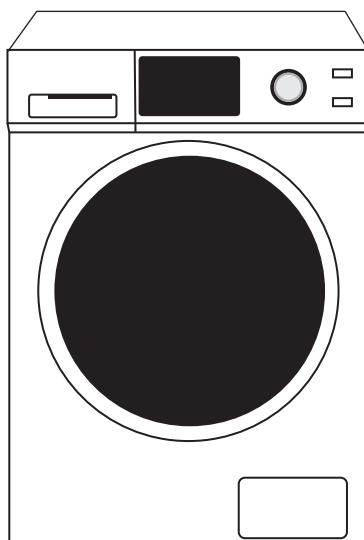


INSIGNIA™

## USER GUIDE

### 4.5 Cu. Ft. High Efficiency Front-Load Washer

**NS-FWM45W3**



Before using your new product, please read these instructions to prevent any damage.

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# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

This *User Guide* contains important information on the installation, use, and care of your appliance. Please read this guide carefully before installation and operation of this machine to prevent injury and property damage.

The Warnings and Important Safety Instructions in this guide do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution, and care when installing, maintaining, and operating your washer.

### CAUTION



**RISK OF ELECTRIC SHOCK**  
**DO NOT OPEN**



**WARNING:** This indicates that hazards or unsafe practices may cause **serious personal injury or death**.



**CAUTION:** This indicates that hazards or unsafe practices may cause minor personal injury or property damage.



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying your washing machine.



### WARNING:

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

**Basic precautions****WARNING**

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

- 1 Read all instructions before using the appliance.
- 2 Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances, as they give off vapors that could ignite or explode.
- 3 Do not add gasoline, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- 4 Under certain conditions, hydrogen gas may be produced in a hot-water system that has not been used for two weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for such a period, before using a washing machine, turn on all hot-water faucets 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.
- 5 Do not allow children to play on or in the appliance. Close supervision of children is necessary when the appliance is used near children. Before your washer is removed from service or discarded, remove the door or lid. Failure to follow these instructions may result in death or injury to persons.
- 6 Do not reach into the appliance if the tub is moving.
- 7 Do not install or store this appliance where it will be exposed to the weather.
- 8 Do not tamper with controls.
- 9 Do not repair or replace any part of the appliance or attempt any servicing unless specifically recommended in the user-maintenance instructions or in published user-repair instructions that you understand and have the skills to carry out.
- 10 Keep the area around your appliance clean and dry to reduce the possibility of slipping.
- 11 Do not operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts including a damaged cord or plug.
- 12 Unplug the appliance or turn off the circuit breaker before servicing. Pressing the **Power** button **DOES NOT** disconnect power.
- 13 See Electrical requirements on page 14 for grounding instructions. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with appliance.
- 14 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.
- 15 This appliance is for indoor use only.

- 16 Always unplug the washing machine from the power supply before attempting any service. Disconnect the power cord by grasping the plug, not the cord.
- 17 To reduce the risk of fire, clothes, cleaning rags, mop heads and the like which have traces of any flammable substance, such as vegetable oil, cooking oil, petroleum based oils or distillates, waxes, fats, etc. must not be placed in the washing machine. These items may contain flammable substances which, even after washing, may smoke or catch fire.
- 18 The glass door may be very hot during the operation. Keep kids and pets far away from the machine during operation.
- 19 This machine is not intended for use by persons (including kids) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the machine by a person responsible for their safety.
- 20 Do not machine wash fiberglass materials (such as curtains and window coverings that use fiberglass materials.) Small particles may remain in the washing machine and stick to fabrics in subsequent wash loads causing skin irritation.
- 21 Make sure that the water inside the drum has been drained before opening the door. Please do not open the door if there is any water visible.
- 22 Do not try to repair the machine by yourself. The machine may be damaged or more troublesome repair work may be needed and even dangerous operation may take place if it is repaired by any inexperienced or unqualified person.

### Grounding

- This appliance must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for the electric current. This appliance is equipped with a cord that has an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- **WARNING:** Improper connection of the equipment grounding conductor can result in electric shock. Connect to an individual branch circuit. Check with a qualified electrician or serviceman if you are in doubt as to whether your washer is properly grounded.
- DO NOT modify the plug provided with the appliance if it will not fit the outlet. Please have a proper outlet installed by a qualified electrician.

#### Note: Environmental Protection

- If you plan to dispose of this machine, please comply with the local waste disposal regulations. Cut off the power cord so that it will not be put into reuse.
- Remove the door so that kids and animals will not be trapped in the machine.
- Do not use excessive detergents.

## SAVE THESE INSTRUCTIONS

### Installation warnings and precautions

- 1 Plug the power cord into an AC 120 V/60 Hz wall socket rated at 16 amps or higher. Use the socket for this washer only. Do not use an extension cord.
  - Sharing a wall socket with another appliance, using a power strip, or extending the power cord may result in electric shock or fire.
  - Do not use an electric transformer. It may result in electric shock or fire.

- Make sure that the power voltage, frequency, and current match the product's specifications. Failing to do so may result in electric shock or fire.
- 2 Remove all foreign substances such as dust or water from the power plug terminals and contact points using a dry cloth on a regular basis.
  - Unplug the power plug and clean it with a dry cloth.
  - Failing to do so may result in electric shock or fire.
- 3 Plug the power plug into the wall socket in the right direction so that the cord runs towards the floor.
  - If you plug the power plug into the socket in the opposite direction, the electric wires within the cable may be damaged and this may result in electric shock or fire.
- 4 Do not pull or excessively bend the power cord. Do not twist or tie the power cord.
- 5 Do not hook the power cord over a metal object, place a heavy object on the power cord, insert the power cord between objects, or push the power cord into the space behind the appliance, because this may result in electric shock or fire.
- 6 Do not pull the power cord when unplugging the power plug.
  - Unplug the power plug by holding the plug.
  - Failing to do so may result in electric shock or fire.
- 7 Do not install on carpet. Install your washer on a level and solid floor that can support its weight. Failure to do so may result in abnormal vibrations, noise, or problems with the product.
- 8 Your washer is heavy. Two or more people may be needed to install and move the appliance. Failure to do so may result in bodily or other injuries.
- 9 Store and install your washer where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions. Failure to do so may result in serious leak damage.
- 10 Failure to closely follow these instructions may result in an abnormal vibrating and out-of-balance condition that could result in physical injury, property damage, and/or appliance damage.

## Features

### Package contents

Make sure that the following items came with your washer:



Hose screen washers (2)



Drain hose guide (1)

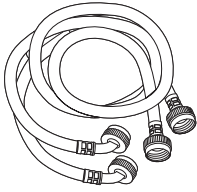


Nylon tie (1)



User Guide

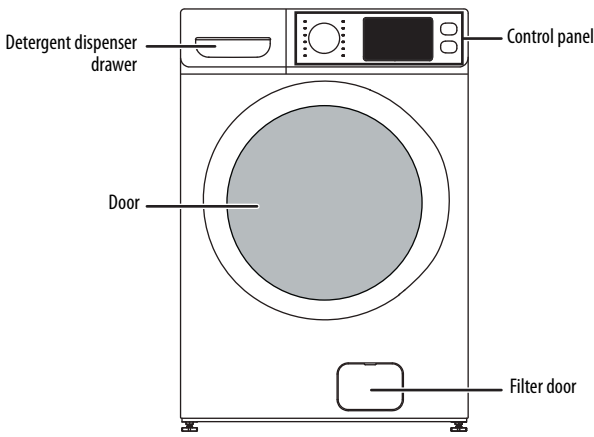
**You'll also need (not provided):**



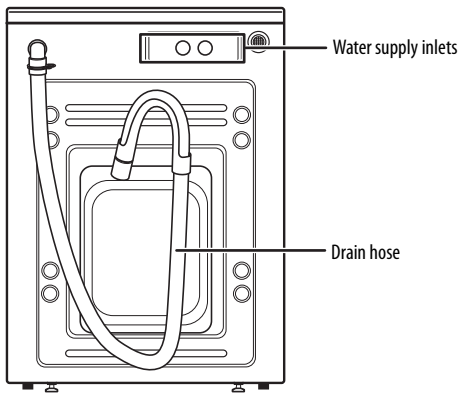
Water hose (2)

## Main components

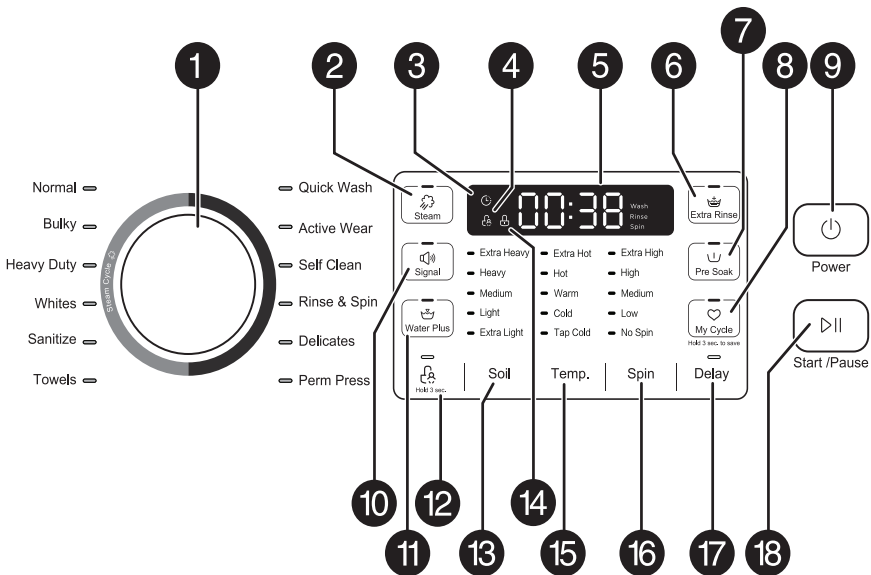
### Front



### Back






## Control panel



#	ITEM	DESCRIPTION
1	Cycle selector	Turn to select a cycle. For more information, see <a href="#">Washer options and settings</a> on page 31.
2	Steam button	Press to add steam to the Normal, Bulky, Heavy Duty, Whites, Sanitize, or Towels cycles.
3	Remain-Delay indicator	Lights to indicate that Delay has been selected. The display shows the delay countdown.
4	Child Lock indicator	Lights to indicate that the Child Lock has been selected.
5	Digital display	<ul style="list-style-type: none"> <li>The initial display is the total wash time for the selected cycle.</li> <li>While your washer is running, the display shows the cycle process and options currently running and time remaining in the cycle.</li> </ul> <p><b>Note:</b> The time shown is an estimate based on normal operating conditions. External factors (such as the load size, incoming water temperature, and water pressure) can affect actual time.</p> <ul style="list-style-type: none"> <li>If you set a Delay Time for the end of the cycle, the display shows the time when the cycle will end.</li> <li>The display shows an error code if your washer experiences a problem.</li> </ul>
6	Extra Rinse button	Press to add an extra rinse to the selected cycle.



