

# TROUBLESHOOTING

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

## Washer

### 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 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>

Problem	Possible Cause & Solution
UE UNBALANCE ERROR	<p><b>The load is too small.</b></p> <ul style="list-style-type: none"> <li>• Add additional items to allow the washer to balance the load.</li> </ul> <p><b>Heavy articles are mixed with lighter items.</b></p> <ul style="list-style-type: none"> <li>• Always try to wash articles of somewhat similar weight to allow the washer to evenly distribute the weight of the load for spinning.</li> </ul> <p><b>The load is out of balance.</b></p> <ul style="list-style-type: none"> <li>• Manually redistribute the load if articles have become tangled, preventing the automatic rebalancing from working properly.</li> </ul>
dE, dE 1, dE2, dE4 DOOR OPEN ERROR	<p><b>The door is not secured.</b></p> <ul style="list-style-type: none"> <li>• Close and secure the door. If the message keeps appearing, unplug the power cord and call for service.</li> </ul>
OE WATER OUTLET ERROR	<p><b>Drain hose is kinked, pinched, or clogged.</b></p> <ul style="list-style-type: none"> <li>• Make sure that the drain hose is free of clogs or kinks and is not pinched behind or under the washer.</li> </ul> <p><b>The end of the drain hose is more than 96 inches (2.4 m) above the bottom of the washer.</b></p> <ul style="list-style-type: none"> <li>• Move the end of the drain hose so that it is lower than <b>96 inches (2.4 m)</b>.</li> </ul>
EE TEMPERATURE SENSOR ERROR	<p><b>Control error.</b></p> <ul style="list-style-type: none"> <li>• Unplug the washer and wait 60 minutes. Reconnect power and try again.</li> <li>• If the error code is still displayed, call for service</li> </ul>
FE OVERFLOW ERROR	<p><b>Water level is too high due to a faulty water valve.</b></p> <ul style="list-style-type: none"> <li>• Close the water faucets, unplug the washer, and call for service.</li> </ul>
PE PRESSURE SENSOR ERROR	<p><b>The water level sensor is not working correctly.</b></p> <ul style="list-style-type: none"> <li>• Close the water faucets, unplug the washer, and call for service.</li> </ul>
LE MOTOR LOCKED ERROR	<p><b>A motor error has occurred.</b></p> <ul style="list-style-type: none"> <li>• Allow the washer to stand for 30 minutes and then restart the cycle.</li> <li>• If the error code is still displayed, call for service.</li> </ul>
Sud OVERSUDSING DETECTION	<p><b>Oversudsing of detergent</b></p> <ul style="list-style-type: none"> <li>• Do not add more than the manufacturer's recommended amount of detergent.</li> <li>• If too many suds are detected during spinning, the washer stops to help prevent leaking.</li> </ul>
PF WATER LEVEL SENSOR ERROR	<p><b>Water level is too low or high compared to the load.</b></p> <ul style="list-style-type: none"> <li>• Unplug the washer and wait for 60 minutes. Reconnect power and try again.</li> <li>• If the error code is still displayed, call for service.</li> </ul>
FF FROZEN ERROR	<p><b>Inlet hose, drain hose or drain pump is frozen.</b></p> <ul style="list-style-type: none"> <li>• See <b>Care in Cold Climates</b>.</li> </ul>
CL CONTROL LOCK FUNCTION	<p><b>The Control Lock function is on to prevent anyone from changing cycles or operating the washer.</b></p> <ul style="list-style-type: none"> <li>• Turn off the <b>Control Lock</b> function in the control panel. See <b>Control Lock</b> under <b>Options and Extra Functions</b>.</li> </ul>
EcL TUB CLEAN ALARM	<p><b>It is time to run the Tub Clean cycle.</b></p> <ul style="list-style-type: none"> <li>• This is not an error code. It indicates that the <b>Tub Clean</b> cycle is running or needs to be run to clean the washer drum.</li> </ul>

Problem	Possible Cause & Solution
U5 VIBRATION SENSOR ERROR	<b>Vibration sensor malfunctions.</b> <ul style="list-style-type: none"> <li>• Call for service.</li> </ul>

