

# TROUBLESHOOTING

## FAQs: Frequently Asked Questions

**Q: Why does my washer make loud banging noises while it is filling with water?**

A: This is actually a problem with the plumbing in your home. When the water valve in the washer shuts off, it can cause pipes in your home to move, resulting in a loud banging noise. This effect, called water hammer, can be reduced by installing an item called a water hammer arrestor. Add-on arrestors can be purchased through your local hardware or home improvement store.

**Q: Why is there so little water in my washer? How can it clean the clothes?**

A: HE (High-Efficiency) washers are designed to properly wash your laundry while using a minimum amount of water and energy. Because the water volume is low, the small amount of detergent used is more concentrated in the water, resulting in excellent cleaning performance.

**Q: When I press a button, why does my washer beep and then nothing happens?**

A:

- The Control Lock feature is turned on. To turn off Control Lock, turn the washer on, then press and hold the button that has "Control Lock" on or under it for three seconds.
- Power or Signal is off.

**Q: Where should I pour my OxiClean™ or other powdered laundry products when doing my laundry?**

A: If you are using powdered laundry detergent, load it in the main detergent dispenser after removing the liquid detergent insert. Powdered laundry agents such as OxiClean™ or powdered color safe bleach should be put directly into the tub. These products can be put in the empty tub before loading or on top of the laundry after loading the machine.

## 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
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 drum or pump.	• Stop washer, check drum 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.
Vibrating noise	Packaging materials were not removed.	• See the Unpacking and Removing Shipping Bolts information in the Installation section.
	Wash load may be unevenly distributed in the drum.	• Pause the cycle and redistribute the load.
	Not all leveling feet are resting firmly and evenly on the floor.	• See Leveling the Washer in the Installation section.
	Floor not rigid enough.	• Make sure that the floor is solid and does not flex. See the Flooring in the Installation section.
Squeaking noise	Packaging materials were not removed.	• See the Unpacking and Removing Shipping Bolts information 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
<b>Water leaking</b>	<b>Inlet hose connection is loose at faucet or washer.</b>	<ul style="list-style-type: none"> <li>• Check hoses for leaks, cracks and splits.</li> <li>• Check and tighten hose connections.</li> </ul>
	<b>House drain pipes are clogged.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<b>Drain hose has come out of drain or is not inserted far enough.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<b>A large item such as a pillow or blanket is above the top of the drum.</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Stop the washer and check the load. Make sure the load does not crest above the top edge of the drum.</li> </ul>
	<b>Oversudsing of detergent.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Water leaks every load</b>	<b>Hoses not installed correctly.</b>	<ul style="list-style-type: none"> <li>• See Connecting the Water Lines to reinstall hoses. Replace damaged hoses.</li> </ul>
<b>Washer will not drain water</b>	<b>Kinked drain hose.</b>	<ul style="list-style-type: none"> <li>• Ensure that the drain hose is not kinked.</li> </ul>
	<b>Drain located improperly.</b>	<ul style="list-style-type: none"> <li>• Make sure that the drain hose is no more than 5 ft. (1.5 m) away from the washer.</li> </ul>
<b>Excessive sudsing</b>	<b>Too much detergent or incorrect detergent.</b>	<ul style="list-style-type: none"> <li>• HE detergents are formulated specifically for High-Efficiency washers and contain suds-reducing agents. Only use detergent with the High-Efficiency (HE) logo.</li> </ul>
<b>Washer will not turn on</b>	<b>Power cord is not properly plugged in.</b>	<ul style="list-style-type: none"> <li>• Make sure that the plug is plugged securely into a grounded, 3-prong, 120 VAC, 60 Hz outlet.</li> </ul>
	<b>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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"> <li>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.</li> </ul>
Bleach does not dispense	Bleach dispenser cover is not properly installed.	<ul style="list-style-type: none"> <li>Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle.</li> </ul>
	Bleach dispenser is dirty or clogged.	<ul style="list-style-type: none"> <li>Lift out the bleach dispenser cover and clean out the reservoir. Lint and other foreign debris that collects inside the dispenser may prevent proper dispensing of the bleach.</li> </ul>
Premature dispensing of bleach	Bleach dispenser filled for future load.	<ul style="list-style-type: none"> <li>You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load.</li> </ul>
Incomplete or no dispensing of detergent	Detergent compartments clogged from incorrect filling.	<ul style="list-style-type: none"> <li>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.</li> </ul>
	Too much detergent used.	<ul style="list-style-type: none"> <li>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.</li> <li><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.</li> </ul>
	Insufficient water supply.	<ul style="list-style-type: none"> <li>Make sure that both hot and cold water faucets are turned on all the way.</li> </ul>
	Normal residue.	<ul style="list-style-type: none"> <li>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.</li> </ul>
Washer will not operate	Control panel has powered off due to inactivity.	<ul style="list-style-type: none"> <li>This is normal. Press the <b>Power</b> button to turn the washer on.</li> </ul>
	Washer is unplugged.	<ul style="list-style-type: none"> <li>Make sure cord is plugged securely into a working outlet.</li> </ul>
	Water supply is turned off.	<ul style="list-style-type: none"> <li>Turn both hot and cold faucets fully on.</li> </ul>
	Controls are not set properly.	<ul style="list-style-type: none"> <li>Make sure the cycle was set correctly, close the lid and press the <b>Start/Pause</b> button.</li> </ul>

