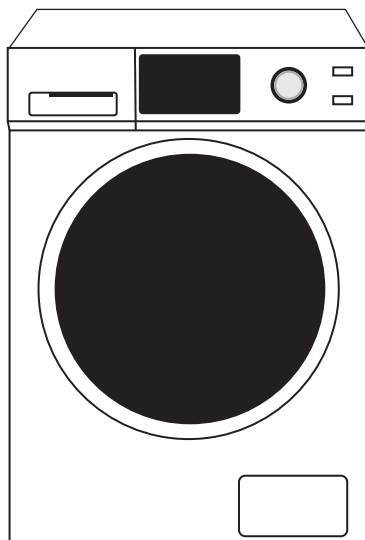


INSIGNIA™

USER GUIDE

16 Cycle High Efficiency Front-Loading Washer

NS-FWM27W1



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**.

To reduce the risk of fire, explosion, electric shock, or personal injury when using your washing machine, follow these basic safety precautions.



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.



State of California Proposition 65 Warnings

Cancer and Reproductive Harm—www.P65Warnings.ca.gov.

**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 Always unplug the washing machine from the power supply before attempting any service. Disconnect the power cord by grasping the plug, not the cord.
- 5 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.
- 6 Never place items in the washer that have been dampened with gasoline or any combustible or explosive substance. Do not wash or dry anything that has been soaked in or spotted with any type of oil (including cooking oils). Doing so can result in fire, explosion, or death.
- 7 Do not allow children to play on or in the appliance. Close supervision of children is necessary when the appliance is used near children.
- 8 Glass door or protector may be very hot during the operation. Keep kids and pets far away from the machine during the operation.
- 9 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.
- 10 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.

**WARNING**

- 11 Before the appliance is removed from service or discarded, remove the door and cut off the power cord.
- 12 Do not reach into the appliance if the tub or agitator is moving.
- 13 Do not install or store this appliance where it will be exposed to the weather.
- 14 Do not tamper with controls.
- 15 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.
- 16 Make sure that all pockets are emptied. Sharp and rigid items such as coin, brooch, nail, screw or stone etc. may cause serious damages to this machine.
- 17 Pull out its plug and cut off the water supply after the operation.
- 18 Make sure that the water inside the drum has been drained before opening its door. Please do not open the door if there is any water visible,
- 19 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 staff.
- 20 If the plug (power cord) is damaged, it shall be replaced by the manufacturer or a service agent to avoid any danger.
- 21 Take care that power voltage and frequency shall be identical to those of washing machine.
- 22 Do not use any socket with rated current less than that of the washing machine. Never pull out a power plug with a wet hand.
- 23 To ensure your safety, the power cord plug must be inserted into an grounded three-pole socket. Check carefully and make sure that your socket is properly and reliably grounded.
- 24 This washing machine should only be repaired and serviced by qualified technicians.
- 25 If connected to a circuit protected by fuses, use time-delay fuses with this appliance.

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 the 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 proper outlet installed by a qualified electrician.

Before operating this machine**WARNING**

- Packing materials may be dangerous to the kids. Please keep all packing materials (plastic bags, foams, etc.) far away from kids.
- Washing machine shall not be installed in a bath room or very wet rooms as well as in rooms with explosive or caustic gases.
- Make sure that the water and electrical devices must be connected by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.
- Before operating this machine, all packages and transport bolts must be removed. Otherwise, the washing machine may be seriously damaged while washing the clothes.
- Before washing the clothes the first time, the washing machine shall be operated in cotton and hot water procedures without the clothes inside.
- This washing machine is for indoor use only.

Attention shall be paid to protecting the machine**WARNING**

- Do not climb up and sit on the top cover of the machine.
- Do not lean against the machine door.
- Please do not close the door with excessive forces. If it is found difficult to close the door, please check if the excessive clothes are put in or distributed well.

Cautions during handling machine**WARNING**

- Transport bolts shall be reinstalled to the machine by a specialized person.
- The accumulated water shall be drained out of the machine.
- Handle the machine carefully. Never hold each protruded part on the machine while lifting.
- Machine door can not be used as the handle during the conveyance.

Cautions when washing clothes**WARNING**

- Cold city water shall be used and hot water may also be connected according to the local situations.
- Your washing machine is only for home use and is only designed for the textiles suitable for machine washing.

- Flammable and explosive or toxic solvents are forbidden. Gasoline and alcohol etc. shall not be used as detergents. Please only select the detergents suitable for machine washing, especially for front loading.
- Do not wash carpet in this machine.
- Never refill the water by hand during washing.
- Always follow the fabric care instructions recommended by the clothing manufacturer.
- Do not use the washing machine if it has a worn power cord or loose plug. Contact an authorized service agent.
- Do not operate the washing machine if any guards, panels and/or fasteners, except transport fixing bolts, have been removed. Check the fill hose connections on a regular basis to ensure that they are tight and not leaking.
- Do not operate the washing machine if parts are missing or broken.
- Do not touch the door if washing at high temperatures.

Notes:

- The IMPORTANT SAFETY INSTRUCTIONS indicated in this manual do not cover all possible conditions which may occur. Common sense, caution, and care must be exercised when installing, maintaining, or operating the washing machine.
- Always contact your dealer, distributor, service agent, or the manufacturer about any problems or conditions that you do not understand.

Installation requirements

- 1 This machine must be grounded properly. If there is any short circuit, grounding can reduce the danger of electrical shock. This machine is equipped with power cord, which includes plug, grounding wire at grounding terminal.
- 2 Washing machine shall be operated in a circuit separate from other electrical appliances. Otherwise, the power protector may be tripped or the fuse may be burned out.

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 15 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 Plug the power plug into the wall socket firmly. Do not use a damaged power plug, or loose wall socket, because this may result in electric shock or fire.
- 5 Do not pull or excessively bend the power cord. Do not twist or tie the power cord.
- 6 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.
- 7 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.
- 8 If the power plug or power cord are damaged, contact your nearest service center.
- 9 Do not install on carpet. Install the 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.
- 10 The 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.
- 11 Store and install the 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.
- 12 Position the appliance so that the power plug is easily accessible. Failure to do so may result in electric shock or fire due to an electrical short circuit.
- 13 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.



WARNING

Use and maintenance warnings and precautions

- 1 If the appliance is flooded, cut the power immediately and contact your nearest service center.
- 2 If the appliance emits a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your nearest service center. Failure to do so may result in electric shock or fire.
- 3 In the event of a gas leak (such as propane or LP gas), ventilate the area immediately. Do not turn any appliance or light on or off.
 - Do not use a ventilating fan.
 - A spark may result in an explosion or fire.
- 4 Do not force the washer door open while the washer is operating (high-temperature washing, drying, or spinning).

