



TUTORIS

# Washer Troubleshooting Guide

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The Dufresne Group

## NORMAL SOUNDS YOU MAY HEAR

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

**Upper part of agitator clicking during wash:** Gears engaging after the drain and before the spin.

**Clicking/Draining:** Before the washer starts to fill, it will make a series of clicking noises to check the door lock and do a quick drain.

**High pitch “jet engine” noise:** A certain amount of motor whine is normal during the spin cycle.

**Flushing water (from dispenser area):** Detergent is dispensed at the start of the cycle. Bleach is dispensed during the final minutes of wash. Fabric softener is dispensed during the third rinse while the washer is filling.

**Whirring/Sloshing:** This may be repeated by a pause and repeated throughout the wash cycle. The tub rotates one direction followed by a pause and then reverses. This is normal and continues throughout the cycle.

**Rhythmic air rushing:** Due to tub movement during the spin cycle, air is transferred in and out of the tub to provide optimum performance.

**Rapid snapping and/or popping from rear during spin:** Water is being extracted through the drain holes in the spinner and is hitting the outer tub before draining out of the machine.

## BEFORE CALLING FOR SERVICE

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

Problem	Possible Causes	Possible Solutions
<b>CLOTHING</b>		
<b>Blue stains</b>	<ul style="list-style-type: none"> <li>Undiluted liquid detergent or fabric softener dispensed directly onto fabric</li> </ul>	<ul style="list-style-type: none"> <li>Avoid overfilling detergent and fabric softener compartments of dispenser.</li> </ul> <p><b>NOTE:</b> To remove stains from clothing: Detergent: mix 1 cup (240 ml) white vinegar with 1 quart (.95 L) water in a plastic container. Soak item 1 hour. Rinse. Fabric softener, rub stains with bar soap. Wash.</p>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<p><b>Discoloration, graying</b></p>	<ul style="list-style-type: none"> <li>• Not enough detergent or hard water</li> <li>• Incorrect sorting</li> <li>• Wash water temperature too low</li> <li>• Hot and cold water hoses reversed</li> </ul>	<ul style="list-style-type: none"> <li>• Use more detergent for washing heavy soils in cold or hard water.</li> <li>• Transfer of dye can occur when mixing whites and colors in a load. Sort dark clothes from whites and lights.</li> <li>• Use hot or warm washes if safe for the load. Make sure your hot water system is adequate to provide a hot water wash.</li> <li>• Check that the hot and cold water hoses are connected to the right faucets. See Installation Instructions.</li> </ul>
<p><b>Holes, tears, or snags</b></p>	<ul style="list-style-type: none"> <li>• Incorrect use of chlorine bleach</li> <li>• Unfastened zippers, hooks, buckles</li> <li>• Rips, tears and broken threads present before washing</li> <li>• Overloading the washer</li> <li>• Improper execution of manufacturer care label</li> </ul>	<ul style="list-style-type: none"> <li>• Never pour chlorine bleach directly on fabric.</li> <li>• Check condition of items before washing. Sharp items should be removed from pockets before washing. Zip zippers, snap or hook fasteners before washing.</li> <li>• Mend before washing. May be irreversible if rips, tears and seams cannot be mended.</li> <li>• Do not overload washer. <b>The wash load must be balanced and not overloaded. Clothes should move freely. Lint can be trapped in the load if overloaded. Wash smaller loads.</b></li> <li>• Follow the manufacturer care label instructions.</li> </ul>
<p><b>Lint</b></p>	<ul style="list-style-type: none"> <li>• Incorrect sorting</li> <li>• Overloading the washer</li> </ul>	<ul style="list-style-type: none"> <li>• Sort lint givers (towels, chenille) from lint takers (corduroy, synthetics). Also sort by color.</li> <li>• Do not overload washer. <b>The wash load must be balanced and not</b></li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>• Not enough detergent</li> <li>• Incorrect water level</li> <li>• Un-dissolved detergent has left a residue</li> <li>• Static cling is attracting lint</li> <li>• Line dried clothes</li> <li>• Tissues or paper left in pocket</li> <li>• Water is too cold</li> <li>• Load washed too long</li> <li>• Low speed wash cycle</li> </ul>	<p><b>overloaded. Clothes should move freely. Lint can be trapped in the load if overloaded. Wash smaller loads.</b></p> <ul style="list-style-type: none"> <li>• <b>Follow manufacturer's directions. Use enough detergent to hold the lint in the washer.</b></li> <li>• <b>The water level should be correct for the load size. Clothes should move freely in the water.</b></li> <li>• Add non-precipitating water conditioner to wash water to remove detergent residue.</li> <li>• Add liquid fabric softener to final rinse.</li> <li>• Some lint can be expected if clothing was line dried.</li> <li>• Dry load in dryer or remove lint with lint brush or roller.</li> <li>• Water colder than 60°F (15.6°C) may not dissolve the detergent.</li> <li>• Reducing wash time (duration) is another way to reduce lint.</li> <li>• Powdered detergents may not dissolve well in a slow-speed cycle. For best results, use liquid detergent for slow-speed cycles such as Hand Wash.</li> </ul>
