



Top-Loading Washer Use and Care Guide

Lavadora de carga superior Manual de uso y cuidado

This manual contains useful information;
read it before operating your washer.

Este manual contiene información útil;
por favor léalo antes de operar su lavadora.

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Washer Safety

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

! DANGER

You can be killed or seriously injured if you don't immediately follow instructions.

! WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of fire, electric shock, or injury to persons when using the washer, follow basic precautions, including the following:

- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable, or explosive substances as they give off vapors that could ignite or explode.
- Do not add gasoline, dry-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. As the gas is flammable, do not smoke or use an open flame during this time.
- Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children.
- Before the washer is removed from service or discarded, remove the door or lid.
- Do not reach into the washer if the drum, tub or agitator is moving.
- Do not install or store the washer where it will be exposed to the weather.
- Do not tamper with controls.
- Do not repair or replace any part of the washer or attempt any servicing unless specifically recommended in this manual or in published user-repair instructions that you understand and have the skills to carry out.
- See "Electrical Requirements" located in the Installation Instructions for grounding instructions.
- If the washer power supply cord has a SCHUKO-type connection (male) plug, it must be connected to a SCHUKO-type female socket.

SAVE THESE INSTRUCTIONS

Specifications

The units described in this Use and Care Guide are sold in multiple regions with different requirements for measuring capacity.

Models	3DWTW3000FW	4GWTW3000FW	2DWTW4705 2DWTW4815 2DWTW4845	1CWTW4705 1CWTW4815 1CWTW4845
Rated Voltage	220–240 V	220–240 V	120 V	120 V
Rated Frequency	50 Hz	60 Hz	50 Hz	60 Hz
Rated Current (Maximum)	4 Amps	4 Amps	6 Amps	6 Amps
Dry Linen Capacity (Maximum)	15 kg (33 lb)	15 kg (33 lb)	15 kg (33 lb)	15 kg (33 lb)
IEC Capacity	15 kg (33 lb)	–	15 kg (33 lb)	–
SASO Capacity	–	15 kg (33 lb)	–	15 kg (33 lb)
NOM Capacity: A weight measure based on the Mexican norm (NMX-J-521/1).	17 kg (37 lb)	17 kg (37 lb)	17 kg (37 lb)	17 kg (37 lb)
SASO Water Consumption	–	153 litres	–	153 litres
Inlet Water Pressure (Maximum)	862 kPa	862 kPa	862 kPa	862 kPa
Inlet Water Pressure (Minimum)	69 kPa	69 kPa	69 kPa	69 kPa
SASO Inlet Water Pressure (Maximum)	–	690 kPa	–	690 kPa
SASO Inlet Water Pressure (Minimum)	–	138 kPa	–	138 kPa
Height	1067 mm (42")	1067 mm (42")	1067 mm (42")	1067 mm (42")
Width	699 mm (27½")	699 mm (27½")	699 mm (27½")	699 mm (27½")
Depth	686 mm (27")	686 mm (27")	686 mm (27")	686 mm (27")

What's New Under the Lid?

Your new washer will operate differently than your past agitator-style washer.

Lid Lock

To allow for higher spin speeds, the lid will lock and the Lid Locked light will turn on. When this light is lit, the lid is locked and cannot be opened. When this light is blinking, the washer is paused. When this light is off, the lid can be opened.

The lid will remain unlocked through the wash cycle, then lock before the first spin cycle begins. The lid will remain locked throughout the remainder of the cycles.

