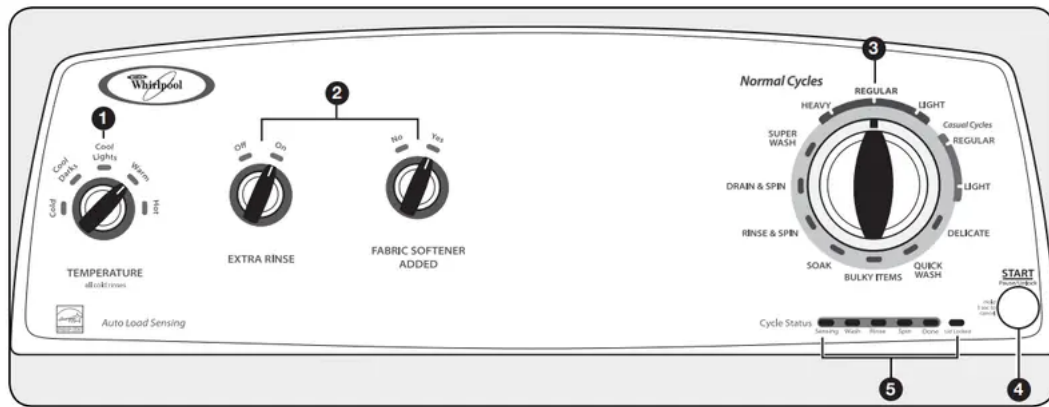


# TOP-LOADING WASHER USE AND CARE GUIDE

## CONTROL PANEL AND FEATURES



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

### 1. TEMPERATURE CONTROL

Temperature Control 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 and following the garment label instructions, use the warmest wash water safe for your fabric.

- Warm and hot water will be cooler than a traditional top-load washer.
- Even in a cold and cool water wash, some warm water may be added to the washer to maintain a minimum temperature.

### 2. OPTIONS

The following options may be added to most cycles.

**EXTRA RINSE** - This option can be used to automatically add a second rinse to most cycles.

**FABRIC SOFTENER ADDED** - This option must be selected to “Yes” if adding fabric softener. It ensures that fabric softener is added at the correct time in the rinse cycle for even distribution.

### 3. WASH CYCLE KNOB

Use the Wash Cycle knob to select available cycles on your washer. Turn the knob to select a cycle for your laundry load. See “Cycle Guide” for detailed descriptions of cycles.

### 4. START/PAUSE/UNLOCK BUTTON

Press to start the selected cycle; press again to pause the cycle and unlock the lid. If the washer has been paused the “wash” status light will flash. To restart the selected cycle press start again.

**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. CYCLE STATUS LIGHTS INDICATOR



The Cycle Status 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



When the START/Pause/Unlock button is pressed, the washer will first perform a self-test on the lid lock mechanism. You will hear a click, the basket will make a slight turn, and the lid will unlock briefly before locking again, this process may take 20 seconds to complete.

Once the lid has locked the second time, the washer will use short, slow spins to estimate the load size. These sensing spins may take 2 to 3 minutes before water is added to the load and you may hear the hum of these spins. If the sensing light is on, then washer is working properly. You will hear the motor turn the basket in short pulses to thoroughly wet the load. The washer will then move the load briefly, pause to allow water to soak in to the load, and resume adding water. This process may repeat until the correct amount of water has been added for the load.

**NOTE:** Avoid opening lid during sensing phase. The sensing process will start over when the washer is restarted. The sensing light may also come on during the Soak and Wash portions of the cycle. This is normal. To restart the washer after the lid has been opened press start.

### WASH



You will hear the motor and agitator moving the load. During the first stage of the sensing/wash cycle, water will partially fill the washer and then begin to move the load. It is normal to have the sensing light on during this stage. You will hear the agitator rotate, followed by a several second pause. This process will repeat for several minutes, allowing the entire load to become saturated. The lower water level combined with HE detergent at this stage allows for concentrated cleaning. Concentrated cleaning delivers the detergent directly to the soils. It is normal for the load to be above the water line during this stage. At the beginning of the second stage, the washer will add water to the correct level based on the load size. You will hear the

agitator move quicker during this stage of the wash cycle. The motor sounds may change at different stages in the wash cycle.

### RINSE



You will hear sounds similar to the wash cycle as the washer rinses and moves the load. For cycles that use a spray rinse you will hear water enter the washer as the tub spins, allowing the rinse water to penetrate the clothes. For cycles that use the extra rinse option, you will hear sounds similar to the wash cycle as the washer rinses and moves the load. Fabric softener will be added if the Fabric Softener Added-Yes option was selected.

### SPIN



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

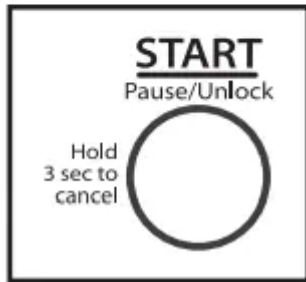
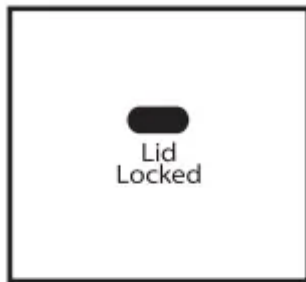
### DONE



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


### LID LOCKED


To allow for proper load sensing and spinning, the lid will lock and the Lid Locked light will turn on. This light indicates that the lid is locked and cannot be opened.