- Water flowing out of the washer may cause burns or cause the floor to be slippery. This may result in injury.
 - Forcing the door open can damage the product or cause injury.
- 5 Make sure to remove the packaging (sponge, styrofoam) attached to the bottom of the washer before using it.
 - 6 Do not insert your hand or a metal object under the washer. This may result in injury.
 - 7 Do not attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug. This may result in electric shock, fire, or death.
 - 8 Do not touch the power plug with wet hands. This may result in electric shock.
 - 9 Do not turn the appliance off by unplugging the power plug while the washer is in operation. Plugging the power plug into the wall socket again may cause a spark and result in electric shock or fire.
 - 10 Keep all packaging material well out of the reach of children, as packaging materials can be dangerous to children. If a child places a bag over his or her head, he or she may suffocate.
 - 11 Do not let children or infirm persons use this washer unsupervised. Failure to do so may result in electric shock, burns, or injury.
 - 12 Do not attempt to repair, disassemble, or modify the appliance yourself.
 - Do not use any fuse (such as copper, steel wire, etc.) other than the standard fuse.
 - If you need to repair or reinstall the appliance, contact your nearest service center.
 - Failure to do so may result in electric shock, fire, problems with the product, or injury.
 - 13 If any foreign substance such as water enters the appliance in any area other than the tub, unplug the power plug and contact your nearest service center. Failure to do so may result in electric shock or fire.
 - 14 If the water supply hose comes loose from the faucet and floods the appliance, unplug the power plug. Failure to do so may result in electric shock or fire.
 - 15 Do not mix chlorine bleach with ammonia or acids such as vinegar. Incorrect usage can produce poisonous gas, resulting in serious injury.
 - 16 Do not reach into the washer while parts are moving. Before loading, unloading, or adding items, press the **START/PAUSE** button and allow the tub to come to a complete stop before reaching inside. Failure to do so may result in electric shock, injury, or fire.
 - 17 Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children. As children grow, teach them the proper, safe use of all appliances. Failure to do so may result in serious injury.
 - 18 Keep laundry products out of reach of children. Observe all warnings on product labels and follow them. Failure to do so may result in serious injury.
 - 19 Disconnect this appliance from the power supply before attempting any user maintenance. Pressing the **Power** button does not disconnect this appliance from the power supply. Failure to do so may result in electric shock, injury, or fire.

- 20** Do not clean the appliance by spraying water directly onto it.
- 21** Do not use benzene, thinner, or alcohol to clean the appliance. This may result in discoloration, deformation, damage, electric shock, or fire.
- 22** Unplug the power plug when the appliance is not being used for long periods of time or during a thunder/lightning storm. Failure to do so may result in electric shock or fire.
- 23** Keep hands and foreign objects clear of the door and latch area when closing the door. Failure to do so may result in personal injury.
- 24** If the washer is contaminated by a foreign substance such as detergent, dirt, or food waste, unplug the power plug and clean the washer with a damp, soft cloth. Failure to do so may result in discoloration, deformation, damage, or rust.
- 25** The clear portion of the door can be broken by a strong impact. Take care when using the washer. If the clear portion is cracked or broken, it may result in injury.
- 26** After a water supply failure or when reconnecting the water supply hose, open the faucet slowly.
- 27** Open the faucet slowly after a long period of non-use. The air pressure in the water supply hose or the water pipe may result in damage to a part or in water leakage.
- 28** If a drain error occurs during an operation, check if there is a draining problem. If the washer is used when it is flooded because of a draining problem, it may result in electric shock or fire due to an electrical short circuit. Do not insert your hand or a metal object under the washer. This may result in injury.
- 29** Insert laundry into the washer completely so that the laundry does not get caught in the door. If laundry gets caught in the door, it may result in damage to the laundry or the washer, or result in water leakage.
- 30** Make sure that the faucet is turned off when the washer is not being used.
- 31** Make sure that the water supply hose connectors are properly tightened. Failure to do so may result in property damage or injury.
- 32** Open the faucet and check if the water supply hose connector is firmly tightened and that there is no water leaking before using the product. If the water supply hose connectors are loose, it may result in water leakage.
- 33** Do not stand on top of the appliance or place objects (such as laundry, lighted candles, lighted cigarettes, dishes, chemicals, metal objects, etc.) on the appliance. This may result in electric shock, fire, problems with the product, or injury.
- 34** Do not operate the appliance with wet hands. This may result in electric shock.
- 35** Do not spray volatile material such as insecticide onto the surface of the appliance. As well as being harmful to humans, it may also result in electric shock, fire, or problems with the product.
- 36** Do not place an object that generates an electromagnetic field near the washer. This may result in injury due to a malfunction.
- 37** Since the water drained during a high temperature wash or drying cycle is hot, do not touch the water. This may result in burns or injury.
- 38** Do not wash, spin, or dry water-proof seats, mats, or clothing.

- 39 Do not wash thick, hard mats even if the washer mark is on the care label. This may result in injury or damage to the washer, walls, floor, or clothing due to abnormal vibrations.
- 40 Do not operate the washer when the detergent dispenser is removed. This may result in electric shock or injury due to water leakage.
- 41 Do not insert your hand into the detergent dispenser after opening it. This may result in injury because your hand may be caught.
- 42 Do not place any non-laundry objects, such as shoes, food waste, or animals into the washer. This can cause abnormal vibrations that can damage the washer, and, in the case of pets, cause severe injury or death.
- 43 Do not press the buttons using sharp objects such as pins, knives, or fingernails. This may result in electric shock or injury.
- 44 Do not wash laundry contaminated by oils, creams, or lotions usually found in skin-care shops or massage clinics. This may result in the rubber seal becoming deformed and water leakage.
- 45 Make sure that the water inlet pipe is connected and the tap is opened before washing clothes.
- 46 Do not leave metal objects (safety pins, hair pins, and so on) or bleach in the tub for long periods of time. This may cause the tub to rust.
 - If rust appears on the surface of the tub, apply a neutral cleansing agent to the surface and use a sponge to clean it. Never use a metal brush.
- 47 Do not use hot water from water cooling/heating devices. This may result in problems with the washer.
- 48 Do not use natural hand-washing soap in the washer. If it hardens and accumulates inside the washer, it may cause problems with the product, discoloration, rust, or bad odors.
- 49 If using a washing net with this machine (not provided), do not wash laundry items such as bedding in the washing net. Doing so may result in injury due to abnormal vibrations. Place only smaller items, such as lace socks and lingerie, in the washing net.
- 50 Do not use hardened powdered detergent. If it accumulates inside the washer, it may result in water leakage.
- 51 Do not wash throw rugs or doormats. Doing so may cause sand to accumulate inside the washer, resulting in mechanical problems.
- 52 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 the 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.

Choosing a proper location

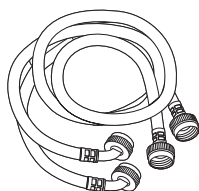
- 1 Do not install this appliance near a heater or inflammable material.
- 2 Do not install this appliance in a humid, oily, or dusty location, or in a location exposed to direct sunlight or water (rain drops).
- 3 Do not install this appliance in a location where gas may leak. Failure to do so may result in electric shock or fire.

- 4 If the washer is moved to a new location, have it checked and re-installed by a qualified service technician. Failure to follow this warning may result in electric shock or fire.