#	ITEM	DESCRIPTION
7	Pre Soak button	Press to add a pre-soak to the selected cycle. This option begins with a brief tumble and then proceeds to soak the clothes with water and detergent for a specified period of time. Once complete, the cycle will begin automatically. The Pre Soak time will add an additional 20-30 minutes to the overall wash time.
8	<b>My Cycle</b> button	<ul style="list-style-type: none"> <li>Press and hold for three seconds to save the currently selected wash cycle, soil level, spin speed, and wash temp.</li> <li>Press to use your pre-programmed cycle.</li> </ul>
9	 <b>Power</b> button	Press to turn your washer on or off, or to "wake up" the display. <b>Note:</b> Pressing the power button does not disconnect your washer from the power supply.
10	<b>Signal</b> button	Press to turn the beep signal on or off. A single beep indicates a valid option selected. A double beep indicates an invalid option.
11	<b>Water Plus</b> button	Press to increase the water level in the main wash in the Bulky, Heavy Duty, Whites, Sanitize, Towels, Delicates, Active Wear, and Perm Press cycles.
12	<b>Child Lock</b> button 	<ul style="list-style-type: none"> <li>Press and hold for three seconds to lock the controls so that a child can't accidentally start your washer by touching the controls.</li> <li>Press and hold for three seconds to unlock the controls.</li> </ul> <b>Note:</b> The Power button still works even when the child lock is turned on.
13	<b>Soil</b> button	Press to cycle through the soil level of the clothes you are washing. Options include <b>Extra Light&gt;Light&gt;Medium&gt;Heavy&gt;Extra Heavy</b> . Decreases or increases the wash time. See <a href="#">Soil level</a> on page 32.
14	Door lock indicator	Lights to indicate that the door of your washer is locked.
15	<b>Temp.</b> button	Press to select the water temperature. You can select <b>Tap Cold&gt;Cold&gt;Warm&gt;Hot&gt;Extra Hot</b> . For more information, see <a href="#">Water temp.</a> on page 32.
16	<b>Spin</b> button	Press to cycle through the available spin speeds of the final cycle. Options include <b>No Spin&gt;Low&gt;Medium&gt;High&gt;Extra High</b> . Higher spin speeds are not available on certain cycles, such as Delicates. See <a href="#">Spin speed</a> on page 32.
17	<b>Delay</b> button	Press to set a delayed end time. See <a href="#">Step 6: (Optional) Setting a delayed end time</a> on page 29.
18	 <b>Start/Pause</b> button	<ul style="list-style-type: none"> <li>Press to start or pause the cycle.</li> <li>Press to start the delay countdown after setting a delayed end time.</li> </ul>

## Unpacking your washer

**WARNING:** Recycle or destroy the carton and plastic bags after your washer is unpacked. Make materials inaccessible to children. Children might use them for play. Cartons covered with rugs, bedspreads, or plastic sheets can become airtight chambers causing suffocation.

**Notes:** Check for damage to your washer and make sure that you received all parts. If your washer is damaged or parts are missing, contact Insignia Customer Support.

**CAUTION:** Your washer is heavy. You may need help to unpack and move it.

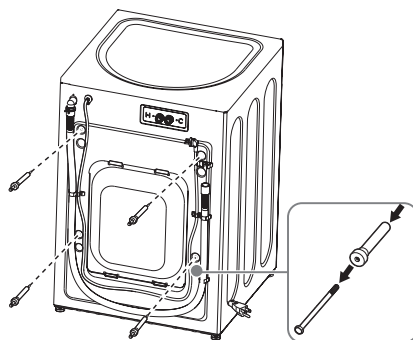
- 1 Cut and remove the top and bottom packaging straps.
- 2 While it is in the carton, carefully lay your washer on its side. DO NOT lay your washer on its front or back.
- 3 Turn down the bottom flaps and remove all of the base packaging, including the cardboard, Styrofoam base, and Styrofoam tub support (inserted in the center of the base).

**Note:** If you are installing your washer on a pedestal, proceed to the installation instructions that came with the pedestal.

- 4 Carefully return your washer to an upright position and remove the carton.
- 5 Carefully move your washer to within 4 ft. (122 cm) of the final location.
- 6 Remove the four transport bolts, plastic spacers (including rubber grommets), and power cord retainers from the back of your washer.
- 7 Keep the transport four bolts after removal.

**CAUTIONS:**

- Failure to remove the four transport bolts can cause your washer to become severely unbalanced and cause damage.
- Any damage from failure to remove the transport bolts is not covered by the warranty.
- If you must transport your washer at a later date, reinstall the shipping support hardware to prevent shipping damage. Keep the hardware in the plastic bag provided.



## Choosing a location

**WARNINGS:**

- Don't install your washer in areas where water may freeze because your washer always retains some water in its water valve, pump, and hose areas. Frozen water can damage the belts, pump, hoses, and other components.
- Don't install your washer in an area exposed to dripping water or outside weather conditions. The ambient temperature should never be below 60° F (15.5° C) for proper washer operation.
- Never install on a platform or weakly supported structure.
- Don't install your washer in an area where it will come in contact with curtains or drapes.
- Don't install your washer on carpet. The floor **MUST** be a hard surface with a maximum slope of 1/2 in. per foot (1.27 cm per 30 cm).
- To make sure your washer does not vibrate or move, you may have to reinforce the floor. If the floor is in poor condition, use a 3/4 in. impregnated plywood sheet, solidly attached to the existing floor covering.
- This washer must be properly installed and located in accordance with the installation instructions before it is used. Make sure that the cold water hose is connected to the "C" valve.
- Properly ground your washer to conform with all governing codes and ordinances. Follow details in the installation instructions.

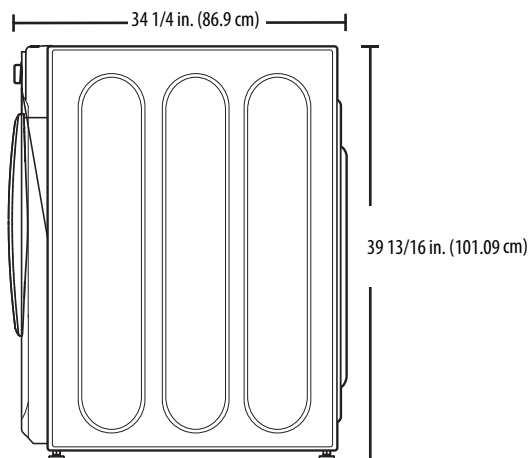
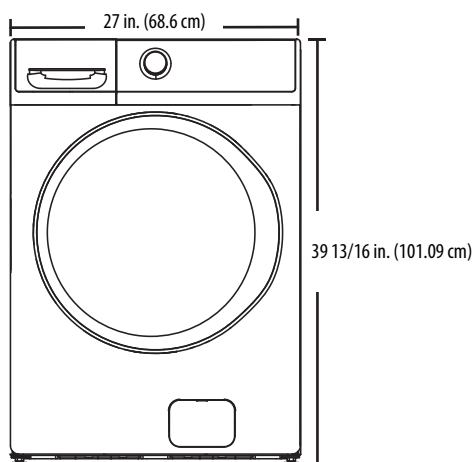
Selecting the correct location for your washer improves performance and minimizes noise and possible washer "walk." Your washer can be installed under a custom counter or in a basement, laundry room, closet, or recessed area. See [Drainage requirements](#) on page 16. You should also consider a companion appliance's (dryer) location requirements.

For best performance, you need:

- A grounded electrical outlet located within 6 ft. (1.8 m) of where the power cord is attached to the back of your washer. See [Electrical requirements](#) on page 14.
- Hot and cold water faucets located within 42 in. (107 cm) of the hot and cold water fill valves, and water pressure between 10 and 120 psi (68.9 and 827.4 kPa). Your water department can advise you of your water pressure.
- The faucet must be 3/4 in. (1.9 cm) garden hose-type so that the inlet hoses can be connected.
- A level floor with a maximum slope of 1/2 in. per foot (1.27 cm per 30 cm) under the entire washer. Don't install your washer on soft floor surfaces, such as carpets or surfaces with foam backing.

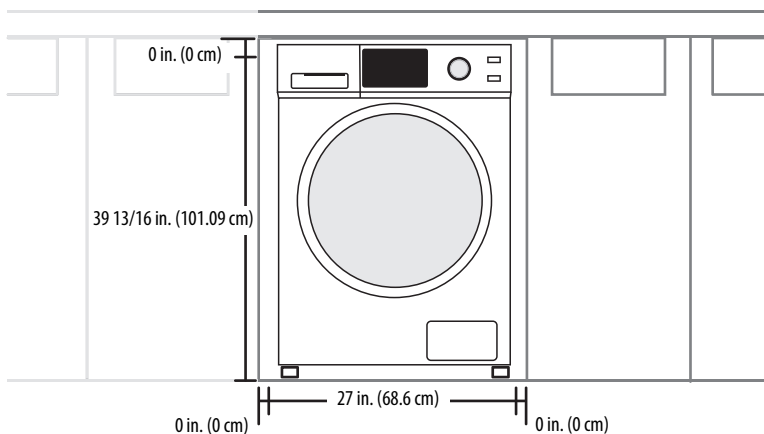
Make sure that the location is:

- Away from direct sunlight where the temperature is above 104° F (40° C). The ambient temperature should never be below 32° F (0° C) for proper washer operation.
- Away from the heat sources such as coal or gas. Heat sources can raise the water temperature, which may cause safety risks.
- Not in an area where it will be exposed to water/weather.

