

WHIRLPOOL CORPORATION LAUNDRY WARRANTY

LIMITED WARRANTY

For one year from the date of purchase, when this major appliance is 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 Parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased. Service must be provided by a Whirlpool designated service company. YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. 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. Proof of original purchase date is required to obtain service under this limited warranty.

ITEMS EXCLUDED FROM WARRANTY

This limited warranty does not cover:

1. Replacement parts or repair labor if this major appliance is used for other than normal, single-family household use or when it is used in a manner that is inconsistent to published user or operator instructions and/or installation instructions.
2. Service calls to correct the installation of your major appliance, to instruct you on how to use your major appliance, to replace or repair house fuses, or to correct house wiring or plumbing.
3. Service calls to repair or replace appliance light bulbs, air filters or water filters. Consumable parts are excluded from warranty coverage.
4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of products not approved by Whirlpool.
5. Cosmetic damage, including scratches, dents, chips or other damage to the finish of your major appliance, unless such damage results from defects in materials or workmanship and is reported to Whirlpool within 30 days from the date of purchase.
6. Pick up and delivery. This major appliance is intended to be repaired in your home.
7. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
8. Expenses for travel and transportation for product service if your major appliance is located in a remote area where service by an authorized Whirlpool servicer is not available.
9. The removal and reinstallation of your major appliance if it is installed in an inaccessible location or is not installed in accordance with Whirlpool published installation instructions.
10. Replacement parts or repair labor on major appliances with original model/serial numbers that have been removed, altered, or cannot be easily determined.

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.

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.

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

If you think you need repair service, first see the "Troubleshooting" section of the Use & Care Guide. If you are unable to resolve the problem after checking "Troubleshooting," additional help can be found by checking the "Assistance or Service" section or by calling Whirlpool. In the U.S.A., call 1-800-253-1301. In Canada, call 1-800-807-6777.

7/08

Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.

Write down the following information about your major appliance to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial number label located on the product.

Dealer name _____
Address _____
Phone number _____
Model number _____
Serial number _____
Purchase date _____

TROUBLESHOOTING

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

If you experience	Possible Causes	Solution
Washer not performing as expected (cont.)		
Not cleaning or removing stains (cont.)	Not washing like colors together.	Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.
	Not enough detergent used, or hard water.	Use more detergent for washing heavy soils in cold or hard water.
Odors	Monthly maintenance not done as recommended.	Run the Clean Washer with Affresh® cycle after every 30 washes. See "Cleaning Your Washer" in "Washer Maintenance."
	Not using HE detergent or using too much HE detergent.	Use only HE detergent. Be sure to measure correctly. Always follow the manufacturer's directions.
		The suds from non-HE detergent can cause a film residue which can result in odor.
		See "Cleaning your Washer" section.
	Door not left open after use.	This washer has a tight seal to avoid water leaks. To avoid odors, leave the door open to allow the washer to dry between uses.
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.	Avoid tightly packing the washer. Load with dry items only.
		Use cycle designed for the fabrics being washed.
		Add only 1 or 2 additional garments 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.
Gray whites, dingy colors	Load not sorted properly.	The transfer of dye can occur when mixing whites and colors in a load. Sort dark clothes from whites and lights.
	Wash temperatures too low.	Use hot or warm washes if safe for the load. Make sure your hot water system is adequate to provide a hot water wash.
	Not enough detergent used, or hard water.	Use more detergent for washing heavy soils in cold or hard water.
Incorrect dispenser operation	Clogged dispensers or laundry products dispensing too soon.	Do not overfill dispenser. Overfilling causes immediate dispensing.
		Clean the dispenser compartments, see "Cleaning the Dispenser" for more information.
		Load dispensers before starting a cycle.
		Measure detergent and fabric softener. Slowly pour into the dispensers. Wipe up all spills.
		Homes with low water pressure may result in residual powder in the dispenser. To avoid, select a warmer wash temperature if possible, depending on your load.
	Liquid chlorine bleach added to wrong compartment.	Use only liquid chlorine bleach in the liquid chlorine bleach compartment.
	Color-safe bleach or oxi products was added to liquid chlorine bleach compartment.	Add color-safe bleach or oxi products to the HE detergent compartment or directly to the washer basket before adding the load. Do not use the chlorine bleach dispenser for color-safe bleach or oxi products.
	Water in dispenser after cycle has finished.	It is normal for small amounts of water to remain in dispenser at the end of the cycle.

