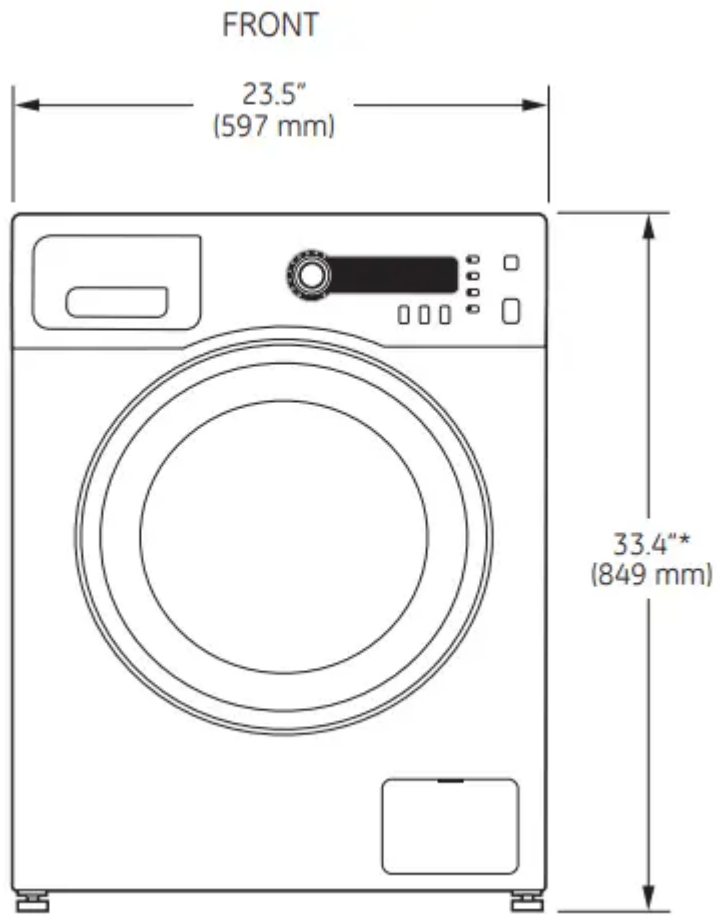
- When installed in alcove: Sides, Rear, Top = 0" (0 cm)
- When installed in closet: Sides, Rear, Top = 0" (0 cm), Front = 1" (2.54 cm)
- Closet door ventilation openings required: 2 louvers each 60 square in. (387 cm<sup>2</sup>), located 3" (7.6 cm) from top and bottom of door

