

TROUBLESHOOTING

FAQs: Frequently Asked Questions

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

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

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

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

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

A:

- The Control Lock feature is turned on. To turn off Control Lock, turn the washer on, then swipe down to open the Settings screen. Touch the Control Lock button to turn off Control Lock.
- Power or Signal is off.

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

A:

- If you are using powdered laundry detergent, you must dispense it manually using the manual dispenser cup. See the Dispensing Detergent Manually section. Powdered laundry agents such as OxiClean™ or powdered color safe bleach should also be put in the manual dispenser or put directly into the tub. These products can be put in the empty tub before loading or on top of the laundry after loading the machine. Do not use liquid chlorine bleach with this machine.