

TROUBLESHOOTING

Before Calling for Service

The washer is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If the washer does not function properly or does not function at all, check the following before you call for service.

Noises You Might Hear

Noise	Possible Cause	Solutions
Clicking	Lid (Door) lock relays when the lid (door) locks and unlocks.	• Normal Operation
Spraying or Hissing	Water spraying or circulating during the cycle.	• Normal Operation
Humming or Gurgling	Drain pump is pumping water from the washer at times during a cycle.	• Normal Operation
Water sloshing	A liquid in the balance ring around the wash basket helps the basket spin smoothly.	• Normal Operation
Water being added after the washer has already begun to operate	The washer adapts to the load size and type to add more water to the cycle as needed.	• Normal Operation
	The wash load may be unbalanced. If the washer senses that the load is unbalanced, it will stop and refill to redistribute the load.	
	The washer may be diluting laundry additives to add to the wash load.	
Rattling and clanking noise	Foreign objects, such as keys, coins, or safety pins may be in tub or pump.	• Stop washer, check tub and drain filter for foreign objects. If noise continues after washer is restarted, call for service.
Thumping sound	Heavy wash loads may produce a thumping sound.	• This is normal. If sound continues, washer is probably out of balance. Stop and redistribute wash load.
	Wash load may be out of balance.	• Pause the cycle and redistribute the load after the lid (door) unlocks.
Vibrating noise	Packaging materials were not removed.	• See Unpacking and Removing Shipping Material in the Installation section.
	Wash load may be unevenly distributed in the drum.	• Pause the cycle and redistribute the load after the lid (door) unlocks.
	Not all leveling feet are resting firmly and evenly on the floor.	• See Leveling the Appliance in the Installation section.
	Floor not rigid enough.	• Make sure that the floor is solid and does not flex. See Flooring in the Installation section.
Squeaking noise	Packaging materials were not removed.	• See Unpacking and Removing Shipping Material in the Installation section.
Banging noise when washer is filling with water (Water Hammer)	Plumbing in the home moves or flexes when the water valves in the washer shut off.	• Water hammer is not caused by a defect in the washer. Install water hammer arrestors (purchased separately at hardware or home improvement store) between the fill hose and the washer for best results.
	Household water supply pressure is very high.	• Adjust household water supply regulator to a lower pressure or contact a plumber.

Operation

Problem	Possible Cause	Solutions
Water leaking	Hoses are not connected correctly.	<ul style="list-style-type: none"> • Check hoses and connectors for leaks, cracks and splits. • Check and tighten hose connections.
	House drain pipes are clogged.	<ul style="list-style-type: none"> • The washer pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair drain pipe.
	Drain hose has come out of drain connector or is not inserted far enough.	<ul style="list-style-type: none"> • Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 1-2 inches past the flange.
	A large item such as a pillow or blanket is above the top of the tub.	<ul style="list-style-type: none"> • Use the Bedding cycle for large or bulky items. Use extra care and never wash more than half a load of items that float, such as pillows. • Stop the washer and check the load. Make sure the load does not crest above the top edge of the tub.
	Oversudsing of detergent.	<ul style="list-style-type: none"> • Oversudsing may create leaks, and may be caused by the type and amount of detergent used. High-Efficiency detergent is the only detergent recommended. The normal amount of detergent to use is 1/4 to 1/2 of the maximum amount recommended by the detergent manufacturer. Always reduce the amount of detergent if the load is small or lightly soiled, or if the water is very soft. Never use more than the maximum amount recommended by the detergent manufacturer.
Water leaks every load.	Hoses are not installed correctly.	<ul style="list-style-type: none"> • Check all fill and drain hose connections to ensure that they are tight and secure.
Excessive sudsing	Too much detergent or incorrect detergent.	<ul style="list-style-type: none"> • HE detergents are formulated specifically for High-Efficiency washers and contain suds-reducing agents. Only use detergent with the High-Efficiency (HE) logo. • For detergent quantities refer to the Detergent Use section. If sudsing or detergent residue continue to be an issue, add an extra rinse.
Washer will not turn on.	Power cord is not properly plugged in.	<ul style="list-style-type: none"> • Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60 Hz outlet.
	House fuse is blown, circuit breaker has tripped, or power outage has occurred.	<ul style="list-style-type: none"> • Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.

