

# Use & Care

G U I D E

## Automatic Washer

<b>A Note to You .....</b>	<b>2</b>
<b>Washer Safety.....</b>	<b>3</b>
<b>Parts and Features.....</b>	<b>4</b>
<b>Using Your Washer .....</b>	<b>5</b>
Starting Your Washer .....	5
Loading.....	6
Selecting a Cycle, Time and Temperature .....	7
Adding Liquid Chlorine Bleach .....	8
Adding Liquid Fabric Softener .....	8
Rinse/Drain and Spin .....	8
MAGIC CLEAN* Lint Filter .....	9
Understanding Normal Washer Sounds .....	9
Understanding What Happens in Each Cycle .....	10
<b>Caring for Your Washer ..</b>	<b>11</b>
<b>Troubleshooting .....</b>	<b>12</b>
<b>Requesting Assistance or Service .....</b>	<b>16</b>



# A NOTE TO YOU

## Thank you for buying this appliance.

To ensure that you enjoy years of trouble-free operation, we developed this Use and Care Guide. It is full of valuable information about how to operate and maintain your appliance properly and safely. Please read it carefully.

Also, complete and mail the **Ownership Registration Card** provided with your appliance. The card helps us notify you about any new information on your appliance.

## Please record your model's information.

Whenever you call to request service for your appliance, you need to know your complete model number and serial number. You can find this information on the model and serial number label (see the diagram on the "Parts and Features" page for the location of the label). Also, record the other information shown in the next column.

**Model Number** \_\_\_\_\_

**Serial Number** \_\_\_\_\_

**Purchase Date** \_\_\_\_\_

**Dealer Name** \_\_\_\_\_

**Dealer Address** \_\_\_\_\_

**Dealer Phone** \_\_\_\_\_

**Keep this book and the sales slip together in a safe place for future reference.**

# WASHER SAFETY

## Your safety and the safety of others is very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to hazards that can kill or hurt you and others.

All safety messages will be preceded by the safety alert symbol and the word "DANGER" or "WARNING." These words mean:

**⚠ DANGER**

You **will** be killed or seriously injured if you don't follow instructions.

**⚠ WARNING**

You **can** be killed or seriously injured if you don't follow instructions.

All safety messages will identify the hazard, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING** – To reduce the risk of fire, electric shock, or injury to persons when using the washer, follow basic precautions, including the following:

- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable, or explosive substances as they give off vapours that could ignite or explode.
- Do not add gasoline, dry-cleaning solvents, or other flammable, or explosive substances to the wash water. These substances give off vapours that could ignite or explode.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for such a period, before using the washing machine, turn on all hot water taps and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
- Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children.
- Before the washer is removed from service or discarded, remove the lid.
- Do not reach into the washer if the tub or agitator is moving.
- Do not install or store the washer where it will be exposed to the weather.
- Do not tamper with controls.
- Do not repair or replace any part of the washer or attempt any servicing unless specifically recommended in this Use and Care Guide or in published user-repair instructions that you understand and have the skills to carry out.
- See Installation Instructions for grounding requirements.

– **SAVE THESE INSTRUCTIONS** –

# PARTS AND FEATURES

Load size selector  
(p. 5)

Cycle control knob  
(includes temperature selector)  
(pp. 6-7)