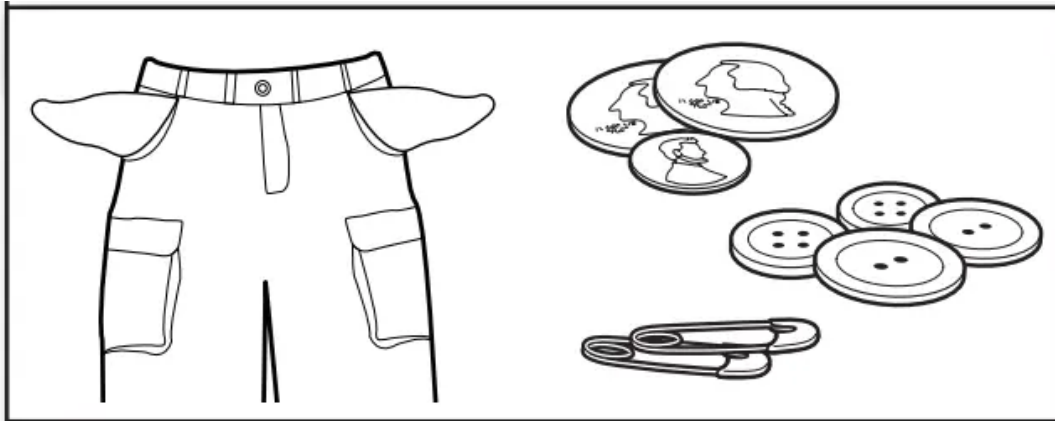
If you need to open the lid, press START/PAUSE/UNLOCK. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Press START/PAUSE/UNLOCK again to resume the cycle. Avoid opening the lid during sensing. The sensing process will start over when the washer is restarted.

## USING YOUR WASHER

<b>⚠ WARNING</b>

<b>Fire Hazard</b> 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.

<b>⚠ WARNING</b>

<b>Electrical Shock Hazard</b> 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



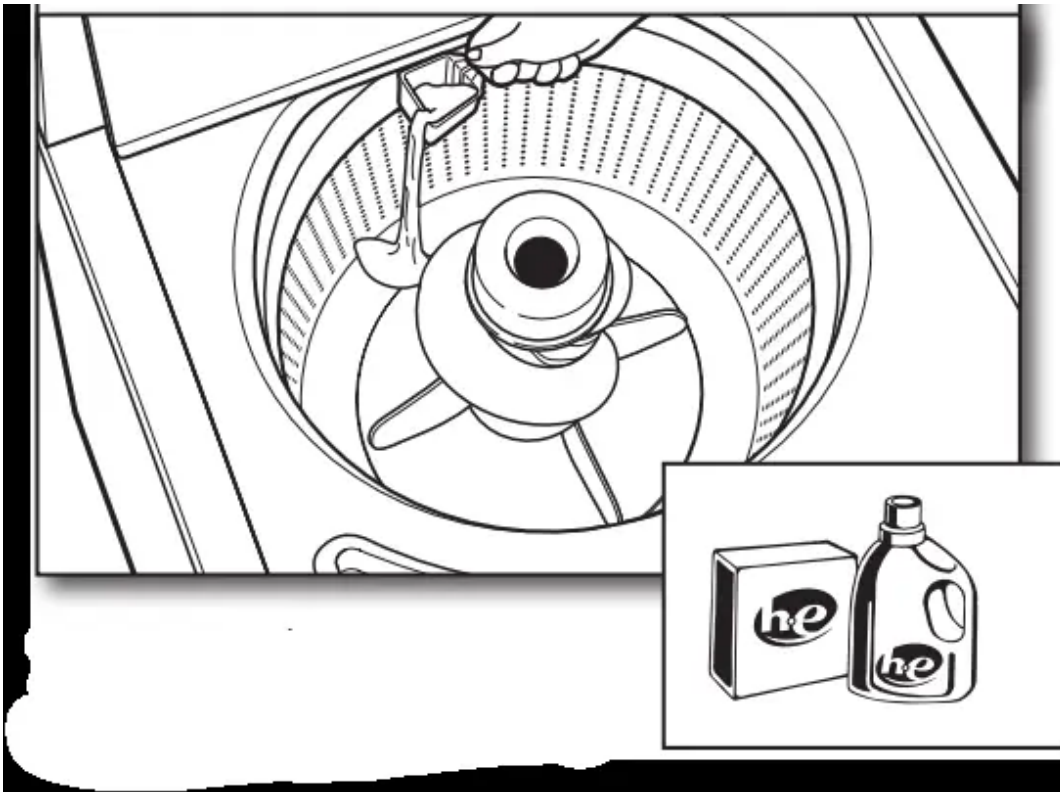
- Empty pockets. Loose change, buttons, or any small object can pass under the agitator and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.
- Separate delicate items from sturdy fabrics.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

