

LG SIGNATURE

OWNER'S MANUAL WASHING MACHINE

Read this owner's manual thoroughly before operating the appliance and keep it handy for reference at all times.

WM9500H*A



MFL68005505
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www.lg.com

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PRODUCT FEATURES

INVERTER DIRECT DRIVE MOTOR

The inverter motor, which is directly connected to the tub, produces little noise and vibration and offers great durability and a long lifespan.

TUB CLEAN

Cleaning of the tub on a regular monthly basis using Tub Clean can help keep the tub clean and fresh.

LARGE CAPACITY STAINLESS STEEL DRUM

The large capacity stainless steel drum offers extreme durability and is tilted to improve efficiency and allow easier access for large items.

CHILD LOCK

Use this option to disable the controls during a wash cycle. This option can prevent children from changing cycles or operating the machine.

DETERGENT DISPENSER

The four-compartment dispenser makes it easy to separate the pre-wash detergent, main laundry detergent, liquid bleach, and fabric softener into different compartments.

HIGH TEMPERATURE STEAM CYCLES (on some models)

LG's unique, high-temperature steam cycles help to remove tough stains.

SMART DIAGNOSIS™


Should you experience any technical difficulty with your washer, it has the capability of transmitting data by phone to the Customer Information Center. The call center agent records the data transmitted from your machine and uses it to analyze the issue, providing a fast and effective diagnosis.

SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

Your safety and the safety of others are very important.

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

-  This is the safety alert symbol.
This symbol alerts you to potential hazards that can kill or injure you and others.
All safety messages will follow the safety alert symbol and either the word **WARNING** or **CAUTION**.

These words mean:

WARNING

If you do not follow instructions, it could result in death or serious injury.

CAUTION

If you do not follow instructions, it could result in minor or moderate injury or damage to the product.

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

IMPORTANT SAFETY INSTRUCTIONS

WARNING

To reduce the risk of explosion, fire, death, electric shock, scalding or injury to persons when using this product, follow basic precautions, including the following:

California Safe Drinking Water and Toxic Enforcement Act

- This product contains chemicals known to the state of California to cause cancer and birth defects or other reproductive harm. ***Wash hands after handling.***

INSTALLATION

- Adhere to all industry recommended safety procedures including the use of long sleeved gloves and safety glasses.
- Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- Before use, the appliance must be properly installed as described in this manual.
- To reduce the risk of severe injury or death, follow all installation instructions.
- Refer to the **INSTALLATION INSTRUCTIONS** for detailed grounding procedures. Installation instructions are packed with the appliance for the installer's reference. If the appliance is moved to a new location, have it checked and reinstalled by qualified service personnel.
- The appliance must be installed and electrically grounded by qualified service personnel in accordance with local codes.
- Connect to a properly rated, protected, and sized power circuit to avoid electrical overload.
- This appliance must be positioned near to an electrical power supply.

- Disconnect the power cord, house fuse or circuit breaker before installing or servicing the appliance.
- When moving or installing the product in a different location, call qualified service personnel for installation and service.
- The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet minimize the possibility of electric shock from this appliance.
- Do not, under any circumstances, cut or remove the third (ground) prong from the power cord.
- When installing or moving the appliance, be careful not to pinch, crush, or damage the power cord.
- Do not install the appliance in humid spaces.
- Keep packing materials out of the reach of children. Packaging material can be dangerous for children. There is a risk of suffocation.
- Destroy the carton, plastic bag, and other packing materials after the appliance is unpacked. Children might use them for play. Cartons covered with rugs, bedspreads, or plastic sheets can become airtight chambers.
- Moving or installation of the appliance requires two or more people.
- Store and install the appliance where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions.
- This appliance is not designed for maritime use or for mobile installations such as in RVs, trailers, or aircraft.

OPERATION

- Read all instructions before using the appliance and save these instructions.
- Use this appliance only for its intended purpose.
- Do not tamper with controls.
- Do not abuse, sit on, or stand on the door of the appliance.
- Do not allow children to play on, in or with the appliance. Close supervision of children is necessary when the appliance is used near children.
- Do not reach into the washer if the tub or drum, agitator, or any interior parts are moving. Before loading, unloading, or adding items, press Start/Pause and allow the tub or drum to coast to a complete stop before reaching inside.
- Do not mix chlorine bleach with ammonia or acids such as vinegar. Follow package directions when using laundry products. Incorrect usage can produce poisonous gas, resulting in serious injury or death.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washer. They will damage the finish.
- Do not use an extension cord or adapter with this appliance.
- Repair or immediately replace all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.
- Do not grasp the power cord or touch the appliance controls with wet hands.
- Do not modify or extend the power cord.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, vegetable or cooking oil, or other flammable or explosive substances, as they give off vapors that could ignite or explode.
- In the event of a gas leak (propane gas, LP gas, etc.) do not operate this or any other appliance. Open a window or door to ventilate the area immediately.

- If the product has been submerged, contact an LG Electronics customer information center for instructions before resuming use.
- If you detect a strange sound, a chemical or burning smell, or smoke coming from the appliance, unplug it immediately, and contact an LG Electronics customer information center.
- Keep laundry products out of children's reach. To prevent injury to persons, observe all warnings on product labels.
- 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 appliance 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.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- 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.
- Do not put oily or greasy clothing, candles or flammable materials on top of the appliance.
- Keep the area underneath and around your appliances free of combustible materials (lint, paper, rags, etc.), gasoline, chemicals and other flammable vapors and liquids.
- 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 the use of the appliance by a person responsible for their safety.
- If the electrical supply cord is damaged, it must only be replaced by the manufacturer or its service agent or a similar qualified person in order to avoid a hazard.
- Never unplug the appliance by pulling on the power cord. Always grip the plug firmly and pull straight out from the outlet.
- Fix the drain hose securely in place.

MAINTENANCE

- Remove the door before the appliance is removed from service or discarded to avoid the danger of children or small animals getting trapped inside.
- Do not repair or replace any part of the appliance. All repairs and servicing must be performed by qualified service personnel unless specifically recommended in this Owner's Manual. Use only authorized factory parts.
- Remove any dust or foreign matter from the power plug pins.
- Disconnect this appliance from the power supply before cleaning and attempting any user maintenance. Turning the controls to the OFF position does not disconnect this appliance from the power supply.
- Make sure the dispenser drawer or lid is closed at all times when not being filled with laundry products.
- Do not disassemble or repair the appliance by yourself.

SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service personnel if you are in doubt whether the appliance is properly grounded. Do not modify the plug provided with the appliance; if it will not fit the outlet, have a proper out-let installed by a qualified electrician.
- For your safety, the information in this manual must be followed to minimize the risk of fire, explosion, or electric shock, or to prevent property damage, injury to persons, or death.
- The 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 electric current. The appliance is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is installed and grounded in accordance with all local codes and ordinances.

CAUTION

To reduce the risk of minor injury to persons, malfunction, or damage to the product or property when using this product, follow basic precautions, including the following:

INSTALLATION

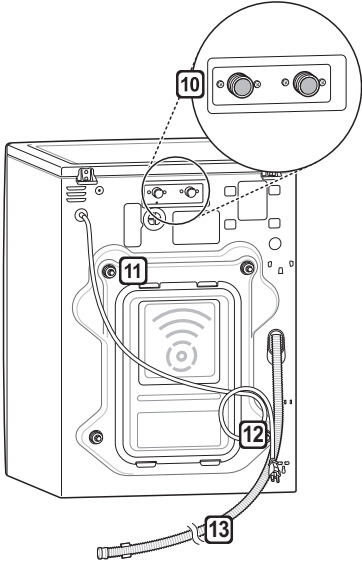
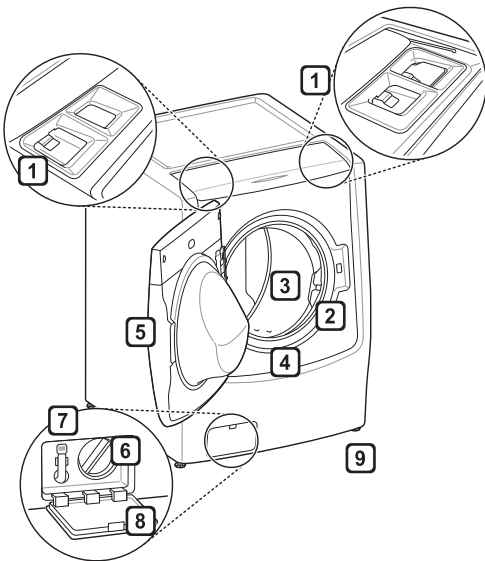
- Install the product on a firm and level floor.

OPERATION

- Turn off the water faucets and unplug the appliance if the appliance is to be left for an extended period of time, such as during vacations.
- Do not place objects on top of the appliance.
- Do not touch draining water which may be hot.
- If the drain hose and the water supply hose are frozen in winter, defrost before using the appliance.
- ALWAYS follow the fabric care instructions supplied by the garment manufacturer.
- Use fabric softeners or products to eliminate static only as recommended by the manufacturer.
- Do not combine laundry products for use in one load unless specified on the label.
- Do not store or spill liquid detergents, cleaners, or bleaches (chlorine bleach, oxygen bleach) on the appliance. Doing so may result in corrosion, discoloration or damage to the surface of the appliance.

PRODUCT OVERVIEW

Parts



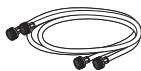
- | | | | |
|------------------------------------|----------------------------|----------------------------------|--------------------------|
| 1 Detergent dispenser | 4 Door seal | 7 Pump drain hose | 10 Water inlets |
| 2 Water circulation nozzles | 5 Door | 8 Drain pump filter cover | 11 Shipping bolts |
| 3 Tub | 6 Drain pump filter | 9 Leveling feet | 12 Power cord |
| | | | 13 Drain hose |

Accessories

Included Accessories



Non-skid pads



Hot/cold water hoses



Caps for covering shipping bolt holes



Wrench

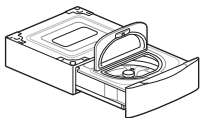


Tie strap



Elbow bracket (for securing drain hose)

Optional Accessories



Pedestal or Pedestal washer (sold separately)