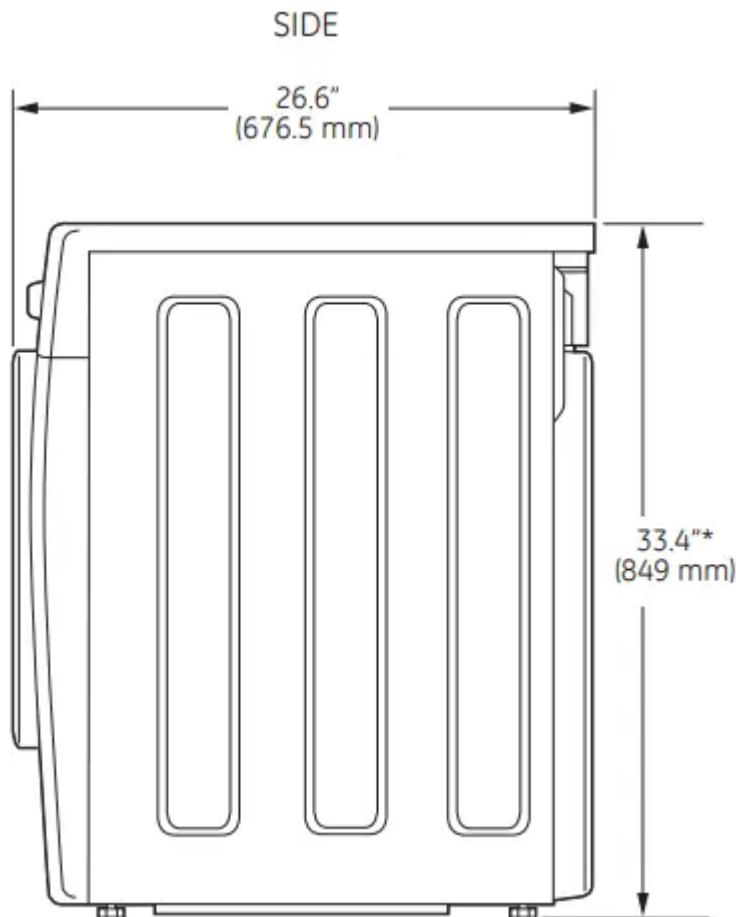
## CONTRACTOR DIMENSIONS



## ROUGH-IN DIMENSIONS







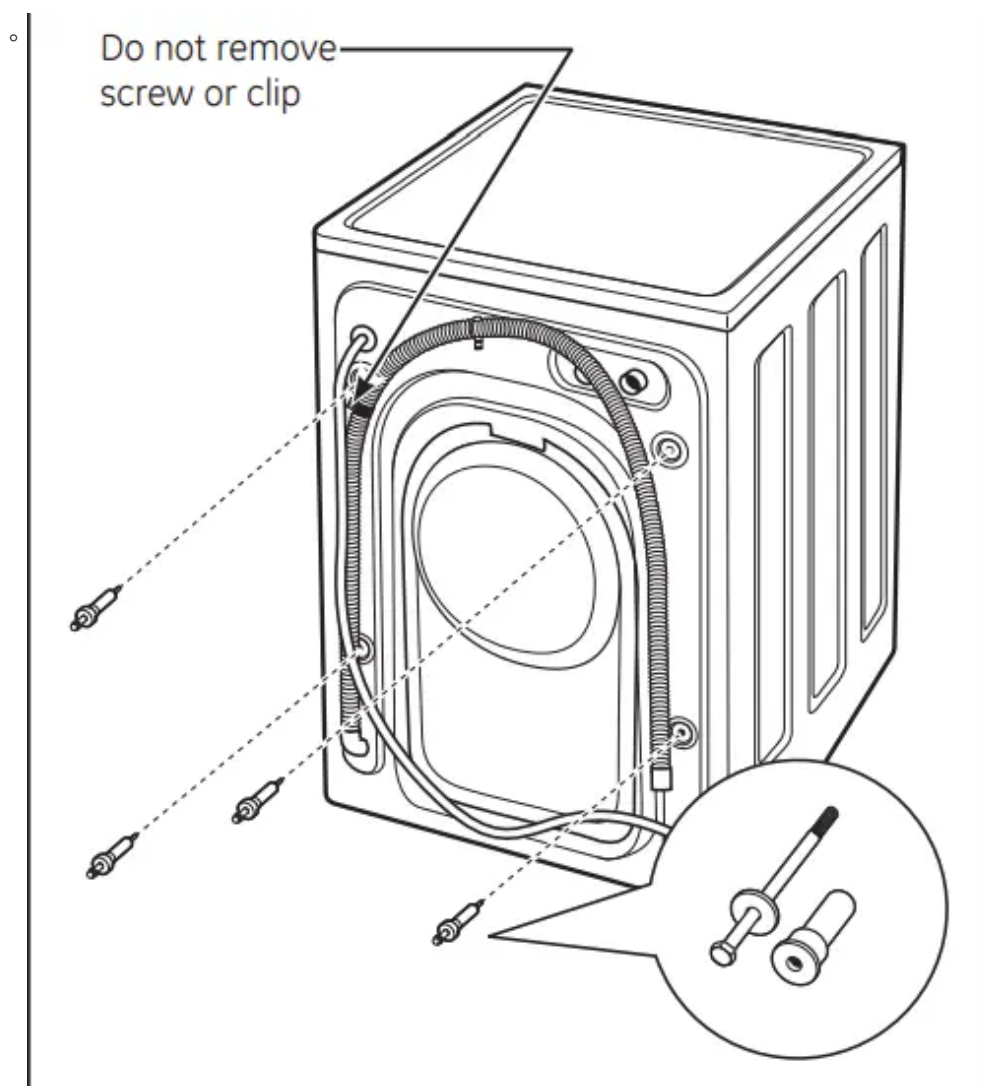
**\*NOTE:** Washer legs have 0.75" (19 mm) adjustability. Stacked: 67.7" (171.8 cm)

