

Models
KAWS577E
KAWS677E
KAWS777E

USE & CARE GUIDE

KitchenAid®

Automatic Washer

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In the U.S.A. for
assistance or service,
call the Consumer
Assistance Center:

1-800-422-1230

In Canada for assistance
or service, see page 2.

A NOTE TO YOU

Thank you for buying a KITCHENAID* appliance!

KitchenAid designs the best tools for the most important room in your house. To ensure that you enjoy many years of trouble-free operation, we developed this Use and Care Guide. It contains valuable information concerning how to operate and maintain your new appliance properly and safely. Please read it carefully.

Also, please complete and mail the enclosed Product Registration Card.

If you need assistance or service, first see the "Troubleshooting" section of this book. After checking "Troubleshooting," additional help can be found by checking the "Requesting Assistance or Service" section.

When calling, you will need to know your appliance's complete model number and serial number. You can find this information on the model and serial number label (see diagram on page 4).

Keep this book and the sales slip together in a safe place for future reference. **You must provide proof of purchase or installation date for in-warranty service.**

Model Number _____	Builder/Dealer Name _____
Serial Number _____	Address _____
Date Installed _____	Phone _____

UNDERSTANDING WASHER SAFETY

Your safety is important to us.

This guide contains safety statements under warning symbols. Please pay special attention to these symbols and follow any instructions given. Here is a brief explanation of the symbol.



This symbol alerts you to hazards such as fire, electrical shock, or other injuries.

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:

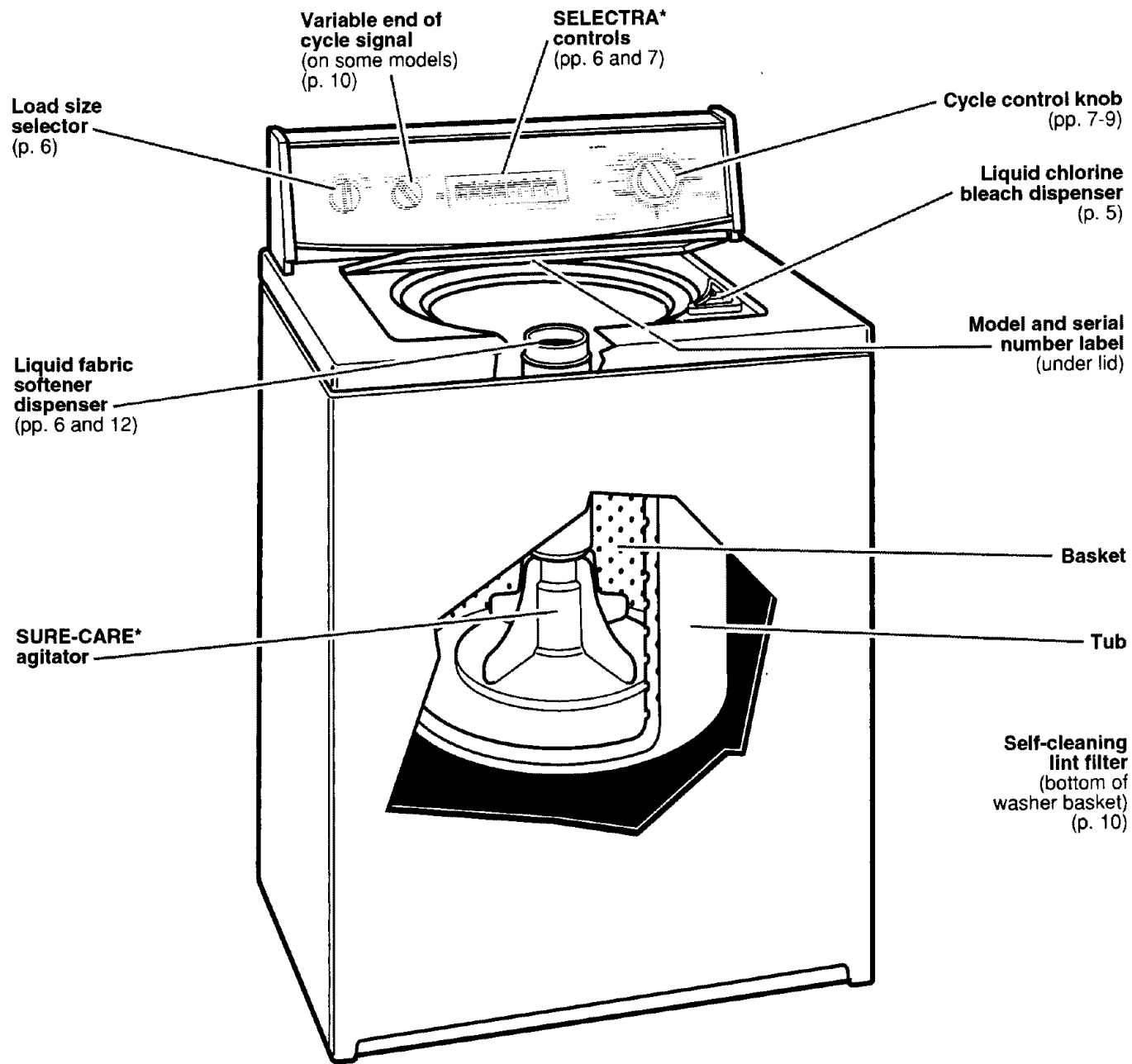
- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable, or explosive substances as they give off vapors that could ignite or explode.
- Do not add gasoline, dry-cleaning 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 washing machine, 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.
- Do not reach into the washer if the 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 Use and Care Guide or in published user-repair instructions that you understand and have the skills to carry out.
- See Installation Instructions for grounding requirements.