**Washer dimensions and installation measurements**

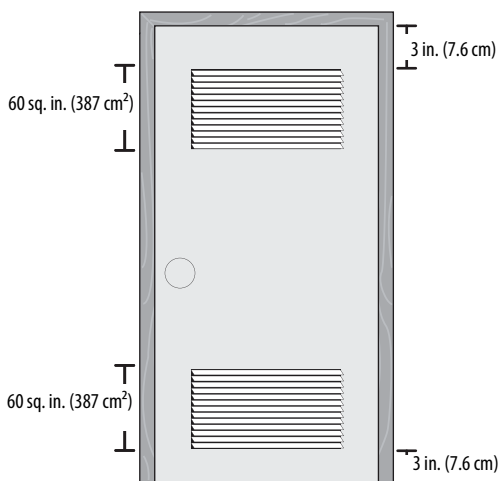
**Note:** Height with pedestal = 52 5/8 in. (133.6 cm). Height stacked = 84 in. (213.36 cm)

## Installing under a counter



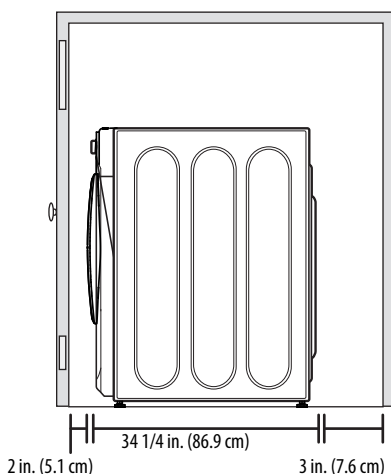
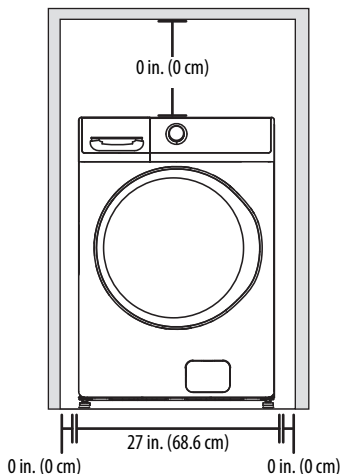
## Installing in an alcove or closet

If you install your washer in an alcove or closet, with a dryer or without, the front of the closet must have two unobstructed air openings for a combined minimum total area of 120 sq. in. (774 sq. cm) with a minimum clearance of 3 in. (7.6 cm) at the top and bottom. A slatted door with equivalent clearance space is acceptable.



Minimum clearances between your washer and adjacent walls or other surfaces are:

- **Either side:** 0 in. (0 cm)
- **Rear:** 3 in. (7.6 cm)
- **Front:** 2 in. (5.1 cm)
- **Top:** 0 in. (0 cm)



## Electrical requirements

### WARNING:

To reduce the risk of fire, electric shock, or injury to persons, read the **IMPORTANT SAFETY INSTRUCTIONS** on page 3 before operating your washer.

### WARNINGS:

- Connect to a grounded three-prong outlet with an individual 16 amp, single-phase branch circuit protected by a 16 amp circuit breaker or time-delay fuse.
- Connect to an individual branch circuit.
- Do not remove the ground prong.
- Do not use an adapter.

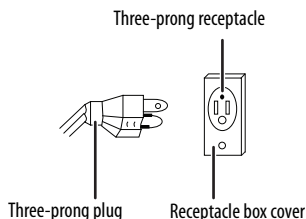
Failure to follow these instructions can result in electrical shock, fire, or death.

### Electrical grounding is required for your washer.

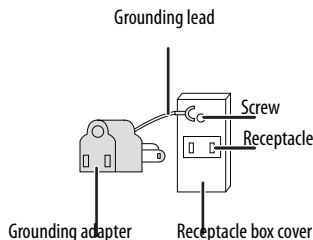
- You must ground your washer. In the event of a malfunction or breakdown, grounding reduces the risk of electric shock by providing a path of least resistance for the electric current.
- A 120V, 60Hz, AC-only, single-phase, 16 amp, time-delay fuse or circuit breaker electrical supply is required. We recommend that you use a time-delay fuse or provide a circuit serving only your washer.

- Your washer is equipped with a power cord that has a three-prong grounding plug. To minimize possible shock hazard, the cord must be plugged into a matching three-prong, grounding type outlet, grounded in accordance with local codes and ordinances. If a three-prong outlet is not available, contact a qualified electrician to install one. Do not use an adapter.

## Using a three-prong plug and outlet



## Using a grounding adapter



- If codes permit and you use a separate ground wire, we recommended that a qualified electrician determine that the ground path is adequate.
- Check with a qualified electrician if you are not sure that your washer is correctly grounded.
- Do not have a fuse in the neutral or ground circuit.
- Certain internal parts are intentionally not grounded and may present a risk of electric shock only during servicing. When servicing, do not contact the following parts while the appliance is energized: electrical valve, drain pump, heater, or motor.
- DO NOT cut off or alter the grounding prong on the power supply cord. In situations where a two slot receptacle is present, it is the owner's responsibility to have a licensed electrician replace it with a properly grounded grounding-type receptacle.

### WARNINGS:

- You're responsible for providing adequate electrical services for your washer.
- Never connect the ground wire to plastic plumbing lines, gas lines, or hot water pipes.

## Water requirements

To fill your washer in the correct amount of time, the water pressure must be between 10 and 120 psi (68.9 and 827.4 kPa).

If the water pressure is less than 10 psi (68.9 kPa):

- The water valve may fail or may not shut off completely.
- The time it takes to fill your washer may be longer than the time your washer controls allow. Your washer turns off and reports an error. A time-limit is built into the controls to prevent flooding in your home if a hose becomes loose.
- To avoid the possibility of water damage:
  - Make sure that the water faucets are easily accessible.
  - Turn off the faucets when you aren't using them.
  - Periodically check to make sure that water isn't leaking from the water hose fittings.

### Drainage requirements

- The drain must be capable of eliminating 16.98 gallons (64.3 l) per minute.
- The standpipe must be:
  - Minimum diameter: 1 1/4 in. (3.18 cm)
  - Minimum height: 24 in. (61 cm)
  - Maximum height: 47 1/4 in. (120 cm)
- The drain hose must be routed through the hose holder to the standpipe.
- The standpipe must be large enough to accept the outside diameter of the drain hose.

## Installing your washer

**Note:** The illustrations in this section may not accurately show your actual washing machine, but are only intended to convey a general instruction or concept.

### Tools you need



Channel-lock pliers



Carpenter's level



Adjustable wrench or 1/2"  
(12.7 mm) socket with ratchet



Adjustable wrench or  
9/16" (14.3 mm) open-end  
wrench

### Step 1: Selecting a location

Before you install your washer, make sure that the location:

- Is a hard, level surface without carpeting or soft flooring that can obstruct ventilation.
- Is away from direct sunlight, water, and weather.
- Has adequate ventilation.
- Isn't exposed to freezing temperatures (32° F or 0° C).
- The temperature is above 60° F or 15.5° C
- Is away from heat sources such as oil or gas.
- Has enough space so that your washer doesn't rest on its power cord.

See [Features](#) on page 6.

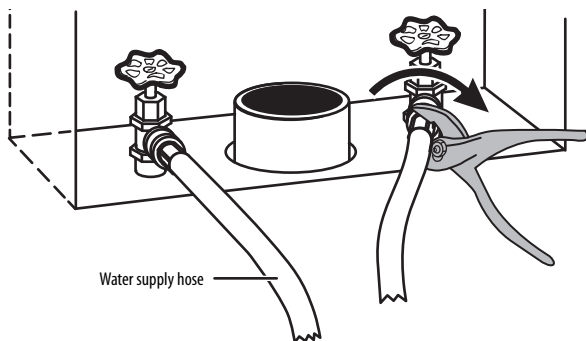


## Step 2: Connecting the water hoses

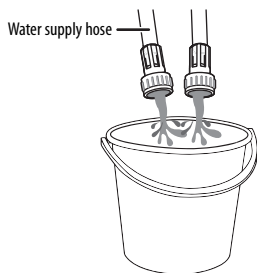
### CAUTIONS:

- Use new water supply hoses. Using old hoses can result in leakage or overflow that can damage your property.
- Replace hoses every five years.
- Don't connect multiple water supply hoses together to increase the length of the hose. Hoses connected this way can leak and cause electrical shock. If a hose is too short, replace the hose with a longer, high-pressure hose.
- Run some water from the cold faucet to flush the water lines and remove particles that might clog up the inlet hose.
- Do not cross-thread or over-tighten these connections.
- Do not apply tape or sealant to the faucets or water supply intakes. This can damage the fittings.
- Make sure that the water supply hoses aren't twisted or bent. A bent or twisted hose can leak and cause an electric shock because of water leakage.

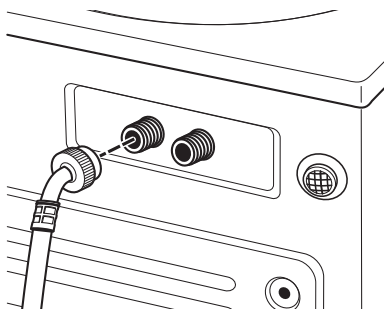
- 1 Before connecting the hoses, make sure that there is a rubber washer in both of the hoses.
- 2 Install the screen washers (included) by inserting them into the free ends of the inlet hoses with the protruded side facing the faucet.
- 3 Connect the inlet hose ends to the hot and cold water faucets tightly by hand, then tighten another 2/3 turn with pliers or a wrench.



- 4 Place the unconnected end of the hoses into a bucket, then turn on the faucets connected to the water supply hoses for 10 or 15 seconds to remove any foreign substances. Turn off the faucets.



- 5 Connect the water hoses to the water intake connections on the back of your washer. The water supply hose connected to the hot water faucet must be connected to the hot water (H) supply intake, and the supply hose connected to the cold faucet must be connected to the cold (C) water supply intake. Turn the water on and check for leaks.



### Step 3: Connecting the drain hose

**CAUTION:** Make sure that the connection between the drain hose and the wash basin, standpipe, or laundry tub is not airtight.