Problem	Possible Cause	Solutions
<b>Washer will not operate</b>	<b>Lid is open.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<b>Circuit breaker/fuse is tripped/blown.</b>	<ul style="list-style-type: none"> <li>• Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit.</li> </ul>
	<b>Control needs to be reset.</b>	<ul style="list-style-type: none"> <li>• Press the <b>Power</b> button, then re-select the desired cycle and press the <b>Start/Pause</b> button.</li> </ul>
	<b>Start/Pause was not pressed after a cycle was set.</b>	<ul style="list-style-type: none"> <li>• Press the <b>Power</b> button then re-select the desired cycle and press the <b>Start/Pause</b> button. The washer will shut off if the <b>Start/Pause</b> button is not pressed within 60 minutes.</li> </ul>
	<b>Extremely low water pressure.</b>	<ul style="list-style-type: none"> <li>• Check another faucet in the house to make sure that household water pressure is adequate.</li> </ul>
	<b>Washer is too cold.</b>	<ul style="list-style-type: none"> <li>• If the washer has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the <b>Power</b> button.</li> <li>• Otherwise, the display will not come on.</li> </ul>
<b>Washer not filling properly</b>	<b>Filter clogged.</b>	<ul style="list-style-type: none"> <li>• Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions.</li> </ul>
	<b>Inlet hoses may be kinked.</b>	<ul style="list-style-type: none"> <li>• Check that inlet hoses are not kinked or clogged.</li> </ul>
	<b>Energy efficiency.</b>	<ul style="list-style-type: none"> <li>• This is an High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers.</li> </ul>
	<b>Insufficient water supply.</b>	<ul style="list-style-type: none"> <li>• Make sure that both hot and cold water faucets are turned on all the way.</li> </ul>
	<b>The washer lid is open.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Water level is too low/ No water is visible in the drum</b>	<b>Energy efficiency</b>	<ul style="list-style-type: none"> <li>• This is an High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than on your previous washer. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.</li> </ul>

## Performance





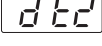
Problem	Possible Cause	Solutions
Wrinkling	Washer not unloaded promptly.	<ul style="list-style-type: none"> <li>Always remove items from the washer as soon as the cycle is complete.</li> </ul>
	Washer overloaded.	<ul style="list-style-type: none"> <li>The washer can be fully loaded, but the drum should not be tightly packed with items. The lid of the washer should close easily.</li> </ul>
	Hot and cold water inlet hoses are reversed.	<ul style="list-style-type: none"> <li>Hot water rinse can set wrinkles in garments. Check the inlet hose connections.</li> </ul>
Staining	Bleach or softener dispensed too soon.	<ul style="list-style-type: none"> <li>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.</li> </ul>
	Bleach or softener was added directly to the wash load in the drum.	<ul style="list-style-type: none"> <li>Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.</li> </ul>
	Washer was not unloaded promptly.	<ul style="list-style-type: none"> <li>Always remove items from the washer as soon as possible after the cycle is complete.</li> </ul>
	Clothes were not properly sorted.	<ul style="list-style-type: none"> <li>Always wash dark colors separately from light colors and whites to prevent discoloration. Never wash heavily soiled items with lightly soiled items.</li> </ul>
Poor stain removal	Proper options not selected.	<ul style="list-style-type: none"> <li>Heavier soils and tougher stains may require extra cleaning power. Select the Heavy feature to boost the cleaning power of the selected cycle.</li> </ul>
	Previously set stains.	<ul style="list-style-type: none"> <li>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.</li> </ul>
Odor	Some odor is caused by the rubber attached to the washing machine.	<ul style="list-style-type: none"> <li>This odor is normal for new rubber and will disappear after the machine has been run a few times.</li> </ul>
	If the rubber door gasket and door seal area are not cleaned regularly, odors can occur from mold or foreign substances.	<ul style="list-style-type: none"> <li>Be sure to clean the gasket and door seal regularly and check under the door seal for small items when unloading the washer.</li> </ul>
	Odors can occur if foreign substances are left in the drainage pump filter.	<ul style="list-style-type: none"> <li>Be sure to clean the drainage pump filter regularly.</li> </ul>

Problem	Possible Cause	Solutions
Odor	Odors can occur if the drainage hose is not properly installed, causing siphoning (water flowing back inside the washing machine).	<ul style="list-style-type: none"> <li>When installing the drainage hose, be sure that it doesn't become kinked or blocked.</li> </ul>
	Using the dry function, odors can occur from lint and other laundry matter sticking to the heater. (Dryer model only)	<ul style="list-style-type: none"> <li>This is not a malfunction.</li> </ul>
	A particular odor can occur from drying wet clothes with hot air. (Dryer model only)	<ul style="list-style-type: none"> <li>The odor will disappear after a short while.</li> </ul>


