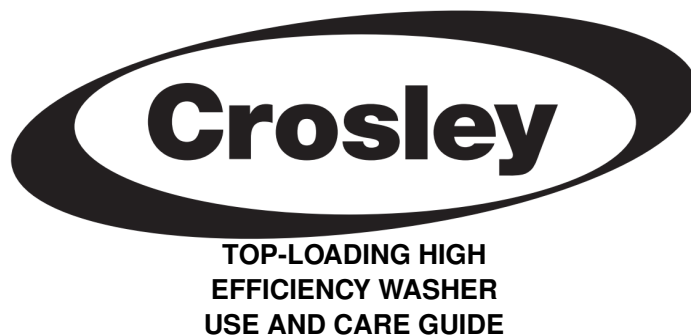


# CROSLEY W11099674A Top-Loading High Efficiency Washer User Guide

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## W11099674A Top-Loading High Efficiency Washer

W11099674A  
W11099675A-SP



Designed to use only HE High Efficiency detergents.

## WASHER SAFETY

**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 obey all safety messages.

This is the safety alert symbol.

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

All safety messages will follow the safety alert symbol and either the word “DANGER” or “WARNING.” These words mean:



### **DANGER**

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



### **WARNING**

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

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

### **IMPORTANT SAFETY INSTRUCTIONS**

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

- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable, or explosive substances as they give off vapors that could ignite or explode.
- Do not add gasoline, dry-cleaning solvents, or other flammable, or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using the washing machine, turn on all hot water 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 allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children.
- Before the washer is removed from service or discarded, remove the door or lid.
- Do not reach into the washer if the drum, tub or agitator is moving.
- Do not install or store the washer where it will be exposed to the weather.
- Do not tamper with controls.
- Do not repair or replace any part of the washer or attempt any servicing unless specifically recommended in this manual or in published user-repair instructions that you understand and have the skills to carry out.
- See “Electrical Requirements” located in the installation instructions for grounding instructions.

### **SAVE THESE INSTRUCTIONS**

State of California Proposition 65 Warnings:

**WARNING:** This product contains one or more chemicals known to the State of California to cause cancer.

**WARNING:** This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm.

## WHAT'S NEW UNDER THE LID?

Your new washer will operate differently than your past agitator-style washer.



### Lid Lock

To allow for higher spin speeds, the lid will lock and the Lid Locked light will turn on. When this light is lit, the lid is locked and cannot be opened. When this light is blinking, the washer is paused. When this light is off, the lid can be opened. After a cycle is started, the washer will fill to the appropriate water level. When the washer is done filling, it will start to agitate. If you need to open the lid to add a garment after this point, the lid will remain unlocked during the entire agitation portion of the wash phase. The cycle will automatically pause when the lid is opened, and the cycle will resume once the lid is closed. The lid will lock before the spin phase begins. If you need to pause or stop after this point, you must press the START/PAUSE button and wait for the lid to unlock. The lid will only unlock after washer movement has stopped. Depending on when in the cycle you try to pause, it may take several seconds to several minutes for the lid to unlock. Press the START/ PAUSE button to resume the cycle.

### Water Level Options

Set the Water Level knob to the Auto Sensing setting and the washer will fill to a level that ensures the load engages the agitator. From this point, the electronic control will sense the load and determine if additional water is needed.

Set the Water Level knob to the Deep Water Wash setting and the washer will fill to the maximum water level.

**NOTE:** Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.



### Sensing

This washer will perform a series of spins to check for load balance. During this time, a series of clicks and a whirring noise signal that sensing technology is determining if there is an off-balance load.



### Sounds

At different stages of the wash cycle, you may hear sounds and pauses that are different from those of your previous washer. For example, you may hear a clicking and hum at the beginning of the spin phase as the lid lock goes through a self-test. There will be different kinds of humming and whirring sounds as the agitator tests for load balance or moves the load. And sometimes, you may hear nothing at all as the washer determines the correct water level for your load or allows time for clothes to soak.

### Choosing the Right Detergent

Use only High Efficiency detergents. The package will be marked "HE" or "High Efficiency." Using non-HE detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component malfunction and, over time, buildup of mold or mildew. HE detergents should be low-sudsing and quick-dispersing to produce the right amount of suds for the best performance. They should hold soil in suspension so it is not redeposited onto clean clothes. Not all detergents labeled as High Efficiency are identical in formulation and their ability to reduce suds. For example, natural, organic, or homemade HE detergents may generate a high level of suds. Always follow the detergent manufacturer's instructions to determine the amount of detergent to use.



Use only High Efficiency (HE) detergent.

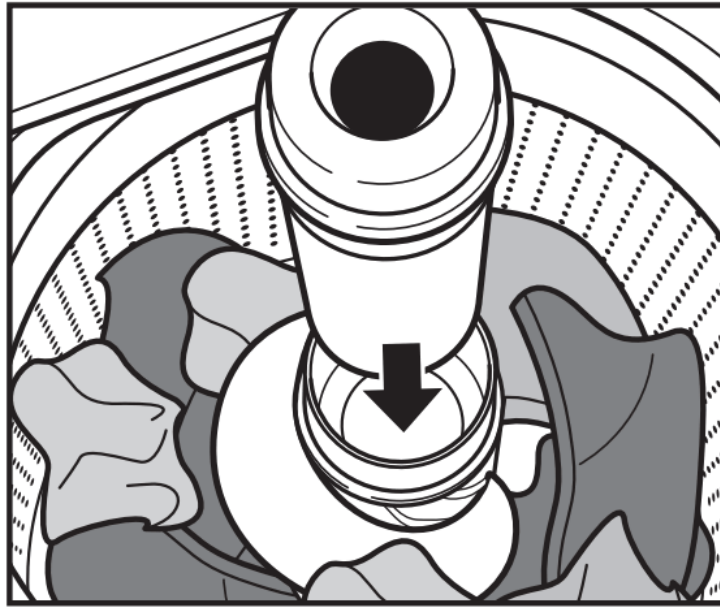


### Spray Rinse

Select cycles default to a spray rinse. During these cycles, you will hear water enter the washer as the tub spins, allowing the rinse water to penetrate clothes. Check the "Cycle Guide" for details.

### Accessories (on some models)

Enhance your new washer with the following genuine Whirlpool Accessories. For more information on options and ordering, call 1-800-901-2042 or visit us at: [www.whirlpool.com/accessories](http://www.whirlpool.com/accessories). In Canada, call 1-800-807-6777 or visit us at [www.whirlpoolparts.ca](http://www.whirlpoolparts.ca).



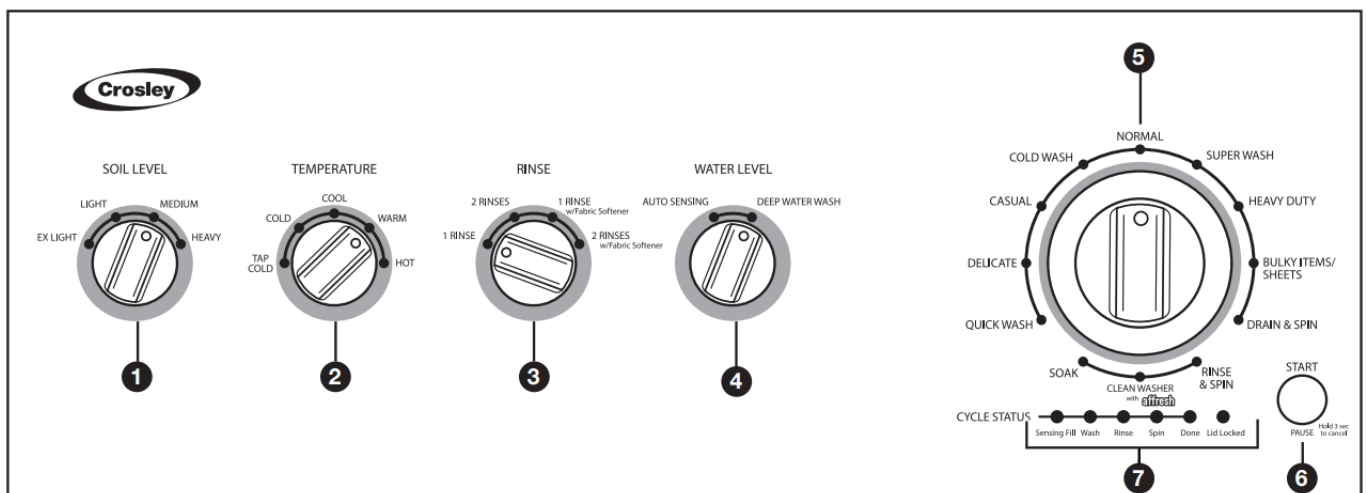
### Fabric Softener Dispenser

This convenient fabric softener dispenser connects to the agitator and saves you from manually adding fabric softener during the rinse cycle.

#### IMPORTANT:

- The lid must be closed before the washer basket fills with water and for the wash cycle to start. If the lid is open and filling stops, close the lid and press the START/PAUSE button to complete the cycle.
- Some models: Rinse options must be set to either 1 Rinse w/Fabric Softener or 2 Rinses w/Fabric Softener when using fabric softener in the fabric softener dispenser. This ensures that fabric softener is added at the correct time in the rinse phase and is evenly distributed.