Connect the drain hose in one of the following ways.

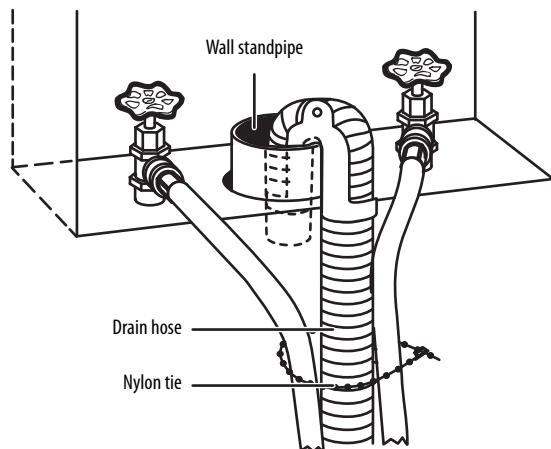
#### In a wall standpipe

**CAUTION:** Placing the drain hose too far down the drain pipe can cause a siphoning action. No more than 7 inch (17.78 cm) of hose should be in the drain pipe. There must be an air gap around the drain hose. Too snug a fit can also cause a siphoning action.

**Note:** The wall standpipe drain requires a minimum diameter standpipe of 1 1/4 in. (3.18 cm).

- 1 Attach the drain hose guide to the end of the drain pipe.

- 2 Place the drain hose into the wall standpipe (no more than seven inches). You can use a nylon tie (included) to bundle the hoses and the drain pipe together.



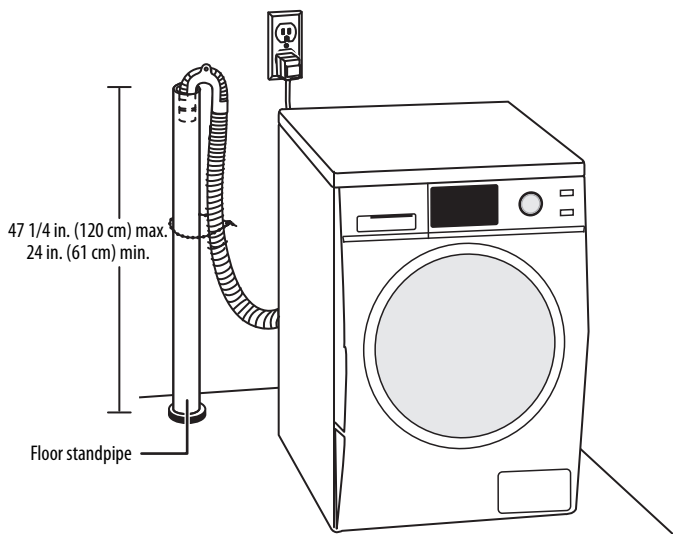
## In a floor standpipe

**CAUTION:** Placing the drain hose too far down the drain pipe can cause a siphoning action. No more than 7 inch (17.78 cm) of hose should be in the drain pipe. There must be an air gap around the drain hose. Too snug a fit can also cause a siphoning action.

**Note:** For a floor standpipe, the capacity must be at least 17 gal. (64 L) per minute. The top of the standpipe must be between 24 in. (61 cm) and 47 1/4 in. (120 cm) from the bottom of your washer.

- 1 Attach the drain hose guide to the end of the drain pipe.

- 2 Place the drain hose into the floor standpipe. You can use a nylon tie (included) to attach the drain hose to the standpipe.

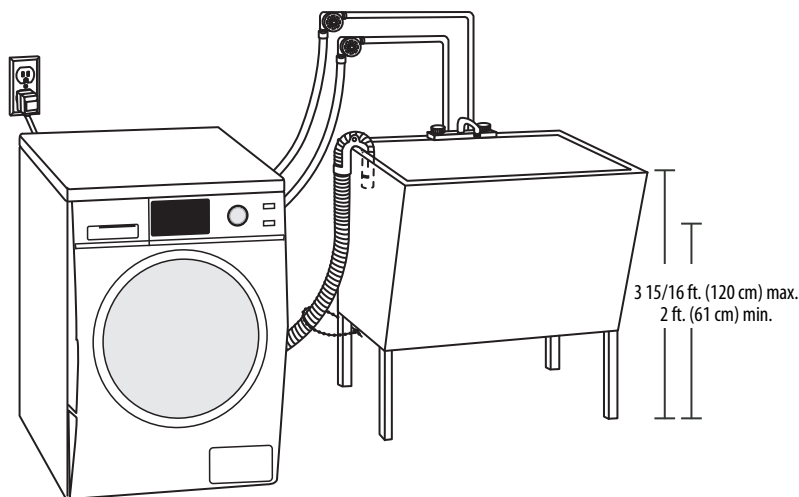


## In a laundry tub

### Notes:

- The laundry tub needs a minimum capacity of 20 gal. (76 L).
- The top of the laundry tub must be between 2 ft. (61 cm) and 3 15/16 ft. (120 cm) above the floor.

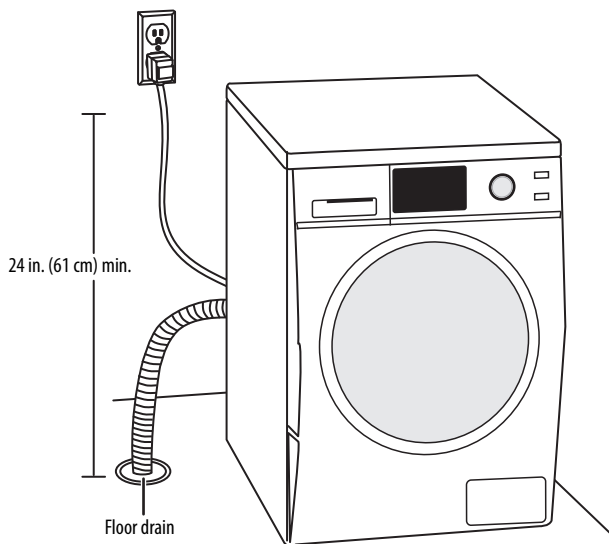
- Hang the drain hose over the edge of the laundry tub. You can use a nylon tie (included) to attach the drain hose to the leg of the laundry tub.



**In a floor drain system****Notes:**

- A floor drain system requires a siphon break (not included). The siphon break must be a minimum of 24 in. (61 cm) from the bottom of your washer.
- If the drain hose on your washer is shorter than the siphon break distance, attach an extra drain hose (not included) to your washer's drain hose.

- Place the drain hose into the floor drain system. The weight of the hose and gravity keep the drain hose in the drain.



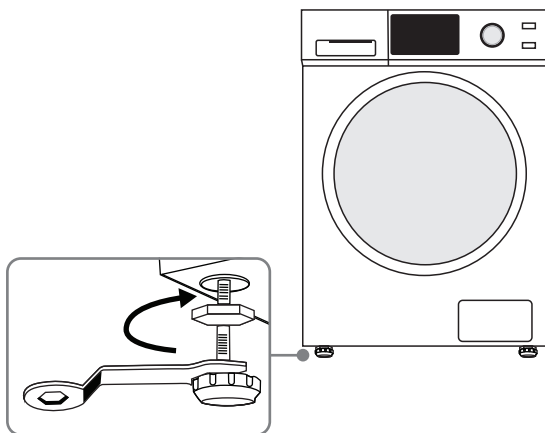
## Step 4: Leveling your washer

### CAUTIONS:

If your washer isn't level, it may:

- Vibrate excessively which can cause your washer to malfunction
- Make excessive noise

- 1 Make sure that the legs are flush with the washer cabinet. If needed, use a wrench to loosen the lock nut on a leg, slide the leg up, then tighten the bolt.

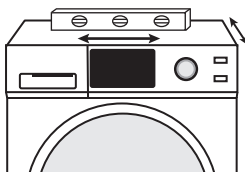


- 2 Carefully move your washer to its final location. Gently rock your washer into position ensuring inlet hoses do not become kinked. It may be helpful to spray window cleaner on the floor to help move your washer into its final position.

### CAUTIONS:

- It is important not to damage the rubber leveling legs when moving your washer to its final location. Damaged legs can increase washer vibration.
- Do not use the dispenser drawer or door to lift your washer.

- 3 Press the four top corners of your washer. If your washer moves when you press a corner, the leg for that corner needs to be adjusted.
- 4 Loosen the lock nut on the bottom of your washer, pull the leg down until it touches the floor, then tighten the nut. Extend the feet only as much as is necessary. If the feet are extended too much, your washer may vibrate.
- 5 Press the four corners again to make sure that your washer is level. If your washer is still not level, repeat step 4.
- 6 Use a level to make sure that all four sides of your washer are level.



### Step 5: Powering your washer

**WARNINGS:**

- Make sure that the voltage at your location is the same as the voltage on your washer's rating label.
- Do not use a multi-purpose plug or socket.
- Do not use an adapter.
- Do not use an extension cord.
- Do not touch or pull out the plug with a wet hand.
- When you unplug the power cord, hold the plug not the power cord.
- If the power cord is damaged or has any sign of being broken, replace the cord.



- 1 Make sure that the power is turned off at the circuit breaker/fuse box.
- 2 Plug the power cord into a well-grounded, three-prong, 120V~60Hz approved electrical outlet, protected by a 16-amp fuse or comparable circuit breaker. Your washer is grounded through the third prong of the power cord.
- 3 Turn the power on.

### Step 6: Running a test cycle

**Make sure that:**

- The power is turned on.
- Your washer is plugged in.
- The water faucets are turned on.
- Your washer is level and all four leveling legs are firmly in the floor.
- The shipping support hardware is removed and saved.
- The drain hose is properly tied up.

Run a test cycle to make sure that your washer is correctly installed.

- 1 Leave the tub empty.
- 2 Press the  **Power** button to turn on your washer.
- 3 Turn the cycle selector to select the **Rinse & Spin** cycle.
- 4 Press the  **Start/Pause** button to start the test cycle. Your washer shouldn't rock or vibrate excessively when water fills the tub, or when washing or spinning. Your washer should drain well during the spin cycle.