<p><b>Pilling</b> (Fibers break off, ball up and cling to fabric.)</p>	<ul style="list-style-type: none"> <li>• Pilling is normal with synthetic and permanent press fabrics. This is due to abrasion from normal wear</li> </ul>	<ul style="list-style-type: none"> <li>• Use a lint brush or shaver to remove pills.</li> <li>• Use fabric softener in the washer to lubricate fibers.</li> <li>• When ironing, use spray starch or fabric finish on collars and cuffs.</li> <li>• Turn items inside out to reduce abrasion.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Load is tangled or twisted</b>	<ul style="list-style-type: none"> <li>Overloaded</li> <li>Items wrapped around agitator</li> </ul>	<ul style="list-style-type: none"> <li>Do not overload washer. <b>The wash load must be balanced and not overloaded. Clothes should move freely. Lint can be trapped in the load if overloaded. Wash smaller loads.</b></li> <li>Drop items loosely into the washer. Do not wrap items around the agitator.</li> </ul>
<b>Residue or powder on dark items; Stiff, harsh fabric.</b>	<ul style="list-style-type: none"> <li>Un-dissolved detergent</li> <li>Some granular detergents can combine with hard water minerals to form a residue</li> <li>Overloading the washer</li> </ul>	<ul style="list-style-type: none"> <li>Increase water temperature using hottest water safe for fabric.</li> <li>Use liquid detergent or use non-precipitating water conditioner with granular detergent. Rewash load.</li> <li>Do not overload washer. The wash load must be balanced and not overloaded. Loads should move freely during washing.</li> </ul>
<b>Wrinkling</b>	<ul style="list-style-type: none"> <li>Overloading the washer</li> <li>Clothing left in washer</li> <li>Incorrect wash cycle for wash load</li> <li>Hot and cold water hoses reversed</li> </ul>	<ul style="list-style-type: none"> <li>Do not overload washer. The wash load must be balanced and not overloaded. Loads should move freely during washing.</li> <li>Remove items from washer as soon as cycle is completed.</li> <li>Ensure to select the correct cycle for the load. To reduce wrinkling of permanent press clothes and some synthetic knits, use a large load size to provide more space. Use the casual or permanent press clothes or another cycle with low spin speeds (if available) to reduce wrinkling.</li> <li>Check that the hot and cold water hoses are connected to the right faucets. See the Installation Instructions.</li> </ul>
<b>Yellow buildup of body soil on synthetic fabrics</b>	<ul style="list-style-type: none"> <li>Agitation time too short</li> <li>Wash water</li> </ul>	<ul style="list-style-type: none"> <li>Select correct wash cycle.</li> <li>Wash synthetics frequently using hot or</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>temperature too low</li> <li>• Not enough detergent</li> </ul>	<ul style="list-style-type: none"> <li>warm water.</li> <li>• Use correct amount of detergent.</li> </ul> <p><b>NOTE:</b> To remove: Soak in detergent booster or product containing enzymes. Wash in hot water using full permanent press cycle. Increase detergent. Add bleach safe for fabric or treat with color remover.</p>
<b>Greasy, oily stains</b>	<ul style="list-style-type: none"> <li>• Not enough detergent</li> <li>• Undiluted liquid fabric softener poured directly on fabric</li> <li>• Fabric softener dispensing ball</li> </ul>	<ul style="list-style-type: none"> <li>• Use correct amount of detergent.</li> <li>• Do not pour liquid fabric softener directly on fabric.</li> <li>• Dispensing balls will not operate correctly with front load washer. Add liquid fabric softener to the fabric softener compartment.</li> </ul> <p><b>NOTE:</b> To remove stains from clothing: Treat with prewash stain remover or liquid detergent. Rub fabric softener stains with bar soap. Increase detergent and water temperature. Rewash.</p>
<b>Yellow or brown rust stains</b>	<ul style="list-style-type: none"> <li>• Iron or manganese in water supply, water pipes, or water heater</li> </ul>	<ul style="list-style-type: none"> <li>• To restore discolored load of whites, use rust remover safe for fabric.</li> <li>• Do not use chlorine bleach to remove rust stains. It may intensify discoloration.</li> <li>• Use non-precipitating water softener.</li> <li>• Before washing, run hot water for a few minutes to clear lines.</li> <li>• Drain water heater occasionally.</li> <li>• For an ongoing problem, install an iron filter in your water supply system.</li> </ul>
<b>"Polka dots"</b> (small circles of lint and soil on load after cycle ends)	<ul style="list-style-type: none"> <li>• Wash temperature too low</li> <li>• Water is hard</li> </ul>	<ul style="list-style-type: none"> <li>• Rewash in hottest water safe for fabrics. Use correct water temperature and amount of detergent.</li> <li>• Use liquid detergent or use non-precipitating water conditioner with non-phosphate granular detergent.</li> </ul>