## CONTROL PANEL AND FEATURES



Not all features and options are available on all models.  
Appearance may vary.

### 1. SOIL LEVEL (on some models)

Select the setting most suitable for your load. For heavily soiled and sturdy fabrics, select Heavy Soil Level for more wash time. For lightly soiled and delicate fabrics, select Light Soil Level for less wash time. A lighter soil level setting will help reduce tangling and wrinkling.

### 2. TEMPERATURE

Temperature senses and maintains uniform water temperatures by regulating incoming hot and cold water. Select a wash temperature based on the type of fabric and soils being washed. For best results, and following the garment label instructions, use the warmest wash water safe for your fabric.

■ On some models and cycles, warm and hot water may be cooler than your previous washer.

■ Even in a cold and cool water wash, some warm water may be added to the washer to maintain a minimum temperature. All rinses are cold.

### 3. RINSE

The following options may be added to most cycles.

See “Cycle Guide” for additional details.

#### 1 RINSE

This option is used to limit a cycle to one rinse.

#### 2 RINSES

This option can be used to automatically add a second rinse to most cycles.

#### 1 RINSE W/FABRIC SOFTENER

This option must be selected if using fabric softener during a cycle. It ensures that fabric softener is added at the correct time in the rinse for even distribution.

#### 2 RINSES W/FABRIC SOFTENER

This option turns on both the Fabric Softener and the 2 Rinses option.

### 4. WATER LEVEL

Set the Water Level knob to the Auto Sensing setting and the washer will fill to a level that ensures the load engages the agitator. From this point, the electronic control will sense the load and determine if additional water is needed.

Set the Water Level knob to the Deep Water Wash setting and the washer will fill to the maximum water level.

#### NOTES:

■ Expect longer cycles times due to extended fill times when using the Deep Water Wash option.

■ Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.

### 5. WASH CYCLE KNOB

Use the Wash Cycle knob to select cycles on your washer. See “Cycle Guide” for detailed descriptions of cycles.

### 6. START/PAUSE BUTTON

Press to start the selected cycle; press again to pause the cycle and unlock the lid.

**NOTE:** If the washer is spinning, it may take several minutes to unlock the lid. Press and hold for 3 seconds to cancel a cycle and drain the water from the washer.

### 7. CYCLE STATUS LIGHTS



The Cycle Status Lights show the progress of a cycle.

At each stage of the process, you may notice sounds or pauses that are different from your previous washer.

#### SENSING FILL

When the Start/Pause button is pressed and the Water Level knob is set to Auto Sensing, the washer will fill and begin sensing to determine load size and balance. Once sensing is complete, the washer will fill to the appropriate level for the detected load size and then begin the wash phase of the cycle.

**NOTE:** Sensing and wash phases will be paused by opening the unlocked lid. Close the lid to resume the cycle. If the lid is left open for more than 10 minutes, the washer will cancel the cycle and pump out the water. The lid will lock after the wash phase to begin the initial spinout and remain locked for the remainder of the cycle.

#### **WASH**

The washer will fill to the correct water level based on the load size and the Water Level selection. Certain cycles may agitate during the fill process to boost cleaning. You will hear the agitator rotate followed by a pause lasting several seconds. When the wash cycle begins, you will hear the agitator increase speed. The motor sounds may change at different stages in the wash cycle while the washer performs different wash actions.

#### **RINSE**

Certain cycles use a spray rinse, which adds water to the tub while the basket spins. On some models: When a fabric softener option is selected, you will hear sounds similar to the wash cycle as the washer rinses and moves the load. You may hear the motor turning on briefly (short hum) to move the basket while filling.

#### **SPIN**

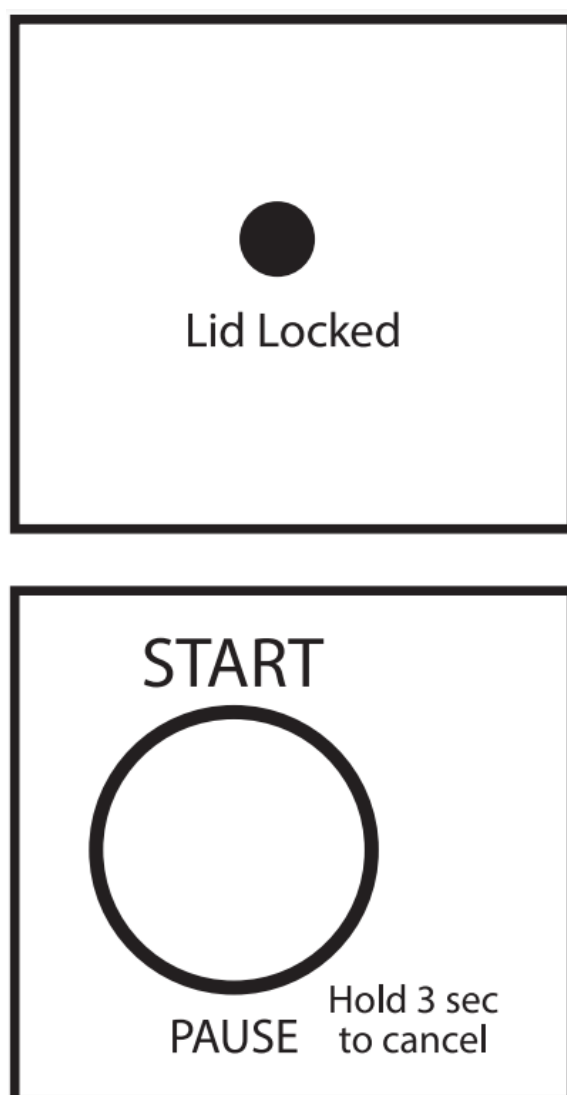
The washer spins the load at increasing speeds for proper water removal based on the selected cycle and spin speed.

#### **DONE**

Once the cycle is complete, this light will come on. For best results, remove the load promptly.

#### **LID LOCKED**

The Lid Locked feature allows for higher spin speeds. When lit, the lid is locked and cannot be opened without pausing the cycle. When the light is off, the lid can be opened.





To open the lid after it has been locked, press the START/PAUSE button. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Press the START/PAUSE button while the lid is closed to resume the cycle.

## CYCLE GUIDE

For best fabric care, choose the cycle that best fits the load being washed. Recommended settings for best performance are shown in Bold. Each cycle listing also includes a performance chart rating its cleaning power, gentleness on items, and resource efficiency. Not all cycles and options are available on all models. Not all settings and options are available on each cycle.


Items to wash:	Cycle:	Temperature: *	Spin Speed:	Cycle Details:
Lightly soiled fabrics	Quick Wash	Hot <b>Warm</b> Cool Cold Tap Cold	High	<p>Use this cycle to quickly wash a small number of lightly soiled items.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>
Machine-wash silks, hand-washed fabrics	Delicate	Hot Warm Cool <b>Cold</b> Tap Cold	Low	<p>Use this cycle to wash lightly soiled garments indicating “Machine Washable Silks” or “Gentle” cycle on the care label. Place small items in mesh garment bags before washing.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>
No-iron fabrics, cottons, permanent press, linens, synthetics	Casual	Hot <b>Warm</b> Cool Cold Tap Cold	Low	<p>Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press, and blends.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>
Bright or darkly colored cottons, linens, casual and mixed loads	Cold Wash	<b>Cold</b>	High	<p>Cold water with an additional wash action gently lifts stains while caring for fabrics. Settings may be adjusted as desired but must use only cold water settings.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>
Cottons, linens, and mixed-garment loads	Normal	Hot <b>Warm</b> Cool Cold Tap Cold	High	<p>Use this cycle for normally soiled cottons and mixed-fabric loads.</p> <p><b>NOTE:</b> Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>

Heavily soiled sturdy fabrics, colorfast items, towels, jeans	Super Wash	Hot Warm Cool Cold Tap Cold	High	<p>Provides maximum water temperatures and water levels while using the most aggressive wash actions for tough stains and soils. Use this cycle for heaviest soiled sturdy items.</p> 
Sturdy fabrics, colorfast items, towels, jeans	Heavy Duty / Heavy	Hot Warm Cool Cold Tap Cold	High	<p>Use this cycle for heavily soiled sturdy items.</p> 

**NOTE:** If you are using fabric softener, be sure to select either 1 Rinse w/Fabric Softener or 2 Rinses w/Fabric Softener.

\*All rinses are cold.

†Efficient use of resources, such as energy and water.