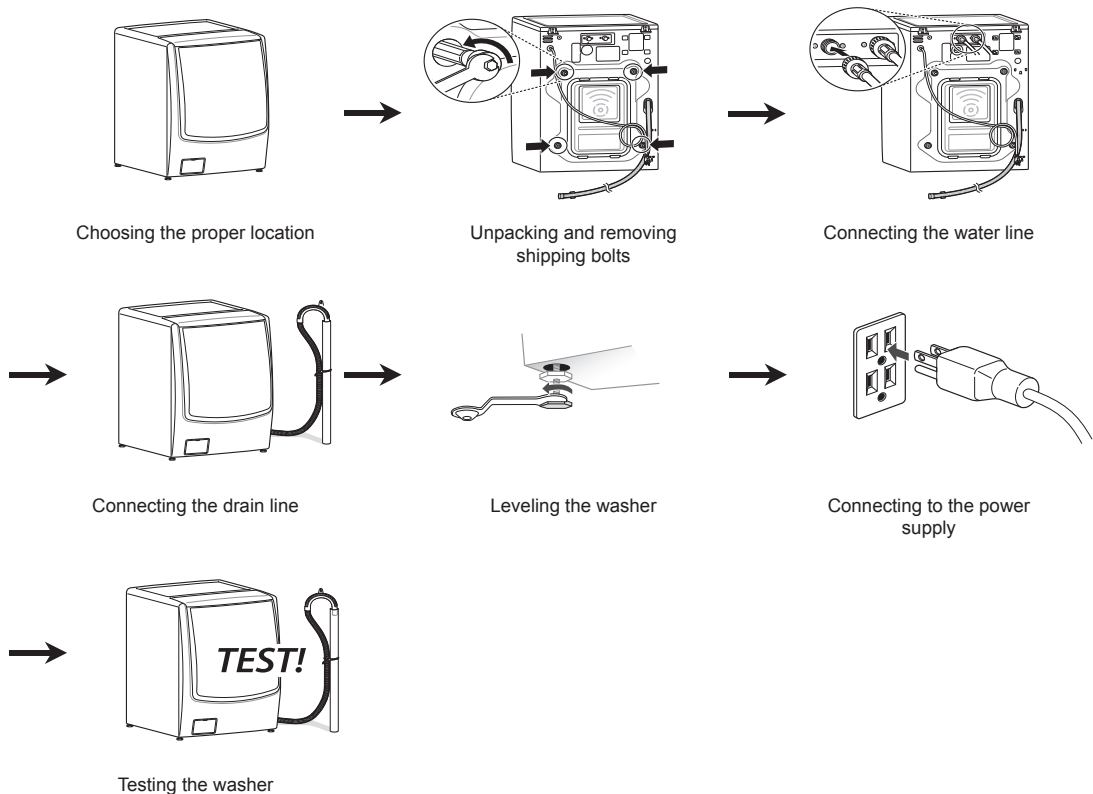
NOTE

- The images in this guide may be different from the actual components and accessories, which are subject to change by the manufacturer without prior notice for product improvement purposes.
- For your safety and for extended product life, use only authorized components. The manufacturer is not responsible for product malfunction or accidents caused by the use of separately purchased unauthorized components or parts.

INSTALLATION

Installation Overview

Please read the following installation instructions first after purchasing this product or transporting it to another location.



WARNING

- Moving or installation of the appliance requires two or more people. Failure to follow these instructions may result in injury.
- Store and install the appliance where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions. Failure to follow this warning can cause product or part failure, serious injury, fire, electric shock, or death.
- Properly ground the washer to conform with all governing codes and ordinances. Failure to follow this warning can cause serious injury, fire, electric shock, or death.
- To reduce the risk of electric shock, do not install the appliance in humid spaces. Failure to follow this warning can cause serious injury, fire, electric shock, or death.
- To ensure proper air flow, do not block the large opening on the bottom of the washer with carpeting or other materials.
- Do not remove the ground prong. Do not use an adapter or extension cord. Plug into a grounded 3-prong outlet. Failure to follow this warning can cause serious injury, fire, electric shock, or death.

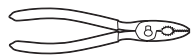
Product Specifications

The appearance and specifications listed in this manual may vary due to constant product improvements.

| | |
|----------------------------|--|
| Model WM9500H*A | |
| Electrical requirements | 120 VAC @ 60 Hz |
| Min. / Max. water pressure | 20 – 120 psi (138–827 kPa) |
| Dimensions | 75.2 cm (W) X 86.4 cm (D) X 104.5 (H), 143 cm (D with door open) 29 5/8" (W) X 34 1/16" (D) X 41 3/16" (H), 56 5/16" (D with door open) |
| Net weight | 239 lb (108kg) |
| Max spin speed | 1300 RPM |

Tools Required for Installation

- Adjustable Pliers



- Carpenter's Level



Choosing the Proper Location

Install the washer on a solid floor that is strong and rigid enough to support the weight of the washer, even when fully loaded, without flexing or bouncing. If the floor has too much flex, you may need to reinforce it to make it more rigid. If the floor is not solid, it may cause severe vibration and noise.

NOTE

- Before installing the washer, make sure the floor is clean, dry and free of dust, dirt, water and oil so the washer feet cannot slide easily. Leveling feet that can move or slide on the floor can contribute to excess vibration and noise due to poor contact with the floor.
- If a drip pan must be used, take extra care to follow the instructions provided with the drip pan and make sure the leveling feet are adjusted for firm and even contact with the pan. Use of drip pans and failure to properly level the machine may result in increased vibration and noise during operation.
- Allow for sufficient space between the walls and the washer for installation.

Power Outlet

- The power outlet must be within 60 inches (1.5 m) of either side of the washer.
- The appliance and outlet must be positioned so that the plug is easily accessible.
- Do not overload the outlet with more than one appliance.
- The outlet must be grounded in accordance with current wiring electric codes and regulations.
- Use a time-delay fuse or circuit breaker.

NOTE

- It is the personal responsibility and obligation of the product owner to have a proper outlet installed by qualified service personnel.

Flooring

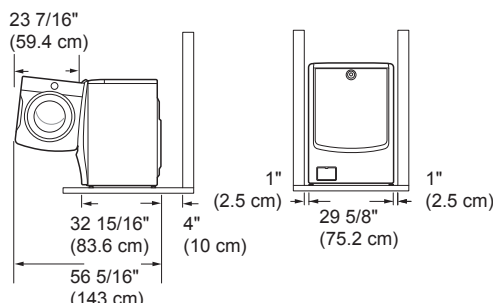
- To minimize noise and vibration, the washer must be installed on a solidly constructed floor.
- Allowable slope under the entire washer is a maximum 1 inches difference from side to side or from front to back.
- Installing on carpeting and soft tile surfaces is not recommended.

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

NOTE

- The washer must be installed on firm flooring to minimize vibration during the spin cycle. Concrete flooring is best, but a wood floor is sufficient, provided it is built to FHA standards.

Floor Installation

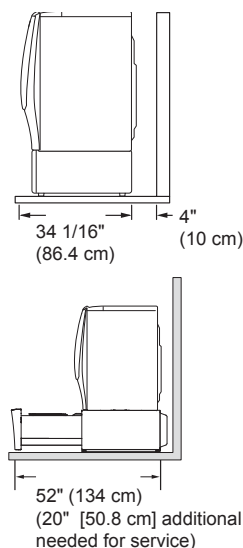


To ensure sufficient clearance for water lines, the drain line and airflow, allow minimum clearances of at least 1 inches (2.5 cm) at the sides and 4 inches (10 cm) behind the unit. Be sure to allow for wall, door, or floor moldings that may increase the required clearances.

NOTE

- Do not use a drip pan as it can block the drawer. Using the drip pan may result in increased vibration and noise during operation.

Pedestal Washer Installation



NOTE

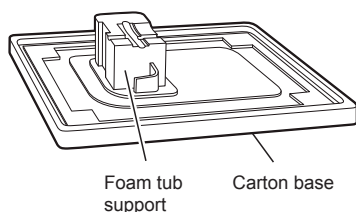
- Refer to the instructions packaged with the optional pedestal kit before installing with a pedestal kit.

Unpacking and Removing Shipping Bolts

1 Lift the washer off the foam base.

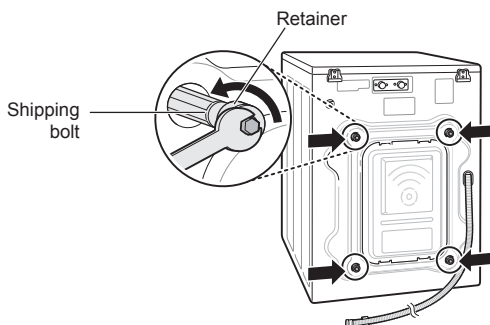
After removing the carton and shipping material, lift the washer off the foam base. Make sure the plastic tub support comes off with the base and is not stuck to the bottom of the washer.

If you must lay the washer down to remove the base packaging materials, always protect the side of the washer and lay it carefully on its side. Do not lay the washer on its front or back.



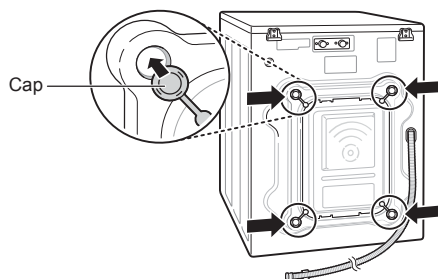
2 Remove the bolt assemblies.

Starting with the bottom two shipping bolts, use the wrench (included) to fully loosen all four shipping bolts by turning them counterclockwise. Remove the bolt assemblies by wiggling them slightly while pulling them out.



3 Install the hole caps.

Locate the four hole caps included in the accessory pack and install them in the shipping bolt holes.



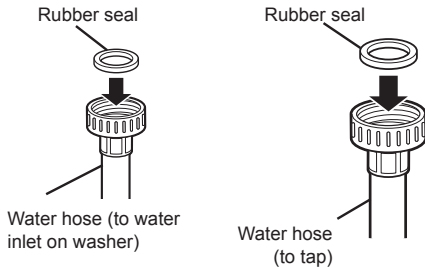
NOTE

- Save the bolt assemblies for future use. To prevent damage to internal components, do not transport the washer without reinstalling the shipping bolts.
- Failure to remove shipping bolts and retainers may cause severe vibration and noise, which can lead to permanent damage to the washer. The cord is secured to the back of the washer with a shipping bolt to help prevent operation with shipping bolts in place.

Connecting the Water Lines

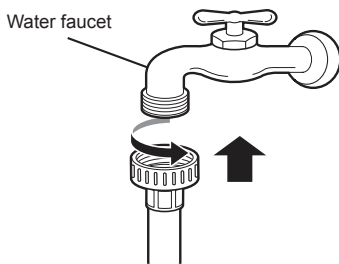
1 Check the fittings and seals.

Inspect the threaded fitting on each hose and make sure there is a rubber seal in place in both ends of each hose to prevent leaking.



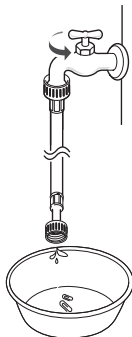
2 Connect the water supply hoses.

Connect the water supply hoses to the hot and cold water faucets tightly by hand and then tighten another 2/3 turn with pliers. Connect the blue hose to a cold water faucet and the red hose to a hot water faucet.



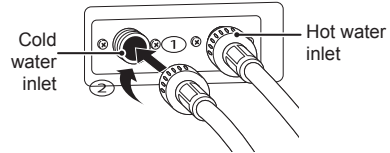
3 Flush out the inlet hoses.

After connecting the inlet hoses to the water faucets, turn on the water faucets to flush out foreign substances (dirt, sand or sawdust) in the water lines. Let water drain into a bucket, and check the water temperature to make sure you've connected the hoses to the correct faucets.



4 Attach the water lines to the back of the washer.

Attach the hot water line to the hot water inlet on the back of the washer. Attach the cold water line to the cold water inlet on the back of the washer. Tighten the fittings securely. Turn ON both faucets all the way and check for leaks at both ends of the hoses.



! WARNING

- Do not overtighten the hoses or crossthread the hose fittings. Overtightening or cross-threading can damage the valves, resulting in leaking and property damage.
- Do not overtighten. Damage to the coupling can result.

! CAUTION

- Do not reuse old hoses. Use only new hoses when installing the washer. Old hoses could leak or burst causing flooding and property damage. Contact LG Customer Service for assistance in buying hoses: 1-800-984-6306.

