

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 Child Lock feature is turned on. To turn off Child Lock, turn the washer on, then press and hold the button that has "Child Lock" on or under it for three seconds.
- 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, load it in the main detergent dispenser after removing the liquid detergent insert. Powdered laundry agents such as OxiClean™ or powdered color safe bleach should be 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.

Before Calling for Service

The 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 for service.

Noises You Might Hear

Noise	Possible Cause	Solutions
Spraying or Hissing	Water spraying or circulating during the cycle.	Normal Operation
Humming or Gurgling	Drain pump is pumping water from the washer at times during a cycle.	Normal Operation
Water sloshing	A liquid in the balance ring around the wash basket helps the basket spin smoothly.	Normal Operation
Water being added after the washer has already begun to operate	The washer adapts to the load size and type to add more water to the cycle as needed.	Normal Operation
	The wash load may be unbalanced. If the washer senses that the load is unbalanced, it will stop and refill to redistribute the load.	
	The washer may be diluting laundry additives to add to the wash load.	
Rattling and clanking noise	Foreign objects, such as keys, coins, or safety pins may be in drum or pump.	Stop washer, check drum and drain filter for foreign objects. If noise continues after washer is restarted, call for service.
Thumping sound	Heavy wash loads may produce a thumping sound.	This is normal. If sound continues, washer is probably out of balance. Stop and redistribute wash load.
	Wash load may be out of balance.	Pause the cycle and redistribute the load.
Vibrating noise	Packaging materials were not removed.	See the Unpack and Remove Shipping Material information in the Installation section.
	Wash load may be unevenly distributed in the drum.	Pause the cycle and redistribute the load.
	Not all leveling feet are resting firmly and evenly on the floor.	See Level the Washer in the Installation section.
	Floor not rigid enough.	Make sure that the floor is solid and does no flex. See Flooring in the Installation Requirements section.
Squeak noise	Packaging materials were not removed.	See the Unpack and Remove Shipping Material information in the Installation section.
Banging noise when washer is filling with water (Water Hammer)	Plumbing in the home moves or flexes when the water valves in the washer shut off.	Water hammer is not caused by a defect in the washer. Install water hammer arrestors (purchased separately at hardware or home improvement store) between the fill hose and the washer for best results.
	Household water supply pressure is very high.	Adjust household water supply regulator to a lower pressure or contact a plumber.