Items to wash:	Cycle:	Temperature* :	Spin Speed:	Cycle Details:
Large items such as sheets, sleeping bags, small comforters, jackets, small, washable rugs	Bulky Items / Sheets	Hot <b>Warm</b> Cool Cold Tap Cold	Low	<p>Use this cycle to wash large items such as jackets and small comforters. The washer will fill with enough water to wet down the load before the wash portion of the cycle begins and uses a higher water level than other cycles.</p> 
Hand-washed garments or dripping-wet items	Drain & Spin	N/A	High	<p>This cycle uses a spin to shorten drying times for heavy fabrics or special-care items washed by hand. Use this cycle to drain washer after cancelling a cycle or completing a cycle after a power failure.</p>
Swimsuits and items requiring rinsing without detergent	Rinse & Spin	<b>Cold Rinse Only</b>	High	<p>Combines a rinse and spin for loads requiring an additional rinse cycle or to complete a load after power interruption. Also use for loads that require rinsing only.</p>



No clothes in washer	Clean Washer with affresh®	<b>Hot</b> Warm Cool Cold Tap Cold	Low	<p>Use this cycle every 30 washes to keep the inside of your washer fresh and clean. This cycle uses a higher water level. Use with affresh® Washer Cleaner tablet or liquid chlorine bleach to thoroughly clean the inside of your washer. This cycle should not be interrupted. See “Washer Care.”</p> <p><b>IMPORTANT:</b> Do not place garments or other items in the washer during the Clean Washer with affresh® cycle. Use this cycle with an empty wash tub.</p>
Heavily soiled fabrics	Soak	Hot Warm Cool <b>Cold</b> Tap Cold	No Spin	<p>Use this cycle to soak small spots of set in stains on fabrics. The washer will use intermittent agitation and soaking. After time has expired, water will drain, but the washer will not spin. Cycle is complete. To set a follow-up cycle, select Drain &amp; Spin, add additional detergent, and select a cycle based on fabric type.</p>
No-iron fabrics, cottons, permanent press, linens, synthetics	Wrinkle Control	Hot <b>Warm</b> Cool Cold Tap Cold	Low	<p>Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press, and blends.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>
Machine-wash silks, handwash fabrics	Hand Wash	Hot Warm Cool <b>Cold</b> Tap Cold	Low	<p>Use this cycle to wash lightly soiled items indicating “Machine Washable Silks” or “Gentle” cycle on the care label. Place small items in mesh garment bags before washing. This cycle uses a higher, preset water level.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>
Heavily soiled white fabrics	Whites	<b>Hot</b> Warm Cool Cold Tap Cold	High	<p>This cycle, when used with chlorine bleach, improves whitening of soiled white fabrics.</p> <p>Good Best</p> <p>Cleaning </p> <p>Gentleness </p> <p>Efficiency† </p>

**NOTE:** If you are using fabric softener, be sure to select either 1 Rinse w/Fabric Softener or 2 Rinses w/Fabric Softener.

\*All rinses are cold.

†Efficient use of resources, such as energy and water.

## USING YOUR WASHER



**WARNING**



### Fire Hazard

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



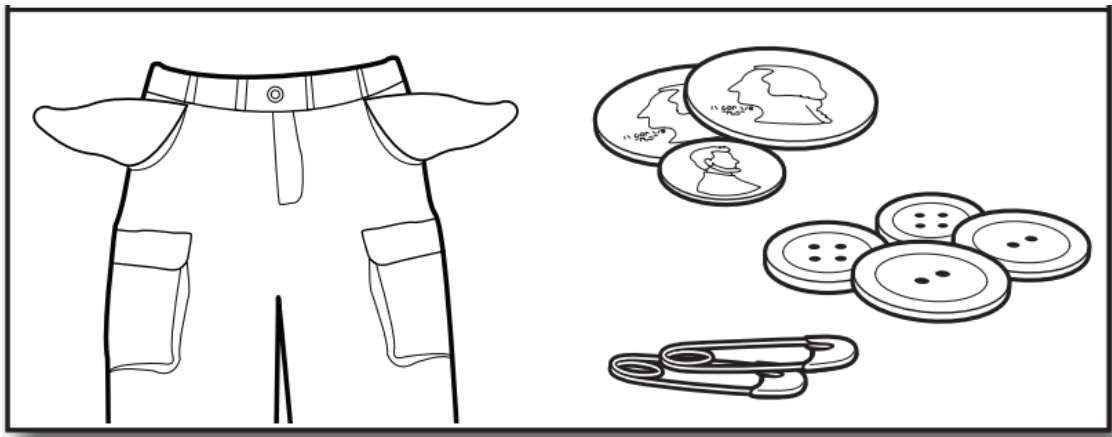
### WARNING



### Electrical Shock Hazard

Plug into a ground. 3 prong outlet.  
Do not remove ground prong.  
Do not use an adapter.  
Do not use an extension cord.  
Failure to follow these instructions can result in death, fire, or electrical shock.

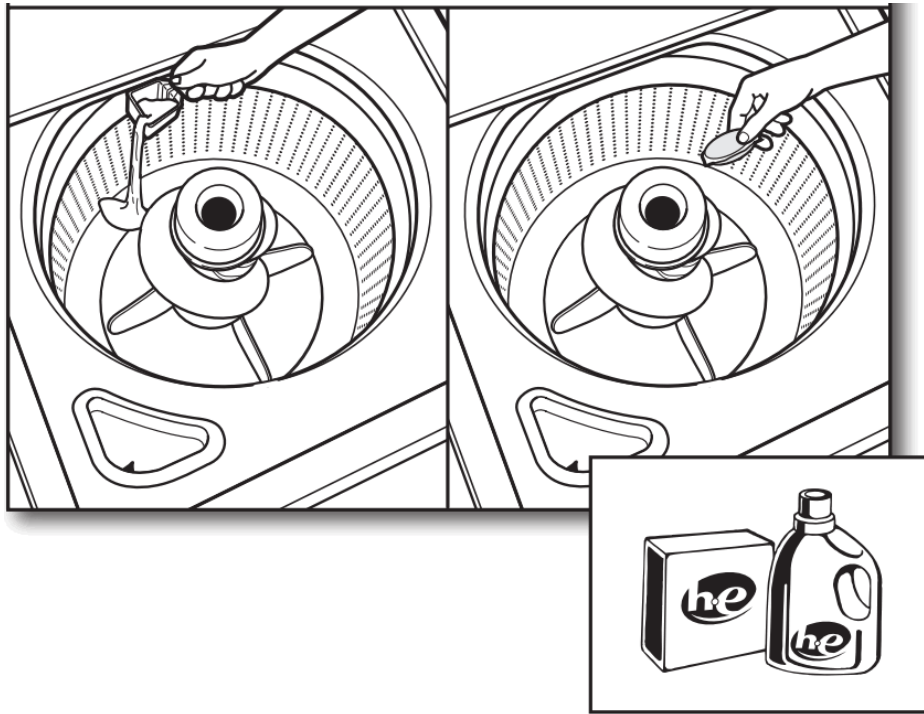
### 1. Sort and prepare your laundry



- Empty pockets. Loose change, buttons, or any small object can pass under the agitator and become trapped, causing unexpected sounds.
- Sort items by recommended cycle, water temperature, and colorfastness.
- Separate heavily soiled items from lightly soiled.
- Separate delicate items from sturdy fabrics.
- Do not dry garments if stains remain after washing because heat can set stains into fabric.
- Treat stains promptly.
- Close zippers, fasten hooks, tie strings and sashes, and remove non-washable trim and ornaments.
- Mend rips and tears to avoid further damage to items during washing.
- **Helpful Tips:**
  - When washing water-proof or water-resistant items, load evenly.
  - Use mesh garment bags to help avoid tangling when washing delicate or small items.
  - Turn knits inside out to avoid pilling. Separate lint-takers from lint-givers. Synthetics, knits, and corduroy fabrics will pick up lint from towels, rugs, and chenille fabrics.

**NOTE:** Always read and follow fabric care label instructions to avoid damage to your garments.

### 2. Add laundry products



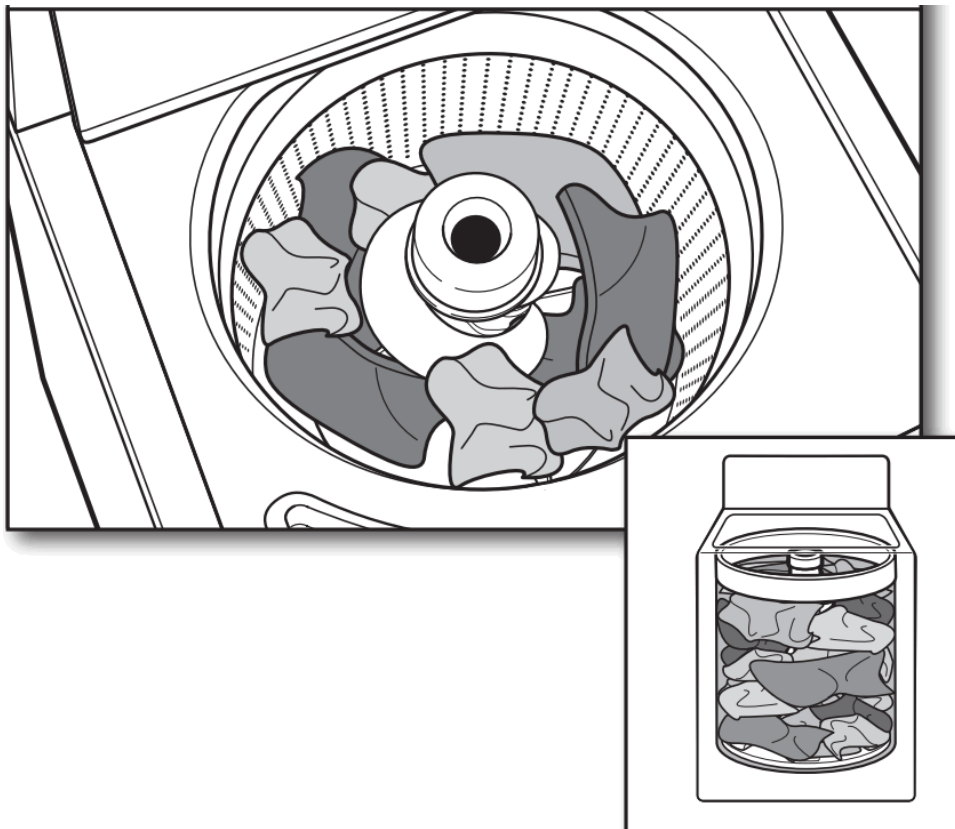
Add a measured amount of HE detergent or single-dose laundry packet into the basket.