NOTE

- Periodically check the hoses for cracks, leaks, and wear, and replace the hoses every five years. Do not stretch the water hoses intentionally, and make sure that they are not pinched, crushed or kinked by other objects.
- Water supply pressure must be between 20 psi and 120 psi (138 – 827 kPa). If the water supply pressure is more than 120 psi, a pressure reducing valve must be installed.
- To provide optimum washing performance, the hot water temperature should be set at 120 – 135 °F (48 – 57 °C) and the cold at 60 °F (15 °C).
- The washer should never be installed or stored in a location subject to freezing temperatures. Damage to the water lines and internal mechanisms of the washer can result. If the washer was exposed to freezing temperatures prior to installation, allow it to stand at room temperature for several hours before use and check for leaks prior to operation.

Connecting the Drain Hose

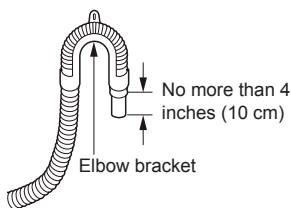
NOTE

- The drain hose should always be properly secured. Failure to properly secure the drain hose can result in flooding and property damage.
- The drain must be installed in accordance with any applicable local codes and regulations.
- Make sure that the drain hose is not stretched, pinched, crushed, or kinked.
- Do not install the drain hose with the end lower than 29.5 inches (0.7 m) or higher than 96 inches (2.4 m) above the bottom of the washer or more than 60 inches (1.5 m) away from the washer.
- Never create an airtight seal between the hose and the drain with tape or other means. If no air gap is present, water can be siphoned out of the tub resulting in poor wash/rinse performance or clothing damage.

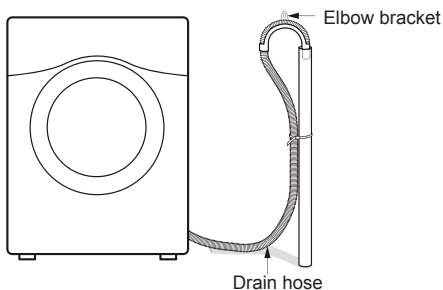
Option 1: Standpipe

1 Clip the end of the hose into the elbow bracket.

Connect the elbow bracket within 4 inches (10 cm) of the end of the drain hose. If the drain hose is extended more than 4 inches (10 cm) beyond the end of the elbow bracket, mold or microorganisms could spread to the inside of the washer.



2 Insert the end of the drain hose into the standpipe.

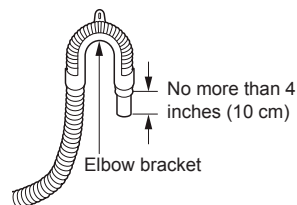


3 Use a tie strap to secure the drain hose in place.

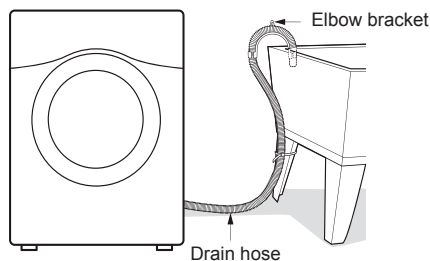
Option 2: Laundry Tub

1 Clip the end of the hose into the elbow bracket.

Connect the elbow bracket within 4 inches (10 cm) of the end of the drain hose. If the drain hose is extended more than 4 inches (10 cm) beyond the end of the elbow bracket, mold or microorganisms could spread to the inside of the washer.



2 Hang the end of the drain hose over the side of the laundry tub.



3 Use a tie strap to secure the drain hose in place.

Leveling the Washer

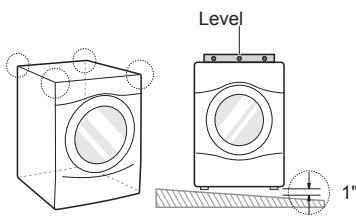
The drum of your new washer spins at very high speeds. To minimize vibration, noise, and unwanted movement, the floor must be a level, solid surface. The slope beneath the washer should not exceed 1 inch, and all four leveling feet must rest firmly on the floor.

NOTE

- Adjust the leveling feet only as far as necessary to level the washer. Extending the leveling feet more than necessary can cause the washer to vibrate
- Before installing the washer, make sure that the floor is clean, dry and free of dust, dirt, water and oil so the washer feet cannot slide easily. Feet that move or slide on the floor can contribute to excessive vibration and noise due to poor contact with the floor.

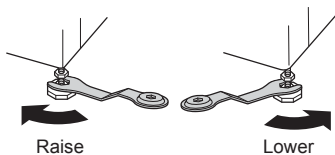
1 Position the washer in its final location.

Take special care not to pinch, strain, or crush the water and drain lines. If you have a carpenter's level, you can place it across the top of the washer.



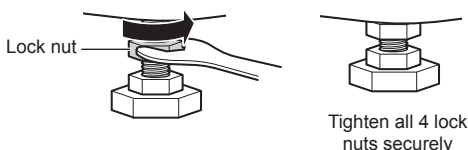
2 Adjust the lower leveling feet.

Turn in one direction to raise the washer or the other direction to lower it.



3 Tighten the locknuts.

Turn the locknuts counterclockwise and tighten them when the washer is level.



4 Recheck the washer's levelness.

Push or rock the top edges of the washer gently to make sure the washer does not rock. If the washer rocks, repeat steps 1-3.

CAUTION

- Using the washer without leveling it may cause excess vibration and noise, leading to a machine malfunction.
- Extend the leveling feet only to level the washer. If you extend the leveling feet unnecessarily, it may cause abnormal vibration of the washer.

Using Non-Skid Pads

If you install the washer on a slippery surface, it may move because of excessive vibration. Incorrect leveling may cause malfunction through noise and vibration. If this occurs, install the non-skid pads under the leveling feet and adjust the level.

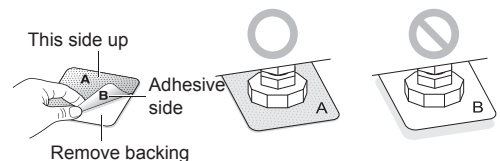
1 Clean the floor to attach the non-skid pads.

Use a dry rag to remove and clean foreign objects or moisture. If moisture remains, the non-skid pads may slip.

2 Adjust the level after placing the washer in the installation area.

3 Place the adhesive side of the non-skid pad on the floor.

It is most effective to install the non-skid pads under the front legs. If it is hard to place the pads under the front legs, place them under the back legs.



4 Recheck the washer's levelness.

Push or rock the top edges of the washer gently to make sure that the washer does not rock. If the washer rocks, level the washer again.

Connecting to the Power Supply

The washer should be plugged into a 120-VAC, 60 Hz grounded 3-prong outlet. Plug in the washer.

! WARNING

- Do not use a worn or damaged power cord or power plug. Replace or repair it immediately. Failure to do so may result in death, fire, electric shock, or malfunction.
- Do not modify the power cord and plug provided with the appliance. Take care not to damage it when installing or moving the washer. Failure to do so may result in death, fire, electric shock, or malfunction.
- Make sure that the washer is grounded.
- Connect this washer to a grounded outlet conforming to the rating prior to use. Failure to do so may result in fire, electric shock, or malfunction.
- Do not damage or cut off the ground prong of the power cord. Doing so may cause death, fire, electric shock, or product malfunction.
- Improper connection of the equipment-grounding conductor can result in risk of electric shock. Check with a qualified electrician or service technician if you are in doubt as to whether the appliance is properly grounded. If it does not fit the outlet, have a proper outlet installed by a qualified electrician
- The appliance and outlet must be positioned so that the plug is easily accessible.
- Do not use adapters or extension cords. Doing so may result in serious injury, fire, electric shock, or death.
- For best performance, plug the washer into its own individual outlet. This helps prevent overloading house wiring circuits which could cause a fire hazard from overheated wires.
- If necessary, use a new, UL-listed 3-prong adapter or 3-wire extension cord with a 3-prong (grounding) plug rated at no less than the branch circuit. Do not use an extension cord longer than 3 feet. Failure to follow these warnings may result in serious injury, fire, electric shock, or death.

Testing the Washer

Check if the washer is properly installed and run a test cycle.

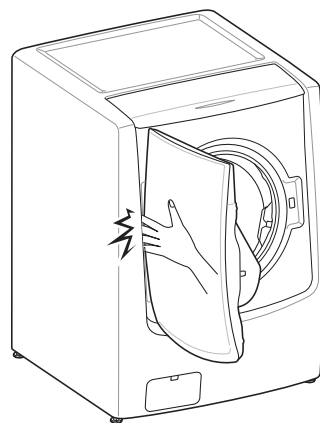
- 1** Load the washer with 6 pounds of laundry (approximately 6 thick bath towels).
- 2** Press the **Power** button.
- 3** Select the **Rinse+Spin**.
- 4** Press the **Start/Pause** button.
The wash cycle starts.
- 5** Check if water is supplied, that the machine does not rock or vibrate excessively, and that it drains well during the spin cycle.

NOTE

- If water leaks during water supply, see Connect the Water Lines to connect them properly.
- If the washer rocks and vibrates excessively, see Level the Washer to level it again.
- If the drain does not work, see Connect the Drain Hose to install the hose properly.

! CAUTION

- Be careful not to catch hands when opening or closing the door.

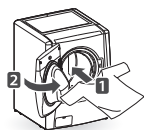


OPERATION

Using the Washer

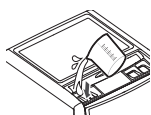
WARNING

- To reduce the risk of fire, electric shock, or injury to persons, read the SAFETY INSTRUCTIONS before operating this appliance.



1 Sort Laundry and Load the Washer

Sort laundry by fabric type, soil level, color and load size, as needed. Open the door and load items into the washer.



2 Cleaning Products

Add the proper amount of HE (High-Efficiency) detergent to the detergent dispenser. If desired, add bleach or fabric softener to the appropriate dispensers.



3 Turn on the Washer

Press the **Power** button to turn on the washer. The lights above the cycle buttons will illuminate and a chime will sound.



4 Cycle Buttons

Press the Cycle button until the desired cycle is selected.



5 Adjust Settings

Default settings for the selected cycle can now be changed, if desired, using the cycle modifier and option buttons.

NOTE

- Not all modifiers and options are available on all cycles. A different chime will sound and the LED will not come on if the selection is not allowed.



6 Begin Cycle

Press the **Start/Pause** button to begin the cycle. The washer will agitate briefly without water to measure the weight of the load. If the **Start/Pause** button is not pressed within 60 minutes, the washer will shut off and all settings will be lost.




7 End of Cycle

When the cycle is finished, a melody will sound. Immediately remove your clothing from the washer to reduce wrinkling. Check around the door seal when removing the load for small items that may be caught in the seal.

NOTE

- The washer rotates the laundry in a way that allows it to use less water while still fully saturating your clothing. It is normal to not be able to see water during the wash cycle. If the temperature or the water level inside the machine is too high, the door locks and cannot be opened. To open the door while washing, use the Rinse+Spin feature.

Sorting Laundry

**CAUTION**

- The washer can be fully loaded, but the drum should not be tightly packed with items. The door of the washer should close easily.
- Use the Jumbo Wash/Bedding cycle for buoyant or nonabsorbent items such as pillows or comforters. Failure to follow this caution can result in leakage.
- If possible, do not wash any water-resistant items. If you must, please select the Jumbo Wash/Bedding cycle.

Grouping Similar Items

For the best washing results, and to reduce the possibility of damage to clothing, care should be taken to sort the clothing into loads that are made up of similar items.

Mixing different fabric types and/or soil levels can result in poor wash performance, color transfer, discoloration, fabric damage or linting. Fabrics should be sorted into groups as described below.