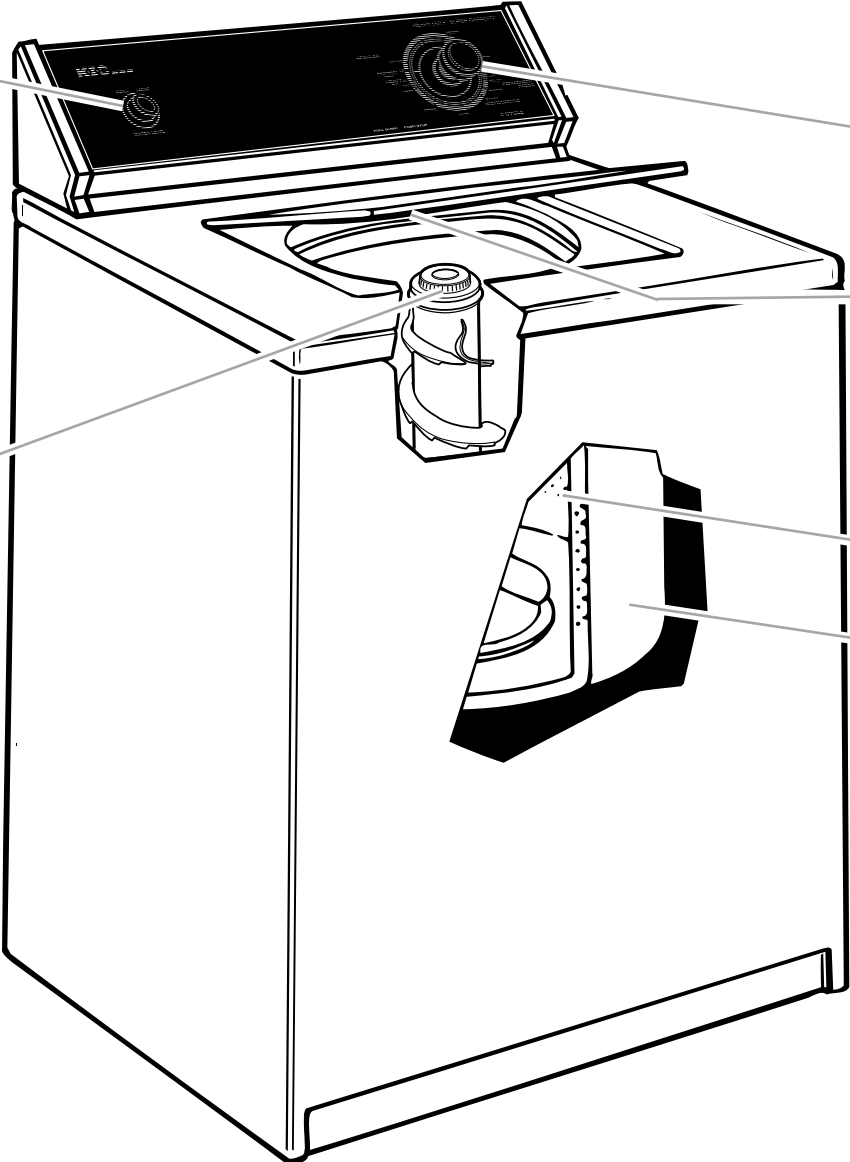
Model and serial number label  
(under lid)

Agitator

Basket

Tub

MAGIC CLEAN\*  
lint filter  
(bottom of washer basket)  
(p. 9)



# USING YOUR WASHER

## STARTING YOUR WASHER

### ⚠ WARNING



#### Fire Hazard

Never place items in the washer that are dampened with gasoline or other flammable fluids.

No washer can completely remove oil.

Do not dry anything that has ever had any type of oil on it (including cooking oils).

Doing so can result in death, explosion, or fire.

### ⚠ WARNING



#### Electrical Shock Hazard

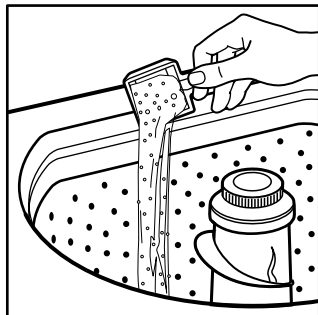
Plug into an earthed outlet.

Do not use an adapter.

Do not use an extension cord.

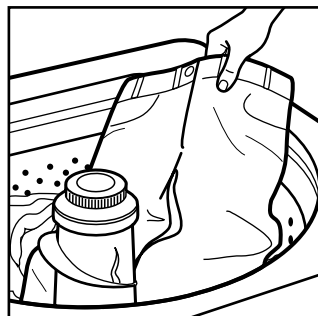
Failure to follow these instructions can result in death, fire, or electrical shock.

**1.** Measure detergent and pour it into the washer.



- If desired, add powder or liquid colour safe bleach.

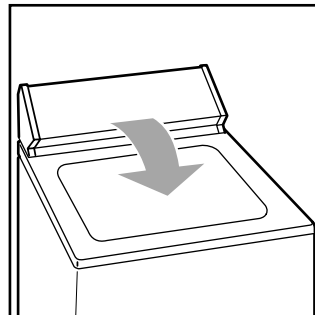
**2.** Drop a sorted load of clothes loosely into your washer, filling to the top row of holes.