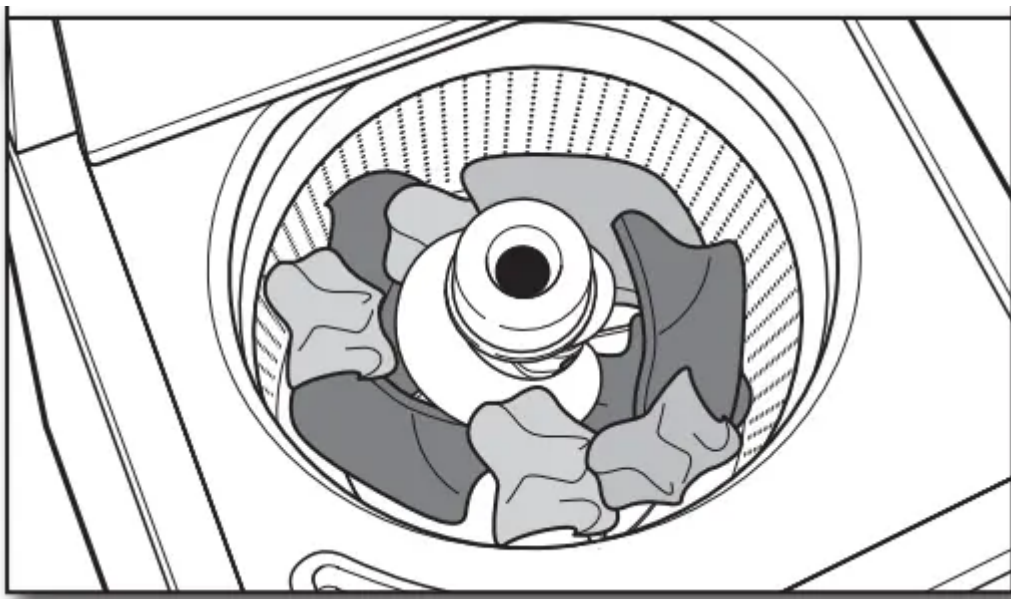
**2. Add HE detergent**



Add a measured amount of HE detergent into the bottom of the washer basket before adding clothes. If using an Oxi or color-safe bleach laundry boost product, add to the bottom of the washer basket, as well.

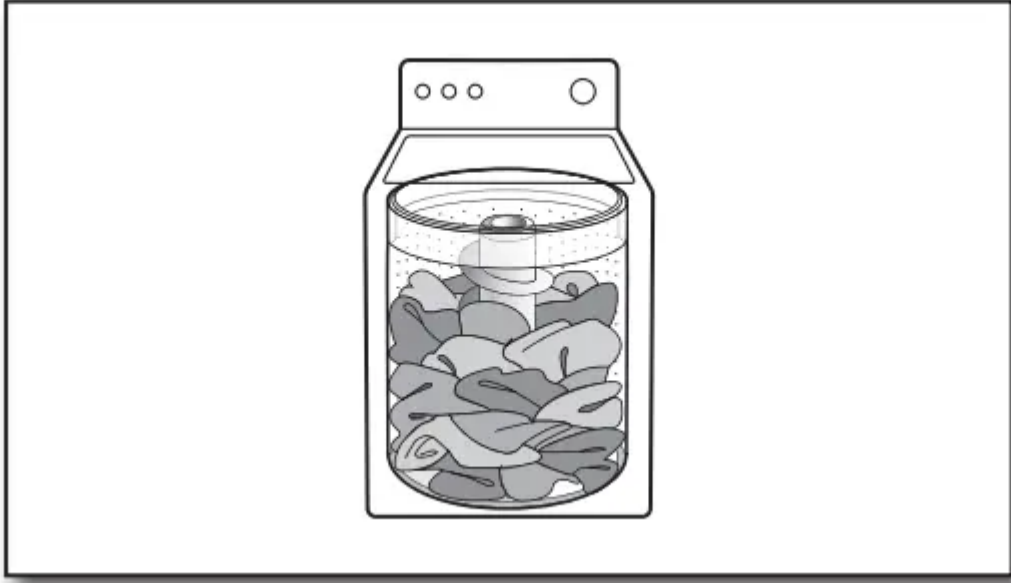
**IMPORTANT:** Follow the manufacturer's instructions to determine the amount of detergent to use.