Colors

Sort articles by color. Wash dark clothes together in a separate load from light colors or whites. Mixing dark clothes with light clothes can result in dye transfer or discoloration of the lighter clothes.

Soil Level

Wash heavily soiled clothing together. Washing lightly soiled clothing in the same load with heavily soiled clothing could result in poor wash performance for the lightly soiled clothing.

Fabric Type

Delicate articles should not be mixed with heavy or sturdy fabric types. Washing heavy fabrics in a delicate load can result in poor wash performance for the heavy fabrics and possible damage to the delicates.

Lint Type












Some fabrics attract and bind lint to them while others give off lint in the laundry process. Avoid mixing these lint collectors and lint producers in the same load. Mixing these fabrics will result in pilling and linting on the lint collectors. (For example, lint collector—knit sweater; lint producer—terry cloth towels.)

Sort Laundry

| By colors | By Soil | By Fabric | By Lint |
|-----------|---------|-----------|----------------|
| White | Heavy | Delicates | Lint Producer |
| Lights | Normal | Easy Care | Lint Collector |
| Darks | Light | Sturdy | |

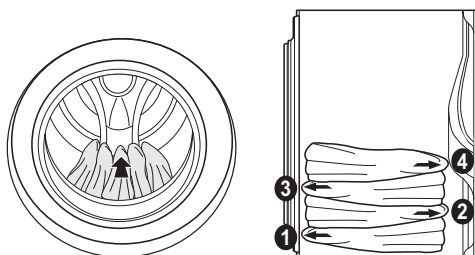
Fabric Care Labels

Many articles of clothing include a fabric care label. Using the chart below, adjust the cycle and option selections to care for your clothing according to the manufacturer's recommendations.

| Category | Label | Directions |
|---|---|---|
|  Washing |  | Hand wash |
| |  | Machine wash, Normal cycle |
| |  | Perm Press/Wrinkle Resistant setting (which has a cool down or cold spray before the slower spin) |
| |  | Gentle/Delicate setting (slow agitation and/or reduced wash time) |
| |  | Do not wash |
| |  | Do not wring |
| Water Temperature | ... | Hot |
| | .. | Warm |
| | . | Cold/Cool |
|  Bleach Symbols |  | Any bleach (when needed) |
| |  | Only non-chlorine bleach (when needed) |
| |  | Do not bleach |

Loading the Washer

- Check and empty pockets. Paper clips, coins, matches, etc. can damage clothing and the washer.
- Close zippers and hooks, and tie drawstrings to prevent snagging or tangling of clothes.
- Pretreat heavily stained areas for best results.
- Combine large and small items in a load. Load large items first. Large items should not be more than half of total load.
- The washer can be fully loaded, but the drum should not be tightly packed with items. The door of the washer must close easily.
- Do not wash single small items. Add 1-2 similar items to the load to prevent an out-of-balance load.
- Wash thick, bulky items individually. Heavy blankets, comforters, bedspreads, or pet beds can get tangled or cause an unbalanced load if combined with other items.
- Do not wash/spin waterproof items. Washing raincoats or sleeping bags may result in abnormal vibration or may cause the load to bounce, which could damage the drum.
- Wash small, light items in a mesh bag. Items like underwear can get caught in the door seal, and a brassiere hook may damage other items or the drum.
- Brush off heavy soil, dust, and hair from items before washing. Excess dirt or sand can abrade other fabrics and lead to poor wash performance.
- For best performance, load clothes as shown.



- Load clothes loosely, and do not overfill the drum. Clothes need room to circulate in order to get clean.
- Do not press down on items while stacking them in the drum.

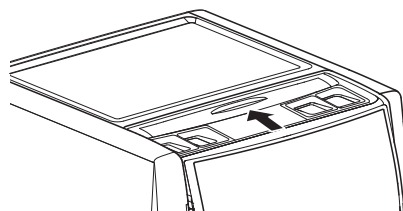
Adding Cleaning Products

Loading the Dispenser

To add detergent, bleach, and fabric softener to the automatic dispenser.

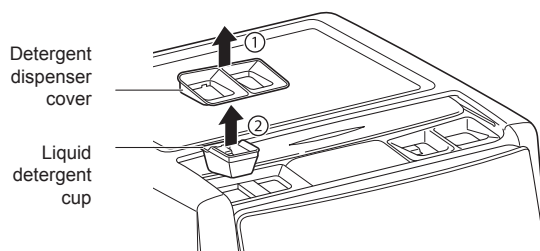
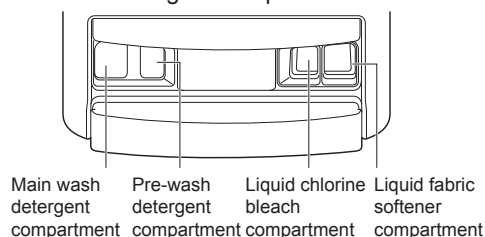
1 Open the dispenser lid.

- Push the front handle to slide the lid open.



2 Load the laundry products into the appropriate compartments.

- If using a liquid detergent, make sure the liquid detergent cup is in place.
- If using a powdered detergent, remove the liquid detergent cup and put the powder in the main wash detergent compartment.



3 Close the lid completely before starting the cycle.

- Be careful not to catch a hand in the lid while closing.

NOTE

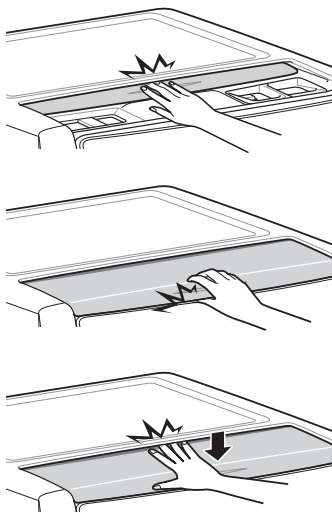
- It is normal for a small amount of water to remain in the dispenser compartments at the end of the cycle.

IMPORTANT:

- Do not place or store laundry products, such as detergent, bleach, or liquid fabric softener, on top of your washer or dryer. Wipe up any spills immediately. These products can damage the machine's finish and controls.

! CAUTION

- To avoid injury, do not place fingers under the lid or between the lid and the cabinet when pressing or sliding the detergent dispenser lid open or closed.

**Pre-Wash Detergent Compartment**

Add liquid or powdered detergent to this compartment when using the Pre-Wash option. Always use HE (High-Efficiency) detergent with your washer.

- When using the Pre-Wash option, liquid detergent for the main wash needs to be loaded in the liquid detergent cup accessory in the main wash dispenser, to prevent it from being dispensed with the pre-wash detergent.
- The amount of detergent added for the Pre-Wash option is 1/2 the amount recommended for the main wash cycle. For example, if the main wash cycle requires one measure of detergent, add 1/2 measure for the Pre-Wash option.

Main Wash Detergent Compartment

This compartment holds laundry detergent for the main wash cycle. Either powdered or liquid detergent may be used in this compartment. The detergent is added to the load at the beginning of the cycle. Always use HE (High-Efficiency) detergent with your washer.

NOTE

- Never exceed the manufacturer's recommendations when adding detergent. Using too much detergent can result in detergent buildup in clothing and the washer.
- Liquid or powdered color-safe bleach may be added to the main wash compartment with detergent of the same type.
- When using liquid detergent, make sure the liquid detergent cup and insert are in place. Do not exceed the maximum fill line.
- When using powdered detergent, remove the insert and liquid detergent cup from the compartment. Powdered detergent will not dispense with the liquid detergent cup and insert in place.
- If you use a detergent that does not dissolve easily or a detergent with high viscosity, it will leave a residue and clog on the dispenser.

Liquid Bleach Compartment

This compartment holds liquid bleach, which is dispensed automatically at the proper time during the wash cycle. The dispenser is activated twice to ensure complete dispensing of the bleach. Any liquid remaining in the dispenser at the end of the cycle is water, not bleach.

- Do not add powdered bleach to this compartment. The bleach compartment is designed to dispense liquid bleach only. Powdered or liquid color-safe bleach will not dispense properly.
- Always follow the manufacturer's recommendations when adding bleach. Never add more than one cup and do not exceed the maximum fill line since this can cause the bleach to be dispensed immediately, resulting in damage to fabrics. Using too much bleach can damage fabrics.
- Never pour undiluted liquid chlorine bleach directly onto the load or into the drum. Fabric damage can occur.
- Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

! WARNING

- Do NOT mix chlorine bleach with ammonia or acids such as vinegar or rust/scale remover. Mixing chemicals like these can produce a lethal gas, resulting in severe injury or death.

Fabric Softener Compartment

This compartment holds liquid fabric softener, which is automatically dispensed during the final rinse cycle. Do not exceed the manufacturer's recommendations when adding softener. Using too much fabric softener can result in buildup in clothing and the washer. Either powdered or liquid fabric softener may be used.

- Follow the manufacturer's recommendations when adding fabric softener. Do not exceed the maximum fill line. Using too much fabric softener may stain clothes.
- Dilute concentrated fabric softeners with warm water. Do not exceed the maximum fill line.
- Never pour fabric softener directly onto the load or into the drum.

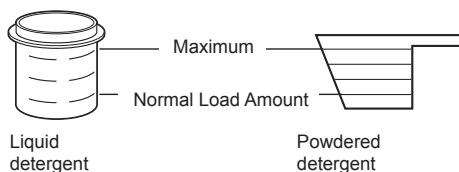
Detergent Use

This washer is designed for use with only HE (High-Efficiency) detergents. HE detergents produce fewer suds, dissolve more efficiently to improve washing and rinsing performance, and help to keep the interior of the washer clean. Using detergent that is not HE may cause oversudsing and unsatisfactory performance which could result in error codes, cycle failure, and machine damage.

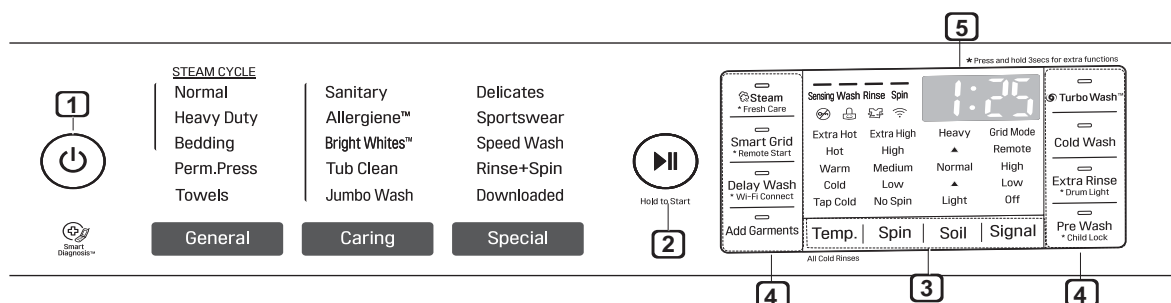


**Designed specially to use only HE
(High-Efficiency) detergent**

- For proper wash performance, always measure detergent using the measuring device provided by the detergent manufacturer. For an average load, use less than half of the recommended maximum. Use less detergent for soft water, light soil, or smaller loads.
- Never use more than the maximum amount of detergent recommended by the manufacturer. Using too much detergent can lead to oversudsing, poor rinsing, detergent buildup in clothing, and residue buildup that can contribute to odors in the machine.
- Use extra care when measuring 2X and 3X concentrated detergents because even a small amount extra can lead to problems.
- Detergents designated as HE-compatible may not provide optimal results.



