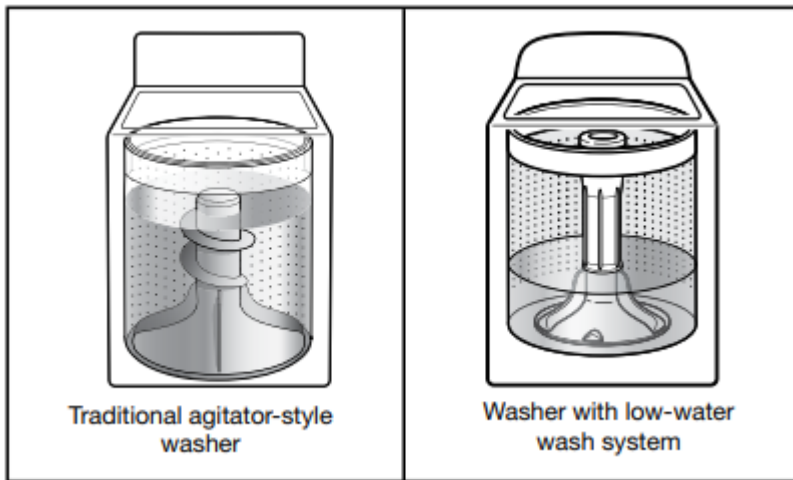
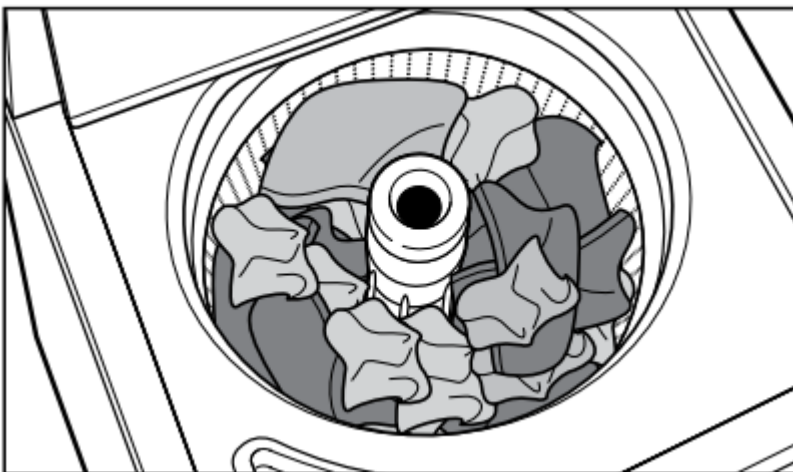


## What's New Under the Lid?

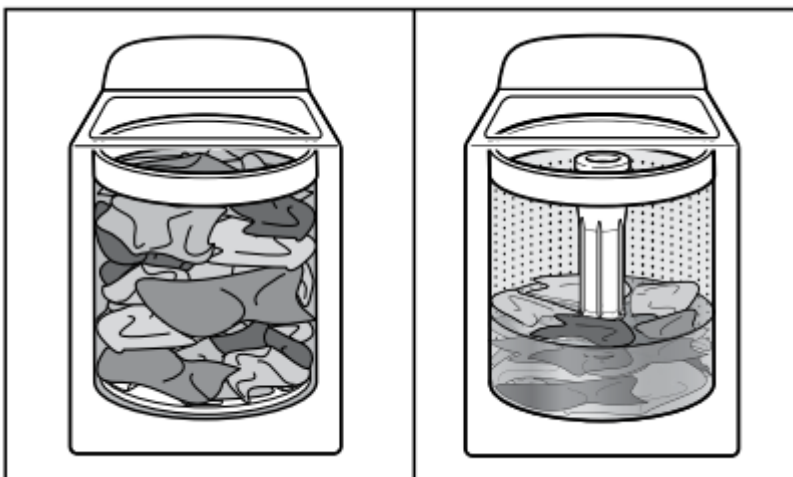
### Cleaning with Less Water



The washer automatically adjusts the water level to the load size. No water-level selector is needed.



For best performance, evenly load items in loose heaps around the agitator.



As the washer dampens and moves the load, the level of the items will settle in the basket. This is normal and does not indicate that more items should be added.

