

Use & Care Guide
Guía de Uso y Cuidado
Guide d'utilisation et d'entretien
English / Español / Français



For best results, a lower-sudsing, HE High Efficiency Detergent made for front loading washers must be used.



Para obtener mejores resultados, una baja espuma, H.E. Alta eficiencia de detergentes para lavadoras de carga hizo frente debe ser utilizado.

Pour de meilleurs résultats, et un bas niveau de mousse, un détergent haute-efficacité HE conçu pour les laveuses à chargement frontal doit être utilisé.

Models / Modelos / Modèles: 417.4413*

Kenmore Elite[®]

Front Load Washer

Lavadora a Cargo Frontal

Laveuse à Chargement Frontal

* = Color number, número de color, le numéro de couleur

P/N 137413200 A (1012)
Sears Brands Management Corporation
Hoffman Estates, IL 60179 U.S.A.
www.kenmore.com
www.sears.com

Sears Canada Inc.
Toronto, Ontario, Canada M5B 2C3
www.sears.ca



Record Model/Serial Numbers

The model and serial numbers of your washer are found on the washer serial plate located on the inside of the door. Record and retain these numbers.

Model Number _____

Serial Number _____

Purchase Date _____

This **Use and Care Guide** provides general operating instructions for your washer. It also contains information about features for several other models. Your washer may not have every feature included.

The instructions in this manual and all other literature included with this washer are not meant to cover every possible condition and situation that may occur. Good safe practice and caution **MUST** be applied when installing, operating and maintaining any appliance. Use the washer only as instructed in this **Use & Care Guide**.

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Important Safety Instructions

Recognize safety symbols, words and labels


Safety items throughout this manual are labeled with a **WARNING** or **CAUTION** based on the risk type as described below:

Definitions


 This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

 **DANGER**


DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

 **WARNING**

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

 **CAUTION**

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

 **IMPORTANT**

IMPORTANT indicates installation, operation or maintenance information which is important but not hazard-related.

Save these instructions for future reference.

Important Safety Instructions

WARNING

To reduce the risk of fire, electrical shock, or injury to persons when using this washer, comply with the basic warnings listed below. Failure to comply with these warnings could result in serious personal injuries.

You can be killed or seriously injured if you don't follow these Important Safety Instructions:

PREVENT FIRE

- Do not wash items that have been previously cleaned in, soaked in, or spotted with gasoline, cleaning solvents, kerosene, cooking oils, waxes, etc. Do not store these items on or near the washer. These substances give off vapors or chemical reactions that could ignite or explode.
- Do not put oily or greasy rags or clothing on top of the washer. These substances give off vapors that could ignite the materials.
- Do not add gasoline, cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for such a period, before using the washer, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. Hydrogen gas is flammable; do not smoke or use an open flame during this time.
- Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.
- Failure to comply with these warnings could result in fire, explosion, serious bodily injury and/or damage to the rubber or plastic parts of the washer.

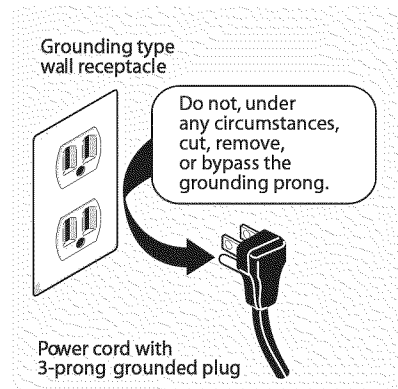
PROTECT CHILDREN

- Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children. As children grow, teach them the proper, safe use of all appliances.
- Destroy the carton, plastic bag and other packing materials after the washer is unpacked. Children might use them for play. Cartons covered with rugs, bedspreads or plastic sheets can become airtight chambers.
- Keep laundry products out of children's reach. To prevent personal injury, observe all warnings on product labels.
- Before the washer is removed from service or discarded, remove the washer door to prevent accidental entrapment.
- Failure to comply with these warnings could result in serious personal injuries.

PREVENT INJURY

- To prevent shock hazard and assure stability during operation, the washer must be installed and electrically grounded by a qualified service person in accordance with local codes. Installation instructions are packed in the washer for installer's reference. Refer to **INSTALLATION INSTRUCTIONS** for detailed grounding procedures. If the washer is moved to a new location, have it checked and reinstalled by a qualified service person.

- To prevent personal injury or damage to the washer, the electrical power cord of the washer must be plugged into a properly grounded and polarized 3-prong outlet. The third grounding prong must never be removed. Never ground the washer to a gas pipe. Do not use an extension cord or an adaptor plug.



- Follow package directions when using laundry products. Incorrect usage can produce poisonous gas - resulting in serious injury or death.
- Do not combine laundry products for use in 1 load unless specified on the label.
- Do not mix chlorine bleach with ammonia or acids such as vinegar.



PREVENT INJURY AND DAMAGE TO THE WASHER

To prevent serious personal injury and damage to the washer:

- All repairs and servicing must be performed by an authorized servicer unless specifically recommended in this Use & Care Guide. Use only authorized factory parts.
- Do not tamper with controls.
- Do not install or store the washer where it will be exposed to the weather.
- Do not install on carpet. Install washer on a solid floor. It may be necessary to reinforce the floor to prevent vibration or movement.
- To reduce the risk of electric shock, disconnect this appliance from the power supply before attempting any user maintenance. Turning the controls to the OFF position does not disconnect this appliance from the power supply.
- To prevent injury, do not reach into the washer while parts are moving. Before loading, unloading or adding items, allow the drum to coast to a complete stop before reaching inside.
- This washer is equipped with an electrical overload protector. The motor will stop if it becomes overheated.
- Failure to comply with these warnings could result in serious personal injuries.

Kenmore Appliance Warranty

One Year Limited Warranty

When installed, operated and maintained according to all instructions supplied with the product, if this appliance fails due to a defect in material or workmanship within one year from the date of purchase, call 1-800-4-MY-HOME® to arrange for free repair.

If this appliance is used for other than private family purposes, this warranty applies for only 90 days from the date of purchase.

This warranty covers only defects in material and workmanship. Sears will NOT pay for:

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, light bulbs and bags.
2. A service technician to instruct the user in correct product installation, operation or maintenance.
3. A service technician to clean or maintain this product.
4. Damage to or failure of this product if it is not installed, operated or maintained according to all instructions supplied with the product.
5. Damage to or failure of this product resulting from accident, abuse, misuse or use for other than its intended purpose.
6. Damage to or failure of this product caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
7. Damage to or failure of parts or systems resulting from unauthorized modifications made to this product.

Disclaimer of implied warranties; limitation of remedies

Customer's sole and exclusive remedy under this limited warranty shall be product repair as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law. Sears shall not be liable for incidental or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States and Canada.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Sears Brands Management Corporation, Hoffman Estates, IL 60179

Sears Canada Inc., Toronto, Ontario, Canada M5B 2C3

Master Protection Agreements

Congratulations on making a smart purchase. Your new Kenmore® product is designed and manufactured for years of dependable operation. But like all products, it may require preventive maintenance or repair from time to time. That's when having a Master Protection Agreement can save you money and aggravation.

The Master Protection Agreement also helps extend the life of your new product. Here's what the Agreement* includes:

- Parts and labor needed to help keep products operating properly under normal use, not just defects. Our coverage goes well beyond the product warranty. No deductibles, no functional failure excluded from coverage – real protection.
- Expert service by a force of more than 10,000 authorized Sears service technicians, which means someone you can trust will be working on your product.
- Unlimited service calls and nationwide service, as often as you want us, whenever you want us.
- "No-lemon" guarantee – replacement of your covered product if four or more product failures occur within twelve months.
- Product replacement if your covered product can not be fixed.
- Annual Preventive Maintenance Check at your request – no extra charge.
- Fast help by phone – we call it Rapid Resolution – phone support from a Sears representative on all products. Think of us as a "talking owner's manual".
- Power surge protection against electrical damage due to power fluctuations.
- \$250 Food Loss Protection annually for any food spoilage that is the result of mechanical failure of any covered refrigerator or freezer.
- Rental reimbursement if repair of your covered product takes longer than promised.
- 10% discount off the regular price of any non-covered repair service and related installed parts.

Once you purchase the Agreement, a simple phone call is all that it takes for you to schedule service. You can call anytime day or night, or schedule a service appointment online.

The Master Protection Agreement is a risk free purchase. If you cancel for any reason during the product warranty period, we will provide a full refund. Or, a prorated refund anytime after the product warranty period expires. Purchase your Master Protection Agreement today!