If using Oxi-type boosters, color-safe bleach, or fabric softener crystals, add to the bottom of the washer basket before adding clothes.

**IMPORTANT:** Use only High Efficiency detergents. The package will be marked “HE” or “High Efficiency.” Using non-HE detergent will likely result in longer cycle times and reduced rinsing performance. It may also result in component malfunction and, over time, buildup of mold or mildew. HE detergents should be low-sudsing and quick-dispersing to produce the right amount of suds for the best performance. They should hold soil in suspension so it is not redeposited onto clean clothes. Not all detergents labeled as High Efficiency are identical in formulation and their ability to reduce suds. For example, natural, organic, or homemade HE detergents may generate a high level of suds.

**NOTE:** Follow the manufacturer’s instructions to determine the amount of laundry products to use.

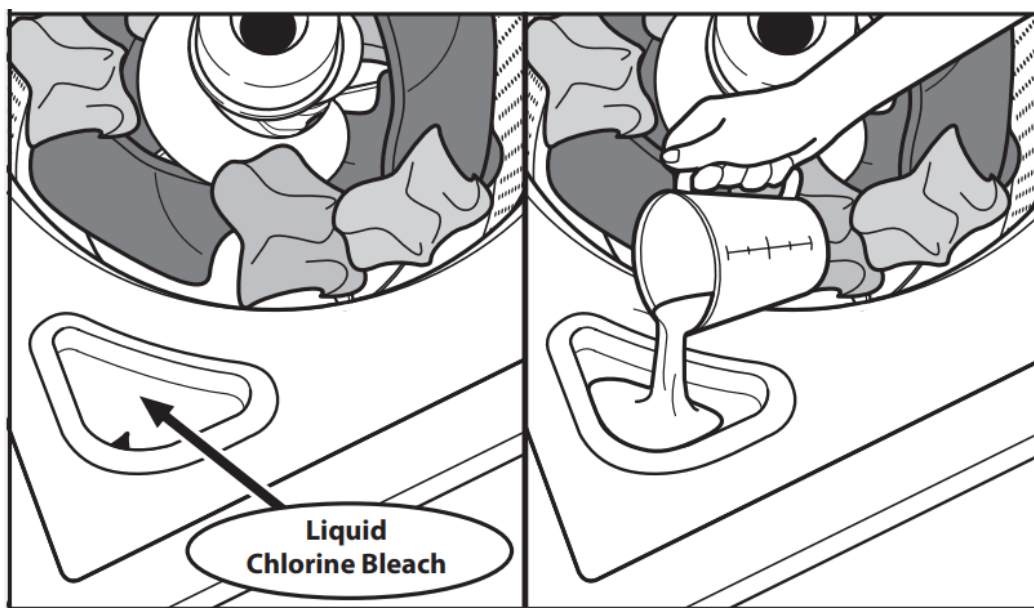
### 3. Load laundry into washer



Load garments in loose heaps evenly around basket wall. For best results, do not pack the load tightly. Do not wrap large items such as sheets around the agitator; load them in loose piles around the sides of the basket. Try mixing different-sized items to reduce tangling.

**IMPORTANT:** Do not tightly pack or force items into washer. Items need to move freely for best cleaning and to reduce wrinkling and tangling.

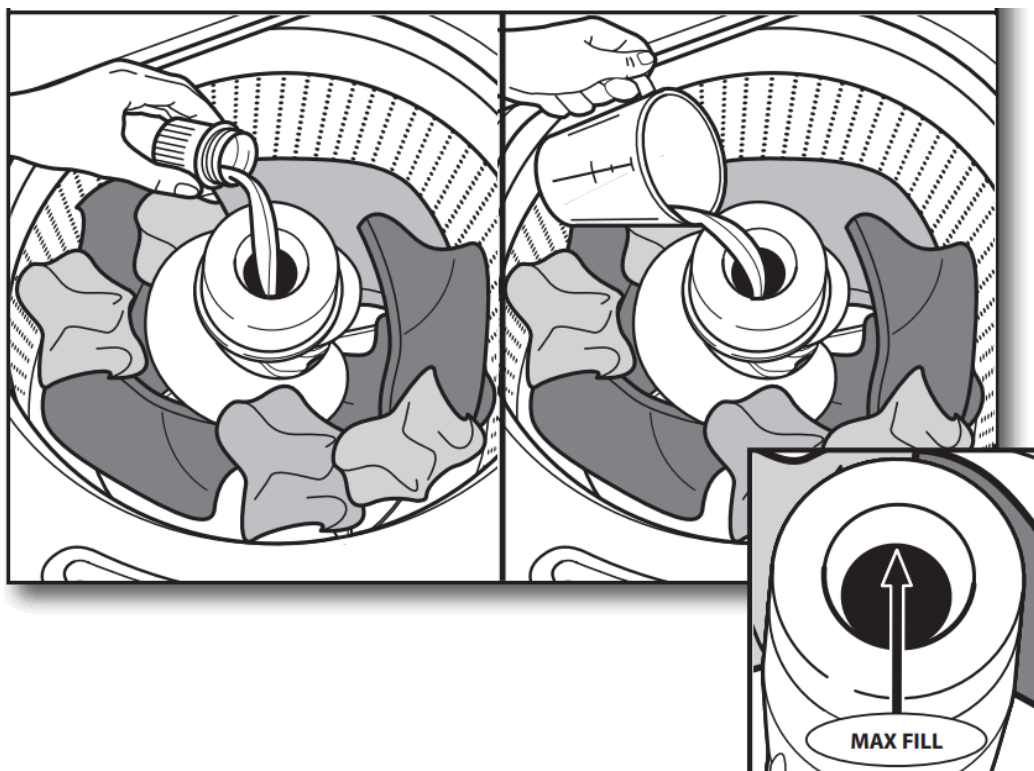
**4. Add liquid chlorine bleach to dispenser**



Do not overfill, dilute, or use more than 1 cup (236 mL).

Do not use color-safe bleach or Oxi products in the same cycle with liquid chlorine bleach.

**5. Add fabric softener to dispenser (models with dispenser)**



Pour a measured amount of liquid fabric softener into dispenser; always follow manufacturer's directions for correct amount of fabric softener based on your load size.

Dilute liquid fabric softener by filling the dispenser with warm water until liquid reaches the underside of the rim. See Max Fill line arrows.

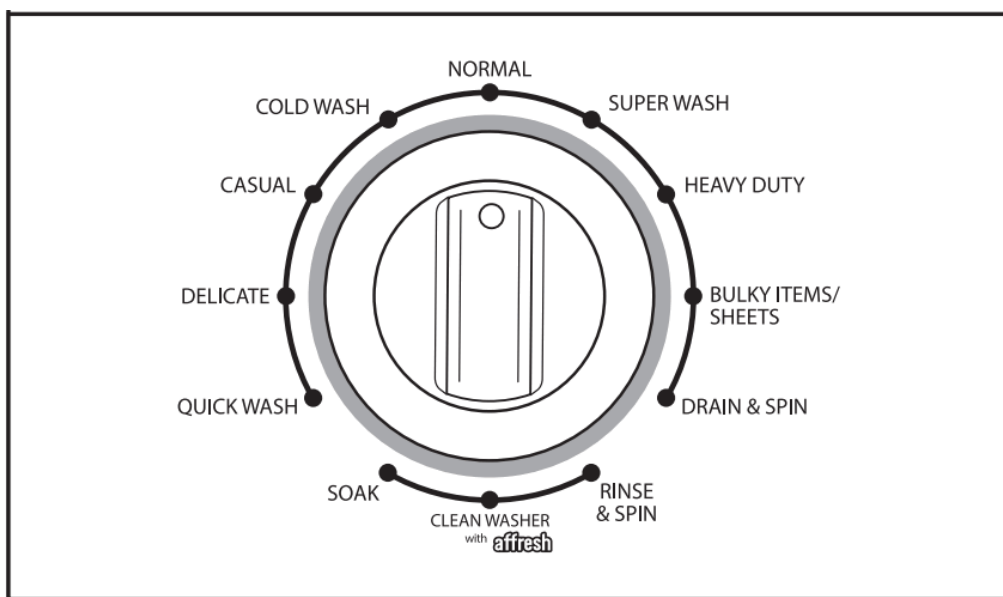
**IMPORTANT:** The Rinse knob must be set to either 1 Rinse w/Fabric Softener or 2 Rinses w/Fabric Softener

when using fabric softener in the fabric softener dispenser. This ensures that fabric softener is added at the correct time in the rinse phase and is evenly distributed.

