



## Kenmore 110.4751 HE2 Plus Front Loading Automatic Washer User Guide

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**HE2Plus**

**Front-Loading Automatic Washer**

**Use and Care Guide**

**Models 110.4751 \$, 47535, 47545**

**\* = color number**



**Designed to use only**



**HE High Efficiency Detergent**

**W10071750**

**Sears Roebuck and Co., Hoffman Estates, IL 60179. U.A.A.**

**Sears Canada Inc., Toronto, Ontario, Canada M5B 2B8**

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

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## **PROTECTION AGREEMENTS**

**In the U.S.A.**

## Master Protection Agreements

Congratulations on making a smart purchase. Your new Kenmore ®product is designed and manufactured for years of dependable operation. But like all products, it may require preventive maintenance or repair from time to time. That's when having a Master Protection Agreement can save you money and aggravation.

Purchase a Master Protection Agreement now and protect yourself from unexpected hassle and expense.

The Master Protection Agreement also helps extend the life of your new product. Here's what's included in the Agreement:

- ✓ Expert service by our 12,000 professional repair specialists
- ✓ Unlimited service and no charge for parts and labor on all covered repairs
- ✓ "No-lemon" guarantee – replacement of your covered product if four or more product failures occur within twelve months
- ✓ Product replacement if your covered product can't be fixed
- ✓ Annual Preventive Maintenance Check at your request – no extra charge
- ✓ Fast help by phone – phone support from a Sears technician on products requiring in-home repair, plus convenient repair scheduling
- ✓ Power surge protection against electrical damage due to power fluctuations
- ✓ Rental reimbursement if repair of your covered product takes longer than promised

Once you purchase the Agreement, a simple phone call is all that it takes for you to schedule service. You can call anytime day or night, or schedule a service appointment online.

Sears has over 12,000 professional repair specialists, who have access to over 4.5 million quality parts and accessories. That's the kind of professionalism you can count on to help prolong the life of your new purchase for years to come. Purchase your Master Protection Agreement today!

Some limitations and exclusions apply. For prices and additional information, call 1-800-827-6655.

## Sears Installation Service

For Sears professional installation of home appliances, garage door openers, water heaters, and other major home items, in the U.S.A. call 1-800-4-MY-HOME ®.

## In Canada

### Maintenance Agreements

Your purchase has added value because you can depend on Sears HomeCentraP for service. With over 2,400 Service Technicians and more than a million parts and accessories, we have the tools, parts, knowledge and skills to back our pledge: We Service What We Sell.

Your Kenmore®product is designed, manufactured and tested to provide years of dependable operation. But like all products, it may require service from time to time. The Sears Maintenance Agreement offers you an outstanding service program, affordably priced.

### The Sears Maintenance Agreement

- Is your way to buy tomorrow's service at today's price
- Eliminates repair bills resulting from normal wear and tear
- Provides phone support from a Sears technician on products requiring in-home repair
- Even if you don't need repairs, provides an annual Preventive Maintenance Check, at your request, to ensure that your product is in proper running condition.

Some limitations apply. For more information about Sears Canada Maintenance Agreements, call 1-800-361-6665.

## KENMORE APPLIANCE AND OPTIONAL PEDESTAL WARRANTY

### ONE YEAR LIMITED WARRANTY

When installed, operated and maintained according to all instructions supplied with the product, if this appliance fails due to a defect in material or workmanship within one year from the date of purchase, call 1-800-4-MY-HOME

@to arrange for free repair.

If this appliance is used for other than private family purposes, this warranty applies for only 90 days from the date of purchase.

**THIS WARRANTY COVERS ONLY DEFECTS IN MATERIAL AND WORKMANSHIP. SEARS WILL NOT PAY FOR:**

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, light bulbs, and bags.
2. A service technician to instruct the user in correct product installation, operation or maintenance.
3. A service technician to clean or maintain this product.
4. Damage to or failure of this product if it is not installed, operated or maintained according to all instructions supplied with the product.
5. Damage to or failure of this product resulting from accident, abuse, misuse or use for other than its intended purpose.
6. Damage to or failure of this product caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
7. Damage to or failure of parts or systems resulting from unauthorized modifications made to this product•

#### **DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES**

Customer's sole and exclusive remedy under this limited warranty shall be product repair as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law. Sears 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, or limitations on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States and Canada.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Sears, Roebuck and Co.**

**Dept. 817WA, Hoffman Estates, IL 60179**

**Sears Canada Inc.**

**Toronto, Ontario, Canada M5B 2B8**

#### **PRODUCT RECORD**

In the space below, record your complete model number, serial number, and purchase date. You can find this information on the model and serial number label located on the product.