### UNPACKING THE WASHER

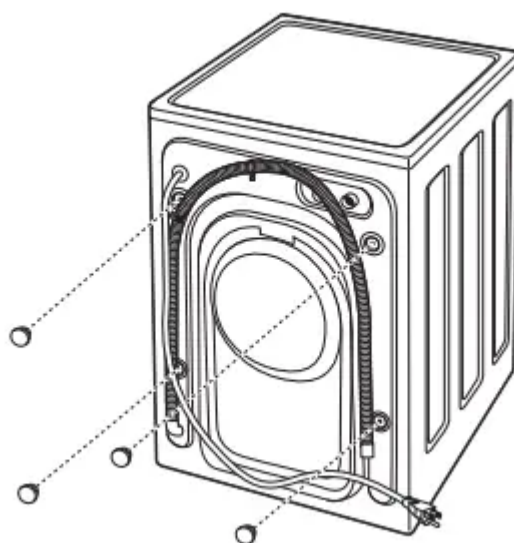
**WARNING:** Recycle or destroy the carton and plastic bags after the washer is unpacked. Make materials inaccessible to children. Children might use them for play. Cartons covered with rugs, bedspreads or plastic sheets can become airtight chambers causing suffocation.

1. Cut and remove all packaging straps.
2. While it is in the carton, carefully lay the washer on its side. DO NOT lay the washer on its front or back.
3. Turn down the bottom flaps. Remove all base packaging including the styrofoam base.
4. Carefully return the washer to an upright position and remove the carton by lifting it upward.
5. Carefully move the washer to within 4 feet (122cm) of the final location.

6. Remove the following from the back side of the washer: 4 bolts 4 plastic spacers (including rubber grommets)



7. Insert shipping bolt hole covers into shipping bolt holes.



◦ **NOTES:**

- Failure to remove the shipping braces can cause the washer to become severely unbalanced.
- Save all bolts for future use.
- If you must transport the washer at a later date, you must reinstall the shipping support hardware to prevent shipping damage. Keep the hardware in the plastic bag provided.

## **ELECTRICAL REQUIREMENTS**

Read these instructions completely and carefully.

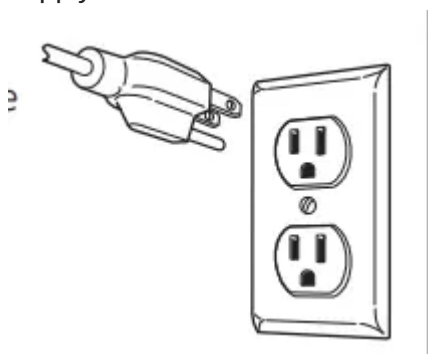
### **WARNING - TO REDUCE THE RISK OF FIRE, ELECTRICAL SHOCK AND PERSONAL INJURY:**

- DO NOT USE AN EXTENSION CORD OR AN ADAPTER PLUG WITH THIS APPLIANCE.
- Washer must be electrically grounded in accordance with local codes and ordinances or, in the absence of local codes, in accordance with the **NATIONAL ELECTRICAL CODE, ANSI/NFPA NO. 70**

**CIRCUIT** – Individual, properly polarized and grounded 15-amp branch circuit fused with 15-amp, time-delay fuse or circuit breaker.

**POWER SUPPLY** – 2-wire, with ground, 120-volt, single-phase, 60-Hz, Alternating Current.

**OUTLET RECEPTACLE** – Properly grounded 3-prong receptacle to be located so the power supply cord is accessible when the washer is in an installed position.



## GROUNDING REQUIREMENTS

**WARNING:** Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a licensed electrician if you are in doubt as to whether the appliance is properly grounded.