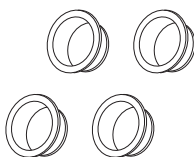
Features

Package contents

Make sure that the following items came with your washer:



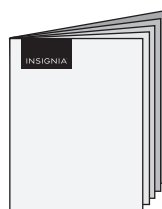
Water hose (2)



Transport hole plugs (4)



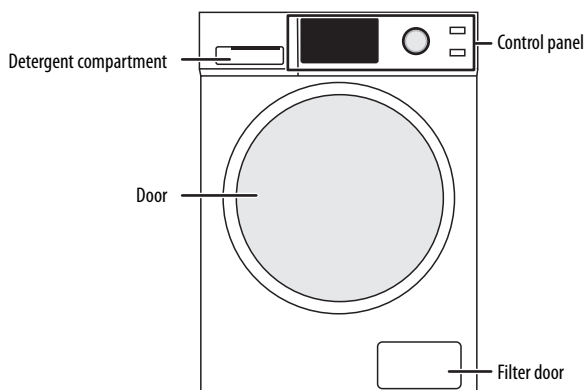
Hose holder
(1)



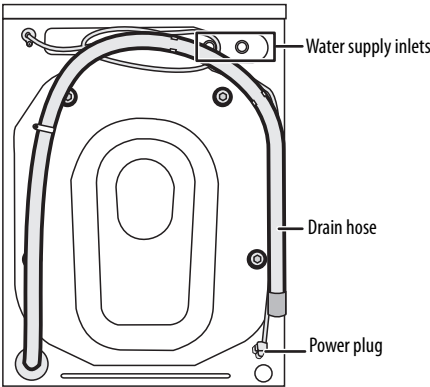
User Guide

Main components

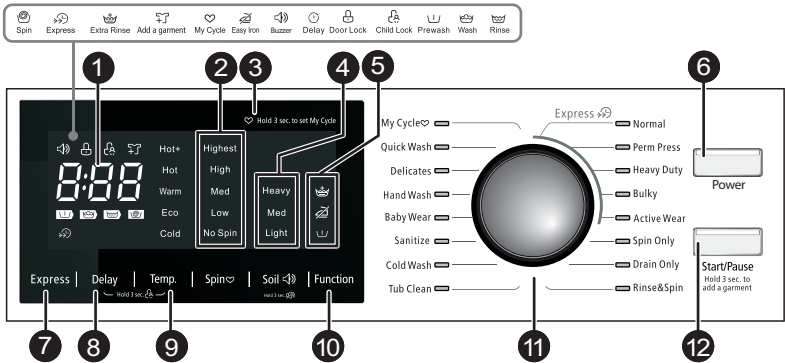
Front






Back



Control panel



#	ITEM	DESCRIPTION
1	Digital display	<ul style="list-style-type: none">The initial display is the total time for the cycle you select.While your washer is running, the display shows the cycle process and time remaining in the cycle.Note: 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.If you set a delay time for the start of the cycle, the display shows the time when the cycle will start.
2	Spin speed	Press to select the water level. You can select Highest, High, Med, Low, or No Spin.
3	Status indicators	These indicators appear when you select settings and options.

#	ITEM	DESCRIPTION
4	Soil type	Displays the selected soil type.
5	Special load functions	Press to select additional functions for a load. You can select:  – Extra rinse.  – Easy iron  – Prewash
6	Power button	Press to turn your washer on or off.
7	Express	Press to decrease the washing time. See Step 7: (Optional) Decrease the wash time on page 33.
8	Delay	Press to set a delayed start time. See Step 6: (Optional) Set a delayed start time on page 32.
9	Temp.	Press to select the water temperature. You can select Hot+ , Hot , Warm , Eco , or Cold . For more information, see Washer options and settings on page 34.
10	Function	Press to select a different function.
11	Cycle selector	Turn to select a cycle. For more information, see Washer options and settings on page 34.
12	Start/Pause button	Press to start or pause the cycle.

Unpacking your washer

WARNINGS:

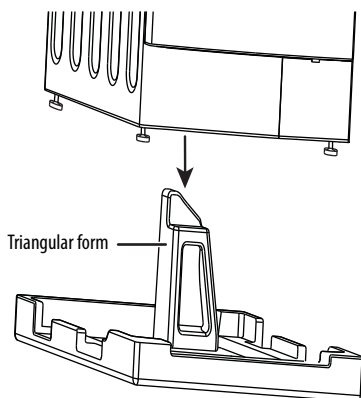
- Packing materials can be dangerous to children. Keep all packing materials (plastic bags, polystyrene, and so on) well out of the reach of children. Follow local regulations for disposal.
- Don't operate your washer on the foam base cushion. Doing so results in serious vibration, which could cause equipment damage or result in physical injury.

Notes: Check for damages 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.

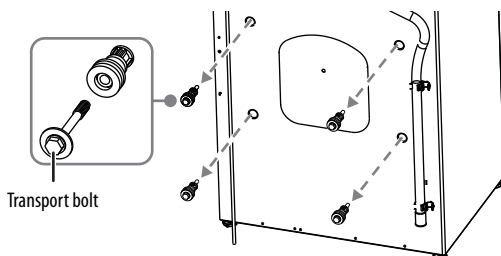
- 1 Remove your washer from the packaging.
- 2 Make sure that the small, triangular piece of foam comes off with the packaging base. If it doesn't, lay your washer on its side, remove the foam, then set your washer upright.



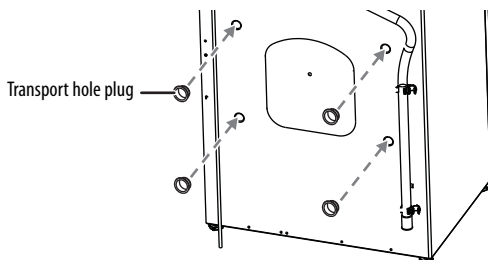
- 3 Remove the four transport bolts on the back of your washer.

CAUTION:

If you do not remove the four bolts, your washer will make loud noise and vibrate excessively or move. This can damage your washer.



- 4 Cover the holes with the transport hole plugs. Save the four bolts for future use. You need them if you want to transport your washer to another location.



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.
- Never install on a platform or weakly supported structure.

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 21. You should also consider a companion appliance (dryer) location requirements.

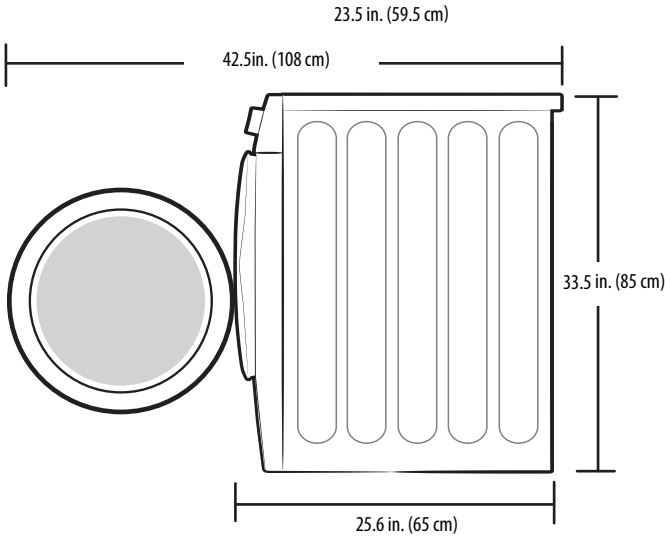
For best performance, you need:

- A water heater set to deliver 120° F (49° C) water to the washer.
- A grounded electrical outlet located within 6 ft. (1.8 m) of where the power cord is attached to the back of the washer. See [Electrical requirements](#) on page 20.
- Hot and cold water faucets located within 4 ft. (1.2 m) of the hot and cold water fill valves, and water pressure of between 0.05MPa~1MPa.
- A level floor with a maximum slope of 1 in. (25 mm) under entire washer. Don't install your washer on soft floor surfaces, such as carpets or surfaces with foam backing.
- A sturdy and solid floor to support the washer with a total weight (water and load) of 200 lbs. (90 kg)

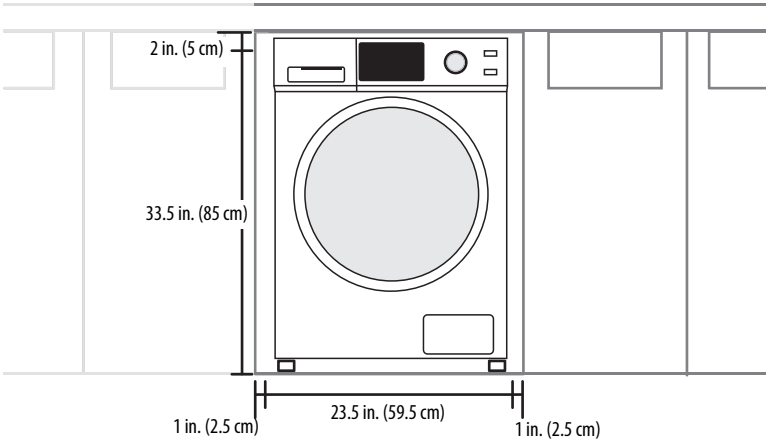
Make sure that the location is:

- Away from direct sunlight. Direct sunlight can raise the water temperature, which may cause safety risks.
- An area where the temperature is above 32° F (0° C).
- Away from the heat resources such as coal or gas. Heat sources can raise the water temperature, which may cause safety risks.