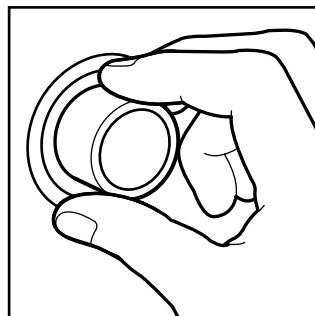
- Load evenly to maintain washer balance. Mix large and small items.
- Items should move easily through the wash water. Overloading can cause poor cleaning.
- To reduce wrinkling

of permanent press clothes and some synthetic knits, use a large load size to provide more space (see step 4).

**3.** Close the washer lid.



**4.** Turn the Load Size selector to the correct setting for your wash load and the type of fabric being washed.



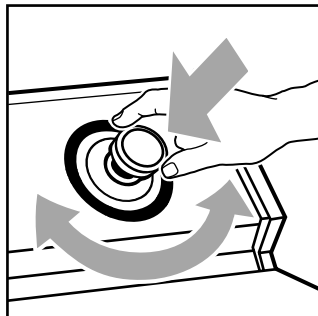
- Choose a load size that allows the load to move freely for best fabric care. See the "Loading" section.
- Change the setting after the washer has started filling by turning

the selector to a different setting.

continued on next page

## STARTING YOUR WASHER (CONT.)

**5.** Push in the Cycle Control knob and turn it to the wash cycle you want. Match the wash water temperature with the type of fabric and soils being washed. See “Selecting a cycle, time, and temperature.”



- Reduce the wash time when using a small load size setting.
- Use the warmest

water safe for fabric.

- Follow garment label instructions.

**HOT:** 49°C (120°F) or above

- Whites and pastels
- Heavy and greasy soils

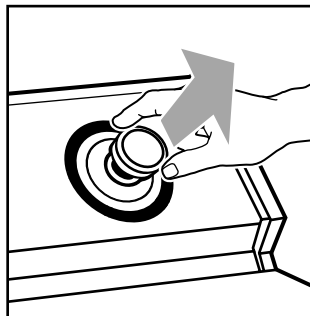
**WARM:** 32° to 44°C (90° to 110°F)

- Bright colours
- Moderate to light soils

**COLD:** 21° to 32°C (70° to 90°F)

- Colours that bleed or fade
- Light soils

**6.** Pull out the Cycle Control knob to start the washer.



**NOTE:** To **stop** the washer at any time, push in the Cycle Control knob. To **restart** the washer, close the lid (if open) and pull out the Cycle Control knob.

**7. (OPTIONAL STEP)** If desired, add measured liquid chlorine bleach after the washer starts agitating. See “Adding liquid chlorine bleach.”

**8. (OPTIONAL STEP)** If desired, add measured and diluted liquid fabric softener to the final rinse cycle. See “Adding liquid fabric softener.”

## LOADING

### Loading suggestions

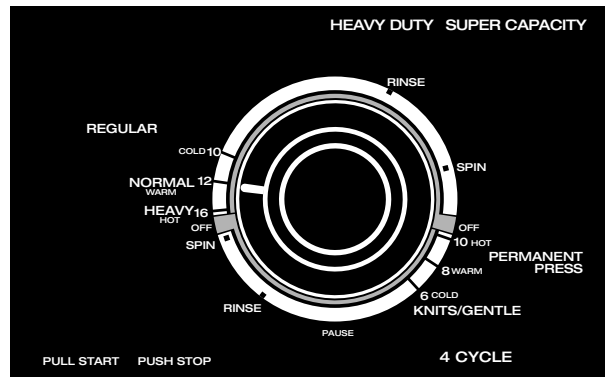
For these suggested full-sized loads, set the Load Size selector to the highest load size setting.