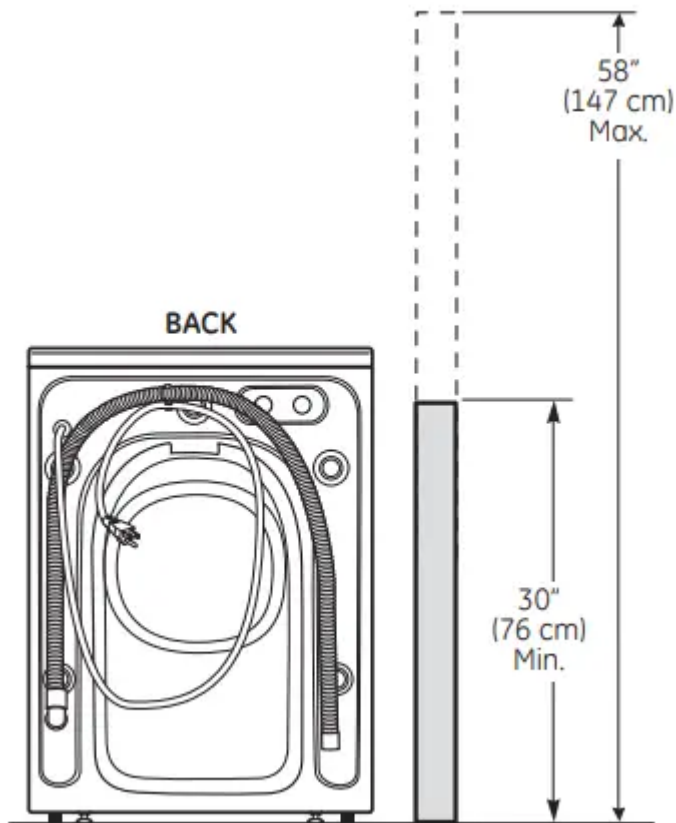
1. The washer **MUST** be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electrical shock by providing a path of least resistance for electrical current.
2. Since your washer is equipped with a power supply cord having an equipment-grounding conductor and a grounding plug, the plug **MUST** be plugged into an appropriate, copper-wired receptacle that is properly installed and grounded in accordance with all local codes and ordinances or in the absence of local codes, with the National Electrical Codes, ANSI/NFPA 70 (latest edition). If in doubt, call a licensed electrician. **DO NOT** cut off or alter the grounding prong on the power supply cord. In situations where a two-slot receptacle is present, it is the owner's responsibility to have a licensed electrician replace it with a properly grounded three-prong, grounding-type receptacle.

## WATER SUPPLY REQUIREMENTS

Hot and cold water faucets **MUST** be installed within 42 inches (107 cm) of your washer's water inlet. The faucets **MUST** be 3/4" (1.9 cm) garden hose-type so inlet hoses can be connected. Water pressure **MUST** be between 10 and 120 pounds per square inch. Your water department can advise you of your water pressure. The hot water temperature should be set to deliver water at 120° to 140°F (48°–60°C) to provide proper Automatic Temperature Control (ATC) performance.

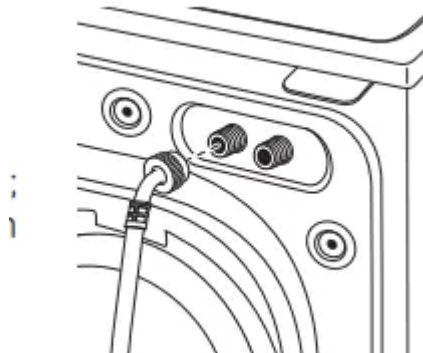
## DRAIN REQUIREMENTS

1. Drain capable of eliminating 9.5 gals (36 L) per minute.
2. A standpipe diameter of 1-1/4" (3.18 cm) minimum.
3. The standpipe height above the floor should be:
  - Minimum height: 30" (76 cm)
  - Maximum height: 58" (147 cm)



## INSTALLING THE WASHER

1. Run some water from the hot and cold faucets to flush the water lines and remove particles that might clog the water valve screens.
2. Remove the inlet hoses from the plastic bag. Remove black rubber washers from bag and insert into hose fitting before connecting to unit.
3. (90° elbow end) Carefully connect the inlet hose marked HOT to the outside "H" outlet of the water valve. Tighten by hand; then tighten another 2/3 turn with pliers. Carefully connect the other inlet hose to the inside "C" outlet of the water valve. Tighten by hand; then tighten another 2/3 turn with pliers. Do not cross-thread or overtighten these connections.



4. Connect the inlet hose ends to the HOT and COLD water faucets tightly by hand; then tighten another 2/3 turn with pliers. Turn the water on and check for leaks.

