

m# WFW9251YW00

S # HL13457733

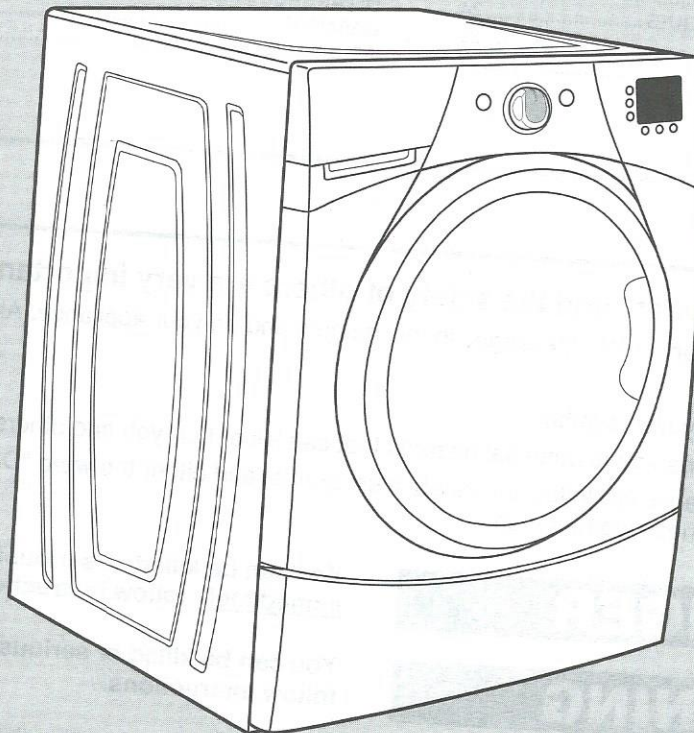


## Use & Care Guide

## Guide d'utilisation et d'entretien

FRONT-LOADING AUTOMATIC WASHER  
LAVEUSE À CHARGEMENT FRONTAL

Condo  
#97



Para obtener acceso al  
Manual de uso y  
cuidado en español, o para  
obtener información adicional  
acerca de su producto, visite:  
[www.whirlpool.com](http://www.whirlpool.com).

If you have any problems or questions, visit us at [www.whirlpool.com](http://www.whirlpool.com)  
Pour tout problème ou question, consulter [www.whirlpool.ca](http://www.whirlpool.ca)



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

W10432633A  
W10421029A - SP

## 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.

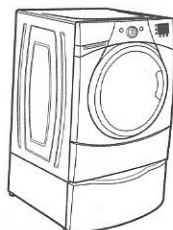
## ACCESSORIES

Customize your new washer and dryer with the following genuine Whirlpool® accessories. For more information on options and ordering, contact your dealer, call us at **1-800-901-2042**, or visit: [www.whirlpool.com/accessories](http://www.whirlpool.com/accessories).

In Canada, call **1-800-807-6777**, or visit: [www.whirlpoolparts.ca](http://www.whirlpoolparts.ca).

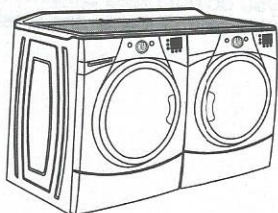
### 15" Pedestal

Color-matched pedestals raise the washer and dryer to a more comfortable working height. The large drawer provides convenient storage.



### Piédestal de 15"

Les piédestaux aux coloris assortis surélèvent la laveuse et la sècheuse pour les amener à une hauteur d'utilisation plus confortable. Le grand tiroir offre une capacité de rangement pratique.



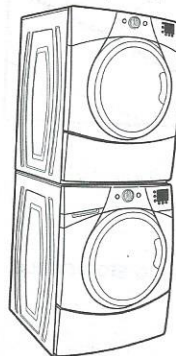
## ACCESSOIRES

Personnalisez votre nouvelle laveuse et sècheuse grâce aux authentiques accessoires Whirlpool® suivants. Pour plus d'informations sur les options et sur les possibilités de commande, contactez votre revendeur, appelez le **1-800-901-2042**, ou consultez : [www.whirlpool.com/accessories](http://www.whirlpool.com/accessories).

En Canada, appelez le **1-800-807-6777**, ou consultez : [www.whirlpoolparts.ca](http://www.whirlpoolparts.ca).

### Stack Kit

If space is at a premium, the stack kit allows the dryer to be installed on top of the washer.



### Ensemble de superposition

Si l'espace disponible est restreint, l'ensemble de superposition permet à la sècheuse d'être installée par dessus la laveuse.