Have this information available to help you obtain assistance or service more quickly whenever you contact Sears concerning your appliance.

Model number:.....

Serial number:.....

Purchase date:.....

Save these instructions and your sales receipt for future reference.

#### **PEDESTAL PRODUCT RECORD**

In the space below, record your complete model number, serial number, and purchase date. You can find this information on the model and serial number label located on the product.

Have this information available to help you obtain assistance or service more quickly whenever you contact Sears concerning your pedestal.

Model number:.....

Serial number:.....

Purchase date:.....

Save these instructions and your sales receipt for future reference.

#### **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" for grounding instructions.

## **SAVE THESE INSTRUCTIONS**

## **INSTALLATION REQUIREMENTS**

### **Tools and Parts**

Gather the required tools and parts before starting installation.

The parts supplied are in the washer drum.

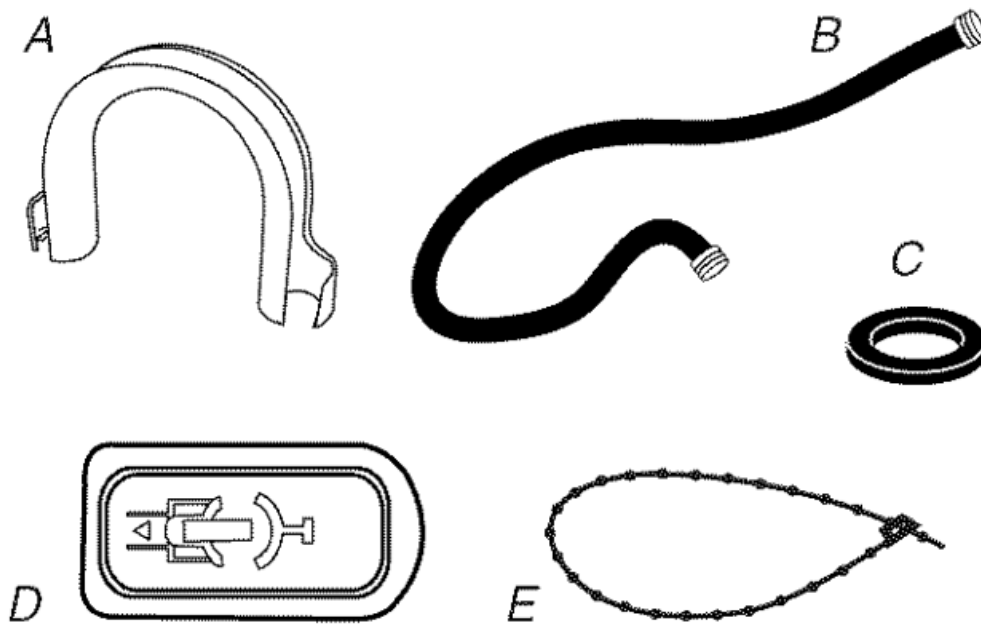
### **Tools needed for connecting the water inlet hoses**

- Pliers (that open to 19/16"[39.5 mm])
- Flashlight (optional)

### Tools needed for installation

- Open end wrenches 14 mm and 13 mm
- Level
- Wood block
- Ruler or measuring tape

### Parts supplied



- A. Drain hose form
- B. Inlet hose (2) plug (4)
- C. Inlet hose washer (4)
- D. Transport bolt hole
- E. Beaded strap

### Alternate Parts

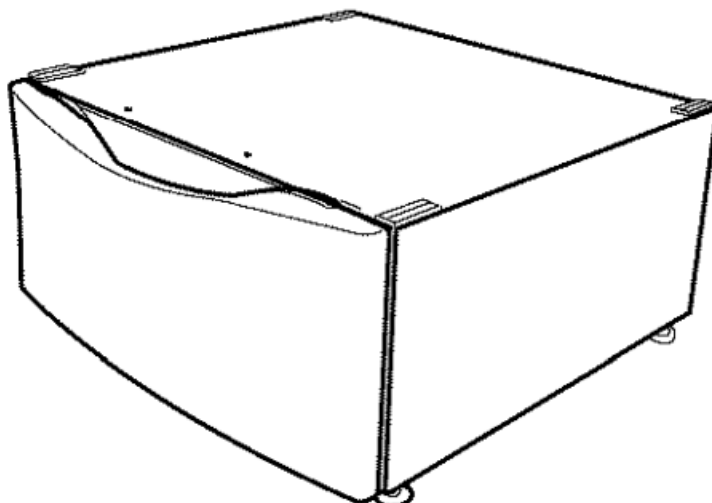
Parts listed are available from your local Sears store or Sears Service Center. For further information, please call 1-800-4-MY-HOME ®(1-800-469-4663).

