

## Smart Diagnosis™ Function

Should you experience any problems with the appliance, it has the capability of transmitting data via your telephone to the LG Customer Information Center. NFC or Wi-Fi equipped models can also transmit data to a smartphone using the LG Smart ThinQ application.

### Smart Diagnosis™ through the Customer Information Center

- For appliances with the  or  logo

This method allows you to speak directly to our trained specialists. The specialist records the data transmitted from the appliance and uses it to analyze the issue, providing a fast and effective diagnosis.

- 1 Call the LG Electronics Customer Information Center at:  
(LG U.S.A.) 1-800-984-6306
- 2 Swipe the display down to see the Settings screen and select **More Settings**. Select **Smart Diganosis** from the Settings menu and press the **Start** button.
- 3 When instructed to do so by the call center agent, hold the mouthpiece of your phone over the **Power** button. Hold the phone no more than one inch from (but not touching) the machine.

#### NOTE

- Do not touch any other buttons or icons on the display screen.

- 4 Keep the phone in place until the tone transmission has finished. The display will count down the time.
- 5 Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you in using the information transmitted for analysis.

#### NOTE

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the **Power** button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.
- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.
- The Smart Diagnosis™ function depends on the local call quality.
- Bad call quality may result in poor data transmission from your phone to the call center, which could cause Smart Diagnosis™ to malfunction.

### Smart ThinQ Smart Diagnosis™

- For appliances with the  or  logo

Use the Smart Diagnosis feature in the Smart ThinQ application for help diagnosing issues with the appliance without the assistance of the LG Customer Information Center.

Follow the instructions in the Smart ThinQ application to perform a Smart Diagnosis using your smartphone.

#### NOTE

- Smart Diagnosis™ cannot be activated unless the appliance can be turned on using the **Power** button. If the appliance cannot be turned on, troubleshooting must be done without using Smart Diagnosis™.

# MAINTENANCE

## WARNING

To reduce the risk of fire, electric shock, or injury to persons, read and follow this entire owner's manual, including the Important Safety Instructions.

- Unplug the washer before cleaning to avoid the risk of electric shock. Failure to follow this warning can cause serious injury, fire, electric shock, or death.
- Do not use volatile substances (benzene, paint thinner, alcohol, acetone, etc.) or detergents with strong chemical components when cleaning the washer. Doing so may cause discoloration or damage to the machine, or may cause a fire.

## NOTE

- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washer. They will damage the finish.

## Regular Cleaning

### Care After Wash

After the cycle is finished, wipe the door and the inside of the door seal to remove any moisture.

- Leave the door open to dry the drum interior.
- Wipe the body of the washer with a dry cloth to remove any moisture.

### Cleaning the Exterior

Proper care of your washer can extend its life.

#### Door:

Wash with a damp cloth on the outside and inside and then dry with a soft cloth.

#### Exterior:

- Immediately wipe off any spills.
- Wipe with a damp cloth.
- Do not touch the surface or the display with sharp objects.

### Care and Cleaning of the Interior

- Use a towel or soft cloth to wipe around the washer door opening and door glass.
- Always remove items from the washer as soon as the cycle is complete. Leaving damp items in the washer can cause wrinkling, color transfer, and odor.
- Run the Tub Clean cycle once a month, or more often if needed, to remove detergent buildup and other residue.

### Tub Clean Cycle

- Some environmental and usage conditions can cause a residue to build up in the drum over time and can lead to a mildewy or musty smell. Periodic use of this cycle helps to prevent mildew or a musty smell. Run the Tub Clean cycle once a month, or more often under heavy use conditions or if odor is present.

- 1 Remove any clothing from the tub.
- 2 Put in the manufacturer's recommended amount of a tub cleaning agent.
- 3 Close the door and press the **Power** button to turn the washer on.
- 4 Select the **Tub Clean** cycle from the download cycles to clean the drum.
- 5 Press the **Start/Pause** button to begin the cycle. Selecting any other cycle after Tub Clean has been selected will cause the Tub Clean cycle to be cancelled.
- 6 After the cycle ends, open the door and allow the drum interior to dry completely.