## OPERATIONS

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Does not start</b>	<ul style="list-style-type: none"> <li>• Electrical cord may not be plugged in or connection may be loose</li> <li>• Blown fuse; tripped circuit breaker; power outage</li> <li>• Water supply faucets are not turned on</li> <li>• Cycle selector is not in correct position</li> <li>• Motor is overheated</li> <li>• Washer door is not completely closed</li> <li>• Start button not pressed</li> <li>• Control lock</li> <li>• Normal delay</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure plug fits tightly in wall outlet.</li> <li>• Replace fuse; reset circuit breaker. Do not increase fuse capacity.</li> <li>• Turn on water supply faucets.</li> <li>• Correct position of cycle selector. Move indicator clockwise slightly. Pull out knob.</li> <li>• Washer motor will stop if it becomes overheated. It will automatically restart after a cool down period of up to 30 minutes (if washer has not been manually turned off).</li> <li>• Close door completely.</li> <li>• Cycle selected but Start button not pressed. Press in to start washer.</li> <li>• Make sure the Control Lock is not activated.</li> <li>• Before the washer starts to fill, it will make a series of clicking noises to check the door lock and do a quick drain. This is a normal delay.</li> </ul>
<b>Stops</b>	<ul style="list-style-type: none"> <li>• Not plugged in</li> <li>• Blown fuse; tripped circuit breaker</li> <li>• Normal operation</li> <li>• Pause in cycle</li> </ul>	<ul style="list-style-type: none"> <li>• Plug cord into live electrical outlet.</li> <li>• Replace fuse; reset circuit breaker. Do not increase fuse capacity.</li> <li>• Before the washer starts to fill, it will pause and make a series of clicking noises to check the door lock and do a quick drain. This is normal.</li> <li>• May be a pause or soak period in the cycle. Wait briefly and it may start.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>• Plugged screens on inlet hoses</li> </ul>	<ul style="list-style-type: none"> <li>• Check screens on inlet hoses at the faucets for obstructions. Clean screens periodically.</li> </ul>
<p><b>Won't spin or drain</b></p>	<ul style="list-style-type: none"> <li>• Blown fuse; tripped circuit breaker</li> <li>• Kink in hoses</li> <li>• Excessive sudsing</li> <li>• Open lid/door</li> <li>• Drain hose is clogged, or the end of the drain hose is more than <b>96" (244 cm) above the floor</b></li> <li>• <b>Load is too small</b></li> <li>• <b>Low voltage</b></li> <li>• <b>Unbalanced load</b></li> </ul>	<ul style="list-style-type: none"> <li>• Check fuse or reset circuit breaker.</li> <li>• Straighten drain hoses. Eliminate kinked hoses. If there is a home drain restriction, call for drain service.</li> <li>• Suds lock - caused by too much suds. Always measure detergent. Follow manufacturer's directions. If you have very soft water, you might need to use less detergent. May need to rewash without detergent.</li> <li>• The lid/door must be closed during operation. Washer will not agitate or spin with the lid/door open.</li> <li>• See the Installation Instructions for proper installation of drain hose.</li> <li>• Add 1 or 2 similar items to help balance the load.</li> <li>• Your voltage may be low. Check electrical source or call electrician. Do not use an extension cord.</li> <li>• A single or bulky item may cause imbalance. Add more items or redistribute the load.</li> </ul>
<p><b>Washer continues to fill or drain; cycle seems stuck</b></p>	<ul style="list-style-type: none"> <li>• <b>Top of drain hose lower than the water level in washer</b></li> <li>• <b>Drain hose is fit to tight in standpipe; taped to standpipe</b></li> </ul>	<ul style="list-style-type: none"> <li>• The top of the hose must be higher than the water level in the washer for proper operation. See the Installation Instructions.</li> <li>• The drain hose should be loose yet fit securely. Do not seal the drain hose with tape. The hose needs an air gap.</li> </ul>



## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
		See the Installation Instructions.
<p><b>Cycle selector advances through off</b></p>	<ul style="list-style-type: none"> <li>• This is normal</li> </ul>	<ul style="list-style-type: none"> <li>• Extra Rinse (select models) is selected.</li> </ul>
<p><b>Cycle too long/longer than normal</b></p>	<ul style="list-style-type: none"> <li>• On Hand Wash/Delicate cycle</li> <li>• Large load using gentle cycle</li> <li>• Auto-adjust (Kitchen-Aid)</li> <li>• Estimated cycle time (Whirlpool)</li> <li>• Excessive suds</li> <li>• Imbalanced</li> <li>• Single item or bulky load</li> </ul>	<ul style="list-style-type: none"> <li>• When using the Hand Wash cycle, you should use small loads. This ensures a gentle wash for your garments without increasing cycle times.</li> <li>• When using the Hand Wash cycle, use small loads. This ensures a gentle wash for your garments without increasing cycle times.</li> <li>• The washer automatically adjusts the wash time for the amount of laundry, water pressure, water temperature, and other operating conditions. This is normal.</li> <li>• The cycle times vary automatically based on your water pressure, water temperature, detergent, and clothes load. The cycle time will be extended if over-sudsing occurs or the load is unbalanced. The SUDs routine removes extra suds and assures proper rinsing of your garments.</li> <li>• When excessive suds are detected, a special suds routine automatically starts. This routine will add time to the original cycle.</li> <li>• When too much imbalance occurs, an imbalance routine will start to redistribute the load. During the imbalance routine the time displayed may pause until this activity is complete, then resume with the remainder of the cycle.</li> <li>• Spin time is added if an unbalanced load is detected. The washer will attempt to redistribute the load with additional tumbling.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Door locked at end of wash cycle</b>	<ul style="list-style-type: none"> <li>• Water not drained</li> <li>• Premature opening of door</li> <li>• Sanitary Cycle</li> <li>• “Add a garment” light on (Whirlpool)</li> </ul>	<ul style="list-style-type: none"> <li>• If the water did not drain out of the washer during the spin, select Rinse &amp; Spin to remove any water remaining in the washer. The washer door will unlock 2 minutes after the end of SPIN.</li> <li>• There is a 2-minute delay at the end of the cycle, before you can open the door. This is normal.</li> <li>• The washer door will remain locked during the heating portion of the Sanitary Cycle (select models). It may take a few moments for the door lock mechanism to disengage.</li> <li>• Press PAUSE/CANCEL once. The door will unlock.</li> </ul>
<b>Basket crooked</b>	<ul style="list-style-type: none"> <li>• Washer basket moves while washing</li> <li>• Unbalanced load or washer not level</li> <li>• Basket pulled forward during loading</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal.</li> <li>• Load should be balanced and not overloaded. Washer should be level as per installation instructions.</li> <li>• Push basket to the center before starting.</li> </ul>
<b>Won't tumble</b>	<ul style="list-style-type: none"> <li>• Blown fuse; tripped circuit breaker</li> </ul>	<ul style="list-style-type: none"> <li>• Replace fuse; reset circuit breaker.</li> </ul>
<b>Agitator operation</b>	<ul style="list-style-type: none"> <li>• Top of agitator is loose, or moves in only one direction</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>