TROUBLESHOOTING

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

If you experience	Possible causes	Solution
Washer not performing as expected (cont.)		
Washer not draining/spinning, loads are still wet	Empty pockets and use garment bags for small items.	Small items may have been caught in pump.
	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.
	The drain hose is clogged, or the end of the drain hose more than 96" (2.4 m) above the floor.	Lower drain hose if the end is higher than 96" (2.4 m) above the floor. Remove any clogs from drain hose. See "Installation Requirements."
	The drain hose fits too tightly in the standpipe, or it is taped to the standpipe.	The drain hose should be loose yet fit securely. Do not seal the drain hose with tape. The hose needs an air gap. See "Secure the Drain Hose."
	Using cycles with a lower spin speed.	Cycles with lower spin speeds remove less water than cycles with high spin speeds. Use the recommended cycle/speed spin for your garment.
	Washer not loaded as recommended.	A tightly packed or unbalanced load may not allow the washer to spin correctly, leaving the load wetter than normal. See "Cycle Guide" for load size recommendations for each cycle.
	The load may be out of balance.	Avoid washing single items. Balance a single item such as a rug or jacket with a few extra items.
	Not using HE detergent or using too much HE detergent.	Use only HE detergent. Suds from regular detergent or using too much detergent can slow or stop draining or spinning. Always measure and follow manufacturer's directions for your load. To remove extra suds, Select RINSE/DRAIN & SPIN. Do not add detergent.
	The drum has clothing stuck between spin basket and outer tub.	Rotate drum by hand to check for any binding of the spin basket and outer tub. Move open end drum up and down while holding outer tub steady and check for looseness (more than 1/4" (6.35 mm) of movement).
Door locked at end of wash cycle	Water remaining in washer after cycle.	Select RINSE/DRAIN & SPIN to remove any water remaining in the washer. The washer door will unlock at the end of the drain.
Door will not unlock	Door locks when cycle has started.	If the "Add a Garment" light is lit, press START/PAUSE once. The door will unlock.
Desired option or setting does not light	For best performance, not all settings are available with each cycle, and some options cannot be used together.	See the "Cycle Guide" for the available settings and options for each cycle.
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.
	Washing many loads.	Your hot water tank may not have enough hot water to keep up with the number of hot or warm washes. This is normal.
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.

TROUBLESHOOTING

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

If you experience	Possible Causes	Solution
Noises		
Clicking or metallic noises	Door locking or unlocking.	The door will lock unlock and lock again. You will hear three clicks after pushing START/PAUSE. This is normal.
	Objects 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 humming sound with periodic gurgling or surging as final amounts of water are removed during the spin/drain cycles.
Water Leaks		
Check the following for proper installation:	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.	Check that the drain hose is properly secured to drainpipe or laundry tub.
	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.)
Water or suds leaking from door or rear of cabinet	Not using HE detergent or using too much HE detergent.	Only use HE detergent. Suds from regular detergents can cause leaking from the door or rear of cabinet. Always measure detergent and follow manufacturer's directions based on your load requirements.
	Door opened during "Add a Garment."	Water can drip off the inside of the door when the door is opened after the start of a cycle.
	Residue on door glass.	Periodically clean the underside of the glass window to avoid potential leaks.
Washer not performing as expected		
Load not completely covered in water	Water level not visible on door or does not cover clothes.	This is normal for an HE front load washer. The washer senses load sizes and adds the correct amount of water for optimal cleaning.
Washer won't run or fill, washer stops working	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 for any kinks in inlet hoses, which can restrict water flow.