### 3. Load laundry into washer



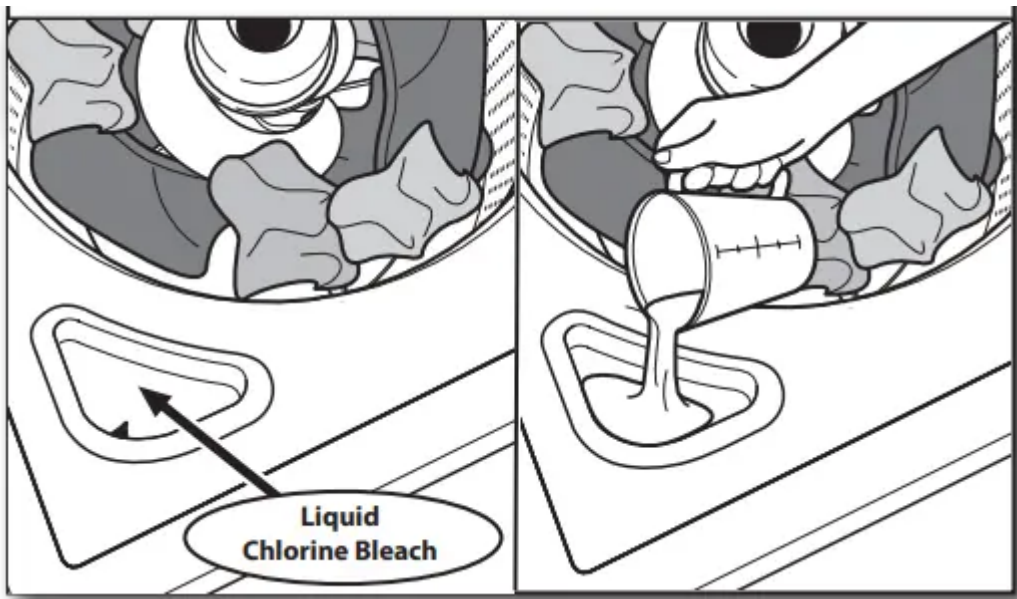
Load garments in loose heaps evenly around basket wall. For best results, do not pack the load tightly. Do not wrap large items such as sheets around the agitator; load them in loose

piles around the sides of the basket. Try mixing different sized items to reduce tangling.



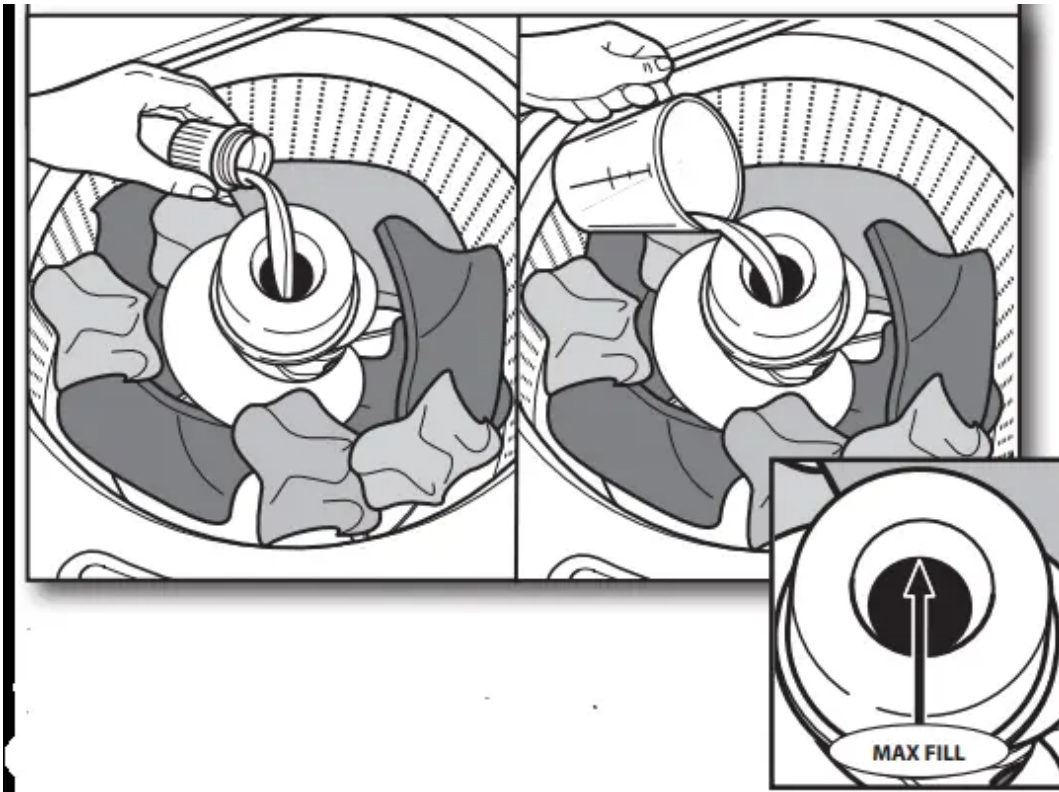
**IMPORTANT:** Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.