Control Panel



Control Panel Features

1 Power On/Off Button

Press to turn the washer on. Press again to turn the washer off. Pressing the **Power** button during a cycle will cancel that cycle and any load settings will be lost. The door will unlock after a brief pause.

2 Start/Pause Button

Press this button to start the selected cycle. If the washer is running, use this button to pause the cycle without losing the current settings.

NOTE

- If Start/Pause is not pressed within 60 minutes of selecting a cycle, the washer automatically turns off and all cycle settings are lost.

3 Cycle Modifier Buttons

Use these buttons to adjust the water temperature, spin speed and soil level settings for the selected cycle. The current settings are shown in the display. Press the button for that option to select other settings.

4 Special Cycle and Option Buttons

These buttons allow you to select special cycles or additional cycle options. Certain buttons also allow you to activate special functions by pressing and holding the button for three seconds.


5 Time and Status Display

The display shows the settings, estimated time remaining, options, and status messages for your washer. When the washer is turned on, the default settings in the display will illuminate.

Door Lock Indicator

The Door Lock indicator will light up once a cycle has started. The indicator light will stay on until the cycle is paused, stopped or has finished.

Child Lock Indicator

When the Child Lock function is activated, a  message and the remaining wash time are displayed, in turn, on the display panel of the washer. When the Child Lock function is set, all controls are disabled except for the Power button.

Cycle Status Indicator

These LEDs will illuminate when a cycle is selected to indicate which stages will run. When a cycle is running, the LED for the active stage will blink, and the LEDs for the remaining stages will remain steady. Once a stage is complete, the LED will turn off. If a cycle is paused, the active stage LED will stop blinking.

Estimated Time Remaining

When a cycle is selected, the default time for that cycle is displayed. This time will change as modifiers or options are selected. Once the **Start/Pause** button is pressed, the washer will measure the size of the load. The estimated time may change once the load size has been measured. If Delay Wash is set, the remaining delay time counts down until the cycle begins.

NOTE

- The time shown is only an estimate. This time is based on normal operating conditions. Several external factors (load size, room temperature, incoming water temperature, etc.) can affect the actual time.

Wash Cycles

Wash cycles are designed for the best wash performance for each type of load. Select the cycle that best matches the load contents for maximum wash performance and fabric care. For best results, follow the fabric care labels on your garments. For a guide to the symbols used on fabric care labels.

Press the button to select the desired cycle. When you select a wash cycle, the light for the corresponding wash cycle will turn on.

NOTE

- Whenever load weights are mentioned, assume 1 lb (0.45 kg) = 1 thick bath towel (dry).
- For information on using SmartThinQ™ applications to save energy, see the Smart Appliance Connectivity section.

| Choosing by | Wash Cycle | Description |
|-------------|----------------|--|
| Fabric Type | Normal | Use this cycle to wash all normal items, except delicate fabrics such as wool or silk. NOTE: Pressing the Start/Pause button without selecting a cycle will cause the Normal cycle to begin immediately, using the default settings. |
| | Bright Whites™ | This cycle is for washing white items only. |
| | Delicates | This cycle is for washing lingerie or sheer and lacy clothes which can easily be damaged. |
| | Perm.Press | Use this cycle to wash wrinkle-free clothes or tablecloths, to minimize wrinkles. |
| | Towels | Use this cycle for washing towels, shirts, jeans and mixed loads. |
| | Sportswear | Use this cycle for garments that are specially designed and treated for sport. |
| Load Size | Normal | If you have a mixed load that is half-size, use the Normal cycle with default settings. For full-size loads, use the Normal cycle with the soil level set to heavy, and add an extra rinse. In both cases, the machine will automatically detect the load size and adjust accordingly. |
| | Speed Wash | Use the Speed Wash cycle to quickly wash lightly soiled clothing and small loads. For high wash and rinse efficiency, wash small loads of 2-3 lightly-soiled garments. NOTE: Use very little detergent in this cycle. For additional, add an extra rinse using the Extra Rinse button. |
| | Bedding | This cycle is for washing king or queen sized comforters. NOTE: Using the Bedding cycle with a low spin speed is recommended when washing waterproof or water-resistant items, to help protect the fabrics' properties. If your washer does not function properly, manually redistribute the load or put one comforter in at a time. |
| | Jumbo Wash | This cycle is for washing blankets or bulky items. NOTE: If your washer does not function properly, manually redistribute the load or put one blanket in at a time. |

| Choosing by | Wash Cycle | Description |
|-------------|-------------|---|
| Convenience | Speed Wash | Use the Speed Wash cycle to quickly wash lightly soiled clothing and small loads. For high wash and rinse efficiency, wash small loads of 2-3 lightly soiled garments. NOTE: Use very little detergent in this cycle. For additional, add an extra rinse using the Extra Rinse button. |
| | Rinse+Spin | Select this option to rinse and spin a load separately from a regular cycle. This can be helpful in preventing fresh stains from setting in fabrics. You can change spin speed by pressing Spin repeatedly until the desired speed is selected. |
| | Tub Clean | Use this cycle to clean the drum of your washer. See the Tub Clean Cycle in the maintenance section. |
| | Downloaded | If you download a cycle using the Tag On function, it will be placed in the Downloaded cycle position. Choose the Downloaded cycle to run the downloaded cycle. NOTE: The default cycle for this position is small load, used for normally soiled loads with just a few items. The small load cycle is also available for download. |
| Soil Level | Normal | For tough stains on children's clothes, use the Normal cycle with a hot Wash Temp. setting, plus the Pre Wash option and an Extra Rinse. |
| | Heavy Duty | This cycle is for washing heavily soiled laundry using more powerful wash motions. |
| | Allergiene™ | This cycle is a powerful, high-temperature cycle designed specifically to reduce certain allergens. NOTE <ul style="list-style-type: none"> • Selecting the Allergiene™ cycle automatically incorporates steam into the wash cycle. • The Allergiene™ cycle can significantly reduce allergens in bedding and clothing. • The Allergiene™ cycle helps reduce dust mite populations and helps reduce allergens. Due to the higher energy and temperatures used, the Allergiene™ cycle is not recommended for wool, silk, leather, or any other delicate or temperature sensitive items. |
| | Sanitary | NSF International (formerly the National Sanitation Foundation), certifies that this wash cycle reduces 99.9% of bacteria on laundry when used in conjunction with bleach, without high energy consumption. |



Protocol P172 Sanitization Performance of Residential and Commercial, Family Sized Clothes Washers

NOTE

- This cycle has been certified by NSF using Tide HE powder.

Cycle Guide


| Cycle | Cycle Modifiers | Wash Temp. | Spin Speed | Soil Level | Delay Wash | Extra Rinse |
|----------------|-----------------|------------|------------|------------|------------|-------------|
| Bright Whites™ | | | Extra High | Heavy | • | • |
| | Turbo Wash™ | Hot | High | | | |
| | Steam | Warm | Medium | Normal | | |
| | Pre Wash | Cold | Low | | | |
| | | Tap Cold | No Spin | Light | | |
| Allergiene™ | | | Extra High | | • | • |
| | Turbo Wash™ | | High | | | |
| | Steam | | Medium | | | |
| | | | Low | | | |
| | | | No Spin | | | |
| Sanitary | | Extra Hot | Extra High | Heavy | • | • |
| | Turbo Wash™ | | High | | | |
| | Steam | | Medium | Normal | | |
| | Pre Wash | | Low | | | |
| | | | No Spin | Light | | |
| Bedding | | | | Heavy | • | • |
| | Turbo Wash™ | Hot | | | | |
| | Steam | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| | Pre Wash | Tap Cold | No Spin | Light | | |

NOTE

- • = available option, ■ = default setting
- Steam and Cold wash can't be selected at same time.


| Cycle | Cycle Modifiers | Wash Temp. | Spin Speed | Soil Level | Delay Wash | Extra Rinse |
|------------|-----------------|------------|------------|------------|------------|-------------|
| Heavy Duty | | Extra Hot | Extra High | Heavy | • | • |
| | Turbo Wash™ | Hot | High | | | |
| | Steam | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| | Pre Wash | Tap Cold | | Light | | |
| Normal | | Extra Hot | Extra High | Heavy | • | • |
| | Turbo Wash™ | Hot | High | | | |
| | Steam | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| | Pre Wash | Tap Cold | | Light | | |
| Jumbo Wash | | | | Heavy | • | • |
| | Turbo Wash™ | Hot | High | | | |
| | Steam | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| | Pre Wash | Tap Cold | No Spin | Light | | |
| Perm.Press | | | | Heavy | • | • |
| | | Hot | High | | | |
| | Turbo Wash™ | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| | Pre Wash | Tap Cold | | Light | | |

NOTE

- = available option,  = default setting
- Steam and Cold wash can't be selected at same time.


| Cycle | Cycle Modifiers | Wash Temp. | Spin Speed | Soil Level | Delay Wash | Extra Rinse |
|------------|-----------------|------------|------------|------------|------------|-------------|
| Delicates | | | | Heavy | • | • |
| | | | | | | |
| | Pre Wash | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| Towels | | Tap Cold | No Spin | Light | • | • |
| | | | Extra High | Heavy | | |
| | | Hot | High | | | |
| | Turbo Wash™ | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| Speed Wash | Pre Wash | Tap Cold | No Spin | Light | • | • |
| | | | Extra High | Heavy | | |
| | | Hot | High | | | |
| | Turbo Wash™ | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| Rinse+Spin | | Tap Cold | No Spin | Light | • | • |
| | | | Extra High | | | |
| | | Extra Hot | Extra High | | | |
| | | Hot | High | | | |
| | | Warm | Medium | | | |
| | | Cold | Low | | • | • |
| | | | | | | |
| | | Tap Cold | No Spin | | | |

NOTE

- = available option,  = default setting
- Steam and Cold wash can't be selected at same time.

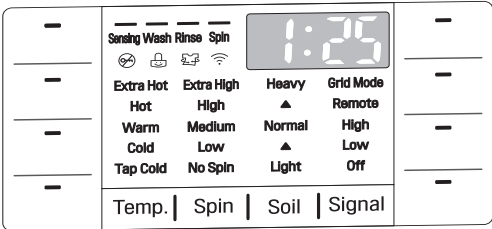
| Cycle | Cycle Modifiers | Wash Temp. | Spin Speed | Soil Level | Delay Wash | Extra Rinse |
|-----------------------------------|-----------------|------------|------------|------------|------------|-------------|
| Tub Clean | | | | | • | |
| | | | | | | |
| | Steam | | | | | |
| | | | | | | |
| | | | | | | |
| Sportswear | | | | Heavy | • | • |
| | | | | | | |
| | | Warm | Medium | Normal | | |
| | | Cold | Low | | | |
| | | Tap Cold | No Spin | Light | | |
| Downloaded Default: Small Load | | | Extra High | Heavy | • | • |
| | | Hot | High | | | |
| | Pre Wash | Warm | Medium | Normal | | |
| | Cold Wash | Cold | Low | | | |
| | | Tap Cold | No Spin | Light | | |

NOTE

- = available option,  = default setting
- Steam and Cold wash can't be selected at same time.

Cycle Modifier Buttons

Each cycle has default settings that are selected automatically. You may also customize these settings using the cycle modifier buttons. Press the button for the desired modifier until the indicator light for the desired setting is lit. The washer automatically adjusts the water level for the type and size of wash load for best results and maximum efficiency. Due to the high-efficiency nature of this product, water levels may be much lower than expected. This is normal and cleaning/rinsing performance will not be compromised.