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 surges.

WINTER STORAGE CARE

IMPORTANT: To avoid damage, install and store washer where it will not freeze. Because some water may stay in hoses, 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/DRAIN & SPIN cycle for about 30 seconds to mix antifreeze and remaining water.
3. Unplug washer or disconnect power.

IMPORTANT: To reduce risk of hose failure, replace inlet hoses every five years and periodically inspect for kinks, cuts, wear, or water leaks.

HELPFUL TIP: When replacing your inlet hoses, mark replacement date on label with a permanent marker.

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 from back of washer.
4. Unplug power cord.
5. Place inlet hoses and drain hose inside washer basket.
6. Bundle power cord with a rubber band or cable tie to keep it from hanging onto the ground.

IMPORTANT: Call for service to install transport bolts. Washer must be moved with transport bolts and in the upright position. To avoid structural damage to your washer, it must be properly set up for relocation by a certified technician.

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.

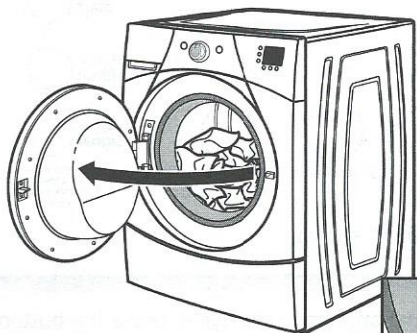
Do not use an adapter.

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 NORMAL cycle to clean washer and remove antifreeze, if used. Use only HE detergent. Use half the manufacturer's recommended amount for a medium-size load.

11. Remove garments promptly after cycle is finished

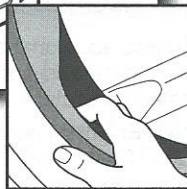


Promptly remove garments after cycle has completed to avoid odor and rusting of metal objects on garments. When unloading garments, pull back the door seal and check for small items between the tub and the basket.

If you will be unable to remove the load promptly, use the TumbleFresh™ option to automatically tumble the load periodically for up to 6 hours.

NOTE:

- After any wash cycle is completed, the door must be opened and then closed before a new cycle can begin.
- A small amount of water may remain in the dispensers after the wash cycle is complete. This is normal.
- This washer has a tight seal to avoid water leaks. To avoid odors, leave the door open to allow the washer to dry between uses.



WASHER MAINTENANCE

CLEANING YOUR WASHER

Keep your washer as clean and fresh as your clothes. To keep washer interior odor-free, follow this recommended cleaning procedure at least once a month:

1. Make sure laundry drum is empty.
2. Using recommended AFFRESH® washer cleaner, add one tablet to washer basket.

OR

If using liquid chlorine bleach, add 2/3 cup (160 mL) to liquid chlorine bleach dispenser.

IMPORTANT: Do not add detergent to Clean Washer with Affresh® cycle. Do not use more than recommended amount of bleach to avoid damaging product over time.

3. Close washer door and dispenser drawer.
4. Press POWER.
5. Select CLEAN WASHER with AFFRESH® cycle.
6. Press and hold START/PAUSE.

NOTE: The basket will rotate, then the door will unlock, lock again, and then the cycle will continue. The washer will not fill, and the basket will rotate while the washer runs a short sensing cycle. This will take approximately 3 minutes.

7. The cycle will determine whether clothing or other items are in the washer. If no items are detected in the washer, it will proceed to Step 8.

If the Wash LED light flashes, the door will unlock. Remove clothing or items in the washer. Press POWER to cancel the flashing LED light. Then repeat steps 1, 2, and 6 to start the cycle again.