**CAUTIONS:**

- If you detect any water leaks while your washer is filling or draining, check the water connections. See [Step 2: Connecting the water hoses](#) on page 17 or [Step 3: Connecting the drain hose](#) on page 18.
- If your washer rocks or vibrates excessively, level it again. See [Step 4: Leveling your washer](#) on page 23.



## Preparing a load of laundry

### Sorting wash loads

Sort laundry into loads that can be washed together.

- First - Sort into color groups (whites, lights, and darks)
- Second - Sort into soil levels (heavy, normal, and light)
- Third - Sort into fabric types such as delicates, easy care, and sturdy cottons
- Finally - Sort into lint producers or lint collectors.

### Washing tips



**WARNING - Fire Hazard**

- Never place items in your washer that are dampened with gasoline or other flammable liquids. Doing so can result in death, explosion, or fire.
- Do not dry anything that has ever had any type of oil on it (including cooking oils). No washer can completely remove oil.

- Combine large and small items in a load. Load large items first. Large items should not be more than half the total wash load. Washing single items is not recommended. This may cause an out-of-balance load. Add one or two similar items.
- Pillows and comforters should be washed by themselves, using the Bulky cycle.
- If this is the first time you are washing an item, make sure that it is color-fast. Use a white rag or towel with a little detergent to wash a hidden part of the item. If the rag or towel is stained, the item is not color-fast.
- If an item has stains, use a spot remover or gently apply a small amount of detergent to the stains, then gently scrub the stains with a brush.
- Check the manufacturer's label for special washing instructions.
- Make sure that you remove all items from pockets. Hard items, like coins, can damage your washer.
- Consider using a pillow case you can close or a washing bag to protect items like bras, lacy items, and delicate items.
- Wash whites and colors separately.
- Turn items that can pill (like sweaters and sweatshirts) inside out.
- Maximize garment care by closing garment zippers, snaps, buttons, and hooks.
- Mend seams, hems, and tears prior to washing.
- Remove non-washable garment accessories such as ornaments and non-washable trim materials.
- To avoid tangling, tie strings, draw ties, and belt-like materials.
- Brush away surface dirt and lint.
- Promptly wash wet or stained garments to maximize results.
- Use nylon mesh garment bags to wash small items.
- Wash multiple garments at one time for best results.
- Never leave wet items to be washed in your washer for long periods of time. Items may mold and cause stains.
- Make sure that you check the manufacturer's label for water temperature instructions.
- Don't wash items, like ties or items with decorations, that may stretch or distort.
- Don't wash waterproof items, like rain coats, ski suits, shower curtains, and mattress pads. These items don't absorb water and may cause excessive vibration.

## Washing a load of laundry

### Quick start

- 1 Press the  **Power** button.
- 2 Select a wash cycle. (Defaults are set for each cycle. These default settings can be changed.)
- 3 Press the  **Start/Pause** button to start the cycle.


**WARNING:** To reduce the risk of fire, electric shock, or injury to persons, read the **IMPORTANT SAFETY INSTRUCTIONS** on page 3 before operating your washer.

### Step 1: Selecting a detergent

Your washer is designed to use high efficiency (HE) detergents.

- For the best cleaning results, use an HE detergent. We recommend that you don't use a regular detergent. HE detergents contain suppressors that reduce or eliminate suds. When fewer suds are produced, the load tumbles more efficiently and cleaning is maximized.
- Reducing the amount of detergent may reduce the quality of cleaning. Make sure that you:
  - Pre-treat stains
  - Sort carefully by color and soil level
  - Avoid overloading

### Step 2: Turning on your washer

- Press the  **Power** button to turn on your washer. Your washer's initial settings are:
  - Normal cycle
  - Warm temperature
  - Medium spin speed

### Step 3: Loading your washer

#### **CAUTION:**

Before loading your laundry, make sure that you remove coins, keys, and other hard objects, and that you close zippers. These items may damage clothes.

- 1 Sort laundry by fabric type, soil level, color, and load size.
- 2 Fill the tub with dry, unfolded clothes. Load the tub no more than 3/4 full. For best performance, the maximum load size should be less than 18 lbs. (8.16 kg).

#### **Notes:**

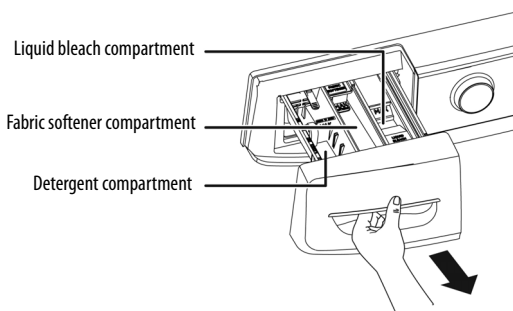
- Overloading may reduce washing efficiency, cause excess wear, and possibly cause creasing or wrinkling of the load.
- Wash delicate items such as bras, hosiery, and other lingerie on the **Delicates** cycle with similar lightweight items.
- Don't overfill your washer with too many big, bulky items. This could lead to unwanted vibration during the spin cycle. If this happens, remove some items and restart the washing cycle.
- Always use the **Bulky** cycle for bulky items.
- For good cleaning results when washing heavily soiled loads, don't overload your washer.

**Step 4: Adding detergent and additives to the compartments****CAUTIONS:**

- High-efficient detergent is required for this washer.
- Use the detergent manufacturer's recommended amount.
- Add measured detergent to the front left detergent compartment of the dispenser drawer.
- Avoid splashing or over-filling the compartment.
- Be sure to identify the correct compartment for fabric softener before using.
- Do not pour fabric softener directly on the wash load.
- Be sure to identify the correct compartment for bleach before using.
- Never pour undiluted liquid chlorine bleach directly onto the load or into the tub. Doing so can damage fabrics by weakening of the fibers or stripping the color.
- Do not exceed the maximum fill line. Overfilling can cause early dispensing of the bleach which could result in damaged clothes.
- Measure the recommended amount of liquid bleach, not to exceed 1/3 cup (80 ml), and pour it into the compartment labeled "LIQUID BLEACH."
- Do not use powered bleach in the dispenser.

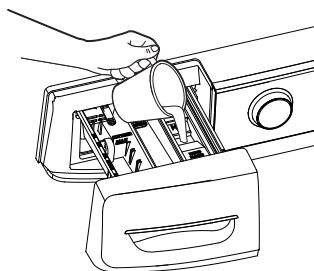
**Notes:**

- Detergent is flushed from the dispenser at the beginning of the wash cycle. Either powder or liquid detergent can be used.
- For powder detergent - Remove the detergent selection insert and place it in a safe location outside of your washer. Follow the detergent manufacturer's instructions when measuring the amount of powder to use.
- For liquid detergent - Locate the concentration of your detergent on the bottle. Place the detergent selection insert in the corresponding location depending on the concentration (normal, 2X, or 3X).
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. Avoid using too much detergent in your washer as it can lead to oversudsing and detergent residue being left on the clothes or in your washer.
- Slowly open the dispenser drawer by pulling it out until it stops. After adding laundry products, slowly close the dispenser drawer. Closing the drawer too quickly could result in early dispensing of the bleach, fabric softener, or detergent.
- You may see water in the dispenser drawer at the end of the cycle. This is a result of the flushing/siphoning action and is part of the normal operation of the washer.

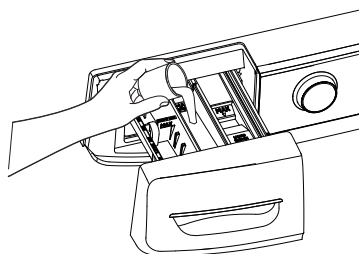


- 1 Pour the recommended amount of laundry detergent directly into the detergent compartment before starting your washer.

- 2 Measure the recommended amount of liquid bleach, not to exceed 1/3 cup (80 ml), and pour it into the compartment labeled "LIQUID BLEACH."

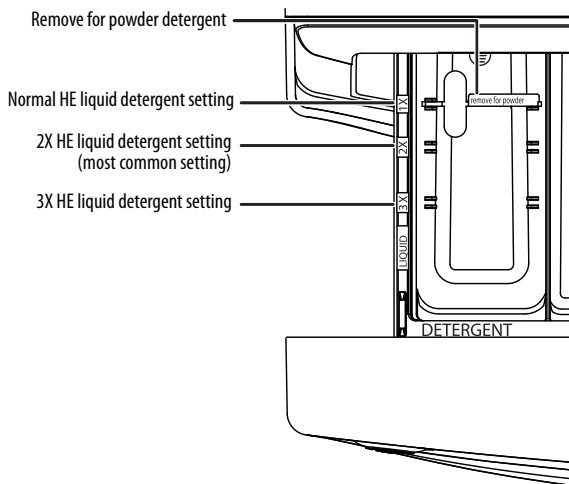


- 3 Pour the recommended amount of liquid fabric softener into the compartment labeled "FABRIC SOFTENER" and dilute with water up to the maximum fill line. The dispenser automatically releases liquid fabric softener at the correct time during the rinse cycle.



## CAUTIONS:

- Use the softener compartment **ONLY** for liquid fabric softeners.
- Don't use a Downy Ball® in your washer.
- Don't use liquid fabric softener that is too sticky because it may not mix with the water sufficiently.



## Step 5: Selecting the appropriate cycle and options for the load

- Select a washing cycle. For information on wash cycles, see [Washer options and settings](#) on page 31.

## Step 6: (Optional) Setting a delayed end time

You can program a wash cycle, then set a time when you want a wash cycle to end.

**Note:** Your washer stores your settings in memory. If the power fails, press the **▶|| Start/Pause** button when power is restored. Your washer continues the Delay function you set.

- 1 Turn the cycle selector knob to the cycle type you want.
- 2 Press the **Delay** button repeatedly to select the delay time you want. The delay end time, in hours, appears on the display, in sequence, from **1** to **24**, then back to **0**. The Delay light turns on.
- 3 Press and hold the **▶|| Start/Pause** button to start the delay timer.

## Notes:


- You can't change the delay end time after the program has started.
- If you open the door when the delay is counting down, the machine will enter the pause state. You must close the door and press the **▶|| Start/Pause** button in order to restart the countdown.

### Step 7: Starting your washer

- 1 Press the  **Start/Pause** button.