#### **Adding Liquid Fabric Softener Manually to Wash Load**

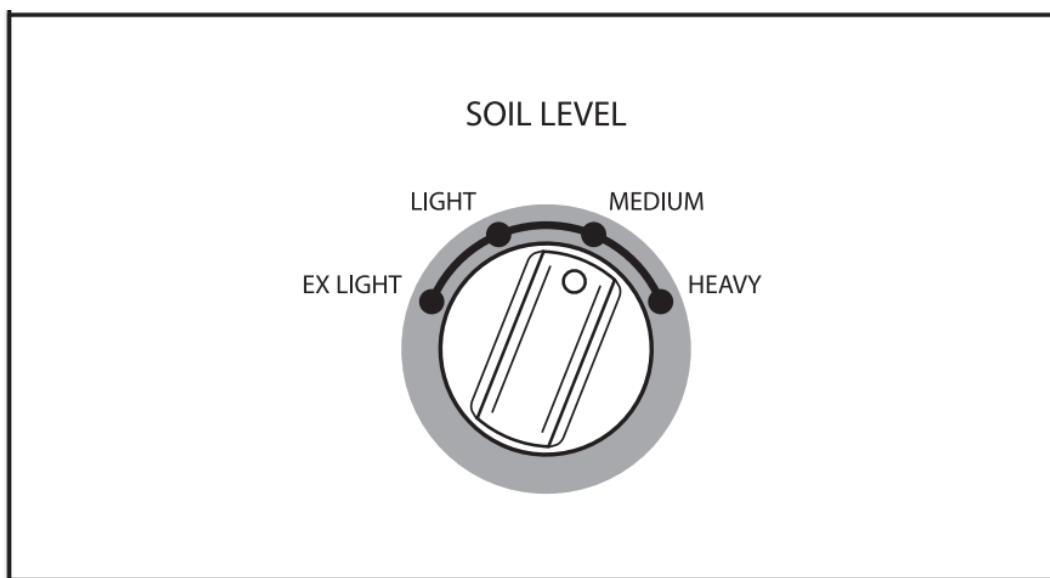
During the final rinse, wait until the washer has completed filling and press the START/PAUSE button to pause the washer. Lift the lid and add the measured, recommended amount of liquid fabric softener. Do not use more than the recommended amount. Close the lid and press the START/PAUSE button again to start the washer.

#### **6. Select cycle**



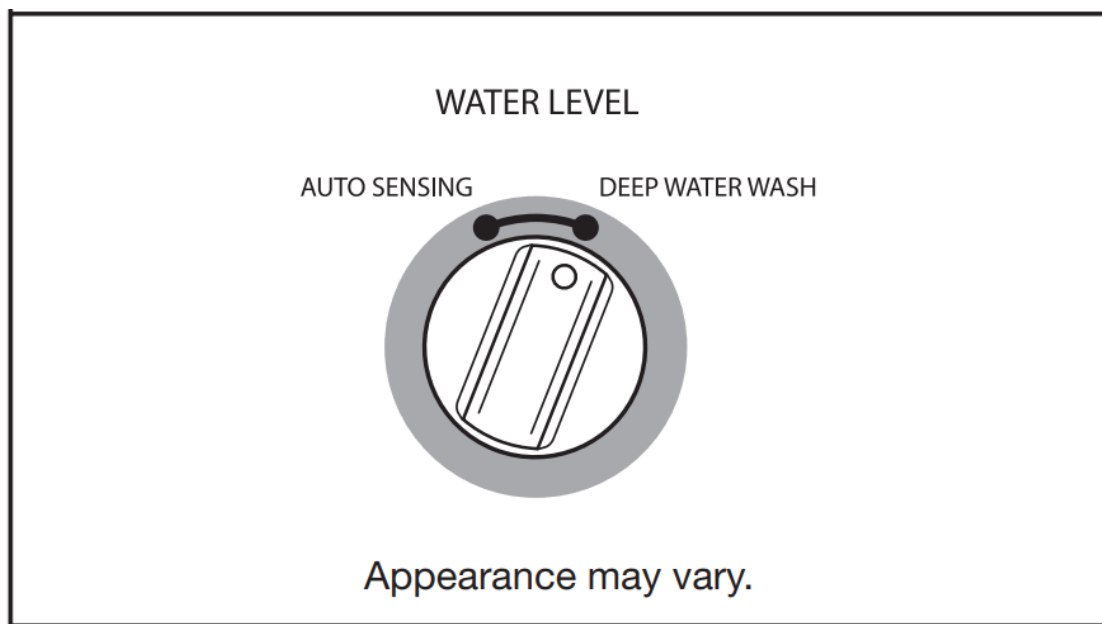
Turn cycle knob to choose your wash cycle. For more information, see “Cycle Guide.”

#### **7. Select SOIL LEVEL (on some models)**



Once you select a cycle, select the soil level by turning the Soil Level knob to the desired setting.

#### **8. Select WATER LEVEL**



Set the Water Level knob to the Auto Sensing setting and the washer will fill to a level that ensures the load engages the agitator. From this point, the electronic control will sense the load and determine if additional water is needed. Select Extra Rinse for enhanced rinsing performance.

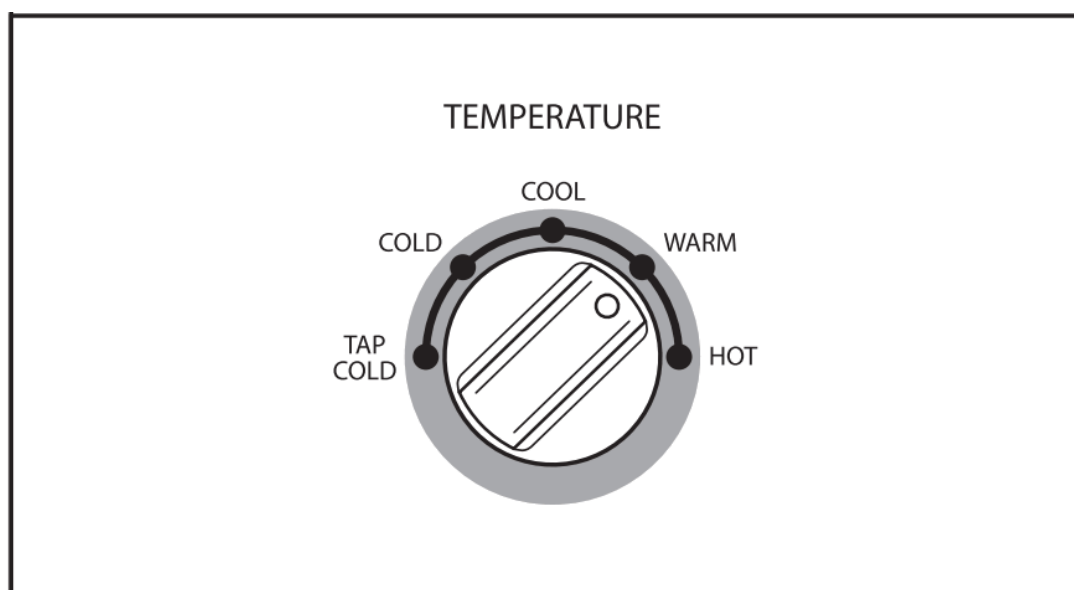
Set the Water Level knob to the Deep Water Wash setting and the washer will fill to the maximum water level. Select Extra Rinse for enhanced rinsing performance.

**NOTES:**

- Cycle times will be longer due to extended fill times when using the Deep Water Wash setting.
- Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.

**IMPORTANT:** Always select Extra Rinse when manually adding fabric softener. The Extra Rinse option uses additional water and agitation for proper fabric softener distribution.

**9. Select TEMPERATURE**

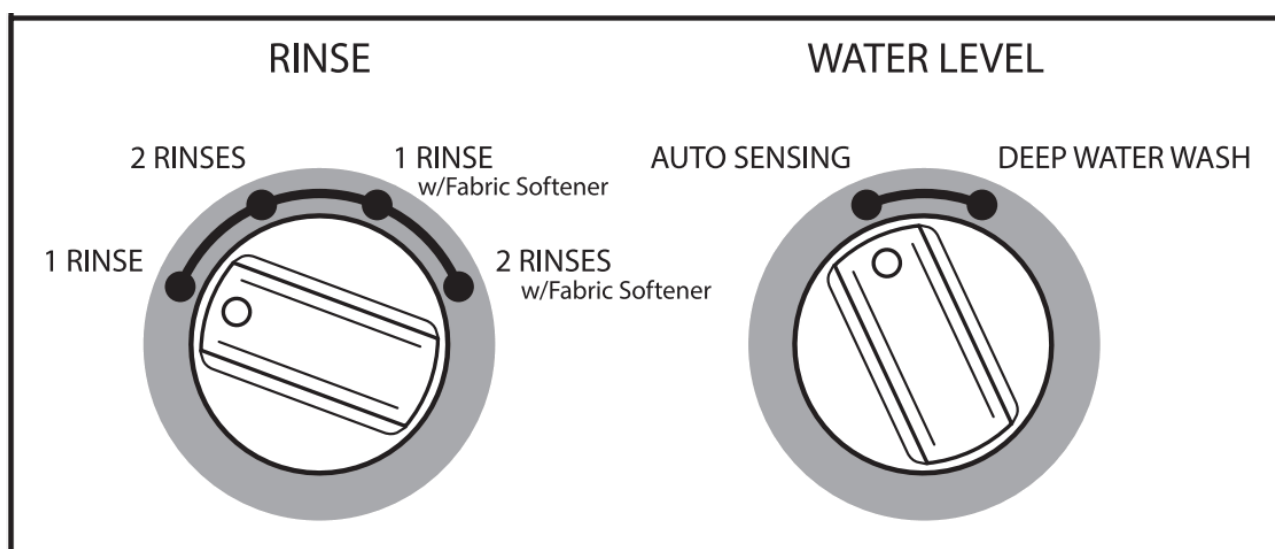


Select the temperature by turning the Temperature knob to the desired setting. All rinses are cold.