<b>Washer won't run, fill, rinse or agitate; washer stops</b>	<ul style="list-style-type: none"> <li>• The power cord is not plugged into a grounded 3 prong outlet</li> <li>• Extension cord use</li> <li>• Timer knob not lined up to a cycle</li> </ul>	<ul style="list-style-type: none"> <li>• Plug power cord into a grounded 3 prong outlet.</li> <li>• Do not use an extension cord.</li> <li>• Turn the timer knob to the right slightly and pull to start.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>• Clogged water inlet valve screens</li> <li>• Both hot and cold water faucets are not on</li> <li>• Kink in water inlet hose</li> <li>• The water level seems too low; the washer appears to not fill completely</li> <li>• Blown fuse or tripped circuit breaker</li> <li>• Pause in cycle</li> <li>• Overloaded</li> <li>• Lid/door is open</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off the water and remove inlet hoses from the washer. Remove any accumulated film or particles. Reinstall hoses, turn on water and check for leaks.</li> <li>• Turn on the water.</li> <li>• Straighten hoses.</li> <li>• The top of the agitator is much higher than the highest water level. This is normal and necessary for clothes to move freely.</li> <li>• Replace the fuse or reset the circuit breaker.</li> <li>• This is normal. The washer pauses for about 2 minutes during certain cycles. Allow the cycle to continue. Some cycles feature periods of agitation and soak.</li> <li>• Do not overload.</li> <li>• Washer will not agitate or spin if lid/door is open. Must be closed during operation.</li> </ul>
<b>Residue left in drum</b>	<ul style="list-style-type: none"> <li>• Heavily soiled items</li> </ul>	<ul style="list-style-type: none"> <li>• Wipe drum with a nonabrasive household cleanser, then rinse. Shake or brush excess dirt and sand from items before washing.</li> </ul>
<b>Laundry additives didn't dispense</b>	<ul style="list-style-type: none"> <li>• Dispenser drawer open</li> </ul>	<ul style="list-style-type: none"> <li>• Drawer should be completely closed for laundry additives to dispense.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
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<b>Drum light does not stay on</b>	<ul style="list-style-type: none"> <li>This is normal</li> </ul>	<ul style="list-style-type: none"> <li>The drum light shuts off automatically when the washer starts. Press and hold the RINSE+SPIN button for 3 seconds to turn on the light; it will turn off automatically after 4 minutes.</li> </ul>
<b>Remote Laundry Monitor (optional accessory) not working properly (Kitchen-Aid)</b>	<ul style="list-style-type: none"> <li>Refer to the instruction manual for the Remote Laundry Monitor</li> </ul>	<ul style="list-style-type: none"> <li>Refer to the instruction manual for the Remote Laundry Monitor.</li> </ul>
<b>Washer maintains a slightly reduced spin speed after achieving a higher spin speed</b>	<ul style="list-style-type: none"> <li>This is normal</li> </ul>	<ul style="list-style-type: none"> <li>After reaching the maximum spin speed, the machine may reduce spin speed slightly for maximum performance.</li> </ul>
<b>The spin speed slows down dramatically when it sounds like an out-of-balance load</b>	<ul style="list-style-type: none"> <li>This is normal</li> </ul>	<ul style="list-style-type: none"> <li>The tumbler will begin to accelerate to speed, then slows back down to redistribute the load more evenly when an unbalanced load occurs.</li> </ul>