SUPER Capacity Washers			
<p><b>Heavy Work Clothes</b></p> <ul style="list-style-type: none"> <li>3 pair pants</li> <li>3 shirts</li> <li>4 pair jeans</li> <li>1 coverall</li> <li>1 overall</li> </ul>	<p><b>Delicates</b></p> <ul style="list-style-type: none"> <li>3 camisoles</li> <li>1 quilted robe</li> <li>4 slips</li> <li>4 panties</li> <li>2 bras</li> <li>2 nighties</li> <li>1 baby’s dress</li> </ul>	<p><b>Towels</b></p> <ul style="list-style-type: none"> <li>10 bath towels</li> <li>10 hand towels</li> <li>14 wash cloths</li> <li>1 bath mat</li> </ul>	<p><b>Mixed Load</b></p> <ul style="list-style-type: none"> <li>3 double sheets</li> <li>4 pillowcases</li> <li>8 T-shirts</li> <li>6 pair shorts</li> <li>2 shirts</li> <li>2 blouses</li> <li>8 handkerchiefs</li> </ul>

## SELECTING A CYCLE, TIME, AND TEMPERATURE

This section describes the available wash cycles and will help you make the best cycle selections for your wash loads. Each cycle is designed for different types of fabric and soil levels.

**NOTE:** The washer pauses briefly throughout each cycle. These pauses are normal. Refer to “Understanding what happens in each cycle” to learn more about the sounds you may hear and what happens during a wash cycle.



### Regular cycle

The Regular cycle features high-speed agitation for maximum cleaning, and high-speed spins to shorten drying time.

- Select 10 minutes of wash time, with cold water, to clean washable knits, cottons, permanent press, and some synthetic fabrics that are lightly soiled.
- Select 12 minutes of wash time, with warm water, to clean large loads of sturdily constructed fabrics that are moderately soiled.
- Select 16 minutes of wash time, with hot water, to clean large loads of sturdily constructed fabrics that are heavily soiled.

### Permanent Press cycle

The Permanent Press cycle features a cool-down rinse and shorter spins to reduce wrinkling. Use this cycle for cleaning permanent press and some synthetic fabrics that are lightly, moderately, or heavily soiled. A warm wash will provide 8 minutes of wash time. A hot wash will provide 10 minutes of wash time.

### Knits/Gentle cycle

The Knits/Gentle cycle features a short wash, a cool-down rinse, and shorter spins to reduce wrinkling. Use this cycle for cleaning delicate items and washable knits that are lightly, moderately, or heavily soiled. A cold wash will provide 6 minutes of agitation.

### Cycle options

You may select different wash time and water temperature combinations by first selecting the water temperature (Cold, Warm, or Hot) and then turning to the new wash time. For example, for 16 minutes of wash time in the Regular cycle with cold water:

1. Push in the Cycle Control knob and turn it clockwise to the “COLD” setting.
2. Pull out the Cycle Control knob and allow your washer to fill.
3. When your washer has filled, push in and turn the Cycle Control knob to “Heavy”, 16 minutes of wash time.
4. Pull out the Cycle Control knob.

## ADDING LIQUID CHLORINE BLEACH

Always measure liquid chlorine bleach. Do not guess. Never use more than 250 mL (1 cup) for a full load. Follow manufacturer's directions for safe use. Use a cup with a pouring spout to avoid spilling.

1. Let the washer fill and begin agitating the load.
2. Add bleach to wash cycle so it can be removed in the rinse cycle. Pour bleach around agitator, not directly on load.

- Follow directions on care labels. Do not use chlorine bleach on wool, silk, spandex, acetates, or some flame-retardant fabrics.
- When soaking with chlorine bleach, add detergent to soak water.

**NOTE:** Undiluted bleach will damage any fabric it touches. The damage appears as rips, holes, tears, or colour loss and may not show up until several washings later.

## ADDING LIQUID FABRIC SOFTENER

- Always dilute fabric softener with 125 to 250 mL ( $\frac{1}{2}$  to 1 cup) warm water. Undiluted fabric softener can stain fabrics.
- Add diluted fabric softener only in the final rinse.
- Fabric softener should not be mixed with other laundry products because greasy stains may form. If stains form, remove them by wetting the stain and rubbing with liquid detergent or a bar of soap. Rewash the stained item.

- Too much fabric softener can make some items (diapers and towels) nonabsorbent. If this happens, use less fabric softener or do not use it every time.

## RINSE/DRAIN AND SPIN

### Rinse and Spin feature

When using extra detergent for heavily soiled clothes, or washing special-care items, you may find an extra rinse and spin is needed.

