

# TROUBLESHOOTING

## Before Calling for Service

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

### FAQs

- 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 it off, turn on the washer, then press and hold the button that has **Control Lock** on or under it for **3 seconds**.
- Q:

Where should I pour the 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 or powdered color safe bleach should be put directly into the drum. These products can be put in the empty drum before loading or on top of the laundry after loading the washer.

### Error Messages

Problem	Possible Cause & Solution
I E INLET ERROR	<b>Water supply faucets are not fully open.</b> <ul style="list-style-type: none"><li>Make sure that the water faucets are fully open.</li></ul>
	<b>Water inlet hoses are kinked, pinched, or crushed.</b> <ul style="list-style-type: none"><li>Make sure that the hoses are not kinked, pinched or crushed behind or under the washer. Be careful when moving the washer during cleaning or maintenance.</li></ul>
	<b>Water inlet filters are clogged.</b> <ul style="list-style-type: none"><li>Clean the inlet filters. See <b>MAINTENANCE</b>.</li></ul>
	<b>Water supply pressure to faucet or house is too low.</b> <ul style="list-style-type: none"><li>Check another faucet in the house to make sure that household water pressure is adequate and flow is not restricted.</li><li>Disconnect the water inlet hoses from the washer and run a few gallons of water through the hoses to flush out any dirt.</li><li>If flow is too low, contact a plumber to have the water supply lines repaired.</li></ul>
	<b>Water supply connected with leak-limiting hoses.</b> <ul style="list-style-type: none"><li>The use of hoses designed to limit leaks is not recommended. Leak limiting hoses can trip falsely and prevent the washer from filling.</li></ul>