#### Notes:

- If you haven't set a delayed end time or if the delay time has expired, your washer starts the cycle.
- As your washer moves from stage to stage in the wash cycle, the related light turns on (such as **Rinse** or **Spin**).
- If you set a delayed end time, the **Delay** light turns on and your washer starts counting down the end time.


- 2 If you need to pause the cycle (for example to add or remove items), press the  **Start/Pause** button. Wait for the door to unlock, then open the door. When you're ready to resume washing, close the door, then press the button again.



#### CAUTIONS:

Don't try to force the door open if:

- The drum is moving. You will damage your washer.
- The water level is above the edge of the inner tub. Water will spill on the floor.
- The water temperature is too hot. You may burn yourself.

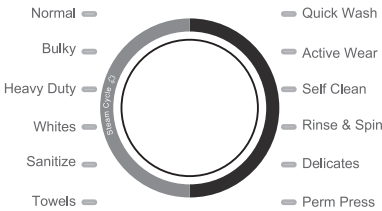
## Setting the child lock

Your washer has a child lock function to prevent children from playing with your washer. When you turn on the child lock, the only button that will work is the  **Power** button.

- 1 Press and hold the  button for three seconds. The child lock light turns on and your washer beeps.
- 2 To turn off the child lock, press and hold the  button for three seconds.

Washer options and settings

Wash cycles and settings



CYCLE	DETAILS
<b>Normal*</b>	For lightly to heavily soiled colorfast cottons, household linens, work, and play clothes.
<b>Bulky*</b>	For large items such as comforters, blankets, small rugs, and similar bulky items.
<b>Heavy Duty*</b>	For large and heavy fabrics, such as overcoats, jeans, and sweatshirts.
<b>Whites*</b>	For lightly to heavily soiled white laundry, work, and play clothes.
<b>Sanitize*</b>	For increased water temperature which will sanitize and kill more than 99.9% of common bacteria found in home laundry. For best results, select the extra heavy soil setting when using this cycle.
<b>Towels*</b>	For items such as towels, sheets, pillowcases, and dish rags.
<b>Quick Wash</b>	For small loads of lightly soiled items needed quickly. Cycle time is approximately 25 minutes, depending on selected options.
<b>Active Wear</b>	Designed for care of medium to lightly soiled active wear, athletic wear, and technical fabrics.
<b>Self Clean</b>	Cleans the washer of residue and odor. Do this at least once per month. <b>Note:</b> Never load laundry while using this setting. The laundry may become damaged.
<b>Rinse &amp; Spin</b>	To quickly rinse and spin items not requiring a full wash cycle.
<b>Delicates</b>	For delicate, washable textiles, such as items made of silk, satin, synthetic fibers, or blended fabrics.
<b>Perm Press</b>	Moderate strength washing. For no-iron fabrics like casual business attire, shirts, and blouses.

\* Cycles with Steam option available.

**Soil level**

LEVEL	DETAILS
Extra Light	For very lightly soiled clothes. Reduces the washing time.
Light	For lightly soiled clothes. Reduces the washing time.
Medium	For normally soiled clothes. This is the default setting.
Heavy	For heavily soiled clothes. Increases washing time to remove heavy soil.
Extra Heavy	For extra heavily soiled clothes. Increases washing time to remove extra heavy soil.

**Water temp.****Notes:**

- Follow the fabric manufacturer's care label when selecting the wash temperature.
- In order to protect some fabrics, not all wash temperatures are available for certain wash cycles.

TEMP	DETAILS
Tap Cold	Tap water with no hot water added.
Cold	Cold water. Pre-wash rinse water is always cold.
Warm	Normally soiled items (including synthetic and wool).
Hot	Moderately soiled, cotton, and synthetic items, such as shirts, bedding, towels, and pure white items (like underwear).
Extra Hot	Seriously soiled pure white cotton or flax (like table cloths, towels, or bed sheets).

**Spin speed****Notes:**

- Follow the fabric manufacturer's care label when selecting the spin speed.
- In order to protect some fabrics, not all spin speeds are available for certain wash cycles, such as Delicates.
- Higher spin speeds remove more water from your clothes and will help reduce drying time, but may also increase wrinkles on some fabrics.

SPEED	DETAILS
No spin	No spin, for items requiring flat drying, such as sweaters and knits.
Low	Low spin speed removes less water from the clothes, but avoids setting wrinkles.
Medium	Moderate spin speed for normal fabrics.
High	Removes more water from fabrics. Use with durable fabrics where wrinkles are not an issue.
Extra High	Removes the most water from fabrics. Reduces drying time.



**Washer cycles and settings chart**

- = Default setting
- O = Available
- X = Not available

Cycle	Default cycle time	Temp				
		Tap cold	Cold	Warm	Hot	Extra hot
Normal	0:50	O	O	•	O	O
Bulky	1:14	O	O	•	O	X
Heavy Duty	1:31	O	O	O	•	O
Whites	1:03	O	O	•	O	X
Sanitize	2:25	X	X	X	X	•
Towels	0:59	O	O	•	O	X
Quick wash	0:25	O	O	•	O	X
Active wear	0:54	O	O	•	O	X
Self clean	2:50	X	X	X	X	•
Rinse & spin	0:20	X	X	X	X	X
Delicates	0:45	O	•	O	X	X
Perm Press	0:50	O	O	•	X	X

Cycle	Spin Speed				
	No spin	Low	Medium	High	Extra high
Normal	O	X	O	•	O
Bulky	O	O	O	•	O
Heavy Duty	O	O	O	•	O
Whites	O	O	O	•	O

Cycle	Spin Speed				
	No spin	Low	Medium	High	Extra high
Sanitize	O	O	O	•	O
Towels	O	O	O	•	O
Quick wash	O	O	O	O	•
Active wear	O	O	O	O	•
Self clean	X	X	X	X	X
Rinse & spin	O	O	O	•	O
Delicates	O	O	•	O	X
Perm Press	O	•	O	X	X

Cycle	Soil level				
	Extra light	Light	Medium	Heavy	Extra heavy
Normal	O	O	•	O	O
Bulky	O	O	•	O	O
Heavy Duty	O	O	O	O	•
Whites	O	O	•	O	O
Sanitize	O	O	O	O	•
Towels	O	O	•	O	O
Quick wash	•	X	X	X	X
Active wear	O	O	•	O	O
Self clean	X	X	X	X	X
Rinse & spin	X	X	X	X	X
Delicates	O	O	•	O	O
Perm Press	O	O	•	O	O

Cycle	Functions						Extra Rinse
	Steam	Water Plus	Child Lock	Delay End	My Cycle	Pre Soak	
Normal	O	X	O	O	O	O	O
Bulky	O	O	O	O	O	O	O
Heavy Duty	O	O	O	O	O	O	O
Whites	O	O	O	O	O	O	O
Sanitize	O	O	O	O	O	O	O
Towels	O	O	O	O	O	O	O
Quick wash	X	X	O	O	O	X	X
Active wear	X	O	O	O	O	O	O
Self clean	X	X	O	O	O	X	X
Rinse & spin	X	X	O	O	O	X	X
Delicates	X	O	O	O	O	X	O
Perm Press	X	O	O	O	O	O	O

## Maintaining your washer

### WARNINGS:

- Don't use solvents to clean your washer. They can damage the finish and create toxic gases that can harm you or explode.
- Don't sprinkle or spray water or other liquids directly on your washer.
- Don't use detergents containing PCMX to clean your washer. PCMX can damage the finish.

**SERVICE PERSONNEL**—Some internal parts are intentionally not grounded and may present a risk of electric shock during servicing. Do not contact the following parts while the appliance is energized: electrical valve, drain pump, the heater, and the motor.

### CAUTION:

Before performing any maintenance, turn off your washer, unplug the power cord, and turn off the water faucets.

### Cleaning the exterior

- Use a soft cloth to wipe up all detergent, bleach, or other spills as they occur.

### Cleaning the interior

To clean the interior of your washer, select the **Self Clean** cycle on the control panel. This Self Clean cycle should be performed, at a minimum, once per month. This cycle will use more water, in addition to bleach, to control the rate at which soils and detergents may accumulate in your washer.

- 1 Remove any garments or objects from your washer and ensure the washer basket is empty.
- 2 Open the washer door and pour one cup (250 ml) of liquid bleach or other washing machine cleaner into the basket.
- 3 Close the door and select the **Self Clean** cycle. Push the **▶||Start/Pause** button.
- 4 When the Self Clean cycle is working, the display shows the estimated cycle time remaining. The cycle will complete in about 170 minutes. Do not interrupt the cycle.
- 5 After the cycle is complete, leave the door open slightly for better ventilation.

If for any reason the cycle needs to be interrupted, the door will not open immediately. Forcing open the door at this stage may cause water to flood. The door will open after the water is drained to a level where it would not flood the floor.

The Self Clean cycle may be interrupted by pressing the **▶||Start/Pause** button. A power outage in the house might also interrupt the cycle. When the power supply is back on, the Self Clean cycle resumes where it stopped. If the cycle is interrupted, be sure to run a complete Self Clean cycle before using your washer. If the **⏻Power** button is pressed during Self Clean, the cycle will be canceled.

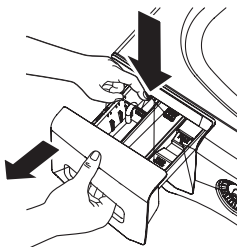
### Notes:

- After the completion of the Self Clean cycle the interior of your washer may have a bleach smell. This is normal.
- We recommend that you run a light color load after the Self Clean cycle.

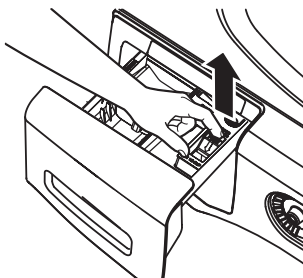
## Cleaning the dispenser drawer

Detergent and fabric softener may build up in the dispenser drawer, so you should remove the residue and clean the drawer once or twice a month.

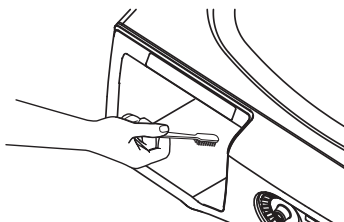
- 1 Remove the drawer by first pulling it out until it stops.



