

## TROUBLESHOOTING

### NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while the washer is operating. They are normal.

#### CLICKING:

Lid lock relay when the lid locks and unlocks.

#### SPRAYING OR HISSING:

Water spraying or circulating during the cycle.

#### HUMMING OR GURGLING:

Drain pump is pumping water from the washer at times during a cycle.

#### WATER SLOSHING SOUND:

A liquid in the balance ring around the wash basket helps the basket spin smoothly.

#### SOUND OF WATER BEING ADDED AFTER THE WASHER HAS ALREADY BEEN IN OPERATION

- The washer adapts to the load size and type to add more water to the cycle as needed.
- 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.

### BEFORE CALLING FOR SERVICE

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

Problem	Possible Cause	Solutions
Rattling and clanking noise	Foreign objects, such as keys, coins, or safety pins may be in tub.	Stop washer, check tub for foreign objects. If noise continues after washer is restarted, call for service.
Thumping sound	Heavy wash loads may produce a thumping sound. Wash load may be out of balance.	This is normal. If sound continues, washer is probably out of balance. Stop and redistribute wash load. Pause the cycle and redistribute the load after the lid unlocks.
Vibrating noise	Packaging materials were not removed. Wash load may be unevenly distributed in the tub. Not all leveling feet are resting firmly and evenly on the floor. Floor not rigid enough.	See the Unpacking and Removing Shipping Material section in the installation requirements section. Pause the cycle and redistribute the load after the lid unlocks. See Leveling the Washer in the Installation Instructions section. Make sure that the floor is solid and does not flex. See Flooring in the Installation Requirements section.
Water leaking	Inlet hose connection is loose at faucet or washer.  House drain pipes are clogged.  Drain hose has come out of drain or is not inserted far enough.  A large item such as a pillow or blanket is above the top of the tub.	Check hoses for leaks, cracks and splits.  Check and tighten hose connections.  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.  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.  Use the BULKY/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.

**BEFORE CALLING FOR SERVICE (continued)**

Problem	Possible Cause	Solutions
Wrinkling	Washer not unloaded promptly.  Washer overloaded.  Hot and cold water inlet hoses are reversed.	Always remove items from the washer as soon as the cycle is complete.  The washer can be fully loaded, but the tub should not be tightly packed with items. The lid of the washer should close easily.  Hot water rinse can set wrinkles in garments. Check the inlet hose connections.
Excessive sudsing	Too much detergent or incorrect detergent.	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 How to Use section.
Staining	Bleach or softener dispensed too soon.  Bleach or softener was added directly to the wash load in the tub. Washer was not unloaded promptly. Clothes were not properly sorted.	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.  Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.  Always remove items from the washer as soon as possible after the cycle is complete.  Always wash dark colors separately from light colors and whites to prevent discoloration.  Never wash heavily soiled items washed with lightly soiled items.
Washer will not turn ON	Power cord is not properly plugged in. House fuse is blown, circuit breaker has tripped, or power outage has occurred.  <b>NOTE:</b> If the washer stopped during a cycle due to a loss of power, the washer will resume the cycle where it stopped when the power is restored.	Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60-Hz outlet.  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.
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.	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.
Musty or mildewy odor in washer	Incorrect or too much detergent has been used. Inside of tub was not cleaned properly.	Use only High-Efficiency (HE) detergent in accordance with the manufacturer's instructions.  Run the Tub clean cycle regularly.
Water leaks	Oversudsing of detergent.	Oversudsing may create leaks, and may be caused by the type and amount of detergent used. High-Efficiency detergent is the only detergent recommended. Make sure that detergent and any additives are put into the correct dispenser compartments. 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 your water is very soft. Never use more than the maximum amount recommended by the detergent manufacturer.

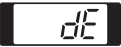
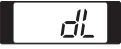
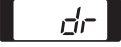
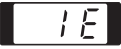
**BEFORE CALLING FOR SERVICE (continued)**

Problem	Possible Cause	Solutions
Washer will not operate	<p>Control panel has powered off due to inactivity.</p> <p>Washer is unplugged.</p> <p>Water supply is turned off.</p> <p>Controls are not set properly.</p> <p>Lid is open</p> <p>Circuit breaker/fuse is tripped/blown.</p> <p>Control needs to be reset.</p> <p>START/PAUSE was not pressed after a cycle was set.</p> <p>Extremely low water pressure.</p> <p>Washer is too cold.</p> <p>Washer is heating the water or making steam.</p>	<p>This is normal. Press the POWER button to turn the washer on.</p> <p>Make sure cord is plugged securely into a working outlet.</p> <p>Turn both hot and cold faucets fully on.</p> <p>Make sure the cycle was set correctly, close the lid and press the START/PAUSE button.</p> <p>The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.</p> <p>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.</p> <p>Press the POWER button, then re-select the desired cycle and press the START/PAUSE button.</p> <p>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.</p> <p>Check another faucet in the house to make sure that household water pressure is adequate.</p> <p>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.</p> <p>The washer tub may stop operating temporarily during certain cycles, while water is safely heated to a set temperature.</p>
Washer not filling properly	<p>Filter clogged.</p> <p>Inlet hoses may be kinked.</p> <p>Energy efficiency.</p> <p>Insufficient water supply.</p> <p>The washer lid is open.</p> <p>Hot and cold inlet hoses are reversed.</p> <p>Water level is too low.</p>	<p>Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions.</p> <p>Check that inlet hoses are not kinked or clogged.</p> <p>This is a High Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers.</p> <p>Make sure that both hot and cold water faucets are turned on all the way.</p> <p>The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.</p> <p>Check inlet hose connections. Make sure the hot water supply is connected to the hot inlet valve, and the cold water supply is connected to the cold inlet valve.</p> <p>This is a high efficiency washer. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.</p>