- For an additional rinse and spin, push in the Cycle Control knob and turn it to any of the Rinse settings. The washer fills to the selected load size, agitates, drains, and spins.

### Drain and Spin feature

A drain and spin may help shorten drying times for some heavy fabrics or special-care items by removing excess water.

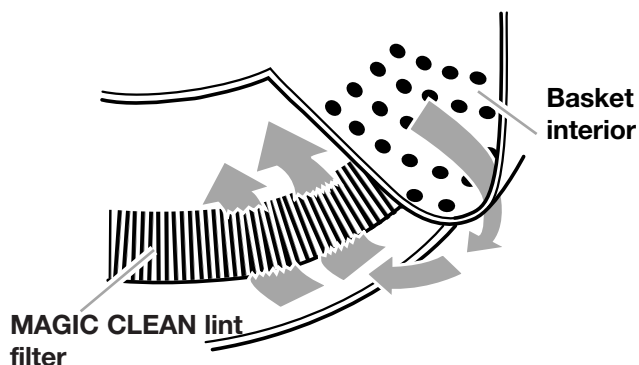
- For a drain and spin, push in the Cycle Control knob and turn it to any of the Spin settings. Then pull out the Cycle Control knob. The washer drains, then spins.



## MAGIC CLEAN\* LINT FILTER

Your washer has a MAGIC CLEAN lint filter at the bottom of the basket. Wash and rinse water flow over the filter during agitation, separating the lint from the water. The lint spins out of the system during the spin part of the cycle.

If your washer drains into a tub, remove any lint collected in the tub or strainer.



## UNDERSTANDING NORMAL WASHER SOUNDS

Your new washer may make sounds your old one didn't. Because the sounds may be unfamiliar, you may be concerned about them. Don't be; most of them are normal.

The following describes some of the sounds you may hear and what causes them.

### During washing

When you select a small load size setting, your washer has a lower water level. This may cause a clicking sound from the upper part of the agitator.

### During drain

If water is drained quickly from your washer (depending on your installation), you may hear air being pulled through the pump during the end of draining.

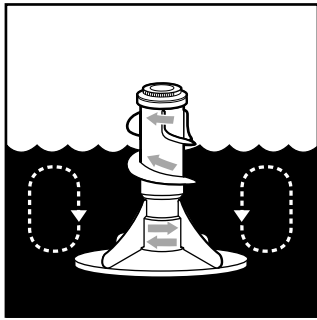
### After drain and before spin

When the cycle changes from draining to spinning, you may hear gears engaging.

# UNDERSTANDING WHAT HAPPENS IN EACH CYCLE

When the Cycle Control knob is set to a number and pulled out, the washer fills (to the selected load size) before agitation and timing start. The washer begins agitating immediately after filling; agitation occurs with the washer lid up or down.





During agitation, the agitator creates a continuous rollover action that provides a thorough cleaning of the wash load.









After agitation starts, the Cycle Control knob turns clockwise until it points to an Off area and the cycle ends.

**NOTE:** The washer pauses briefly throughout each cycle. These pauses are normal for washer operation.

## Sequence of cycles

WASH	
	Fill ↓
	Wash selected time ↓
	Drain <sup>†</sup> No agitation ↓
	Spin ↓
<sup>†</sup> The Permanent Press cycle partially drains, fills, agitates briefly, and drains.	

RINSE	
	Fill ↓
	Rinse ↓
	Drain-No agitation ↓
	Spin-Spray rinse ↓
	Spin ↓
	Off

# CARING FOR YOUR WASHER

## CLEANING YOUR WASHER

### Cleaning the exterior

Use a soft, damp cloth or sponge to wipe up any spills such as detergent or bleach. Occasionally wipe the outside of your washer to keep it looking new.



### Cleaning the interior

Clean your washer interior by mixing 250 mL (1 cup) of chlorine bleach and 500 mL (2 cups) of detergent. Pour this into your washer and run it through a complete cycle using hot water. Repeat this process if necessary.

**NOTE:** Remove any hard water deposits using only cleaners labeled as washer safe.

## WINTER STORAGE, MOVING, VACATION CARE

Install and store your washer where it will not freeze. Because some water may stay in the hoses, freezing can damage your washer. If storing or moving your washer during freezing weather, winterize it.