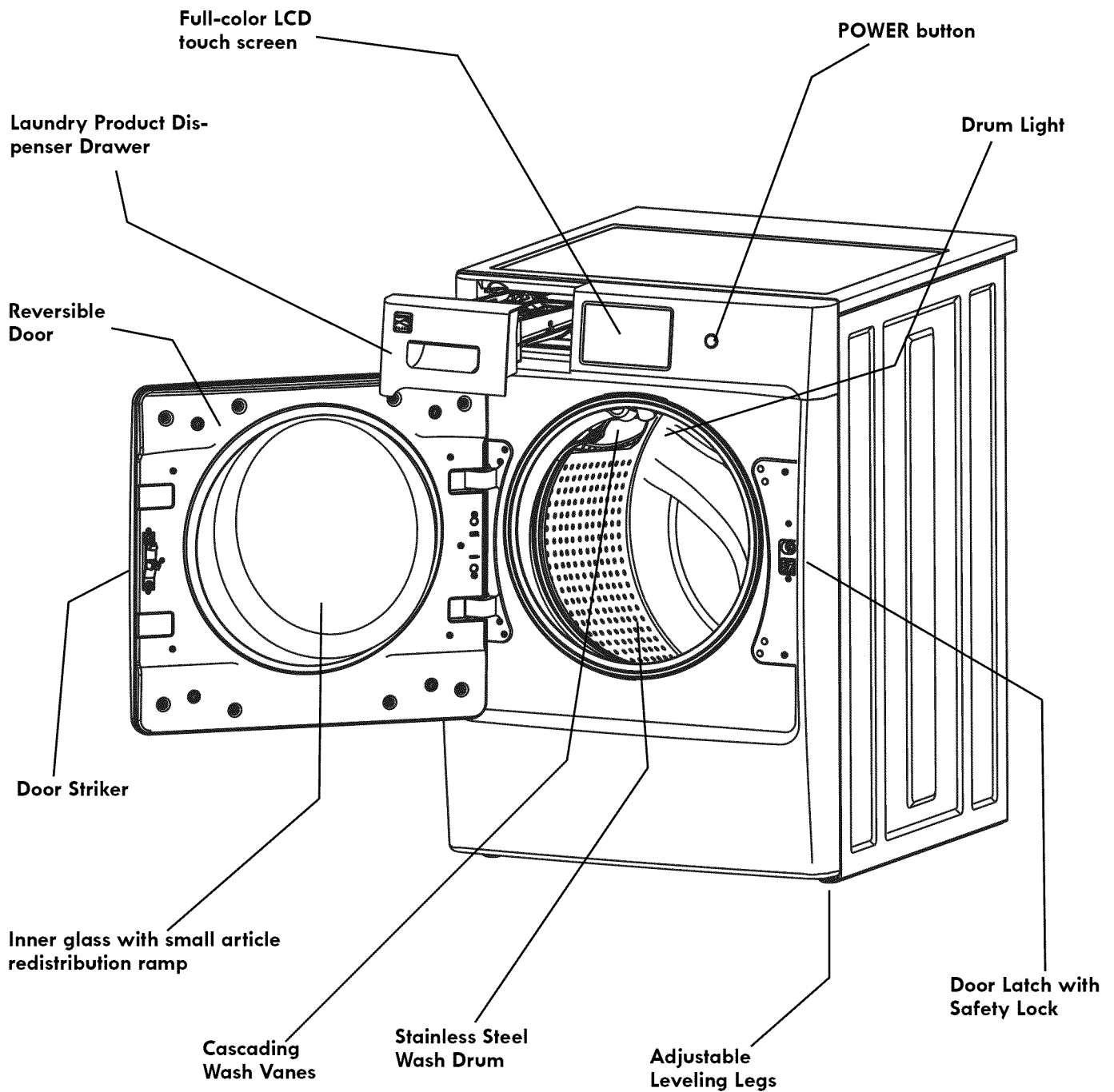
Some limitations and exclusions apply. For prices and additional information in the U.S.A. call 1-800-827-6655.

* Coverage in Canada varies on some items. For full details call Sears Canada at 1-800-361-6665.

Sears Installation Service

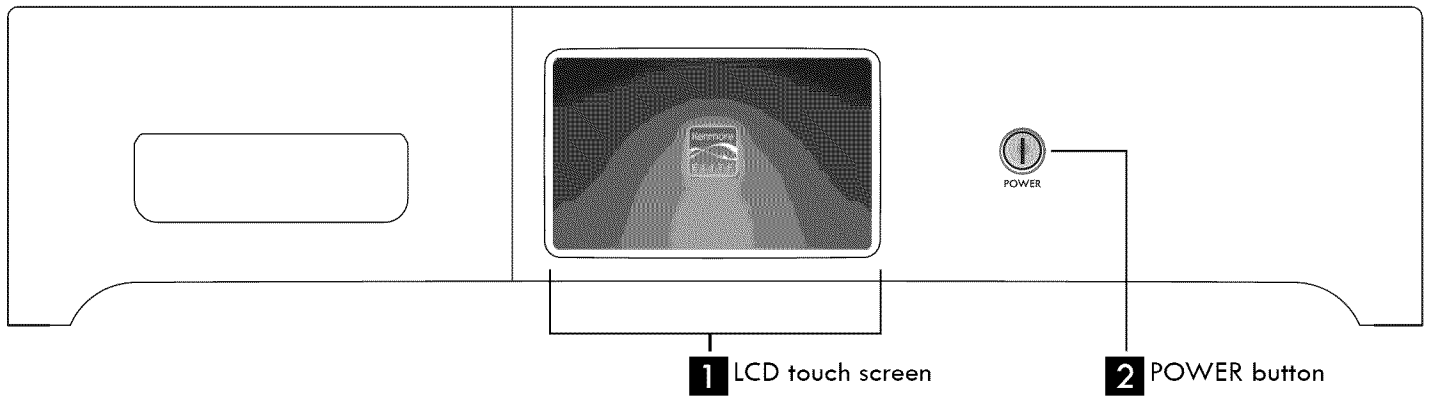
For Sears professional installation of home appliances, garage door openers, water heaters, and other major home items, in the U.S.A. or Canada call 1-800-4-MY-HOME®.

Features



As an ENERGY STAR® Partner, Sears Brands Management Corporation has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

Operating Instructions



This manual covers many models and not all cycles, options, or features listed are available on every model. Screen images shown are for reference only. Your model may differ.

Cycle Selection

Press the **POWER** button to turn on the unit. Use the touch screen to select the desired cycle. To scroll through the cycles 1) press the left or right arrow, 2) "press and drag" the list or 3) "touch and flick" the list. Touch the desired cycle to select it. The selected cycle will be highlighted.

To change the cycle once the cycle has begun, press **PAUSE** then **CANCEL**, select a new cycle, and press **START** again.

SCREEN DISPLAY MODES

Standby Mode - after 5 minutes of inactivity LCD backlight goes down to 10%. Touching the screen brings back the backlight to the user settings.

Sleep Mode - after 25 minutes of inactivity from Standby, the LCD turns completely off. To wake up LCD press **POWER**.



For best results
Follow the fabric care label instructions on items to be washed.

IMPORTANT
If you cancel a running cycle, you must manually drain any water in the drum with a **Rinse & Spin** or **Drain & Spin** cycle before starting a new one.

Normal

Use this load for cotton, linen, towels, shirts, sheets, denims and mixed loads.

Heavy Duty

Use this cycle for heavily soiled, durable garments - such as towels, sports gear, or fabric tote bags. For best soil and stain removal, use the hottest water safe for the fabrics being washed.

Whitest Whites

Use this cycle for white fabrics and lightly colored clothing. Refer to fabric care label for use of liquid chlorine bleach. Hot water is recommended to ensure optimal bleach activation. For peak rinsing performance and to

avoid chlorine residues on your laundry add **Extra Rinse** to this cycle.

Towels

Select this cycle for a full load of towels and/or bath mats. Select a higher spin speed to reduce drying time.

Kids Wear

Wash normally-soiled kids wear and baby wear with this specialty cycle. **Extra Rinse**, **Extra Spin** and auto temp **Extra Hot** water are default presets.

Delicates

Use this cycle for lightly soiled knits and delicates which require gentle washing.

Cycle Selection, continued

Ultra Delicate

Use this cycle for sheer or lacy fabrics which require special care. Small or very delicate items should be placed in a mesh bag.


NOTE

Powder detergent may not completely dissolve in gentler, slower, shorter cycles. Use of gentle-care liquid detergent recommended.

Handwash

Use this cycle to provide intermittent, gentle tumbling for items labeled "Hand Wash".

Wool

Designed for a small load of machine-washable woolen items, the **Wool** cycle uses gentle washing action along with cold rinses to eliminate shrinking and damage to wool. You may use an  wool detergent approved for front load washers.

NOTE

Washing wool garments labeled "**Dry Clean Only**" or using chlorine bleach can result in permanent damage.

Silk

Select this cycle for **washable** silk items. It will provide gentle reversing tumble wash action in cold water and multiple rinses. Chlorine bleach will not be dispensed in this cycle. The water will drain out at the end of the cycle, but the drum will not spin. The garments will be very wet.

NOTE

Washing silk garments labeled "**Dry Clean Only**" or using chlorine bleach can result in permanent damage.

Clean Washer

To clean and freshen the washer, perform the Clean Washer cycle. If you wish to begin the cycle, empty the drum, add bleach and press **▶ START**. This maintenance cycle removes residue that may cause odor. See **Inside Routine Cleaning (Preventive)** for detailed information about the Clean Washer cycle.

Rinse & Spin

Select Rinse & Spin for loads that need a cold water rinse or to add fabric softener that may have been omitted in a regular cycle. Add the fabric softener to the dispenser chamber. Select the spin speed appropriate for the load.

NOTE

You may deselect **Extra Rinse** if you wish to perform a Spin Only cycle or select **No Spin** if you want to perform a Drain Only cycle.

Active Wear

This cycle is designed for small loads of lightweight, synthetic apparel worn for working out, running, swimming, cycling, tennis and similar activities when removal of light soil and perspiration are important.

For best results, select a detergent that contains enzymes. Add a detergent booster, color safe bleach or odor eliminator with the detergent if needed. Chlorine bleach should not be used on items containing Lycra™. Fabric softeners reduce wicking and are not recommended for garments made to pull moisture away from the body.

Express Sanitize

Use the **Express Sanitize** cycle to clean and sanitize heavily soiled, colorfast fabrics including towels, bedding, cloth diapers, and children's clothing.

NOTE

This cycle has been certified by NSF International, an independent third party testing and certification organization dedicated to public health, safety and environmental protection.



It is recommended that you set your water heater to 120° F (49° C) or higher to ensure proper performance during this cycle. If the setting is lower or the load is extra large, the cycle time may be extended.

The **Express Sanitize** cycle will kill 99.9% of bacteria with no carryover of bacteria between loads. No bleach or harsh chemicals are needed, but higher temperatures are required. Please check fabric care labels to prevent damage.

NOTE

If the voltage at your outlet is under 110 v, the internal heater may not adequately heat the wash water. If the cycle is interrupted while the water is heating, the final temperature of the wash water may be lower and sanitation may be reduced.

The wash water is heated by an internal boost heater to a maximum of 152° F (67° C) as the load tumbles. Cold water is added to cool down the load prior to drain and spin. As a precaution, the washer door is locked once the water temperature reaches 130° F (55° C). If the cycle is cancelled during the wash phase and the water temperature is greater than 150° F (66° C) an automatic cool down rinse will occur before the door can be opened.

Operating Instructions

Cycle Selection, continued

Bulky/Bedding

This cycle is designed for bulky items such as comforters, blankets, mattress pads, sleeping bags and similar items.

Casual

Use this cycle for cottons and blends with a permanent press or no-iron finish.

Express Wash

Quickly wash a small, lightly soiled load in 18 minutes.

Steam Refresh

Refresh a small load of dry clothes with the perfect amount of steam. Steam alone will infuse into the dry load as it tumbles to refresh fabrics, remove odors, and release wrinkles, reducing ironing. Remove load, hang or iron as necessary.

NOTE

- Steam may not necessarily be visible inside drum during the **Steam Refresh** cycle.
- Steam may not be present during entire cycle.