## CAUTION

- If children are present, be careful not to leave the door open for too long.

### NOTE

- Clean the drum regularly using the Tub Clean option for optimal washing. After approximately 30 cycles, the Main Washer Tub Clean notification will appear to inform that it is time to clean the drum.
- Once a Tub Clean cycle is run, the Main Washer Tub Clean notification will disappear until the next Tub Clean is due.
- To reset the Tub Clean notification without running a Tub Clean cycle, simply run a wash cycle.

Cleaner	Instructions
Tub cleaner	Place directly into washer drum.
Lime scale remover	
Liquid chlorine bleach	
Powdered cleaner	
Cleaning tablets	

**NOTE**

- Never load laundry while using Tub Clean. The laundry may be damaged or contaminated with cleaning products. Make sure to run the Tub Clean cycle only when the drum is empty.
- Leave the door open after finishing the laundry, to keep the drum clean.
- Tub Clean should be repeated monthly.
- If mildew or musty smell already exists, run Tub Clean once a week for three consecutive weeks.
- For other drum cleaning products, follow the cleaner manufacturer's instructions and recommendations.
- Do not exceed the manufacturer's recommended amount when manually dispensing powdered oxygen-based bleach or detergent. Powdered detergent may remain in the drum after cleaning.

**Automatic Alert for Tub Clean**

When the power is on and the 'Tub Clean' message blinks on the display, it means the washer drum needs cleaning. Use the Tub Clean cycle to clean the washer drum. The frequency of the automatic alert's appearance depends on how often the washer is used, however the message will generally appear every one to two months.

**Removing Mineral Buildup**

In areas with hard water, mineral scale can form on internal components of the washer. Periodically clean the mineral buildup on the internal components to extend the lifespan of the washer. Use of a water softener is recommended in areas with hard water.

- Use a descaler, such as Washer Magic®, to remove visible mineral buildup on the washer drum.

After descaling, always run the Tub Clean cycle before washing clothing.

- Mineral scale and other spots may be removed from the stainless steel drum using a soft cloth soaked in stainless steel cleaner.
- Do not use steel wool or abrasive cleaners.

**NOTE**

- If you use a descaler or tub cleaner during the Tub Clean cycle, use the Rinse+Spin cycle to rinse the washer drum before running your next wash cycle.

## Cleaning the Door Seal

Clean the door seal once a month to prevent build-up of dirt.

- 1 **Wear rubber gloves and protective goggles.**
- 2 **Dilute 3/4 cup (177 ml) of liquid chlorine bleach in 1 gallon (3.8 L) of water.**
- 3 **Wipe around the door seal.**  
Soak a sponge or a soft cloth in this diluted solution and wipe all around the door seal.
- 4 **Wipe dry.**  
After cleaning, wipe up any moisture with a dry towel or cloth.
- 5 **Leave the door open to allow the door seal to dry completely.**

### CAUTION

- Cleaning the door seal with undiluted bleach may cause malfunction of the door seal and washer parts. You must add water to the bleach before using it.

## Cleaning the Water Inlet Filters

If the washer does not fill properly, an error message will show on the display. The inlet valve filter screens could be plugged by hard water scale, sediment in the water supply, or other debris.

### CAUTION

- The inlet screens protect the delicate parts of the inlet valve from being damaged by particles that could enter the valves with the water supply. Operating the washer with these filters removed could cause a valve to stick open resulting in flooding and/or property damage.
- Do not use the washer without the inlet filters. If you use the washer without the inlet filters it will cause leaks and malfunction.
- If you use the washer in an area with hard water, the inlet filter may clog due to lime buildup.

- 1 **Turn off both water faucets completely.**
- 2 **Unscrew the hot and cold water hoses from the back of the washer.**
- 3 **Carefully remove the filters from the water valves.**
- 4 **Remove foreign objects and soak the filters in white vinegar or a lime scale remover.**  
If using a lime scale remover, follow the manufacturer's instructions. Be careful not to damage the filters while cleaning them.
- 5 **Rinse filters thoroughly and press them back into place.**
- 6 **Flush then reattach the water hoses.**  
Before reattaching the hoses, flush the hoses and water lines by running several gallons of water into a bucket or drain, preferably with the faucets wide open for maximum flow.

