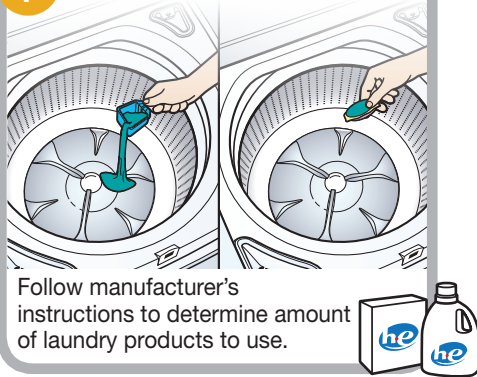


# Quick Start Guide

## Using Your High-Efficiency Low-Water Washer

### 1 ADD HE DETERGENT

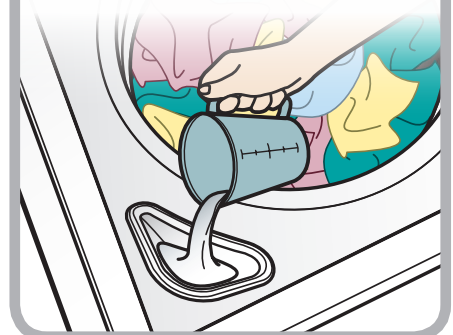


### 2 LOAD THE WASHER



### 3 ADD BLEACH

If desired.



### 4 ADD FABRIC SOFTENER

If desired.

#### Without Dispenser



Add fabric softener during the final rinse. Press START/PAUSE to pause the washer. Lift lid and add measured recommended amount of liquid fabric softener. Close lid and press START/PAUSE button again to start the washer.

### 5 SELECT CYCLE

Cycles vary by model.



### 6 SELECT WASH TEMP



### 7 CYCLE OPTIONS

Options vary by model.



### 8 PRESS START

Press and release to start.



**NOTE:** If you hold Start for more than 3 seconds, it will cancel your cycle and drain the washer.

### 9 ADD A GARMENT



During Fill/Sensing, open the lid, add a garment, close the lid, and press START.

**NOTE:** Washer will not fill with lid open.

**IMPORTANT:** If lid is left open for more than 10 minutes, the wash cycle will cancel and the water will pump out.

### 10 CANCELING WASH CYCLE



Hold START for more than 3 seconds to cancel your cycle and drain the washer.

**NOTE:** See "Cycle Guide" in the Use and Care Guide for more information about cycles, settings, and options.

Not all cycles, settings, and options are available with all models. Read your Use and Care Guide before using your washer.

W10783949A

W10783950A-SP

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# Top-Loading High Efficiency Low-Water Washer Use and Care Guide

Para una versión de estas instrucciones en español, visite [whirlpool.com](http://whirlpool.com)

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Designed to use only HE High Efficiency detergents.  
Conçue pour l'utilisation d'un détergent haute efficacité seulement.

# Washer Safety

## Your safety and the safety of others are very important.

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



This is the safety alert symbol.

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

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

**! DANGER**

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

**! WARNING**

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

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

## IMPORTANT SAFETY INSTRUCTIONS

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

- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable, or explosive substances as they give off vapors that could ignite or explode.
- Do not add gasoline, dry-cleaning solvents, or other flammable, or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for such a period, before using the 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 or lid.
- Do not reach into the washer if the drum, tub or agitator is moving.
- Do not install or store the washer where it will be exposed to the weather.
- Do not tamper with controls.
- Do not repair or replace any part of the washer or attempt any servicing unless specifically recommended in this manual or in published user-repair instructions that you understand and have the skills to carry out.
- See "Electrical Requirements" located in the installation instructions for grounding instructions.

### SAVE THESE INSTRUCTIONS

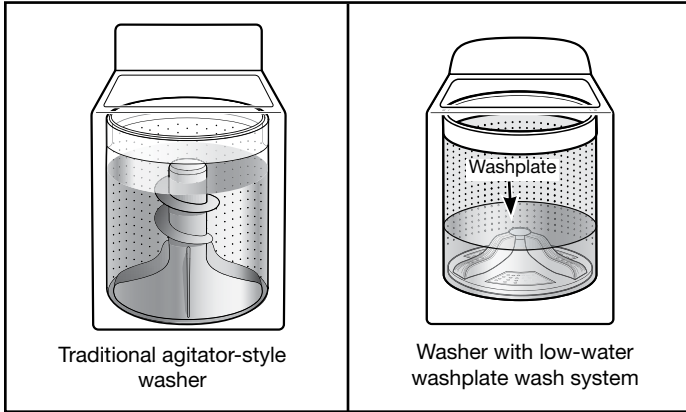
State of California Proposition 65 Warnings:

**WARNING:** This product contains one or more chemicals known to the State of California to cause cancer.

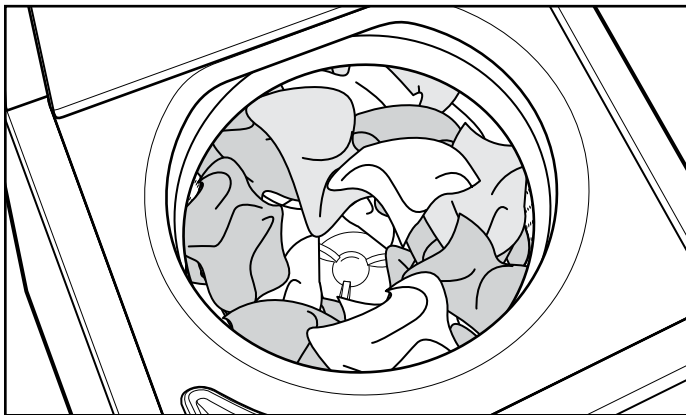
**WARNING:** This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