### To winterize washer:

1. Shut off both water taps.
2. Disconnect and drain water inlet hoses.
3. Put 1 L (1 quart) of R.V.-type antifreeze in the basket.
4. Run washer on a drain and spin setting (see “Rinse/Drain and Spin”) for about 30 seconds to mix the antifreeze and water.
5. Unplug the power supply cord.

### To use washer again:

1. Flush water pipes and hoses.
2. Reconnect water inlet hoses.
3. Turn on both water taps.
4. Reconnect power supply cord.
5. Run the washer through a complete cycle with 250 mL (1 cup) of detergent to clean out antifreeze.

### Non-use or vacation care:

Operate your washer only when you are at home. If you will be on vacation or not using your washer for an extended period of time, you should:

- Unplug the power supply cord or turn off electrical power to the washer.
- Turn off the water supply to the washer. This helps avoid accidental flooding (due to a water pressure surge) while you are away.

## INLET HOSES

Replace inlet hoses after 5 years of use to reduce the risk of hose failure. Inspect and replace inlet hoses if bulges, kinks, cuts, wear, or leaks are found.

When replacing your inlet hoses, mark the date of replacement on the label with a permanent marker.

# TROUBLESHOOTING

## COMMON WASHING PROBLEMS

Problem...	Cause...	Solution ...
<b>Washer leaks</b> <b>NOTE:</b> After checking these, check household plumbing.	<ul style="list-style-type: none"> <li>● Fill hoses not tight.</li> <li>● Fill hose washers not properly seated.</li> <li>● Drain hose clamp not properly installed or is off.</li> <li>● Drain is clogged.</li> <li>● Tub moved forward during unloading, causing water to deflect off of tub ring.</li> <li>● Unit not level, causing water to deflect off of tub ring.</li> <li>● Fill or spray rinses are deflecting off of load. Washer is overloaded or load is unbalanced.</li> </ul>	<ul style="list-style-type: none"> <li>● Tighten hoses. See Installation Instructions.</li> <li>● Reseat (reposition) washers. See Installation Instructions.</li> <li>● Clamp drain hose.</li> <li>● Unclog drain. Sink and standpipe must be able to handle 64 L (17 gallons) of water per minute.</li> <li>● Ensure tub is centred before starting washer.</li> <li>● Ensure front feet are installed and nuts are tightened. Level washer.</li> <li>● Redistribute the load, or reduce load size.</li> </ul>
<b>Washer won't drain/spin</b>	<ul style="list-style-type: none"> <li>● Drain hose is clogged.</li> <li>● Lid is open.</li> <li>● End of drain hose more than 183 cm (72 inches) above floor.</li> <li>● Too much detergent – excessive sudsing.</li> <li>● Low voltage or using an extension cord.</li> </ul>	<ul style="list-style-type: none"> <li>● Unclog hose. See Installation Instructions for proper installation of drain hose.</li> <li>● Close the lid.</li> <li>● Lower drain hose.</li> <li>● Use less detergent.</li> <li>● Check electrical source or call electrician. Do not use extension cords.</li> </ul>
<b>Wet loads</b>	<ul style="list-style-type: none"> <li>● Wrong cycle for load being washed.</li> <li>● Cold rinses.</li> </ul>	<ul style="list-style-type: none"> <li>● Choose a cycle with a higher spin speed.</li> <li>● Cold rinses leave loads wetter than warm rinses. This is normal.</li> </ul>
<b>Washer continues to fill/drain or cycle stuck</b> <b>NOTE:</b> Washer pauses briefly throughout each cycle. This is normal.	<ul style="list-style-type: none"> <li>● Top of drain hose is lower than water level in washer.</li> <li>● Drain hose fits too tightly into standpipe.</li> <li>● Drain hose taped into standpipe.</li> </ul>	<ul style="list-style-type: none"> <li>● Raise the drain hose. It must be higher for proper operation.</li> <li>● Adjust drain hose for loose yet secure fit. See Installation Instructions.</li> <li>● Do not seal off drain hose with tape. The hose needs an air gap.</li> </ul>
<b>Washer makes noise</b>	<ul style="list-style-type: none"> <li>● Load is unbalanced.</li> <li>● Washer is not level.</li> <li>● Nuts on front feet not tight.</li> <li>● Yellow shipping strap with cotter pins not completely removed.</li> </ul>	<ul style="list-style-type: none"> <li>● Redistribute load.</li> <li>● Level washer. Reset rear leveling legs. See Installation Instructions.</li> <li>● Tighten nuts.</li> <li>● See Installation Instructions.</li> </ul>