Washer dimensions and installation measurements

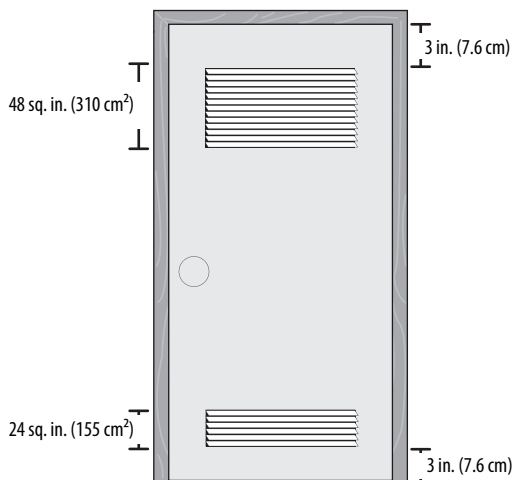


Installing under a counter



Installing in an alcove or closet

If you install your washer in an alcove or closet, the front of the closet must have two unobstructed air openings for a combined minimum total area of 72 sq. in. (465 sq. cm) with a minimum clearance of 3 in. (7.6 mm) at the top and bottom. A slatted door with equivalent space clearance is acceptable.

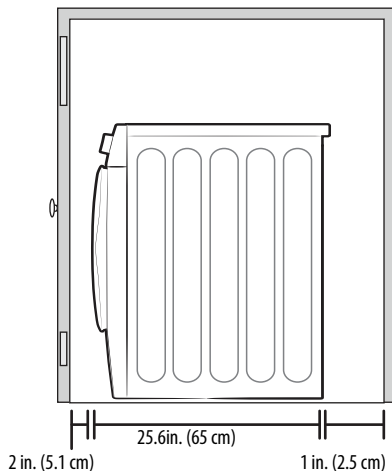
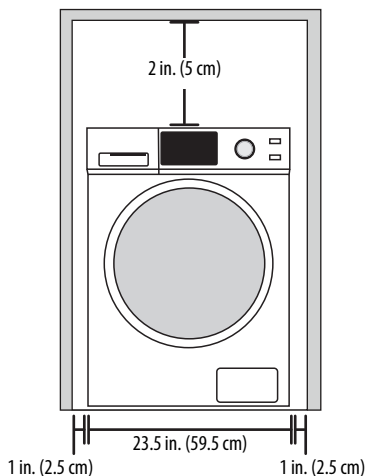


Installing in an alcove or closet

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

- **Either side:** 1 in. (2.5 cm)
- **Rear:** 1 in. (2.5 cm)
- **Closet Front:** 2 in. (5.1 cm)
- **Top:** 2 in. (5 cm)

If you install your washer and dryer side-by-side in a closet, the closet front must have an unobstructed air opening of at least 72 sq. in. (465 sq. 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 grounded 3-prong outlet with an individual 15 amp branch circuit protected by a 15 amp circuit breaker.
- Connect to 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 120 v, 60 Hz, AC-only, 15 or 20 amp, fused 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 3-prong grounding plug. To minimize possible shock hazard, the cord must be plugged into a matching 3-prong, grounding type outlet, grounded in accordance with local codes and ordinances. If a 3-prong outlet is not available, contact a qualified electrician to install one. Do not use an 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 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, or door lock.

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 needs to be between 0.05MPa~1MPa.

If the water pressure is less than 0.05MPa:

- 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 it.
 - Periodically check to make sure that water isn't leaking from the water hose fittings.

Drainage requirements

- The recommended height for the drain standpipe is 48 in. (122 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

Tools you need



3/8" open-end wrench



Level



Adjustable wrench or 7/16" socket with ratchet



Pliers



Nut driver with ratchet



Adjustable wrench or 9/16" open-end wrench

Step 1: Select a location

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

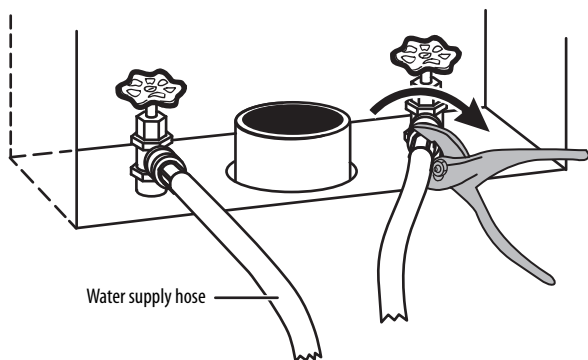
- Is a hard, level surface without carpeting or soft flooring that can obstruct ventilation.
- Is away from direct sunlight.
- Has adequate ventilation.
- Isn't exposed to freezing temperatures (32° F or 0° C).
- Is away from heat sources such as oil or gas.
- Has enough space so that your washer doesn't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

See [Choosing a proper location](#) on page 11.

Step 2: Connect the water hoses**CAUTIONS:**

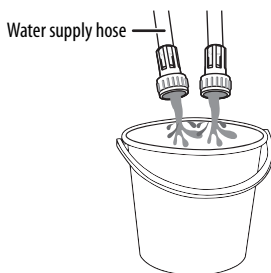
- Use new water supply hoses. Using old hoses can result in leakage or overflow that can damage your property.
- Don't connect multiple water supply hoses together to increase the length of the hose. Hoses connected this way can leak and cause electrical shock. If a hose is too short, replace the hose with a longer, high-pressure hose.

- 1 Connect the water hoses to the hot and cold water faucets.
- 2 Tighten the hose and faucet fittings by hand until they are snug. Tighten them an additional two-thirds of a turn with pliers or a wrench. Pull the water supply hoses downwards to make sure that they are connected securely.

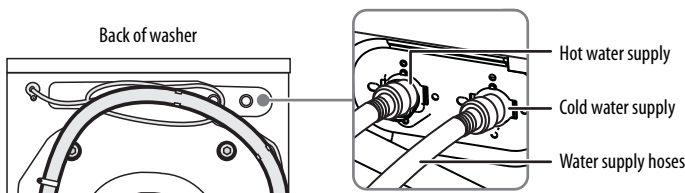
**CAUTION:**

Don't overtighten the fittings or apply tape or sealant to the faucets or water supply intakes. This can damage the fittings.

- 3 Place the unconnected ends 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.



- 4 Connect the ends of the water supply hoses to the water supply intake connections at the back of your washer. The water supply hose connected to the hot faucet must be connected to the hot water supply intake and the water hose connected to the cold faucet must be connected to the cold water supply intake.