IMPORTANT


- If washer is paused during the **Steam Refresh** cycle, the door will remain locked due to higher temperature in drum. DO NOT force open - it will unlock upon cooling.
- During the **Steam Refresh** cycle you may notice steam exiting from the rear vent of the washer - this is normal and not cause for alarm.

Cold Clean

Designed for a small load of mixed items, wash and rinse temperatures are equivalent to temperature of cold tap supply. Use this selection for fabrics and colors that are prone to dye transfer. Best used with cold water  detergent.

MyCycle

Choose one of your three most used cycles preloaded with your favorite settings and options. Up to three users can each have three favorite  **MyCycles**.

See  **Save MyCycle** in the “Home Screen Options” section of this guide for instructions on customizing up to three cycles.

Cycle Settings

Appropriate wash temperature, spin speeds, and soil level will automatically be displayed for each cycle. The settings can be changed before the cycle is started.

To adjust cycle settings, press any of the settings buttons to navigate to the cycle settings screen. Scroll through the temperature, soil level, or spin speed selections by pressing the up or down arrows corresponding to each setting.

To protect your fabrics, not all settings are available with every cycle. Only the settings available for a particular cycle will be displayed. After you have made the desired adjustments, press the **Back** button to return to the home screen or **▶ START** to begin the cycle.



NOTE

To change the settings after the cycle starts, press **▶ PAUSE** and then press any of the settings buttons. Adjust the settings and press **▶ START** to resume the cycle.



WASH/RINSE WATER TEMPERATURE

Select a wash water temperature according to fiber content, colorfastness and soil level. A cold water rinse saves energy and reduces wrinkling.

Wash water temperatures are automatically regulated to maximize detergent effectiveness and improve washing performance. The water heater setting and its distance from the washer, water usage in other parts of the home, and seasonally low ground water temperature in some geographic areas can affect water temperature.

Extra Hot/Cold

Use this setting for heavily soiled colorfast fabrics such as towels, bedding, and children's clothing. **Extra Hot/Cold** provides wash water heated with an internal boost heater.

Hot/Cold

Use this setting for heavily soiled white or colorfast cottons and blends.


Warm/Warm

Use this setting when a warm water rinse is desired.

Warm/Cold

Use this setting for normally soiled white or colorfast cottons or blends.

Cold/Cold

Wash and rinse temperatures are equivalent to temperature of cold tap supply. Use this selection for lightly soiled non-colorfast items, knits, delicates, and hand washables and other fabrics and colors that are prone to dye transfer. For use with cold water  detergents.

SPIN SPEED

Extra High, High, Medium and **Low** spin speeds are available for appropriate cycles. The spin speed and/or duration of final spin vary from model to model and cycle to cycle.

Increasing the spin speed will extract more water, decrease drying time and conserve energy. Decreasing the spin speed will reduce wrinkling.

Select **Low** spin speed to gently spin items that should be line dried.

Use **No Spin** to omit the final spin at the end of the cycle. The load will be very wet. Remove items from the wash drum to drip dry or select a **Rinse & Spin** cycle to remove excess water at a more convenient time.

SOIL LEVEL

Adjust the wash time in 3-minute increments based on the soil level of each load. Five soil levels are available.

Operating Instructions

Cycle Options

Appropriate options will automatically be displayed for each cycle. The number of options selected will be displayed numerically on the **Options** button. Options can be added or deleted before the cycle is started.

To adjust options, press the **Options** button to navigate to the options screen. To add options, press the corresponding options buttons. Selected options will be highlighted. To delete options, press the corresponding options buttons again.

To protect your fabrics, not all options are available with every cycle. If an option is not available with a particular cycle, it is faded out. Occasionally, options in the same cycle will conflict with each other, such as **Add Steam** and **Energy Saver**. When this happens, the option selected first will cause the conflicting option to not be selectable. After you have made the desired adjustments, press the **Back** button to return to the home screen or ► **START** to begin the cycle.

NOTE

To change the options after the cycle starts, press ► **PAUSE** and then press the **Cycle Settings** button. Adjust the settings and press ► **START** to resume the cycle.



Stain Treat

The **Stain Treat** option adds a special 10 minute soak/pre-treat agitation before the main wash. It fills initially with detergent and cold water to prevent protein stains from setting, then the internal heater is activated to heat the wash water to remove non-protein based stains. Can be used with **Prewash** for the toughest stains.

Add Steam

Select this option to add approximately 20 minutes of tumbling in steam during the wash cycle. It is recommended for heavily soiled loads to help enhance the release of tough stains from fabrics after initial agitation.

NOTE

- Steam may not necessarily be visible inside drum during a steam cycle.
- Steam may not be present during entire cycle.

IMPORTANT

- If steam is selected, rinse temperatures will be elevated.
- If washer is paused during a steam wash cycle, the door will remain locked due to higher temperature in drum. DO NOT force open - it will unlock upon cooling.
- During a steam cycle you may notice steam exiting from the rear vent of the washer - this is normal and not cause for alarm.

Pre-Wash

Select this option to add a short wash period prior to the normal, colors, casual, active wear, whites, and heavy duty cycles. Heavily soiled and stained loads will prewash in cold water for 5 minutes. The water will drain and the load will automatically advance to the selected wash cycle.

See Step 5 in the "Operating Your Washer" section in this guide for details on adding detergent to the "Pre-Wash" cup in the dispenser.

Extra Rinse

Use this option when additional rinsing is desired to remove excess dirt and detergent. It is recommended for heavily soiled loads or if household members have sensitive skin.

Extra Spin

Use this option to add minutes to the final spin at the selected **Spin Speed**. This will improve water extraction, decrease drying time and save energy.

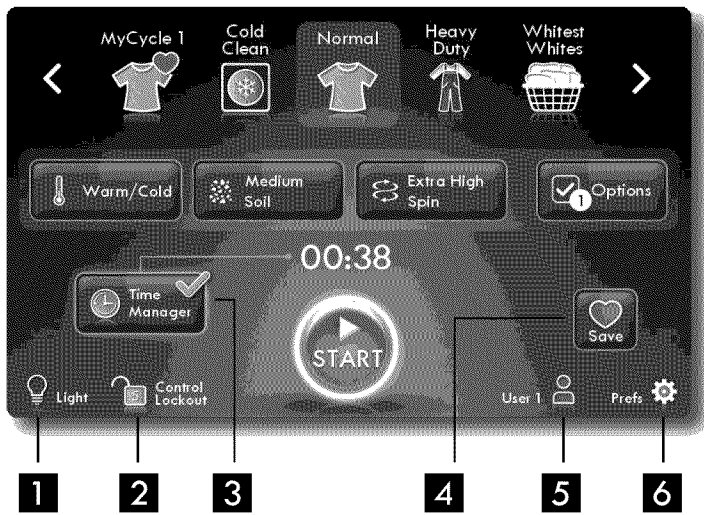
Delay Start

Select a wash time convenient to your schedule or during off peak energy hours. Press the up and down arrow to scroll to a desired delay time. The delay time selected will be displayed and begin counting down when you select ► **START**.

Energy Saver

The **Energy Saver** option reduces the warm water temperature a few degrees to save energy.

Home Screen Options



🕒 Time Manager (3)

Customize cycle duration to fit your schedule by shortening the length of each cycle. Repeatedly press the 🕒 **Time Manager** button to select a level of duration management - aggressively manage (quickest), moderately manage (quicker) or no management (normal).

💡 Drum Light (1)

The drum light will come on whenever the door is opened to illuminate the drum during loading and unloading. Closing the door turns off the light. The drum light will automatically turn off if the door is left open more than 3 minutes.

You can activate the drum light during a cycle by pressing light bulb icon 💡. The light will stay on during the cycle for 3 minutes. To turn it off, press the icon again.

🔒 Control Lockout, Press & Hold (2)

To lock the controls between or during cycles, press and hold the 🔒 Control Lockout icon for 5 seconds. Press the large lock icon to unlock the controls when you are ready to operate the washer. Use this feature to reduce the likelihood of accidental operation by children.

❤️ Save MyCycle (4)

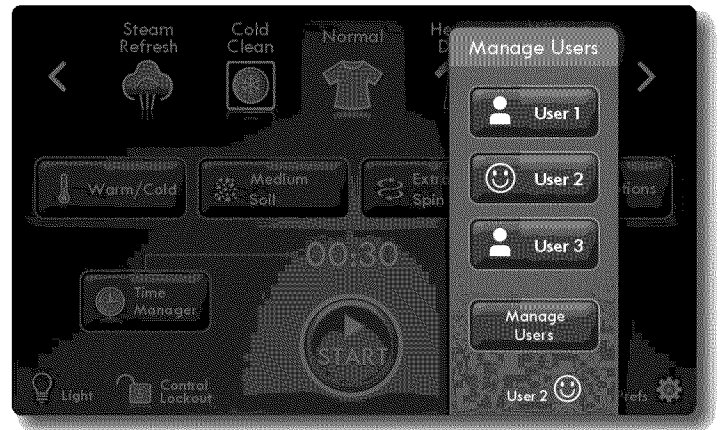
Customize and save your most used cycles with your preferred settings and options. Press ❤️ **Save** for up to three custom ❤️ **MyCycles**. The customized cycle will be saved to the active User. If you have populated all three available ❤️ **MyCycles**, you will be asked which one you would like to overwrite if you request to save another.

📌 NOTE

If you pause a ❤️ **MyCycle** and adjust options or settings, the adjustments will not automatically be saved. You must press ❤️ **Save** again to retain the adjustments.

User (5)

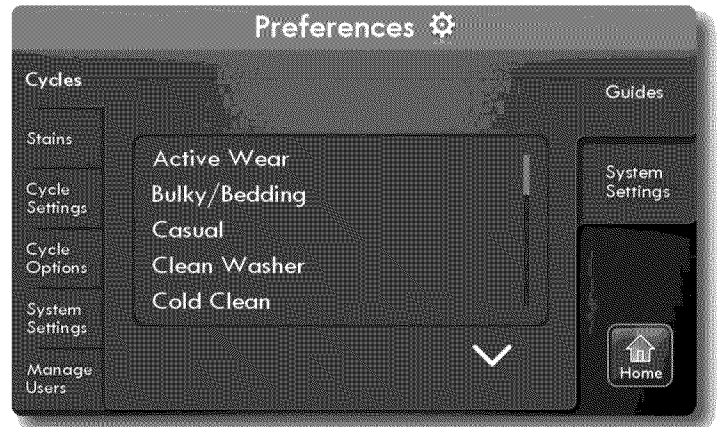
Manage users by pressing the User icon on the Home screen.