If You Have	You Will Need to Buy
Laundry tub or standpipe taller than 96" (2.4 m)	Sump pump system (if not already available)
Overhead sewer	Standard 20 gal. (76 L), 30" (76.2 cm) tall drain tub or utility sink and sump pump (available from local plumbing suppliers)
Floor drain	Siphon break, Part Number 285834; additional drain hose, Part Number 8318155; and connector kit, Part Number 285835
Drain hose too short	4 ft (1.2 m) drain hose extension kit, Part Number 285863
Water faucets beyond reach of fill hoses	2 longer water fill hoses: 6 ft (1.8 m) Part Number 76314 10 ft (3.0 m) Part Number 350008

## Options

### Pedestal

You have the option of purchasing pedestals of different heights separately for this washer. You may select a 10" (25.4 cm) or a 15.5" (39.4 cm) pedestal. The pedestal will add to the total height of the washer.



Optional pedestal

To order, call your local Sears store. For further information, please call 1-800-4-MY-HOME ®(1-800-469-4663).

Pedestal Height	roximate height with washer	Color	Model Number
10" (25.4 cm)	46" (116.8 cm)	White	46822
15.5" (39.4 cm)	51.5" (130.8 cm)	White	57822

### Stack Kit

Are you planning to stack your washer and dryer? To do so, you will need to purchase a Stack Kit.

To order, call your local Sears store. Ask for the stack kit (Part Number 8572546). For further information, please call 1-800-4-MY-HOME ®(1-800-469-4663). Follow instructions included with the kit. See "Location Requirements."

### Location Requirements

Selecting the proper location for your washer improves performance and minimizes noise and possible washer

“walk.”

Your washer can be installed under a custom counter, or in a basement, laundry room, closet, or recessed area. See “Drain System.”

Companion appliance location requirements should also be considered. Proper installation is your responsibility.

### **You will need**

- A water heater set to deliver 120°F (49°C) water to the washer.
- A grounded electrical outlet located within 6 ft (1.8 m) of where the power cord is attached to the back of the washer. See “Electrical Requirements.”
- Hot and cold water faucets located within 4 ft (1.2 m) of the hot and cold water fill valves, and water pressure of 20-100 psi (137.9-689.6 kPa).
- A level floor with a maximum slope of 1" (2.5 cm) under entire washer. Installing the washer on soft floor surfaces, such as carpets or surfaces with foam backing, is not recommended.
- A sturdy and solid floor to support the washer with a total weight (water and load) of 400 lbs (180 kg).