– SAVE THESE INSTRUCTIONS –

GETTING TO KNOW YOUR WASHER

The parts and features of your washer are illustrated on this page. Become familiar with all parts and features before using your washer. Page references are included next to some features. Refer to those pages for more information about the features.

NOTE: The drawings in this book may vary from your washer model. They are designed to show the different features of all models covered by this book. Your model may not include all features.



OPERATING YOUR WASHER

To get the best washing results possible, you must use your washer correctly. This section tells you how to use your washer properly and efficiently.

Using your washer

⚠ WARNING



Explosion Hazard

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

Do not wash or dry items soiled with vegetable or cooking oils because they may contain some oil after laundering.

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

⚠ WARNING



Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

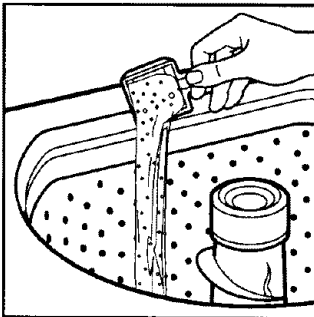
Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

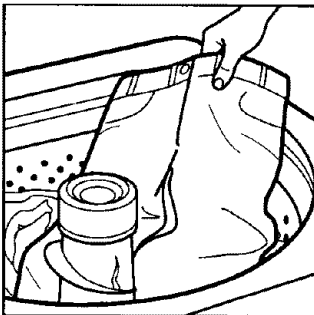
Failure to follow these instructions can result in death, fire, or electrical shock.

1. Measure detergent and pour it into the washer.



- If desired, you may also add powder or liquid color safe bleach.
- Add extra detergent for the Extra Wash cycle.

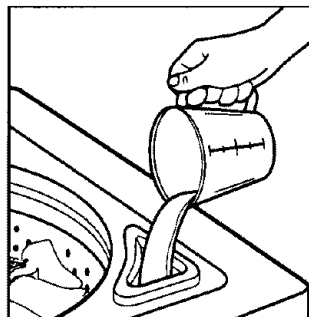
2. Drop a sorted load of clothes loosely into your washer, filling to the top row of holes.



- Load evenly to maintain washer balance. Mix large and small items.
- Items should move easily through the wash water. Overloading can cause poor cleaning.
- To reduce wrinkling

of permanent press clothes and some synthetic knits, use a large load size to provide more space (see step 6).

3. (OPTIONAL STEP) Pour measured liquid chlorine bleach into the liquid chlorine bleach dispenser. Bleach will be diluted automatically during the wash part of the cycle.



bleach into the liquid chlorine bleach dispenser. Bleach will be diluted automatically during the wash part of the cycle.

- Never use more than 1 cup (250 mL) for a full load. Use less with a smaller load size.
- Follow the manufacturer's directions for safe use.

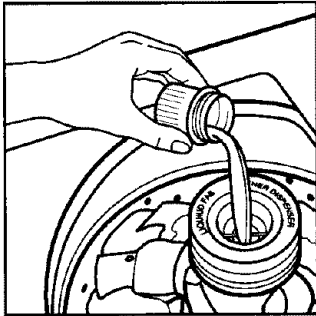
- To avoid spilling, use a cup with a pouring spout. Do not let bleach splash, drip, or run down into the washer basket.
- Make sure you use only liquid chlorine bleach in this dispenser.

continued on next page

OPERATING YOUR WASHER

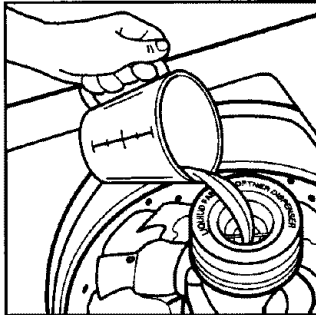
Using your washer (cont.)

4. (OPTIONAL STEP) Pour measured **liquid fabric softener** into the liquid fabric softener dispenser.



- Do not spill or drip any fabric softener on the clothes.
- Make sure you use only liquid fabric softener in this dispenser.

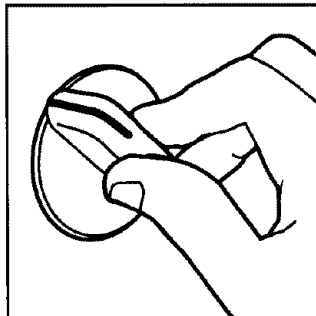
- Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the crossbar in the opening.



- Softener is added automatically during the rinse portion of the cycle.

5. Close the washer lid.

6. Turn the Load Size selector to the correct setting for your wash load and the type of fabric being washed.

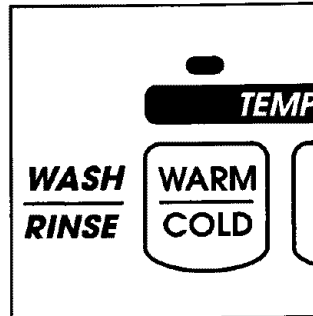


- Choose a load size that allows the load to move freely for best fabric care. See "Loading" on page 7.