Note:

- If you don't want to use the hot water faucet or you don't have a hot water faucet, you have to adjust the Temp. setting to cold, or your washer will have an Error code E10.
- If you only have cold water faucet, we recommend that you buy and install a T-branch pipe.

- 5 Tighten the fittings by hand until they are snug, then tighten them an additional two-thirds of a turn with pliers or a wrench.

CAUTIONS:

- Don't overtighten the fittings or 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.

- 6 Turn on the hot and cold water supplies, then check all the water supply intake connections and the faucets for water leaks.

Step 3: Connect the drain hose**CAUTION:**

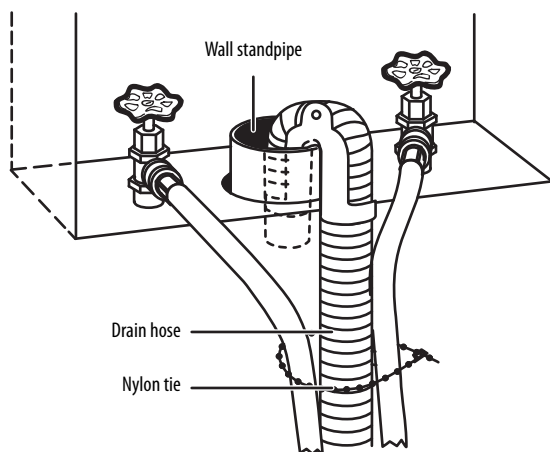
Make sure that the connection between the drain hose and the wash basin, standpipe, or laundry tub is not airtight.

Connect the drain hose in one of the following ways.

In a wall standpipe

Note: The wall standpipe drain requires a minimum diameter standpipe of 2" (5 cm).

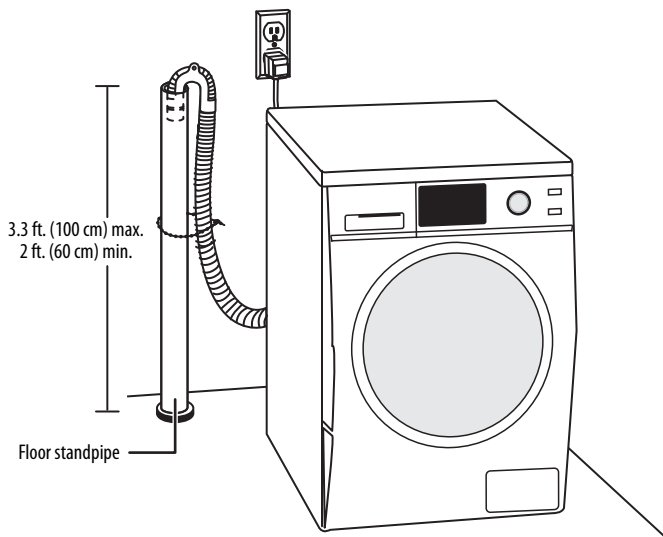
- Place the drain hose into the wall standpipe. You can use a nylon ties (not included) to bundle the hoses and the drain pipe together.



In a floor standpipe

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 2 ft. (60 cm) and 3.3 ft. (100 cm) from the bottom of your washer.

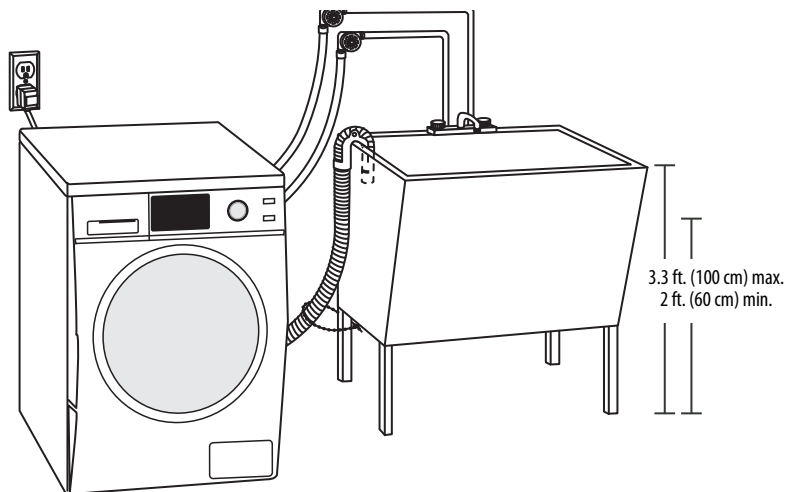
- Place the drain hose into the standing floor standpipe. You can use nylon ties (not included) to attach the drain hose to the standpipe.



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. (60 cm) and 3.3 ft. (100 cm) above the floor.

- Hang the drain hose over the edge of the laundry tub, you can use a nylon tie (not included) to attach the drain hose to the leg of the laundry tub.

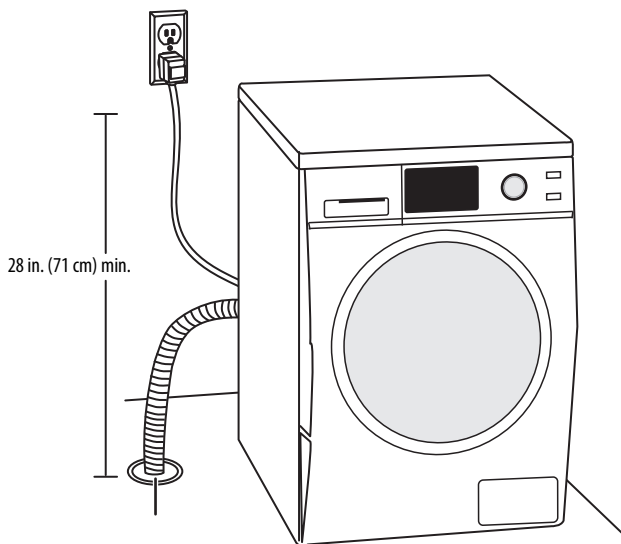


In a floor drain system

Notes:

- A floor drain system requires a siphon break (not included). The siphon break must be a minimum of 28 in. (71 cm) from the bottom of the washer.
- If the drain hose on the washer is shorter than the siphon break distance, attach an extra drain hose (not included) to the 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.



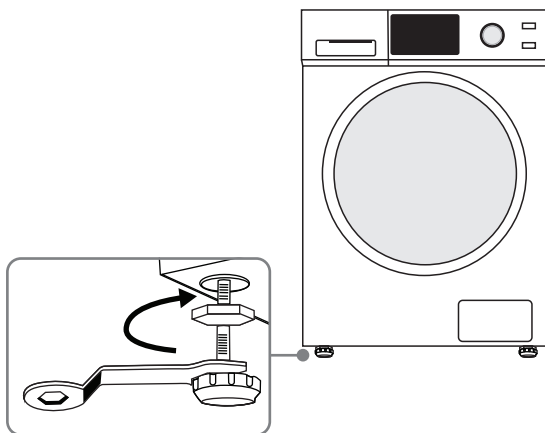
Step 4: Level your washer**CAUTION:**

Don't use your washer without leveling it. If your washer isn't level, it may:

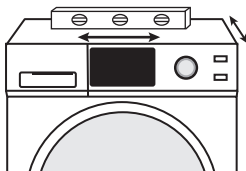
- Vibrate excessively which can cause your washer to malfunction
- Make excessive noise

Extend the leveling feet only as much as is necessary. If the feet are extended too much, your washer may vibrate.

- 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 Slide your washer into position.
- 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: Power your washer

- Plug the power cord into a well-grounded, 3-prong, 120 Volt 60 Hz approved electrical outlet, protected by a 12-amp fuse or comparable circuit breaker. Your washer is grounded through the third prong of the power cord.