Up to three Users are available. Within the Manage Users screen you may clear Users, change User icons, or delete ❤️ **MyCycles** within a particular user.

⚙️ Preferences (6) - Guides

Enter the Preferences screen by pressing the ⚙️ **Prefs** icon on the Home screen.



On the Guides tab you can: browse descriptions of each wash cycle; view instructions for specific stain removal procedures; view details of cycle settings, options and systems settings; and follow directions on how to manage users.

⚙️ Preferences (6) - System Settings

On the System Settings tab you can adjust the Chime setting from Off to Loud and adjust the display brightness for ease of viewing in your installation setting. Using the lower buttons you may: change the interface language; run the Install Cycle; reset the unit to factory defaults; or calibrate the touch screen.

Operating Instructions

Washer Settings Chart

These temperature, spin speeds, soil levels and options are available with the following cycles:

	Normal	Heavy Duty	Whitest Whites	Towels	Kids Wear	Delicates	Ultra Delicate	Handwash	Wool	Silk	Clean Washer	Rinse & Spin	Active Wear	Express Sanitize	Bulky/Bedding	Casual	Express Wash	Steam Refresh	Cold Clean
Wash/Rinse																			
Sanitize/Cold														✓					
Extra Hot/Cold	✓	✓	✓	✓	✓										✓		✓		
Hot/Cold	✓	✓	✓	✓											✓	✓	✓	✓	
Warm/Warm	✓		✓																
Warm/Cold	✓	✓	✓	✓		✓	✓	✓	✓			✓		✓	✓	✓			
Cold/Cold	✓	✓		✓		✓	✓	✓	✓	✓		✓	✓		✓	✓	✓		✓
Spin Speed																			
Extra High	✓	✓	✓	✓	✓	✓		✓	✓			✓	✓	✓	✓	✓	✓		✓
High	✓	✓	✓	✓	✓	✓		✓	✓			✓	✓	✓	✓	✓	✓		
Medium	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓		
Low	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓		
No Spin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Soil Level																			
Extra Heavy	✓	✓	✓	✓	✓							✓		✓	✓				
Heavy	✓	✓	✓	✓	✓							✓		✓	✓				
Medium	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓
Light	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓
Extra Light	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓
Options																			
Energy Saver	✓	✓	✓	✓		✓	✓					✓		✓	✓				✓
Stain Treat	✓	✓	✓	✓		✓						✓		✓	✓				
Add Steam	✓	✓	✓	✓	✓							✓		✓	✓			✓	
Pre-Wash	✓	✓	✓	✓								✓		✓	✓				
Extra Rinse	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓			✓
Extra Spin	✓	✓	✓	✓	✓							✓	✓	✓	✓				✓
Time Manager	✓	✓	✓	✓										✓					
Delay Start	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
Drum Light	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
Control Lockout	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓

NO OPTIONS AVAILABLE WITH THIS CYCLE. DO NOT LOAD ANY ITEMS IN DRUM DURING CLEAN WASHER CYCLE.

✓ = Available selections. [shaded] = Cycle defaults. [black] = Non-modifiable presets.

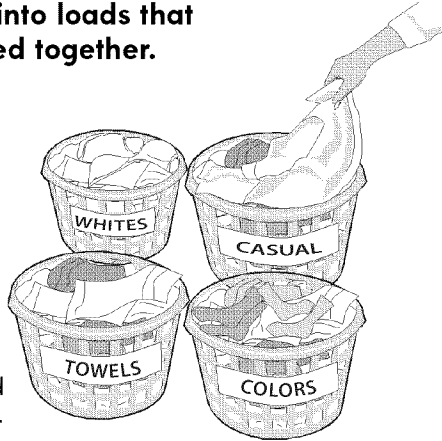
Operating Instructions

Operating Your Washer

WARNING

To reduce the risk of fire, electric shock or injury to persons, read these **IMPORTANT SAFETY INSTRUCTIONS** in this *Use and Care Guide* before operating your washer.

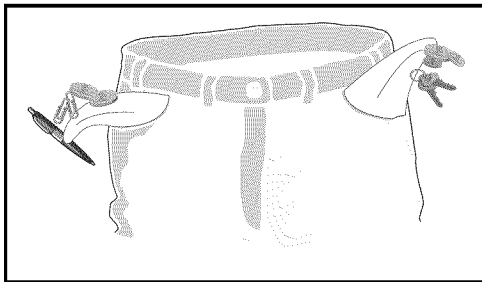
1 Sort laundry into loads that can be washed together.



- Sort items by recommended cycle and water temperature.
- Separate white, light and colorfast items from dark and non-colorfast items.
- Separate items that shed lint from items that attract lint. Casual, synthetic, knit, and corduroy items will pick up lint from towels, rugs, and bedspreads.
- Separate heavily soiled items from lightly soiled items.
- Separate lacy, sheer, loosely knit, or delicate items from durable items.
- Do not machine wash items containing fiberglass. Small particles of fiberglass left in the drum may transfer to fabrics in other loads and cause skin irritation and/or damage to fabrics.

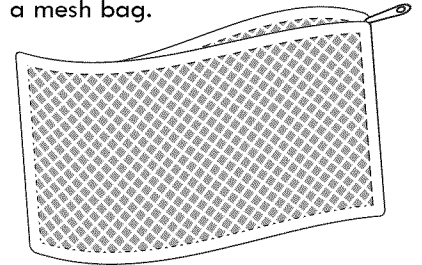
2 Prepare items for washing.

- Empty pockets.



- Brush off lint and dirt. Shake out rugs and beach towels.
- Close zippers, fasten hooks, button buttons, tie strings and sashes, and remove non-washable trims and ornaments.
- Mend rips and tears to prevent further damage during washing.
- Turn knit items inside out to prevent pilling.

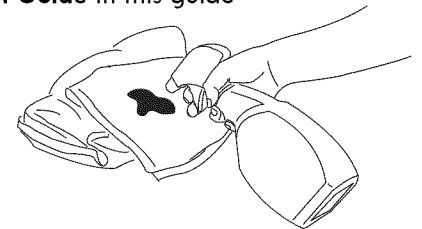
- Place delicate and small items such as bras, hosiery and baby socks in a mesh bag.



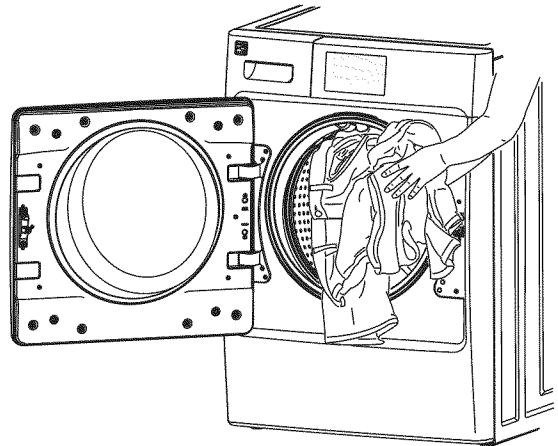
(Mesh bag not included.)

3 Pretreat stains and heavy soil.

- See **Stain Removal Guide** in this guide for safe, successful stain removal instructions.



4 Add laundry load to washer.



- 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 such as a sweater, towel or jeans is inefficient and may cause an out-of-balance load. Add 1 or 2 similar items to help balance the load.
- Wash a single heavy item such as a king-sized comforter, bedspread or sleeping bag separately.
- The washer can be fully loaded, but the items should not be tightly packed. The door should close easily.


Operating Instructions

Operating Your Washer, continued

5 Add laundry products to the dispenser.



For best results

Use a low-sudsing, high efficiency detergent to prevent oversudsing in front load washers. Look for this symbol on the detergent label: 

Detergent, liquid chlorine bleach and liquid fabric softener will be dispensed at the proper times in the cycle.

➔ IMPORTANT

Open and close the dispenser drawer slowly. Closing the drawer too quickly could result in early dispensing of the bleach or fabric softener.

Use the cap or scoop provided by the detergent manufacturer to measure the amount recommended. Detergent dosage may need to be adjusted for water temperature, water hardness, load size and soil level.

Liquid Detergent

- Add the recommended amount of high efficiency liquid detergent to the “**Main Wash - Liquid Only**” cup.
- Do not exceed the **MAX** fill line.
- Liquid detergent can also be added directly to the “**Main Wash**” chamber when not using the “**Pre-Wash**” option.

NOTE

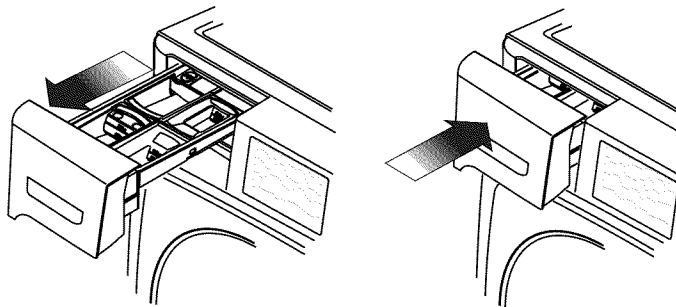
From time to time you may see water in the “**Main Wash - Liquid Only**” chamber. This is part of the normal operation of the washer.

Powder Detergent

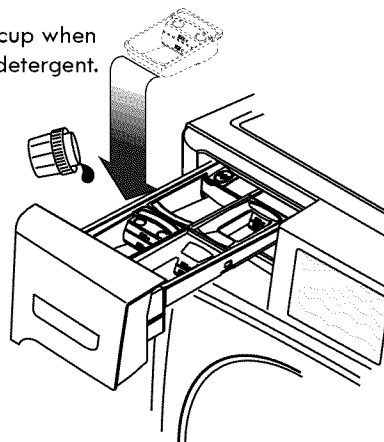
- To use a high efficiency powder detergent, remove the “**Main Wash - Liquid Only**” cup and add the powder directly to the “**Main Wash**” detergent chamber.