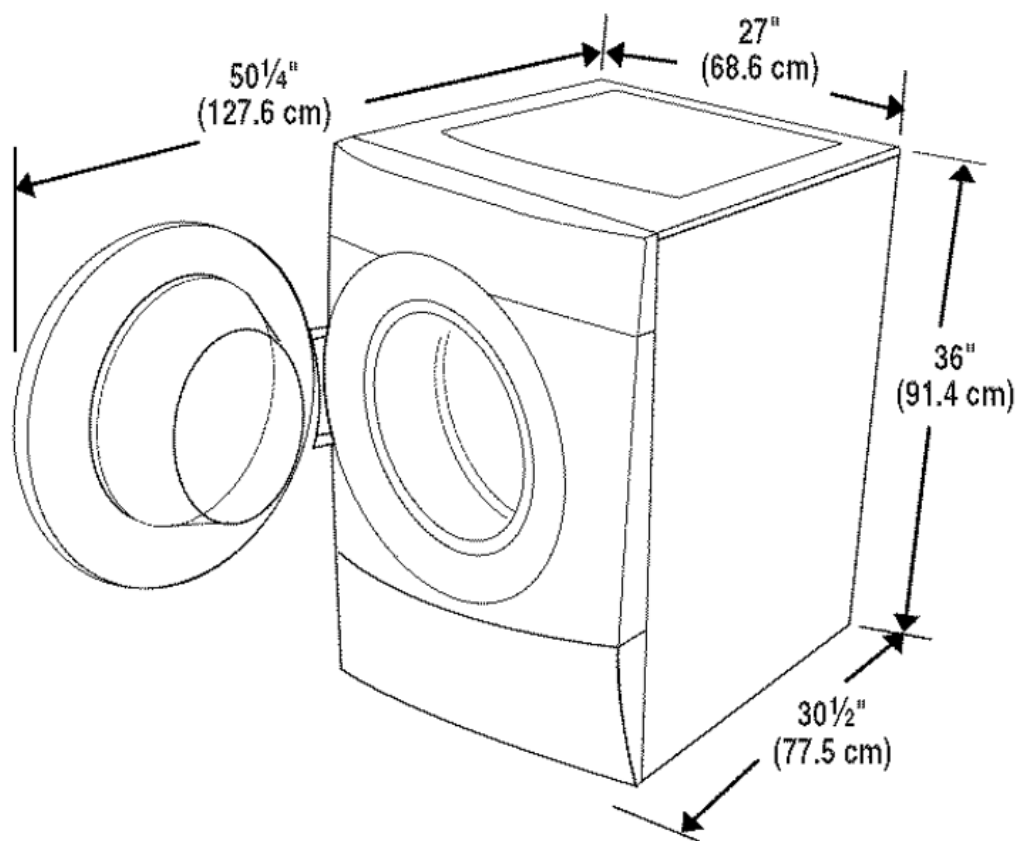
Do not operate your washer in temperatures below 32°F (0°C). Some water can remain in the washer and can cause damage in low temperatures.

### **Installation clearances**

- The location must be large enough to allow the washer door to be fully opened.
- Additional spacing should be considered for ease of installation and servicing. The door opens more than 90°, and it is not reversible.
- Additional clearances might be required for wall, door, and floor moldings.
- Additional spacing of 1" (2.5 cm) on all sides of the washer is recommended to reduce noise transfer.
- Companion appliance spacing should also be considered.

### **Washer Dimensions**



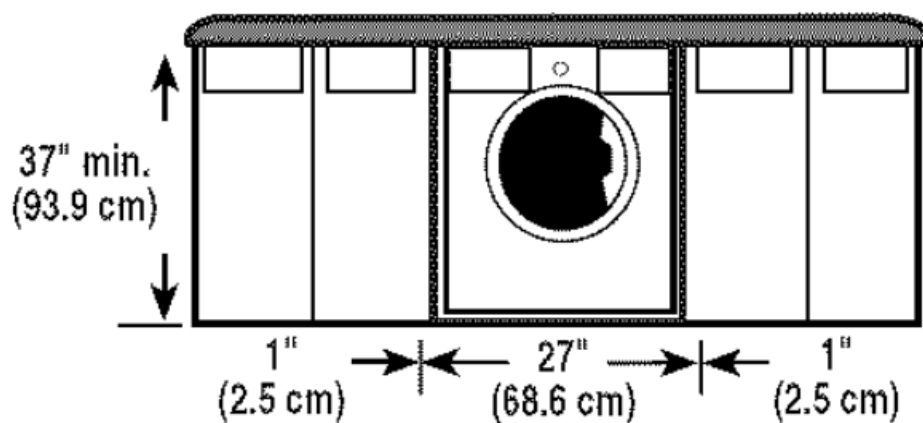


Door is not reversible.

#### Recommended installation spacing for custom undercounter installation

The dimensions shown are for the recommended spacing.