### Worksurface

The worksurface bridges the washer and dryer, and provides a convenient working and storage area.

### Surface de travail

La surface de travail établit la liaison entre la laveuse et la sècheuse et offre une zone de travail et d'entreposage pratique.

#### 4 LED DISPLAY AND SETTINGS BUTTONS

When you select a cycle, its default settings will light up and the Estimated Time Remaining will be displayed.

Use the buttons along the bottom of the display to adjust settings. See "Cycle Guide" for available settings on each cycle. Not all settings are available with all cycles.

##### Cycle Status Indicators

The Cycle Status Indicators show the progress of a cycle. See "Cycle Status Indicators" for additional information about each step.

##### Temperature

The recommended wash temperature is preset for each cycle. You may also select a wash temperature based on the type of fabric and soils being washed. For best results, use the warmest wash water safe for your fabric, following the garment label instructions. All wash temperatures feature a cold rinse.

##### Spin Speed

This washer automatically selects the spin speed based on the cycle selected. Preset speeds can be changed.

- Faster spin speeds mean shorter drying times, but may increase wrinkling in your load.
- Slower spin speeds reduce wrinkling, but will leave your load more damp.

##### Soil Level

Soil Level (wash time) is preset for each wash cycle. As you press the Soil Level button, the cycle time will increase or decrease in the Estimated Time Remaining display.

For most loads, use the Soil Level that is preset with the cycle you have chosen. For heavily soiled and sturdy fabrics, press Soil Level to select more wash time. For lightly soiled and delicate fabrics, press Soil Level to select less wash time. Lower Soil Level settings will help reduce tangling and wrinkling.

#### 5 ADDITIONAL OPTIONS

Use these buttons to activate additional wash options or additional features on the washer. Not all options are available on all models. See the "Cycle Guide" for information on which cycles include which options.

##### Delay Start

Use this button to delay the start of the wash cycle. Press DELAY START until the desired time (in hours) shows in the Estimated Time Remaining display. Press START/PAUSE. The countdown to the wash cycle will show in the display window.

##### Extra Rinse

An Extra Rinse can be used to aid in the removal of detergent residue from garments. All rinses are cold. It is automatic for the Whitest Whites cycle. You may select or deselect by pressing EXTRA RINSE button until Extra Rinse light glows.

##### Cycle Signal

This cycle signal is helpful when you are removing items from the washer as soon as it stops. Select ON or OFF.

**NOTE:** On some models, press CYCLE SIGNAL to operate the Control Lock feature.

#### 6 Control Lock

Press and hold for 3 seconds to lock the controls to avoid unwanted changes or operation. Press and hold 3 seconds again to unlock. The indicator will light to show when controls are locked. You may still press START/PAUSE to pause the cycle, or press the POWER button to turn the washer off.

#### 7 Sanitize (with extra hot temp) (Model WFW9351\*\* only)

Use Sanitize option to clean heavily soiled, colorfast fabrics. This option combines a super hot water temperature to help ensure the removal of heavy soils and stains. It is recommended that you set your hot water heater to 120°F (49°C) to ensure proper performance during this option.

#### 8 EcoBoost™ Option

Press to activate the EcoBoost™ option. The EcoBoost™ option allows you to increase your energy savings on some wash cycles. When this option is used, the wash cycle will use slightly cooler wash water than the selected temperature. The indicated temperature will not change.

#### 9 TumbleFresh™ Option

Use this option when you are not able to unload your clothes, soon after the wash cycle ends. This option provides periodic tumbling for up to 6 hours to help freshen your clothes. During this time, the "Done" indicator remains activated, the door remains locked, and the TumbleFresh™ indicator light will flash. The TumbleFresh™ option will automatically stop and the door lock will be released after this time expires, or if you press POWER at any time to unload your laundry. You may select or deselect by pressing the TumbleFresh™ button until the TumbleFresh™ indicator light glows.

**NOTE:** TumbleFresh™ option is not available if the spin speed is set to No Spin.

#### 10 DISPENSER DRAWER

The dispenser drawer gives you the convenience of automatically adding HE detergent, liquid chlorine bleach, and liquid fabric softener to the wash load at the proper time. See "Using the Dispenser" for information on using the dispenser drawer.

##### A Release lever

Press down to remove the dispenser drawer.

##### B High Efficiency "HE" detergent compartment

This compartment holds liquid or powdered HE detergent for your main wash cycle.

Liquid or powdered color-safe bleach or Oxi booster product may be added to the HE detergent compartment along with the same type of detergent, liquid or powdered. Do not mix powdered and liquid products in the HE detergent compartment.