➔ IMPORTANT

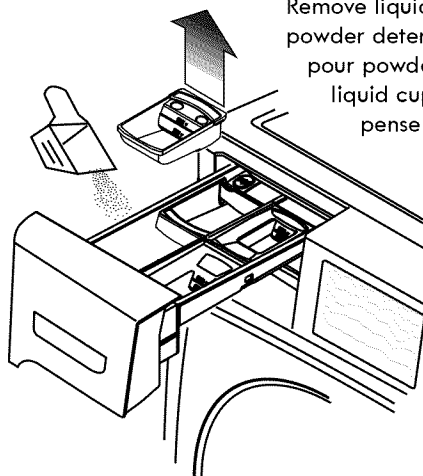
Save the liquid cup insert for future use. **DO NOT** discard it while you are using powder detergent.



Insert liquid cup when using liquid detergent.



Remove liquid cup when using powder detergent! **DO NOT** pour powder detergent into liquid cup. It will not dispense correctly!



Operating Your Washer, continued

Other Wash Products

- Water conditioner, detergent booster and enzyme products may be added with the detergent.
- Put liquid products with liquid detergent in the “**Main Wash - Liquid Only**” chamber or powder products with powder detergent in the “**Main Wash**” detergent chamber.

➔ IMPORTANT

Do not mix liquids and powders.

➔ IMPORTANT

Use of multi-product (detergent plus softener) sheets or color-absorbing sheets **NOT** recommended. They could disable your machine and result in unwarranted repair costs.

Detergent for Prewash

- For heavily soiled or stained loads, select the **Prewash** option and add the recommended amount of detergent to the “**Pre-Wash**” detergent cup.

Liquid Chlorine Bleach

- If desired, add liquid chlorine bleach to the chamber labeled “**Liquid Bleach**”.
- Fill to the **MIN** line for small loads or the **MAX** line for large loads. **DO NOT** fill above the maximum fill line.

➔ IMPORTANT

To prevent fabric damage, do not overfill the “**Liquid Bleach**” chamber or pour liquid chlorine bleach directly onto the load.

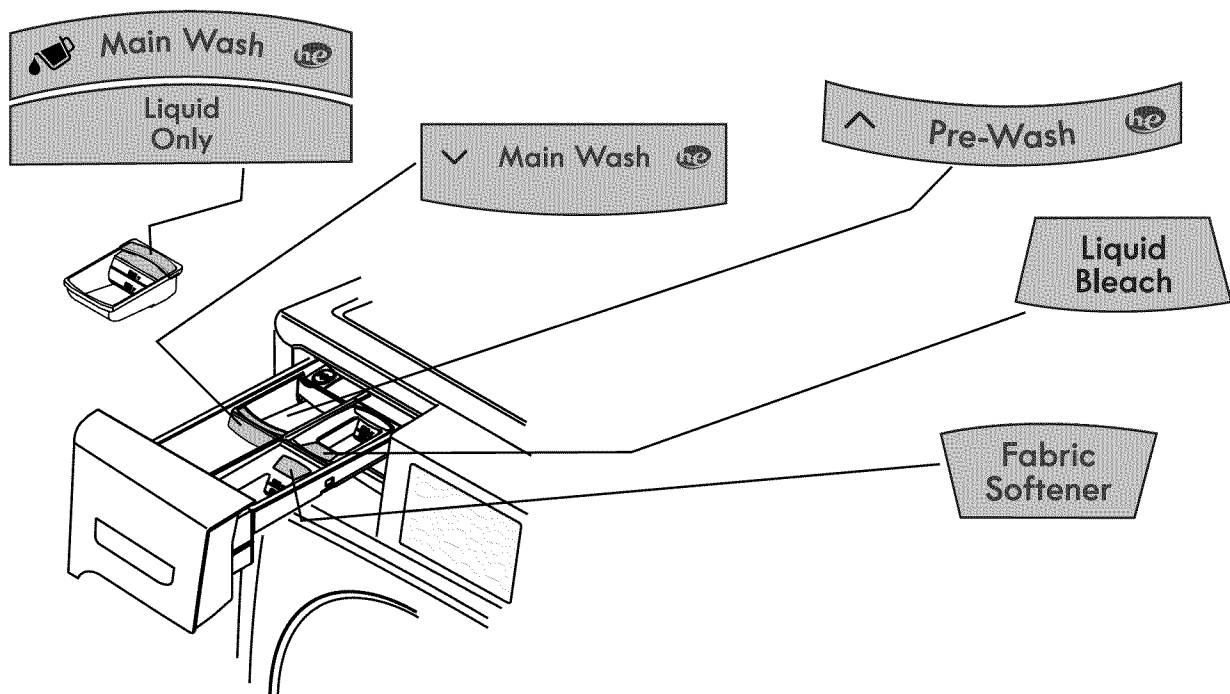
Liquid Fabric Softener

- If desired, pour the recommended amount of liquid fabric softener into the chamber labeled “**Fabric Softener**”.
- Fill to the **MIN** line for small loads or the **MAX** line for large loads.
- **DO NOT** fill above the maximum fill line.

⚠ NOTE

To prevent staining, do not overfill the “**Fabric Softener**” chamber or pour liquid fabric softener directly on the wash load.

- Use of a fabric softener-dispensing ball is not recommended in tumble action washers.



Operating Instructions

Operating Your Washer, continued

6 Select the appropriate cycle and settings for the load.

- Press the **POWER** button to turn the unit on.
- Scroll in either direction to select the cycle desired.
- The estimated cycle time, suitable wash and rinse water temperatures, final spin speed, soil level, and the number of options for each cycle will be indicated for the cycle selected. See the “Washer Settings Chart” for more details.
- To change the settings, press the **Wash/Rinse, Spin Speed** or **Soil Level** buttons to enter the cycle settings screen. Make your desired adjustments and press the **Back** button.
- To change options, press the **Options** button to enter the options screen. A check mark will indicate each option has been selected. To deselect an option, simply press a checked option and the check mark will be removed.

NOTE

To provide the best care for your laundry, not every setting or option is available with every cycle. If a setting or option is not available for the cycle selected, the indicator will not light.

7 Start the washer.

- Close the door and press ► **START**. The washer will not operate with the door open. A pop-up window will be displayed as a reminder to close the door.
- Select **Delay Start** on the options panel to delay the beginning of the cycle, if desired.
- As a safety measure, the door will automatically lock during the entire wash cycle.
- To add a forgotten item to the washer any time during the wash portion of the cycle, press ► **PAUSE**. When the door unlocks, open the door, add the item, close the door and press ► **START** to resume the cycle.

- To change the cycle once the cycle has begun, press **POWER** to cancel the current cycle, press **POWER** to turn on unit again, select a new cycle, and press ► **START** again.
- To stop the cycle, press **POWER**.
- A signal will sound at the end of the cycle if the **Chime** preference is activated.
- Remove items from the washer when the cycle ends and place in dryer, line dry or dry flat as directed on the fabric care label.



- Excess wrinkling, color transfer or odors may develop in items left in the washer after the cycle has ended, if not removed promptly.

CAUTION

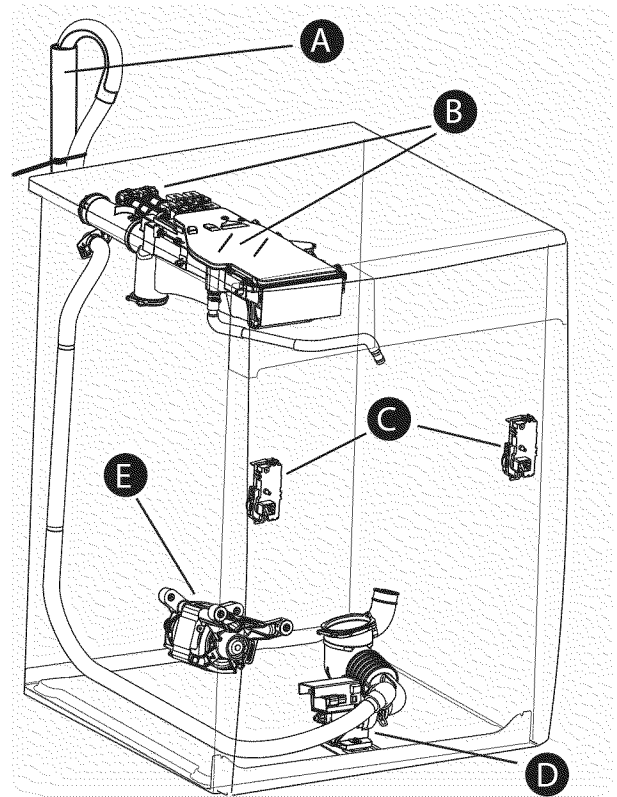
ENTRAPMENT and TIP-OVER HAZARD

Do not leave the door open if there are small children or pets present. An open door could entice children to hang on the door or crawl inside the washer. If there are no small children present, you may leave the door ajar to prevent odor build up.

Normal Operating Sounds

You may or may not hear the following sounds from your new washer:

- A. DRAIN HOSE** The washer has a flexible drain hose to carry water from the washer to the stand pipe of your home. You will hear water flowing into your stand pipe. This is a normal part of the operation of the washer.
- B. WATER VALVES/DISPENSER** As water enters the dispenser system, it is common to hear a water flowing sound. This normal sound will vary slightly based on the water pressure in your home.
- C. DOOR LOCK** Your washer is equipped with dual door locks with electric solenoids. There will be a clicking sound as the washer door is being locked or unlocked.
- D. DRAIN PUMP** Your washer is equipped with a high velocity drain pump. It is normal to hear humming and gurgling sounds as water is pumped from the washer. Both of these sounds are normal and indicate that your pump is functioning correctly.
- E. HIGH SPEED MOTOR** A powerful motor is used to drive the drum to high spin speeds to extract water from your load. You will hear a sound associated with these higher spin speeds. This sound is normal and will vary slightly as the spin speed varies with load size and cycle selected.



CAUTION

Abnormal, on-going sounds may be an indication of a pending washer failure and should be investigated by a qualified technician.

Other Features

Reversible Door

Your washer is equipped with a reversible door. The door can be hinged on the right or left side.

NOTE

For step-by-step instructions on DOOR REVERSAL, refer to the *Installation Instructions* supplied with this washer.

Stain Removal Guide

Safe Stain Removal Procedures

To reduce the risk of fire or serious injury to persons or property, comply with the basic warnings listed below:

- Read and comply with all instructions on stain removal products.
- Keep stain removal products in their original labeled containers and out of children's reach.
- Thoroughly wash any utensils used.
- Do not combine stain removal products, especially ammonia and chlorine bleach. Dangerous fumes can result.
- Never wash items which have been previously cleaned in, washed in, soaked in or spotted with gasoline, dry cleaning solvents or other flammable or explosive substances because the items give off vapors that could ignite or explode.
- Never use highly flammable solvents, such as gasoline, inside the home. Vapors can explode on contact with flames or sparks.