### NOTE

- An '[IE]' message may blink on the display when the water pressure is weak or an inlet filter is clogged with dirt. Clean the inlet filter.

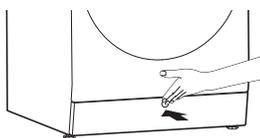
## Cleaning the Drain Pump Filter

The washer fails to drain if the drain pump filter is clogged. Periodically clean the drain filter to prevent clogging with foreign objects.

### **!** WARNING

- Opening the drain filter will result in water overflowing if there is water in the washer drum. Use a bucket if the drum is not completely drained before you open the drain filter.
- Using the washer without the drain filter or with an incorrectly assembled drain filter may cause leaks or malfunctioning of the washer.

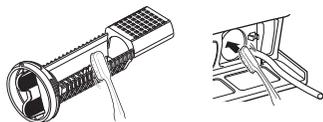
- 1 Turn off the machine and pull out the plug.**
- 2 Press on the circle to open the lower cover as shown below.**



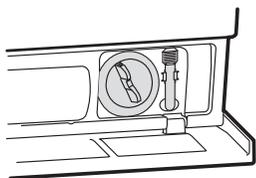
- 3 Unclip the drain hose and remove the plug from the drain hose to drain the remaining water.**



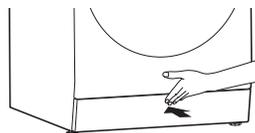
- 4 Clean the pump filter and opening.**  
Twist the pump filter counterclockwise to remove.



- 5 After cleaning, assemble the hose cap and the pump filter in the original positions.**



- 6 Close the lower cover.**



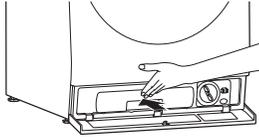
### NOTE

- An '[OE]' message blinks on the display when the drain pump filter is clogged with dirt. Clean the drain pump filter.

## Cleaning Auto Dispense Tray

Clean the Auto Dispense tray before refilling it or if detergent or softener have hardened with lack of use.

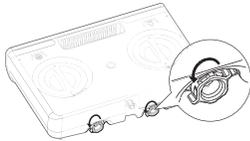
- 1 Press on the circle to open the lower cover as shown below.
- 2 Push in on the top of the Auto Dispense tray to slide it out and use the handle to remove the tray.



- 3 Turn the reservoir caps counterclockwise to remove them.



- 4 Turn the check valves on the back of the tray counterclockwise to remove them.



- 5 Clean the Auto Dispense tray and the check valves under running water.

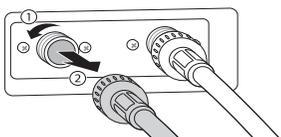
- 6 Assemble the check valves by inserting them and turning them clockwise.
- 7 Fill the detergent reservoir with liquid HE detergent and the softener reservoir with liquid fabric softener. Insert the caps on the reservoirs and turn clockwise until tight.
- 8 Insert the Auto Dispense tray back in the machine until it clicks. Close the lower cover.

## Care in Cold Climates

### Storing the Washer

If the washer will not be used for an extended period of time and is in an area that could be exposed to freezing temperatures, perform the following steps to protect the washer from damage.

- 1 Turn off the water supply.
- 2 Disconnect hoses from water supply and drain water from hoses.



- 3 Plug the power cord into a properly grounded electrical outlet.
- 4 Add 1 gallon of nontoxic recreational vehicle (RV) antifreeze to the empty drum and close the door. Never use automotive antifreeze.
- 5 Press the **Power** button, then select **Spin**.
- 6 Press the **Start/Pause** button to start the drain pump.
- 7 Allow the drain pump to run for one minute, then press the **Power** button to shut off the washer. This will expel some of the antifreeze, leaving enough to protect the washer from damage.
- 8 Unplug the power cord, dry the drum interior with a soft cloth, and close the door.
- 9 Store the washer in an upright position.
- 10 To remove the antifreeze from the washer after storage, run a complete Speed Wash cycle using detergent.  
Do not add laundry to this cycle.