- Change the setting after the washer has started filling by turning

the selector to a different setting.

7. Set the Water Temperature selector to the correct setting for the type of fabric and soils being washed.

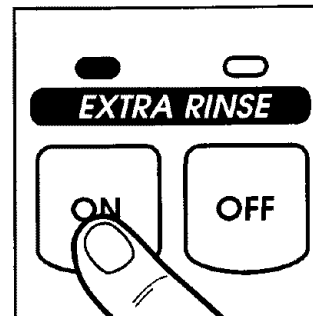


- Use the warmest water safe for fabric.

- Follow garment label instructions.

- **HOT:** 130°F (54°C) or above.
 - Whites and pastels.
 - Heavy and greasy soils.
- **WARM:** 90 to 110°F (32 to 44°C).
 - Bright colors.
 - Moderate to light soils.
- **COLD:** 70 to 90°F (21 to 32°C).
 - Colors that bleed or fade.
 - Light soils.

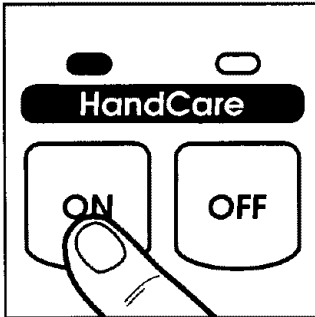
8. (OPTIONAL STEP) Some models have an Extra Rinse selector. For an additional rinse and spin at the end of a wash cycle, set the Extra Rinse selector to ON.



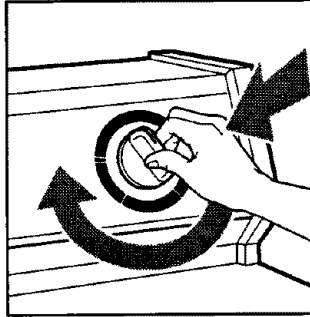
OPERATING YOUR WASHER

Using your washer (cont.)

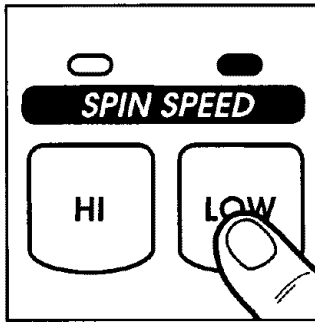
9. (OPTIONAL STEP) Some models have a **HAND CARE*** feature to gently clean fine washables that require delicate care (see page 9). Turn the Cycle Control Knob to Delicates/HandCare and set the HandCare selector to ON.



11. Push in the Cycle Control Knob and turn it clockwise to the wash cycle you want. See pages 8 and 9.
- Reduce the wash time when using a small load size setting.



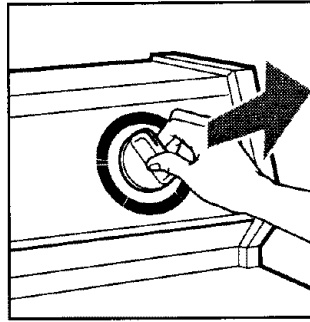
10. (OPTIONAL STEP) Some models have a Spin Speed option to give you either a HI or LOW spin speed.
- Select HI for better water extraction and to shorten drying times for cotton and heavyweight items like towels and jeans.
 - Select LOW for reduced wrinkling



of permanent press and synthetic fabrics.

NOTE: Do not change the speed while the washer is running.

12. Pull out the Cycle Control Knob to start the washer.



NOTE: To **stop** the washer at any time push in the Cycle Control Knob. To **restart** the washer, close the lid (if open) and pull out the Cycle Control Knob.

Loading

Loading suggestions

For these suggested full-sized loads, set the Load Size selector to the highest load size setting.

SUPER CAPACITY WASHERS

Heavy Work Clothes	Delicates	Towels	Mixed Load
3 pair pants	3 camisoles	10 bath towels	3 double sheets
3 shirts	1 quilted robe	10 hand towels	4 pillowcases
4 pair jeans	4 slips	14 wash cloths	8 T-shirts
1 coverall	4 panties	1 bath mat	6 pair shorts
1 overall	2 bras		2 shirts
	2 nighties		2 blouses
	1 baby's dress		8 handkerchiefs

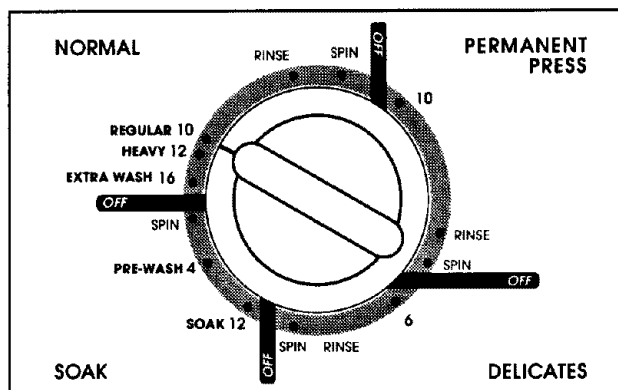
OPERATING YOUR WASHER

Selecting a cycle and time

This section describes the available wash cycles and will help you make the best cycle selections for your wash loads. Each cycle is designed for different types of fabric and soil levels.