##### C Liquid chlorine bleach compartment

Automatically dilutes and dispenses liquid chlorine bleach at the optimum time during the first rinse after the wash cycle. This compartment cannot dilute powdered bleach.

##### D Liquid fabric softener compartment

Automatically dilutes and dispenses liquid fabric softener at the optimum time in the cycle.

**NOTE:** Use only liquid fabric softener in this dispenser.

# CYCLE GUIDE — STANDARD CYCLES

Settings and options shown in **bold** are default settings for that cycle. For best fabric care, choose the cycle that best fits the load being washed. Not all cycles and options are available on all models.

For best performance, not all settings are available with each cycle, and some options cannot be used together.

| Items to wash using default cycle settings:                                                    | Cycle:                       | Temperature*:       | Spin Speed:                      | Soil Level:                               | Available Options:                                                                    | Cycle Details:                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------|------------------------------|---------------------|----------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sturdy garments and household items exposed to possible allergens                              | Allergen†                    | Hot<br>Warm<br>Cold | Ex High<br>High<br>Medium<br>Low | Ex Heavy<br>Heavy***<br>Normal<br>Light** | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™                            |  Uses more water to flush out allergens such as dust mites and pet dander from normally-soiled items.                                                               |
| Heavily soiled white fabrics and garments                                                      | Whitest Whites               | Hot<br>Warm<br>Cold | Ex High<br>High<br>Medium<br>Low | Ex Heavy<br>Heavy***<br>Normal**<br>Light | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™<br>EcoBoost™<br>Sanitize†† |  This cycle combines fast-speed tumbling and extra high-speed spin to shorten drying time. It can be used with medium and large loads. Includes Extra Rinse option. |
| Sturdy colorfast fabrics and heavily soiled garments, towels, and jeans                        | Heavy Duty                   | Hot<br>Warm<br>Cold | Ex High<br>High<br>Medium<br>Low | Ex Heavy**<br>Heavy<br>Normal***<br>Light | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™<br>EcoBoost™<br>Sanitize†† |  This cycle combines fast-speed tumbling, longer wash time, and extra high-speed spin to shorten drying times. It is designed for medium and large loads.           |
| Normally soiled blankets and comforters                                                        | Bulky Items                  | Hot<br>Warm<br>Cold | Ex High<br>High<br>Medium<br>Low | Ex Heavy<br>Heavy<br>Normal<br>Light      | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™<br>EcoBoost™<br>Sanitize†† |  This cycle starts with a soak to thoroughly saturate your large load. This is followed by medium wash action and medium-spin speeds to maintain load balance.      |
| Normally soiled cottons, linens, sheets, and mixed garment loads                               | Normal                       | Hot<br>Warm<br>Cold | Ex High<br>High<br>Medium        | Ex Heavy<br>Heavy<br>Normal<br>Light      | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™                            |  This cycle combines medium-speed tumbling and extra high-speed spin.                                                                                               |
| Bright and dark color garments                                                                 | Cold Wash                    | Cold                | Ex High<br>High<br>Medium<br>Low | Ex Heavy<br>Heavy<br>Normal<br>Light      | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™                            |  This cycle combines concentrated fast-speed tumbling followed by medium-speed wash and provides optimal cleaning while saving hot water.                          |
| Exercise wear such as biking shorts, tank tops, running tights, and other performance clothing | Active Wear                  | Warm<br>Cold        | High<br>Medium<br>Low            | Ex Heavy<br>Heavy<br>Normal<br>Light      | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™                            |  This cycle combines low-speed tumbling and medium-speed spin for gentle fabric care.                                                                             |
| Small loads of 3-5 lightly soiled garments                                                     | Small Load                   | Hot<br>Warm<br>Cold | Ex High<br>High<br>Medium<br>Low | Heavy<br>Normal<br>Light                  | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™                            |  This cycle combines fast-speed tumbling, a shortened wash time, and extra high-speed spin to reduce drying time.                                                 |
| Sheer fabrics, lingerie, sweaters, and special care items marked "Hand Washable"               | Delicate                     | Warm<br>Cold        | Medium<br>Low                    | Normal<br>Light                           | Delay Start<br>Extra Rinse<br>Cycle Signal<br>TumbleFresh™                            |  This cycle combines low-speed tumbling and low-speed spin for gentle fabric care.                                                                                |
| Silk or ultra delicate fabrics labeled as machine washable                                     | Silk<br>(Model WFW9351 only) | Warm<br>Cold        | Medium<br>Low                    | Normal<br>Light                           | Delay Start<br>Cycle Signal<br>TumbleFresh™                                           |  This cycle gently tumbles and drains with the lowest spinning to gently clean garments and minimize wrinkling.                                                   |

\* All temperature selections feature a cold rinse.