Temp.

Temp. selects the wash and rinse temperature combination for the selected cycle. Press the **Temp.** button until the indicator light for the desired setting is lit. All rinses use tap cold water .

Cold rinses use less energy. The actual cold rinse temperature depends on the temperature of the cold water at the faucet.

Your washer features a heating element to boost the hot water temperature for Extra Hot settings. This provides improved wash performance at normal water heater settings.

NOTE

- Select the water temperature suitable for the type of load you are washing. Follow the garment fabric care labels for best results.
- Warm rinses are regulated at approximately 74 °F (23 °C).
- Warm rinses leave the clothes dryer than cold rinses, but will result in increased energy consumption and greater wrinkling of clothes.

Spin

Higher spin speeds extract more water from clothes, reducing drying time and saving energy. Press the **Spin** button until the desired speed is selected. Some fabrics, such as delicates, require a slower spin speed. To protect your clothing, not all spin speeds are available for all cycles.

- The Spin button also activates the Drain+Spin cycle to drain the tub and spin clothes; for example, if you want to remove clothes before the cycle has ended. To use Drain+Spin, press the **Power** button, then press the **Spin** button repeatedly to select a spin speed. Press the **Start/Pause** button to begin.

Soil

Adjusting the soil level setting will modify the cycle times and/or wash actions. Press the **Soil** button until the desired soil level is selected.

NOTE

- This feature needs more time for heavily soiled loads or less time for lightly soiled loads.

Signal

The washer plays a melody when the wash cycle is finished. The buttons make a sound each time a button is pressed. Use this option to adjust the volume of the melody and button tones.

Special Cycles/Features

After selecting a cycle, press the buttons to select additional features for your load.

NOTE

- To protect your garments, not every feature is available with every cycle.
- If the Start/Pause button is not pressed within 60 minutes to start the cycle, the control will shut off and all settings will be lost.

Pre Wash

Pre-wash for 15 minutes when clothes are covered in dirt or dust. This feature is suitable for heavily soiled items.

Rinse+Spin

Select this cycle to rinse and spin a load separately from a regular cycle. This can be helpful in preventing fresh stains from setting in fabrics. You can change the spin speed by pressing the **Spin** button.

- 1 Press the **Power** button to turn on the washer.
- 2 Press the special use button until the Rinse+Spin indicator light is lit.
- 3 Press the **Start/Pause** button to start the cycle.

Drum Light

The drum is equipped with a white LED light that illuminates when the washer is turned on. This light automatically turns off when the door is closed and the cycle starts.

- Press and hold the **Extra Rinse** button for three seconds during the cycle to turn on the drum light.
- The drum light will turn off automatically after four minutes.

Option Buttons

Your washer features several additional cycle options that customize cycles to meet your individual needs. To use these options, select the desired option after selecting the desired cycle.

After selecting the desired cycle and settings, press the cycle option button(s) for the option(s) you would like to add. The button will light when that option is selected. If the selected option is not allowed for the selected cycle, the chime will sound twice to alert you and the LED will not illuminate.

NOTE

- To protect your garments, not every feature is available with every cycle.
- If the Start/Pause button is not pressed within 60 minutes to start the cycle, the control will shut off and all settings will be lost.

Delay Wash

Once you have selected the cycle and other settings, press this button to delay the start of the wash cycle. Each press of the button increases the delay time by 1 hour, for up to 19 hours. Once the desired delay time is set, press the **Start/Pause** button to start the delay time.

NOTE

- If the Start/Pause button is not pressed to begin the delay time, the washer will automatically shut off after 60 minutes and all cycle settings will be lost.

Extra Rinse

This option will add an extra rinse to the selected cycle. Use this option to help ensure the removal of detergent or bleach residue from fabrics. Liquid fabric softener, if used, is always dispensed in the final rinse. Pressing the **Extra Rinse** button twice will add two additional rinses to the cycle.

Fresh Care

Use this function when you won't be able to take out your clothes immediately after the wash cycle ends. After the cycle ends, the drum will tumble periodically for up to 19 hours to prevent wrinkles. Press the **Start/Pause** or **Power** button at any time to unload laundry.

Press and hold the **Steam** button for three seconds during the wash cycle to activate the Fresh Care function.

Cold Wash

This option saves energy by using cooler water while increasing the wash and rinse times to maintain wash performance.

NOTE

- Wash time will increase up to several minutes with the Cold Wash option.
- For best wash results, only wash small loads (less than 8 lb) with the Cold Wash option.

Add Garments

Use this function to add garments or remove foreign objects like coins or keys after the cycle has started.

- 1 Press **Add Garments**. The cycle pauses and the door unlocks.
- 2 Open the door, add garments or remove foreign objects, and close the door.
- 3 Press the **Start/Pause** button to start the cycle. The cycle continues automatically.


NOTE

- After checking the water level/temperature conditions for safety, the door unlocks once the wash movement has stopped. (Door Lock LED turns off.)
- This may take several seconds depending on the water level. When a lot of water is in the tub, the door unlocks after water drains to a safe level.
- If the temperature in the tub is higher than 113 °F (45 °C), a short warning chime sounds and Add Garments is not allowed for safety.
- Add Garments is disabled during the Tub Clean cycle or while a cycle is in Spin mode for safety.
- To preserve wash performance, wash time may be extended depending on when garments are added to a cycle.

WARNING

- Be careful when opening the door as wet laundry may drip or fall out when the door is opened.
- Do not attempt to force the door to open when locked. Doing so could result in damage to the machine, malfunction, or personal injury.

Child Lock

Use this option to disable the controls. This feature can prevent children from changing cycles or operating the machine. The feature does not lock the lid. Once the Child Lock is set, it must be deactivated before any controls, except the Power button, can be used. Once the washer has shut off, the Power button will allow the machine to be turned on, but the controls will still be locked. When the controls are locked,  will display alternately with the estimated time remaining. Press and hold the **Pre Wash** button for seconds to activate or deactivate Child Lock.

NOTE

- Once the controls are locked, they must be manually unlocked to restore operation.

Turbo Wash™

Adding the Turbo Wash™ option reduces the cycle time while still providing similar wash performance to the same cycle without Turbo Wash™.

NOTE

- The Turbo Wash™ option cannot be used with all cycles.
- Turbo Wash™ defaults to on for Normal, Heavy Duty and Perm.Press wash cycles.

Steam

Adding the Steam option to a wash cycle helps provide superior cleaning performance. By using hot steam, the fabrics will get the cleaning benefits of a very hot wash.

NOTE

- The Steam option cannot be used with all cycles.
- Steam may not be clearly visible during the steam cycles. This is normal. Too much steam could damage clothing.
- Do not use steam with delicate fabrics such as wool, silk, or easily discolored fabrics.

WARNING

- Do not touch the door during steam cycles. The door surface can become very hot. Allow the door lock to release before opening the door.
- Do not attempt to override the door lock mechanism or reach into the washer during a steam cycle. Steam can cause severe burns.

SMART FUNCTIONS

Smart Appliance Connectivity

Connectivity Overview

This smart appliance offers options for doing laundry. Once it is connected to the internet through a home Wi-Fi network, it can check the progress of a cycle and control the appliance remotely with the LG Smart Laundry & DW application for the smart phone.

The application can be set up to send push notifications when the cycle is complete or the appliance has problems. It also provides a list of extra cycles available for download, and helps to troubleshoot problems by recording and analyzing data from the appliance. The appliance has Smart Grid capability for areas where the utility company has installed Smart Grid equipment. This feature adjusts the appliance operating times based on when electricity prices are lower or delays operation when the demand for electricity is high.

Connectivity Setup

Installing LG Smart Laundry & DW Application

- 1 Run the Google Play Store on an Android smart phone.
 - 2 Search for LG Smart Laundry & DW.
 - 3 Press **LG Smart Laundry & DW** on the resulting list.
 - 4 Press **Install** and **Accept** to automatically install the application. You can also check the progress through the smart phone.
 - 5 When the installation is complete, touch the icon to access the application.
- LG Smart Laundry & DW application for iOS devices will be supported later.

Profile Setup (ID and Password Setup)

You can skip these steps if you already have an LG account at <http://us.smartthinQ.com>

- 1 Run the LG Smart Laundry & DW application on a smart phone.
- 2 Select **Login** at the bottom of the screen.
- 3 Select **Create an account** at the bottom of the screen.
- 4 On the next page, agree to the Terms and Conditions, Privacy Policy, and LG Account Terms and Conditions. After selecting **I agree**, press **Confirm**.
- 5 Next, in the email box, enter your email address. This will be your user ID. You will receive a confirmation email for activating the account at that email address.
- 6 Enter a password. Passwords are case sensitive. The password should be 6-12 characters. Remember your ID and password. They will be used on the LG Smart Laundry & DW application to use Smart Appliance Connectivity functions.
- 7 Enter your name.
- 8 Enter your mobile number.
- 9 Press the **Subscribe** button. The system will send you an email containing a link to confirm your identity for the account.
- 10 Press the **Confirm** button in the confirmation email, and the website will display a confirmation page. Your account is now set up.

Product Registration and Wi-Fi Setup

- 1 Run the LG Smart Laundry & DW application on a smart phone.
- 2 Select **Smart Appliance**.
- 3 Select **Washer**.
- 4 Select **Front Load**.
 - If you see a pop-up message about NFC, press the Cancel button.
- 5 Press the **Wi-Fi model** button at the bottom of the screen.
- 6 Enter the email ID and password you registered.
If you don't have an account at <http://us.smarthinQ.com>, press the **Create an account** button and create a user ID and password.
- 7 Select the **Login** button.
- 8 On the next page, the application shows the Wi-Fi network list. Select your home network. If your network requires a key, enter the password and select the **Connect** button.
- 9 If the application successfully connects to the home network, turn on the washer and then press and hold the **Wi-Fi Connect** button on the washer for three seconds.

After powering on the washer, do not press any other buttons before pressing and holding the **Wi-Fi Connect** button. The Wi-Fi connection indicator on the washer blinks to indicate the machine is connecting.
- 10 The application now works to connect the appliance and register it as a Wi-Fi product. A notification appears when the washer is successfully set up and the product registration and Wi-Fi setup is complete. The Wi-Fi connection indicator illuminates when the machine connects to the home network.

NOTE

- LG electronics is not responsible for any network connection problems or any faults, malfunctions, or errors caused by network connection.
- The machine supports 2.4 GHz Wi-Fi networks only.
- Use the Settings menu in the application to register or change the machine. Select Settings > Change Product > Add Product and then follow steps 2–10 above.
- If the router or the router's password is changed, select Settings > Change Product > Add Product and then follow steps 2–10 above.
- If the appliance is having trouble connecting to the Wi-Fi network, it may be too far from the router. Purchase a Wi-Fi repeater (range extender) to improve the Wi-Fi signal strength.
- The Wi-Fi connection may not connect or may be interrupted because of the home network environment.
- The network connection may not work properly depending on the Internet service provider.
- The surrounding wireless environment can make the wireless network service run slowly.
- This information is current at the time of publication. The application is subject to change for product improvement purposes without notice to users.

Smart ThinQ™

Remote Start

Use a smart phone to control the appliance remotely. Or monitor the cycle operation to see the remaining time left in the cycle.

NOTE

- You must first connect to a gateway and register the appliance in order to use the Remote Start.
- The Remote LED on the control panel should be illuminated.