# What's New Under the Lid?

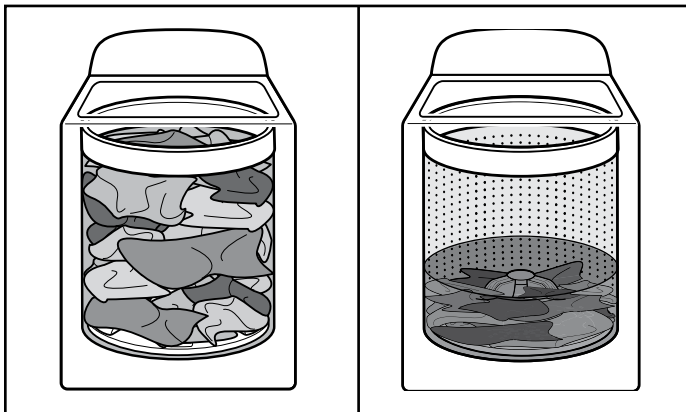
## Cleaning with Less Water



The most striking difference in your new washer is the low-water washplate wash system. The washer automatically adjusts the water level to the load size. No water-level selector is needed.



For best performance, evenly load items in loose heaps around the washplate.



As the washer dampens and moves the load, the level of the items will settle in the basket. This is normal, and does not indicate that more items should be added.

**IMPORTANT:** You will not see a washer basket full of water as with your past agitator-style washer. It is normal for some of the load to be above the water line.

## Automatic Load Size Sensing

Once you start the cycle, the washer will fill to the water level. When the washer is done filling, it will start to agitate after it determines the correct level for the load. The washer will then fill to the appropriate water level based on the load size.

This low-water wash method uses less water and energy compared to a traditional agitator-style washer.

## Choosing the Right Detergent

Use only High Efficiency detergents. The package will be marked "HE" or "High Efficiency." Low-water washing creates excessive sudsing with a regular non-HE detergent. Using regular detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance. Follow the manufacturer's instructions to determine the amount of detergent to use and do not go over the Max line. See "Using Laundry Product Dispensers" for more information.



Use only High Efficiency (HE) detergent.

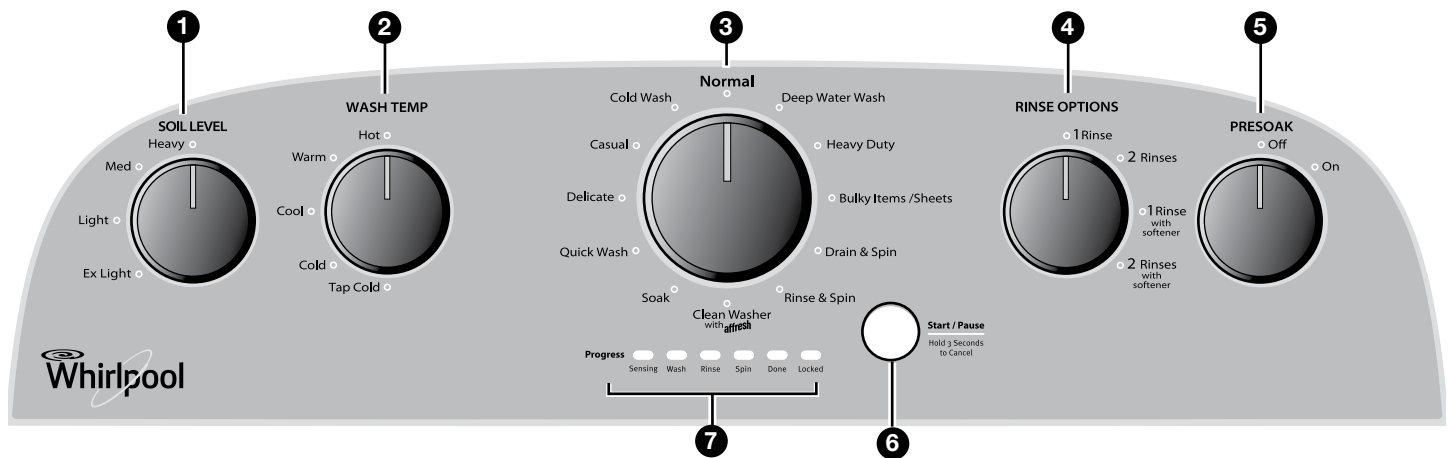
## Concentrated Cleaning

Low-water cleaning means concentrated cleaning. Rather than diluting detergent as done in an agitator-style washer, this washer delivers the detergent directly to the soils. This low water wash also allows the clothing to move in a more effective way to remove soils.

## Normal Sounds You Can Expect

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

# Control Panel and Features



## 1 SOIL LEVEL

Select the setting most suitable for your load. For heavily soiled and sturdy fabrics, select Heavy Soil Level for more wash time. For lightly soiled and delicate fabrics, select Light Soil Level for less wash time. A lighter soil-level setting will help reduce tangling and wrinkling.

## 2 WASH TEMP

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

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

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

## 3 WASH CYCLE KNOB

Use the Wash Cycle knob to select cycles on your washer. See “Cycle Guide” for detailed descriptions of cycles.

## 4 RINSE OPTIONS

The following options may be added to most cycles. See “Cycle Guide” for additional details.

### 1 RINSE

This option is used to limit a cycle to one rinse.