#### 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, if desired

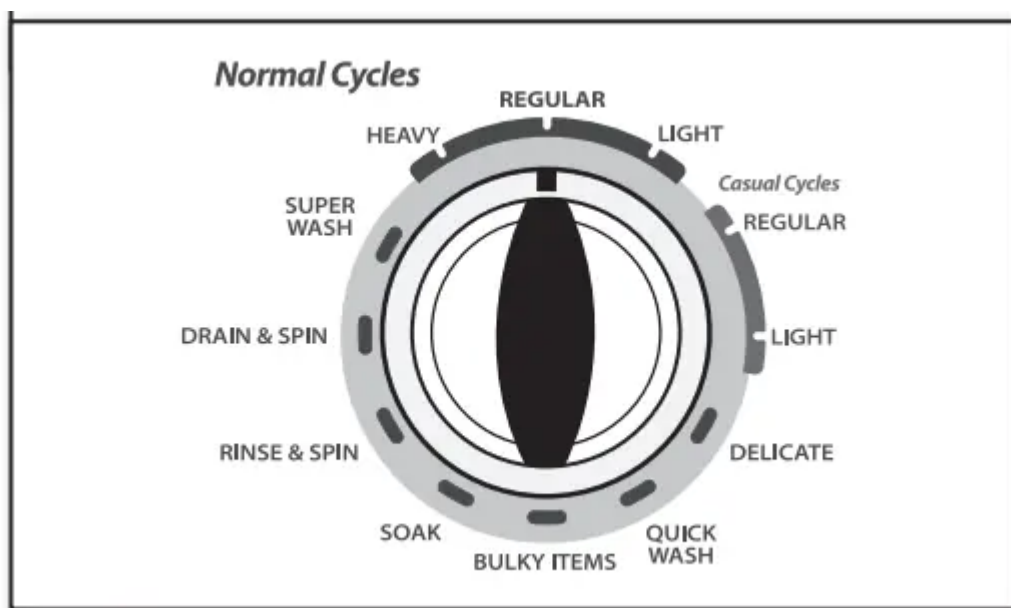


Pour a measured amount of liquid fabric softener into dispenser; always follow manufacturer's directions for correct amount of fabric softener based on your load size.

Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the underside of the rim. See max fill line arrows. Then select Fabric Softener Added-Yes option.

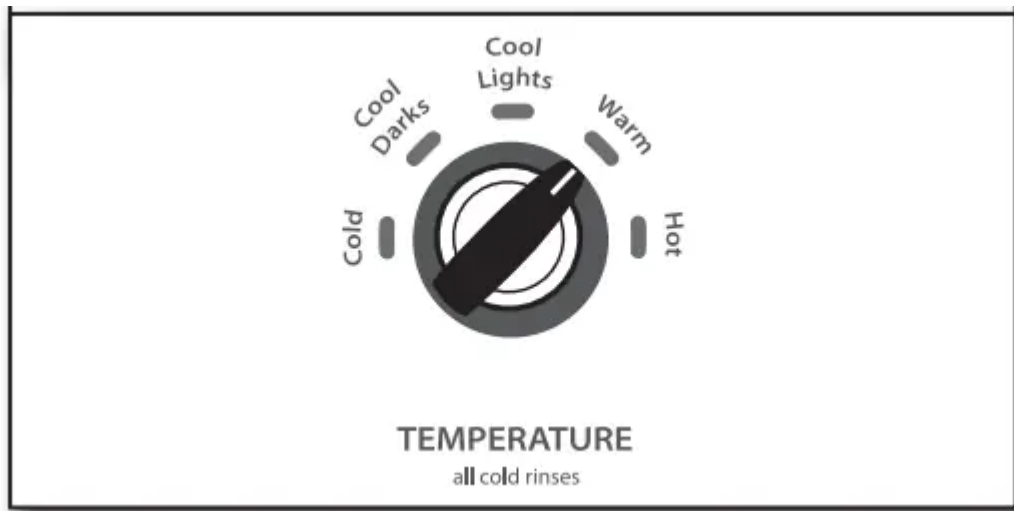
**IMPORTANT:** Fabric Softener Added option must be selected to "Yes" to ensure proper distribution at correct time in cycle.

## 6. Select cycle



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

## 7. Select Temperature



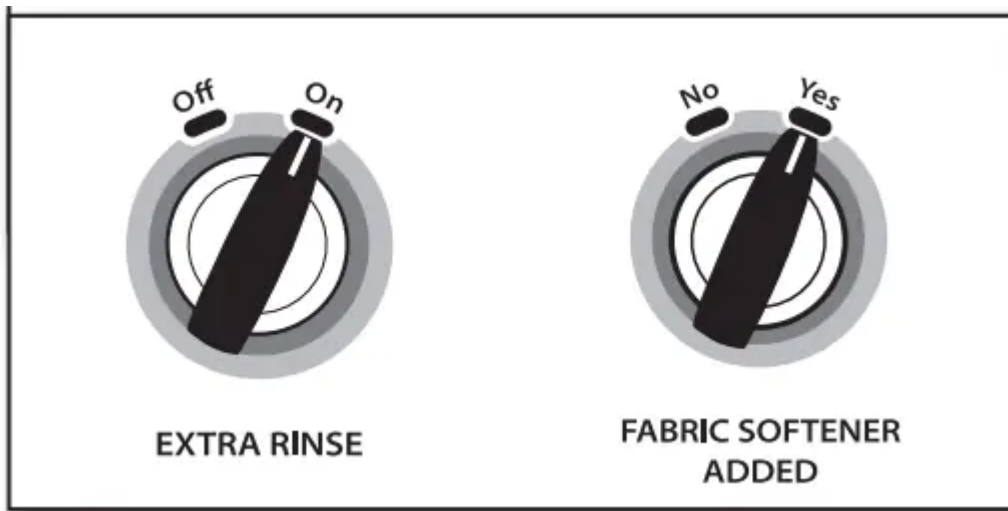
Once you select a cycle, select the desired wash temperature by turning the Temperature knob to the appropriate setting based on your load. All rinses are tap cold.