WARNINGS:

- Make sure that the power 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 power cord is damaged or has any sign of being broken, replace the cord.

Step 6: Run a test cycle

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: Connect the water hoses](#) on page 22 or [Step 3: Connect the drain hose](#) on page 24.
- If your washer rocks or vibrates excessively, level it again. See [Step 4: Level your washer](#) on page 28.

Preparing a load of laundry

- 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.
- Never wash clothes stained with chemicals such as gasoline, petroleum, benzene, paint thinner and alcohol.
- 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.

Notes:

- 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

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: Select 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: Turn 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: Load 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 12 lbs. (5.4 kg).

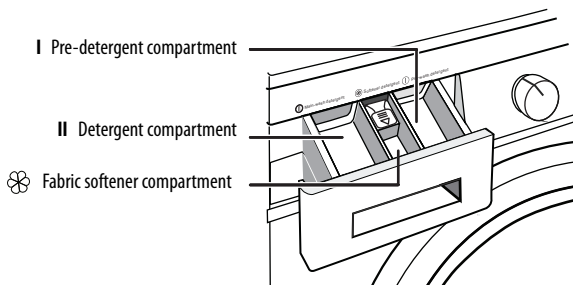
Notes:

- 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.
- When washing heavily soiled loads, don't overload your washer for good cleaning results.
- Your washer is not suitable for washing comforters. Your washer may not reach high spin speed and may result in a the wet load after spinning.
- Sometimes your washer can't reach a high spin speed because the load is out of balance. Rearrange the clothes, then try the spin only mode again.

Step 4: Add detergent and additives to the compartments

CAUTIONS:


- Avoid splashing or over-filling the compartment.
- 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.
- You can pour less than 1.7 oz. (50 ml) of liquid bleach in the main detergent compartment before you press The Start button. If you want to use more bleach, we recommend that you pour the bleach in the main detergent compartment when water flows into detergent compartment after you start your washer.



- 1 If you are using the Pre-Wash option, pour the recommended amount of laundry detergent directly into the pre-detergent compartment (I) before starting your washer.
- 2 Pour the recommended amount of laundry detergent directly into the detergent compartment (II) before starting your washer.
- 3 If you're using color-safe bleach or liquid chlorine bleach, add it with the detergent to the detergent compartment.

Notes:

- When adding color-safe bleach with detergent, both laundry products must be in the same form (liquid).
- If you are using powder detergent, add it to the bottom of the tub before you add the load.

- 4 Pour the recommended amount of liquid fabric softener into the softener compartment . 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 the 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: Select the appropriate cycle and options for the load

- Turn the cycle selector to select a washing cycle. For information on wash cycles, see [Washer options and settings](#) on page 34.

Step 6: (Optional) Set a delayed start time

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

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 start time, in hours, appears on the display, in sequence, from **0** to **24**, then back to **0**. When you reach the time setting you want, hold the **Delay** button for three seconds to confirm the setting. The Delay light turns on.
- 3 Press and hold the **Start/Pause** button for three seconds to start the delay timer.
- 4 To cancel the delay start time function before you save the setting, press the **Delay** button until **0H** appears on the display.

Notes:

- After the delay time is set, if you want to change the delay setting, press the **Delay** button again until the hour you want is reached. Release the button for three seconds.
- If you decide to cancel the delay setting, you can either turn the cycle selector or press the **Delay** button until **0** is reached.
- Ideally, you should set your cycle before setting the delay time because turning the cycle selector after you set the delay time cancels the delay function.
- You can change settings or cancel the delay start time function anytime before you press the **Start/Pause** button by turning the cycle selector.
- You can't change the delay start time after you press the **Start/Pause** button. If you pressed the **Start/Pause** button, you can cancel the delay start time function by pressing the **Power** button to turn off your washer, then pressing the button again to turn it back on.
- **You can't change the Delay Start Time after the program has started.**

Step 7: (Optional) Decrease the wash time

- Press the **Express** button. The  Express light turns on and the wash time decreases.

Note: Express works for Normal, Perm Press, Heavy Duty, Bulky, and Active Wear cycles.

Step 8: Start your washer

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

Note: If you haven't set a delayed start time or if the delay time has expired, your washer starts the cycle and the **Wash** light turns on. 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 start time, the **Delay** light turns on and your washer starts counting down the start time.

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

CAUTION:

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.
- If you press and hold **Start/Pause** button for three seconds, the door won't open because the door can't match the above conditions. You should wait until the perfect time.

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 buttons that work are the **Power** button and the **Delay** and **Temp.** buttons you use to turn off the child lock.

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

Notes:

If your washer isn't turned on, you can still set the child lock. Press the **Power** button, turn on the child lock function, then press the **Power** button to turn off your washer. When you want to use your washer, you need to turn off the lock function.

Washer options and settings

Water temperatures

Hot+	Seriously soiled pure white cotton or flax (like table cloths, towels, or bed sheets)
Hot	Moderately soiled, colorful flax, cotton, and synthetic items with certain decolorizing degree (like shirts and pajamas), slightly soiled, pure white items (like underwear)
Warm	Normally soiled items (including synthetic and wool)

Cycles and settings

o (circles) indicate that options available for a cycle. • (dots) indicate the default settings.

Temperature

CYCLE	TEMPERATURE				
	COLD	ECO	WARM	HOT	HOT+
Normal	o	o	•	o	o
Perm Press	o	o	•	x	x
Heavy Duty	o	o	o	•	o
Bulky	o	•	o	o	x
Active Wear	o	o	•	o	x
Spin Only	x	x	x	x	x
Drain Only	x	x	x	x	x
Rinse&Spin	x	x	x	x	x
Tub Clean	x	x	x	x	•
Cold Wash	•	x	x	x	x
Sanitize	x	x	x	x	•
Baby Wear	o	o	o	•	o
Hand Wash	o	•	o	x	x
Delicates	o	•	o	x	x
Quick Wash	o	o	•	o	x

Spin speed

CYCLE	SPIN SPEED				
	NO SPIN	LOW	MED	HIGH	HIGHEST
Normal	o	o	•	o	o
Perm Press	o	•	o	x	x
Heavy Duty	o	o	o	•	o
Bulky	o	o	o	•	o
Active Wear	o	o	o	o	•
Spin Only	o	o	o	•	o
Drain Only	x	x	x	x	x
Rinse&Spin	o	o	o	•	o
Tub Clean	x	x	x	x	x
Cold Wash	o	o	o	•	o
Sanitize	o	o	o	•	o
Baby Wear	o	o	o	•	o
Hand Wash	o	o	•	o	x
Delicates	o	o	•	o	x
Quick Wash	o	o	•	x	x

Soil level

SOIL LEVEL			
CYCLE	LIGHT	MED.	HEAVY
Normal	o	•	o
Perm Press	o	•	o
Heavy Duty	o	o	•
Bulky	o	•	o
Active Wear	o	o	•
Spin Only	x	x	x
Drain Only	x	x	x
Rinse&Spin	x	x	x
Tub Clean	x	x	x
Cold Wash	o	•	o
Sanitize	o	o	•
Baby Wear	o	•	o
Hand Wash	o	•	o
Delicates	o	•	o
Quick Wash	•	x	x

Function

FUNCTIONS						
CYCLE	TIME SAVE	DELAY	MY CYCLE	PRE WASH	EXTRA RINSE	EASY IRON
Normal	o	o	o	o	o	o
Perm Press	o	o	o	o	o	o
Heavy Duty	o	o	o	o	o	o
Bulky	o	o	o	o	o	o
Active Wear	o	o	o	o	o	o
Spin Only	x	o	o	x	x	o
Drain Only	x	o	o	x	x	x
Rinse&Spin	x	o	o	x	x	o
Tub Clean	x	o	o	x	x	x
Cold Wash	x	o	o	o	o	o
Sanitize	x	o	o	o	o	o
Baby Wear	x	o	o	o	o	o
Hand Wash	x	o	o	x	o	x
Delicates	x	o	o	x	o	x
Quick Wash	x	o	o	x	x	x

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, door lock.