### 2 RINSES

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

### 1 RINSE with SOFTENER

This option must be selected if using fabric softener during a cycle. It ensures that the water levels are correct for optimal fabric softener distribution.

### 2 RINSES with SOFTENER

This option turns on both the fabric softener and the 2 Rinses option.

## 5 PRESOAK

Use this option to add an extra soak period to any cycle to help loosen tough stains. The washer will fill and then alternate between a soak and a gentle agitation before beginning the selected cycle.

## 6 START/PAUSE BUTTON

Press to start the selected cycle; press again to pause the cycle and unlock the lid.

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

## 7 PROGRESS INDICATOR LIGHTS



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

### SENSING

When the START/Pause button is pressed, the washer will fill to an initial water level and begin sensing to determine the load size. The washer will then continue filling to the appropriate water level based on load size and proceed to Wash.

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

### WASH

During the first stage of the sensing/wash cycle, water will partially fill the washer and begin to move the load. It is normal to have the sensing light on during this stage. You will hear the agitator rotate followed by a several second pause. This process will repeat for several minutes, allowing the entire load to become saturated. The lower water level combined with HE detergent at this stage allows for concentrated cleaning. It is normal for the load to be above the water line during this stage. At the beginning of the second stage, the washer will add water to the correct level based on the load size. You will hear the agitator increase speed during this stage of the wash cycle. The motor sounds may change at different stages in the wash cycle.

### RINSE

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

### SPIN

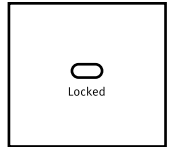
The washer spins the load at increasing speeds for proper water removal, based on the selected cycle and spin speed.

### DONE

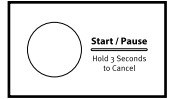
Once the cycle is complete, this light will come on. For best results, promptly remove the load.

### LOCKED

The Lock feature allows for higher spin speeds. When lit, the lid is locked and cannot be opened without pausing the cycle. When the light is off, the lid can be opened.



To open the lid after it has been locked, press START/Pause. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Press START/Pause while the lid is closed to resume the cycle.



# Cycle Guide

For best fabric care, choose the cycle that best fits the load being washed.

Recommended settings for best performance are shown in Bold.

Not all cycles and options are available on each cycle. Not all settings and options are available on each cycle.

Items to wash:	Cycle:	Wash Temp*:	Spin Speed**:	Cycle Details:
Large items such as sheets, sleeping bags, small comforters, jackets, small washable rugs	Bulky Items/ Sheets	Hot <b>Warm</b> Cool Cold Tap Cold	Low	Use this cycle to wash large items such as jackets and small comforters. The washer will fill with enough water to wet down the load before the wash portion of the cycle begins, and uses a higher water level than other cycles.
Sturdy fabrics, colorfast items, towels, jeans	Heavy Duty	Hot Warm Cool Cold Tap Cold	High	Provides maximum wash time and action for tough stains and soils. Use this cycle for heavily soiled or sturdy items. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabric types.
Casual and mixed loads, jeans, towels, sturdy fabrics	Deep Water Wash	Hot <b>Warm</b> Cool Cold Tap Cold	High	Provides additional water and alternating wash action for heavily soiled mixed loads. Water-level sensing process may take longer for some items than for others because they will absorb more water than other fabric types.
Cottons, linens, and mixed-item loads	Normal	Hot <b>Warm</b> Cool Cold Tap Cold	High	Use this cycle for normally soiled cottons and mixed-fabric loads.
Bright or darkly colored cottons, linens, casual and mixed loads	Cold Wash	<b>Cold</b>	High	Cold water with an additional wash action gently lifts stains while caring for fabrics. Settings may be adjusted as desired but must use only cold water settings.
No-iron fabrics, cottons, perm. press, synthetics	Casual	Hot <b>Warm</b> Cool Cold Tap Cold	Low	Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press, and blends.
Machine-wash silks, hand-wash fabrics	Delicate	Hot Warm Cool <b>Cold</b> Tap Cold	Low	Use this cycle to wash lightly soiled items indicating "Machine Washable Silks" or "Gentle" cycle on the care label. Place small items in mesh garment bags before washing. This cycle uses a higher, preset water level.
Small loads, cottons, polyester, perm. press	Quick Wash	Hot <b>Warm</b> Cool Cold Tap Cold	High	Use this cycle to wash small, lightly soiled loads of 2-3 items that are needed in a hurry.
Heavily soiled fabrics	Soak	Hot Warm Cool Cold Tap Cold	No Spin	Use this cycle to soak small spots of set in stains on fabrics. The washer will use intermittent agitation and soaking. After time has expired, water will drain, but the washer will not spin. Cycle is complete.
Hand-washed items or dripping-wet items	Drain & Spin	N/A	High	This cycle uses a spin to shorten drying times for heavy fabrics or special-care items washed by hand. Use this cycle to drain washer after canceling a cycle or completing a cycle after a power failure.
Swimsuits and items requiring rinsing without detergent	Rinse & Spin	Cold rinse only	High	Combines a rinse and high-speed spin for loads requiring an additional rinse cycle. Use this cycle to complete a load after power interruption or for loads that require rinsing only.
No clothes in washer	Clean Washer with affresh®	Hot Warm Cool Cold Tap Cold	Low	Use this cycle every 30 washes to keep the inside of your washer fresh and clean. This cycle uses a higher water level. Use with affresh® Washer Cleaner tablet or liquid chlorine bleach to thoroughly clean the inside of your washer. This cycle should not be interrupted. See "Washer Care." <b>IMPORTANT:</b> Do not place garments or other items in the washer during the Clean Washer with affresh® cycle. Use this cycle with an empty wash tub.