8. Once the cycle has started, allow it to finish. If START/PAUSE or POWER is pressed before the cycle is complete, "Int" (Interrupted) will appear in the display. It may take up to 10 minutes for the door to unlock.
9. After the cycle has ended, leave the door open slightly, to allow for better ventilation and drying of washer interior.

To clean exterior:

1. Use a soft, damp cloth or sponge to wipe up any spills.
2. Use mild soap and water if needed.

IMPORTANT: To avoid damaging washer finish, do not use abrasive products.

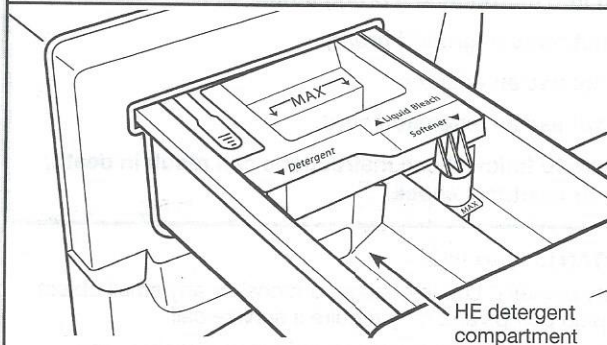
Using the Dispenser

To use the dispenser drawer:

1. Open the dispenser drawer.
2. Add laundry products as described in steps 3–5.
3. Slowly close the dispenser drawer. Make sure it is completely closed.

NOTE: A small amount of water may remain in the dispensers from the previous wash cycle. This is normal.

3. Add HE detergent to dispenser



Add liquid or powdered HE detergent to this compartment.

Color-safe bleach or oxi products may be added to this compartment along with the same type of detergents.

NOTE: Do not mix powdered products with liquid ones.

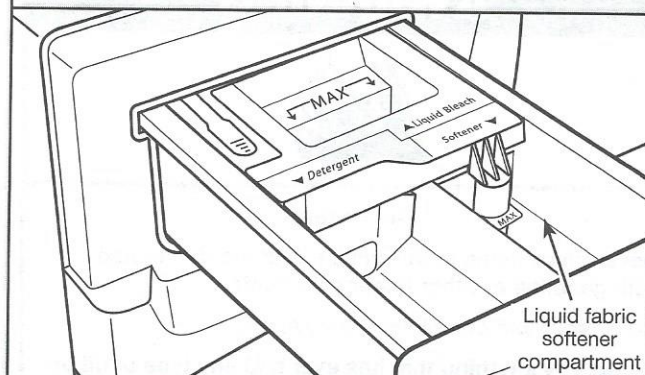
Do not overfill; adding too much detergent may cause detergent to be dispensed into the washer too early.

IMPORTANT: Use powdered detergent when using the Delay Start option. Liquid detergent may seep out before the wash begins.



Use only High Efficiency (HE) detergent.

4. Add fabric softener to dispenser (if desired)



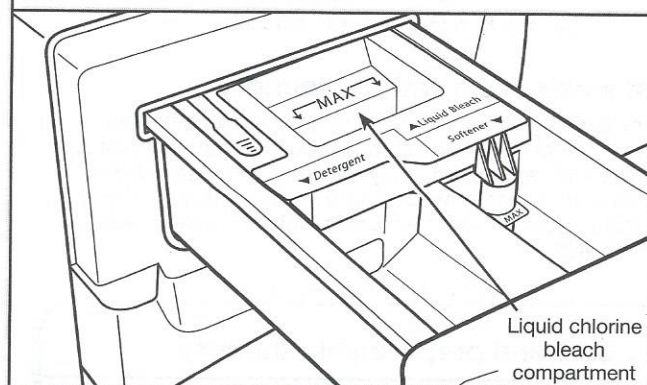
Pour a measured amount of liquid fabric softener into liquid fabric softener compartment. Always follow manufacturer's directions for correct amount of fabric softener based on your load size.

Fabric softener is always dispensed in the last rinse, even if Extra Rinse is selected.