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

<b>Wash Temp</b>	<b>Suggested Fabrics</b>
<p><b>Hot</b> Some cold water is added to save energy. This will be cooler than your hot water heater setting.</p>	<p>Whites and pastels Durable garments Heavy soils</p>
<p><b>Warm</b> Some cold water will be added, so this will be cooler than what your previous washer provided.</p>	<p>Bright colors Moderate to light soils</p>
<p><b>Cool Lights</b> Warm water is added to assist in soil removal and to help dissolve detergents.</p>	<p>Colors that bleed or fade Light soils</p>
<p><b>Cool Darks</b> Warm water may be added to assist in soil removal and to help dissolve detergents.</p>	<p>Dark colors that bleed or fade Light soils</p>
<p><b>Cold</b> This is the temperature from your faucet. If your tap cold water is very cold, warm water may be added to assist in soil removal and help dissolve detergent.</p>	<p>Dark colors that bleed or fade Light soils</p>

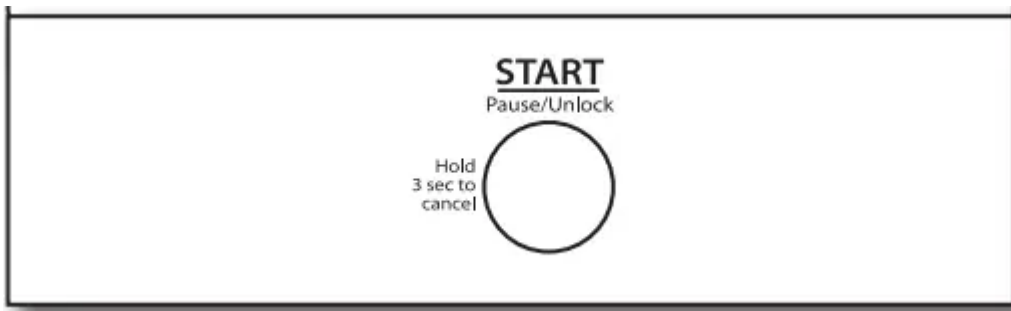
**8. Select options**





Select the desired cycle options. If you are using fabric softener, be sure to select Fabric Softener Added-Yes option.

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



Press the **START/Pause/Unlock** button to start the wash cycle. Filling is delayed for several minutes while load balance is sensed. When the cycle has finished, the **DONE** indicator will light. Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and rusting of metal hooks, zippers, and snaps.

#### **Unlocking the lid to add garments**

If you need to open the lid to add 1 or 2 missed garments:

Press **START/Pause/Unlock**; the lid will unlock once the washer movement has stopped.

This may take several minutes if the load was spinning at high speed. Then close lid and press **START/Pause/Unlock** again to restart the cycle.

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

#### **Delay in water fill**

Filling is delayed for 2 to 3 minutes to check for load unbalance. You will hear the hum of the spin prior to filling. This is normal operation.

## **WASHER MAINTENANCE**

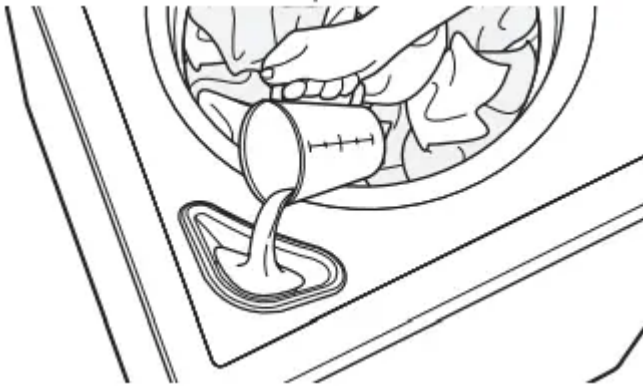
### **WATER INLET HOSES**

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.

## CLEANING YOUR WASHER

Keep your washer as clean and fresh as your clothes. To keep washer interior odor-free, follow this recommended monthly cleaning procedure:

1. Make sure the washer is empty.
2. Using recommended AFFRESH® washer cleaner, add one tablet to washer basket OR If using liquid chlorine bleach, add 1 cup (250 mL) to liquid chlorine bleach dispenser.



**IMPORTANT:** Do not add detergent. Do not use more than recommended amount of bleach to avoid damaging product over time.

3. Close washer lid.
4. Select BULKY ITEMS cycle and hot temperature.
5. Press START/Pause/Unlock.

**NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press START/Pause/Unlock twice and run a RINSE & SPIN cycle to ensure bleach has been rinsed from washer. Press and hold the START/Pause/Unlock for 3 seconds to cancel the cycle.

### Cleaning the liquid fabric softener dispenser

1. Remove dispenser by grasping top with both hands and squeezing, while pushing upward with thumbs.
2. Rinse dispenser under warm water, then replace it.

**NOTE:** To avoid damage to the washer or clothing, do not wash clothes with the liquid fabric softener dispenser removed.

### Cleaning the bleach dispenser

Wipe the inside of the bleach dispenser with a clean, damp cloth.

To clean exterior:

1. Use a soft, damp cloth or sponge to wipe up any spills.

2. Use all-purpose surface cleaner, if needed.

**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 water inlet hoses.
2. If washer will be moved during freezing weather, follow Winter Storage Care directions before moving.
3. Disconnect drain 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.