**NOTE:** Always read and follow fabric care label instructions to avoid damage to your items.

Wash Temp	Suggested Fabrics
<b>Hot</b> Some cold water is added to save energy. This will be cooler than your hot water heater setting.	Whites and pastels Durable items Heavy soils
<b>Warm</b> Some cold water will be added, so this will be cooler than what your previous washer provided.	Bright colors Moderate to light soils
<b>Cool</b> Warm water is added to assist in soil removal and to help dissolve detergents. Cool is slightly warmer than cold.	Colors that bleed or fade Light soils
<b>Cold</b> This is the temperature from your faucet. Warm water may be added to assist in soil removal and to help dissolve detergents.	Dark colors that bleed or fade Light soils
<b>Tap Cold</b> This is the temperature from your faucet.	Dark colors that bleed or fade Light soils

#### 10. Select cycle options, if desired



Select the number of rinses by turning the Rinse knob to the desired setting.

**IMPORTANT:** The Rinse knob must be set to an option “w/Fabric Softener” when using the fabric softener dispenser. This ensures that fabric softener is added at the correct time in the rinse for even distribution.

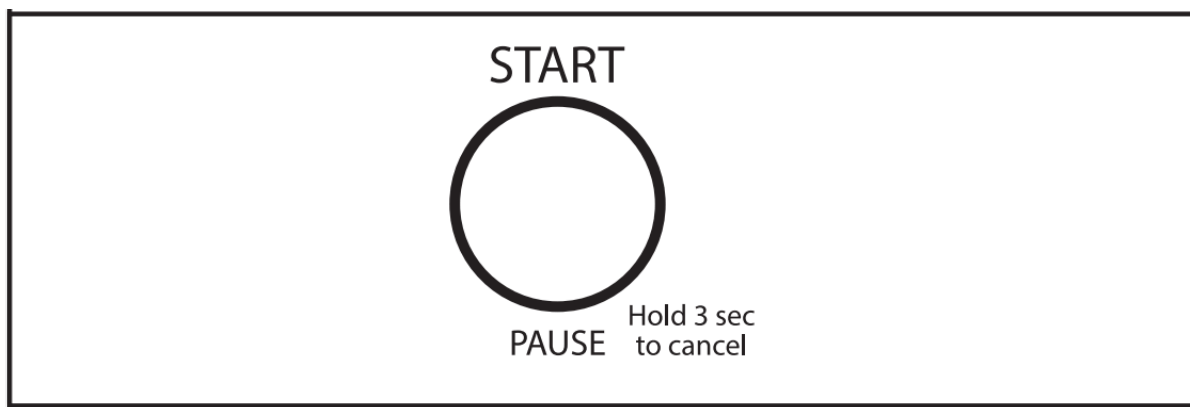
Set the Water Level knob to the Auto Sensing setting and the washer will fill to a level that ensures the load engages the agitator. From this point, the electronic control will sense the load and determine if additional water is needed. Set the Water Level knob to the Deep Water Wash setting and the washer will fill to the maximum water level.

#### NOTES:

- Cycle times will be longer due to extended fill times when using the Deep Water Wash setting.
- Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.

#### 11. Press START/PAUSE button to begin wash cycle





Press the START/PAUSE button to start the wash cycle. When the cycle has finished, the Done indicator will light. Promptly remove garments after cycle has completed to avoid odor, reduce wrinkling, and prevent rusting of metal hooks, zippers, and snaps.

#### **Adding garment(s)**

If you need to open the lid to add one or two missed garments: Press the START/PAUSE button. The lid will unlock once the washer movement has stopped. This may take several minutes if the load was spinning at high speed. Add garments, close lid, and press the START/PAUSE button again to restart the cycle.

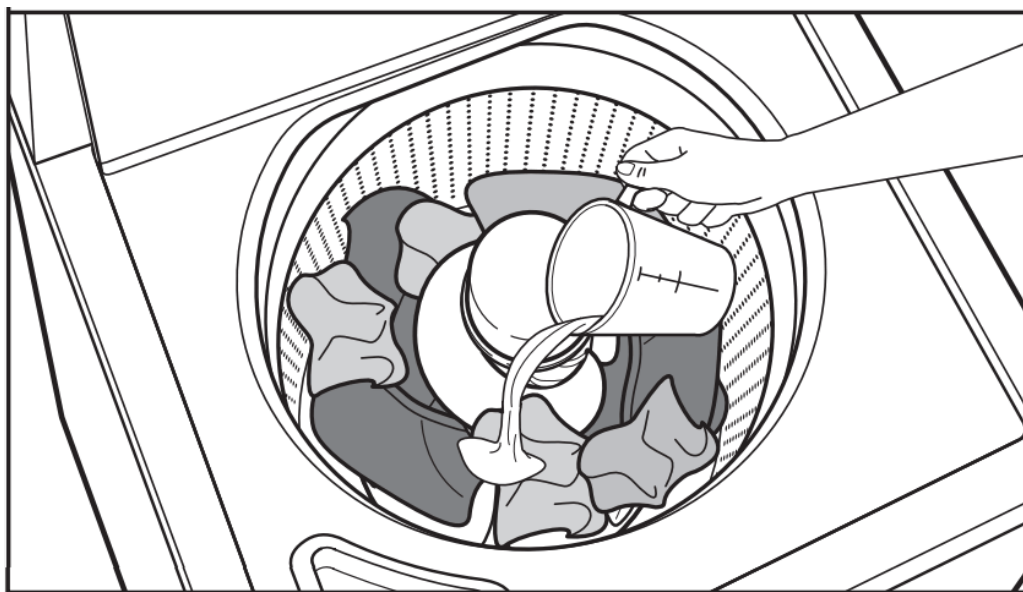
**NOTE:** Washer will not fill with the lid open.

**IMPORTANT:** If lid is left open for more than 10 minutes, the water will pump out automatically.

#### **Manual Soak**

If you would like to manually soak your garments at any time during the wash portion of the cycle, press the START/ PAUSE button and leave the lid closed. Once your desired soak time has elapsed, press the START/PAUSE button again to continue the cycle. As long as the lid remains closed, your soak time can be longer than 10 minutes. However, if the lid is opened during the soak and remains open for more than 10 minutes, the water will pump out automatically.

#### **12. Manually add fabric softener (models without dispenser)**



During the final rinse, wait until the washer has completed filling, then press the START/PAUSE button to pause the washer. Lift the lid and add the measured recommended amount of liquid fabric softener. Do not use more than the recommended amount. Close the lid and press the START/PAUSE button again to start the washer.

**IMPORTANT:** Always select Extra Rinse when manually adding fabric softener. The Extra Rinse option uses additional water and agitation for proper fabric softener distribution.

## **WASHER MAINTENANCE**

### **WATER INLET HOSES**

Replace inlet hoses after 5 years of use to reduce the risk of hose failure. Periodically inspect and replace inlet



hoses if bulges, kinks, cuts, wear, or leaks are found.

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

**NOTE:** This washer does not include inlet hoses. See the Installation Instructions for more information.

## **WASHER CARE**

Recommendations to Help Keep Your Washer Clean and Performing at Its Best

1. Always use High Efficiency Detergents and follow the detergent manufacturer's instructions regarding the amount of detergent to use. Never use more than the recommended amount because that may increase the rate at which detergent and soil residue accumulate inside your washer, which in turn may result in undesirable odor.
2. Use warm and hot wash water settings sometimes (not exclusively cold water washes) because they do a better job of controlling the rate at which soils and detergent accumulate.
3. Always leave the washer lid open between uses to help dry out the washer and prevent the buildup of odor-causing residue.

## **Cleaning Your Top-Loading Washer**

Read these instructions completely before beginning the routine cleaning processes recommended below. This washer maintenance procedure should be performed, at a minimum, once per month or every 30 wash cycles, whichever occurs sooner, to control the rate at which soils and detergent may otherwise accumulate in your washer.

### **Cleaning the Inside of the Washer**

To keep your washer odor-free, follow the usage instructions provided above and use this recommended monthly cleaning procedure:

#### **Recommended Cycle for Cleaning the Washer**

Refer to the "Cycle Guide" for the optimal cycle for cleaning the inside of the washer. Use this cycle with affresh® Washer Cleaner or liquid chlorine bleach as described below.

#### **Begin procedure**

##### **1. affresh® Washer Cleaner Cycle Procedure (Recommended for Best Performance):**

- a. Open the washer lid and remove any clothing or items.
- b. Place an affresh® Washer Cleaner tablet in the bottom of the washer basket.
- c. Do not place an affresh® Washer Cleaner tablet in the detergent dispenser.
- d. Do not add any detergent or other chemical to the washer when following this procedure.
- e. Close the washer lid.
- f. Select the cycle recommended for cleaning the inside of the washer.
- g. Press the START/PAUSE button to start the cycle.

**NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press the START/PAUSE button once. After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

##### **2. Chlorine Bleach Procedure (Alternative):**

- a. Open the washer lid and remove any clothing or items.
  - b. Add 1 cup (236 mL) of liquid chlorine bleach to the bleach compartment.
- NOTE:** Use of more liquid chlorine bleach than is recommended above could cause washer damage over time.
- c. Close the washer lid.
  - d. Do not add any detergent or other chemical to the washer when following this procedure.
  - e. Select the cycle recommended for cleaning the inside of the washer.
  - f. Press the START/PAUSE button to start the cycle.

**NOTE:** For best results, do not interrupt cycle. If cycle must be interrupted, press the START/PAUSE button once. After the cycle has stopped, run a Rinse & Spin cycle to rinse cleaner from washer.

#### **Description of Clean Washer Cycle Operation:**

1. This cycle will fill to a water level higher than in normal wash cycles to provide rinsing at a level above the water line for normal wash cycle.
2. During this cycle, there will be some agitation and spinning to increase the removal of soils.

After this cycle is complete, leave the lid open to allow for better ventilation and drying of the washer interior.

### **Cleaning the Dispensers**

After a period of using your washer, you may find some residue buildup in the washer's dispensers. To remove residue from the dispensers, wipe them with an affresh® Machine Cleaning Wipe or a damp cloth and towel dry. Do not attempt to remove the dispensers or trim for cleaning. The dispensers and trim are not removable. If your model has a dispenser drawer, however, remove the drawer and clean it before or after you run the Clean Washer cycle. Use an all-purpose surface cleaner, if needed.

### **Cleaning the Outside of the Washer**

Use an affresh® Machine Cleaning Wipe, a soft, damp cloth, or a sponge to wipe away any spills. Use only an affresh® Machine Cleaning Wipe or mild soaps or cleaners when cleaning external washer surfaces.

**IMPORTANT:** To avoid damaging the washer's finish, do not use abrasive products.

### **NON-USE AND VACATION CARE**

Operate your washer only when you are home. If moving, or not using your washer for a period of time, follow these steps:

1. Unplug or disconnect power to washer.
2. Turn off water supply to washer to avoid flooding due to water pressure surge.

### **WINTER STORAGE CARE**

**IMPORTANT:** To avoid damage, install and store washer where it will not freeze. Some water may stay in hoses, and freezing can damage washer. If storing or moving during freezing weather, winterize your washer.

#### **To winterize washer:**

1. Shut off both water faucets; disconnect and drain water-inlet hoses.
2. Put 1 qt. (1 L) of R.V.-type antifreeze in basket and run washer on Rinse & Spin cycle for about 30 seconds to mix antifreeze and remaining water.
3. Unplug washer or disconnect power.

### **TRANSPORTING YOUR WASHER**

1. Shut off both water faucets. Disconnect and drain water inlet hoses.
2. If washer will be moved during freezing weather, follow "Winter Storage Care" directions before moving.
3. Disconnect drain hose from drain system and drain any remaining water into a pan or bucket. Disconnect drain hose from back of washer.
4. Unplug power cord.
5. Place inlet hoses and drain hose inside washer basket.
6. Drape power cord over edge and into washer basket.
7. Place packing tray from original shipping materials back inside washer. If you do not have packing tray, place heavy blankets or towels into basket opening. Close lid and place tape over lid and down front of washer. Keep lid taped until washer is placed in new location. Transport washer in upright position.



### **WARNING**



### **Electrical Shock Hazard**

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

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

## REINSTALLING/USING WASHER AGAIN

To reinstall washer after non-use, vacation, winter storage, or moving:

1. Refer to Installation Instructions to locate, level, and connect washer.
2. Before using again, run washer through the following recommended procedure:

### To use washer again:

1. Flush water pipes and hoses. Reconnect water inlet hoses.  
Turn on both water faucets.
2. Plug in washer or reconnect power.
3. Run washer through Bulky Items/Sheets cycle to clean washer and remove antifreeze if used. Use only HE High Efficiency detergent. Use half the manufacturer's recommended amount of detergent for a medium-size load.

## TROUBLESHOOTING

First try the solutions suggested here or visit our website and reference FAQs (Frequently Asked Questions) to possibly avoid the cost of a service call.		
If you experience	Possible Causes	Solution
Vibration or Off-Balance		
Check the following for proper installation or see “Using Your Washer” section.	Feet may not be in contact with the floor and locked.	Front and rear feet must be in firm contact with floor, and washer must be level to operate properly.
	Washer may not be level.	Check floor for flexing or sagging. If flooring is uneven, a 3/4” (19 mm) piece of plywood under your washer will reduce sound.
		See “Level the Washer” in Installation Instructions.
	Load could be unbalanced.	Load dry items in loose heaps evenly around basket wall. Adding wet items to washer or adding more water to basket could unbalance washer.
		Wash smaller loads to reduce imbalance.
		Do not tightly pack. Avoid washing single items.
		Use Bulky Items/Sheets cycle for oversized, non-absorbent items such as jackets and small comforters. See “Cycle Guide.”
		See “Cycle Guide” and “Using Your Washer” in this Use and Care Guide.
Noises		

Clicking or metallic noises	Objects caught in washer drain system.	Empty pockets before washing. Loose items such as coins could fall between basket and tub or may block pump. It may be necessary to call for service to remove items.
		It is normal to hear metal items on clothing such as snaps, buckles, or zippers touch against the basket.
Gurgling or humming	Washer may be draining water.	It is normal to hear the pump making a continuous humming sound with periodic gurgling or surging as final amounts of water are removed during the Drain & Spin cycles.
Humming	Load sensing may be occurring.	You may hear the hum of the sensing spins after you have started the washer. This is normal.
Whirring	Basket deceleration may be occurring.	You may hear the whirring sound of the basket decelerating. This is normal.
<b>Water Leaks</b>		
Check the following for proper installation	Washer not level.	Water may splash off basket if washer is not level. Check that load is not unbalanced or tightly packed.
	Fill hoses not attached tightly.	Tighten fill-hose connection.
	Fill hose washers.	Make sure all four fill-hose flat washers are properly seated.
	Drain hose connection.	Pull drain hose from washer cabinet and properly secure it to drainpipe or laundry tub.
		Do not place tape over drain opening.
	Check household plumbing for leaks or clogged sink or drain.	Water can back up out of a clogged sink or drainpipe. Check all household plumbing for leaks (laundry tubs, drain pipe, water pipes, and faucets).
	Washer not loaded as recommended.	Improper loading can cause basket to be out of alignment and cause water to splash off tub. See "Using Your Washer" for loading instructions.

First try the solutions suggested here or visit our website and reference FAQs (Frequently Asked Questions) to possibly avoid the cost of a service call.

If you experience	Possible Causes	Solution
<b>Washer Not Performing As Expected</b>		
Not enough water in washer	Load not completely covered in water.	This is normal operation for a high efficiency washer. If the Water Level knob is set to Auto Sensing, the load will not be completely under water. The washer senses the load size and adds the correct amount of water for optimal cleaning.
		Use Bulky Items/Sheets cycle for higher water fill, or set Water Level knob to Deep Water Wash setting. See “What’s New Under the Lid” and “Cycle Guide” to match your load with the best cycle. <b>NOTE:</b> Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.
		Run Clean Washer with affresh® cycle to optimize the water level and wash performance due to soil buildup in washer basket.
Washer won’t run or fill, washer stops working, or wash light remains on (indicating that the washer was unable to fill appropriately)	Check for proper water supply.	Both hoses must be attached and have water flowing to inlet valve.
		Both hot and cold water faucets must be turned on.
		Check that inlet valve screens have not become clogged.
		Check inlet hoses for any kinks, which can restrict water flow.



## WARNING



## Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

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

Washer won't run or fill, washer stops working, or wash light remains on (indicating that the washer was unable to fill appropriately) (cont.)	Check proper electrical supply.	Plug power cord into a grounded 3 prong outlet.
		Do not use an extension cord.
		Ensure there is power to outlet.
		Reset a tripped circuit breaker. Replace any blown fuses. <b>NOTE:</b> If problems continue, contact an electrician.
	Normal washer operation.	Lid must be closed for washer to run.
		Washer will pause during certain phases of cycle. Do not interrupt cycle.
	Washer may be tightly packed.	Remove several items and rearrange load evenly in basket. Close lid and press the START/PAUSE button.
		Do not add more than one or two additional items after cycle has started to avoid tightly packing or unbalancing.
		Do not add more water to the washer.

## TROUBLESHOOTING

First try the solutions suggested here or visit our website and reference FAQs (Frequently Asked Questions) to possibly avoid the cost of a service call.

If you experience	Possible Causes	Solution
<b>Washer Not Performing As Expected (cont.)</b>		
Residues remaining on the load after washing	Sand, pet hair, lint, remaining detergent, bleach, and other residues may require additional rinsing.	Select the Heavy cycle with the Deep Water Wash option and Extra Rinse (VAW3584). Select the Heavy Duty cycle with the Deep Water Wash option, Heavy soil level setting, and 2 Rinses (CAW35114). Select Super Wash cycle with the Deep Water Wash option, Heavy soil level setting, and 2 Rinses (CAW42114).
Load is tangling	Washer not loaded as recommended.	See "Using Your Washer" section.
		Select a cycle with a slower wash action and spin speed; however, items will be wetter than those using a higher spin speed. Use the Bulky Items/Sheets cycle for a higher water fill, or set the Water Level knob to the Deep Water Wash setting. See the "Cycle Guide" to match your load with the best cycle. <b>NOTE:</b> Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.
		Load garments in loose heaps evenly around the basket wall.