## Noises

Problem	Possible Cause & Solution
<b>Clicking</b>	<b>Door lock sounds when the door locks or unlocks.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Spraying or hissing</b>	<b>Water spraying or circulating during the cycle</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Humming or Gurgling</b>	<b>Drain pump is pumping water from the washer at times during a cycle.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Water sloshing</b>	<b>A liquid in the balance ring around the pulsator helps the basket spin smoothly.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<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> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
	<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> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
	<b>The washer may be diluting laundry additives to add to the wash load.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Rattling and clanking noise</b>	<b>Foreign objects, such as keys, coins, or safety pins may be in drum or pump.</b> <ul style="list-style-type: none"> <li>• Stop the washer, check the drum and the drain filter for foreign objects.</li> <li>• If noise continues after the washer is restarted, call for service.</li> </ul>
<b>Thumping sound</b>	<b>Heavy wash loads may produce a thumping sound.</b> <ul style="list-style-type: none"> <li>• This is normal, but if the sound continues, the washer is probably out of balance. Stop and redistribute wash load.</li> </ul>
	<b>Wash load may be out of balance.</b> <ul style="list-style-type: none"> <li>• Pause the cycle and redistribute the load after the door unlocks.</li> </ul>
<b>Vibrating noise</b>	<b>Packaging materials were not removed.</b> <ul style="list-style-type: none"> <li>• See <b>Unpacking and Removing Shipping Material</b> in <b>INSTALLATION</b>.</li> </ul>
	<b>Wash load may be unevenly distributed in the drum.</b> <ul style="list-style-type: none"> <li>• Pause the cycle and redistribute the load after the door unlocks.</li> </ul>
	<b>Not all leveling feet are resting firmly and evenly on the floor.</b> <ul style="list-style-type: none"> <li>• See <b>Leveling the Appliance</b> in <b>INSTALLATION</b>.</li> </ul>
	<b>Floor is not rigid enough.</b> <ul style="list-style-type: none"> <li>• Make sure that the floor is solid and does not flex. See <b>Flooring</b> in <b>INSTALLATION</b>.</li> </ul>
<b>Squeaking noise</b>	<b>Packaging materials were not removed.</b> <ul style="list-style-type: none"> <li>• See <b>Unpacking and Removing shipping Material</b> in <b>INSTALLATION</b>.</li> </ul>

Problem	Possible Cause & Solution
<b>Banging noise when the 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> <ul style="list-style-type: none"> <li>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.</li> </ul>
	<b>Household water supply pressure is very high.</b> <ul style="list-style-type: none"> <li>Adjust household water supply regulator to a lower pressure or contact a plumber.</li> </ul>

## Operation

Problem	Possible Cause & Solution
<b>Water Leaking</b>	<b>Hoses are not connected correctly.</b> <ul style="list-style-type: none"> <li>Check hoses and connectors for leaks, cracks, and splits.</li> <li>Check and tighten hose connections.</li> </ul>
	<b>House drain pipes are clogged.</b> <ul style="list-style-type: none"> <li>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.</li> <li>Contact a plumber to repair drain pipe.</li> </ul>
	<b>Drain hose has come out of the drain connector or is not inserted far enough.</b> <ul style="list-style-type: none"> <li>Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain.</li> <li>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.</li> </ul>
	<b>Oversudsing of detergent</b> <ul style="list-style-type: none"> <li>Oversudsing may create leaks, and may be caused by the type and amount of detergent used. HE (High-Efficiency) detergent is the only detergent recommended. The normal amount of detergent to use is 1/4 to 1/2 of the maximum amount recommended by the detergent manufacturer.</li> <li>Always reduce the amount of detergent if the load is small or lightly soiled, or if the water is very soft.</li> <li>Never use more than the maximum amount recommended by the detergent manufacturer.</li> </ul>
<b>Excessive sudsing</b>	<b>Too much detergent or incorrect detergent</b> <ul style="list-style-type: none"> <li>HE detergents are formulated specifically for HE (High-Efficiency) washers and contain suds reducing agents. Only use detergent with the HE (High-Efficiency) logo.</li> <li>For detergent quantities refer to <b>Detergent Use</b> in <b>OPERATION</b>. If sudsing or detergent residue continues to be an issue, add an extra rinse.</li> </ul>
<b>Washer will not turn on.</b>	<b>Power cord is not properly plugged in.</b> <ul style="list-style-type: none"> <li>Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60 Hz outlet.</li> </ul>
	<b>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</b> <ul style="list-style-type: none"> <li>Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified election.</li> </ul>
<b>Wash cycle time is longer than usual.</b>	<b>The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions.</b> <ul style="list-style-type: none"> <li>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.</li> </ul>