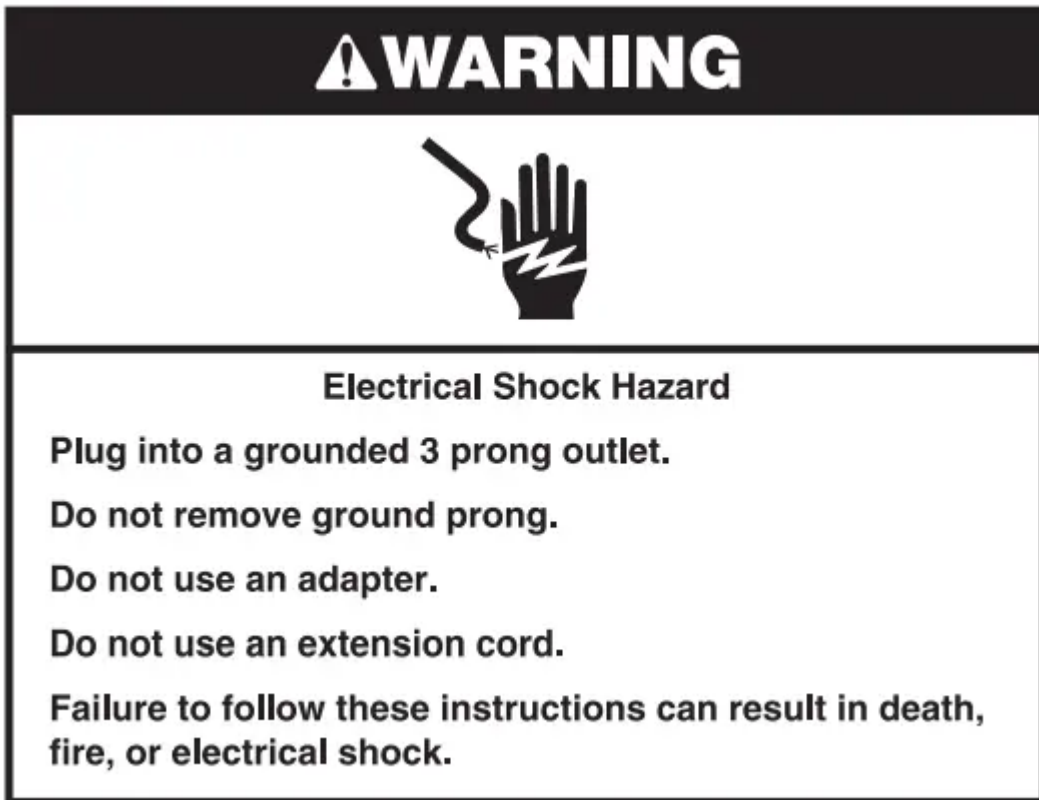
### **REINSTALLING/USING WASHER AGAIN**

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 Casual Cycles REGULAR to clean washer and remove antifreeze, if used. Use half the manufacturer's recommended amount of detergent for a medium-size load.

## **TROUBLESHOOTING**

First try the solutions suggested here or visit our website and reference FAQs (Frequently Asked Questions) to possibly avoid the cost of a service call.

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. The washer must be level to operate properly. Feet must be tight against the bottom of the cabinet.
	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 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 cycle for oversized, non-removable items, such as jackets and coats.		
	See “Cycle Guide” and “Using Your Washer” in the User Manual and Care Guide.	
<b>Noises - for normal operating sounds</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 objects.



		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 constant humming sound with periodic gurgling or splashing as small amounts of water are removed during the wash and rinse cycles.
Humming	Sensing light is on.	You may hear the hum of the sensing spinners as they have started the washer. This is normal. Sensing will take several minutes before water is added to the washer.
<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 attach 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 (including sink, drain pipe, water pipes, and faucets.)
	Washer not loaded as recommended.	Improper loading can cause basket to be unbalanced and cause water to splash off tub. See “Unbalanced Washer” for loading instructions.



<b>Washer not performing as expected</b>		
Not enough water in the washer	Load not completely covered in water.	It is normal for some of the load to be line. The washer senses load sizes and amount of water for optimal cleaning. See "Under the Lid."
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 working inlet valve.
		Both hot and cold water faucets must be open.
		Check that inlet valve screens have not become clogged.
		Check for any kinks in inlet hoses, which 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 a blown fuse. <b>NOTE:</b> If problems continue, contact an electrician.
Normal washer operation.	Lid must be closed for washer to run.	
	Washer will pause during certain phases to allow water to drain and interrupt cycle.	
	Washer spins the dry load for 2-3 minutes to help determine if load is balanced. You may hear some noise during the spins. This is normal.	

Washer may be tightly packed.