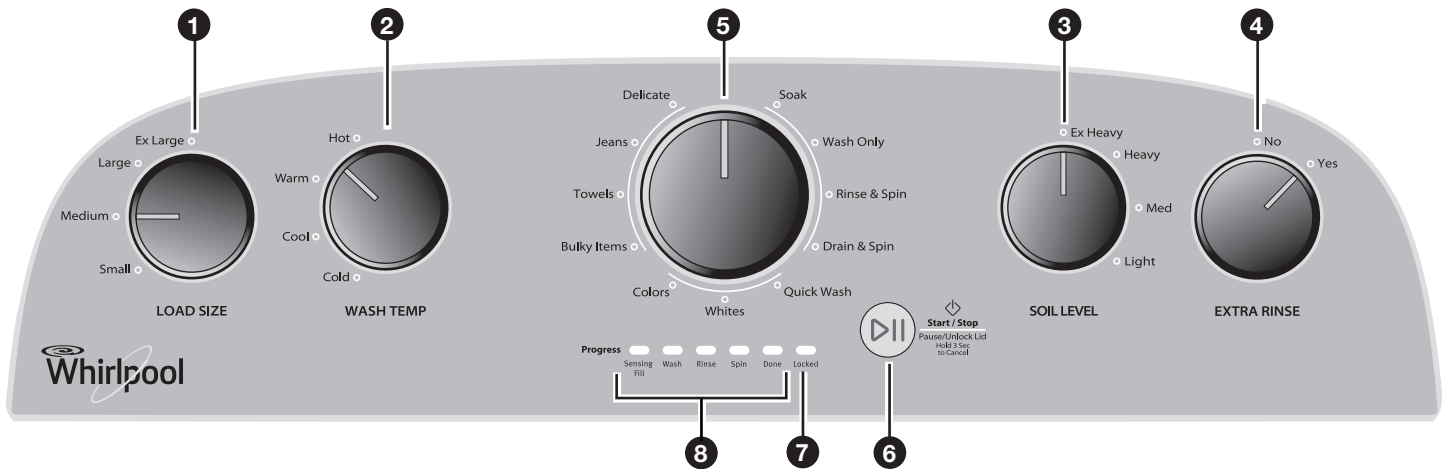
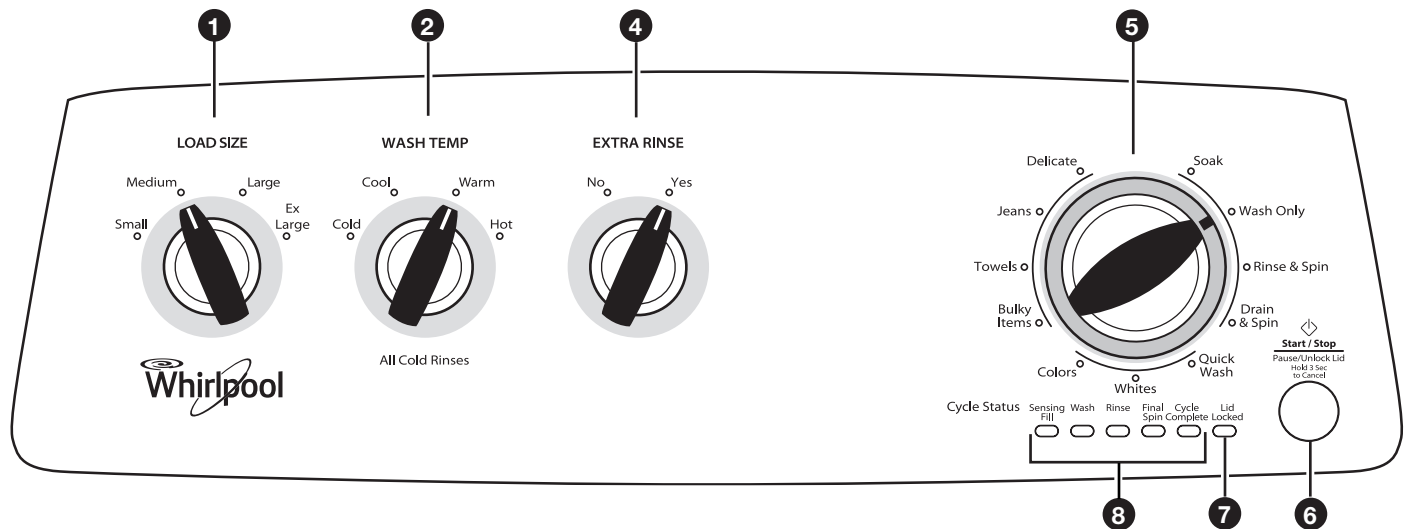
If you need to open the lid to add a garment after the lid has locked, you must press START/STOP and wait for the lid to unlock. The lid will only unlock after washer movement has stopped. Depending on when in the cycle you try to pause, it may take several seconds to several minutes for the lid to unlock. Press START/STOP to resume the cycle.

IMPORTANT: After the washer basket fills to the selected water level, the lid must be closed before the wash cycle can start.

Sounds

At different stages of the wash cycle, you may hear sounds and pauses that are different from those of your previous washer. For example, you may hear a clicking and hum at the beginning of the cycle as the lid lock goes through a self-test. There will be different kinds of humming and whirring sounds as the agitator tests for load balance or moves the load. And, sometimes, you may hear nothing at all as the washer allows time for clothes to soak.