#### **IMPORTANT:**

- You will not see a washer basket full of water as with your past agitator-style washer. It is normal for some of the load to be above the water line.
- After the washer basket fills to the selected water level, the lid must be closed before the wash cycle can start. If filling stops with the lid open, close lid and press START/Pause button.

### **Automatic Load Size Sensing**

Once you start the cycle, the washer will fill to the water level. When the washer is done filling, it will start to agitate after it determines the correct level for the load. The washer will then fill to the appropriate water level based on the load size.

This low-water wash method uses less water and energy compared to a traditional agitator-style washer.

### **Choosing the Right Detergent**

Use only High Efficiency detergents. The package will be marked "HE" or "High Efficiency." Low-water washing creates excessive sudsing with a regular non-HE detergent. 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. Follow the manufacturer's instructions to determine the amount of detergent to use and do not go over the Max line. See "Using Laundry Product Dispensers" for more information.



*Use only High Efficiency (HE) detergent.*

### **Improved Cleaning**

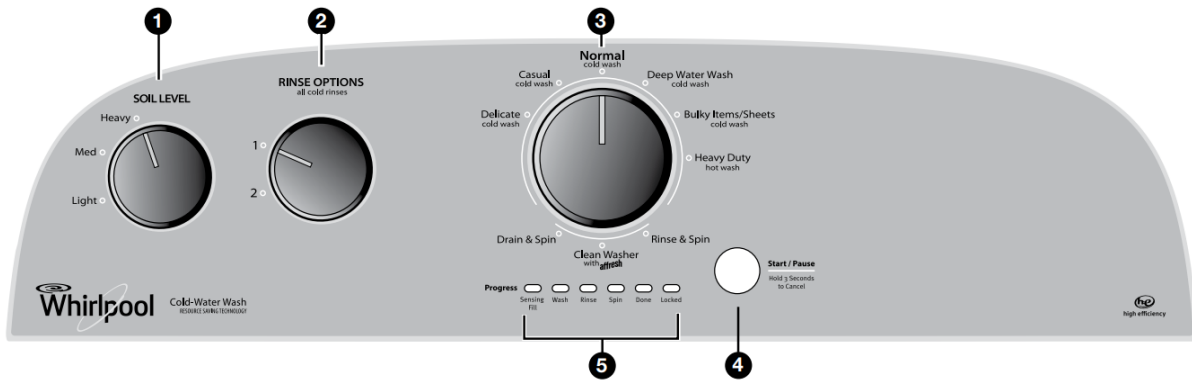
Low-water cleaning means concentrated cleaning. Rather than diluting detergent as done in an agitator-style washer, this washer delivers the detergent directly to the soils. This lowwater wash also allows the clothing to move in a more effective way to remove soils.

### **Normal Sounds You Can Expect**

At different stages of the wash cycle, you may hear sounds and pauses different from those of your previous washer. For example, you may hear a clicking and hum at the beginning of the cycle

as the lid lock goes through a self-test. There will be different kinds of humming and whirring sounds as the agitator tests for load balance or moves the load. Sometimes, you may hear nothing at all as the washer allows time for clothes to soak

## Control Panel and Features



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

### 1. SOIL LEVEL

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 Soil Level for less wash time. A lighter soil-level setting will help reduce tangling and wrinkling.

### 2. RINSE OPTIONS

This option is used to add additional rinse cycles.

### 3. WASH CYCLE KNOB

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

### 4. START/PAUSE BUTTON

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

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

### 5. 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 button is pressed, the washer will fill to an initial water level and begin sensing to determine the load size. The washer will then continue filling to the appropriate water level based on load size and proceed to Wash.

If the lid is opened or the START/Pause button is pressed, the cycle will pause. Closing the lid and/or pressing the START/Pause button will resume the cycle. If the cycle remains paused with the lid open for 10 minutes, the washer will pump out the water.

## **WASH**

You will hear the agitator moving the load. The motor sounds may change at different stages in the cycle. Wash time is determined by the selected soil level.

## **RINSE**

You will hear sounds similar to the wash cycle as the washer rinses and moves the load. You may hear the motor turning on briefly (short hum) to move the basket while filling.