NOTE: The washer pauses briefly throughout each cycle. These pauses are normal. Refer to page 11 to learn more about the sounds you may hear and what happens during a wash cycle.

Model KAWS577E



Normal cycle

The Normal cycle features extended agitation time for cleaning cottons and linens, and longer spin times to shorten drying time. Select 10 or 12 minutes of wash time, depending on whether your load is moderately or heavily soiled.

Extra Wash – Select the 16-minute Extra Wash feature to wash heavily soiled loads that need maximum soil removal. Use two times the amount of recommended detergent for this cycle.

Permanent Press cycle

The Permanent Press cycle features a cool-down rinse to reduce wrinkling. Use this 10-minute cycle for cleaning permanent press and some synthetic fabrics. Use low speed spin to minimize wrinkling.

Delicates cycle

The Delicates cycle features a reduced agitation time for gentle soil removal. Use low speed spin to minimize wrinkling. Use this 6-minute cycle for cleaning lightly to moderately soiled delicate items and washable knits.

Soak cycle

The Soak cycle features brief periods of agitation and soak time to help remove heavy soils and stains that need pretreatment.

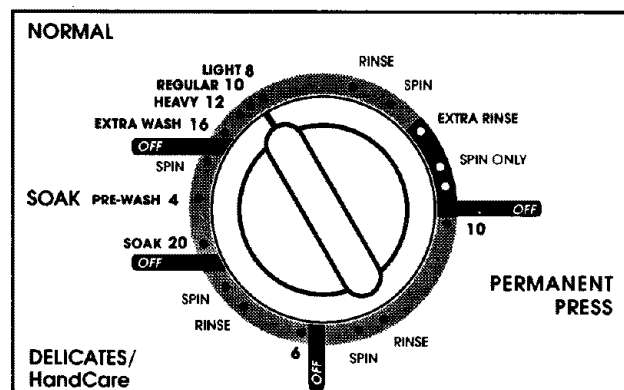
- Use warm water when soaking laundry. Hot water can set stains.
- Use the amount of detergent or presoak additive recommended by the manufacturer.
- The Soak cycle automatically advances into the Pre-Wash cycle.

Pre-Wash cycle

The Pre-Wash cycle features 4 minutes of agitation to help remove heavy soils and stains that need pretreatment. Once the Pre-Wash period ends, add detergent and start a new wash cycle.

OPERATING YOUR WASHER

Models KAWS677E and KAWS777E



Normal cycle

The Normal cycle features high agitation speed for cleaning cottons and linens, and steps through low and high speed spin to shorten drying time and minimize wrinkling. Select 8 (on model KAWS777E), 10, or 12 minutes of wash time, depending on whether your load is lightly, moderately, or heavily soiled.

Extra Wash – Select the 16-minute Extra Wash feature to wash heavily soiled loads that need maximum soil removal. Use two times the amount of recommended detergent for this cycle.

Permanent Press cycle

The 10-minute Permanent Press cycle starts with high agitation and then steps to low for cleaning permanent press blends and synthetic fabrics. To maximize water removal but minimize wrinkling, this cycle features a cool-down rinse and a final spin that steps through extra low, low, and high spin.

Delicates

The Delicates cycle can be used to gently clean delicate items and washable knits. This 6-minute cycle offers low agitation and spin speeds. To use this cycle, turn your Cycle Control Knob to DELICATES/HandCare, and select OFF with your HandCare selector.

HAND CARE* cycle

The HAND CARE cycle features brief low speed agitation and soak time (2 seconds agitation, 13 seconds soak) which is repeated for six minutes. Low spin speed reduces wrinkling. Use this cycle for cleaning lightly soiled hand washables.

To use this cycle, turn your Cycle Control Knob to Delicates/HandCare, and select ON with your HandCare selector.

Garments are labeled “Hand Wash” because:

- The fiber or construction may be sensitive to agitation.
- The fabric contains sensitive dyes that may bleed. Properly sort and then use your HandCare cycle for gentle washing. Follow care label directions for drying. Items that may shrink should be dried flat. Block these items by gently stretching to original measurements. Woolens tend to shrink more the first time they are washed.
- If items appear to be floating due to trapped air, stop the washer by pushing in the Cycle Control Knob. Push items down into the water. Restart the washer.

Soak cycle

The Soak cycle features brief periods of high agitation and soak time to help remove heavy soils and stains that need pretreatment.

- Use warm water when soaking laundry. Hot water can set stains.
- Use the amount of detergent or presoak additive recommended by the manufacturer.
- The Soak cycle automatically advances into the Pre-Wash cycle.

Pre-Wash cycle

The 4-minute Pre-Wash cycle feature highspeed agitation to help remove heavy soils and stains that need pretreatment. Once the Pre-Wash period ends, add detergent and start a new wash cycle.

OPERATING YOUR WASHER

Rinse/drain and spin

Rinse and Spin feature

When using extra detergent for heavily soiled clothes, or washing special-care items, you may find an extra rinse and spin is needed.

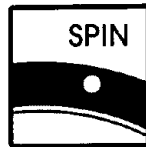


- For an additional rinse and spin, push in the Cycle Control Knob and turn it clockwise to any of the RINSE settings. The washer fills to the selected load size, agitates, drains, and spins.