IMPORTANT: Do not overfill, dilute, or use more than 1/4 cup (60 mL) of fabric softener. Do not fill past the MAX line. Overfilling dispenser will cause fabric softener to immediately dispense into washer.

- Do not spill or drip any fabric softener onto the clothes.
- Do not use liquid fabric softener dispenser balls in this washer. They will not dispense correctly.

5. Add liquid chlorine bleach to dispenser (if desired)



Add a measured amount of liquid chlorine bleach to the bleach compartment. Do not overfill, dilute, or use more than 2/3 cup (165 mL). Use a measuring cup with a pour spout; do not guess.

- Do not fill beyond the "MAX" level. Overfilling will cause bleach to dispense too soon and may cause garment damage.
- Do not add color-safe bleach or oxi-product to this dispenser.

CYCLE GUIDE — SPECIAL-PURPOSE 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:
Swimwear, items that need rinsing only.	Rinse/Drain & Spin	Cold	Ex High High Medium Low		Delay Start Extra Rinse Cycle Signal TumbleFresh™	 This cycle adds water followed by a high-speed tumbling. For some fabrics you may wish to set the spin speed to a lower setting.
Wet load of clothes	Rinse/Drain & Spin	N/A	Ex High High Medium Low		Delay Start Extra Rinse Cycle Signal TumbleFresh™	 To use Rinse/Drain & Spin, deselect Extra Rinse option. Use this cycle to spin excess water out of a load. This cycle drains the water and spins at an extra-high speed.
All loads	Soak	Warm Cold	No Spin		Delay Start Cycle Signal	 This cycle provides a soak with short tumbling phase and a soaking time that help improve the removal of stains, without spin followed by drain. Drain without spin ensures gentle treatment.
No clothes in washer	Clean Washer with Affresh®	N/A	High		Delay Start Cycle Signal	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 "Cleaning Your Washer." IMPORTANT: 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 temperature selections feature a cold rinse.

Load Size Recommendations

NOTE: A single item, bulky items, or tightly packing may cause imbalance. Add items or try to evenly distribute wet laundry in the drum, and start a Rinse/Drain & Spin cycle. If the laundry is still wet, take half of the load out of the washer and try again.

For best results, follow the load size recommendations noted for each cycle.



Small load: Fill the washer drum with 3–5 items, not more than 1/4 full.



Medium load: Fill the washer drum up to about 1/2 full.

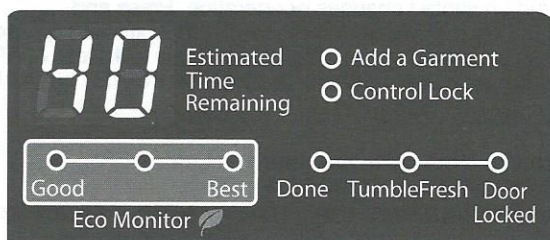


Large load: Fill the washer drum up to about 3/4 full.



Extra-large load: Fill the washer drum, but make sure clothes can tumble freely. For best results, avoid packing tightly.

CYCLE STATUS INDICATORS



Model WFW9351**

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

Add a Garment

When Add a Garment is lit, you may pause the washer, open the door, and add 2 or 3 additional items.

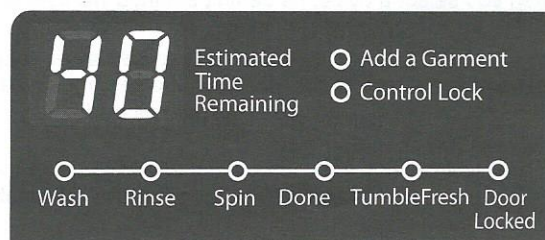
Control Lock

The Control Lock avoids unintended use of the washer. You can also use the Control Lock feature to avoid unintended cycle or option changes during a cycle. When control lock is lit, all buttons are disabled except for START/PAUSE, POWER, and CYCLE SIGNAL.