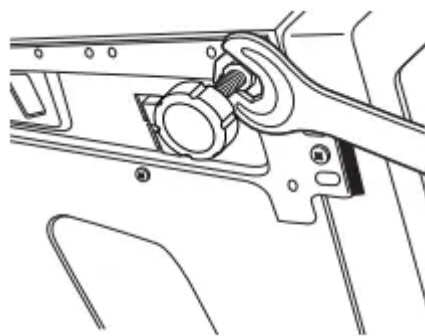


5. Carefully move the washer to its final location. Gently rock the washer into position. It is important not to damage the rubber leveling legs when moving your washer to its final location. Damaged legs can increase washer vibration. It may be helpful to spray window cleaner on the floor to help move your washer into its final position. **NOTE: To reduce vibration, ensure that all four rubber leveling legs are firmly touching the floor. Push and pull on the back right and then back left of your washer.**

- NOTE: Do not use the dispenser drawer or door to lift the washer.
- NOTE: If you are installing into a drain pan, you can use a 24-inch-long 2x4 to lever the washer into place.

6. With the washer in its final position, place a level on top of the washer (if the washer is installed under a counter, the washer should not be able to rock). Adjust the front leveling legs up or down to ensure the washer is resting solidly. Turn the locknuts on each leg up toward the base of the washer and snug with a wrench.

- **NOTE: Keep the leg extension at a minimum to prevent excessive vibration. The farther out the legs are extended, the more the washer will vibrate.**
- If the floor is not level or is damaged, you may have to extend the rear leveling legs.