## COMMON WASHING PROBLEMS (CONT.)

Problem...	Cause...	Solution...
<b>Washer makes noise (cont.)</b>	<ul style="list-style-type: none"> <li>● Gears engaging after drain and before spin.</li> <li>● Upper part of agitator clicks during wash.</li> </ul>	<ul style="list-style-type: none"> <li>● This is normal.</li> <li>● This is normal.</li> </ul>
<b>Won't fill/rinse/agitate or wrong temperature</b>	<ul style="list-style-type: none"> <li>● Power cord not plugged in.</li> <li>● Cycle Control knob is not lined up.</li> <li>● Water inlet valve screens are plugged.</li> <li>● Water is turned off.</li> <li>● Hot and cold hoses are reversed.</li> <li>● Inlet hose is kinked.</li> </ul>	<ul style="list-style-type: none"> <li>● Plug in power cord.</li> <li>● Turn Cycle Control knob to the right slightly and pull to start.</li> <li>● Clean screens.</li> <li>● Turn on water.</li> <li>● Reverse hoses.</li> <li>● Straighten hoses.</li> </ul>
<b>Washer stops</b>	<ul style="list-style-type: none"> <li>● Power cord not plugged in.</li> <li>● No power at plug.</li> <li>● Fuse blown or circuit breaker open.</li> <li>● Using an extension cord.</li> <li>● Cycle Control knob is not lined up.</li> <li>● Cycle Control knob not pulled out.</li> <li>● Washer at pause in Permanent Press cycle (approximately 2 minutes).</li> <li>● Machine is overloaded.</li> </ul>	<ul style="list-style-type: none"> <li>● Plug in power cord.</li> <li>● Check electrical source or call electrician.</li> <li>● Replace fuse or reset circuit breaker. If problem continues, call electrician.</li> <li>● Do not use extension cords.</li> <li>● Turn Cycle Control knob to the right slightly and pull to start.</li> <li>● Set and pull out knob.</li> <li>● Allow cycle to continue.</li> <li>● Wash smaller loads.</li> </ul>
<b>Agitator operation</b>	<ul style="list-style-type: none"> <li>● The top of the agitator moves only in one direction.</li> <li>● The top of the agitator is loose.</li> </ul>	<ul style="list-style-type: none"> <li>● This is normal.</li> <li>● This is normal.</li> </ul>
<b>Water level seems too low or washer not completely filling</b>	<ul style="list-style-type: none"> <li>● The top of the agitator is much higher than the highest water level. This creates a perception of the washer not being full.</li> </ul>	<ul style="list-style-type: none"> <li>● This is normal.</li> </ul>
<b>Washer tub is crooked</b>	<ul style="list-style-type: none"> <li>● Tub is pulled forward when unloading.</li> <li>● Tub moves.</li> <li>● Unit not level.</li> </ul>	<ul style="list-style-type: none"> <li>● Push tub to centre before starting.</li> <li>● This is normal.</li> <li>● Ensure front feet are installed and nuts tightened. Level washer. Reset rear leveling legs. See Installation Instructions.</li> </ul>