Problem	Possible Cause	Solutions
Wash cycle time is longer than usual.	The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions.	<ul style="list-style-type: none"> This is normal. The washer adjusts cycle time automatically to provide optimal results for the selected cycle. The time remaining shown in the display is only an estimate. Actual time may vary.
Incomplete or no dispensing of detergent	Detergent compartments clogged from incorrect filling.	<ul style="list-style-type: none"> Make sure that detergent and additives are put into the correct dispenser compartments. For all detergent types, always make sure that the dispenser drawer is fully closed before the start of the cycle.
	Too much detergent used.	<ul style="list-style-type: none"> Make sure that the suggested amount of detergent is used per the manufacturer's recommendations. You may also dilute the detergent with water to the maximum fill line on the compartment to avoid clogging. Use only HE (High-Efficiency) detergent. NOTE: Always use as little detergent as possible. High-Efficiency washers need very little detergent to achieve optimum results. Using too much detergent will cause poor wash and rinse performance and may contribute to odors in washer.
	Insufficient water supply.	<ul style="list-style-type: none"> Make sure that both hot and cold water faucets are turned on all the way.
	Normal residue.	<ul style="list-style-type: none"> It is normal for a small amount of detergent to remain in the dispenser. If this residue builds up it can interfere with normal dispensing of products. Refer to the cleaning instructions.
Washer will not operate.	Control panel has powered off due to inactivity.	<ul style="list-style-type: none"> This is normal. Press the Power button to turn the washer on.
	Washer is unplugged.	<ul style="list-style-type: none"> Make sure cord is plugged securely into a working outlet.
	Water supply is turned off.	<ul style="list-style-type: none"> Turn both hot and cold faucets fully on.
	Controls are not set properly.	<ul style="list-style-type: none"> Make sure the cycle was set correctly, close the lid (door) and press the Start/Pause button.
	Lid (Door) is open.	<ul style="list-style-type: none"> The washer will not operate if the lid (door) is open. Close the lid (door) and make sure that nothing is caught under the lid (door) preventing it from closing completely.
	Circuit breaker/fuse is tripped/blown.	<ul style="list-style-type: none"> Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit. The washer will resume the cycle where it stopped once power is restored.
	Control needs to be reset.	<ul style="list-style-type: none"> Press the Power button, then re-select the desired cycle and press the Start/Pause button.
	Start/Pause was not pressed after a cycle was set.	<ul style="list-style-type: none"> Press the Power button then re-select the desired cycle and press the Start/Pause button. The washer will shut off if the Start/Pause button is not pressed within 60 minutes.
	Extremely low water pressure.	<ul style="list-style-type: none"> Check another faucet in the house to make sure that household water pressure is adequate.
Washer is too cold.	<ul style="list-style-type: none"> If the washer has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the Power button. Otherwise, the display will not come on. 	

Problem	Possible Cause	Solutions
Washer is not filling properly.	Filter clogged.	<ul style="list-style-type: none"> • Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions.
	Inlet hoses may be kinked.	<ul style="list-style-type: none"> • Check that inlet hoses are not kinked or clogged.
	Energy efficiency	<ul style="list-style-type: none"> • This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers.
	Insufficient water supply	<ul style="list-style-type: none"> • Make sure that both hot and cold water faucets are turned on all the way.
	The washer lid (door) is open.	<ul style="list-style-type: none"> • The washer will not operate if the lid (door) is open. Close the lid (door) and make sure that nothing is caught under the lid (door) preventing it from closing completely.
	Water level is too low.	<ul style="list-style-type: none"> • The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.
Water in the washer does not drain or drains slowly.	Drain hose is kinked, pinched, or clogged.	<ul style="list-style-type: none"> • Make sure the drain hose is free of clogs, kinks, etc., and is not pinched behind or under the washer.
	Drain discharge is more than 96 inches (2.4 m) above bottom of washer.	<ul style="list-style-type: none"> • Move the end of the drain hose so it's lower than 96 inches (2.4 m) above the bottom of the washer.
Bleach does not dispense	Bleach dispenser cover is not properly installed.	<ul style="list-style-type: none"> • Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle.
	Bleach dispenser is dirty or clogged.	<ul style="list-style-type: none"> • Lift out the bleach dispenser cover and clean out the reservoir. Lint and other foreign debris that collects in the inside the dispenser may prevent proper dispensing of the bleach.
Premature dispensing of bleach	Bleach dispenser filled for future load.	<ul style="list-style-type: none"> • You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load.
	Overfilling the bleach dispenser.	<ul style="list-style-type: none"> • Overfilling the bleach dispenser will cause the bleach to dispense immediately, which will damage the laundry or the washer. Always measure bleach, but never fill above the max line on the dispenser. A half cup of bleach is sufficient for most loads. Never use more than 1 cup of bleach.