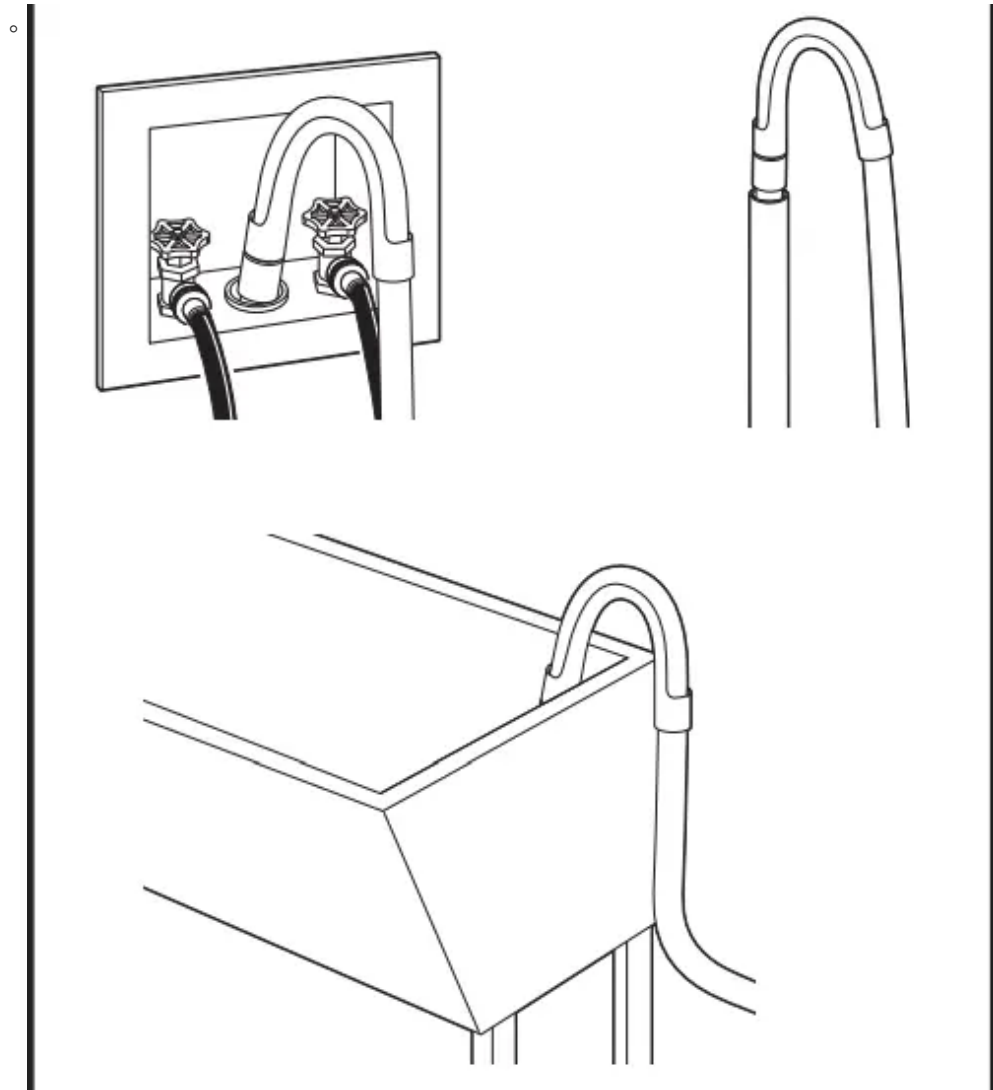


7. Attach U-shaped hose guide to the end of the drain hose. Place the hose in a laundry tub or standpipe.

- **NOTE:** If the drain hose is placed in a standpipe without forming a U shape, a siphoning action could occur. There must be an air gap around the drain hose. A snug hose fit can also cause a siphoning action.

8. Plug the power cord into a grounded outlet.

- **NOTE:** Check to be sure the power is off at the circuit breaker/fuse box before plugging the power cord into an outlet.



9. Turn on the power at the circuit breaker/fuse box.

10. Read the rest of this Owner's Manual. It contains valuable and helpful information that will save you time and money.

11. Before starting the washer, check to make sure:

- Main power is turned on.
- The washer is plugged in.

- The water faucets are turned on.
  - The unit is level and all four leveling legs are firmly on the floor.
  - The shipping support hardware is removed and saved.
  - The drain hose is properly tied up.
  - There are no leaks at the faucet, drain line or washer.
12. Run the washer through a complete cycle. Check for water leaks and proper operation.
13. If your washer does not operate, please review the Before you call for service section before calling for service.
14. Place these instructions in a location near the washer for future reference.

## **REPLACEMENT PARTS**

If replacement parts are needed for your washer, they can be ordered in the United States by visiting our Website at [GEAppliances.com](http://GEAppliances.com) or by calling 800.GE.CARES. In Canada, visit [www.GEAppliances.ca](http://www.GEAppliances.ca) or call 1.800.561.3344.

## **Troubleshooting**

### **Problem, Possible Cause & What To Do**

#### 1. Not spinning or agitating

- Drain hose is kinked or improperly connected
  - Straighten drain hose and make sure washer is not sitting on it.
- Household drain may be clogged
  - Check household plumbing. You may need to call a plumber.
- Drain hose siphoning; drain hose pushed too far down in the drain
  - Ensure there is an air gap between hose and drain.
- Washer pump filter may be clogged
  - Clean Pump Filter – Open the pump access door (use a coin) and remove the pump filter by turning it counterclockwise and pulling out. Clean the filter, removing all loose debris, and put filter back in place.
- Load is out of balance
  - Redistribute clothes and run Drain & Spin or Rinse & Spin
  - Increase load size if washing small load containing heavy and light items.

## 2. Leaking water

- Door gasket is damaged
  - Check to see if gasket is seated and not torn. Objects left in pockets may cause damage to the washer (nails, screws, pens, pencils).
- Door gasket not damaged
  - Water may drip from the door when the door is opened. This is a normal operation.
- Check back left of washer for water
  - If this area is wet, you have oversudsing condition. Use less detergent.
- Fill hoses or drain hose is improperly connected
  - Make sure hose connections are tight at washer and faucets and make sure end of drain hose is correctly inserted in and secured to drain facility.
- Household drain may be clogged
  - Check household plumbing. You may need to call a plumber.

## 3. Not draining

- Drain hose is kinked or improperly connected
  - Straighten drain hose and make sure washer is not sitting on it.
- Household drain may be clogged
  - Check household plumbing. You may need to call a plumber.
- Drain hose siphoning; drain hose pushed too far down in the drain
  - Ensure there is an air gap between hose and drain.
- Washer pump filter may be clogged
  - Clean Pump Filter – Open the pump access door (use a coin) and remove the pump filter by turning it counterclockwise and pulling out. Clean the filter, removing all loose debris, and put filter back in place.