### When the Water Line is Frozen

- 1 Turn off the faucets connected with the water lines.
- 2 Pour hot water on the frozen faucets to thaw the water lines and remove them.
- 3 Immerse the water lines in hot water to thaw them.
- 4 Connect the water lines with the water inlets of the washer and with the faucets.  
See Connecting the Water Lines for details.
- 5 Turn on the faucets.
- 6 Press the **Power** button.
- 7 Press the **Spin** cycle.
- 8 Press the **Start/Pause** button. Verify the water fills properly.

### When the Drain Line is Frozen

- 1 Pour hot water in the washer drum and close the door. Wait for 1-2 hours.
- 2 Press the **Power** button after thawing.
- 3 Press the **Spin** cycle to select draining and spinning.
- 4 Press the **Start/Pause** button. Check to make sure the water drains.

# 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.

## 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.

### Noises You Might Hear

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

## Operation

Problem	Possible Cause	Solutions
Water leaking	Inlet hose connection is loose at faucet or washer.	Check hoses for leaks, cracks and splits. Check and tighten hose connections.
	House drain pipes are clogged.	The washer pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair drain pipe.
	Drain hose has come out of drain or is not inserted far enough.	Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 1-2 inches past the flange.
	A large item such as a pillow or blanket is above the top of the tub.	Use the Bulky cycle for large or bulky items. Use extra care and never wash more than half a load of items that float, such as pillows. Stop the washer and check the load. Make sure the load does not crest above the top edge of the tub.
Water leaks every load	Hoses not installed correctly.	Normal Operation
Washer will not drain water	Kinked drain hose.	Ensure that the drain hose is not kinked.
	Drain located improperly.	Make sure that the drain hose is no more than 5 ft. away from the washer.
Washer will not turn on	Power cord is not properly plugged in.	Make sure that the plug is plugged securely into a grounded, 3-prong, 120 VAC, 60 Hz outlet.
	House fuse is blown, circuit breaker has tripped, or power outage has occurred.	Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.
Wash cycle time is longer than usual	The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions.	This is normal. The washer adjusts cycle time automatically to provide optimal results for the selected cycle. The time remaining shown in the display is only an estimate. Actual time may vary.

Problem	Possible Cause	Solutions
<b>Incomplete or no dispensing of detergent</b>	<b>Detergent compartments clogged from incorrect filling.</b>	Make sure that detergent and additives are put into the correct Auto Dispense reservoirs. Make sure that the Auto Dispense tray is properly installed before the start of the cycle.
	<b>Too much detergent used.</b>	If dispensing manually, make sure that the suggested amount of detergent is used per the manufacturer's recommendations. You may also dilute the detergent with water to the maximum fill line on the reservoir to avoid clogging. Use only HE (High-Efficiency) detergent.  <b>NOTE:</b> Always use as little detergent as possible. High-Efficiency washers need very little detergent to achieve optimum results. Using too much detergent will cause poor wash and rinse performance and may contribute to odors in washer.
	<b>Insufficient water supply.</b>	Make sure that both hot and cold water faucets are turned on all the way.
	<b>Normal residue.</b>	Detergent may have hardened due to lack of use. If this residue builds up it can interfere with normal dispensing of products. Refer to the cleaning instructions.
<b>Washer will not operate</b>	<b>Control panel has powered off due to inactivity.</b>	This is normal. Press the Power button to turn the washer on.
	<b>Washer is unplugged.</b>	Make sure cord is plugged securely into a working outlet.
	<b>Water supply is turned off.</b>	Turn both hot and cold faucets fully on.
	<b>Controls are not set properly.</b>	Make sure the cycle was set correctly, close the door and press the Start/Pause button.
	<b>Door is open.</b>	The washer will not operate if the door is open. Close the door and make sure that nothing is caught in the door seal area preventing it from closing completely.
	<b>Circuit breaker/fuse is tripped/blown.</b>	Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit. The washer will resume the cycle where it stopped once power is restored.
	<b>Control needs to be reset.</b>	Press the Power button, then re-select the desired cycle and press the Start/Pause button.
	<b>Start/Pause was not pressed after a cycle was set.</b>	Press the Power button then re-select the desired cycle and press the Start/Pause button. The washer will shut off if the Start/Pause button is not pressed within 60 minutes.
	<b>Extremely low water pressure.</b>	Check another faucet in the house to make sure that household water pressure is adequate.
	<b>Washer is too cold.</b>	If the washer has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the Power button.  Otherwise, the display will not come on.