NOTE: An Extra Rinse option is available on some models. See page 6.

Drain and Spin feature

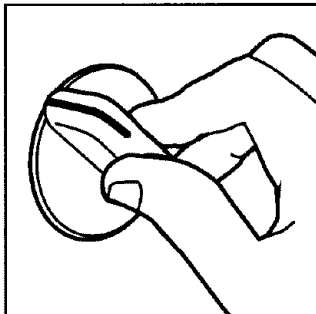
A drain and spin may help shorten drying times for some heavy fabrics or special-care items by removing excess water.



- For a drain and spin, push in the Cycle Control Knob and turn it clockwise to any of the SPIN settings. Then pull out the Cycle Control Knob. The washer drains, then spins.

Variable end of cycle signal

On some models there may be a variable end of cycle signal. This option allows your washer to sound a signal when a cycle is completed. This signal is helpful when you are washing items that should be removed from the washer as soon as a cycle ends.

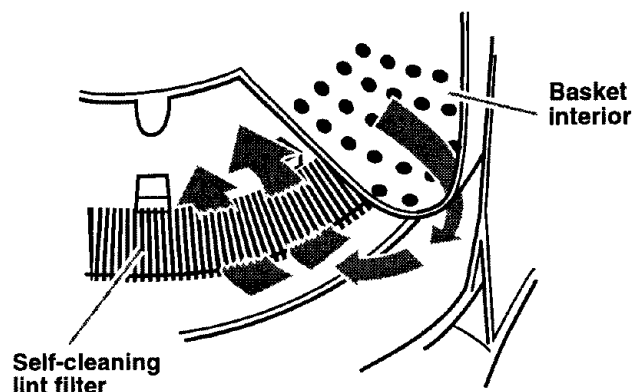


You can change the volume of the signal or turn it off completely.

Self-cleaning lint filter

Your washer has a self-cleaning lint filter at the bottom of the basket. Wash and rinse water flow over the filter during agitation, separating the lint from the water. The lint spins out of the system during the spin part of the cycle.

If your washer drains into a tub, remove any lint collected in the tub or strainer.



OPERATING YOUR WASHER

Understanding normal washer sounds

Your new washer may make sounds your old one didn't. Because the sounds may be unfamiliar, you may be concerned about them. Don't be; most of them are normal.

The following describes some of the sounds you may hear and what causes them.

During washing

When you select a small load size setting, your washer has a lower water level. This may cause a clicking sound from the upper part of the agitator.

During drain

If water is drained quickly from your washer (depending on your installation), you may hear air being pulled through the pump during the end of draining.

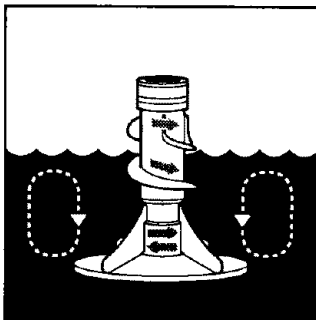
After drain and before spin

When the cycle changes from draining to spinning, you may hear gears engaging.

Understanding what happens in each cycle

When the Cycle Control Knob is set to a number and pulled out, the washer fills (to the selected load size) before agitation and timing start. The washer begins agitating immediately after filling; agitation occurs with the washer lid up or down.





During agitation, the SURE-CARE* agitator creates a continuous rollover action that provides a thorough cleaning of the wash load.









After agitation starts, the Cycle Control Knob turns clockwise until it points to an OFF area and the cycle ends.

NOTE: The washer pauses briefly throughout each cycle. These pauses are normal for washer operation.

Sequence of cycles

WASH	
	Fill ▼
	Wash selected time ▼
	Drain No agitation ▼
	Spin ▼

[†] The Permanent Press cycle partially drains, fills, agitates briefly, and drains.

RINSE	
	Fill ▼
	Rinse ▼
	Drain-No agitation ▼
	Spin-Spray rinse ▼
	Spin ▼
	Off

CARING FOR YOUR WASHER

Proper care of your washer can extend its life. This section explains how to care for your washer properly and safely.

Cleaning your washer

Cleaning the exterior

Use a soft, damp cloth or sponge to wipe up any spills such as detergent or bleach. Occasionally wipe the outside of your washer to keep it looking new.



Cleaning the interior

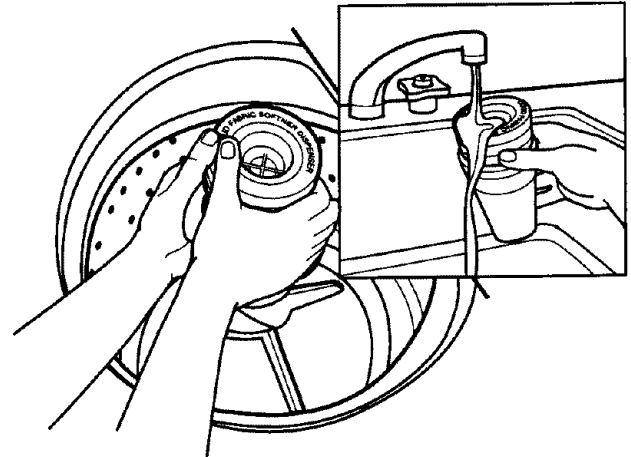
Clean your washer interior by mixing 1 cup (250 mL) of chlorine bleach and 2 cups (500 mL) of detergent. Pour this into your washer and run it through a complete cycle using hot water. Repeat this process if necessary.