Problem	Possible Cause & Solution
<p><b>Incomplete or no dispensing of detergent</b></p>	<p><b>Detergent compartments clogged from incorrect filling.</b></p> <ul style="list-style-type: none"> <li>• Make sure that detergent and additives are put into the correct dispenser compartments.</li> <li>• For all detergent types, always make sure that the dispenser drawer is fully closed before the start of the cycle.</li> </ul>
	<p><b>Too much detergent used.</b></p> <ul style="list-style-type: none"> <li>• Make sure that the suggested amount of detergent is used according to the manufacturer's recommendations. You may also dilute the detergent with water to the maximum fill line on the compartment to avoid clogging. Use only HE (High-Efficiency) detergent.</li> </ul>
	<p><b>NOTE</b></p> <ul style="list-style-type: none"> <li>• Always use as little detergent as possible. HE (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 the washer.</li> </ul>
	<p><b>Insufficient water supply</b></p> <ul style="list-style-type: none"> <li>• Make sure that both hot and cold water faucets are turned on all the way.</li> </ul>
	<p><b>Normal residue</b></p> <ul style="list-style-type: none"> <li>• It is normal for a small amount of detergent to remain in the dispenser. If this residue builds up, it can interfere with normal dispensing of detergents. Refer to the cleaning instructions.</li> </ul>
<p><b>Washer will not operate.</b></p>	<p><b>Control panel has powered off due to inactivity.</b></p> <ul style="list-style-type: none"> <li>• This is normal. Press the <b>Power</b> button to turn on the washer.</li> </ul>
	<p><b>Washer is unplugged.</b></p> <ul style="list-style-type: none"> <li>• Make sure that the power cord is plugged securely into an electrical outlet.</li> </ul>
	<p><b>Water supply is turned off.</b></p> <ul style="list-style-type: none"> <li>• Turn both hot and cold faucets fully on.</li> </ul>
	<p><b>Controls are not set properly.</b></p> <ul style="list-style-type: none"> <li>• Make sure that the cycle was set correctly, close the door and press the <b>Start/Pause</b> button to start the wash cycle.</li> </ul>
	<p><b>Door is open.</b></p> <ul style="list-style-type: none"> <li>• Close the door and make sure that nothing is caught under the door preventing it from closing completely.</li> </ul>
	<p><b>Circuit breaker/fuse is tripped/blown.</b></p> <ul style="list-style-type: none"> <li>• Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit.</li> </ul>
	<p><b>Start/Pause button was not pressed after the cycle was set.</b></p> <ul style="list-style-type: none"> <li>• Press the <b>Power</b> button then reselect the desired cycle and press the <b>Start/Pause</b> button. If the <b>Start/Pause</b> button is not pressed within a certain time, the washer will be turned off. (The time varies by model, from 4 to 60 minutes.)</li> </ul>
	<p><b>Extremely low water pressure.</b></p> <ul style="list-style-type: none"> <li>• Check another faucet in the house to make sure that household water pressure is adequate.</li> </ul>
	<p><b>Washer is too cold.</b></p> <ul style="list-style-type: none"> <li>• If the washer has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the <b>Power</b> button. Otherwise, the display will not come on.</li> </ul>