\*All rinses are cold.

\*\*Spin speed is integrated into the cycle and can not be selected.



# Using Your Washer

## ⚠️ WARNING



### Fire Hazard

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

No washer can completely remove oil.

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

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

## ⚠️ WARNING



### Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

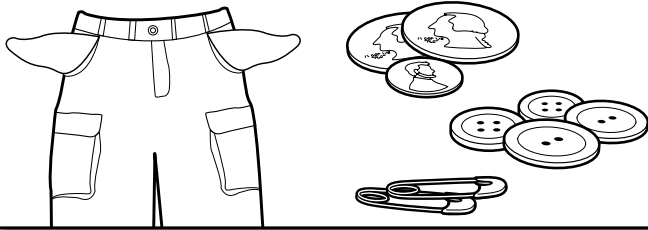
Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

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

## 1. Sort and prepare your laundry



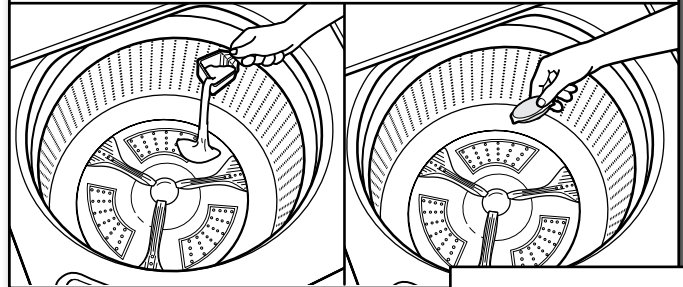
- Empty pockets. Loose change, buttons, or any small object can pass under the washplate and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.
- Separate delicate items from sturdy fabrics.
- Do not dry items if stains remain after washing, because heat can set stains into fabric.
- Treat stains promptly.
- Close zippers, fasten hooks, tie strings and sashes, and remove non-washable trim and ornaments.
- Mend rips and tears to avoid further damage to items during washing.

### Helpful Tips:

- When washing water-proof or water-resistant items, load evenly. See "Cycle Guide" for tips and more information on using the Bulky Items cycle.
- Use mesh item bags to help avoid tangling when washing delicate or small items.
- Turn knits inside out to avoid pilling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.

Always read and follow fabric care label instructions to avoid damage to your items.

## 2. Add laundry products

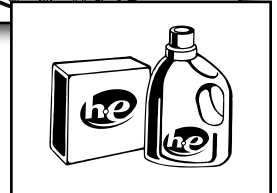


Add a measured amount of HE detergent or single-dose laundry packet into the basket.

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

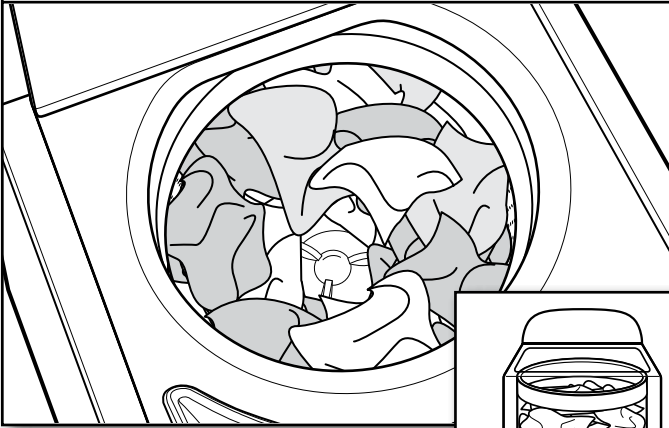
**IMPORTANT:** Use only High Efficiency detergents. The package will be marked "HE" or "High Efficiency." Low-water washing creates excessive sudsing with a regular non-HE detergent. Using regular detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance.

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





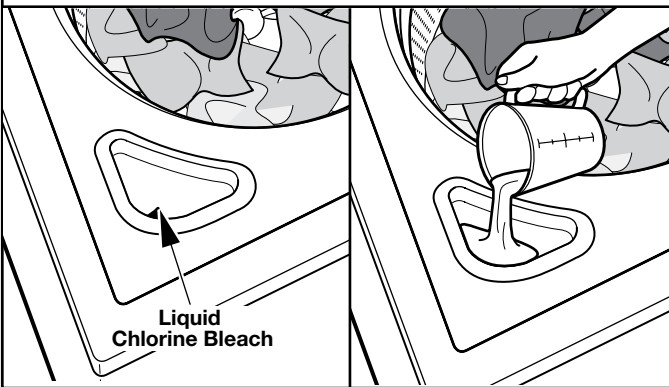
### 3. Load laundry into washer



For best performance, load items in loose heaps evenly around the washplate. Try mixing different sized items to reduce tangling.

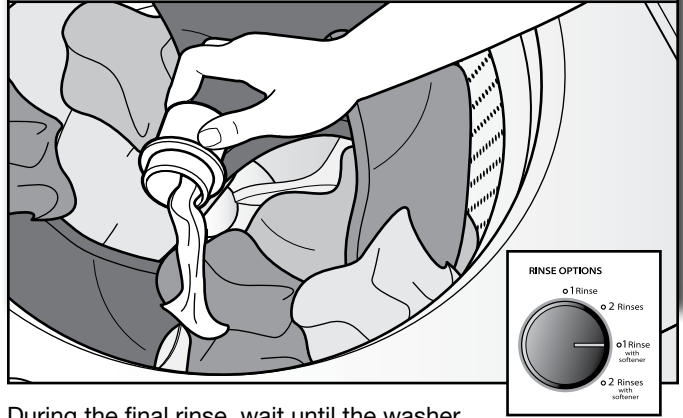
**IMPORTANT:** Items need to move freely for best cleaning and to reduce wrinkling and tangling.