Problem	Possible Cause	Solutions
<b>Washer not filling properly</b>	<b>Filter clogged.</b>	Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions.
	<b>Inlet hoses may be kinked.</b>	Check that inlet hoses are not kinked or clogged.
	<b>Energy efficiency.</b>	This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers.
	<b>Insufficient water supply.</b>	Make sure that both hot and cold water faucets are turned on all the way.
	<b>The washer door is open.</b>	The washer will not operate if the door is open. Close the door and make sure that nothing is caught in the door seal area preventing it from closing completely.
<b>Water level is too low/ No water is visible in the drum</b>	<b>Energy efficiency</b>	This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than on your previous washer. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.
<b>Oversudsing</b>	<b>Too much detergent or unsuitable detergent may cause excessive foaming which may result in water leaks.</b>	If using the Auto Detergent function, change the dispense amount in the Settings menu under More Settings. See the Auto Dispense section for more information.
		Clean the Auto Dispense tray and make sure to use an HE detergent.
		Do not put detergent in the manual dispenser while the Auto Detergent function is turned on.
<b>Buttons do not function properly</b>	<b>Buttons are disabled when the door is open.</b>	Press again after closing the door.
<b>A shortage alert appears even after you filled the dispensers for the detergent and softener.</b>	<b>The machine is not level.</b>	Make sure that the machine is level and all four feet rest firmly on the ground.
	<b>Reservoirs were refilled before the shortage notification was sent.</b>	The washing machine detects and sends shortage notifications at the end of the wash cycle.
<b>Drying performance is poor.</b>	<b>Water is not properly supplied. The water is used for auto-cleaning of lint-filter on drum during the drying.</b>	Make sure the water supply tap is open.
	<b>Water does not properly drain.</b>	Make sure the drain filter is not clogged.
	<b>The appliance is overloaded.</b>	Check the load capacity for the selected cycle. If necessary, add a Time Dry cycle.
	<b>The spin speed is too low.</b>	Select the highest spin speed allowed for the wash cycle.

## Performance

Problem	Possible Cause	Solutions
<b>Wrinkling</b>	<b>Washer not unloaded promptly.</b>	Always remove items from the washer as soon as the cycle is complete.
	<b>Washer overloaded.</b>	The washer can be fully loaded, but the drum should not be tightly packed with items. The door of the washer should close easily.
	<b>Hot and cold water inlet hoses are reversed.</b>	Hot water rinse can set wrinkles in garments. Check the inlet hose connections.
	<b>Clothes are over-dried.</b>	Make sure select suitable drying cycle.
	<b>Clothes are left in the drum for a long time after drying.</b>	Remove laundry from the drum as soon as possible after the cycle ends.
<b>Staining</b>	<b>Liquid chlorine bleach or softener was added directly to the wash load in the drum.</b>	Do not use liquid chlorine bleach with this model. Softener should be put in the Auto Dispense tray.
	<b>Washer was not unloaded promptly.</b>	Always remove items from the washer as soon as possible after the cycle is complete.
	<b>Clothes were not properly sorted.</b>	Always wash dark colors separately from light colors and whites to prevent discoloration. Never wash heavily soiled items with lightly soiled items.
<b>Poor stain removal</b>	<b>Proper options not selected.</b>	Heavier soils and tougher stains may require extra cleaning power. Select the Soak or Stain Care feature to boost the cleaning power of the selected cycle.
	<b>Previously set stains.</b>	Articles that have previously been washed may have stains that have been set. These stains may be difficult to remove and may require hand washing or pre-treating to aid in stain removal.
<b>Musty or mildewy odor in washer</b>	<b>Incorrect or too much detergent has been used.</b>	Use only High-Efficiency (HE) detergent in accordance with the manufacturer's instructions.
	<b>Inside of drum was not cleaned properly.</b>	Run the Tub Clean cycle regularly.
	<b>Lint filters have not been cleaned for a long time.</b>	Make sure the water supply tap is opened.
<b>Strange odors coming from washer</b>	<b>Dryer heating.</b>	As the dryer heats, it may initially cause a slight odor. This is normal and does not affect performance.
	<b>Newly installed washer.</b>	Smell comes from the rubber attached to the washer door. It will eventually dissipate after first couple of wash cycles.
	<b>Build-up of residue on washer, foreign object in door gasket, clogged drain pump filter, clogged or kinked drain hose.</b>	Periodically clean the gasket. Mold and foreign substances inside the gasket may produce mildew or musty smells.
		Clean the drain pump filter regularly. Foreign substances on the drain pump filter may produce mildew or musty smells.
		If the drain hose is not installed properly, the odor may be emitted because of a backflow of drainage into the tub. Make sure that the drain hose is not kinked or clogged.