\*\* Default soil level for Model WFW9351

\*\*\* Default soil level for Model WFW9151

**Model: WFW9151\*\***

† Allergen cycle removes more than 95.0% of common allergens based on independent 3rd party laboratory testing.

**Model: WFW9351\*\***

† Allergen

Allergen cycle certified by NSF International, an independent, third party testing and certification organization. The certification verified that this cycle reduced tested allergens by at least 95.0% and maintained the water temperature necessary to kill dust mites. Only the Allergen cycle has been designed to meet the requirements of NSF Protocol P351 for Allergen Reduction Performance effectiveness.

†† Sanitize

This washer has a Sanitize option that is certified by NSF International, an independent, third party testing and certification organization. The certification verifies that this option eliminates 99.9% of bacteria typically found on clothing, bedding, and towels. There is no carryover of bacteria between loads after the option is complete.

Only the Sanitize option has been designed to meet the requirements of NSF Protocol P172 Sanitization Performance of Residential and Commercial, family sized clothes washer.

Use the Sanitize option to clean heavily soiled, colorfast fabrics. This option combines a super hot water temperature to help ensure the removal of heavy soils and stains. It is recommended that you set your hot water heater to 120°F (49°C) to ensure proper performance during this option.



# 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.

## 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 failure and, over time, build-up of 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.

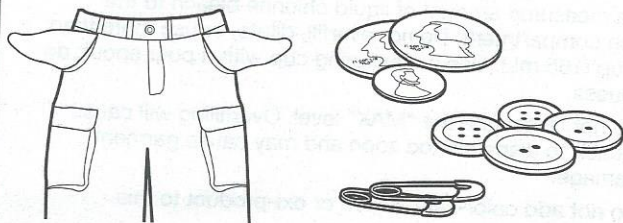


Use only High Efficiency (HE) detergent.

## First wash cycle without laundry

Before washing clothes for the first time, if not completed during the final installation step, choose the Normal cycle and run it without clothes. Use only HE detergent. Use 1/2 the manufacturer's recommended amount for a medium-size load. This initial cycle serves to ensure the interior is clean before washing clothes.

## 1. Sort and prepare your laundry



Sort items by recommended cycle, water temperature, and colorfastness. Separate heavily soiled items from lightly soiled. Separate delicate items from sturdy fabrics. Treat stains promptly and check for colorfastness by testing stain remover products on an inside seam.

## IMPORTANT:

- Empty pockets. Loose change, buttons, or any small object can plug pumps and may require a service call.
- 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.
- Turn knits inside out to prevent pilling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.
- Do not dry garments if stains remain after washing, because heat can set stains into fabric.
- Always read and follow fabric care labels and laundry product instructions. Improper usage may cause damage to your garments.

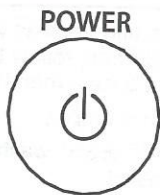
## 2. Load laundry into washer



Open the washer door. Place a load of sorted clothes loosely in the washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling. Close the washer door by pushing it firmly until the latch clicks.

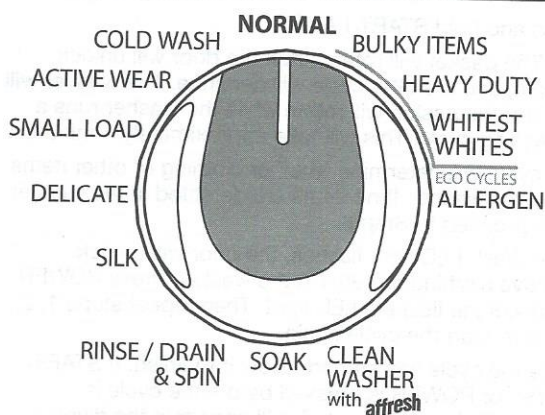
- Depending on load type and cycle, the washer can be fully loaded, but not tightly packed. Washer door should close easily. See "Cycle Guide" for loading suggestions.
- Mix large and small items and avoid washing single items. Load evenly.
- Wash small items in mesh garment bags. For multiple items, use more than one bag and fill bags equally.

## 6. Press POWER to turn on washer



Slowly close the dispenser drawer. Make sure the drawer is closed completely, then press and hold POWER to turn on the washer. To cancel a cycle press POWER, then the washer powers down, the door unlocks, and clothes can be removed.