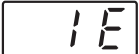

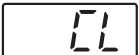

Performance



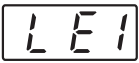


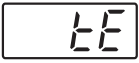


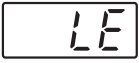

Problem	Possible Cause	Solutions
Wrinkling	Washer not unloaded promptly.	<ul style="list-style-type: none"> Always remove items from the washer as soon as the cycle is complete.
	Washer overloaded.	<ul style="list-style-type: none"> The washer can be fully loaded, but the tub should not be tightly packed with items. The lid (door) of the washer should close easily.
	Hot and cold water inlet hoses are reversed.	<ul style="list-style-type: none"> Hot water rinse can set wrinkles in garments. Check the inlet hose connections.
Staining	Bleach or softener dispensed too soon.	<ul style="list-style-type: none"> Dispenser compartment is overfilled causing bleach or softener to dispense immediately. Always measure bleach to prevent overfilling one cup maximum. Dispenser drawer closed too quickly causing softener to dispense immediately.
	Bleach or softener was added directly to the wash load in the tub.	<ul style="list-style-type: none"> Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.
	Washer was not unloaded promptly.	<ul style="list-style-type: none"> Always remove items from the washer as soon as possible after the cycle is complete.
	Clothes were not properly sorted.	<ul style="list-style-type: none"> Always wash dark colors separately from light colors and whites to prevent discoloration. Never wash heavily soiled items with lightly soiled items.
Poor stain removal	Proper options not selected.	<ul style="list-style-type: none"> Heavier soils and tougher stains may require extra cleaning power. Select the Soak or Stain Care feature to boost the cleaning power of the selected cycle.
	Previously set stains.	<ul style="list-style-type: none"> Articles that have previously been washed may have stains that have been set. These stains may be difficult to remove and may require hand washing or pre-treating to aid in stain removal.
Musty or mildewy odor in washer	Incorrect or too much detergent has been used.	<ul style="list-style-type: none"> Use only High-Efficiency (HE) detergent in accordance with the manufacturer's instructions.
	Inside of tub was not cleaned properly.	<ul style="list-style-type: none"> Run the Tub Clean cycle regularly.

Wi-Fi (For the product that contains the wireless LAN module)

Problem	Possible Cause	Solutions
Trouble connecting appliance and smartphone to Wi-Fi network	The password for the Wi-Fi network was entered incorrectly.	<ul style="list-style-type: none">• Delete your home Wi-Fi network and begin the registration process again.
	Mobile data for your smartphone is turned on.	<ul style="list-style-type: none">• Turn off the Mobile data on your smartphone before registering the appliance.
	The wireless network name (SSID) is set incorrectly.	<ul style="list-style-type: none">• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)
	The router frequency is not 2.4 GHz.	<ul style="list-style-type: none">• Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.
	The distance between the appliance and the router is too far.	<ul style="list-style-type: none">• If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.