continued on next page

## COMMON WASHING PROBLEMS (CONT.)

Problem...	Cause...	Solution...
<b>Residue or lint on load</b>	<ul style="list-style-type: none"> <li>● Improper sorting.</li> <li>● Overloading.</li> <li>● Paper or tissue in pockets.</li> <li>● Not enough detergent.</li> <li>● Detergent not dissolving.</li> <li>● Wash water colder than 21°C (70°F).</li> </ul>	<ul style="list-style-type: none"> <li>● Sort lint givers (towels, chenille) from lint takers (corduroy, synthetics). Also sort by colour.</li> <li>● Lint can be trapped in load if overloaded. Wash smaller loads.</li> <li>● Clean out pockets before washing.</li> <li>● Use enough detergent to hold lint in water.</li> <li>● Use wash water warmer than 21°C (70°F).</li> <li>● Use wash water warmer than 21°C (70°F).</li> </ul>
<b>Tearing</b>	<ul style="list-style-type: none"> <li>● Overloading. Improper use of washer.</li> <li>● Improper use of chlorine bleach.</li> <li>● Sharp items not removed from pockets; fasteners not fastened.</li> <li>● Items damaged before washing.</li> </ul>	<ul style="list-style-type: none"> <li>● Loads should move freely during wash. Wash smaller loads.</li> <li>● Do not pour chlorine bleach directly on load. Wipe up bleach spills. Undiluted bleach will damage fabrics.</li> <li>● Clean out pockets before washing. Zip zippers before washing.</li> <li>● Mend rips and broken threads in seams before washing.</li> </ul>
<b>Stains on load</b>	<ul style="list-style-type: none"> <li>● Improper use of fabric softener.</li> <li>● Iron (rust) in water.</li> <li>● Under use of detergent causing soil to be redeposited.</li> <li>● Dye transfer due to not sorting loads properly.</li> <li>● Dye transfer due to not unloading washer promptly.</li> </ul>	<ul style="list-style-type: none"> <li>● Dilute fabric softener and add to rinse portion of cycle only. Do not drip fabric softener on clothes.</li> <li>● Install an iron filter.</li> <li>● Use enough detergent to remove soil and hold it in suspension.</li> <li>● Sort dark clothing from whites and lights.</li> <li>● Unload the washer as soon as it stops.</li> </ul>
<b>Load is wrinkled</b>	<ul style="list-style-type: none"> <li>● Not removing load promptly.</li> <li>● Wrong cycle for fabrics being washed.</li> <li>● Overloading.</li> <li>● Wash water not warm enough to relax wrinkles. Using warm rinses.</li> <li>● Hoses reversed.</li> </ul>	<ul style="list-style-type: none"> <li>● Unload the washer as soon as it stops.</li> <li>● Use the Permanent Press cycle or another cycle with low spin speeds to reduce wrinkling.</li> <li>● Loads should move freely during wash. Wash smaller loads.</li> <li>● If safe for fabric, use warm or hot wash water. Use cold rinse water.</li> <li>● Reverse hoses.</li> </ul>

## COMMON WASHING PROBLEMS (CONT.)

<b>Problem...</b>	<b>Cause...</b>	<b>Solution...</b>
<b>Load is tangled/twisted</b>	<ul style="list-style-type: none"> <li>● Overloading.</li> <li>● Clothes wrapped around agitator.</li> </ul>	<ul style="list-style-type: none"> <li>● Loads should move freely during wash. Wash smaller loads.</li> <li>● Do not wrap items around agitator.</li> </ul>
<b>Gray whites, dingy colours</b>	<ul style="list-style-type: none"> <li>● Dye transfer.</li> <li>● Wash temperature too low.</li> <li>● Not enough detergent.</li> <li>● Hard water.</li> </ul>	<ul style="list-style-type: none"> <li>● Sort dark clothes from whites and lights.</li> <li>● Use hot or warm washes if safe for fabric. Hot water should be at least 49°C (120°F) to clean heavy or greasy soils.</li> <li>● Use more detergent for washing heavy soils in cold or hard water.</li> <li>● Use more detergent when washing in hard water.</li> </ul>

# REQUESTING ASSISTANCE OR SERVICE

## IF YOU NEED ASSISTANCE OR SERVICE ...

If your problem is not due to any of the items listed in the “Troubleshooting” section, contact the dealer from whom you purchased the washer, or Whirlpool South Africa (Pty) Ltd. Consumer Care Toll Free Line 0800128940 for assistance.

When calling, please know the purchase date, and the complete model of your appliance (see “A Note to You”). This information will help us better respond to your request.

## IF YOU NEED REPLACEMENT PARTS ...

FSP\* is a protected trademark of Whirlpool South Africa (Pty) Ltd. for quality parts. Look for this symbol of quality whenever you need a replacement part for your WHIRLPOOL appliance. FSP replacement parts will fit right and work right, because they are made to the same exacting specifications used to build every new WHIRLPOOL appliance.

To locate replacement parts in your area, contact the dealer from whom you purchased the washer, or an authorized Whirlpool South Africa (Pty) Ltd. service company.