Using Remote Start

- 1** Press and hold the **Remote Start** button. The Remote LED on the control panel is illuminated if the appliance is connected to a Wi-Fi network.
- 2** Start a cycle from the application on a smart phone. If the cycle is not started, the machine will wait to start the cycle until it is turned off remotely from the application or the Remote Start mode is disabled.

NOTE

- Cycles and options cannot be selected at the appliance when the machine is in Remote Start mode.
- Press and hold the **Remote Start** button again to enable the Remote Start mode when the appliance is turned off or the Remote Start mode is released.

Smart Grid

Reduce energy costs from washing clothes by avoiding peak usage periods, with information supplied by the local electric utility company. If the utility company has equipped Smart Grid technology, contact the utility company for information regarding the Smart Grid features.

NOTE

- When Smart Grid is enabled, you may experience delays or extended cycle times during peak usage periods.
- You must first connect to a gateway and register the appliance in order to use the Smart Grid function.

Download Cycle

Download new and special cycles that are not included in the basic cycles on the appliance.

Appliances that have been successfully registered can download a variety of specialty cycles specific to the appliance.

Only one cycle can be stored on the appliance at a time. Once Download Cycle is completed in the washer, the product keeps the downloaded cycle until a new cycle is downloaded.

NOTE

- You must first connect to a gateway and register the appliance in order to use the Download cycle function.

Smart Diagnosis™

Use a phone to record the Smart Diagnosis™ signal to solve problems with the appliance. The application can analyze the signal and help you solve the problem without waiting for a technician.

Cycle Set

Choose the best cycle and settings based on laundry needs. Once you have selected a cycle based on the Cycle Set guide, the cycle and settings are automatically set.

NOTE

- Cycle Set function can be enabled when the Remote Start button is activated.

Laundry Stats

Learn basic stats about the appliance such as the cycle history and basic maintenance timing. Select **Laundry Stats** at the application to get the stats and find out when the washer's next Tub Clean is due.

NOTE

- You must first connect to a gateway and register the appliance in order to use the Laundry Stats function.

Smart Message

When the cycle is complete or the appliance has problems, you have the option of receiving push notifications on a smart phone.

NOTE

- You must first connect to a gateway and register the appliance in order to use the Smart Message function.

Energy Monitoring

The washer energy usage is affected by the cycle and options so you may see some changes in energy usage from one cycle to another.

NOTE

- You must first connect to a gateway and register the appliance in order to use the Energy Monitoring function.

Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid for three (3) years from the date on which you purchased the product.

| Wireless Module (LCW-003) Specifications | |
|--|------------------------|
| Frequency Range | 2412~2462 MHz |
| Output Power (max.) | IEEE 802.11 b : 14 dBm |
| | IEEE 802.11 g : 15 dBm |
| | IEEE 802.11 n : 14 dBm |

FCC Notice (For transmitter module contained in this product)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference and
- 2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Any changes or modifications in construction of this device which are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

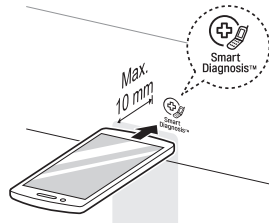
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with minimum distance 20 cm (7.8 inches) between the antenna and your body. Users must follow the specific operating instructions for satisfying RF exposure compliance.

Using Smart Diagnosis™

Should you experience any problems with your washer, it has the capability of transmitting data to your smart phone using the LG Smart Laundry & DW application or via your telephone to the LG call center.

Smart Diagnosis™ cannot be activated unless your washer is turned on by pressing the **Power** button. If your washer is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.



Smart Diagnosis™ Through The Customer Information Center

- 1 Call the LG call center at:
(USA) 1-800-984-6306
- 2 When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch from (but not touching) the machine.
- 3 Press and hold **Temp.** for three seconds.

NOTE

- Do not touch any other buttons or icons on the display screen.
- 4 Keep the phone in place until the tone transmission has finished. The display will count down the time.
 - 5 Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you in using the information transmitted for analysis.

NOTE

- For best results, do not move the phone while the tones are being transmitted.
- If the call center agent is not able to get an accurate recording of the data, you may be asked to try again.

MAINTENANCE

WARNING

To reduce the risk of fire, electric shock, or injury to persons, read and follow this entire Owner's Manual, including the Important Safety Instructions, before operating this washer.

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

NOTE

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

Regular Cleaning

Care After Wash

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

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

Cleaning the Exterior

Proper care of your washer can extend its life.

Door:

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

Exterior:

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

Care and Cleaning of the Interior

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

Tub Clean Cycle

- Some environmental and usage conditions can cause a residue to build up in the drum over time and can lead to a mildewy or musty smell. The Tub Clean cycle is specially designed to remove this buildup using bleach or other cleaners designed specifically for cleaning washers. Run the Tub Clean cycle once a month, or more often under heavy use conditions or if odor is present.

- 1 Remove any clothing from the drum.
- 2 Add cleaning agents.
 - For other drum cleaning products, follow the cleaner manufacturer's instructions and recommendations.
 - Do not exceed the maximum fill line when adding bleach or powdered cleaners. Powdered detergent may remain in the drum after cleaning.
- 3 Close the door and press the **Power** button to turn the washer on.
- 4 Turn the cycle selector to select the **Tub Clean** cycle.
- 5 Press the **Start/Pause** button to begin the cycle. Selecting any other cycle after Tub Clean has been selected will cause the Tub Clean cycle to be cancelled.
- 6 After the cycle ends, open the door and allow the drum interior to dry completely.

| Cleaner | Instructions |
|------------------------|---|
| Tub cleaner | Add to main detergent compartment of detergent dispenser lid |
| Lime scale remover | |
| Liquid chlorine bleach | Add to bleach compartment of detergent dispenser lid |
| Powdered cleaner | Pull out liquid detergent cup before adding to main detergent compartment |
| Cleaning tablets | Place directly into washer drum |

NOTE

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

Automatic Alert for Tub Clean

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

Removing Mineral Buildup

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

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

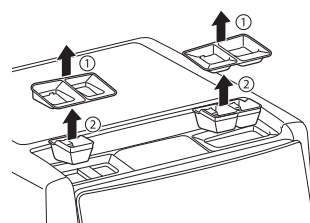
After descaling, always run the Tub Clean cycle before washing clothing.

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

Cleaning the Dispenser Lid

Detergent and fabric softener may build up in the dispenser lid. Remove the lid and inserts and check for buildup once or twice a month.

- 1 Slide the detergent dispenser lid open.
- 2 Remove the detergent dispenser covers and pull out the detergent cups.



- 3 Clean parts with warm water.
 - Use a soft cloth or brush for cleaning and to remove any residue.

⚠ WARNING

- Do not spray water inside the cabinet. Doing so may cause fire or electric shock.

- 4 Wipe off any moisture with a dry towel or cloth after cleaning.
- 5 Replace the detergent cups and detergent dispenser covers.

NOTE

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

Cleaning the Door Seal

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

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

CAUTION

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

Cleaning the Water Inlet Filters

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

CAUTION

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

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

NOTE

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

Cleaning the Drain Pump Filter

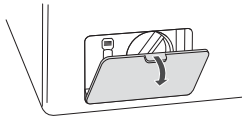
The washer fails to drain if the drain pump filter is clogged. Periodically clean the drain filter to prevent clogging with foreign objects.

WARNING

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

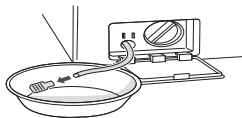
1 Turn off the machine and pull out the plug.

2 Open the drain pump filter cover.



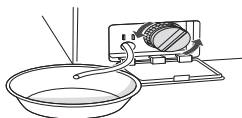
3 Drain any remaining water.

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

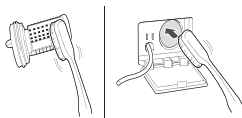


4 Remove the pump filter.

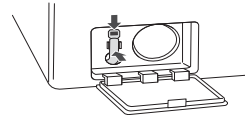
Twist the pump filter counterclockwise to remove.



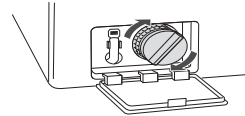
5 Clean the pump filter and opening.



6 Recap the plug onto the drain hose and attach the drain hose.



7 Insert the drain pump filter.



8 Close the drain pump filter cover.

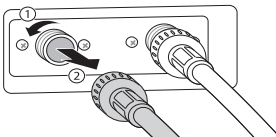
NOTE

- An **UE** message blinks on the display when the drain pump filter is clogged with dirt. Clean the drain pump filter.

Care in Cold Climates

Storing the Washer

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

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

When the Water Line is Frozen

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

When the Drain Line is Frozen

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

TROUBLESHOOTING

FAQs: Frequently Asked Questions

Q: Why does my washer make loud banging noises while it is filling with water?

A: This is actually a problem with the plumbing in your home. When the water valve in the washer shuts off, it can cause pipes in your home to move, resulting in a loud banging noise. This effect, called water hammer, can be reduced by installing an item called a water hammer arrestor. Add-on arrestors can be purchased through your local hardware or home improvement store.

Q: Why is there so little water in my washer? How can it clean the clothes?

A: HE (High-Efficiency) washers are designed to properly wash your laundry while using a minimum amount of water and energy. Because the water volume is low, the small amount of detergent used is more concentrated in the water, resulting in excellent cleaning performance.

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

A:

- The Child Lock feature is turned on. To turn off Child Lock, turn the washer on, then press and hold the button that has "Child Lock" on or under it for three seconds.
- Power or Signal is off.

Q: Where should I pour my OxiClean™ or other powdered laundry products when doing my laundry?

A: If you are using powdered laundry detergent, load it in the main detergent dispenser after removing the liquid detergent insert. Powdered laundry agents such as OxiClean™ or powdered color safe bleach should be put directly into the tub. These products can be put in the empty tub before loading or on top of the laundry after loading the machine.