For Successful Stain Removal:

- Treat stains promptly.
- Determine the kind of stain, then follow the recommended treatment in the stain removal chart on the next page.
- To pretreat stains, use a prewash product, liquid detergent, or a paste made from powder detergent and water.
- Use cold water on unknown stains as hot water can set stains.
- Consult care label instructions for treatments to avoid on specific fabrics.
- Check for colorfastness by testing stain remover products on an inside seam.
- Rinse and wash items after stain removal.

WARNING

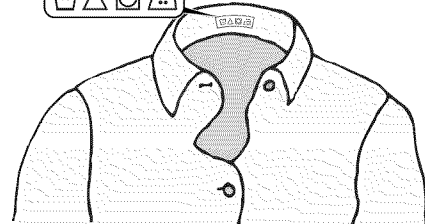
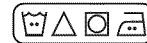
HARMFUL VAPOR HAZARD

Do not use or mix liquid chlorine bleach with other household chemicals such as toilet cleaners, rust removers, acid or products containing ammonia. These mixtures can produce dangerous fumes which can cause serious injury or death.



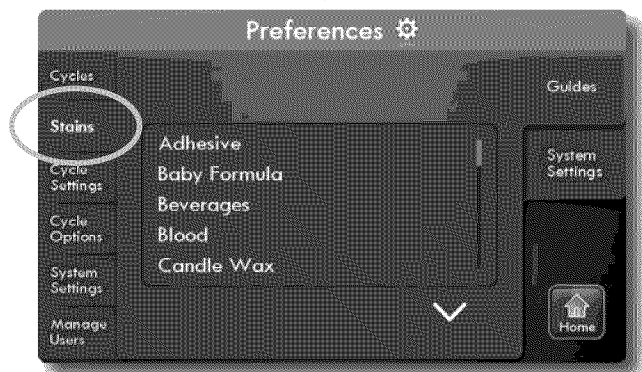
For best results

Follow the fabric care label instructions on items to be washed.



NOTE

For step-by-step stain treatment procedures, you can access a detailed, multi-categorical stain guide on your LCD touch screen on the  **Preferences** page.



Care and Cleaning

Inside Routine Cleaning (Preventative)

To help prevent odors, mold or mildew, leave the door open for a few hours after use or whenever the washer is not in use.

CAUTION

ENTRAPMENT and TIP-OVER HAZARD

Do not leave the door open if there are small children or pets present. An open door could entice children to hang on the door or crawl inside the washer. If there are no small children present, you may leave the door ajar to prevent odor build up.

TO REFRESH OR CLEAN INSIDE OF WASHER

To clean and freshen the washer, perform the **Clean Washer** cycle. For best results use the **Clean Washer** cycle once a month.

To begin the cycle, scroll to select **Clean Washer**. If installed, remove the “LIQUID ONLY” cup from the dispenser. **REMOVE ALL ITEMS FROM WASH DRUM** before filling the detergent chamber with one (1) cup of liquid chlorine bleach **OR** one (1) pouch of TIDE® WASHING MACHINE CLEANER. **DO NOT** use both. Press ► **START** to begin.

IMPORTANT

Items left in washer while performing the **Clean Washer** cycle will cause a severe out-of-balance situation that could damage the washing machine.



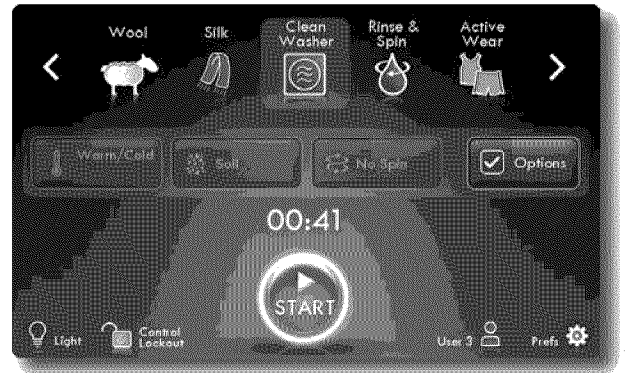
For best results

Immediately follow up with a **Rinse & Spin** cycle on **Extra High Spin Speed** with no detergent or bleach to help clear any residual bleach left after the **Clean Washer** cycle.

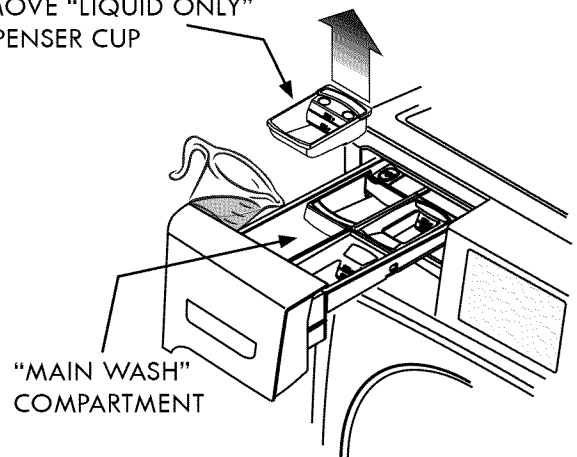
NOTE

If the **Clean Washer** cycle is cancelled or paused during the cycle, the washer will go through 2 rinse cycles to clean the drum of any residual bleach before unlocking the door.

Scroll to select
Clean Washer.



REMOVE “LIQUID ONLY”
DISPENSER CUP



WARNING

HARMFUL VAPOR HAZARD

Do not use or mix liquid chlorine bleach with other household chemicals such as toilet cleaners, rust removers, acid or products containing ammonia. These mixtures can produce dangerous fumes which can cause serious injury or death.



Care and Cleaning

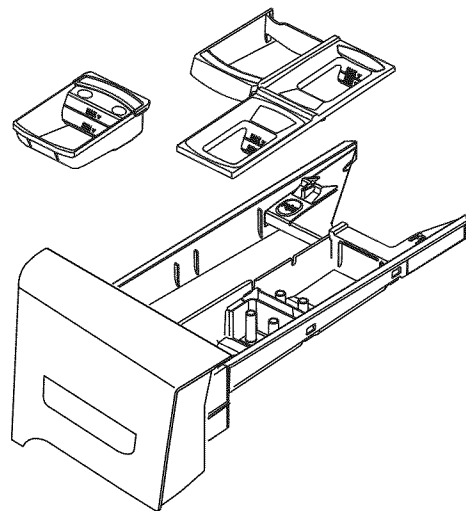
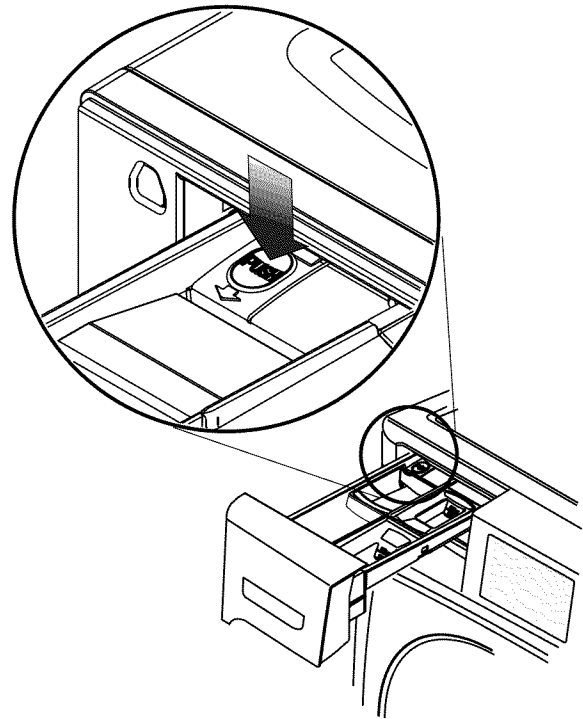
Other Inside Routine Cleaning (Preventative)

Cleaning Dispenser Drawer Area

NOTE

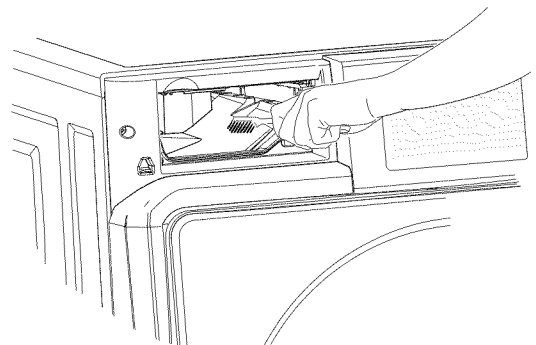
Detergent and fabric softener may build up in the dispenser drawer. Residue should be removed once or twice a month.

- Remove the drawer by pulling the drawer out until it stops.
- Reach back into the left rear corner of the drawer cavity and press down firmly on the lock tab. Pull out the drawer.
- Remove the insert from the bleach and fabric softener compartments.
- Rinse the drawer and inserts with a combination of $\frac{3}{4}$ cup liquid chlorine bleach and 1 gallon hot tap water to remove traces of accumulated powders and liquids. Large amounts of fabric softener residue may indicate improper dilution or more frequent cleaning is required. Rinse well with tap water.
- 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.
- Replace the insert by pressing it in place until you hear a slight click. Return the dispenser drawer.



Daily Preventive Maintenance

- Remove items from the washer as soon as the cycle ends. Excess wrinkling, color transfer, and odors may develop in items left in the washer.
- If there are no small children or pets present, you may leave the door ajar when the washer is not in use.
- Leave the dispenser drawer open slightly at the end of the wash day.
- Dry around the washer door opening, flexible gasket, and door glass. These areas should always be clean to ensure a water tight seal.
- When extremely soiled items have been washed, a dirty residue may remain on the drum. Remove this by wiping the drum with a nonabrasive household cleanser. Rinse thoroughly with water.
- Periodically, wipe dry the folds in the bottom of the door flexible gasket to remove lint and other debris.



Inside Cleaning (Aggressive)

In cases where the **Clean Washer** cycle along with care and cleaning of rubber gasket folds isn't done, and severe odor, mold, mildew, or residue buildup have developed, follow the below cleaning procedure to help alleviate the problem.