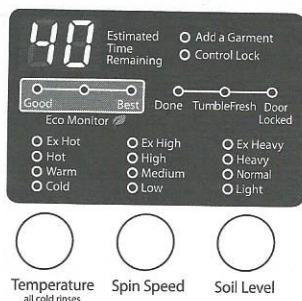
## 7. Select CYCLE



Model WFW9351\*\* shown

Turn cycle knob to select your wash cycle. See "Cycle Guide" for details on cycle features. Not all options and settings are available on all cycles.

## 8. Adjust cycle settings, if desired

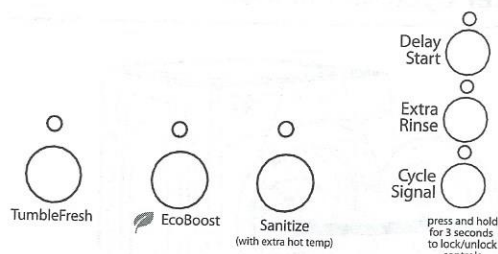


Model WFW9351\*\* shown

The display will show the default settings for the selected cycle. If desired, press the button beneath each setting to adjust the Temperature, Spin Speed, and Soil Level. Tightly packing, unbalanced loads, or excessive suds may also cause the washer to increase the cycle time.

**NOTE:** Not all settings are available on all cycles. See "Cycle Guide" for available settings.

## 9. Select additional options, if desired (on some models)



Model WFW9351\*\* shown

To add additional options to the cycle, press the button for the desired option until light glows to add them to the selected cycle.

**NOTE:** Not all options are available with all cycles. See "Cycle Guide" for available options.

### Delay Start

If you do not want to begin a cycle immediately, you may choose the Delay Start option. This will delay the start of the wash cycle by up to 10 hours.

### To set Delay Start:

1. Press DELAY START until the desired delay time (in hours) is illuminated.
2. Press START/PAUSE. The countdown to the wash cycle will show in the display window.

## 10. Press and hold START/PAUSE to begin wash cycle

START/PAUSE



Press and Hold to START

Press and hold the START/PAUSE button to start the wash cycle. To pause a cycle in progress, press the START/PAUSE button once, then press and hold again to continue the cycle. To cancel a cycle, press the POWER button.

### Door Locked

Once you press and hold START/PAUSE, you will hear the door lock, unlock, and lock again. When the door locked light illuminates, the door is locked. The door is locked and unlocked automatically, depending on the stage of the wash cycle.

### Unlocking the door to add garments:

If you need to open the door to add 1 or 2 missed garments, you may do so while the "Add a Garment" light is lit.

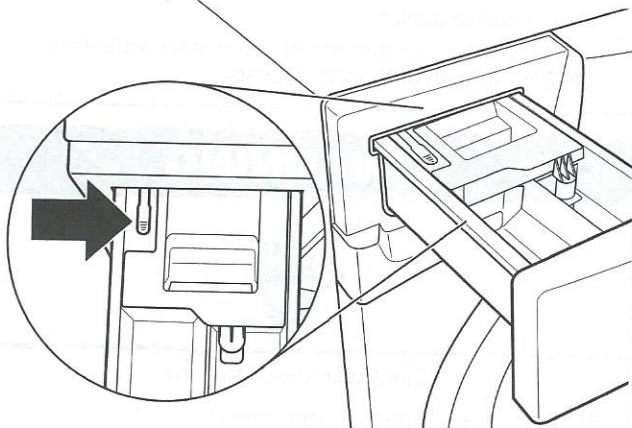
Press START/PAUSE once; the door will unlock once the washer movement has stopped. This may take several minutes. Then close door and press START/PAUSE again to continue the cycle.

To add garments after the "Add a Garment" period is over, the wash cycle needs to be canceled, the items added, and a new wash cycle started.

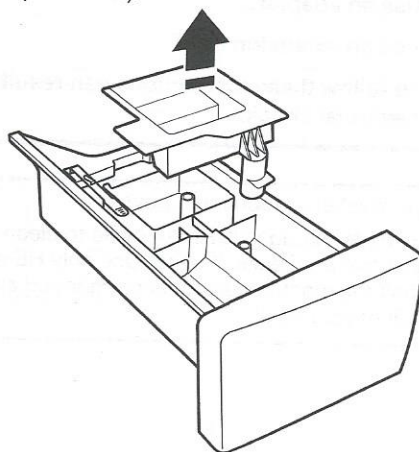
## CLEANING THE DISPENSER

You may find laundry product residue left over in your dispenser compartments. To remove residue, follow this recommended cleaning procedure:

1. Pull dispenser drawer out until it stops.
2. Press down on the release lever and pull straight out to remove the dispenser.