Control Panel and Features



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

1 LOAD SIZE

Select the setting most suitable for your load. Small will add a low amount of water for smaller loads and Ex Large will add the greatest amount of water for large or bulky loads. Items need to move freely. Tight packing can lead to poor cleaning performance and may increase wrinkling and tangling.

2 WASH TEMP

Wash Temp senses and maintains uniform water temperatures by regulating incoming hot and cold water.

Select a wash temperature based on the type of fabric and soils being washed. For best results and following the garment label instructions, use the warmest wash water safe for your fabric.

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

3 SOIL LEVEL (on some models)

This option allows you to set the soil level based on the degree of dirt for the load you are washing.

4 EXTRA RINSE

This option can be used to automatically add a second rinse to most cycles.

5 WASH CYCLE KNOB

Use the Wash Cycle knob to select cycles on your washer. The knob does not advance during the progress of the cycle; see cycle status/progress lights for each stage of the process. See “Cycle Guide” for detailed descriptions of cycles.

6 START/STOP BUTTON

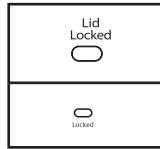
Press to start the selected cycle. Press again to pause the cycle and unlock the lid. Press and hold for 3 seconds to cancel a cycle.

NOTE: If the washer is spinning, it may take several minutes to unlock the lid.

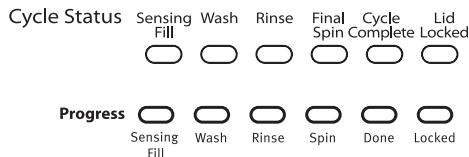
7 LOCKED/LID LOCKED

To allow for higher spin speeds, the lid will lock and the Lid Locked light will turn on. When this light is lit, the lid is locked and cannot be opened. When this light is blinking, the washer is paused. When this light is off, the lid can be opened.

If you need to open the lid, press START/STOP. 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/STOP again to resume the cycle.



8 CYCLE STATUS/PROGRESS LIGHTS INDICATOR



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

SENSING FILL

When START/STOP is pressed, the washer will fill to the selected water level. If the lid is closed when the washer is done filling, the washer will begin operation.

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

NOTE: The lid will remain unlocked throughout the wash cycle, then lock before the first spin cycle begins.

WASH

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

RINSE

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

Some cycles use spray rinsing. After draining and spinning out wash water, the washer will continue to spin and spray in rinse water for the entire rinse time.

SPIN/FINAL SPIN

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

DONE/CYCLE COMPLETE

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

Cycle Guide

For best fabric care, choose the cycle that best fits the load being washed. Not all cycles and options are available on all models.

Items to wash:	Cycle:	Temperature:*	Spin Speed:	Cycle Details:
Machine-wash silks, hand-washed fabrics	Delicate	Hot Warm Cool Cold	Low	Use this cycle to wash lightly soiled garments indicating “Machine Washable Silks” or “Gentle” cycle on the care label. Place small items in mesh garment bags before washing.
Sturdy fabrics, colorfast items, towels, jeans	Jeans	Hot Warm Cool Cold	High	Provides maximum wash time and action for tough stains and soils. Use this cycle for heavily soiled or sturdy items. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabric types.
Cottons, linens, towels, and mixed garment loads	Towels	Hot Warm Cool Cold	High	Use this cycle for medium soiled cottons and mixed fabric loads.
Large items such as sleeping bags, small comforters, jackets	Bulky Items	Hot Warm Cool Cold	Low	Use this cycle to wash large items such as jackets and small comforters. The washer will fill with enough water to wet down the load before the wash portion of the cycle begins. Do not tightly pack basket.
Bright or darkly colored cottons, linens, casual and mixed loads	Colors	Cold	High	Cold water with an additional wash action gently lifts stains while caring for fabrics. Settings may be adjusted as desired, but must use only cold water settings.
Heavily soiled white fabrics	Whites	Hot Warm Cool Cold	High	Provides maximum wash action for heavily soiled garments. The washer will fill in stages, providing maximum care and cleaning power for garments. If desired, add liquid chlorine bleach, non-chlorine bleach, or Oxi products to the liquid bleach dispenser for maximum dirt and stain removal.
Small loads, cottons, polyester, permanent press	Quick Wash	Hot Warm Cool Cold	High	Use this cycle to wash small, lightly soiled loads of 2–3 items that are needed in a hurry.
Heavily soiled fabrics	Soak	Hot Warm Cool Cold	No Spin	Use this cycle to soak small spots of set-in stains on fabrics. The washer will use intermittent agitation and soaking. After time has expired, water will drain, but the washer will not spin. Cycle is complete.
Fabrics requiring washing only	Wash Only	Hot Warm Cool Cold	No Spin	Use this cycle when only the wash cycle is required. The washer will fill in stages, then begin the wash cycle. Once the wash cycle is complete, the washer will show that it is ready. Water will not drain for 12 hours if the lid remains closed. If the lid is open, water will drain after 10 minutes.
Swimsuits and items requiring rinsing without detergent	Rinse & Spin	Cold rinse only	High	Combines a rinse and high-speed spin for loads requiring an additional rinse cycle or to complete a load after power interruption. Also use for loads that require rinsing only.
Hand-washed garments or dripping wet items	Drain & Spin	N/A	High	This cycle uses a spin to shorten drying times for heavy fabrics or special-care items washed by hand. Use this cycle to drain washer after cancelling a cycle or completing a cycle after a power failure.