		Reduce tangling by mixing types of load items. Use the recommended cycle for the type of garments being washed.
Not cleaning or removing stains	Added more water to washer.	Washer senses load size and adds correct amount of water. This is normal and necessary for clothes to move. It is normal for the wash load to be below the water line. Extra water, added manually, results in less effective cleaning.
	Washer not loaded as recommended.	Washer is less efficient at cleaning when load is tightly packed.
		Load garments in loose heaps evenly around the basket wall. Load with dry items only.
		Add only one or two additional garments after washer has started.
	Adding detergent on top of load.	Add detergent, Oxi products, and color-safe bleach to the bottom of the basket before adding the load items.
	Not using HE detergent or using too much HE detergent.	The suds from regular detergent can keep washer from operating correctly.
		Use only HE detergent. Be sure to measure correctly.
		Always measure detergent and follow manufacturer's directions based on load size and soil level.
	Not using correct cycle for fabric type.	Use a higher soil level cycle option and warmer wash temperature to improve cleaning.
		Use Super Wash or Heavy Duty cycle for tough cleaning. See the "Cycle Guide" to match your load with the best cycle.
	Not using dispensers.	Use dispensers to avoid chlorine bleach and fabric softener staining.
		Load dispensers before starting a cycle. For models without a dispenser, see the "Accessories" section.
		Avoid overfilling.
		Do not add products directly onto load.
	Not washing like colors together.	Wash like colors together and remove promptly after the cycle is complete to avoid dye transfer.
	On some models: Not selecting Extra Rinse when using fabric softener.	Always select Extra Rinse when using fabric softener. Cycles that have a spray rinse require this option for proper fabric softener distribution.
Incorrect dispenser		Load dispensers before starting a cycle.

operation	Clogged dispenser.	Use only liquid chlorine bleach in the bleach dispenser. Use only fabric softener in the fabric softener dispenser.
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First try the solutions suggested here or visit our website and reference FAQs (Frequently Asked Questions) to possibly avoid the cost of a service call.

If you experience	Possible Causes	Solution
<b>Washer Not Performing As Expected (cont.)</b>		
Fabric damage	Sharp items were in pockets during wash cycle.	Empty pockets, zip zippers, and snap or hook fasteners before washing to avoid snags and tears.
	Strings and straps could have tangled.	Tie all strings and straps before starting wash load.
	Items may have been damaged before washing.	Mend rips and broken threads in seams before washing.
	Fabric damage can occur if load is tightly packed.	Load garments in loose heaps evenly around the basket wall. Load with dry items only.
		Use cycle designed for the fabrics being washed.
		Use the Bulky Items/Sheets cycle for a higher water fill, or set the Water Level knob to the Deep Water Wash setting. See “What’s New under the Lid” and “Cycle Guide” to match your load with the best cycle. <b>NOTE:</b> Deep Water Wash is not available in the Normal cycle mode. Selecting the Normal cycle with the Deep Water Wash setting will result in auto sensing of the water level.
		Add only one or two additional garments after washer has started.
	Liquid chlorine bleach may have been added incorrectly.	Do not pour liquid chlorine bleach directly onto load. Wipe up bleach spills.
		Undiluted bleach will damage fabrics. Do not use more than recommended by manufacturer.
		Do not place load items on top of bleach dispenser when loading and unloading washer.
	Garment care instructions may not have been followed.	Always read and follow garment manufacturer’s care label instructions. See the “Cycle Guide” to match your load with the best cycle.
Odors	Monthly maintenance not done as recommended.	See “Washer Care” in “Washer Maintenance.”
		Unload washer as soon as cycle is complete.
	Using too much detergent.	Be sure to measure correctly. Always follow the manufacturer’s directions.



		See the “Washer Care” section.
Lid Locked light is flashing	The lid is not closed.	Close the lid. The washer will not start with the lid open .
	A cycle was stopped or paused using the Start/Pause button.	The washer may still be spinning. The lid will not unlock until the basket has stopped spinning. This may take several minutes if washing large loads or heavy fabrics.
Single-dose laundry packet not dissolving	Adding laundry packet incorrectly.	Be sure laundry packet is added to washer basket before adding clothes. Do not add packet to dispenser. Follow the manufacturer’s instructions to avoid damage to your garments.
Washer pumps out water before finishing cycle	Lid is left open for more than 10 minutes.	Make sure lid is closed before starting a cycle and/or during prewash (soak).

## WARRANTY

### CROSLEY® CORPORATION LAUNDRY WARRANTY LIMITED WARRANTY

For one year from the date of purchase, when this major appliance is installed, operated, and maintained according to instructions attached to or furnished with the product, Whirlpool Corporation or Whirlpool Canada LP (hereafter “Whirlpool”) will pay for Factory Specified Replacement Parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased.

#### **YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN.**

Service must be provided by a Whirlpool designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

#### **ITEMS EXCLUDED FROM WARRANTY**

This limited warranty does not cover:

1. Replacement parts or repair labor if this major appliance is used for other than normal, single-family household use or when it is used in a manner that is inconsistent to published user or operator instructions and/or installation instructions.
2. Service calls to correct the installation of your major appliance, to instruct you on how to use your major appliance, to replace or repair house fuses, or to correct house wiring or plumbing.
3. Service calls to repair or replace appliance light bulbs, air filters, or water filters. Consumable parts are excluded from warranty coverage.
4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of products not approved by Whirlpool.
5. Cosmetic damage, including scratches, dents, chips or other damage to the finish of your major appliance, unless such damage results from defects in materials or workmanship and is reported to Whirlpool within 30 days from the date of purchase.
6. Pick up and delivery. This major appliance is intended to be repaired in your home.
7. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
8. Expenses for travel and transportation for product service if your major appliance is located in a remote area

where service by an authorized Whirlpool servicer is not available.

9. The removal and reinstallation of your major appliance if it is installed in an inaccessible location or is not installed in accordance with Whirlpool published installation instructions.
10. Replacement parts or repair labor on major appliances with original model/serial numbers that have been removed, altered, or cannot be easily determined.

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

#### **DISCLAIMER OF IMPLIED WARRANTIES**

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

#### **DISCLAIMER OF REPRESENTATIONS OUTSIDE OF WARRANTY**

Whirlpool makes no representations about the quality, durability, or need for service or repair of this major appliance other than the representations contained in this Warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Whirlpool or your retailer about buying an extended warranty.

#### **LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES**

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. WHIRLPOOL SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

If outside the 50 United States and Canada, contact your authorized Crosley® dealer to determine if another warranty applies. If you think you need repair service, first see the "Troubleshooting" section of the Use & Care Guide. If you are unable to resolve the problem after checking "Troubleshooting," additional help can be found by checking the "Assistance or Service" section or by calling Whirlpool. In the U.S.A., call 1 -800 -253-1301. In Canada, call 1-800 -807- 6777.

Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.

Write down the following information about your major appliance to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial number label located on the product.

Dealer name \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

Model number \_\_\_\_\_

Serial number \_\_\_\_\_

Purchase date \_\_\_\_\_

### **Assistance or Service**

Before calling for assistance or service, please check "Troubleshooting."

It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance.

This information will help us to better respond to your request.

#### **If you need replacement parts or to order accessories**

We recommend that you use only FSP® Factory Specified Parts.

These parts will fit right and work right because they are made with the same precision used to build every new WHIRLPOOL® appliance.

To locate FSP® replacement parts, assistance in your area, or accessories:

Whirlpool Corporation  
Customer eXperience Center  
1-800-253-1301  
[www.crosley.com](http://www.crosley.com)

Whirlpool Canada LP  
Customer eXperience Centre  
1-800-807-6777  
[www.crosley.com](http://www.crosley.com)

or call your nearest designated service center or refer to your Yellow Pages telephone directory.

**Our consultants provide assistance with  
In the U.S.A.**

- Features and specifications on our full line of appliances.
- Installation information.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).

#### **In the U.S.A. and Canada**

- Use and maintenance procedures.
- Accessory and repair parts sales.
- Referrals to local dealers, repair parts distributors, and service companies. Whirlpool® designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States and Canada.

You can write with any questions or concerns at:

Crosley Corporation  
111 Cloverleaf Drive, Suite 200  
Winston-Salem, NC 27103

Customer eXperience Centre  
Whirlpool Canada LP  
Unit 200-6750 Century Ave  
Mississauga, Ontario L5N 0B7

Please include a daytime phone number in your correspondence.

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**W11099675A-SP**  
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#### **Documents / Resources**



**[CROSLEY W11099674A Top-Loading High Efficiency Washer](#)** [pdf] User Guide  
W11099674A, Top-Loading High Efficiency Washer, High Efficiency Washer, Top-Loading Washer, Washer, W11099674A Washer

## References

-  [Crosley Home Products - Home](#)
-  [Home, Kitchen & Laundry Appliances & Products | Whirlpool](#)
-  [Home Appliance Parts & Accessories | Whirlpool](#)
-  [Certified Genuine Whirlpool Parts | Whirlpool Parts Online](#)

Manuals+.