## Error Codes

Error Code	Possible Cause	Solutions
<b>Washer fills with water slowly or not at all, or [IE]</b>	<b>Water supply faucets are not fully open.</b>	Make sure that the water faucets are fully open.
	<b>Water line hoses are kinked, pinched, or crushed.</b>	Make sure that the hoses are not kinked or pinched. Be careful when moving the washer during cleaning and maintenance.
	<b>Water inlet filters are clogged.</b>	Clean the inlet filters. See Maintenance in the Care and Cleaning section.
	<b>Water supply pressure to faucet or house is too low.</b>	Check another faucet in the house to make sure that household water pressure is adequate and flow is not restricted. Disconnect the inlet hose from the washer and run a few gallons of water through the hose to flush the water supply lines. If flow is too low, contact a plumber to have the water lines repaired.
	<b>Water supply connected with leaklimiting hoses.</b>	Hoses designed to limit leaks can trip falsely and prevent the washer from filling. The use of leak limiting hoses is not recommended.
<b>[UE]</b>	<b>If the balance is not successful, this error will be displayed.</b>	The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted.
	<b>The load is too small.</b>	Small loads may need additional items to be added to allow the washer to balance the loads.
	<b>Heavy articles are mixed with lighter items.</b>	The load may have heavy items loaded with lighter items. Always try to wash articles of somewhat similar weight to allow the washer to evenly distribute the weight of the load for spinning.
	<b>The load is out of balance.</b>	Manually redistribute the load if articles have become tangled preventing the automatic distribution from working properly.

Error Code	Possible Cause	Solutions
The tub does not rotate or [dE],[dE1],[dE2]	The door is not secured.	Close and secure the door. If the message keeps appearing, unplug the power cord and call for service.
[dE4]	Door sensor has malfunctioned.	
Water in the washer drains slowly or not at all and [OE]	Drain hose is kinked, pinched, or clogged	Make sure the drain hose is free of clogs, inks, etc., and is not pinched behind or under the washer.
	Drain discharge is more than 96 inches (2.4 m) above bottom of washer.	Use the drain 96 inches (2.4 m) above the bottom of the washer.
[tE]	Control error.	Unplug the washer and wait 60 seconds. Reconnect power and try again. If the error reappears, call for service.
[FE]	Water level is too high due to a faulty water valve.	Close the water faucets, unplug the washer, and call for service.
[PE]	The water level sensor is not working correctly.	Close the water faucets, unplug the washer, and call for service.
[LE]	A motor error has occurred.	Allow the washer to stand for 30 minutes and then restart the cycle. If the LE error code persists, call for service.
[LE1]	Overload in fan-motor.	
[LE2]	Overload in compressor.	
[PF]	The water level too low or high compared with the size of the load.	Do not add more than the manufacturer's recommended amount of detergent.
[FF]	Inlet hose, drain hose or drain pump frozen.	See the Care in Cold Climates section for instructions.
[dHE]	Does not dry.	Call for service.