## **SPIN**

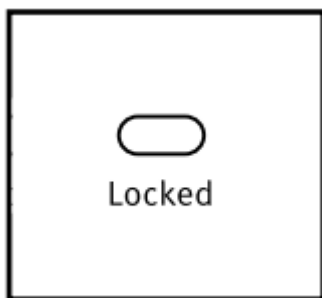
The washer spins the load at increasing speeds for proper water removal based on the selected cycle.

## **DONE**

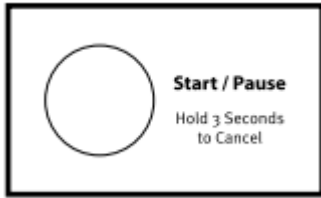
Once the cycle is complete, this light will come on. For best results, remove the load promptly.

## **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. 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 while the lid is closed to resume the cycle.



## Cycle Guide

For best fabric care, choose the cycle that best fits the load being washed.

Not all cycles and options are available on all models.

<b>Items to wash:</b>	<b>Cycle*:</b>	<b>Spin Speed:</b>	<b>Cycle Details:</b>
Machine-wash silks, hand-washed fabrics	Delicate Cold Wash	Low	Use this cycle to wash lightly soiled garments. Use the “Machine Washable Silks” or “Gentle” cycle label. Place small items in mesh garment bags for washing.
No-iron fabrics, cottons, perm. press, linens, synthetics	Casual Cold Wash	Low	Use this cycle to wash loads of no-iron fabrics, sport shirts, blouses, casual business clothes, perm. press, and blends.
Cottons, linens, and mixed-garment loads	Normal Cold Wash	High	Use this cycle for normally or lightly soiled mixed-fabric loads.
Casual and mixed loads, jeans, towels, sturdy fabrics	Deep Water Wash Cold Wash	High	Provides additional water and alternating wash cycles for heavily soiled mixed loads. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabrics.
Large items such as sheets, sleeping bags, small comforters, jackets, small washable rugs	Bulky Items/ Sheets Cold Wash	Low	Use this cycle to wash large items. The washer adds enough water to wet down the load before the wash cycle begins. This cycle uses a high water level than other cycles.
Sturdy fabrics, colorfast items, towels, jeans	Heavy Duty Hot Wash	High	Provides maximum wash time and action for heavily soiled items and soils. Use this cycle for heavily soiled items. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabric types.
Hand-washed garments or dripping-wet items	Drain & Spin	High	This cycle uses a spin to shorten drying time for wet fabrics or special-care items washed by hand. Use this cycle to drain washer after canceling a cycle or to complete a cycle after a power failure.
Swimsuits and items requiring rinsing without detergent	Rinse & Spin	High	Combines a rinse and high-speed spin for items that require an additional rinse cycle or to complete a cycle after an interruption. Also use for loads that require a high-speed spin.



Items to wash:	Cycle*:	Spin Speed:	Cycle Details:
No clothes in washer	Clean Washer with affresh®	Low	<p>Use this cycle every 30 washes to keep washer fresh and clean. This cycle uses level. Use with affresh® Washer Cleaner chlorine bleach to thoroughly clean the i washer. This cycle should not be interrupted. Care."</p> <p><b>IMPORTANT:</b> Do not place garments or washer during the Clean Washer with affresh® this cycle with an empty wash tub.</p>

\*All rinses are cold

## Using Your Washer

### **WARNING:** Fire Hazard

- Never place items in the washer that are dampened with gasoline or other flammable fluids.
- No washer can completely remove oil.
- Do not dry anything has ever had any type of oil on it (including cooking oil)
- 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 agitator and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled items.
- Separate delicate items from sturdy fabrics.
- Do not dry garments if stains remain after washing because heat can set stains into fabric.
- Treat stains promptly.
- Close zippers, fasten hooks, tie strings and sashes, and remove non-washable trim and ornaments.