### 4. Add liquid chlorine bleach to dispenser, if desired



Do not overfill, dilute, or use more than 1 cup (250 mL). Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

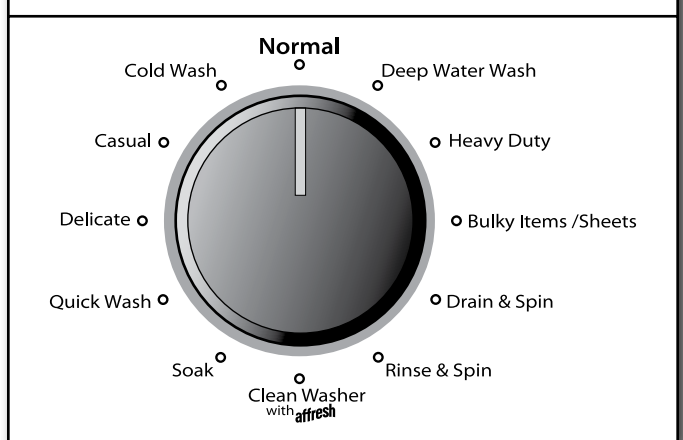
### 5. Add fabric softener, if desired



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

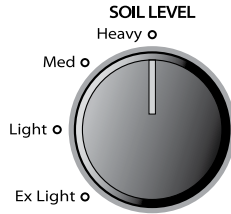
**IMPORTANT:** Rinse option must be selected to 1 Rinse with Softener or 2 Rinses with Softener to ensure proper distribution at correct time in cycle. Do not overfill or dilute.

### 6. Select cycle



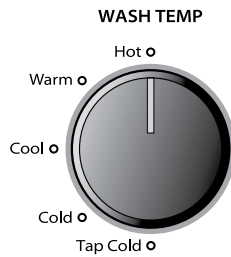
Turn cycle knob to choose your wash cycle.

## 7. Select SOIL LEVEL



Once you select a cycle, select the soil level by turning the Soil Level knob to the desired setting.

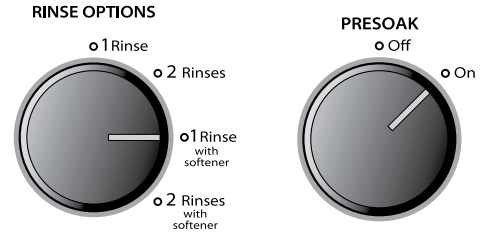
## 8. Select WASH TEMP



Once you select a cycle, select the wash temperature by turning the Wash Temp knob to the desired setting.

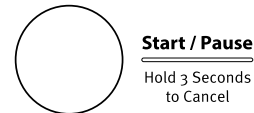
Always read and follow fabric care label instructions to avoid damage to your items.

## 9. Select cycle options, if desired



If you would like to add an extra rinse, fabric softener, or extra soak period to any cycle, turn the knob to desired setting.

## 10. Press START/Pause to begin wash cycle



Press the START/Pause button to start the wash cycle. When the cycle has finished, the Done indicator will light. Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and prevent rusting of metal hooks, zippers, and snaps.

### Unlocking the lid to add items

If you need to open the lid to add 1 or 2 missed garments: Press START/Pause. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Add garments, close lid, and press START/Pause again to restart the cycle.

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

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

# Washer Maintenance

## WATER INLET HOSES

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

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

**NOTE:** This washer does not include inlet hoses. See the Installation Instructions for more information.

## WASHER CARE

### Recommendations to Help Keep Your Washer Clean and Performing at its Best

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

### Cleaning Your Top Loading Washer

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

### Cleaning the Inside of the Washer

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

### Clean Washer Cycle

This washer has a special cycle that uses higher water volumes in combination with affresh® Washer Cleaner or liquid chlorine bleach to clean the inside of the washer.

### Begin procedure

1. **affresh® Washer Cleaner Cycle Procedure (Recommended for Best Performance):**
  - a. Open the washer lid and remove any clothing or items.
  - b. Place an affresh® Washer Cleaner tablet in the bottom of the washer basket.
  - c. Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
  - d. Do not add any detergent or other chemical to the washer when following this procedure.
  - e. Close the washer lid.
  - f. Select the Clean Washer cycle.
  - g. Press the START/Pause button to begin the cycle. The Clean Washer Cycle Operation is described below.

**NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press Power/Cancel. (For models with no Power/Cancel button, press and hold START/Pause for three seconds). After the Clean Washer cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

## WASHER CARE (cont.)

### 2. Chlorine Bleach Procedure (Alternative):

- a. Open the washer lid and remove any clothing or items.
- b. Add 1 cup (236 mL) of liquid chlorine bleach to the bleach compartment.

**NOTE:** Use of more liquid chlorine bleach than is recommended above could cause washer damage over time.

- c. Close the washer lid.
- d. Do not add any detergent or other chemical to the washer when following this procedure.
- e. Select the Clean Washer cycle.
- f. Press the START/Pause button to begin the cycle. The Clean Washer Cycle Operation is described below.

**NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press Power/Cancel. (For models with no Power/Cancel button, press and hold START/Pause for three seconds). After the Clean Washer cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

### Description of Clean Washer Cycle Operation:

1. This cycle will fill to a water level higher than in normal wash cycles to provide rinsing at a level above the water line for normal wash cycle.
2. During this cycle, there will be some agitation and spinning to increase the removal of soils.