*All rinses are cold.

Using Your Washer

⚠ WARNING



Fire Hazard

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

No washer can completely remove oil.

Do not dry anything that has ever had any type of oil on it (including cooking oils).

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

⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

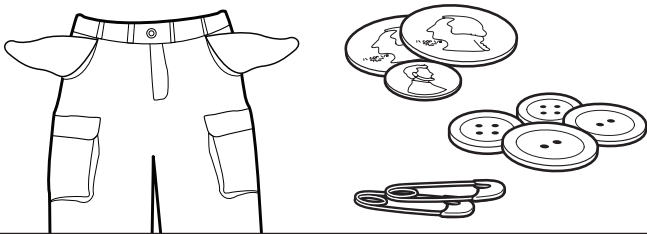
Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

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

1. Sort and prepare your laundry



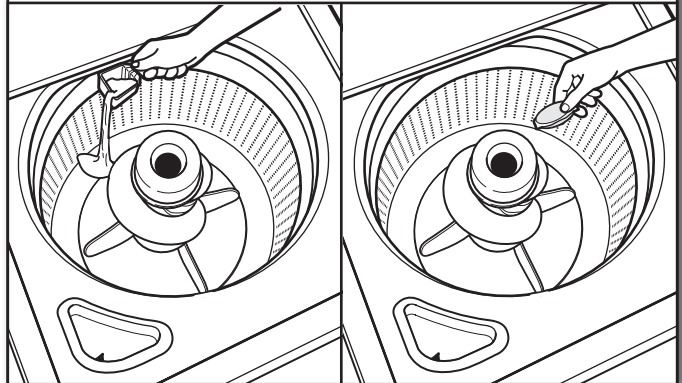
- Empty pockets. Loose change, buttons, or any small object can pass under the agitator and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.
- Separate delicate items from sturdy fabrics.
- 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 waterproof or water-resistant items, load evenly.
- Use mesh garment bags to help avoid tangling when washing delicate or small items.
- Turn knits inside out to avoid pilling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.

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

2. Add laundry products

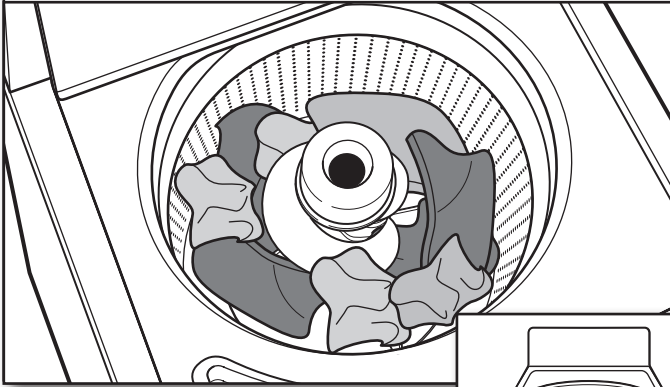


Add a measured amount of detergent or single-dose laundry packet into the basket.

If using Oxi-type boosters, color-safe bleach, or fabric softener crystals, add to the bottom of the washer basket before adding clothes.

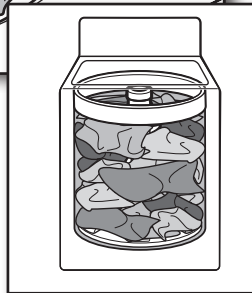
NOTE: Follow the manufacturer's instructions to determine the amount of laundry products to use.