### DISPLAY/ERROR CODES

Refer to your Owner's Manual

### WATER

<b>Load is wet</b>	<ul style="list-style-type: none"> <li>Unevenly distributed load</li> <li>Incorrect cycle</li> <li>Cold rinse</li> <li>Overloaded</li> <li>Wrong detergent</li> <li>Load is too small</li> </ul>	<ul style="list-style-type: none"> <li>Redistribute the load and restart the washer. Check for leveling. Be sure water level is acceptable for load size. A single item, bulky items may cause imbalance.</li> <li>Select a cycle with a higher spin speed (if available). A normal spin speed is recommended for heavy loads like jeans or towels.</li> <li>Cold rinses leave loads wetter than warm rinses. This is normal.</li> <li>Do not overload washer. The wash load must be balanced and not overloaded. Loads should move freely during washing.</li> <li>Use High Efficiency (HE) detergent to reduce over-sudsing.</li> <li>Very small loads (one or two items) may become unbalanced and not spin out completely.</li> </ul>
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## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Leaks water</b>	<ul style="list-style-type: none"> <li>• Loose hose connection</li> <li>• Extended soaking</li> <li>• Overloaded or unbalanced load</li> <li>• Unbalanced washer</li> <li>• Household plumbing</li> <li>• Oversudsing</li> <li>• Dispenser drawer is open</li> <li>• Door is open</li> <li>• Wrong detergent</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure hose connections are tight. Make sure end of drain hose is correctly inserted and secured to drain facility. Install rubber sealing washers.</li> <li>• Avoid extended soaking - soak for 30 minutes or less.</li> <li>• Avoid overloading, redistribute items in washer.</li> <li>• Washer must be level as per installation instructions.</li> <li>• Check household plumbing for leaks.</li> <li>• Use less detergent.</li> <li>• Close drawer when washer is operating.</li> <li>• Make sure door is firmly closed.</li> <li>• Use High Efficiency (HE) detergent to prevent over-sudsing.</li> </ul>
<b>Fills with the wrong temperature water</b>	<ul style="list-style-type: none"> <li>• Faucets are not fully on</li> <li>• Temperature selector knob in between settings</li> <li>• Auto Temperature Control settings</li> </ul>	<ul style="list-style-type: none"> <li>• Turn both faucets on fully.</li> <li>• If equipped with a temperature selector knob, be sure it is set directly on a temperature setting and not between settings.</li> <li>• While the washer is filling, you may notice just hot and/or just cold water entering the tub when cold or warm wash temperatures are selected. This is a normal function of the Automatic Temperature Control (select models) feature as the washer determines the temperature of the water. If Auto Temperature Control (select models) is selected, cold water may feel warmer than cold water from the tap.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>• Incorrect connection</li> <li>• Water heater</li> <li>• Plugged hose filter screens</li> <li>• Load frequency</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure hoses are connected to correct faucets and inlet connections. Be sure water supply is regulated correctly. Flush water line before filling washer.</li> <li>• Check the water heater. It should be set to deliver a minimum 120° F (49° C] hot water at the tap. Also check water heater capacity and recovery rate.</li> <li>• Disconnect hoses and clean screens. Hose filter screens may be plugged.</li> <li>• As the frequency of washed loads increases, the water temperature may decrease for hot and warm temperatures. This is normal.</li> </ul>
<b>Water does not enter washer or it enters slowly</b>	<ul style="list-style-type: none"> <li>• Drain hose and/or water inlet hoses are kinked</li> <li>• Water supply is not adequate in area</li> <li>• Water supply faucets are not completely open</li> <li>• Water is being used elsewhere in the house</li> </ul>	<ul style="list-style-type: none"> <li>• Straighten drain hose.</li> <li>• Check another faucet in the house. Wait until water supply and pressure increase.</li> <li>• Fully open hot and cold faucets.</li> <li>• Water pressure must be at least 30 psi (260 kPa). Avoid running water elsewhere while washer is filling.</li> </ul>
<b>Water is added after the washer has been tumbling for a while</b>	<ul style="list-style-type: none"> <li>• This is normal</li> </ul>	<ul style="list-style-type: none"> <li>• The Inglis clothes washer uses a true adaptive fill and adds more water during the wash cycle as it is needed. Water flows through the dispenser to dilute and add bleach or fabric softener at the appropriate time. This will occur even if bleach and fabric softener are not used.</li> </ul>
<b>No water or insufficient water supply</b>	<ul style="list-style-type: none"> <li>• Water supply faucets are not completely open</li> <li>• Door is not completely closed</li> <li>• Not plugged in</li> </ul>	<ul style="list-style-type: none"> <li>• Fully open hot and cold faucets.</li> <li>• Make sure door is tightly closed.</li> <li>• Plug washer in directly into outlet. Do</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>Blown fuse; tripped breaker</li> <li>Drain hose and/or water inlet hoses are kinked</li> <li>Plugged hose filter screens</li> </ul>	<p>not use a power cord.</p> <ul style="list-style-type: none"> <li>Replace the fuse or reset the circuit breaker.</li> <li>Straighten drain hose.</li> <li>Disconnect hoses and clean screens.</li> </ul> <p><b>Note:</b> Open and close the door, then press the Cycle Selector dial.</p>