After this cycle is complete, leave the lid open to allow for better ventilation and drying of the washer interior.

### Cleaning the Dispensers

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

### Cleaning the Outside of the Washer

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

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

## NON-USE AND VACATION CARE

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

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

## WINTER STORAGE CARE

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

**To winterize washer:**

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

## TRANSPORTING YOUR WASHER

1. Shut off both water faucets. Disconnect and drain water inlet hoses.
2. If washer will be moved during freezing weather, follow "Winter Storage Care" directions before moving.
3. Disconnect drain hose from drain system and drain any remaining water into a pan or bucket. Disconnect drain hose from back of washer.
4. Unplug power cord.
5. Place inlet hoses and drain hose inside washer basket.
6. Drape power cord over edge and into washer basket.
7. Place packing tray from original shipping materials back inside washer. If you do not have packing tray, place heavy blankets or towels into basket opening. Close lid and place tape over lid and down front of washer. Keep lid taped until washer is placed in new location. Transport washer in upright position.

## REINSTALLING/USING WASHER AGAIN

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

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

**To use washer again:**

1. Flush water pipes and hoses. Reconnect water-inlet hoses. Turn on both water faucets.

## ⚠ 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.**

2. Plug in washer or reconnect power.
3. Run washer through Bulky Items/Sheets cycle to clean washer and remove antifreeze, if used. Use only HE High Efficiency detergent. Use 1/2 the manufacturer's recommended amount for a medium-size load.

# Troubleshooting

First try the solutions suggested here or visit our website at [www.whirlpool.com/product\\_help](http://www.whirlpool.com/product_help) -  
In Canada [www.whirlpool.ca](http://www.whirlpool.ca) for assistance and to possibly avoid a service call.

If you experience	Possible Causes	Solution
<b>Vibration or Off-Balance</b>		
Check the following for proper installation or see "Using Your Washer" section.	Feet may not be in contact with the floor and locked.	Front and rear feet must be in firm contact with floor, and washer must be level to operate properly.
	Washer may not be level.	Check floor for flexing or sagging. If flooring is uneven, a 3/4" (19 mm) piece of plywood under your washer will reduce sound. See "Level the Washer" in Installation Instructions.
	Load could be unbalanced.	Load items in loose heaps evenly around the washplate. Adding wet items to washer or adding more water to basket could unbalance washer.
		Do not tightly pack. Avoid washing single items.
		Use Bulky Items/Sheets cycle for oversized, non-absorbent items such as jackets and small comforters. See "Cycle Guide".
		See "Cycle Guide" and "Using Your Washer" in this Use and Care Guide.
<b>Noises</b>		
Clicking or metallic noises.	Objects could get caught in washer drain system.	Empty pockets before washing. Loose items such as coins could fall between basket and tub or may block pump. It may be necessary to call for service to remove items.
		It is normal to hear metal items on clothing such as metal snaps, buckles, or zippers touch against the stainless steel basket.
Gurgling or humming.	Washer may be draining water.	It is normal to hear the pump making a continuous humming sound with periodic gurgling or surging as final amounts of water are removed during the spin/drain cycles.
Humming.	Load sensing may be occurring.	You may hear the hum of the sensing spins after you have started the washer. This is normal.
Whirring.	Basket deceleration may be occurring.	You may hear the whirring sound of the basket decelerating. This is normal.
<b>Water Leaks</b>		
Check the following for proper installation:	Washer not level.	Water may splash off basket if washer is not level. Check that load is not unbalanced or tightly packed.
	Fill hoses not attached tightly.	Tighten fill-hose connection.
	Fill hose washers.	Make sure all four fill hose flat washers are properly seated.
	Drain hose connection.	Pull drain hose from washer cabinet and properly secure it to drainpipe or laundry tub.
		Do not place tape over drain opening.
	Check household plumbing for leaks or clogged sink or drain.	Water can back up out of a clogged sink or drainpipe. Check all household plumbing for leaks (laundry tubs, drain pipe, water pipes, and faucets.)
Washer not loaded as recommended.	Unbalanced loading can cause basket to be out of alignment and cause water to splash off tub. See "Using Your Washer" for loading instructions.	
<b>Washer not performing as expected</b>		
Not enough water in washer.	Load not completely covered in water.	This is normal operation for an HE low-water washer. The load will not be completely under water. The washer senses load sizes and adds correct amount of water for optimal cleaning. See "What's New under the Lid." <b>IMPORTANT:</b> Do not add more water to washer. Adding water lifts the items off the washplate, resulting in less effective cleaning.

# Troubleshooting

## ⚠ WARNING



### Electrical Shock Hazard

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

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If you experience	Possible Causes	Solution
<b>Washer not performing as expected (cont.)</b>		
Washer won't run or fill, washer stops working or wash light remains on (indicating that the washer was unable to fill appropriately).	Check for proper water supply.	Both hoses must be attached and have water flowing to inlet valve. Both hot and cold water faucets must be turned on. Check that inlet valve screens have not become clogged. Check inlet hoses for any kinks, which can restrict water flow.
	Check proper electrical supply.	Plug power cord into a grounded 3-prong outlet. Do not use an extension cord. Ensure there is power to outlet. Reset a tripped circuit breaker. Replace any blown fuses. <b>NOTE:</b> If problems continue, contact an electrician.
	Normal washer operation.	Lid must be closed for washer to run. Washer will pause during certain phases of cycle. Do not interrupt cycle. Washer may be stopped to reduce suds.
	Washer may be tightly packed.	Remove several items, rearrange load evenly around the washplate. Close lid and press START/Pause. Add only 1 or 2 additional items after washer has started. Do not add more water to the washer.
	Not using HE detergent or using too much HE detergent.	Only use HE detergent. Suds from regular detergents can slow or stop the washer. Always measure detergent and follow detergent directions based on your load requirements. To remove suds, cancel cycle. Select Rinse & Spin. Press START/Pause. Do not add more detergent.