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

- Clean the interior of your washer periodically to remove any dirt, soil, odor, mold, mildew, or bacterial residue that may remain in your washer as a result of washing clothes.

Failure to follow these instructions may result in unpleasant conditions, including odors or permanent stains in your washer or on your laundry.

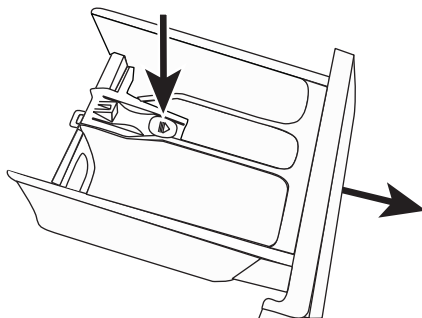
- To remove hard water deposits, use a cleaner labeled "Washer safe."

Cleaning the control panel

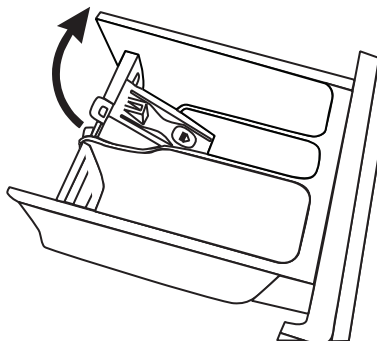
- Clean with a soft, damp cloth. Don't use abrasive powders or cleaning pads.
- Don't spray cleaners directly on the panel. The control panel finish may be damaged by some laundry pre-treatment soil and stain remover products. Apply such products away from your washer and wipe up any spills or over-spray immediately.

Cleaning the detergent and softener compartments

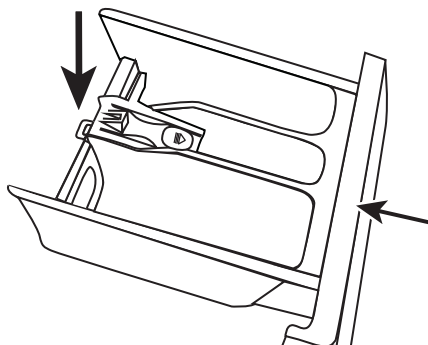
- 1 Open the drawer, then press down the arrow located on softener cover inside the drawer.



- 2 Lift the clip up and pull out the drawer.



- 3 Wash the compartments and grooves with water, then dry with a cloth.
- 4 Restore the softener cover and push the drawer into position.

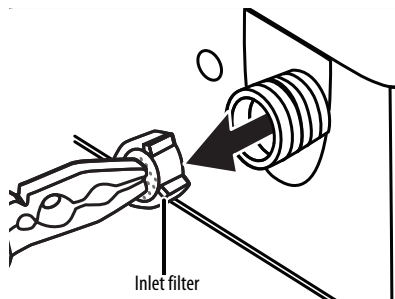


Cleaning the inlet filters

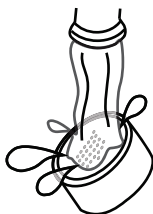
If water flows too slowly or not at all, you need to clean the inlet filter.

Machine filter

- 1 Turn off the water faucets.
- 2 Unscrew the inlet pipe on the back of your washer from the tap.
- 3 Pull out the filter with long nose pliers.



- 4 Use water to wash the filter.



- 5 Reinstall the filter, then reconnect the inlet pipe.
- 6 Turn on the water faucets and make sure there is no water leakage.

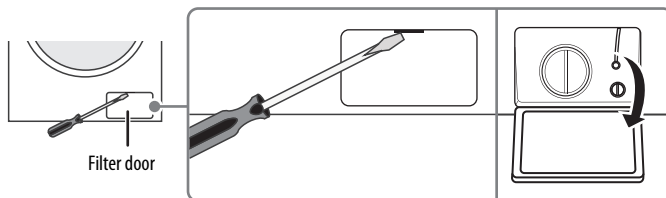
Cleaning the drain filter

CAUTION:

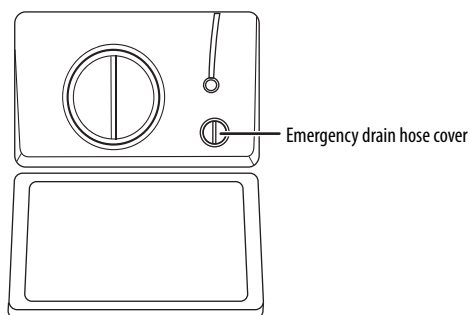
Clean the filters frequently. Blocked filters may:

- Keep your washer from draining water
- Keep your washer from spinning
- Cause loud or unusual noises from object caught in the filters

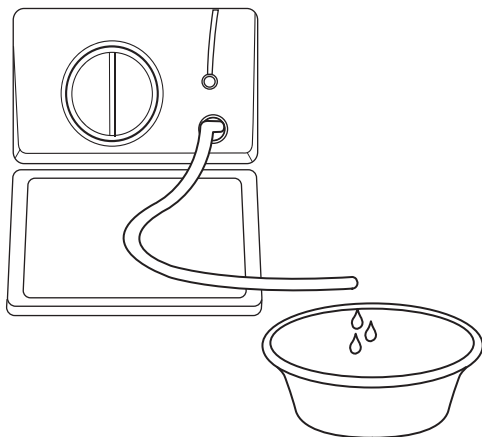
- 1 Use a flat blade screwdriver to open the filter door located on the bottom right of the front of your washer.



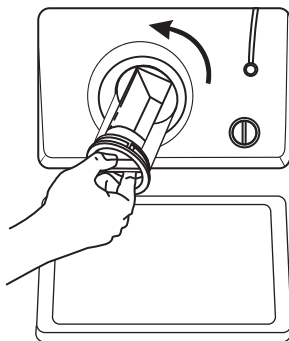
- 2 Rotate the cap 90° clockwise, then pull the emergency drain hose out and remove the hose cap.



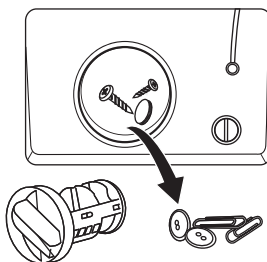
- 3 Drain water into a bowl or bucket.



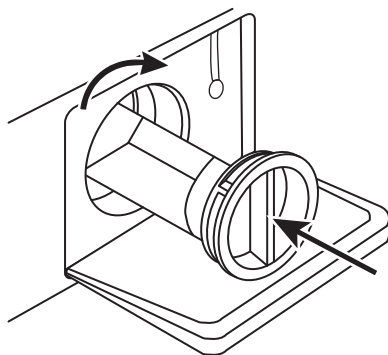
- 4 Reset the drain hose.
5 Rotate the filter counter-clockwise, then pull it out of your washer.



- 6 Remove lint and other objects from the filter.



- 7 Slide the filter back in and rotate is counter-clockwise to lock it in place.