Problem	Possible Cause & Solution
<b>Washer is not filling properly.</b>	<b>Filter is clogged.</b> <ul style="list-style-type: none"> <li>• Make sure that inlet filters on the fill valves are not clogged. Refer to <b>Cleaning the Water Inlet Filters</b> in <b>MAINTENANCE</b>.</li> </ul>
	<b>Inlet hoses may be kinked.</b> <ul style="list-style-type: none"> <li>• Check that inlet hoses are not kinked or clogged.</li> </ul>
	<b>Energy efficiency</b> <ul style="list-style-type: none"> <li>• This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washer.</li> </ul>
	<b>Insufficient water supply</b> <ul style="list-style-type: none"> <li>• Make sure that both hot and cold water faucets are turned on all the way.</li> </ul>
	<b>Washer door is open.</b> <ul style="list-style-type: none"> <li>• Close the door and make sure that nothing is caught under the door preventing it from closing completely.</li> </ul>
	<b>Water level is too low.</b> <ul style="list-style-type: none"> <li>• The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.</li> </ul>
<b>Water in the washer does not drain or drains slowly.</b>	<b>Drain hose is kinked, pinched, or clogged.</b> <ul style="list-style-type: none"> <li>• Make sure that the drain hose is free of clogs or kinks and is not pinched behind or under the washer.</li> </ul>
	<b>The end of the drain hose is more than 96 inches (2.4 m) above the bottom of the washer.</b> <ul style="list-style-type: none"> <li>• Move the end of the drain hose so that it is lower than 96 inches (2.4 m).</li> </ul>
<b>Bleach does not dispense.</b>	<b>Bleach dispenser cover is not properly installed (on some models).</b> <ul style="list-style-type: none"> <li>• Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle.</li> </ul>
	<b>Bleach dispenser is dirty or clogged.</b> <ul style="list-style-type: none"> <li>• Lift out the bleach dispenser cover and clean out the reservoir. Lint and other foreign debris that are collected inside the dispenser may prevent proper dispensing of the bleach.</li> </ul>
<b>Premature dispensing of bleach</b>	<b>Bleach dispenser filled for future load.</b> <ul style="list-style-type: none"> <li>• You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load.</li> </ul>
	<b>Overfilling the bleach dispenser</b> <ul style="list-style-type: none"> <li>• Overfilling the bleach dispenser will cause the bleach to dispense immediately, which will damage the laundry or the washer. Always measure bleach, but never fill above the max line on the dispenser. A half cup of bleach is sufficient for most loads. Never use more than 1 cup of bleach.</li> </ul>

## Performance

Problem	Possible Cause & Solution
<b>Wrinkling</b>	<b>Washer is not unloaded promptly.</b> <ul style="list-style-type: none"> <li>Always remove items from the washer as soon as the cycle is complete.</li> </ul>
	<b>Washer is overloaded.</b> <ul style="list-style-type: none"> <li>The washer can be fully loaded, but the drum should not be tightly packed with items. The door of the washer should close easily.</li> </ul>
	<b>Hot and cold water inlet hoses are reversed.</b> <ul style="list-style-type: none"> <li>Hot water rinse can set wrinkles in garments. Check the inlet hose connectors.</li> </ul>
<b>Staining</b>	<b>Bleach or softener dispensed too soon.</b> <ul style="list-style-type: none"> <li>Dispenser compartment was overfilled or closed too quickly, causing the bleach or softener to dispense immediately. Always measure bleach, and never use more than 1 cup.</li> </ul>
	<b>Bleach or softener was added directly to the wash load in the drum.</b> <ul style="list-style-type: none"> <li>Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.</li> </ul>
	<b>Washer was not unloaded promptly.</b> <ul style="list-style-type: none"> <li>Always remove items from the washer as soon as possible after the cycle is completed.</li> </ul>
	<b>Clothes were not properly sorted.</b> <ul style="list-style-type: none"> <li>Always wash dark colors separately from light colors and whites to prevent discoloration.</li> <li>Never wash heavily soiled items with lightly soiled items.</li> </ul>
<b>Poor stain removal</b>	<b>Proper options are not selected.</b> <ul style="list-style-type: none"> <li>Heavier soils and tougher stains may require extra cleaning power. Select the <b>Heavy Soil</b> feature to boost the cleaning power of the selected cycle.</li> </ul>
	<b>Previously set stains.</b> <ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Musty or mildewy odor in the washer</b>	<b>Incorrect or too much detergent has been used.</b> <ul style="list-style-type: none"> <li>Use only HE (High-Efficiency) detergent in accordance with the manufacturer's instructions.</li> </ul>
	<b>Inside of the drum was not cleaned properly.</b> <ul style="list-style-type: none"> <li>Run the <b>Tub Clean</b> cycle regularly.</li> </ul>