NOTE: Remove any hard water deposits using only cleaners labeled as washer safe.

Cleaning the liquid fabric softener dispenser

Flush dispenser periodically with warm water, as shown. Remove the dispenser by grasping the top of the dispenser with both hands and squeezing and pushing upwards with thumbs. Clean the dispenser by rinsing it under a water faucet. Replace it after cleaning.

NOTE: Do not wash clothes with this dispenser removed. Do not add detergent or bleach to this dispenser; it is for liquid fabric softener use only.



Winter storage, moving, vacation care

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

To winterize washer:

1. Shut off both water faucets.
2. Disconnect and drain water inlet hoses.
3. Put 1 quart (1L) of R.V.-type antifreeze in the basket.
4. Run washer on a drain and spin setting (see page 10) for about 30 seconds to mix the antifreeze and water.
5. Unplug the power supply cord.

To use washer again:

1. Flush water pipes and hoses.

2. Reconnect water inlet hoses.
3. Turn on both water faucets.
4. Reconnect power supply cord.
5. Run the washer through a complete cycle with 1 cup (250 mL) of detergent to clean out antifreeze.

Non-use or vacation care:

Operate your washer only when you are at home. If you will be on vacation or not using your washer for an extended period of time, you should:

- Unplug the power supply cord or turn off electrical power to the washer.
- Turn off the water supply to the washer. This helps avoid accidental flooding (due to a water pressure surge) while you are away.

TROUBLESHOOTING

Most laundering problems are easily solved if you understand the cause. Check the following list for **common washing problems**. If you need further assistance, see "Requesting Assistance or Service" on pages 17 or 18.

Common washing problems

Problem ...	Cause ...	Solution ...
<p>Washer leaks</p> <p>NOTE: After checking these, check household plumbing.</p>	<ul style="list-style-type: none"> • Fill hoses not tight. • Fill hose washers not properly seated. • Drain hose clamp not properly installed or is off. • Drain is clogged. • Tub moved forward during unloading, causing water to deflect off of tub ring. • Unit not level, causing water to deflect off of tub ring. • Fill or spray rinses are deflecting off of load. Washer is overloaded or load is unbalanced. 	<ul style="list-style-type: none"> • Tighten hoses. See Installation Instructions. • Reseat (reposition) washers. See Installation Instructions. • Clamp drain hose. • Unclog drain. Sink and standpipe must be able to handle 17 gallons of water per minute. • Ensure tub is centered before starting washer. • Ensure front feet are installed and nuts are tightened. Level washer. • Redistribute the load, or reduce load size.
<p>Washer won't drain/spin</p>	<ul style="list-style-type: none"> • Drain hose is clogged. • Lid is open. • End of drain hose more than 72 inches (190,9 cm) above floor. • Too much detergent – excessive sudsing. • Low voltage or using an extension cord. 	<ul style="list-style-type: none"> • Unclog hose. See Installation Instructions for proper installation of drain hose. • Close the lid. • Lower drain hose. • Use less detergent. • Check electrical source or call electrician. Do not use extension cords.
<p>Wet loads</p>	<ul style="list-style-type: none"> • Wrong cycle for load being washed. • Cold rinses. 	<ul style="list-style-type: none"> • Choose a cycle with a higher spin speed. • Cold rinses leave loads wetter than warm rinses. This is normal.
<p>Washer continues to fill/drain or cycle stuck</p> <p>NOTE: Washer pauses briefly throughout each cycle. This is normal.</p>	<ul style="list-style-type: none"> • Top of drain hose is lower than water level in washer. • Drain hose fits too tightly into standpipe. • Drain hose taped into standpipe. 	<ul style="list-style-type: none"> • Raise the drain hose. It must be higher for proper operation. • Adjust drain hose for loose yet secure fit. See Installation Instructions. • Do not seal off drain hose with tape. The hose needs an air gap.
<p>Washer makes noise</p>	<ul style="list-style-type: none"> • Load is unbalanced. • Washer is not level. • Nuts on front feet not tight. • Yellow shipping strap with cotter pins not completely removed. 	<ul style="list-style-type: none"> • Redistribute load. • Level washer. Reset rear leveling legs. See Installation Instructions. • Tighten nuts. • See Installation Instructions.

continued on next page

TROUBLESHOOTING

Common washing problems (cont.)