3. Load laundry into washer

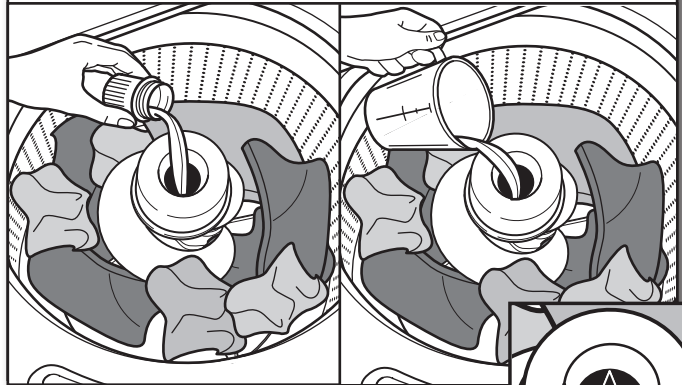


Load garments in loose heaps evenly around basket wall. For best results, do not pack the load tightly. Do not wrap large items such as sheets around the agitator; load them in loose piles around the sides of the basket. Try mixing different-sized items to reduce tangling.

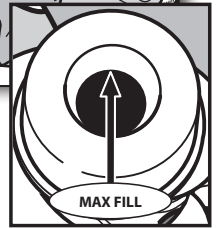
IMPORTANT: Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.



5. Add fabric softener to dispenser (on some models)



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.



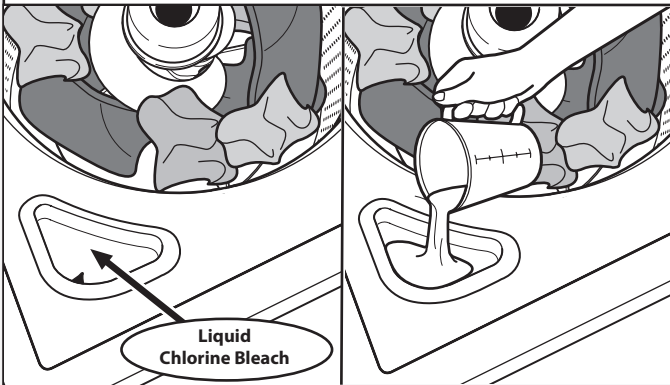
IMPORTANT:

Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the underside of the rim. See Max Fill line arrows.

Adding Liquid Fabric Softener Manually to Wash Load

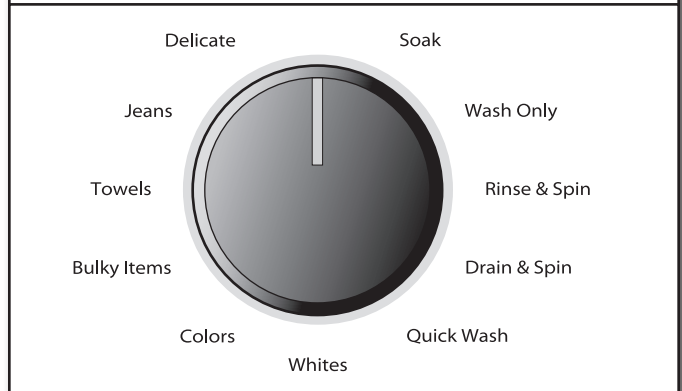
During the final rinse, wait until the washer has completed filling, press START/STOP to pause the washer. Lift the lid and add the measured recommended amount of liquid fabric softener. Do not use more than the recommended amount. Close the lid and press START/STOP again to start the washer.

4. Add liquid chlorine bleach to dispenser



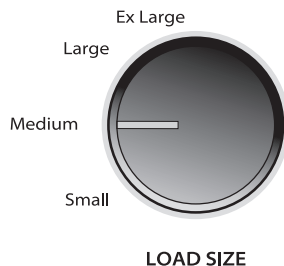
Do not overfill, dilute, or use more than 1 cup (236 mL). Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

6. Select cycle



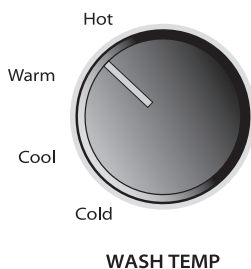
Turn cycle knob to choose your wash cycle. For more information, see "Cycle Guide."