Cleaning the tub

The **Tub Clean** cycle is a self-cleaning cycle that removes the causes of odors that may occur inside your washer without using a cleaning agent. We suggest cleaning the tub about once a month.

CAUTION:

Never use the **Tub Clean** cycle when laundry is in your washer. This may damage the laundry or your washer.

- 1 With the tub empty, add one cup of chlorine bleach to the bleach dispenser.
- 2 Press the **Power** button.
- 3 Turn the cycle selector to **Tub Clean**. When you select **Tub Clean**, the only option you can change is the **Delay** option.
- 4 Press the **Start/Pause** button.

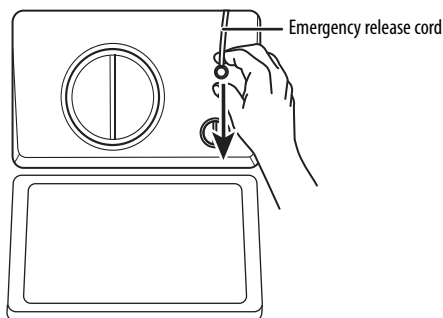
Using the emergency door release

If the power fails or other circumstances prevent you from opening the door, you can use the emergency cord to open the door.

WARNING:

You can't use the emergency cord when your washer is running. If you must open the door, turn your washer off and wait for the water to cool before you use the emergency cord.

- 1 Open the filter door located on the bottom right of the front of your washer.
- 2 Gently pull the emergency cord down.



Note: Don't pull hard on the cord. You might break it. Pull gently.

- 3 Open the your washer's door.
- 4 Restore the cord to its original position, then close the filter door.

Unfreezing your washer

If the ambient temperature drops to freezing (32° F [0° C]), any water in the pipes or water hoses may freeze.

- 1 Unplug the power cord.
- 2 Wash the water faucets with warm water to loosen the inlet hose.
- 3 Remove the water hoses and immerse them in warm water.
- 4 Pour warm water into the washing drum and wait for 10 minutes.
- 5 Reconnect the water hoses to the water faucets and make sure that there are no leaks.
- 6 Run your washer on the **Drain Only** cycle to remove any water you added.

Storing your washer

You can damage your washer if you don't remove water from hoses and internal components before storage.

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.

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.

PROBLEM	SOLUTION
Washer doesn't start	<ul style="list-style-type: none">• Make sure that your washer is plugged in.• Make sure that the door is closed.• Make sure that the water source faucets are open.• Make sure that you press the Power button to start your washer.• Make sure that you press the Start/Pause button.• Make sure that the Child Lock isn't turned on. See Setting the child lock on page 34.• Make sure that the Delay option isn't turned on. See Step 6: (Optional) Set a delayed start time on page 32.• Check the fuse or reset the circuit breaker.
Door is locked or doesn't open	<ul style="list-style-type: none">• You can't open the door if your washer is running. Press the Start/Pause button for three seconds. When the washer drum has stopped, open the door and add clothing. Close the door, then press the Start/Pause button again to restart the load. Note: 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.• If the door is locked when your washer isn't running, unplug the power cord, then plug it back in.
The water isn't hot.	<ul style="list-style-type: none">• Check the status of your hot water heater, you may be out of hot water.• Note: You can still wash clothes in cold water only.

PROBLEM	SOLUTION
Water leaks	<ul style="list-style-type: none"> • Make sure that all hose connections are tight. See Step 2: Connect the water hoses on page 22 and Step 3: Connect the drain hose on page 24. • Make sure that the end of the drain hose is correctly inserted and secured to the drainage system. See Step 3: Connect the drain hose on page 24. • Make sure that the drain hose is not clogged. • Avoid overloading. • Use a high-efficiency detergent to reduce over-sudsing. See Step 1: Select a detergent on page 30.
Water overflows from the bottom of my washer.	<ul style="list-style-type: none"> • Make sure that the inlet hose is connected firmly. • Make sure that the leak is not coming from the drain hose. Replace the hose if needed.
No water or not enough water OR Detergent or softener is still in its compartment after the wash cycle is completed	<ul style="list-style-type: none"> • Make sure that both faucets are fully turned on. • Make sure that the water pressure is in the range listed in Water requirements on page 21. • Make sure that the water inlet hoses aren't kinked. Straighten if necessary.
Washer vibrates or is too noisy	<ul style="list-style-type: none"> • Make sure that your washer is set on a level surface. If the surface isn't level, adjust your washer's feet to level your washer. See Step 4: Level your washer on page 28. • Make sure that your washer isn't touching any other object. • Make sure that you remove the transport bolts.
Washer stops	<ul style="list-style-type: none"> • Make sure that the power outlet is a working outlet. • Close the door, then press the Start/Pause button to start your washer. For your safety, your washer doesn't spin unless the door is closed. • Sometimes your washer may pause between stages in the cycle. Wait to see if your washer starts again. • Check the fuse or reset the circuit breaker.
Washer doesn't drain or spin	<ul style="list-style-type: none"> • Close the door, then press the Start/Pause button to start your washer. For your safety, your washer doesn't spin unless the door is closed. • Make sure that the drain hose isn't kinked. Straighten as necessary. • Make sure that the height of the drain hose is within specified limits. See Drainage requirements on page 21. • Check the fuse or reset the circuit breaker. • The pipes to your sewer system may be clogged. Contact a plumber or qualified repair professional.
There is soap residue in the drawer	<ul style="list-style-type: none"> • Clean the drawer. • Use a liquid detergent.

PROBLEM	SOLUTION
The display panel does not light	<ul style="list-style-type: none">• Make sure that the power cord is connected to a working outlet.• Contact a qualified repair professional to check the display panel wiring.
Items are still dirty after washing	<ul style="list-style-type: none">• Make sure that you do not overload your washer.• Make sure that you use the correct amount of detergent.• If items are extremely dirty, try washing them a second time.
Load is too wet at the end of the cycle	<ul style="list-style-type: none">• Use a high-efficiency detergent to reduce over-sudsing. See Step 1: Select a detergent on page 30.• The load may be too small. Very small loads (one or two items) may become unbalanced and not spin out completely.
Load has too many suds	<ul style="list-style-type: none">• Use a high-efficiency detergent to reduce over-sudsing. See Step 1: Select a detergent on page 30.• If you have "soft" water, reduce the amount of detergent.• For small or lightly soiled loads, reduce the amount of detergent.

Understanding the error codes

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

ERROR CODE	POSSIBLE CAUSE	SOLUTIONS
E30	Door open	<ul style="list-style-type: none">• Open, then close the door.• Make sure that no items are caught between the door and your washer.
E10	Water injecting problem while washing	<ul style="list-style-type: none">• Make sure that the water pressure is not too low.• Straighten the water hose, if necessary.• Make sure that the inlet valve filter isn't blocked.
E21	Washer doesn't drain	<ul style="list-style-type: none">• Make sure that the drain hose is not blocked.
E12	Water overflow	<ul style="list-style-type: none">• Restart your washer.
EXX	Other	<ul style="list-style-type: none">• Try restarting your washer. If the error remains or a different error code is displayed, contact qualified service personnel.

Specifications

Dimension (H × W × D)	33.5 × 23.5 × 25.6 in. (85 × 59.5 × 65 cm)
Net Weight	161 lbs. (73 kg)
Washing Capacity	2.7 cu. ft.
Power Supply	120 V, 60 Hz
Rated Current	11 A
Standard Water Pressure	0.05 MPa ~ 1 MPa

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 or 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 or 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:

- 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

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