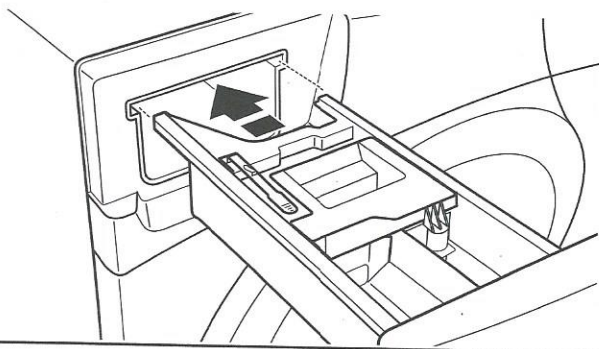


3. Remove the insert (the siphon from the softener and bleach compartments).



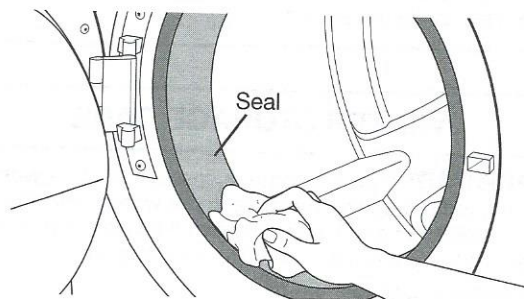
4. Wash dispenser and cover panel in warm, soapy water, using a mild detergent.
5. Rinse with warm water.
6. Air dry or wipe with a clean towel. Replace the insert.
7. Align edges of dispenser with guides in washer, then slide dispenser back into slot.

**IMPORTANT:** Dispenser is not dishwasher safe.



## CLEANING THE DOOR SEAL

1. Open the washer door and remove any clothing or items from the washer.
2. Inspect the colored seal between the door opening and the basket for stained areas. Pull back the seal to inspect all areas under the seal and to check for foreign objects.



3. If stained areas are found, wipe down these areas of the seal, using the procedure that follows.
  - a) Mix a dilute solution, using 3/4 cup (177 mL) of liquid chlorine bleach, and 1 gal. (3.8 L) of warm tap water.
  - b) Wipe the seal area with the dilute solution, using a damp cloth.
  - c) Let stand 5 minutes.
  - d) Wipe down area thoroughly with a dry cloth and let the washer interior air dry with door open.

**IMPORTANT:** Wear rubber gloves when cleaning for prolonged periods. Refer to the bleach manufacturer's instructions for proper use.

# TROUBLESHOOTING

First try the solutions suggested here or visit our website at [www.whirlpool.com/help](http://www.whirlpool.com/help) for assistance and to possibly avoid a service call.