7. Select LOAD SIZE



Select the load size setting most suitable for your load. Small will add a low amount of water for smaller loads and Ex Large will add the greatest amount of water for large or bulky loads. Items need to move freely.

8. Select WASH TEMP

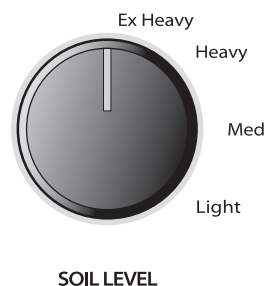


Once you select a cycle, select the desired wash temperature by turning the Wash Temp knob to the appropriate setting based on your load. All rinses are tap cold.

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

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

9. Select SOIL LEVEL (on some models)



Select the soil level by turning the Soil Level knob to the desired setting.

10. Select EXTRA RINSE, if desired



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

11. Press START/STOP to begin wash cycle



Press START/STOP to start the wash cycle. When the cycle has finished, the Done/Cycle Complete 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/STOP; 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/STOP again to restart the cycle.

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

Washer Maintenance

WATER INLET HOSES

Replace inlet hoses after 5 years of use to reduce the risk of hose failure. Periodically inspect and replace inlet hoses if bulges, kinks, cuts, wear, or leaks are found.

When replacing your inlet hoses, mark the date of replacement on the label with a permanent marker.

WASHER CARE

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

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

Cleaning Your Top-Loading Washer

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

Cleaning the Inside of the Washer

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

Recommended Cycle for Cleaning the Washer

Refer to the "Cycle Guide" for the optimal cycle for cleaning the inside of the washer. Use this cycle with washer cleaner or liquid chlorine bleach as described below.

Begin procedure

1. Clean Washer Cycle Procedure (Recommended for Best Performance):

- a. Open the washer lid and remove any clothing or items.
- b. Place a washer cleaner tablet in the bottom of the washer basket.
- c. Do not place a washer cleaner tablet in the detergent dispenser.
- d. Do not add any detergent or other chemical to the washer when following this procedure.
- e. Close the washer lid.
- f. Select the cycle recommended for cleaning the inside of the washer.
- g. Press START/STOP to start the cycle.

NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press START/STOP once or twice (depending on model). After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

WASHER CARE (cont.)

2. Chlorine Bleach Procedure (Alternative):

- a. Open the washer lid and remove any clothing or items.
- b. Add 1 cup (236 mL) of liquid chlorine bleach to the bleach compartment.
NOTE: Use of more liquid chlorine bleach than is recommended above could cause washer damage over time.
- c. Close the washer lid.
- d. Do not add any detergent or other chemical to the washer when following this procedure.
- e. Select the cycle recommended for cleaning the inside of the washer.
- f. Press START/STOP to start the cycle.
NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press START/STOP once or twice (depending on model). After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

Cleaning the Dispensers

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

Cleaning the Outside of the Washer

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

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

NON-USE AND VACATION CARE

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

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

WINTER STORAGE CARE

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

To Winterize Washer:

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

⚠ WARNING

Excessive Weight Hazard

Use two or more people to move and install washer.
Failure to do so can result in back or other injury.

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.

⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

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

REINSTALLING/USING WASHER AGAIN

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

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

To Use Washer Again:

1. Flush water pipes and hoses. Reconnect water inlet hoses. Turn on both water faucets.
2. Plug in washer or reconnect power.
3. Run washer through the Bulky Items cycle 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 to possibly avoid the cost of a service call.