## Odor

Problem	Possible Cause & Solution
Odor	<p><b>Some odor is caused by the rubber attached to the washing machine.</b></p> <ul style="list-style-type: none"> <li>• This odor is normal for new rubber and will disappear after the machine has been run a few times.</li> </ul>
	<p><b>If the rubber door gasket and door seal area are not cleaned regularly, odors can occur from mold or foreign substances.</b></p> <ul style="list-style-type: none"> <li>• Be sure to clean the gasket and door seal regularly and check under the door seal for small items when unloading the washer.</li> </ul>
	<p><b>Odors can occur if foreign substances are left in the drainage pump filter.</b></p> <ul style="list-style-type: none"> <li>• Be sure to clean the drainage pump filter regularly.</li> </ul>
	<p><b>Odors can occur if the drainage hose is not properly installed, causing siphoning (water flowing back inside the washing machine).</b></p> <ul style="list-style-type: none"> <li>• When installing the drainage hose, be sure that it doesn't become kinked or blocked.</li> </ul>



## Dryer

### FAQs: Frequently Asked Questions

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

**A:** The **Control Lock** feature is turned on. To turn off **Control Lock**, turn the dryer on, then press and hold the button that has **Control Lock** on or under it for 3 seconds.

**Q: Why does my dryer take so long to dry clothes?**

**A:** Proper airflow is critical to the efficient operation of clothes dryers. A lint filter which is full of lint or clogged with fabric softener sheet residue can reduce the airflow to the point that the time required to dry clothing will be greatly increased.

**Q: Why does my dryer start by itself every few minutes?**

**A:** This is how the **Wrinkle Care** feature works. The dryer runs briefly every few minutes for up to 3 hours after the cycle finishes. This feature is designed to help prevent wrinkles from setting in when the dryer is not unloaded immediately after the cycle is finished.

**Q: Why does my dryer show 3 minutes when I select the Steam Fresh™ cycle?**

**A:** When the **Steam Fresh™** cycle is selected, the dryer displays the recommended number of garments for the cycle, not the estimated cycle time, until the cycle is started. Use the **Time Dry** button to adjust the load size setting for the number of garments you desire.

### Error Messages

Problem	Possible Cause & Solution
E1 through E7 <b>TEMPERATURE SENSOR ERROR</b>	<b>Temperature sensor failure.</b> <ul style="list-style-type: none"> <li>Turn off the appliance and call for service.</li> </ul>
P5 <b>POWER ERROR</b>	<b>Power cord is connected incorrectly.</b> <ul style="list-style-type: none"> <li>Check the connection of the power cord to the terminal block.</li> </ul>
d75, d80, d90, d95 <b>DUCT BLOCK ERROR</b>	<b>The duct work is about 75% - 95% blocked. (The error code is displayed for 2 hours only.)</b> <ul style="list-style-type: none"> <li>Do not use the appliance until the exhaust system has been cleaned and/or repaired. Using the appliance with a severely restricted exhaust is dangerous and could result in a fire or other property damage.</li> <li>Check the outside dryer vent while the appliance is operating to make sure there is strong airflow. If the exhaust system is extremely long, have it repaired or rerouted.</li> </ul>
	<b>House exhaust system blocked.</b> <ul style="list-style-type: none"> <li>Keep the area around the dryer clean and free of clutter. Check vent hood for damage or lint clogging. Make sure the area around the vent hood is clear.</li> </ul>
CL <b>CONTROL LOCK FUNCTION</b>	<b>The Control Lock function is on to prevent anyone from changing cycles or operating the dryer.</b> <ul style="list-style-type: none"> <li>Turn off the <b>Control Lock</b> function in the control panel. See <b>Control Lock</b> under <b>Options and Extra Functions</b>.</li> </ul>