| If you experience                                                                                                                                                          | Possible Causes                                                                                                                                                                                           | Solution                                                                                                                                                                                                                                                                                                 |                                                       |                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Error Code Appears in Display                                                                                                                                              |                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                          |                                                       |                                                                                                                                                                 |
| Once any possible issues are corrected, press START/PAUSE once to clear the code. Then press START/PAUSE again to restart washer. If code appears again, call for service. |                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                          |                                                       |                                                                                                                                                                 |
| Sd (Excess suds) appears in display                                                                                                                                        | Excessive suds in washer. Washer is running a suds reduction routine.                                                                                                                                     | Allow the machine to continue. Use only HE detergent. Always measure detergent, and base detergent quantity on load size. Follow detergent manufacturer's instructions. If the dial is flashing, reselect your desired cycle using a cold wash temperature, and press START/PAUSE. Do not add detergent. |                                                       |                                                                                                                                                                 |
| F8E1 (long fill – no water supply error) appears in display                                                                                                                | 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.                                                                                                                                                                                                                                                                      |                                                       |                                                                                                                                                                 |
| F9E1 (drain pump system error) appears in display                                                                                                                          | Check plumbing for correct drain hose installation. Drain hose extends into standpipe farther than 4.5" (114 mm).                                                                                         | Press START/PAUSE once to clear the code. Then press START/PAUSE again to restart washer. If code appears again, call for service.                                                                                                                                                                       |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            |                                                                                                                                                                                                           | Check drain hose for proper installation.                                                                                                                                                                                                                                                                |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            |                                                                                                                                                                                                           | Make sure the drain hose is not kinked, pinched, or blocked.                                                                                                                                                                                                                                             |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            |                                                                                                                                                                                                           | Remove any clogs from drain hose.                                                                                                                                                                                                                                                                        |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            |                                                                                                                                                                                                           | Use drain hose form and securely attach to drainpipe or tub.                                                                                                                                                                                                                                             |                                                       |                                                                                                                                                                 |
| F--E-- code (Washer problem)                                                                                                                                               | System error code.                                                                                                                                                                                        | Lower drain hose if the end is higher than 96" (2.4 m) above the floor.                                                                                                                                                                                                                                  |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            |                                                                                                                                                                                                           | Press POWER to cancel cycle and clear the code. Then press POWER and select RINSE/DRAIN & SPIN if there is excessive water in the washer. If the code appears again, call for service.                                                                                                                   |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            |                                                                                                                                                                                                           | Vibration or Off-Balance                                                                                                                                                                                                                                                                                 |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            |                                                                                                                                                                                                           | Vibration, rocking, or "walking"                                                                                                                                                                                                                                                                         | 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. Jam nuts must be tight against the bottom of the cabinet. |
|                                                                                                                                                                            |                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                          | 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.                                 |
| Load could be unbalanced or too large.                                                                                                                                     | See "Level Washer" in "Installation Instructions."                                                                                                                                                        |                                                                                                                                                                                                                                                                                                          |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            | Avoid tightly packing the load. Avoid washing single items. Balance a single item such as a rug or jacket with a few extra items.                                                                         |                                                                                                                                                                                                                                                                                                          |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            | Use Heavy Duty or Bulky Items cycle for oversized, non-absorbent items such as comforters or poly-filled jackets. Other items are not appropriate for Heavy Duty or Bulky Items cycle. See "Cycle Guide." |                                                                                                                                                                                                                                                                                                          |                                                       |                                                                                                                                                                 |
| The shipping bolts are still in the back of the washer.                                                                                                                    | Item or load not suitable for selected cycle. See "Cycle Guide" and "Using Your Washer" in this "Use and Care Guide."                                                                                     |                                                                                                                                                                                                                                                                                                          |                                                       |                                                                                                                                                                 |
|                                                                                                                                                                            | See "Remove Transport System," in "Installation Instructions."                                                                                                                                            |                                                                                                                                                                                                                                                                                                          |                                                       |                                                                                                                                                                 |

# 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.

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

First try the solutions suggested here or visit our website at [www.whirlpool.com/help](http://www.whirlpool.com/help) for assistance and to possibly avoid a service call.

| If you experience                                      | Possible Causes                                        | Solution                                                                                                                                                                       |
|--------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Washer not performing as expected (cont.)</b>       |                                                        |                                                                                                                                                                                |
| Washer won't run or fill, washer stops working (cont.) | 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.                                                                                                                                               |
|                                                        |                                                        | Check electrical source or call an electrician to check if voltage is low.                                                                                                     |
|                                                        |                                                        | Reset a tripped circuit breaker. Replace any blown fuses.<br><b>NOTE:</b> If problems continue, contact an electrician.                                                        |
|                                                        | Normal washer operation.                               | Door must be completely closed and latched for washer to run.                                                                                                                  |
|                                                        |                                                        | Press and hold START/PAUSE for 1 second.                                                                                                                                       |
|                                                        |                                                        | Washer will pause during certain phases of cycle. Do not interrupt cycle.                                                                                                      |
|                                                        |                                                        | The washer pauses for about 2 minutes during certain cycles. Allow the cycle to continue. Some cycles feature periods of tumbling and soak.                                    |
|                                                        |                                                        | Washer may be stopped to reduce suds.                                                                                                                                          |
|                                                        | The washer door is not firmly shut.                    | The door must be closed during operation.                                                                                                                                      |
|                                                        | Washer not loaded as recommended.                      | Remove several items, rearrange load evenly in drum. Close door and press START/PAUSE.                                                                                         |
|                                                        |                                                        | Do not add more than 1 or 2 additional garments after cycle has started to avoid tightly packing or unbalancing.                                                               |
|                                                        |                                                        | 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 manufacturers directions based on your load requirements. |
|                                                        |                                                        | To remove suds, cancel cycle. Select RINSE/DRAIN & SPIN. Press START/PAUSE. Do not add more detergent.                                                                         |
|                                                        | Door not opened between cycles.                        | After any wash cycle is completed, the door must be opened and then closed before a new cycle can begin.                                                                       |