Problem ...	Cause ...	Solution ...
Washer makes noise (contd.)	<ul style="list-style-type: none"> • Gears engaging after drain and before spin. • Upper part of agitator clicks during wash. 	<ul style="list-style-type: none"> • This is normal. • This is normal.
Won't fill/rinse/agitate or wrong temperature	<ul style="list-style-type: none"> • Power cord not plugged in. • Timer dial is not lined up. • Water inlet valve screens are plugged. • Water is turned off. • Hot and cold hoses are reversed. • Inlet hose is kinked. 	<ul style="list-style-type: none"> • Plug in power cord. • Turn timer knob to the right slightly and pull to start. • Clean screens. • Turn on water. • Reverse hoses. • Straighten hoses.
Washer stops	<ul style="list-style-type: none"> • Power cord not plugged in. • No power at plug. • Fuse blown or circuit breaker open. • Using an extension cord. • Timer dial is not lined up. • Timer knob not pulled out. • Washer at pause in Permanent Press cycle (approximately 2 minutes). • Machine is overloaded. 	<ul style="list-style-type: none"> • Plug in power cord. • Check electrical source or call electrician. • Replace fuse or reset circuit breaker. If problem continues, call electrician. • Do not use extension cords. • Turn timer to the right slightly and pull to start. • Set and pull out knob. • Allow cycle to continue. • Wash smaller loads.
Agitator operation	<ul style="list-style-type: none"> • The top of the agitator moves only in one direction. • The top of the agitator is loose. 	<ul style="list-style-type: none"> • This is normal. • This is normal.
Water level seems too low or washer not completely filling	<ul style="list-style-type: none"> • The top of the agitator is much higher than the highest water level. This creates a perception of the washer not being full. 	<ul style="list-style-type: none"> • This is normal.
Washer tub is crooked	<ul style="list-style-type: none"> • Tub is pulled forward when unloading. • Tub moves. • Unit not level. 	<ul style="list-style-type: none"> • Push tub to center before starting. • This is normal. • Ensure front feet are installed and nuts tightened. Level washer. Reset rear leveling legs. See Installation Instructions.

TROUBLESHOOTING

Common washing problems (cont.)

Problem ...	Cause ...	Solution ...
Residue or lint on load	<ul style="list-style-type: none"> • Improper sorting. • Overloading. • Paper or tissue in pockets. • Not enough detergent. • Detergent not dissolving. • Wash water colder than 70°F (21°C). 	<ul style="list-style-type: none"> • Sort lint givers (towels, chenille) from lint takers (corduroy, synthetics). Also sort by color. • Lint can be trapped in load if overloaded. Wash smaller loads. • Clean out pockets before washing. • Use enough detergent to hold lint in water. • Use wash water warmer than 70°F (21°C). • Use wash water warmer than 70°F (21°C).
Tearing	<ul style="list-style-type: none"> • Overloading. Improper use of washer. • Improper use of chlorine bleach. • Sharp items not removed from pockets; fasteners not fastened. • Items damaged before washing. 	<ul style="list-style-type: none"> • Loads should move freely during wash. Wash smaller loads. • Do not pour chlorine bleach directly on load. Wipe up bleach spills. Undiluted bleach will damage fabrics. • Clean out pockets before washing. Zip zippers before washing. • Mend rips and broken threads in seams before washing.
Stains on load	<ul style="list-style-type: none"> • Improper use of fabric softener. • Iron (rust) in water. • Under use of detergent causing soil to be redeposited. • Dye transfer due to not sorting loads properly. • Dye transfer due to not unloading washer promptly. 	<ul style="list-style-type: none"> • Dilute fabric softener and add to rinse portion of cycle only. Do not drip fabric softener on clothes. • Install an iron filter. • Use enough detergent to remove soil and hold it in suspension. • Sort dark clothing from whites and lights. • Unload the washer as soon as it stops.
Load is wrinkled	<ul style="list-style-type: none"> • Not removing load promptly. • Wrong cycle for fabrics being washed. • Overloading. • Wash water not warm enough to relax wrinkles. Using warm rinses. • Hoses reversed. 	<ul style="list-style-type: none"> • Unload the washer as soon as it stops. • Use the Permanent Press cycle or another cycle with low spin speeds to reduce wrinkling. • Loads should move freely during wash. Wash smaller loads. • If safe for fabric, use warm or hot wash water. Use cold rinse water. • Reverse hoses.

continued on next page

TROUBLESHOOTING

Common washing problems (cont.)

Problem ...	Cause ...	Solution ...
Load is tangled/ twisted	<ul style="list-style-type: none">• Overloading.• Clothes wrapped around agitator.	<ul style="list-style-type: none">• Loads should move freely during wash. Wash smaller loads.• Do not wrap items around agitator.
Clogged dispensers or bleach leaking.	<ul style="list-style-type: none">• Not diluting softener.• Use of color safe bleach in chlorine bleach dispenser.• Improper use of chlorine bleach.	<ul style="list-style-type: none">• Dilute fabric softener in the dispenser.• Add powder or liquid color safe bleach directly to the basket. Do not use chlorine bleach dispenser for color safe bleach.• Always measure bleach before adding to the dispenser. Carefully pour into the dispenser. Wipe up bleach spills.
Gray whites, dingy colors.	<ul style="list-style-type: none">• Dye transfer.• Wash temperature too low.• Not enough detergent.• Hard water.	<ul style="list-style-type: none">• Sort dark clothes from whites and lights.• Use hot or warm washes if safe for fabric. Hot water should be at least 130°F (54°C) to clean heavy or greasy soils.• Use more detergent for washing heavy soils in cold or hard water.• Use more detergent when washing in hard water.

REQUESTING ASSISTANCE OR SERVICE IN THE U.S.A.

Before calling for assistance or service, please check "Troubleshooting" on pages 14-16. It may save you the cost of a service call. If you still need help, follow these instructions.

If you need assistance or service in the U.S.A. ...

Call the KitchenAid Consumer Assistance



Center toll free:
1-800-422-1230.