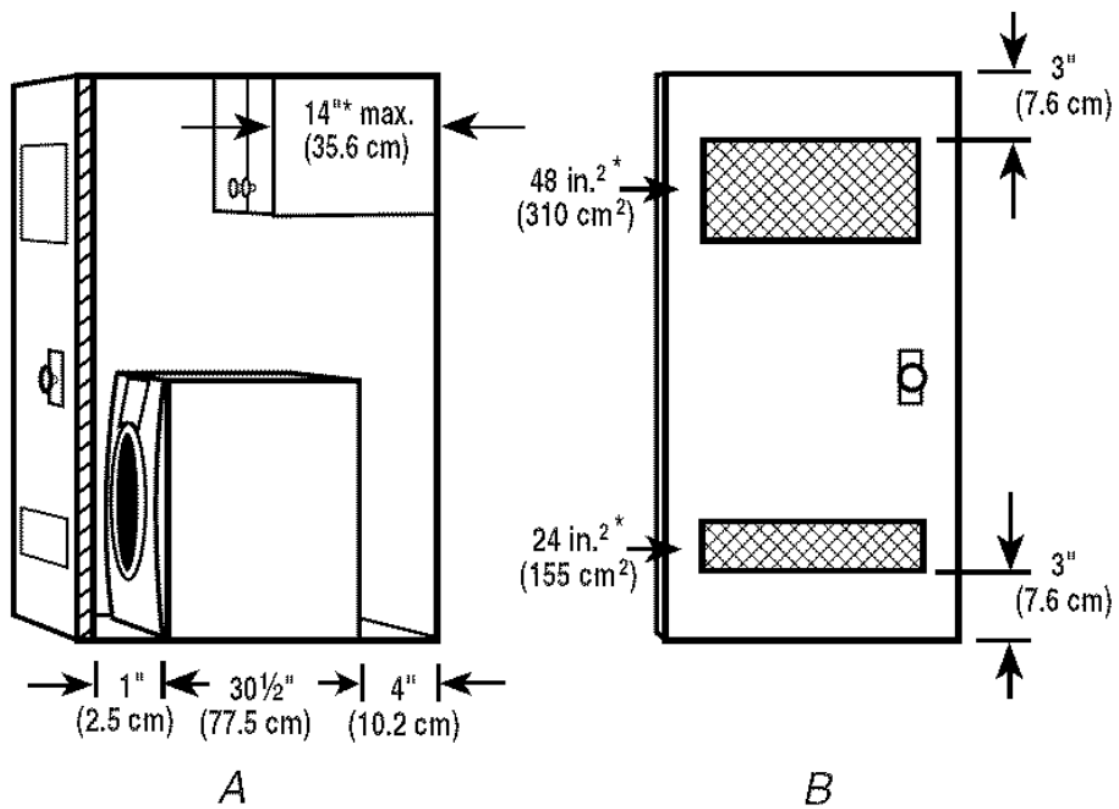
#### Custom undercounter installation – Washer only



#### Recommended installation spacing for recessed or closet installation, with or without a pedestal.

The dimensions shown are for the recommended spacing.

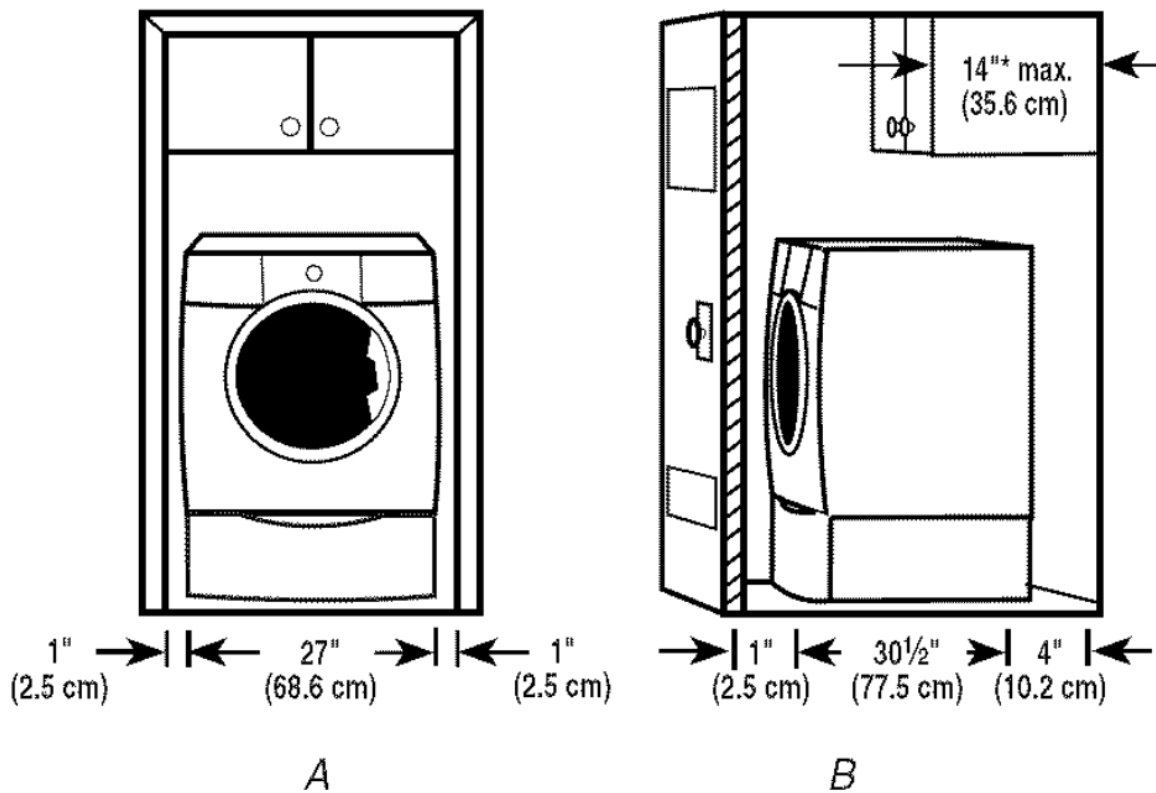
#### Recessed area or closet installation