If you experience	Possible Causes	Solution
Vibration or Off-Balance		
Check the following for proper installation or see "Using Your Washer" section.	Feet may not be in contact with the floor and locked.	Front and rear feet must be in firm contact with floor, and washer must be level to operate properly.
	Washer may not be level.	Check floor for flexing or sagging. If flooring is uneven, a 19 mm (¾") piece of plywood under your washer will reduce sound. See "Level the Washer" in Installation Instructions.
	Load could be unbalanced.	Load dry items in loose heaps evenly around basket wall. Adding wet items to washer or adding more water to basket could unbalance washer.
		Wash smaller loads to reduce imbalance.
		Do not tightly pack. Avoid washing single items.
		Use Bulky Items cycle and Ex Large or Large load size for oversized, non-absorbent items such as small comforters or poly-filled jackets.
		See "Cycle Guide" and "Using Your Washer" in this Use and Care Guide.
Noises		
Clicking or metallic noises	Objects caught in washer drain system.	Empty pockets before washing. Loose items such as coins could fall between basket and tub or may block pump. It may be necessary to call for service to remove items.
		It is normal to hear metal items on clothing such as metal snaps, buckles, or zippers touch against the stainless steel basket.
Gurgling or humming	Washer may be draining water.	It is normal to hear the pump making a continuous humming sound with periodic gurgling or surging as final amounts of water are removed during the Drain & Spin cycle.
Humming	Load sensing may be occurring.	You may hear the hum of the sensing spins after you have started the washer. This is normal.
Water Leaks		
Check the following for proper installation:	Washer not level.	Water may splash off basket if washer is not level. Check that load is not unbalanced or tightly packed.
	Fill hoses not attached tightly.	Tighten fill-hose connection.
	Fill-hose washers.	Make sure all 4 fill-hose flat washers are properly seated.
	Drain hose connection.	Pull drain hose from washer cabinet and properly secure 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 drainpipe. Check all household plumbing for leaks (laundry tubs, drain pipe, water pipes, and faucets).
Washer not loaded as recommended.	An unbalanced load can cause basket to be out of alignment and cause water to splash off tub. See "Using Your Washer" for loading instructions.	
Washer not performing as expected		
Washer won't run or fill, washer stops working, or wash light remains on (indicating that the washer was unable to fill appropriately)	Check for proper water supply.	Both hoses must be attached and have water flowing to inlet valve.
		Both hot and cold water faucets must be turned on.
		Check that inlet valve screens have not become clogged.
		Check for any kinks in inlet hoses, which can restrict water flow.

Troubleshooting

⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

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

First try the solutions suggested here to possibly avoid the cost of a service call.

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Washer won't run or fill, washer stops working, or wash light remains on (indicating that the washer was unable to fill appropriately) (cont.)	Check proper electrical supply.	Plug power cord into a grounded 3 prong outlet.
		Do not use an extension cord.
		Ensure there is power to outlet.
		Reset a tripped circuit breaker. Replace any blown fuses. NOTE: If problems continue, contact an electrician.
	Normal washer operation.	Lid must be closed for washer to run.
		Washer will pause during certain phases of cycle. Do not interrupt cycle.
Washer may be tightly packed.	Remove several items, rearrange load evenly in basket, and add detergent. Close lid and press START/STOP.	
	Do not add more than 1 or 2 additional items after cycle has started to avoid tightly packing or unbalancing.	
Washer not draining/spinning, loads are still wet, or spin light remains on (indicating that the washer was unable to pump out water within 10 minutes)	Small items may have been caught in pump or between basket and tub, which can slow draining for small items.	Empty pockets and use garment bags for small items.
	Use a cycle with a low spin speed.	Cycles with lower spin speeds remove less water than cycles with high spin speeds. Use the recommended cycle/spin speed for your garment. To remove extra water in the load, select Drain & Spin. Load may need to be rearranged to allow even distribution of the load in the basket.
	Washer may be tightly packed or unbalanced.	Tightly packed or unbalanced loads may not allow the washer to spin correctly, leaving the load wetter than normal. Evenly arrange the wet load for balanced spinning. Select the Drain & Spin cycle to remove excess water. See "Using Your Washer" for loading recommendations.
	Check plumbing for correct drain hose installation. Drain hose extends into standpipe farther than 114 mm (4.5").	Check drain hose for proper installation. Use drain hose form and securely attach to drainpipe or tub. Do not tape over drain opening. Lower drain hose if end is higher than 1.22 m (48"). Remove any clogs 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 & Spin. Do not add detergent.
	Dry spots on load after cycle	High-speed spins extract more moisture than traditional top-load washers.

Troubleshooting

First try the solutions suggested here to possibly avoid the cost of a service call.