When calling:

Please know the purchase date, and the complete model and serial number of your appliance (see page 2). This information will help us to better respond to your request.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Installation information.
- Use and maintenance procedures.

- Accessory and repair parts sales.
- Do-it-yourself repair help.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).
- Referrals to local dealers, service companies, and repair parts distributors.

KitchenAid service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States.

To locate the authorized KitchenAid service company in your area, you can also look in your telephone directory Yellow Pages.

If you need replacement parts ...

If you need to order replacement parts, we recommend that you only use factory authorized parts. These parts will fit right and work right, because they are made with the same precision used to

build every new KITCHENAID* appliance. To locate factory authorized replacement parts in your area, call our Consumer Assistance Center telephone number or your nearest authorized service center.

For further assistance ...

If you need further assistance, you can write to KitchenAid with any questions or concerns at:

KitchenAid Brand Home Appliances
Consumer Assistance Center
c/o Correspondence Dept.
2000 North M-63
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

If the dealer, authorized servicer, and KitchenAid have failed to resolve your problem, you can contact the Major Appliance Consumer Action Program (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry. MACAP will in turn inform us of your action.

Major Appliance Consumer Action Program
20 North Wacker Drive
Chicago, IL 60606

REQUESTING ASSISTANCE OR SERVICE IN CANADA

Before calling for assistance or service, please check the "Troubleshooting" section. It may save you the cost of a service call. If you still need help, follow the instructions below.

If you need assistance or service in Canada

1. If the problem is not due to one of the items listed in "Troubleshooting"[†]...

Contact the dealer from whom you purchased your appliance, or call the KitchenAid Canada Consumer Assistance Centre toll free, 8:30 a.m. – 6 p.m. (EST), at 1-800-461-5681.



Please include a daytime phone number in your correspondence.

2. If you need service[†]...

Contact your nearest KitchenAid Canada Appliance Service branch or authorized servicing outlet to service your appliance. (See list below.)

[†] When asking for assistance or service, please provide a detailed description of the problem, your appliance's complete model and serial numbers, and the purchase date. (See page 2.) This information will help us respond properly to your request.

KitchenAid Canada Appliance Service – Consumer Services

Direct service branches:

BRITISH COLUMBIA		1-800-665-6788
ALBERTA		1-800-661-6291
ONTARIO (except 807 area code)	Ottawa area Outside the Ottawa area	1-800-267-3456 1-800-807-6777
MANITOBA, SASKATCHEWAN and 807 area code in ONTARIO		1-800-665-1683
QUEBEC	Montreal (except South Shore) South Shore Montreal Quebec City Sherbrooke	1-800-361-3032 1-800-361-0950 1-800-463-1523 1-800-567-6966
ATLANTIC PROVINCES		1-800-565-1598

For further assistance

If you need further assistance, you can write to KitchenAid Canada with any questions or concerns at:

Consumer Relations Department
KitchenAid Canada
1901 Minnesota Court
Mississauga, Ontario L5N 3A7

Please include a daytime phone number in your correspondence.

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WASHER WARRANTY

LENGTH OF WARRANTY	KITCHENAID WILL PAY FOR	KITCHENAID WILL NOT PAY FOR
TWO YEAR FULL WARRANTY FROM DATE OF PURCHASE	Replacement parts and repair labor costs to correct defects in materials or workmanship. Service must be provided by an authorized KitchenAid servicing outlet.	A. Service calls to: <ol style="list-style-type: none"> 1. Correct the installation of the washer. 2. Instruct you how to use the washer. 3. Replace house fuses or correct house wiring. 4. Correct house plumbing.
THIRD THROUGH FIFTH YEAR LIMITED WARRANTY FROM DATE OF PURCHASE	For all models, replacement parts for the motor to correct defects in materials or workmanship. Replacement parts for the SELECTRA* controls if defective in materials or workmanship. For all models, replacement parts for the center post assembly bearings.	B. Repairs when washer is used in other than normal home use. C. Damage resulting from accident, alteration, misuse, abuse, improper installation, or installation not in accordance with local electrical or plumbing codes.
THIRD THROUGH TENTH YEAR LIMITED WARRANTY FROM DATE OF PURCHASE	Replacement parts for washer top/lid and cabinet assembly due to rust or defective in materials or workmanship. Replacement parts for any part of the gearcase assembly to correct defects in materials or workmanship. Replacement parts for the washer outer tub should it fail to contain water due to defects in materials or workmanship.	D. Any labor costs during limited warranties. E. Replacement parts or repair labor costs for units operated outside the United States and Canada. F. Pickup and delivery. This product is designed to be repaired in the home. G. Repairs to parts or systems caused by unauthorized modifications made to the appliance. H. In Canada, travel or transportation expenses for customers who reside in remote areas.

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KITCHENAID DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state or province to province.

Outside the United States and Canada, a different warranty may apply. For details, please contact your authorized KitchenAid dealer.

If you need assistance or service, first see the "Troubleshooting" section of this book. After checking "Troubleshooting," additional help can be found by checking the "Requesting Assistance or Service" section. In the U.S.A., call our Consumer Assistance Center at **1-800-422-1230**. In Canada, call KitchenAid Canada at one of the telephone numbers listed on page 18.

KitchenAid
Benton Harbor, MI 49022-2692 U.S.A.