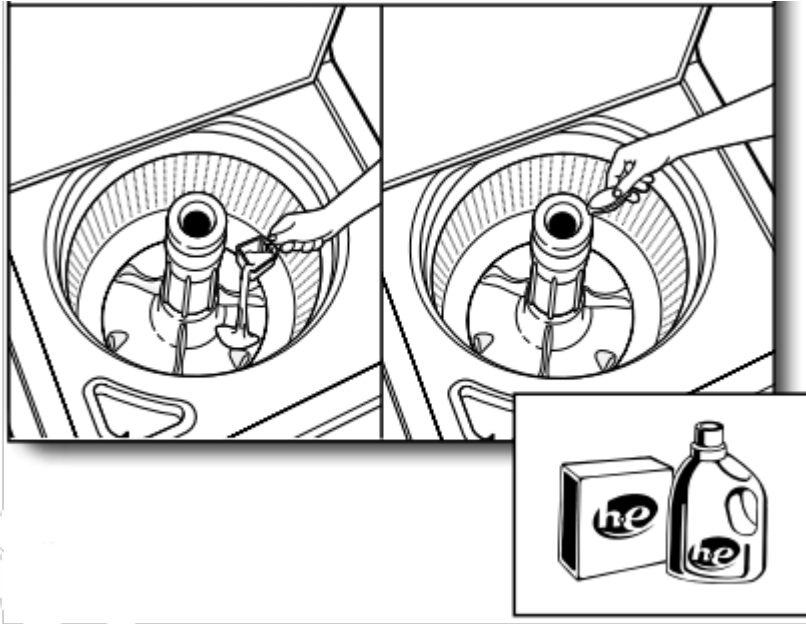
Mend rips and tears to avoid further damage to items during washing.

### Helpful Tips:

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

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

## 2. Add laundry products



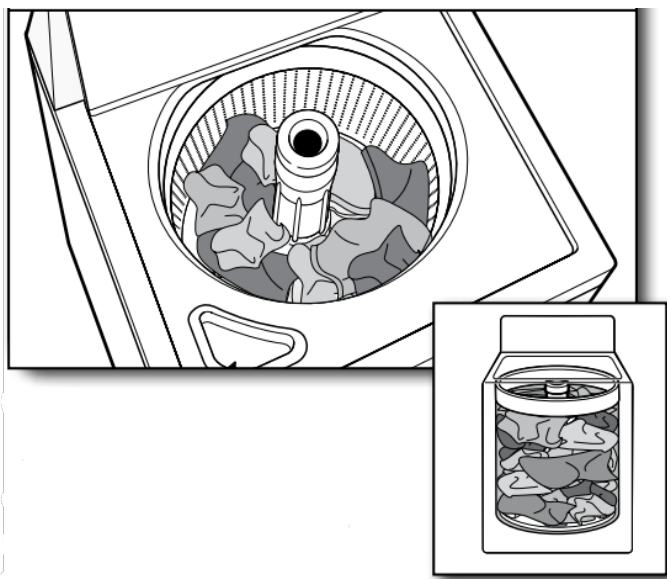
Add a measured amount of HE detergent or single-dose laundry packet into the basket.

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.” Lowwater washing creates excessive sudsing with a regular non-HE detergent. 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.

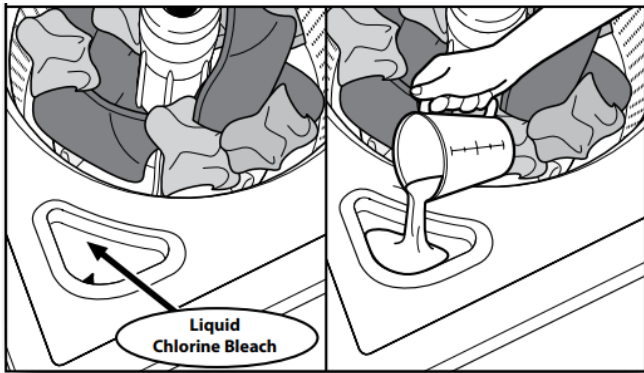
## 3. Load laundry into washer



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 agitator; load them in loose piles around the sides of the basket. Try mixing different-sized items to reduce tangling.