## Operation

Problem	Possible Cause & Solution
<p>The Flow Sense™ (🌀) indicator remains active after clearing the restriction in the venting.</p>	<p><b>After clearing the restrictions, the Flow Sense™ (🌀) system requires multiple, consecutive cycles to determine that the performance value has improved before the Flow Sense™ (🌀) indicator is reset.</b></p> <ul style="list-style-type: none"> <li>If the Flow Sense™ (🌀) indicator remains active for more than five cycles after the restriction has been cleared, call for service.</li> </ul>
<p>Clothes take too long to dry.</p>	<p><b>Exhaust ducts are blocked, dirty, or duct run is too long.</b></p> <ul style="list-style-type: none"> <li>Confirm that the exhaust duct is properly configured and free of debris, lint, and obstructions. Make sure that the outside wall damper can open properly and is not blocked, jammed, or clogged.</li> </ul> <p><b>Load is not properly sorted</b></p> <ul style="list-style-type: none"> <li>Separate heavy items from lightweight items. Larger and heavier items take longer to dry. Light items in a load with heavy items can fool the sensor because the light items dry faster.</li> </ul> <p><b>Large and heavy fabrics are loaded.</b></p> <ul style="list-style-type: none"> <li>Heavy fabrics take longer to dry because they tend to retain more moisture. To help reduce and maintain more consistent drying times for large and heavy fabrics, separate these items into smaller loads of a consistent size.</li> </ul> <p><b>Dryer controls are not set properly.</b></p> <ul style="list-style-type: none"> <li>Use the appropriate control settings for the type of load you are drying. Some loads may require an adjustment of the dry level setting for proper drying.</li> </ul> <p><b>Lint filter needs to be cleaned.</b></p> <ul style="list-style-type: none"> <li>Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. With some loads that produce high amounts of lint, such as new bath towels, it may be necessary to pause the cycle and clean the filter during the cycle.</li> </ul> <p><b>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>The appliance is overloaded.</b></p> <ul style="list-style-type: none"> <li>Divide extra large loads into smaller loads for better drying performance and efficiency.</li> </ul> <p><b>Energy Saver option is selected. (on some models)</b></p> <ul style="list-style-type: none"> <li>If using the <b>Normal</b> cycle, deselect the <b>Energy Saver</b> option that is selected by default. This option reduces energy use by adding an air dry section to the beginning of the cycle. It is normal to feel no heat at the beginning of the cycle while in <b>Energy Saver</b> mode.</li> </ul>
<p>The appliance will not turn on.</p>	<p><b>Power cord is not properly plugged in.</b></p> <ul style="list-style-type: none"> <li>Make sure that the plug is securely plugged into a grounded outlet matching the appliance's rating plate.</li> </ul> <p><b>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>

Problem	Possible Cause & Solution
<b>The appliance does not heat.</b>	<b>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</b> <ul style="list-style-type: none"> <li>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.</li> </ul>
	<b>Gas supply or service is turned off.</b> <ul style="list-style-type: none"> <li>Confirm that the house gas shutoff and the shutoff valves of the dryer are both fully open. Even if gas is not supplied to the appliance, it will run and no error codes will display. Verify that other gas appliances in the home are working normally.</li> </ul>
	<b>Energy Saver option is selected. (on some models)</b> <ul style="list-style-type: none"> <li>If using the <b>Normal</b> cycle, deselect the <b>Energy Saver</b> option that is selected by default. This option reduces energy use by adding an air dry section to the beginning of the cycle. It is normal to feel no heat at the beginning of the cycle while in <b>Energy Saver</b> mode.</li> </ul>
<b>Drying time is not consistent.</b>	<b>Heat settings, load size, or dampness of clothing is not consistent.</b> <ul style="list-style-type: none"> <li>The drying time for a load will vary depending on the size of the load, the type of fabrics, the wetness of the clothes and the condition of the lint filter. An unbalanced load in the washer can cause poor spinning, resulting in wetter clothes which will take longer to dry.</li> </ul>