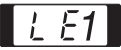
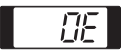
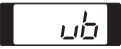
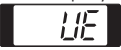
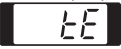
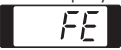
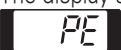
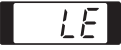

**BEFORE CALLING FOR SERVICE (continued)**

Problem	Possible Cause	Solutions
Washer will not drain water	Kinked drain hose. Drain located higher than 96 in. above the floor.	Ensure that the drain hose is not kinked. Make sure that the drain hose is no higher than 8 ft. above the bottom of the washer and is no more than 5 ft. away from the washer.
Poor stain removal	Proper options not selected.  Previously set stains.	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. 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.
Bleach does not dispense	Bleach dispenser cover is not properly installed.  Bleach dispenser is dirty or clogged.	Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle. 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. Overfilling the bleach dispenser.	You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load. Overfilling the bleach dispenser will cause the bleach to dispense immediately, which will damage items in the tub. ALWAYS measure bleach, but never fill above the MAX line on the dispenser. One cup of bleach is normal, but never add more than one cup.
Incomplete or no dispensing of detergent	Detergent compartments clogged from incorrect filling.  Too much detergent used.  Insufficient water supply.  Normal residue.	Make sure that detergent and additives are put into the correct dispenser compartments. If liquid detergent is used, make sure that the liquid detergent cup and insert are in the detergent compartment. If powdered detergent is used, make sure that the liquid detergent cup and insert are not used. For all detergent types, always make sure that the dispenser drawer is fully closed before the start of the cycle. 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. <b>NOTE:</b> 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. Make sure that both hot and cold water faucets are turned on all the way. 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.
Water leaks every load	Hoses not installed correctly.	Check all fill and drain hose connections to ensure that they are tight and secure.

## ERROR CODES

Problem	Possible Cause	Solutions
The display shows: 	The lid is not closed properly.	Make sure that the lid is closed properly and press the 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 is locked.  If the lid is closed and the lid lock error message is displayed, call for service.
The display shows: 	Lid lock switch error.	Make sure that the lid is closed properly and press the START/PAUSE button. The washer will not operate unless the lid is locked.  Make sure that nothing is caught under the lid, including shipping material or clothing.  Make sure that the latch mechanism is fully retracted.  If the lid is closed and the lid lock error message is displayed, call for service.
The display shows: 	Special Drain Feature.	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 code is not an error code, but is the function display for notification only.
Washer fills with water slowly or not at all, or the display shows: 	Water supply faucets are not fully open.  Water line hoses are kinked, pinched, or crushed.  Water inlet filters are clogged.  Water supply pressure to faucet or house is too low.  Water supply connected with leak-limiting hoses.	Make sure that the water faucets are fully open.  Make sure that the hoses are not kinked or pinched. Be careful when moving the washer during cleaning and maintenance.  Clean the inlet filters. See Maintenance in the Care and Cleaning section.  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.  Hoses designed to limit leaks can trip falsely and prevent the washer from filling. The use of leak limiting hoses is not recommended.
Washer will not turn on	Power cord is not properly plugged in.  House fuse is blown, circuit breaker has tripped, or power outage has occurred.	Make sure that the plug is plugged seruely into a grounderd, 3-prong, 120-VAC, 60-Hz. outlet.  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.

## ERROR CODES (continued)

Problem	Possible Cause	Solutions
The display shows: 	Foreign objects, such as coins, pins, clips, etc., caught between the wash plate and the inner basket.	Turn off the washer and then press the Power button. Press the spin speed button without selecting a cycle to drain and spin the load. When the spin is complete, remove the clothes and then 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.
Water in the washer drains slowly or not at all, or the display shows: 	Drain hose is kinked, pinched, or clogged  Drain discharge is more than 96 inches above bottom of washer.	Make sure the drain hose is free of clogs, kinks, etc., and is not pinched behind or under the washer.  Adjust or repair drain. Maximum drain height is 96 inches (8 ft.)
The display shows: 	The washer has detected an out of balance load.	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. As a result, the cycle will take longer than initially estimated. This display is for your information only, and no action is required.
The display shows: 	If the UE rebalancing operation (see above) is not successful, this error will be displayed.  The load is too small.  Heavy articles are mixed with lighter items.  The load is out of balance.	The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted. Small loads may need additional items to be added to allow the washer to balance the loads. 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. Manually redistribute the load if articles have become tangled preventing the automatic distribution from working properly.
The display shows: 	Control error.	Unplug the washer and wait 60 seconds. Reconnect power and try again. If the error reappears, call for service.
The display shows : 	Water level is too high due to a faulty water valve.	Close the water faucets, unplug the washer, and call for service.
The display shows: 	The water level sensor is not working correctly.	Close the water faucets, unplug the washer, and call for service.
The display shows: 	A motor error has occurred.	Allow the washer to stand for 30 minutes and then restart the cycle. If the LE error code persists, call for service.
The display shows: 	Clutch error.	Mechanical failure. Unplug the washer and call for service.