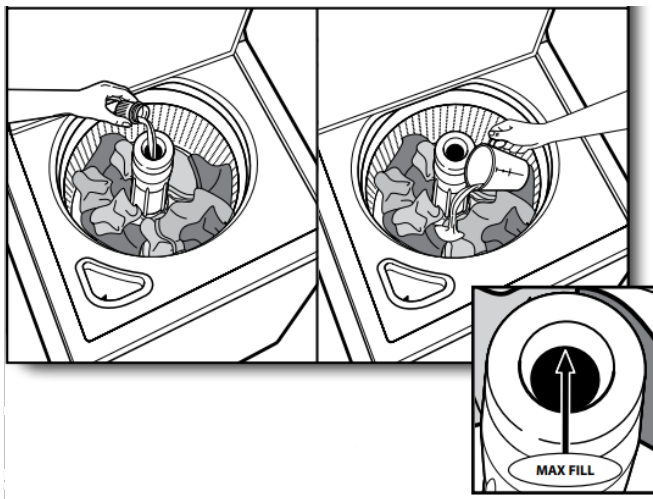
**IMPORTANT:** Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling. Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.

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



Do not overfill, dilute, or use more than 1 cup (250 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.

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

During the final rinse, wait until the washer has completed filling, press the START/Pause button to pause the washer. Lift the lid and add the measured recommended amount of liquid fabric

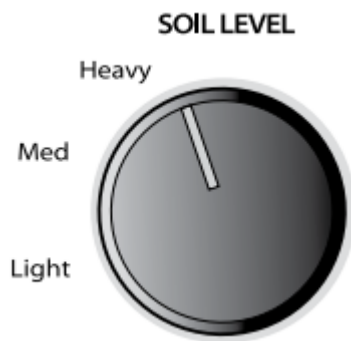
softener. Do not use more than the recommended amount. Close the lid and press the START/ Pause button again to start the washer.

## 6. Select cycle



Turn cycle knob to choose your wash cycle.

## 7. Select SOIL LEVEL



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

## 8. Select rinse option, if desired



If you would like to add an extra rinse to any cycle, turn the knob to the desired setting.

## 9. Press START/Pause to begin wash cycle



Press the START/Pause button to start the wash cycle. When the cycle has finished, the Done indicator will light. Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and prevent rusting of metal hooks, zippers, and snaps.

Adding garment(s)

If you need to open the lid to add 1 or 2 missed garments: Press START/Pause. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Add garments, close lid, and press START/Pause again to restart the cycle.

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

## Cleaning Your Top Loading Washer

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

### Cleaning the Inside of the Washer

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

#### Recommended Cycle for Cleaning the Washer

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

#### Begin procedure

1. affresh® Washer Cleaner Cycle Procedure (Recommended for Best Performance):
  - a. Open the washer lid and remove any clothing or items.
  - b. Place an affresh® Washer Cleaner tablet in the bottom of the washer basket.
  - c. Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
  - d. Do not add any detergent or other 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 button to start the cycle.

**NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press START/Pause once or twice (depending on model). 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 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 button to start the cycle.

**NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press

START/Pause once or twice (depending on model). After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

### **Cleaning the Dispensers**

After a period of using your washer, you may find some residue buildup in the washer's dispensers. To remove residue from the dispensers, wipe them with a damp cloth and towel dry. Do not attempt to remove the dispensers or trim for cleaning. The dispensers and trim are not removable. If your model has a dispenser drawer, however, remove the drawer and clean it before or after you run the Clean Washer cycle. Use an allpurpose surface cleaner if needed.

### **Cleaning the Outside of the Washer**

Use a soft, damp cloth or sponge to wipe away any spills. Use only mild soaps or cleaners when cleaning external washer surfaces.

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

## **NON-USE AND VACATION CARE**

Operate your washer only when you are home. If moving, or not using your washer for a period of time, follow these steps:

1. Unplug or disconnect power to washer.
2. Turn off water supply to washer to avoid flooding due to water-pressure surge.

## **WINTER STORAGE CARE**

**IMPORTANT:** To avoid damage, install and store washer where it will not freeze. Because some water may stay in hoses, 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 waterinlet hoses.
2. If washer will be moved during freezing weather, follow "Winter Storage Care" directions under "Washer Care" 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.