## 4. Not spinning

- Drain hose is kinked or improperly connected
  - Straighten drain hose and make sure washer is not sitting on it.
- Household drain may be clogged
  - Check household plumbing. You may need to call a plumber.

- Drain hose siphoning; drain hose pushed too far down in the drain
  - Ensure there is an air gap between hose and drain.
- Washer pump filter may be clogged
  - Clean Pump Filter – Open the pump access door (use a coin) and remove the pump filter by turning it counterclockwise and pulling out. Clean the filter, removing all loose debris, and put filter back in place.
- Load is out of balance
  - Redistribute clothes and run Drain & Spin or Rinse & Spin.
  - Increase load size if washing small load containing heavy and light items.
- Motor is overheated
  - Washer motor will stop if it becomes overheated. It will automatically restart after a cool-down period of up to 2 hours (if washer has not been manually turned off).
- Door is open
  - Make sure door is closed

#### 5. Incomplete cycle or timer not advancing

- Drain hose is kinked or improperly connected
  - Straighten drain hose and make sure washer is not sitting on it.
- Household drain may be clogged
  - Check household plumbing. You may need to call a plumber
- Drain hose siphoning; drain hose pushed too far down in the drain
  - Ensure there is an air gap between hose and drain.
- Washer pump filter may be clogged
  - Clean Pump Filter – Open the pump access door (use a coin) and remove the pump filter by turning it counterclockwise and pulling out. Clean the filter, removing all loose debris, and put filter back in place.
- Automatic load redistribution
  - Timer stops at 1 minute; machine has redistributed the load once or twice. This is normal operation. Do nothing; the machine will finish the wash cycle.

## 6. Loud or unusual noise; vibration or shaking

- Cabinet moving
  - • Washer is designed to move 1/4" to reduce forces transmitted to the floor. This movement is normal.
- All rubber leveling legs are not firmly touching the floor
  - Push and pull on the back right and then back left of your washer to check if it is level. If the washer is uneven, adjust the rubber leveling legs so they are all firmly touching the floor. Your installer should correct this problem.
- Unbalanced load
  - Open door and manually redistribute load. To check machine, run rinse and spin with no load. If normal, unbalance was caused by load.
- Shipping bolts not removed
  - All five (5) shipping bolts should be removed before use

## 7. Clothes too wet

- Drain hose is kinked or improperly connected
  - Straighten drain hose and make sure washer is not sitting on it.
- All rubber leveling legs are not firmly touching the floor
  - Push and pull on the back right and then back left of your firmly touching the floor washer to check if it is level. If the washer is uneven, adjust the rubber leveling legs so they are all. Your installer should correct this problem.
- Unbalanced load
  - Open door and manually redistribute load. To check machine, run rinse and spin with no load. If normal, unbalance was caused by load.
- Shipping bolts not removed
  - All five (5) shipping bolts should be removed before use.

## 8. Clothes too wet

- Drain hose is kinked or improperly connected
  - Straighten drain hose and make sure washer is not sitting on it.

- Household drain may be clogged
  - Check household plumbing. You may need to call a plumber.
- Drain hose siphoning; drain hose pushed too far down the drain
  - Ensure there is an air gap between hose and drain.
- Washer pump filter may be clogged
  - Clean Pump Filter – Open the pump access door (use a coin) and remove the pump filter by turning it counterclockwise and pulling out. Clean the filter, removing all loose debris, and put filter back in place.
- Load is out of balance
  - Redistribute clothes and run Drain & Spin or Rinse & Spin.
  - Increase load size if washing small load containing heavy and light items

#### 9. No power/washer not working or dead

- Drain hose is kinked or improperly connected
  - Straighten drain hose and make sure washer is not sitting on it.
- Household drain may be clogged
  - Check household plumbing. You may need to call a plumber.
- Drain hose pushed too far down in the drain
  - Ensure there is an air gap between hose and drain.
- Washer pump filter may be clogged
  - Clean Pump Filter – Open the pump access door (use a coin) and remove the pump filter by turning it counterclockwise and pulling out. Clean the filter, removing all loose debris, and put filter back in place.
- Washer is unplugged
  - Make sure cord is plugged securely into a working outlet.
- Water supply is turned off
  - Turn both hot and cold faucets fully on.
- Circuit breaker/fuse is tripped/blown
  - Check house circuit breakers/fuses. Replace fuses or reset breaker. Washer should have separate outlet.
- Controls are not set properly
  - Hold START/PAUSE button to start cycle.