Eco Monitor

(Model WFW9351** only)

Your washer is specially designed to conserve energy and water. Each cycle, along with any selected options, will result in different energy usage. As you make your cycle and temperature selections, the Eco Monitor shows how well you are saving energy. Adjust the temperature and spin speed within that cycle to improve energy usage. Using the EcoBoost™ setting on a cycle can also be a one-touch way to improve your Eco Monitor rating on many cycles.



Model WFW9151**

Wash

This is the main portion of the wash cycle. You will see the washer tumble the load. The motor sounds may change at different stages in the cycle. The wash time is determined by the selected cycle, along with your load size.

Rinse

You will hear sounds similar to the wash cycle as the washer rinses and moves the load. If used, liquid chlorine bleach is added in the first rinse. Fabric softener is added in the last rinse.

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. Remove the load promptly for best results.

TumbleFresh™ Option

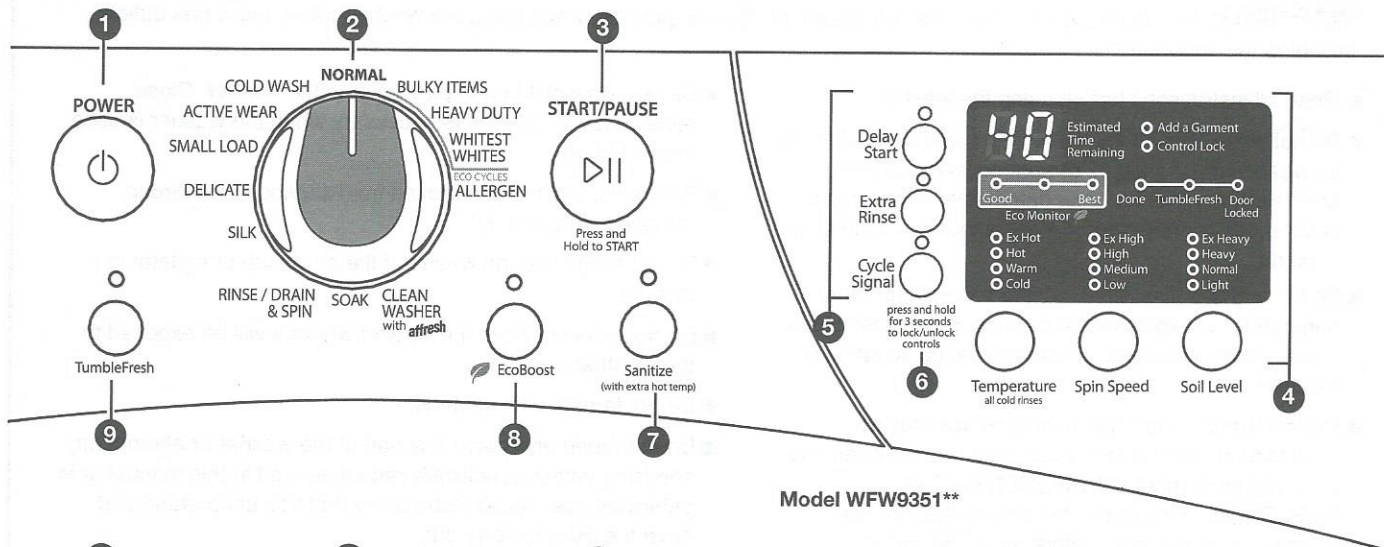
The "Done" indicator remains activated, the door remains locked, and the TumbleFresh™ status light will flash.