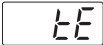
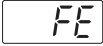

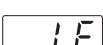


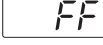

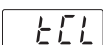
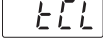
## Wi-Fi

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"> <li>Delete your home Wi-Fi network and begin the registration process again.</li> </ul>
	Mobile data for your smartphone is turned on.	<ul style="list-style-type: none"> <li>Turn off the <b>Mobile data</b> on your smartphone before registering the appliance.</li> </ul>
	The wireless network name (SSID) is set incorrectly.	<ul style="list-style-type: none"> <li>The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	The router frequency is not 2.4 GHz.	<ul style="list-style-type: none"> <li>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.</li> </ul>
	The distance between the appliance and the router is too far.	<ul style="list-style-type: none"> <li>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.</li> </ul>

## Error Codes

Problem	Possible Cause	Solutions
<b>Washer fills with water slowly or not at all, or</b> 	<b>Water supply faucets are not fully open.</b>	<ul style="list-style-type: none"> <li>• Make sure that the water faucets are fully open.</li> </ul>
	<b>Water line hoses are kinked, pinched, or crushed.</b>	<ul style="list-style-type: none"> <li>• Make sure that the hoses are not kinked or pinched. Be careful when moving the washer during cleaning and maintenance.</li> </ul>
	<b>Water inlet filters are clogged.</b>	<ul style="list-style-type: none"> <li>• Clean the inlet filters. See the Maintenance section.</li> </ul>
	<b>Water supply pressure to faucet or house is too low.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<b>Water supply connected with leaklimiting hoses.</b>	<ul style="list-style-type: none"> <li>• Hoses designed to limit leaks can trip falsely and prevent the washer from filling. The use of leaklimiting hoses is not recommended.</li> </ul>
	<b>If the balance is not successful, this error will be displayed.</b>	<ul style="list-style-type: none"> <li>• The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted.</li> </ul>
	<b>The load is too small.</b>	<ul style="list-style-type: none"> <li>• Small loads may need additional items to be added to allow the washer to balance the loads.</li> </ul>
	<b>Heavy articles are mixed with lighter items.</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<b>The load is out of balance.</b>	<ul style="list-style-type: none"> <li>• Manually redistribute the load if articles have become tangled, preventing the automatic distribution from working properly.</li> </ul>
<b>The tub does not rotate or</b>   	<b>The door is not secured.</b>	<ul style="list-style-type: none"> <li>• Close and secure the door. If the message keeps appearing, unplug the power cord and call for service.</li> </ul>



Problem	Possible Cause	Solutions
<p>Water in the washer drains slowly or not at all and</p> 	<p>Drain hose is kinked, pinched, or clogged</p>	<ul style="list-style-type: none"> <li>• Make sure the drain hose is free of clogs or kinks, and is not pinched behind or under the washer.</li> </ul>
	<p>Drain discharge is more than 96 inches (2.4 m) above bottom of washer.</p>	<ul style="list-style-type: none"> <li>• The end of the drain hose should be no more than 96 inches (2.4 m) above the bottom of the washer.</li> </ul>
	<p>Control error.</p>	<ul style="list-style-type: none"> <li>• Unplug the washer and wait 60 seconds. Reconnect power and try again. If the error reappears, call for service.</li> </ul>
	<p>Water level is too high due to a faulty water valve.</p>	<ul style="list-style-type: none"> <li>• Close the water faucets, unplug the washer, and call for service.</li> </ul>
	<p>The water level sensor is not working correctly.</p>	<ul style="list-style-type: none"> <li>• Close the water faucets, unplug the washer, and call for service.</li> </ul>
	<p>A motor error has occurred.</p>	<ul style="list-style-type: none"> <li>• Allow the washer to stand for 30 minutes and then restart the cycle. If the LE error code persists, call for service.</li> </ul>
	<p>If the washing machine detects too many suds, it displays this error code and adds a Suds Reducing cycle. This adds about 2 hours to the cycle time. If too many suds are detected during spinning, the washing machine stops to help prevent leaking.</p>	<ul style="list-style-type: none"> <li>• Do not add more than the manufacturer's recommended amount of detergent.</li> </ul>
	<p>The water level too low or high compared to the size of the load.</p>	<ul style="list-style-type: none"> <li>• The water level sensor is not working correctly. Unplug the power cord and call for service.</li> </ul>
	<p>Inlet hose, drain hose or drain pump frozen.</p>	<ul style="list-style-type: none"> <li>• See the Care in Cold Climates section for instructions.</li> </ul>
	<p>Control Lock is activated.</p>	<ul style="list-style-type: none"> <li>• This is not an error code. This code indicates that the Control Lock is activated. Press and hold <b>Control Lock</b> for 3 seconds.</li> </ul>
	<p>Tub Clean is activated or the washer drum needs cleaning.</p>	<ul style="list-style-type: none"> <li>• This is not an error code. This code indicates that the Tub Clean is activated or needed. Use the Tub Clean cycle to clean the washer drum.</li> </ul>