- 2 Reach back into the right rear corner of the drawer cavity and press down firmly on the lock tab and pull out the drawer (the lock tab is visible only after the drawer has been pulled open).



- 3 Clean the drawer and the drawer cavity, then replace the drawer.

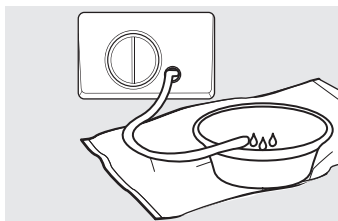


## Cleaning the pump filter

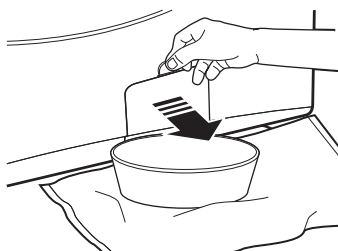
Due to the nature of your front-load washer, it is possible for small articles to pass into the pump. Your washer has a filter to capture lost items so they are not dumped to the drain. To retrieve lost items, clean out the pump filter.

- 1 Turn off the water faucets.

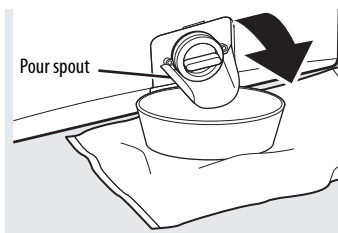
- 2 Place a shallow pan or dish under the pump access door and towels on the floor in front of your washer to catch any water when the filter is removed.



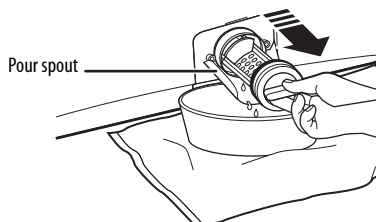
- 3 Using a coin or flat screwdriver in the notch at the top of the door, pry the access door open.



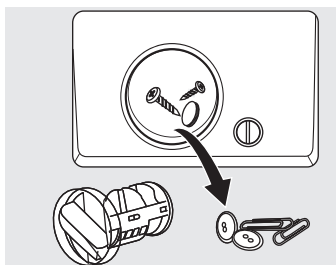
- 4 Pull down the pour spout.



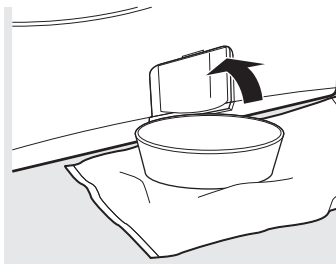
- 5 Turn the pump filter counterclockwise and remove the filter. Open slowly to allow the water to drain.



- 6 Clean the debris from the filter.



- 7 Replace the filter and turn clockwise, then tighten securely.
- 8 Flip up the pour spout.
- 9 Close the access door.

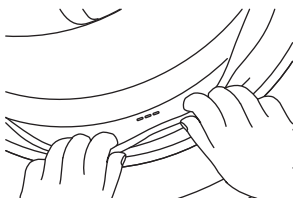


## **Cleaning the door gasket**

- 1 Open the washer door.
- 2 Using both hands, press down the door gasket.



- 3 While holding down the gasket, inspect it and remove any foreign objects trapped inside. Make sure that there is nothing blocking the holes behind the gasket.



- 4 Remove your hands and the gasket will return to the normal operating position.

## Storing your washer

You can damage your washer if you don't remove water from hoses and internal components before storage. Do not store the washer where it will be exposed to the weather. When moving the washer, the tub should be kept stationary by using the shipping bolts removed during installation.

To prepare your washer for storage:

- 1 Select the **Quick Wash** cycle and add bleach to your washer. Run your washer through the cycle without a load.
- 2 Turn the water faucets off and disconnect the inlet hoses.
- 3 Unplug your washer from the electrical outlet and leave your washer's door open to let air circulate inside the tub.
- 4 Drain the water from the machine by removing the pump filter.

### **CAUTION:**

If your washer has been stored in below-freezing temperatures, allow time for any leftover water in your washer to thaw out before use.



## Troubleshooting

### CAUTION:

Don't try to repair your washer yourself. Doing so invalidates the warranty.

### Understanding error codes

Your washer has an automatic error-monitoring system to detect and diagnose problems at an early stage.

CODE	REASON	SOLUTION
E30	The door is not closed properly.	<ul style="list-style-type: none"> <li>Restart your washer after the door is closed.</li> <li>Check to make sure that there are no clothes stuck in the door.</li> </ul>
E10	A water injection problem has occurred while washing.	<ul style="list-style-type: none"> <li>Check to make sure that water is turned on to the washer</li> <li>Check to make sure that the water pressure is high enough.</li> <li>Straighten the water hoses.</li> <li>Check to make sure that the inlet valve filter is not blocked.</li> </ul>
E21	Water is draining slowly.	<ul style="list-style-type: none"> <li>Make sure that the drain hose is not blocked.</li> <li>Clean the drain filter.</li> </ul>
E12	Water is overflowing.	Restart your washer.
EXX	Others	Try restarting your washer. If the error remains or a different error code is displayed, contact qualified service personnel.

PROBLEM	POSSIBLE CAUSE	SOLUTION
My washer is not draining, not spinning, or not agitating.	The load is out of balance.	<ul style="list-style-type: none"> <li>Redistribute the clothes and run <b>Rinse &amp; Spin</b>.</li> <li>Increase the load size if you are washing a small load containing both heavy and light items.</li> </ul>
	The pump is clogged.	<ul style="list-style-type: none"> <li>See <a href="#">Cleaning the pump filter</a> on page 37 on how to clean the pump filter.</li> </ul>
	The drain hose is kinked or improperly connected.	<ul style="list-style-type: none"> <li>Straighten the drain hose and make sure that your washer is not sitting on it.</li> </ul>
	Your household drain may be clogged.	<ul style="list-style-type: none"> <li>Check your household plumbing. You may need to call a plumber.</li> </ul>
	The drain hose is siphoning or the drain hose is pushed too far down the drain.	<ul style="list-style-type: none"> <li>Make sure that there is an air gap between the hose and the drain.</li> </ul>

PROBLEM	POSSIBLE CAUSE	SOLUTION
My washer is leaking water.	The door gasket is damaged.	<ul style="list-style-type: none"> <li>Make sure that the gasket is seated and not torn. Objects left in pockets may cause damage to your washer.</li> </ul>
	The door gasket is not damaged.	<ul style="list-style-type: none"> <li>Water may drip from the door when the door is opened. This is normal.</li> <li>Carefully wipe off the rubber door gasket. Sometimes dirt or clothing is left in this seal and can cause a small leak.</li> </ul>
	Check the back left side of your washer for water.	<ul style="list-style-type: none"> <li>If this area is wet, you may have oversudsing. Use less detergent.</li> </ul>
	Fill hoses or drain hose may be improperly connected.	<ul style="list-style-type: none"> <li>Make sure that hose connections are tight at the washer and faucets, and make sure that the end of the drain hose is correctly inserted in and secured to the drain pipe.</li> </ul>
	Your household drain may be clogged.	<ul style="list-style-type: none"> <li>Check your household plumbing. You may need to call a plumber.</li> </ul>
	The detergent dispenser may be clogged.	<ul style="list-style-type: none"> <li>Powdered detergent may cause clogs inside the dispenser and cause water to leak out the front of the dispenser. Remove the drawer and clean both the drawer and the inside of the dispenser box. See <a href="#">Cleaning the dispenser drawer</a> on page 37.</li> </ul>
	You are using the wrong detergent or the wrong amount of detergent.	<ul style="list-style-type: none"> <li>Use only HE detergent and the correct amount.</li> </ul>
	The detergent dispenser drawer is cracked or damaged.	<ul style="list-style-type: none"> <li>Check for cracks or damage on the inside of the dispenser drawer.</li> </ul>

PROBLEM	POSSIBLE CAUSE	SOLUTION
The clothes are too wet.	The load is out of balance.	<ul style="list-style-type: none"> <li>• Redistribute the clothes and run <b>Rinse &amp; Spin</b>.</li> <li>• Increase the load size if you are washing a small load containing both heavy and light items.</li> <li>• Your washer will slow the spin speed down to 600 rpm if it has a hard time balancing the load. This is normal.</li> </ul>
	The pump is clogged.	<ul style="list-style-type: none"> <li>• See <a href="#">Cleaning the pump filter</a> on page 37 on how to clean the pump filter.</li> </ul>
	Your washer is overloaded.	<ul style="list-style-type: none"> <li>• The dry weight of the load should be less than 18 lbs.</li> </ul>
	The drain hose is kinked or improperly connected.	<ul style="list-style-type: none"> <li>• Straighten the drain hose and make sure that your washer is not sitting on it.</li> </ul>
	Your household drain may be clogged.	<ul style="list-style-type: none"> <li>• Check your household plumbing. You may need to call a plumber.</li> </ul>
	The drain hose is siphoning or the drain hose is pushed too far down the drain.	<ul style="list-style-type: none"> <li>• Make sure that there is an air gap between the hose and the drain.</li> </ul>
The washing cycle does not complete or the timer is not advancing.	Automatic load redistribution may be occurring.	<ul style="list-style-type: none"> <li>• The timer adds three minutes to the cycle for each re-balance. 11 to 15 re-balances may be done. This is normal.</li> </ul>
	The pump is clogged.	<ul style="list-style-type: none"> <li>• See <a href="#">Cleaning the pump filter</a> on page 37 on how to clean the pump filter.</li> </ul>
	The drain hose is kinked or improperly connected.	<ul style="list-style-type: none"> <li>• Straighten the drain hose and make sure that your washer is not sitting on it.</li> </ul>
	Your household drain may be clogged.	<ul style="list-style-type: none"> <li>• Check your household plumbing. You may need to call a plumber.</li> </ul>
	The drain hose is siphoning or the drain hose is pushed too far down the drain.	<ul style="list-style-type: none"> <li>• Make sure that there is an air gap between the hose and the drain.</li> </ul>