Door Locked

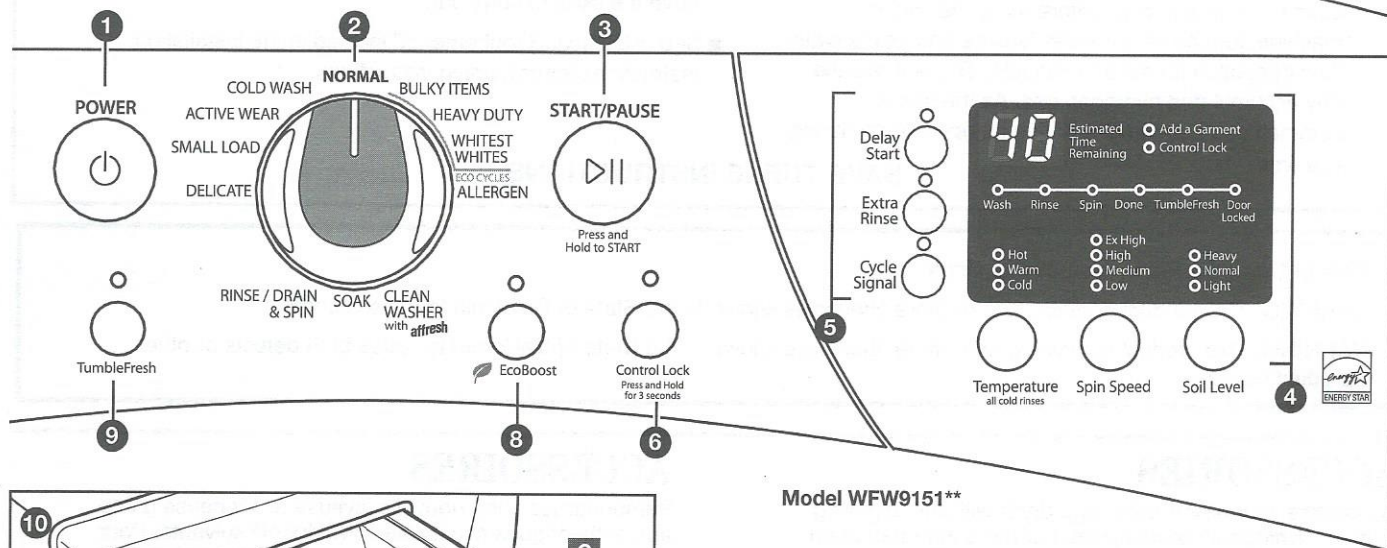
Door Locked will light to indicate that the door is locked and cannot be opened without first pausing or canceling the cycle.

CONTROL PANEL AND FEATURES

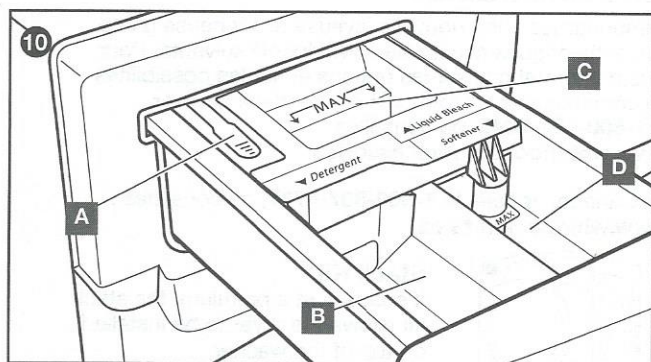
Not all features and cycles are available on all models.



Model WFW9351**



Model WFW9151**



1 POWER BUTTON

Press to turn the washer on and off. Press to stop/cancel a cycle at any time.

2 WASH CYCLE KNOB

Turn the Wash Cycle knob to select a cycle for your laundry load. See "Cycle Guide" for detailed descriptions of cycles that best suit your load.

3 START/PAUSE BUTTON

Press and hold to start a cycle, or press once while a cycle is in process to pause and press again to continue the cycle. If you do not press START/PAUSE within 5 minutes of choosing a cycle, the washer automatically shuts off.

FRONT-LOADING AUTOMATIC WASHER

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LAVEUSE AUTOMATIQUE À CHARGEMENT FRONTAL

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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.