<b>Water in washer does not drain or drains slowly</b>	<ul style="list-style-type: none"> <li>Drain hose is kinked or clogged</li> <li>House drain pipes are clogged</li> </ul>	<ul style="list-style-type: none"> <li>Clean and straighten the drain hose.</li> <li>Unclog drain pipes. Contact plumber if necessary.</li> </ul>
<b>Warm or hot water is not hot enough</b>	<ul style="list-style-type: none"> <li>Hot water heater</li> <li>Hot water is being used elsewhere in the house</li> </ul>	<ul style="list-style-type: none"> <li>Hot water heater is set too low or is a distance from washer. Measure hot water temperature at nearby faucet with candy or meat thermometer. Water temperature should be at least 120°F (49°C). Adjust water heater as necessary.</li> <li>Avoid using hot water elsewhere before or during water use. There may not be enough hot water available for proper cleaning. If problem persists, your hot water system may be unable to support the appliance.</li> </ul>
<b>Water is entering washer but tub does not fill</b>	<ul style="list-style-type: none"> <li>Drain hose standpipe is at incorrect height</li> </ul>	<ul style="list-style-type: none"> <li>Standpipe must be a minimum of 23.6" (60 cm) high to prevent siphoning. See Installation Instructions.</li> </ul>
<b>Dispensers clogged or bleach leaking</b>	<ul style="list-style-type: none"> <li>Improper distribution of detergent and/or fabric softener</li> </ul>	<ul style="list-style-type: none"> <li>Follow the manufacturer's directions when adding detergent and fabric softener to the dispensers (on some models). Measure detergent and fabric softener. Slowly pour into the dispensers. Wipe up all spills. Dilute fabric softener in the fabric softener dispenser.</li> <li>Powdered or color-safe bleach put into the liquid chlorine bleach dispenser (on some models). Add powdered or liquid color-safe bleach directly to the basket. Do not use the chlorine bleach dispenser for color-safe bleach.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
		<ul style="list-style-type: none"> <li>Make sure products are being added to the correct compartments.</li> </ul>
<b>Water collects in bleach and fabric softener compartments</b>	<ul style="list-style-type: none"> <li>This is normal</li> </ul>	<ul style="list-style-type: none"> <li>This is a result of the siphoning action and is part of the normal operation of the washer. Water may be removed by removing the dispenser drawer and draining water into the empty drum or sink.</li> </ul>
<b>Detergent remains in the automatic dispenser after the wash cycle is complete</b>	<ul style="list-style-type: none"> <li>Insufficient water pressure</li> <li>Improper use of granular detergent</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the washer is running with sufficient water pressure.</li> <li>Make sure the Detergent Selector is in the upper position when using granular detergent (Inglis).</li> </ul>
<b>Over-sudsing</b>	<ul style="list-style-type: none"> <li>Wrong detergent</li> <li>Too much detergent</li> </ul>	<ul style="list-style-type: none"> <li>Run the rinse cycle. Use a low-sudsing, high efficiency detergent.</li> <li>Run rinse cycle. Use less detergent in future loads.</li> </ul> <p><b>Note:</b> Use less detergent for soft water, small or lightly soiled loads.</p>
<b>Steam is not visible during steam cycle (Kitchen-Aid)</b>	<ul style="list-style-type: none"> <li>This is normal</li> </ul>	<ul style="list-style-type: none"> <li>Because it uses pressurized steam, the washer requires very small amounts of steam to achieve optimal results. Excess steam could damage fabrics and reduce efficiency.</li> </ul>
OPERATING SOUNDS		
<b>Rattling and clanking</b>	<ul style="list-style-type: none"> <li>Foreign objects such as coins or safety pins may be in drum or pump</li> </ul>	<ul style="list-style-type: none"> <li>Stop washer and check drum. If noise continues after washer is restarted, objects may be in pump. Call your service provider. Belt buckles and metal fasteners are hitting wash drum. To prevent unnecessary noise and damage to drum, fasten fasteners and turn items inside out.</li> </ul>
<b>Squealing sound or hot rubber odour</b>	<ul style="list-style-type: none"> <li>Washer is overloaded</li> </ul>	<ul style="list-style-type: none"> <li>Do not overload washer. Stop washer and reduce load.</li> </ul>
<b>Thumping sound</b>	<ul style="list-style-type: none"> <li>Heavy load or unbalanced</li> </ul>	<ul style="list-style-type: none"> <li>Heavy wash loads may produce a thumping sound. This is usually normal. If sound continues, washer is probably out of balance. Stop washer and redistribute wash load.</li> </ul>
<b>Vibrating noise</b>	<ul style="list-style-type: none"> <li>Washer not resting firmly on floor</li> </ul>	<ul style="list-style-type: none"> <li>Move washer so it rests firmly on floor. Adjust leveling legs and tighten lock nuts. See Installation Instructions for</li> </ul>



## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>• Weak foundation</li> <li>• Transport system not removed</li> <li>• Uneven load</li> <li>• Washer touching another object</li> </ul>	<p>details. Noise and vibration may be reduced by placing a piece of ¾" (19.1 mm) plywood underneath your washer. The plywood may extend underneath both washer and dryer to keep them at equal heights.</p> <ul style="list-style-type: none"> <li>• Weak floors can cause vibration and walking.</li> <li>• Shipping bolts and foam block have not been removed during installation. See Installation Instructions for removing shipping bolts and foam block.</li> <li>• Wash load is unevenly distributed in drum. Stop washer and rearrange wash load.</li> <li>• Make sure washer is not touching any other object. This can cause a vibrating sound.</li> </ul>
<b>ODOUR</b>		
<b>Washer odour</b>	<ul style="list-style-type: none"> <li>• Incorrect detergent</li> <li>• Regular cleaning</li> <li>• Accumulation of lint and other debris in basket and rubber bellows</li> </ul>	<ul style="list-style-type: none"> <li>• The proper detergent should be used specific to each type of washer. High Efficiency washers need HE or High Efficiency detergent.</li> <li>• For all washers: Washer interior should be cleaned at least once per month to reduce or prevent any accumulation of mold or mildew odours. Start by adding 1 cup (250 mL) of bleach into the detergent dispenser. Continue by adding 1 cup (250 mL) of bleach directly into the wash tub. This is the only time you should add anything other than clothing into the wash tub. Select and run the Regular/Heavy Soil cycle without clothing, using hot water. Repeat this process if necessary.</li> <li>• Inspect the interior of the washer for lint and other debris that may accumulate on the basket and rubber bellows. Remove and dispose of any accumulation as necessary.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>Washer door kept closed at all times</li> </ul>	<ul style="list-style-type: none"> <li>Leave the washer door open between cycles to allow the washer interior to dry out.</li> </ul>
<p><b>Musty or mildew odour in washer</b></p>	<ul style="list-style-type: none"> <li>Incorrect or too much detergent has been used.</li> <li>Inside of tub not cleaned properly.</li> </ul>	<ul style="list-style-type: none"> <li>Use only HE (High-Efficiency) detergent in accordance with the manufacturer's instructions.</li> <li>Run the TUB CLEAN (Kitchen-Aid) cycle regularly. Be sure to wipe around and under the door seal frequently.</li> </ul>