PROBLEM	POSSIBLE CAUSE	SOLUTION
My washer is making a loud or unusual noise, vibration, or shaking.	The cabinet is moving.	<ul style="list-style-type: none"> <li>Your washer is designed to move 1/4 in. (6.35 mm) to reduce forces transmitted to the floor. This movement is normal.</li> </ul>
	All the leveling legs are not firmly touching the floor.	<ul style="list-style-type: none"> <li>Push and pull on the back right and then back left of your washer to make sure that it is level. If your washer is uneven, adjust the leveling legs so they are all firmly touching the floor and locked in place.</li> </ul>
	The load is unbalanced.	<ul style="list-style-type: none"> <li>Open the door and manually redistribute the load. To check your washer, run <b>Rinse &amp; Spin</b> with no load. If it runs normally, the unbalance was caused by the load.</li> </ul>
	The pump is clogged.	<ul style="list-style-type: none"> <li>See <a href="#">Cleaning the pump filter</a> on page 37 on how to clean the pump filter.</li> </ul>
No power. My washer is not working or is dead.	Your washer is unplugged.	<ul style="list-style-type: none"> <li>Make sure that the power cord is plugged securely into a working outlet.</li> </ul>
	The water supply is turned off.	<ul style="list-style-type: none"> <li>Turn the water faucets fully on.</li> </ul>
	The circuit breaker or fuse is tripped or blown.	<ul style="list-style-type: none"> <li>Check the house circuit breakers or fuses. Replace fuses or reset the breaker. Your washer should have a separate outlet.</li> </ul>
	Your washer is performing an automatic self system checks	<ul style="list-style-type: none"> <li>The first time your washer is plugged in, it automatically checks itself. It may take up to two minutes before you can use your washer. This is normal.</li> </ul>
My clothes have snags, holes, tears, rips or excessive wear.	Your washer is overloaded.	<ul style="list-style-type: none"> <li>The dry weight of the load should be less than 18 lbs.</li> </ul>
	Pens, pencils, nails, screws or other objects were left in pockets.	<ul style="list-style-type: none"> <li>Remove loose items from pockets.</li> </ul>
	Snaps, hooks, sharp buttons, belt buckles, and zippers were left unsecured.	<ul style="list-style-type: none"> <li>Fasten snaps, hooks, buttons, and zippers.</li> </ul>
The time remaining for the spin cycle is wrong or changes.	This is normal.	<ul style="list-style-type: none"> <li>During the spin cycle, your washer may need to re-balance the load to reduce vibrations. When this occurs, the estimated time is increased.</li> </ul>

PROBLEM	POSSIBLE CAUSE	SOLUTION
The wash tub does not fill with water.	This is normal.	<ul style="list-style-type: none"> <li>Front load washers do not require the tub to fill with water like top-load washers.</li> </ul>
My washer pauses or has to be restarted, or the washer door is locked and will not open.	The pump is clogged.	<ul style="list-style-type: none"> <li>See <a href="#">Cleaning the pump filter</a> on page 37 on how to clean the pump filter.</li> </ul>
	You can't open the door if your washer is running.	<ul style="list-style-type: none"> <li>Press the <b>▷   Start/Pause</b> button for three seconds. When the washer drum has stopped, open the door and add clothing. Close the door, then press the <b>▷   Start/Pause</b> button again to restart the load.</li> </ul> <p><b>Note:</b> Don't use the pause function when the water surface is over the edge of the inner tub or when the temperature is too hot.</p> <ul style="list-style-type: none"> <li>If the door is locked when your washer isn't running, unplug the power cord, then plug it back in.</li> </ul>
The door unlocks or when I press the <b>▷   Start/Pause</b> button my washer doesn't operate.	This is normal.	<ul style="list-style-type: none"> <li>Front-load washers start up differently than top-load washers, and it takes 30 seconds to check the system. During this time, the door will lock and unlock automatically.</li> </ul>
	Incorrect operation.	<ul style="list-style-type: none"> <li>Open and close the door firmly, then press the <b>▷   Start/Pause</b> button.</li> </ul>
Water does not enter my washer or enters slowly.	Automatic system self-checks.	<ul style="list-style-type: none"> <li>After <b>▷   Start/Pause</b> is pressed, your washer does several system checks. Water will normally flow 60 seconds after <b>▷   Start/Pause</b> is pressed.</li> </ul>
	Water supply is turned off.	<ul style="list-style-type: none"> <li>Turn on the water supply.</li> </ul>
	Water supply hose screens are clogged.	<ul style="list-style-type: none"> <li>Turn off the water source and remove the water supply hoses from the back of your washer. Use a brush or toothpick to clean the screens in your washer. Reconnect the hose and turn the water back on.</li> </ul>

PROBLEM	POSSIBLE CAUSE	SOLUTION
My clothes are wrinkling.	Clothes were improperly sorted.	<ul style="list-style-type: none"> <li>Avoid mixing heavy items (like work clothes) with light items (like blouses).</li> </ul>
	Your washer was overloaded.	<ul style="list-style-type: none"> <li>Load your washer so that clothes have enough room to move freely.</li> </ul>
	The incorrect wash cycle was selected.	<ul style="list-style-type: none"> <li>Match the cycle selection to the type of fabric you are washing (especially for easy care loads).</li> </ul>
	Your clothes were repeatedly washed in water that was too hot.	<ul style="list-style-type: none"> <li>Wash in warm or cold water.</li> </ul>
My clothes are grayed or yellowed.	Not enough detergent being used.	<ul style="list-style-type: none"> <li>Check the package or bottle to determine the correct amount of detergent to use.</li> </ul>
	Not using HE (high efficiency) detergent.	<ul style="list-style-type: none"> <li>Use HE detergent.</li> </ul>
	Hard water	<ul style="list-style-type: none"> <li>Use the hottest water that's safe for the fabric.</li> <li>Use a water conditioner like Calgon or install a water softener.</li> </ul>
	The powder detergent you are using is not dissolving.	<ul style="list-style-type: none"> <li>Try a liquid detergent.</li> </ul>
	Dye transfer	<ul style="list-style-type: none"> <li>Sort clothes by color. If the fabric label states "wash separately", unstable dyes may be indicated.</li> </ul>
My clothes have colored spots.	Incorrect use of fabric softener.	<ul style="list-style-type: none"> <li>Check the fabric softener package for instructions and follow the directions for using the dispenser.</li> </ul>
	Dye transfer	<ul style="list-style-type: none"> <li>Sort whites or lightly colored items from dark colors.</li> <li>Promptly remove the wash load from your washer.</li> </ul>

PROBLEM	POSSIBLE CAUSE	SOLUTION
There's a smell inside my washer.	Your washer has not been used for a long time.	<ul style="list-style-type: none"> <li>• Run the Self Clean cycle once a month.</li> <li>• If the smell is strong or persists, you may need to run the Self Clean cycle more than once a month.</li> <li>• Always remove wet items from your washer promptly after the machine stops running.</li> <li>• Leave the door slightly open for the washer to dry out.</li> </ul>
	You are not using the recommended quality of HE detergent.	<ul style="list-style-type: none"> <li>• Use only HE detergent.</li> </ul>
	You used too much detergent.	<ul style="list-style-type: none"> <li>• Use only the amount of detergent recommended on the detergent container.</li> </ul>
My washer is leaking detergent.	Incorrect placement of the detergent insert inside the dispenser drawer.	<ul style="list-style-type: none"> <li>• Make sure that the detergent insert is properly located and fully seated. Never put detergent above the max line.</li> </ul>
My washer is improperly dispensing softener or bleach.	The detergent dispenser is clogged.	<ul style="list-style-type: none"> <li>• Clean the dispenser drawer monthly to remove any buildup of chemicals.</li> </ul>
	Softener or bleach is filled above the max line.	<ul style="list-style-type: none"> <li>• Make sure to use only the correct amount of softener or bleach.</li> </ul>
	Softener or bleach cup issue in the dispenser drawer.	<ul style="list-style-type: none"> <li>• Make sure that the softener and bleach cup in the dispenser drawer are seated or they will not work.</li> </ul>
The water isn't hot.	Your hot water heater may not be working.	<ul style="list-style-type: none"> <li>• Make sure that the hot water inlet faucet is turned on.</li> <li>• Check the status of your hot water heater. You may be out of hot water.</li> </ul> <p><b>Note:</b> You can still wash clothes in cold water only.</p>
The display panel does not light.	Your washer may have a malfunction.	<ul style="list-style-type: none"> <li>• Make sure that the power cord is connected to a working outlet.</li> <li>• Contact a qualified repair professional to check the display panel wiring.</li> </ul>
The load has too many suds.	You may be using the wrong detergent or the wrong amount of detergent.	<ul style="list-style-type: none"> <li>• Use a high-efficiency detergent to reduce over-sudsing. See <a href="#">Step 1: Selecting a detergent</a> on page 26.</li> <li>• If you have "soft" water, reduce the amount of detergent.</li> <li>• For small or lightly soiled loads, reduce the amount of detergent.</li> </ul>

### Specifications

Dimension (H × W × D)	39 13/16 x 27 x 34 1/4 in. (101.09 x 68.6 x 86.9 cm)
Weight	<b>Gross:</b> 231 lbs. (104.8 kg) <b>Net:</b> 216 lbs. (98 kg)
Washing Capacity	4.5 cu. ft. or 18 lbs. (8.16 kg)
Power Supply	120V ~ 60Hz
Rated Current	10A
Standard Water Pressure	14.5 ~ 116 psi (.1~.8 Mpa)
Power cord length	68.9 in. (1.75 m)
Drain hose length	66.9 in. (1.7 m)
Noise level	78 dB



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# ONE-YEAR LIMITED WARRANTY

## Definitions:

The Distributor\* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at [www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca) and is packaged with this warranty statement.

## How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

## What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

## How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location or from a Best Buy online website ([www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca)), please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States and Canada call 1-877-467-4289. Call agents may diagnose and correct the issue over the phone.

## Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the country where the original purchase was made.

## What does the warranty not cover?

This warranty does not cover:

- Food, beverage, and/or medicine loss/spoilage.
- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).

- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

REPAIR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. INSIGNIA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF USE OF YOUR PRODUCT, LOST BUSINESS OR LOST PROFITS. INSIGNIA PRODUCTS MAKES NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Contact Insignia:

**1-877-467-4289**

[www.insigniaproducts.com](http://www.insigniaproducts.com)

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