CLEANING PROCEDURE - Washer Drum

Ensure the wash tub is empty (or no clothes load). If installed, remove the **"LIQUID ONLY"** cup from the dispenser. Open the detergent drawer and pour **eight (8)** cups of bleach into the **"MAIN WASH"** detergent compartment. Select **Clean Washer** cycle as described previously in *Inside Routine Cleaning (Preventive)*.

Upon cycle completion inspect the interior of the washer to see if the odor/residue has been eliminated. If any additional cleaning is required, repeat the above procedure. This may take several cycles depending on the severity of the odor/residue. You may observe some remaining discoloration due to the long term effects of this residue.

For especially contaminated areas visible inside the drum (including the front rubber seal), these areas might be more effectively cleaned by spraying a Bleach Cleaner on a scrub brush, soft sponge, or towel and scrubbing.

➔ IMPORTANT

Always wear rubber or latex gloves and protect floor and clothing from damage.

If odor is still left after bleach cycle(s) and bleach cleaner, open the detergent drawer and pour one (1) pouch of **TIDE® WASHING MACHINE CLEANER** in detergent drawer. Select **Clean Washer** Cycle as above and start the washer.



For best results

Immediately follow up with a **Rinse & Spin** cycle on **Extra High Spin Speed** with no detergent or bleach to help clear any residual bleach left after the **Clean Washer** cycle.

➔ IMPORTANT

See *Inside Routine Cleaning (Preventive)* for future cleaning maintenance which is necessary to avoid repeating issues.

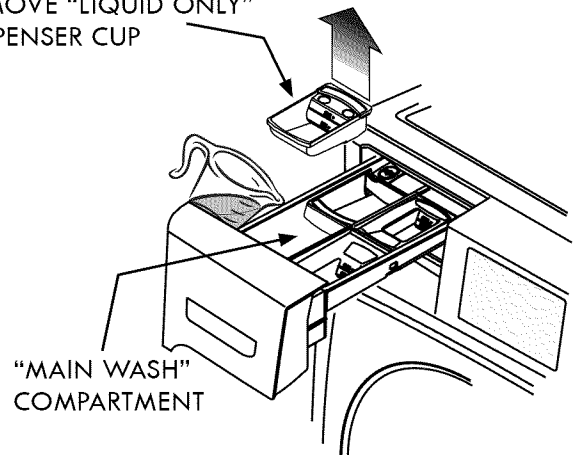
📌 NOTE

If the **Clean Washer** cycle is cancelled or paused during the cycle, the washer will go through 2 rinse cycles to clean the drum of any residual bleach before unlocking the door.

Scroll to select **Clean Washer**.



REMOVE "LIQUID ONLY" DISPENSER CUP



⚠ WARNING

HARMFUL VAPOR HAZARD

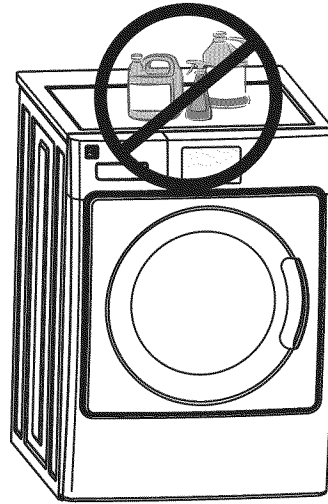
Do not use or mix liquid chlorine bleach with other household chemicals such as toilet cleaners, rust removers, acid or products containing ammonia. These mixtures can produce dangerous fumes which can cause serious injury or death.



Care and Cleaning

Outside Routine Cleaning

- When washing is completed, wipe top and sides of washer with a damp cloth. Turn water faucets off to prevent pressure build-up in the hoses.
- Clean the cabinet with mild soap and water. Never use harsh, gritty or abrasive cleansers
- If the cabinet becomes stained, clean with diluted chlorine bleach (1 part bleach to 8 parts water). Rinse several times with clear water.
- Remove glue residue from tape or labels with a mixture of warm water and mild detergent. Or, touch residue with the sticky side of tape.
- When cleaning chrome parts use a window cleaner with ammonia or mild soap and water.
- Before moving the washer, place a strip of cardboard or thin fiberboard under the front leveling legs to prevent damage to the floor.



→ IMPORTANT

Do not store or place laundry products on top of washer at any time. They can damage the finish or controls.

Instructions for Cleaning LCD Touch Screen

DO

- Use a soft cloth to clean the screen.
- Gently wipe in one direction - top to bottom, or side to side.
- Cleaners can be used for heavily soiled screens. Approved cleaners are: glass cleaners or mild soap and water. Apply first to a soft cloth and then wipe the screen.
- After using an approved cleaner, ensure all edges and corners are dry after wiping.

DON'T

- Spray cleaner directly to the screen
- Apply excessive force to the screen during cleaning.
- Use harsh solvents or abrasive cleaners on the screen. Unapproved cleaners or applicators include: bleach, drain cleaners, oven cleaners, strong acids, abrasive towels, brushes, or steel wool.

Winterizing Instructions



Follow **WINTERIZING INSTRUCTIONS** for cold weather storage and care.

→ IMPORTANT

If the washer is stored in an area where freezing can occur or moved in freezing temperatures, follow these winterizing instructions to prevent damage to the washer:

- 1 Turn off water supply faucets.
- 2 Disconnect hoses from water supply and drain water from hoses.
- 3 Plug electrical cord into a properly grounded electrical outlet.
- 4 Add 1 gallon (3.8 L) nontoxic recreational vehicle (RV) antifreeze to empty wash drum. Close door.
- 5 Select the **Rinse & Spin** cycle and deselect **Extra Rinse**. Press **Start** and let the washer drain for 1 minute to drain out all the water. Not all of the RV antifreeze will be expelled.
- 6 Press **POWER**, unplug electrical power cord, dry off drum interior and close door.
- 7 Remove dispenser drawer. Drain any water in compartments and dry compartments. Replace drawer.
- 8 Store washer in an upright position.
- 9 To remove antifreeze from washer after storage, perform **Clean Washer** cycle as described earlier.

Solutions to Common Problems

Common Washing Problems

Many washing problems involve poor soil and stain removal, residues of lint and scum, and fabric damage. For satisfactory washing results, follow these suggestions provided by The Soap and Detergent Association.

PROBLEM	POSSIBLE CAUSES	SOLUTIONS	PREVENTIVE MEASURES
Blue stains	<ul style="list-style-type: none"> • Undiluted liquid detergent or fabric softener dispensed directly onto fabric. 	<ul style="list-style-type: none"> • If caused by detergent, mix 1 cup (240 ml) white vinegar with 1 quart (.95 L) water in a plastic container. Soak item 1 hour. Rinse. • If caused by fabric softener, rub stains with bar soap. Wash. 	<ul style="list-style-type: none"> • Avoid overfilling detergent and fabric softener compartments of dispenser.
Discoloration, graying	<ul style="list-style-type: none"> • Not enough detergent. • Wash water temperature too low. • Incorrect sorting. 	<ul style="list-style-type: none"> • Rewash with correct amount of detergent and hottest water safe for fabric. • Add bleach safe for fabric. 	<ul style="list-style-type: none"> • Sort items by soil level and color. • Use correct amount of detergent, hottest water and bleach safe for fabric.
Greasy, oily stains	<ul style="list-style-type: none"> • Not enough detergent. • Undiluted liquid fabric softener poured directly on fabric. 	<ul style="list-style-type: none"> • Treat with prewash stain remover or liquid detergent. • Increase detergent and water temperature. Rewash. • Rub fabric softener stains with bar soap. 	<ul style="list-style-type: none"> • Use correct amount of detergent and hottest water safe for fabric. • Do not pour liquid fabric softener directly on fabric. See Operating Your Washer, step 5.
Holes, tears, or snags	<ul style="list-style-type: none"> • Incorrect use of chlorine bleach. • Unfastened zippers, hooks, buckles. • Rips, tears and broken threads. • Overloading the washer. • Degradation of fabric. 	<ul style="list-style-type: none"> • May be irreversible if rips, tears and seams cannot be mended. 	<ul style="list-style-type: none"> • Never pour chlorine bleach directly on fabric. • Check condition of items before washing. See Operating Your Washer, steps 2 and 5.
Lint	<ul style="list-style-type: none"> • Incorrect sorting. • Tissues left in pocket. • Overloading the washer. • Not enough detergent. • Undissolved detergent has left a residue resembling lint. • Static cling is attracting lint. • Load washed too long. 	<ul style="list-style-type: none"> • Reduce load size. Rewash using correct water temperature, water level, and amount of detergent. • Add nonprecipitating water conditioner to wash water to remove detergent residue. • Add liquid fabric softener to final rinse. • Dry load in dryer. • Remove lint with lint brush or roller. 	<ul style="list-style-type: none"> • See Operating Your Washer, steps 1 and 2. • Do not overload washer. • Use correct temperature and amount of detergent, water and wash time.
Pilling (Fibers ball up and cling to fabric.)	<ul style="list-style-type: none"> • Pilling is normal with synthetic and permanent press fabrics. This is due to abrasion from normal wear. 	<ul style="list-style-type: none"> • Use a lint brush or shaver to remove pills. 	<ul style="list-style-type: none"> • Use fabric softener in the washer to lubricate fibers. • When ironing, use spray starch or fabric finish on collars and cuffs. • Turn items inside out to reduce abrasion.
Residue or powder on dark items; Stiff, harsh fabrics.	<ul style="list-style-type: none"> • Undissolved detergent. • Some granular detergents can combine with hard water minerals to form a residue. • Overloading the washer. 	<ul style="list-style-type: none"> • Rewash load. 	<ul style="list-style-type: none"> • Increase water temperature using hottest water safe for fabric. • Do not overload washer. • Use liquid detergent or use nonprecipitating water conditioner with powder detergent.
Wrinkling	<ul style="list-style-type: none"> • Overloading the washer. • Incorrect wash cycle for wash load. 	<ul style="list-style-type: none"> • Reduce load size. • Rinse in cold water with liquid fabric softener using the casual or delicate cycle. 	<ul style="list-style-type: none"> • Do not overload washer. • Remove items from washer as soon as cycle is completed. • Use liquid fabric softener.