		Remove several items, rearrange load evenly and add detergent. Close lid and press START/Unlock.
		Do not add more than 1 or 2 additional items. Stop the washer if the load has started to avoid tightly packing or unbalancing.
	Not using HE detergent or using too much HE detergent.	Only use HE detergent. Suds from regular detergent may cause the washer to slow or stop the washer. Always measure detergent carefully. Follow detergent directions based on your detergent requirements.
		To remove suds, cancel cycle. Select RINSE/Spin. Press START/Pause/Unlock. Do not add more detergent.
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)	Empty pockets and use garment bags for small items.	Small items may have been caught in pump filter, detergent dispenser, basket and tub, which can slow draining.
	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 spin cycle/speed for your garment. To remove more water from the load, select Drain & Spin. Load may need to be rearranged to allow even distribution of items in the basket.
	The washer may be tightly packed or unbalanced.	Tightly packed or unbalanced loads may prevent the washer to spin correctly, leaving the load wet. Spin normally. Evenly arrange the wet load for better spinning. Select the Drain & Spin cycle to remove more 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. Use proper hook form and securely attach to drainpipe or tub. Do not hook 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 your load. To remove extra suds, select Rinse and 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 from the final spin can cause items near the top of the load to develop dry spots during the final spin. The
Incorrect or wrong wash or rinse temperatures	Check for proper water supply.	Make sure hot and cold inlet hoses are not
		Both hoses must be attached to both washers and have both hot and cold water flowing
		Check that inlet valve screens are not closed
	Energy-saving controlled wash temperatures.	Energy Star® qualified washers use cooler hot and cold rinse water temperatures than traditional washers. This includes cooler hot and cold
Load not rinsed	Check for proper water supply.	Make sure hot and cold inlet hoses are not
		Both hoses must be attached and have water flowing through the inlet valve.
		Both hot and cold water faucets must be
		Inlet valve screens on washer may be closed
	Remove any kinks in the inlet hose.	
	Using too much detergent.	The suds from too much detergent can keep the washer from operating correctly. Always measure detergent according to detergent directions based on load size and



	<p>Washer not loaded as recommended.</p>	<p>The washer is less efficient at rinsing when packed.</p> <p>Load garments in loose heaps evenly around the drum wall. Load with dry items only.</p> <p>Use cycle designed for the fabrics being washed.</p> <p>Add only 1 or 2 garments after washer has started.</p>
	<p>Not using HE detergent or using too much HE detergent.</p>	<p>The suds from regular detergent can keep the washer from operating correctly.</p> <p>Use only HE detergent. Be sure to measure detergent.</p> <p>Always measure detergent and follow detergent instructions based on load size and soil level.</p>
<p>Sand, pet hair, lint, etc. on load after washing</p>	<p>Heavy sand, pet hair, lint, and detergent or bleach residues may require additional rinsing.</p>	<p>Add an Extra Rinse to the selected cycle.</p>
<p>Load is tangling</p>	<p>Washer not loaded as recommended.</p>	<p>See “Using Your Washer” section.</p> <p>Select a cycle with a slower wash action and lower spin speed; however, items will be wetter than those using a high speed spin. See the “Cycle Guide” to match the cycle with the best cycle.</p> <p>Load garments in loose heaps evenly around the drum wall.</p> <p>Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments being washed.</p>



Not cleaning or removing stains	Washer not loaded as recommended.	Washer is less efficient at cleaning when packed.
		Load garments in loose heaps evenly around the wall. Load with dry items only.
		Add only 1 or 2 garments after washer has started.
	Adding detergent on top of load.	Add HE detergent, oxi products, and color protectors 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.
		Always measure detergent and follow detergent instructions 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.
		If using a Quick Wash cycle, wash only a few items.
		Use Super Wash and Normal Heavy cycles for best cleaning. See the "Cycle Guide" to match the best cycle.
Not using dispensers.	Use dispensers to avoid chlorine bleach and fabric softener staining.	
	Load dispensers before starting a cycle. Select Softener Added-Yes when using fabric softener.	
	Do not add products directly onto load.	



	Not washing like colors together.	Wash like colors together and remove pro cycle is complete to avoid dye transfer.
	Not selecting Fabric Softener Added-Yes	Always select "Yes" when adding fabric s that use spray rinse will add more water f softener distribution at the correct time.
Incorrect dispenser operation	Clogged dispenser.	Use only liquid chlorine bleach in the blea Use only fabric softener in the fabric soft
Fabric damage	Sharp items were in pockets during wash cycle.	Empty pockets, zip zippers, and snap or l before washing to avoid snags and tears.
	Strings and straps could have tangled.	Tie all strings and straps before starting w
	Items may have been damaged before washing.	Mend rips and broken threads in seams b
	Fabric damage can occur if load is tightly packed.	Load garments in loose heaps evenly ar wall. Load with dry items only.
		Use cycle designed for the fabrics being v
		Add only 1 or 2 garments after washer is
	Liquid chlorine bleach may have been added incorrectly.	Do not pour liquid chlorine bleach directl up bleach spills.
Undiluted bleach will damage fabrics. Do than recommended by manufacturer.		
Do not place load items on top of bleach loading and unloading washer.		



	Garment care instructions may not have been followed.	Always read and follow garment manufacturer instructions. See the “Cycle Guide” to make sure you are washing with the best cycle.
Odors	Monthly maintenance not done as recommended.	See “Cleaning Your Washer” in Washer Manual.  Unload washer as soon as cycle is complete.
	Using too much detergent.	Be sure to measure correctly. Always follow manufacturer’s directions.  See “Cleaning your Washer” section.
Lid locked light is flashing	The lid is not closed.	Close the lid. The washer will not start or will stop and open.
	A cycle was stopped or paused using the Start/Pause/Unlock 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.

**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.