## Performance

Problem	Possible Cause & Solution
<b>Clothes are wrinkled.</b>	<b>Clothes dried too long (overdried).</b> <ul style="list-style-type: none"> <li>Overdrying a load of laundry can lead to wrinkled clothes. Try a shorter drying time or use a lower dry level setting and remove items while they still retain a slight amount of moisture.</li> </ul>
	<b>Clothes left in dryer too long after cycle ends.</b> <ul style="list-style-type: none"> <li>Use the <b>Wrinkle Care</b> option. This option will tumble the clothes briefly every few minutes for up to 3 hours to help prevent wrinkling.</li> </ul>
<b>Greasy or dirty spots on clothes.</b>	<b>Fabric softener used incorrectly.</b> <ul style="list-style-type: none"> <li>Check and follow the instructions provided with your fabric softener.</li> </ul>
	<b>Clean and dirty clothes are being dried together.</b> <ul style="list-style-type: none"> <li>Use your dryer to dry only clean items. Soil from dirty clothes can transfer to the clean clothes in the same or later loads.</li> </ul>
	<b>Clothes were not properly cleaned or rinsed before being placed in the dryer.</b> <ul style="list-style-type: none"> <li>Stains on dried clothes could be stains that were not removed during the washing process. Make sure that clothes are being completely cleaned or rinsed according to the instructions for your washer and detergent. Some difficult soils may require pre-treating prior to washing.</li> </ul>
<b>Clothes are shrinking.</b>	<b>Garment care instructions are not being followed.</b> <ul style="list-style-type: none"> <li>To avoid shrinking your clothes, always consult and follow fabric care instructions. Some fabrics will naturally shrink when washed. Other fabrics can be washed but will shrink when dried in a dryer. Use a low or no heat setting.</li> </ul>

Problem	Possible Cause & Solution
<b>Lint on clothes.</b>	<b>Lint filter not cleaned properly.</b> <ul style="list-style-type: none"> <li>Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. If it looks dirty, follow the cleaning instructions in the <b>MAINTENANCE</b> section. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.</li> </ul>
	<b>Laundry not sorted properly.</b> <ul style="list-style-type: none"> <li>Some fabrics are lint producers (i.e., a fuzzy white cotton towel) and should be dried separately from clothes that are lint trappers (i.e., a pair of black linen pants).</li> </ul>
	<b>Excess static in clothes.</b> <ul style="list-style-type: none"> <li>Use a fabric softener to reduce static electricity. Be sure to follow the manufacturer's instructions. Overdrying a load of laundry can cause a buildup of static electricity.</li> </ul>
	<b>The appliance is overloaded.</b> <ul style="list-style-type: none"> <li>Divide extra large loads into smaller loads for drying.</li> </ul>
	<b>Tissue, paper, etc., left in pockets.</b> <ul style="list-style-type: none"> <li>Check pockets thoroughly before washing and drying clothes.</li> </ul>
<b>Excess static in clothes after drying.</b>	<b>Fabric softener is not used or is used incorrectly.</b> <ul style="list-style-type: none"> <li>Use a fabric softener or the <b>Reduce Static</b> option, if available, to reduce static electricity. Be sure to follow the manufacturer's instructions.</li> </ul>
	<b>Clothes dried too long (overdried).</b> <ul style="list-style-type: none"> <li>Overdrying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time. Select a lower dry level setting, if necessary.</li> </ul>
	<b>Drying synthetics, permanent press, or synthetic blends.</b> <ul style="list-style-type: none"> <li>These fabrics are naturally more prone to static buildup. Try using fabric softener, or use a lower dry level setting and/or shorter time settings.</li> </ul>
<b>Clothes have damp spots after a dry cycle.</b>	<b>Very large load or very small load. Single large item such as a blanket or comforter.</b> <ul style="list-style-type: none"> <li>If items are too tightly packed or too sparse the sensor may have trouble reading the dryness level of the load. Use a <b>Time Dry</b> cycle for very small loads.</li> <li>Large, bulky items such as blankets or comforters can sometimes wrap themselves into a tight ball of fabric. The outside layers will dry and register on the sensors, while the inner core remains damp. When drying a single bulky item, it may help to pause the cycle once or twice and rearrange the item to unwrap and expose any damp areas.</li> <li>To dry a few remaining damp items from a very large load or a few damp spots on a large item after a sensor cycle has completed, empty the lint trap, and then set a <b>Time Dry</b> cycle to finish drying the item(s).</li> </ul>