# Troubleshooting

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In Canada [www.whirlpool.ca](http://www.whirlpool.ca) for assistance and to possibly avoid a service call.

If you experience	Possible Causes	Solution
<b>Washer not performing as expected</b>		
Washer not draining/spinning, loads are still wet, or spin light remains on (indicating that the washer was unable to pump out water within 10 minutes).	Empty pockets and use garment bags for small items.	Small items may have been caught in pump or between basket and tub, which can slow draining.
	Using a cycle with a low spin speed.	Cycles with lower spin speeds remove less water than cycles with high spin speeds. Use the recommended cycle/spin speed for your item. To remove extra water in the load, select Drain & Spin. Load may need to be rearranged to allow even distribution of the load in the basket.
	The washer may be tightly packed or unbalanced.	Tightly packed or unbalanced loads may not allow the washer to spin correctly, leaving the load wetter than normal. Evenly arrange the wet load for balanced spinning. Select the Drain & Spin cycle to remove excess water. See "Using Your Washer" for loading recommendations.
	Check plumbing for correct drain hose installation. Drain hose extends into standpipe farther than 4.5" (114 mm).	Check drain hose for proper installation. Use drain hose form and securely attach to drainpipe or tub. Do not tape over drain opening. Lower drain hose if the end is higher than 96" (2.4 m) above the floor. Remove any clogs from drain hose.
	Too much detergent causing suds to slow or stop draining and spinning.	Use only HE detergent. Always measure and follow detergent directions for your load. To remove extra suds, select Rinse & Spin. Do not add detergent.
Dry spots on load after cycle.	High speed spins extract more moisture than traditional top-load washers.	The high spin speeds combined with air flow during the final spin can cause items near the top of the load to develop dry spots during the final spin. This is normal.
Incorrect or wrong wash or rinse temperatures.	Check for proper water supply.	Make sure hot and cold inlet hoses are not reversed.
		Both hoses must be attached to both washer and faucet, and have both hot and cold water flowing to inlet valve.
		Check that inlet valve screens are not clogged.
		Remove any kinks in hoses.
Load not rinsed.	Check for proper water supply.	Make sure hot and cold inlet hoses are not reversed.
		Both hoses must be attached and have water flowing to the inlet valve.
		Both hot and cold water faucets must be on.
		Inlet valve screens on washer may be clogged.
		Remove any kinks in the inlet hose.
	Not using HE detergent or using too much HE detergent.	The suds from regular detergent can keep washer from operating correctly.
		Use only HE detergent. Be sure to measure correctly.
		Always measure detergent and follow detergent directions based on load size and soil level.
Washer may be tightly packed.	The washer is less efficient at rinsing when tightly packed.	
	Load items in loose heaps evenly around the washplate.	
	Use cycle designed for the fabrics being washed.	
	Add only 1 or 2 additional items after washer has started.	



# Troubleshooting

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If you experience	Possible Causes	Solution
<b>Washer not performing as expected (cont.)</b>		
Sand, pet hair, lint, etc. on load after washing.	Heavy sand, pet hair, lint, and detergent or bleach residues may require additional rinsing.	Add 2 Rinses to the selected cycle.
Load is tangling.	Washer not loaded as recommended.	<p>See “Using Your Washer” section.</p> <p>Select a cycle with a slower wash action and spin speed; however, items will be wetter than those using a higher speed spin. See the “Cycle Guide” to match your load with the best cycle.</p> <p>Load items in loose heaps evenly around the washplate.</p> <p>Reduce tangling by mixing types of load items. Use the recommended cycle for the type of items being washed.</p>
Not cleaning or removing stains.	Added more water to washer.	Washer senses load size and adds correct amount of water. This is normal and necessary for clothes to move. It is normal for the wash load to be not completely covered in water. Added water lifts the laundry off the washplate, resulting in less effective cleaning.
	Washer not loaded as recommended.	<p>Washer is less efficient at cleaning when tightly packed.</p> <p>Load items in loose heaps evenly around the washplate.</p> <p>Add only 1 or 2 additional items after washer has started.</p>
	Adding detergent on top of load.	Add detergent, Oxi products and color-safe bleach to the bottom of the basket before adding the items.
	Not washing like colors together.	Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.
	Not using HE detergent or using too much HE detergent.	<p>The suds from regular detergent can keep washer from operating correctly.</p> <p>Use only HE detergent. Be sure to measure correctly.</p> <p>Always measure detergent and follow manufacturer’s directions based on load size and soil level.</p>
	Not using correct cycle for fabric type.	<p>Use a higher soil level cycle option and warmer wash temperature to improve cleaning.</p> <p>If using Quick Wash cycle, wash only a few items.</p> <p>Use Heavy Duty cycle for tough cleaning. See the “Cycle Guide” to match your load with the best cycle and fabric type.</p>
	Not using dispenser.	<p>Use dispenser to avoid chlorine bleach.</p> <p>Load dispenser before starting a cycle.</p> <p>Do not add products directly onto load.</p>
	Not using dispenser.	<p>Use dispenser for chlorine bleach and dispenser for fabric softener to avoid staining.</p> <p>Load dispenser before starting a cycle.</p> <p>Do not add products directly onto load.</p>
	Not selecting 1 Rinse with Softener or 2 Rinses with Softener.	Always select 1 Rinse with Softener or 2 Rinses with Softener when using fabric softener. Cycles that use spray rinsing will add additional water for proper fabric softener dispensing when selected.
Incorrect dispenser operation.	Clogged dispenser.	Use only liquid chlorine bleach in the bleach dispenser.