## **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.

### **WARNING:** Electrical Shock Hazard

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- 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

2. Plug in washer or reconnect power.

3. Run washer through Bulky Items/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
<b>Vibration or Off-Balance</b>		
Check the following for proper installation or see “Using Your Washer” section.	Feet may not be in contact with the floor and locked.	Front and rear feet must be in firm contact with the 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 feet to level the washer and reduce sound.  See “Level the Washer” in Installation Instructions.
	Load could be unbalanced.	Load dry items in loose heaps evenly around the basket. Adding wet items to washer or adding more items to basket could unbalance washer.
		Wash smaller loads to reduce imbalance.
		Do not tightly pack. Avoid washing single items.
		Use Bulky Items/Sheets cycle for oversized items and absorbent items such as jackets and small towels. See “Cycle Guide.”
See “Cycle Guide” and “Using Your Washer” in Installation and Care Guide.		
<b>Noises</b>		
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 into pump. It may be necessary to call for service to remove items.
		It is normal to hear metal items on clothing such as snaps, buckles, or zippers touch against the drum.
Gurgling or humming.	Washer may be draining water.	It is normal to hear the pump making a continuous humming sound with periodic gurgling or splashing as amounts of water are removed during the wash and rinse cycles.
Humming.	Load sensing may be occurring.	You may hear the hum of the sensing spinners as they have started the washer. This is normal.

If you experience	Possible Causes	Solution
Whirring.	Basket deceleration may be occurring.	You may hear the whirring sound of the basket decelerating. This is normal.
<b>Water Leaks</b>		
Check the following for proper installation:	Washer not level.	Water may splash off basket if washer is not level. Make sure 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 place it to drainpipe 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 tub, drain pipe, water pipes, and faucets).
Washer not loaded as recommended.	Improper loading can cause basket to be off-balance and cause water to splash off tub. See “Use and Care of Your Front-Load Washer” for loading instructions.	
<b>Washer not performing as expected</b>		
Not enough water in washer.	Load not completely covered in water.	<p>This is normal operation for an HE low-water fill washer. A heavy load will not be completely under water. The washer senses load sizes and adds correct amount of water for optimal cleaning. Use Bulky Items/Sheets cycle for heavy loads. Wash cycle for higher water fill. See “What to Wash in the Lid” and “Cycle Guide” to match your load to the best cycle.</p> <p><b>IMPORTANT:</b> Do not add more water to washer. Adding water lifts the items off the washplate, resulting in less effective cleaning.</p>
		Run Clean Washer with affresh® cycle to remove detergent build-up and level and wash performance problems caused by detergent build-up in washer basket.

If you experience	Possible Causes	Solution
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 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.

**WARNING:** Electrical Shock Hazard

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- 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



	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.
	Normal washer operation.	Lid must be closed for washer to run.
		Washer will pause during certain phases of cycle to allow water to drain. Do not interrupt cycle.
	Washer may be tightly packed.	Remove several items, rearrange load evenly, and add detergent. Close lid and press START/PAUSE.
To avoid tightly packing or unbalancing, do not add more than 1 or 2 additional items after cycle has started.		
Washer not draining/spinning, loads are still wet, or 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.
	Use a cycle with a low spin speed.	Cycles with lower spin speeds remove less water than cycles with high spin speeds. Use the recommended cycle for your garment. To remove extra water, 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 wet. Rearrange load to normal. Evenly arrange the wet load for balanced spinning. Select the Drain & Spin cycle to remove extra water. See "Using Your Washer" for loading recommendations.
	Check plumbing for correct drain hose installation. Drain hose extends into standpipe farther than 4.5" (114 mm).	Check drain hose for proper installation. Unfold drain hose and securely attach to drainpipe or tub. Do not force over drain opening. Lower drain hose if the standpipe is more than 96" (2.4 m) above the floor. Remove any kinks from drain hose.