## Steam Function

Problem	Possible Cause & Solution
<b>Water drips from nozzle when Steam cycle starts.</b>	<b>This is normal.</b> <ul style="list-style-type: none"> <li>This is steam condensation when Steam cycle starts. The dripping water will stop after a short time.</li> </ul>
<b>Steam does not generate, but no error code is shown.</b>	<b>Water level error.</b> <ul style="list-style-type: none"> <li>Unplug dryer and call for service.</li> </ul>
<b>Water drips from door during Steam cycle.</b>	<b>This is normal.</b> <ul style="list-style-type: none"> <li>Condensation will normally form on the inside of the dryer door during steam operation. Some condensation may drip out the bottom of the door.</li> </ul>

Problem	Possible Cause & Solution
Steam is not visible during Steam cycle.	<p><b>This is normal.</b></p> <ul style="list-style-type: none"> <li>Steam vapor is difficult to see when the door is closed. However, condensation will normally form on the inside of the dryer door if the steam system is operating normally.</li> </ul>
Drum does not turn during Steam cycle.	<p><b>This is normal.</b></p> <ul style="list-style-type: none"> <li>The drum is turned off so that the steam vapor remains in the drum. The drum will normally turn for about 2 seconds once a minute.</li> </ul>
Cannot see steam vapor at the beginning of cycle.	<p><b>This is normal.</b></p> <ul style="list-style-type: none"> <li>Steam is released at different stages of the cycle for each option.</li> </ul>

## Indicator Messages

Problem	Possible Cause & Solution
Flow Sense indicator (☰) shows four bars during the drying cycle or the display shows d88 after drying.	<p><b>Exhaust system is too long or has too many turns/restrictions.</b></p> <ul style="list-style-type: none"> <li>Install a shorter or straighter duct run. See the <b>Installation Instructions</b> for details.</li> </ul>
	<p><b>Partial blockage of the ductwork due to lint buildup or other foreign object.</b></p> <ul style="list-style-type: none"> <li>Ductwork should be checked/cleaned immediately. Dryer can be used in this condition, but drying times will be longer and energy consumption will increase.</li> </ul>
	<p><b>The appliance has detected a restriction in the external dryer venting.</b></p> <ul style="list-style-type: none"> <li>If exhaust restrictions are sensed by the Flow Sense system, the indicator will remain on for <b>2 hours</b> after the end of the cycle. Opening the door or pressing the <b>Power</b> button will turn off the display.</li> <li>This warning light is not a dryer failure and is not covered by the dryer warranty. Contact a duct cleaning service to set up an appointment to have your exhaust system cleaned and inspected.</li> </ul>
The Flow Sense indicator (☰) remains active after clearing the restriction in the venting.	<p><b>After clearing the restriction, the Flow Sense system requires multiple, consecutive cycles to determine that the performance value has improved before the Flow Sense indicator is reset.</b></p> <ul style="list-style-type: none"> <li>If the Flow Sense indicator remains active for more than five cycles after the restriction has been cleared, call for service.</li> </ul>
Check filter indicator (☰) is on during the drying cycle.	<p><b>Lint filter not cleaned properly.</b></p> <ul style="list-style-type: none"> <li>Remove the lint from the filter before every load. With the lint removed, hold the filter up to a light to see if it is dirty or clogged. If it looks dirty, follow the cleaning instructions. With some loads that produce high amounts of lint, it may be necessary to clean the filter during the cycle.</li> </ul>

## Common

### Wi-Fi

Problem	Possible Cause & Solution
<b>Trouble connecting appliance and smartphone to Wi-Fi network</b>	<b>The password for the Wi-Fi network was entered incorrectly.</b> <ul style="list-style-type: none"> <li>• Delete your home Wi-Fi network and begin the connection process again.</li> </ul>
	<b>Mobile data for your smartphone is turned on.</b> <ul style="list-style-type: none"> <li>• Turn off the <b>Mobile data</b> on your smartphone before connecting the appliance.</li> </ul>
	<b>The wireless network name (SSID) is set incorrectly.</b> <ul style="list-style-type: none"> <li>• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	<b>The router frequency is not 2.4 GHz.</b> <ul style="list-style-type: none"> <li>• Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.</li> </ul>
	<b>The appliance and the router are too far apart.</b> <ul style="list-style-type: none"> <li>• If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the router closer to the appliance or purchase and install a Wi-Fi repeater.</li> </ul>