# Troubleshooting

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In Canada [www.whirlpool.ca](http://www.whirlpool.ca) for assistance and to possibly avoid a service call.

If you experience	Possible Causes	Solution
<b>Washer not performing as expected (cont.)</b>		
Fabric Damage.	Sharp items were in pockets during wash cycle.	Empty pockets, zip zippers, and snap or hook fasteners before washing to avoid snags and tears.
	Strings and straps could have tangled.	Tie all strings and straps before starting wash load.
	Items may have been damaged before washing.	Mend rips and broken threads in seams before washing.
	Fabric damage can occur if washer is tightly packed.	Load items in loose heaps evenly around the washplate.
		Use cycle designed for the fabrics being washed.
		Add only 1 or 2 additional items after washer has started.
	Liquid chlorine bleach may have been added incorrectly.	Do not pour liquid chlorine bleach directly onto load. Wipe up bleach spills.
		Undiluted bleach will damage fabrics. Do not use more than recommended by manufacturer.
Do not place load items on top of bleach dispenser when loading and unloading washer.		
Garment care instructions may not have been followed.	Always read and follow item manufacturer's care label instructions. See the "Cycle Guide" to match your load with the best cycle.	
Odors.	Monthly maintenance not done as recommended.	Run the Clean Washer with affresh® cycle after every 30 washes. See "Washer Care" section.
		Unload washer as soon as cycle is complete.
	Using wrong or too much detergent.	Use only HE detergent. Be sure to measure correctly. Always follow the manufacturer's directions.
	See "Washer Care" section.	
Lid Locked light is flashing.	The lid is not closed.	Close the lid. The washer will not start or fill with the lid open.
	A cycle was stopped or paused using the START/Pause button.	The washer may still be spinning. The lid will not unlock until the basket has stopped spinning. This may take several minutes if washing large loads or heavy fabrics.
Single-dose laundry packet not dissolving.	Adding laundry packet incorrectly.	Be sure laundry packet is added to washer basket before adding clothes. Do not add packet to dispensers. Follow the manufacturer's instructions to avoid damage to your items.

# WHIRLPOOL® LAUNDRY LIMITED WARRANTY

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.  
Please have the following information available when you call the Customer eXperience Center:

- Name, address, and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

## IF YOU NEED SERVICE:

1. Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit [https://www.whirlpool.com/product\\_help](https://www.whirlpool.com/product_help).
2. All warranty service is provided exclusively by our authorized Whirlpool Service Providers.  
In the U.S. and Canada, direct all requests for warranty service to:



[https://www.whirlpool.com/product\\_help](https://www.whirlpool.com/product_help)

### Whirlpool Customer eXperience Center

**In the U.S.A. call 1-800-253-1301. In Canada call 1-800-807-6777.**

If outside the 50 United States and Canada, contact your authorized Whirlpool dealer to determine if another warranty applies.

## ONE YEAR LIMITED WARRANTY

### WHAT IS COVERED

For one year from the date of purchase, when this major appliance is installed, operated, and maintained according to instructions attached to or furnished with the product, Whirlpool Corporation or Whirlpool Canada LP (hereafter "Whirlpool") will pay for Factory Specified Replacement Parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased, or at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted by the remaining term of the original unit's warranty period.

**YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN.** Service must be provided by a Whirlpool designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

### WHAT IS NOT COVERED

1. Commercial, non-residential, multiple-family use, or use inconsistent with published user, operator, or installation instructions.
2. In-home instruction on how to use your product.
3. Service to correct improper product maintenance or installation, installation not in accordance with electrical or plumbing codes, or correction of household electrical or plumbing (i.e. house wiring, fuses, or water inlet hoses).
4. Consumable parts (i.e. light bulbs, batteries, air or water filters, preservation solutions, etc.).
5. Defects or damage caused by the use of non-genuine Whirlpool parts or accessories.
6. Conversion of your product from natural gas or L.P. gas or reversal of appliance doors.
7. Damage from accident, misuse, abuse, fire, floods, acts of God, or use with products not approved by Whirlpool.
8. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration, or modification of the appliance.
9. Cosmetic damage including scratches, dents, chips, and other damage to appliance finishes unless such damage results from defects in materials and workmanship and is reported to Whirlpool within 30 days.
10. Discoloration, rust, or oxidation of surfaces resulting from caustic or corrosive environments, including but not limited to, high salt concentrations, high moisture or humidity, or exposure to chemicals.
11. Pick-up or delivery. This product is intended for in-home repair.
12. Travel or transportation expenses for service in remote locations where an authorized Whirlpool servicer is not available.
13. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal, or replacement of the product.
14. Service or parts for appliances with original model/serial numbers removed, altered, or not easily determined.

**The cost of repair or replacement under these excluded circumstances shall be borne by the customer.**

### DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

### DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY

Whirlpool makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this Warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Whirlpool or your retailer about buying an extended warranty.

### LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

**YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN.** WHIRLPOOL SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.