	Too much detergent causing suds to slow or stop draining and spinning.	Always measure and follow detergent directions for load. To remove extra suds, select Rinse & add detergent.
Dry spots on load after cycle.	High speed spins extract more moisture than traditional top-load washers.	The high spin speeds combined with air flow during final spin can cause items near the top of the load to develop dry spots during the final spin. This is normal.
	Washer may be tightly packed.	Use Bulky Items/Sheets or Deep Water Wash cycle for higher water fill. See "Cycle Guide" to match load with the best cycle.
	Added extra garments to the load after the sensing/fill phase.	Add only 1 or 2 additional garments after wash cycle started.
Incorrect or wrong wash or rinse temperatures.	Check for proper water supply.	Make sure hot and cold inlet hoses are not kinked.
		Both hoses must be attached to both wash and rinse valves and have both hot and cold water flowing to the washer.
		Check that inlet-valve screens are not clogged.
	Remove any kinks in hoses.	
	Energy saving controlled wash temperatures.	This washer uses cooler wash and rinse water temperatures than your previous washer. To get the same cooler hot and warm washes.
Load not rinsed.	Check for proper water supply.	Make sure hot and cold inlet hoses are not kinked.
		Both hoses must be attached and have water flowing to the inlet valve.
		Both hot and cold water faucets must be open.
		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 the washer from operating correctly. Always measure detergent and follow detergent directions based on load size and water temperature.
Washer not loaded as recommended.	The washer is less efficient at rinsing when the load is too small. Change the Rinse option to 2.	



		<p>Load garments in loose heaps evenly around the wall. Load with dry items only.</p> <p>Use cycle designed for the fabrics being washed.</p> <p>Add only 1 or 2 additional garments after wash cycle has started.</p> <p>Use Bulky Items/Sheets or Deep Water Wash cycle for higher water fill. See “Cycle Guide” to match cycle with the best cycle.</p>
Sand, pet hair, lint, etc. on load after washing.	Heavy sand, pet hair, lint, and detergent or bleach residues may require additional rinsing.	Add 2 Rinses to the selected cycle and/or use Extra Duty or Deep Water Wash cycle.
Load is tangling.	Washer not loaded as recommended.	<p>See “Using Your Washer” section.</p> <p>Select a cycle with a slower wash action and a longer spin time; however, items will be wetter than those used in a normal speed spin. Use Bulky Items/Sheets or Deep Water Wash cycle for higher water fill. See the “Cycle Guide” to match your load with the best cycle.</p> <p>Load garments in loose heaps evenly around the wall.</p> <p>Reduce tangling by mixing types of load items. Use recommended cycle for the type of garments being washed.</p>
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 water level to not completely cover the load in wash. Added water lifts the laundry off the bottom of the tub, resulting in less effective cleaning.
Not cleaning or removing stains (cont.).	Washer not loaded as recommended.	<p>Washer is less efficient at cleaning when load is too packed.</p> <p>Load garments in loose heaps evenly around the wall. Load with dry items only.</p> <p>Add only 1 or 2 additional garments after wash cycle has started.</p>



	Adding detergent on top of load.	Add detergent, Oxi products, and color-safe products to the bottom of the basket before adding the load.
	Not using HE detergent or using too much HE detergent.	The suds from regular detergent can keep the washer from operating correctly.
		Use only HE detergent. Be sure to measure detergent correctly.
		Always measure detergent and follow manufacturer's directions based on load size and soil level.
	Not using correct cycle for fabric type.	Use a higher soil-level-cycle option and wash at a higher temperature to improve cleaning.
		Use Heavy Duty cycle for tough cleaning. Refer to the "Wash 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.	Use only liquid chlorine bleach in the bleach dispenser. Use only fabric softener in the fabric softener dispenser.
Fabric damage.	Sharp items were in pockets during 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 cycle.
	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 Items/Sheets or Deep Water Wash for higher water fill. See “What’s New under the Hood” section of the “Cycle Guide” to match your load with the water level.
		Add only 1 or 2 additional garments after wash cycle has started.
	Liquid chlorine bleach may have been added incorrectly.	Do not pour liquid chlorine bleach directly into the washer. Wipe 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 label 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” section.
	Using too much detergent.	Unload washer as soon as cycle is complete.  Be sure to measure correctly. Always follow manufacturer’s directions.  See “Washer Care” section.
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 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 before adding clothes. Do not add packet to dispenser. Follow the manufacturer’s instructions to avoid damaging clothes and 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. Do not start 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.

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