Solutions to Common Problems

Common Washing Problems, continued

PROBLEM	POSSIBLE CAUSES	SOLUTIONS	PREVENTIVE MEASURES
Yellow buildup of body soil on synthetic fabrics	<ul style="list-style-type: none"> • Agitation time too short. • Wash water temperature too low. • Not enough detergent. 	<ul style="list-style-type: none"> • Soak in detergent booster or product containing enzymes. • Wash in hottest water safe for fabric using casual cycle. • Increase detergent. • Add bleach safe for fabric or treat with color remover. 	<ul style="list-style-type: none"> • Select correct wash cycle. • Use correct amount of detergent. • Wash synthetics frequently using hot or warm water.
Yellow or brown rust stains	<ul style="list-style-type: none"> • Iron or manganese in water supply, water pipes, or water heater. 	<ul style="list-style-type: none"> • To restore discolored load of whites, use rust remover safe for fabric. • Do not use chlorine bleach to remove rust stains. It may intensify discoloration. 	<ul style="list-style-type: none"> • Use nonprecipitating water softener. • Before washing, run hot water for a few minutes to clear lines. • Drain water heater occasionally. • For an ongoing problem, install an iron filter in your water supply system.
Residue stains / buildup, mold or mildew stains in gasket	<ul style="list-style-type: none"> • Moisture in the washer. • Use of non-HE detergent. • Overdosing detergent. • Overloading wash drum. • Leaving a wet load set in washer. • Cold water washes which may not completely dissolve and remove detergents. 	<ul style="list-style-type: none"> • Perform Clean Washer cycle • Scrub gasket with Comet™ Spray Gel Mildew Stain Remover using brush to remove stains. • Use only HE (high efficiency detergent) along with recommended dosage. • Remove wash load immediately upon cycle completion. 	<ul style="list-style-type: none"> • Run dehumidifier in laundry room. • Avoid overfilling detergent and fabric softener compartments of dispenser. • Dry the inside of washer and gasket after every run.
Residue stains / buildup, mold or mildew stains in dispenser drawer	<ul style="list-style-type: none"> • Moisture in the washer. • Use of non-HE detergent. • Overdosing detergent. 	<ul style="list-style-type: none"> • Remove dispenser drawer and wipe dispenser and inserts with combination of $\frac{3}{4}$ cup liquid chlorine bleach and one gallon hot water. Rinse well, and repeat if necessary. Return drawer to location. NOTE: Wear rubber or latex gloves. Protect floor and clothing from bleach damage. • Use only HE (high efficiency detergent) along with recommended dosage. 	<ul style="list-style-type: none"> • Avoid overfilling detergent and fabric softener compartments of dispenser.
Water in fold of flexible gasket	<ul style="list-style-type: none"> • Result of washing and part of normal operation. 	<ul style="list-style-type: none"> • At the end of each wash, dry inside of gasket fold with clean dry towel all around gasket. 	
Odor	<ul style="list-style-type: none"> • Moisture in the washer. • Use of non-HE detergent. • Overdosing detergent. • Leaving a wet load remain in washer. • Cold water washes which may not completely dissolve and remove detergents. 	<ul style="list-style-type: none"> • Perform Clean Washer cycle. • At the end of each wash, dry inside of gasket fold with clean, dry towel all around gasket. • Use only HE (high efficiency detergent) along with recommended dosage. • Remove wash load immediately upon cycle completion. • Pour one cup liquid chlorine bleach in standpipe; let remain a day and flush with water. 	<ul style="list-style-type: none"> • Leave door and dispenser drawer open for a few hours after use or whenever washer is not in use.

Solutions to Common Problems

Avoid Service Checklist

Before calling for service, review this list. It may save both time and expense. The list includes common occurrences that are not the result of defective workmanship or materials in this washer.



IMPORTANT

Disconnect washer from electrical service before performing any work on unit or on associated systems (including electrical supply, water inlet or water drainage).

OCCURRENCE	POSSIBLE CAUSE	SOLUTION
NOISE		
High pitch "jet engine" noise.	A certain amount of motor whine is normal during the spin cycle.	
Rattling and clanking noise.	Foreign objects such as coins or safety pins may be in drum or pump.	Stop washer and check drum. If noise continues after washer is restarted, objects may be in pump. Call a Sears or other qualified service dealer.
	Belt buckles and metal fasteners are hitting wash drum.	To prevent unnecessary noise and damage to drum, fasten fasteners and turn items inside out.
Thumping sound.	Heavy wash loads may produce a thumping sound. This is usually normal. If sound continues, washer is probably out of balance.	Stop washer and redistribute wash load.
Vibrating noise.	Washer is not resting firmly on floor.	Move washer so it rests firmly on floor. Adjust leveling legs. See INSTALLATION INSTRUCTIONS for details.
	Shipping bolts and foam block have not been removed during installation.	See INSTALLATION INSTRUCTIONS for removing shipping bolts and foam block.
	Wash load unevenly distributed in drum.	Stop washer and rearrange wash load.
OPERATING		
Washer does not start.	Electrical power cord may not be plugged in or connection may be loose.	Make sure plug fits tightly in wall outlet.
	House fuse blown, circuit breaker tripped, or a power outage has occurred.	Reset circuit breaker or replace fuse. Do not increase fuse capacity. If problem is a circuit overload, have it corrected by a qualified electrician. If problem is a power outage, call local electric company.
	Water supply faucets are not turned on.	Turn on water supply faucets.
	Motor is overheated. Washer motor will stop if it becomes overheated.	It will automatically restart after a cool down period of up to 30 minutes (if washer has not been manually turned off).
	Washer door is not completely closed.	Close door completely.
Washer won't spin.	Load is too small.	Add 1 or 2 similar items to help balance the load.
Residue left in drum.	Heavily soiled items.	Wipe drum with a nonabrasive household cleanser, then rinse. Shake or brush excess dirt and sand from items before washing

Solutions to Common Problems

Avoid Service Checklist, continued

OCCURRENCE	POSSIBLE CAUSE	SOLUTION
WATER		
Water collects in folds of front door flexible gasket at the end of the cycle.	This is a result of the washing action and is part of the normal operation of the washer.	
Water collects in bleach and fabric softener compartments.	This is a result of the siphoning action and is part of the normal operation of the washer.	Water may be removed by removing the dispenser drawer (see <i>Care and Cleaning</i> in this guide) and draining water into the empty drum or sink.
Wash load too wet after spin.	Washer is overloaded.	Do not overload washer. See Operating Your Washer, step 4.
	Load is too small.	Add 1 or 2 similar items to help balance the load.
	Load is out of balance.	Rearrange load to allow proper spinning.
	Drain hose is kinked.	Straighten drain hose.
Water does not enter washer or it enters slowly.	Water supply is not adequate in area.	Check another faucet in the house. Wait until water supply and pressure increase.
	Water supply faucets are not completely open.	Fully open hot and cold faucets.
	Water is being used elsewhere in the house. Water pressure must be at least 30 psi (260 kPa).	Avoid running water elsewhere while washer is filling.
	Water inlet hoses are kinked.	Straighten hoses.
Warm or hot water is not hot enough.	Hot water heater is set too low or is a distance from washer.	Measure hot water temperature at nearby faucet with candy or meat thermometer. Water temperature should be at least 120°F (49°C). Adjust water heater as necessary.
	Hot water is being used elsewhere in the house.	Avoid using hot water elsewhere before or during washer use. There may not be enough hot water available for proper cleaning. If problem persists, your hot water system may be unable to support more than 1 use at a time.
Water in washer does not drain or drains slowly.	Drain hose is kinked or clogged.	Clean and straighten the drain hose.
	Drain hose standpipe is too tall. Maximum standpipe height is 8' (2.4 m).	Reduce standpipe height to less than 8' (2.4 m). See INSTALLATION INSTRUCTIONS .
	House drain pipes are clogged.	Unclog drain pipes. Contact plumber if necessary.
Water leaks.	Fill hose connection is loose at faucet or washer.	Check and tighten hose connections. Install rubber sealing washers provided.
Oversudsing.	Wrong detergent.	Run rinse cycle. Use a low-sudsing, high efficiency detergent.
	Too much detergent.	Run rinse cycle. Use less detergent in future loads.
Incorrect wash and rinse temperatures.	Hot and cold water hoses are connected to wrong supply faucets.	Connect hot water hose to hot water faucet and cold water hose to cold water faucet.
Water is entering washer but tub does not fill.	Drain hose standpipe is too low. Standpipe must be a minimum of 23.6" (60 cm) high to prevent siphoning.	Increase standpipe height to at least 23.6" (60 cm). See INSTALLATION INSTRUCTIONS .

Solutions to Common Problems

Avoid Service Checklist, continued

OCCURRENCE	POSSIBLE CAUSE	SOLUTION
DISPLAYED IN LCD		
No or slow water fill	Water inlet hoses are not installed.	Install Hot and Cold water hoses and turn on Hot and Cold water supply valves.
	Water supply valves are not turned on.	Turn on Hot and Cold water supply valves.
	Water supply is not adequate in installation.	Test water pressure at another faucet in the house. Water pressure must be at least 30 psi (260 kPa).
	Water is being used elsewhere in the house.	Avoid running water elsewhere while washer is filling.
	Water inlet hoses are kinked.	Straighten hoses.
	Water inlet screens are clogged.	Remove hoses and clean sediment from screens.
Cold water detected from Hot inlet hose during Install Cycle	Hot and Cold inlet hoses are connected to wrong supply faucets.	Connect hot water hose to hot water faucet and cold water hose to cold water faucet.
	Hot water heater is set too low or is a long distance from washer.	Measure hot water temperature at nearby faucet with candy or meat thermometer. Water temperature should be at least 120°F (49°C). Adjust water heater as necessary.
	Hot water is being used elsewhere in the house.	Avoid using hot water elsewhere before or during washer use. Your hot water system may be unable to support more than 1 use at a time.
water not maintaining level	Drain pipe position too low and water siphoning out drain hose.	Drain pipe height must be minimum 24" above bottom of unit. Refer to Installation Instructions for correct drain pipe installation requirements and adjust accordingly
	If drain pipe height is adequate, error detected can only be resolved by calling service technician.	Call 1-800-4-MY-HOME (1-800-469-4663) for assistance.
washer experiencing drain problems during cycle	Drain pipe blocked.	Unclog drain pipe.
	If drain pipe drains freely with test water from a jug, error detected can only be resolved by calling service technician.	Call 1-800-4-MY-HOME (1-800-469-4663) for assistance.
Call Service	Error detected can only be resolved by calling service technician.	Call 1-800-4-MY-HOME (1-800-469-4663) for assistance.

Notes