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Incorrect or wrong wash or rinse temperatures	Check for proper water supply.	Make sure hot and cold inlet hoses are not reversed.
		Both hoses must be attached to both washer and faucet, and have both hot and cold water flowing to inlet valve.
		Check that inlet valve screens are not clogged.
		Remove any kinks in hoses.
	Energy-saving controlled wash temperatures.	This washer uses cooler wash and rinse water temperatures than your previous washer. This includes cooler hot and warm washes.
Load not rinsed	Check for proper water supply.	Make sure hot and cold inlet hoses are not reversed.
		Both hoses must be attached and have water flowing to the inlet valve.
		Both hot and cold water faucets must be on.
		Inlet valve screens on washer may be clogged.
	Using too much detergent.	The suds from too much detergent can keep washer from operating correctly. Always measure detergent and follow detergent directions based on load size and soil level.
	Washer not loaded as recommended.	The washer is less efficient at rinsing when load is tightly packed.
		Load garments in loose heaps evenly around the basket wall. Load with dry items only.
		Use cycle designed for the fabrics being washed.
Using too low a load size/water level selection.	Add only 1 or 2 additional garments after washer has started.	
Sand, pet hair, lint, etc., on load after washing	Heavy sand, pet hair, lint, and detergent or bleach residues may require additional rinsing.	Add an Extra Rinse (on some models) to the selected cycle.
Load is tangling	Washer not loaded as recommended.	See "Using Your Washer" section.
		Select a cycle with a slower wash action and spin speed; however, items will be wetter than those using a higher speed spin. See the "Cycle Guide" to match your load with the best cycle.
		Load garments in loose heaps evenly around the basket wall.
		Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments being washed.
Not cleaning or removing stains	Washer not loaded as recommended.	Washer is less efficient at cleaning when load is tightly packed.
		Load garments in loose heaps evenly around the basket wall. Load with dry items only.
		Add only 1 or 2 garments after washer has started.
	Adding detergent on top of load.	Add detergent, Oxi products, and color-safe bleach to the bottom of the basket before adding the load items.
	Using too low a load size/water level selection.	Choose a load size (water level) that matches the load being washed.
	Using too much detergent.	The suds from too much detergent can keep washer from operating correctly. Always measure detergent and follow manufacturer's directions based on load size and soil level.
Not using correct cycle for fabric type.	Use a higher soil level cycle option and warmer wash temperature to improve cleaning.	
	Use Jeans cycle for tough cleaning. See the "Cycle Guide" to match your load with the best cycle.	

Troubleshooting

First try the solutions suggested here to possibly avoid the cost of a service call.

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Not cleaning or removing stains (cont.)	Not using dispensers.	Use dispensers to avoid chlorine bleach and fabric softener staining. Load dispensers before starting a cycle. Do not add products directly onto load.
	Not washing like colors together.	Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.
Incorrect dispenser operation	Clogged dispenser.	Use only liquid chlorine bleach in the bleach dispenser. Use only fabric softener in the fabric softener dispenser.
Fabric Damage	Sharp items were in pockets during wash cycle.	Empty pockets, zip zippers, and snap or hook fasteners before washing to avoid snags and tears.
	Strings and straps could have tangled.	Tie all strings and straps before starting wash load.
	Items may have been damaged before washing.	Mend rips and broken threads in seams before washing.
	Fabric damage can occur if the load is tightly packed.	Load garments in loose heaps evenly around the washplate. Do not load garments directly over the center of the washplate.
		Use cycle designed for the fabrics being washed.
		Add only 1 or 2 additional garments after washer has started.
	Liquid chlorine bleach may have been added incorrectly.	Do not pour liquid chlorine bleach directly onto load. Wipe up bleach spills.
		Undiluted bleach will damage fabrics. Do not use more than recommended by manufacturer.
Do not place load items on top of bleach dispenser when loading and unloading washer.		
Garment care instructions may not have been followed.	Always read and follow garment manufacturer's care label instructions. See the "Cycle Guide" to match your load with the best cycle.	
Odors	Clean washer maintenance not done as recommended.	See "Cleaning your Top-Loading Washer" in "Washer Maintenance." Unload washer as soon as cycle is complete.
		Using too much detergent.
	Lid locked light is flashing	The lid is not closed.
	A cycle was stopped or paused using the Start/Stop button.	The washer may still be spinning. The lid will not unlock until the basket has stopped spinning. This may take several minutes if washing large loads or heavy fabrics.
Single-dose laundry packet not dissolving	Adding laundry packet incorrectly.	Be sure laundry packet is added to washer basket before adding clothes. Do not add packet to dispenser. Follow the manufacturer's instructions to avoid damage to your garments.

Before calling for assistance or service, please check "Troubleshooting." It may save you the cost of a service call. If you still need help, contact the dealer from whom you purchased the washer or an authorized service company. When calling, please know the purchase date and the complete model and serial number of your washer. The information will help us to better respond to your request.

Latin America Service

For other countries in Latin America, see our Warranty Card Latin America and visit our Whirlpool Latinoamerica website www.whirlpool-latam.com.

Notas