- Automatic self-system checks
  - First time the washer is plugged in, automatic checks occur. It may take up to 20 seconds before you can use your washer. This is normal operation.

#### 10. Water does not enter washer or enters slowly

- Automatic self-system checks
  - After START is pressed, the washer does several system checks. Water will flow several seconds after START is pressed.
- Water valve screens are stopped up
  - Turn off the water source and remove the water connection hoses from the upper back of the washer. Use a brush or toothpick to clean the screens in the machine. Reconnect the hoses and turn the water back on.
- Filter clogged or fill hose may be kinked
  - Make sure that the water valve filters (blue and orange screen must be free of solids) on the unit are not clogged. Turn off water and check filter by disconnecting hose at machine. Check that fill hoses are not kinked or clogged.
- Energy efficiency
  - This is an energy-efficient washer. As a result, the temperature settings for this washer may be different than for a non-energy-efficient washer.
- Insufficient water supply
  - Make sure that the water supply is turned on. Make sure that the water faucets are turned to their completely open position.
- The washer door is open
  - The washer door must be closed for all washer cycle operations. If the door is opened during the washer operation, all functions will stop, including water filling.
- Incorrect fill hose connection
  - Make sure that the fill hoses connect the hot water supply to the hot inlet on the washer and the cold water supply to the cold inlet on the washer (hot to hot, cold to cold).

- Water fill optimization
  - Water may not cover the top level of the clothes. This is normal for this high-efficiency washer. The water fill is optimized by the system for best wash performance.

#### 11. Snags, holes, tears, rips or excessive wear

- Pens, pencils, nails, screws or other objects left in pockets
  - Remove loose items from pockets.
- Pins, snaps, hooks, sharp buttons, belt buckles, zippers and sharp objects left in pockets
  - Fasten snaps, hooks, buttons and zippers.

#### 12. Wrinkling

- Improper sorting
  - Avoid mixing heavy items (like work clothes) with light items (like blouses).
- Overloading
  - Load your washer so clothes have enough room to move freely.
- Incorrect wash cycle
  - Match Cycle selection to the type of fabric you are washing (especially for easy-care loads).
- Repeated washing in water that is too hot
  - Wash in warm or cold water.

#### 13. Grayed or yellowed clothes

- Not enough detergent
  - Use correct amount of detergent.
- Not using HE (high-efficiency) detergent
  - Use HE detergent.
- Hard water
  - Use hottest water safe for fabric.
  - Use a water conditioner like Calgon brand or install a water softener.
- Water is not hot enough
  - Make sure water heater is delivering water at 120°–140°F (48°–60°C).

- Detergent is not dissolving
  - Try a liquid detergent.
- Dye transfer
  - Sort clothes by color. If fabric label states wash separately, unstable dyes may be indicated.

#### 14. Colored spots

- Incorrect use of fabric softener
  - Check fabric softener package for instructions and follow directions for using dispenser.
- Dye transfer
  - Sort whites or lightly colored items from dark colors.
  - Promptly remove wash load from washer

#### 15. Water temperature is incorrect

- Water supply is improperly connected
  - Make sure hoses are connected to correct faucets.
- House water heater is not set properly
  - Make sure house water heater is delivering water at 120°–140°F (48°–60°C).

#### 16. Bad odor inside your washer

- Washer unused for a long time or not using recommended quality of HE detergent
  - Leave the door slightly open for the water to air dry.
  - Run a Basket Clean cycle (found in the Washer cycles menu) with 1 cup of bleach or other commercially available product manufactured for this use such as Tide® Washing Machine Cleaner. See Care and Cleaning/General Maintenance in the Loading and using the washer section.

#### 17. Slight variation in metallic color

- This is normal
  - Due to the metallic properties of paint used for this unique product, slight variations of color may occur due to viewing angles and lighting conditions.

**Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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