Before Calling for Service

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

Noises You Might Hear

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

Operation

| Problem | Possible Cause | Solutions |
|------------------------------------|---|---|
| Water leaking | Inlet hose connection is loose at faucet or washer. | Check hoses for leaks, cracks and splits. Check and tighten hose connections. |
| | House drain pipes are clogged. | The washer pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair drain pipe. |
| | Drain hose has come out of drain or is not inserted far enough. | Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 1-2 inches past the flange. |
| | A large item such as a pillow or blanket is above the top of the drum. | Use the Bulky cycle for large or bulky items. Use extra care and never wash more than half a load of items that float, such as pillows. Stop the washer and check the load. Make sure the load does not crest above the top edge of the drum. |
| Water leaks | Oversudsing of detergent. | Oversudsing may create leaks, and may be caused by the type and amount of detergent used. High-Efficiency detergent is the only detergent recommended. The normal amount of detergent to use is 1/4 to 1/2 of the maximum amount recommended by the detergent manufacturer. |
| Water leaks every load | Hoses not installed correctly. | Normal Operation |
| Washer will not drain water | Kinked drain hose. | Ensure that the drain hose is not kinked. |
| | Drain located improperly. | Make sure that the drain hose is no more than 5 ft. away from the washer. |
| Excessive sudsing | Too much detergent or incorrect detergent. | HE detergents are formulated specifically for High-Efficiency washers and contain suds-reducing agents. Only use detergent with the High-Efficiency (HE) logo. |

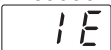

| Problem | Possible Cause | Solutions |
|--|--|---|
| Washer will not turn on | Power cord is not properly plugged in. | Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60 Hz outlet. |
| | House fuse is blown, circuit breaker has tripped, or power outage has occurred. | Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician. |
| Wash cycle time is longer than usual | The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions. | This is normal. The washer adjusts cycle time automatically to provide optimal results for the selected cycle. The time remaining shown in the display is only an estimate. Actual time may vary. |
| Bleach does not dispense | Bleach dispenser cover is not properly installed. | Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle. |
| | Bleach dispenser is dirty or clogged. | Lift out the bleach dispenser cover and clean out the reservoir. Lint and other foreign debris that collects in the inside the dispenser may prevent proper dispensing of the bleach. |
| Premature dispensing of bleach | Bleach dispenser filled for future load. | You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load. |
| Incomplete or no dispensing of detergent | Detergent compartments clogged from incorrect filling. | Make sure that detergent and additives are put into the correct dispenser compartments. For all detergent types, always make sure that the dispenser drawer is fully closed before the start of the cycle. |
| | Too much detergent used. | Make sure that the suggested amount of detergent is used per the manufacturer's recommendations. You may also dilute the detergent with water to the maximum fill line on the compartment to avoid clogging. Use only HE (High-Efficiency) detergent. NOTE: Always use as little detergent as possible. High-Efficiency washers need very little detergent to achieve optimum results. Using too much detergent will cause poor wash and rinse performance and may contribute to odors in washer. |
| | Insufficient water supply. | Make sure that both hot and cold water faucets are turned on all the way. |
| | Normal residue. | It is normal for a small amount of detergent to remain in the dispenser. If this residue builds up it can interfere with normal dispensing of products. Refer to the cleaning instructions. |


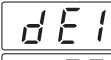

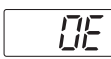
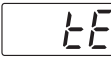
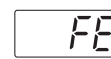
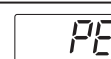
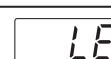
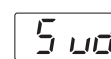

| Problem | Possible Cause | Solutions |
|--|---|--|
| Washer will not operate | Control panel has powered off due to inactivity. | This is normal. Press the Power button to turn the washer on. |
| | Washer is unplugged. | Make sure cord is plugged securely into a working outlet. |
| | Water supply is turned off. | Turn both hot and cold faucets fully on. |
| | Controls are not set properly. | Make sure the cycle was set correctly, close the lid and press the Start/Pause button. |
| | Lid is open. | The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely. |
| | Circuit breaker/fuse is tripped/blown. | Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit. The washer will resume the cycle where it stopped once power is restored. |
| | Control needs to be reset. | Press the Power button, then re-select the desired cycle and press the Start/Pause button. |
| | Start/Pause was not pressed after a cycle was set. | Press the Power button then re-select the desired cycle and press the Start/Pause button. The washer will shut off if the Start/Pause button is not pressed within 60 minutes. |
| | Extremely low water pressure. | Check another faucet in the house to make sure that household water pressure is adequate. |
| Washer not filling properly | Filter clogged. | Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions. |
| | Inlet hoses may be kinked. | Check that inlet hoses are not kinked or clogged. |
| | Energy efficiency. | This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers. |
| | Insufficient water supply. | Make sure that both hot and cold water faucets are turned on all the way. |
| | The washer lid is open. | The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely. |
| Water level is too low/ No water is visible in the drum | Energy efficiency | This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than on your previous washer. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance. |

Performance

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

Error Codes

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

| Problem | Possible Cause | Solutions |
|---|--|--|
| The tub does not rotate or    | The door is not secured. | Close and secure the door. If the message keeps appearing, unplug the power cord and call for service. |
| Water in the washer drains slowly or not at all and  | Drain hose is kinked, pinched, or clogged Drain discharge is more than 96 inches (2.4 m) above bottom of washer. | Make sure the drain hose is free of clogs, inks, etc., and is not pinched behind or under the washer. Use the drain 96 inches (2.4 m) above the bottom of the washer. |
|  | Control error. | Unplug the washer and wait 60 seconds. Reconnect power and try again. If the error reappears, call for service. |
|  | Water level is too high due to a faulty water valve. | Close the water faucets, unplug the washer, and call for service. |
|  | The water level sensor is not working correctly. | Close the water faucets, unplug the washer, and call for service. |
|  | A motor error has occurred. | Allow the washer to stand for 30 minutes and then restart the cycle. If the LE error code persists, call for service. |
|  | If the washing machine detects too many suds, it displays this error code and adds a Suds Reducing cycle. This adds about 2 hours to the cycle time. If too many suds are detected during spinning, the washing machine stops to help prevent leaking. | Do not add more than the manufacturer's recommended amount of detergent. |
|  | The water level too low or high compared with the size of the load. | The water level sensor is not working correctly. Unplug the power cord and call for service. |

WARRANTY (USA)

Should your LG Washer fail due to a defect in materials or workmanship under normal home use, during the warranty period set forth below, LG will at its option repair or replace the product. This limited warranty is valid only to the original retail purchaser of the product and applies only when purchased and used within the United States, including U.S. Territories. Proof of original retail purchase is required to obtain warranty service under this limited warranty.

| Warranty Period | Scope of Warranty | Remark |
|--|---|---|
| One (1) year from date of original retail purchase | Any internal / functional Parts and Labor | LG will provide parts and labor to repair or replace defective parts. |
| Ten (10) years from date of original retail purchase | DD Motor (Stator, Rotor, Hall Sensor) | Parts only. Customer will be responsible for any labor or in-home service to replace defective parts. |
| Limited Lifetime | Stainless Steel Drum | |

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater.
- Replacement products and parts may be new or remanufactured.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. NEITHER THE MANUFACTURER NOR ITS U.S. DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

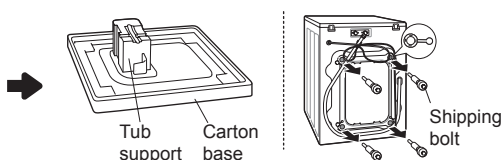
Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

THIS LIMITED WARRANTY DOES NOT COVER:

- Service trips to deliver, pick up, or install or repair the product; instruction to the customer on operation of the product; repair or replacement of fuses or correction of wiring or plumbing, or correction of unauthorized repairs/installation.
- Failure of the product to perform during power failures and interrupted or inadequate electrical service.
- Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
- Damage resulting from operating the product in a corrosive atmosphere or contrary to the instructions outlined in the product's owner's manual.
- Damage to the product caused by accidents, pests and vermin, lightning, wind, fire, floods, or acts of God.
- Damage or failure caused by unauthorized modification or alteration, or if it is used for other than the intended purpose, or any water leakage where the unit was not properly installed.
- Damage or failure caused by incorrect electrical current, voltage, or plumbing codes, commercial or industrial use, or use of accessories, components, or consumable cleaning products that are not approved by LG.

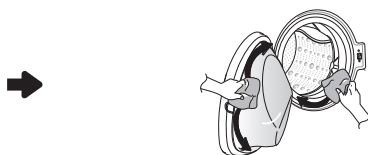
- Damage caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
- Damage or missing items to any display, open box, discounted, or refurbished product.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined. Model and serial numbers, along with original retail sales receipts, are required for warranty validation.
- Increases in utility costs and additional utility expenses.
- Repairs when your product is used for other than normal and usual household use (e.g. commercial use, in offices and recreational facilities) or contrary to the instructions outlined in the product's owner's manual.
- Costs associated with removal of your product from your home for repairs.
- The removal and reinstallation of the product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions, including LG's owner's and installation manuals.
- Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes use of parts not approved or specified by LG.

Strange vibration or noise caused by not removing transit bolts or tub support.



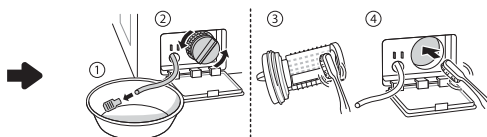
Remove the shipping bolts & tub support.

Leakage caused by dirt (hair, lint) on seal and door glass.



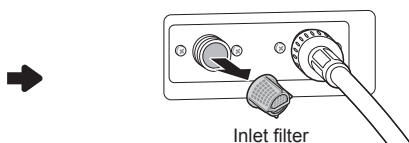
Clean the seal & door glass.

Not draining caused by clogging of pump filter.



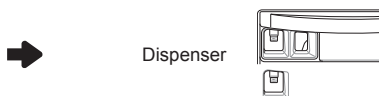
Clean the pump filter.

Water is not coming because water inlet valve filters are clogged or water inlet hoses are kinked.



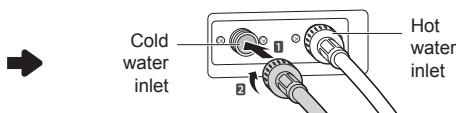
Clean the inlet valve filter or reinstall the water inlet hoses.

Water is not coming because too much detergent use.



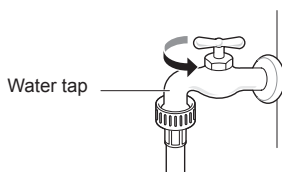
Clean the detergent dispenser drawer.

Laundry is hot or warm after finished washing because the inlet hoses are installed in reverse.



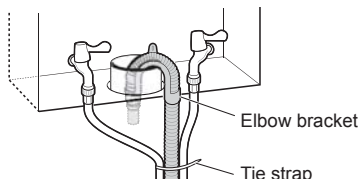
Reinstall the inlet hoses.

Water is not supplied because the water tap is not turned on.



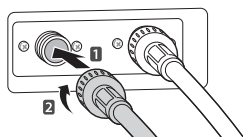
Turn on the water tap.

Leakage caused by improper installation of drain hose or clogged drain hose.



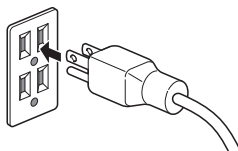
Reinstall the drain hose.

Leakage caused by improper installation of water inlet hose or using other brand inlet hoses.



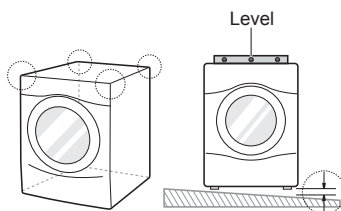
Reinstall the inlet hose.

No power problem caused by loose connection of power cord or electrical outlet problem.



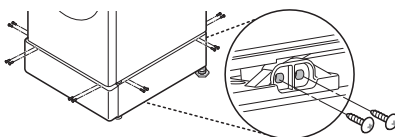
Reconnect the power cord or change the electrical outlet.

Service trips to deliver, pick up, install the product or for instruction on product use. The removal and reinstallation of the Product.



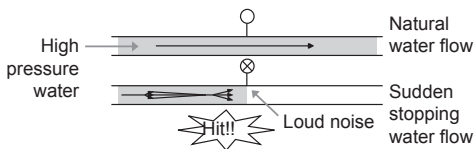
The warranty covers manufacturing defects only. Service resulting from improper Installation is not covered.

If all screws are not installed properly, it may cause excessive vibration (Pedestal model only).



Install 4 screws at each corner (Total 16EA).

Water hammering (banging) noise when washing machine is filling with water.



Adjust the water pressure by turning down the water valve or water tap in the home.

The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.

TO OBTAIN WARRANTY SERVICE AND ADDITIONAL INFORMATION

For additional product information, visit the LG website at <http://www.lg.com>

For assistance using this product or to schedule service, contact LG Electronics at 1-800-984-6306.

For further assistance, write: LG Electronics, 201 James Record Road, Huntsville, Alabama 35813

LG SIGNATURE

Customer Information Center

For inquiries or comments,
visit www.lg.com or call:

1-800-984-6306 USA