Error Codes

Problem	Possible Cause	Solutions
	If the balance is not successful, this error will be displayed.	<ul style="list-style-type: none"> The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted.
	The load is too small.	<ul style="list-style-type: none"> Small loads may need additional items to be added to allow the washer to balance the load.
	Heavy articles are mixed with lighter items.	<ul style="list-style-type: none"> The load may have heavy items loaded with lighter items. Always try to wash articles of somewhat similar weight to allow the washer to evenly distribute the weight of the load for spinning.
	The load is out of balance.	<ul style="list-style-type: none"> Manually redistribute the load if articles have become tangled preventing the automatic rebalancing from working properly.
	Water supply faucets are not fully open.	<ul style="list-style-type: none"> Make sure that the water faucets are fully open.
	Water line hoses are kinked, pinched, or crushed.	<ul style="list-style-type: none"> Make sure that the hoses are not kinked or pinched. Be careful when moving the washer.
	Water inlet filters are clogged.	<ul style="list-style-type: none"> Clean the inlet filters. See Maintenance section.
	Water supply pressure to faucet or house is too low.	<ul style="list-style-type: none"> Check another faucet in the house to make sure that household water pressure is adequate and flow is not restricted. Disconnect the inlet hose from the washer and run a few gallons of water through the hose to flush the water supply lines. If flow is too low, contact a plumber to have the water lines repaired.
	Water supply connected with leak-limiting hoses.	<ul style="list-style-type: none"> Hoses designed to limit leaks can trip falsely and prevent the washer from filling. The use of leak limiting hoses is not recommended.
	Drain hose is kinked, pinched, or clogged.	<ul style="list-style-type: none"> Make sure the drain hose is free of clogs or kinks and is not pinched behind or under the washer.
	Drain discharge is more than 96 inches (2.4 m) above bottom of washer.	<ul style="list-style-type: none"> Move the end of the drain hose so it's lower than 96 inches (2.4 m) above the bottom of the washer.
	The Control Lock function is on to prevent anyone from changing cycles or operating the appliance.	<ul style="list-style-type: none"> Turn off Control Lock in the control panel. See Control Lock under Option Buttons.
	Special drain feature	<ul style="list-style-type: none"> If the washer is paused during a cycle for more than 4 minutes, the cycle will be cancelled and any water remaining in the tub will be drained. This is not an error code. It indicates that the drain function is operating.

Problem	Possible Cause	Solutions
	Lid (Door) is not closed properly.	<ul style="list-style-type: none"> • Close the lid (door) and press Start/Pause button. After starting a cycle, it may take a few moments before the tub begins to turn or spin. The washer will not spin unless the lid (door) is locked. • If the error persists once the lid (door) is closed and the Start/Pause button is pressed, call for service.
	Lid (Door) lock switch error.	<ul style="list-style-type: none"> • Make sure that the lid (door) is closed properly and press the Start/Pause button. The washer will not operate unless the lid (door) is locked. • Make sure that nothing is caught under the lid (door), including shipping material or clothing. • Make sure that the latch mechanism is fully retracted. • If the lid (door) is closed and the lid (door) lock error message is displayed, call for service.
	Foreign objects such as coins, pins, clips, etc., caught between the wash plate and the inner basket.	<ul style="list-style-type: none"> • Turn the washer off then on again. Press the Spin button without selecting a cycle to drain and spin the load. • When the Spin cycle is complete, empty the tub and find and remove any objects caught in the wash plate. • Always check pockets, etc., before washing to prevent error codes or damage to the washer or clothing.
	It is time to run the Tub Clean cycle.	<ul style="list-style-type: none"> • Run the Tub Clean cycle.
	The washer has detected an out of balance load.	<ul style="list-style-type: none"> • If the washer detects a load that is too far out of balance to spin, it will display this code while it is attempting to rebalance the load. The washer will add water and try to redistribute the load automatically. This display is for your information only, and no action is required. • As a result, the cycle will take longer than initially estimated.
	Control error.	<ul style="list-style-type: none"> • Unplug the washer and wait 60 seconds. Reconnect power and try again. If the error reappears, call for service.
	Water level is too high due to a faulty water valve.	<ul style="list-style-type: none"> • Close the water faucets, unplug the washer, and call for service.
	The water level sensor is not working correctly.	<ul style="list-style-type: none"> • Close the water faucets, unplug the washer, and call for service.
	A motor error has occurred.	<ul style="list-style-type: none"> • Allow the washer to stand for 30 minutes and then restart the cycle. If the LE error code persists, call for service.
	Clutch error	<ul style="list-style-type: none"> • Mechanical failure • Unplug the washer and call for service.