# TROUBLESHOOTING

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| If you experience                                | Possible Causes                                         | Solution                                                                                                                                                                          |
|--------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Washer not performing as expected (cont.)</b> |                                                         |                                                                                                                                                                                   |
| Load not rinsed                                  | Not using HE detergent or using too much HE detergent.  | The suds from regular detergent can cause the washer to operate incorrectly.                                                                                                      |
|                                                  |                                                         | Use only HE detergent. Always measure detergent and follow manufacturer's directions based on load size and soil level.                                                           |
|                                                  | Washer not loaded as recommended.                       | Avoid tightly packing the washer. The washer will not rinse well if tightly packed. Load with dry items only. See the "Cycle Guide" for load size recommendations for each cycle. |
|                                                  |                                                         | Use cycle designed for the fabrics being washed.                                                                                                                                  |
|                                                  |                                                         | Add only 1 or 2 additional garments after washer has started.                                                                                                                     |
| Load is wrinkled, twisted, or tangled            | The washer is tightly packed.                           | Add load loosely. Items need to move freely to reduce wrinkling and tangling. See the "Cycle Guide" for load size recommendations for each cycle.                                 |
|                                                  |                                                         | Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments being washed.                                                                   |
|                                                  | Wash action and/or spin speed too fast for load.        | Select a slower spin speed. Note that items will be wetter than when using a higher speed spin.                                                                                   |
|                                                  | The washer is not unloaded promptly.                    | Unload the washer as soon as it stops or use TumbleFresh™ option if you will not be able to unload the washer at the end of the cycle.                                            |
|                                                  | Not choosing the right cycle for the load being washed. | Use the Delicate cycle or another cycle with a low spin speed to reduce wrinkling.                                                                                                |
|                                                  | The wash water was not warm enough to relax wrinkles.   | If safe for load, use warm or hot wash water.                                                                                                                                     |
| Not cleaning or removing stains                  | Washer not loaded as recommended.                       | Add load loosely. Items need to move freely for best cleaning. See the "Cycle Guide" for load size recommendations for each cycle.                                                |
|                                                  |                                                         | Add only 1 or 2 additional garments after washer has started.                                                                                                                     |
|                                                  | Not using HE detergent or using too much HE detergent.  | Use only HE detergent. Always measure detergent and follow manufacturer's directions based on load size and soil level.                                                           |
|                                                  |                                                         | The suds from non-HE detergent can cause a film residue.                                                                                                                          |
|                                                  | Hard water or high level of iron (rust) in water.       | You may need to install a water softener and/or iron filter.                                                                                                                      |
|                                                  | Fabric softener dispensing ball used.                   | Dispensing balls will not operate correctly with this washer. Add liquid fabric softener to the fabric softener compartment.                                                      |
|                                                  | Powdered detergent used for low-speed cycle.            | Consider using liquid detergent.                                                                                                                                                  |
|                                                  | Not using correct cycle for fabric type.                | If using Small Load cycle, wash only a few items.                                                                                                                                 |
|                                                  |                                                         | Use Whitest Whites and Heavy Duty cycle for tough cleaning.                                                                                                                       |
|                                                  |                                                         | Add an Extra Rinse for heavily soiled loads.                                                                                                                                      |
|                                                  | Not using dispensers.                                   | Use dispensers to avoid chlorine bleach and fabric softener staining.                                                                                                             |
|                                                  |                                                         | Load dispensers before starting a cycle.                                                                                                                                          |
|                                                  |                                                         | Avoid overfilling.                                                                                                                                                                |
|                                                  |                                                         | Do not add products directly to load.                                                                                                                                             |

# TROUBLESHOOTING

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| If you experience                                | Possible Causes                        | Solution                                                                                                                                                                                                          |
|--------------------------------------------------|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Washer not performing as expected (cont.)</b> |                                        |                                                                                                                                                                                                                   |
| Cycle time changes or cycle time too long        | Normal washer operation.               | The cycle times vary automatically based on your water pressure, water temperature, detergent, and clothes load. The options you select will also affect the cycle times that are shown in the "Cycle Guide."     |
|                                                  | Excessive suds in washer.              | When excessive suds are detected, a special suds routine automatically starts to remove extra suds and ensure proper rinsing of your garments. This routine will add time to the original cycle.                  |
|                                                  | Load may be out of balance.            | When load unbalance occurs, a washing process will start to redistribute the load. This extends the cycle time. Avoid washing single items. Balance a single item such as a rug or jacket with a few extra items. |
|                                                  | Not using correct cycle for load type. | Spin time is added if an unbalanced load is detected. The washer will attempt to redistribute the load with additional tumbling.                                                                                  |
|                                                  |                                        | The Small Load cycle is designed for smaller load sizes (3–5 items) of lightly soiled garments. If larger loads are washed in this cycle, wash time will be increased.                                            |
|                                                  |                                        | When using the Small Load or Delicate cycles, you should wash small loads. This ensures a gentle wash for your garments without increasing cycle times.                                                           |