A. Side view – closet or confined area  
B. Closet door with vents

\* Min. top and bottom air openings for closet door.

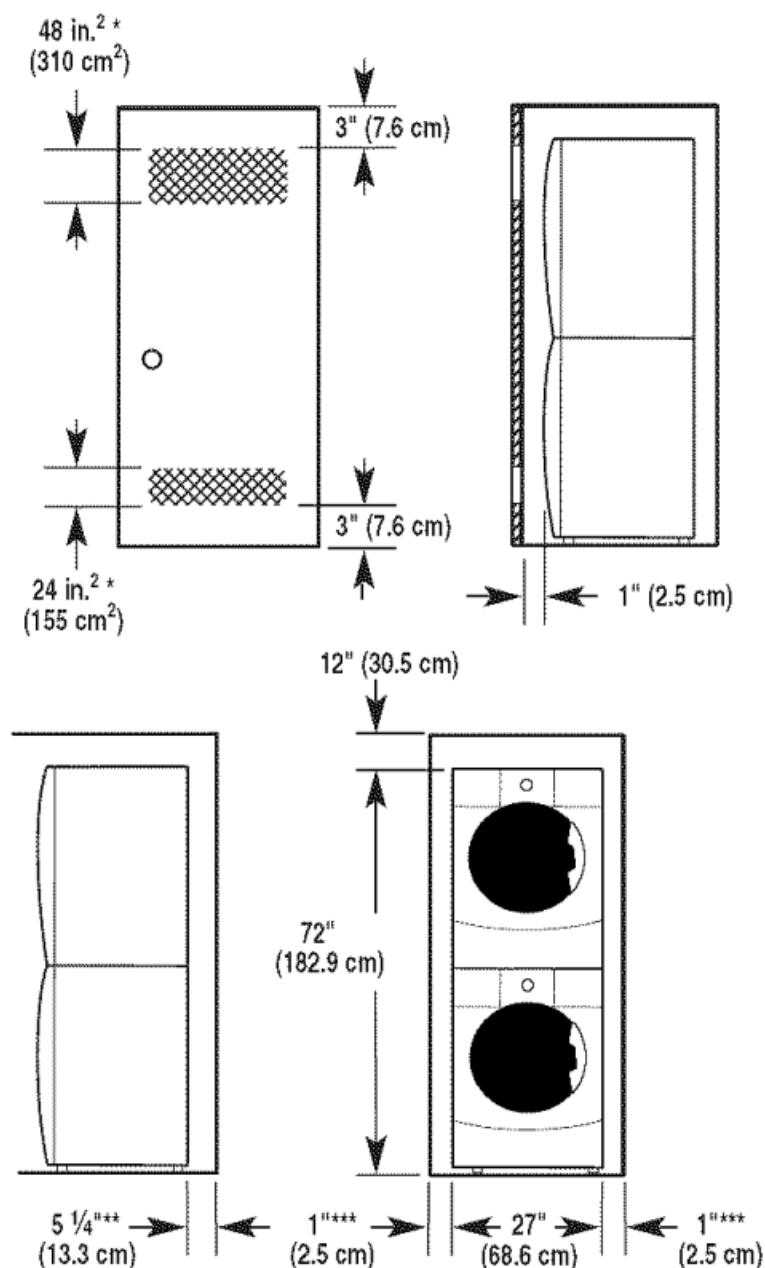
**Recessed or closet installation – Washer on pedestal**



A. Recessed area  
B. Side view – closet or confined area

## Recommended installation spacing for recessed or closet installation, with stacked washer and dryer

The dimensions shown are for the recommended spacing.



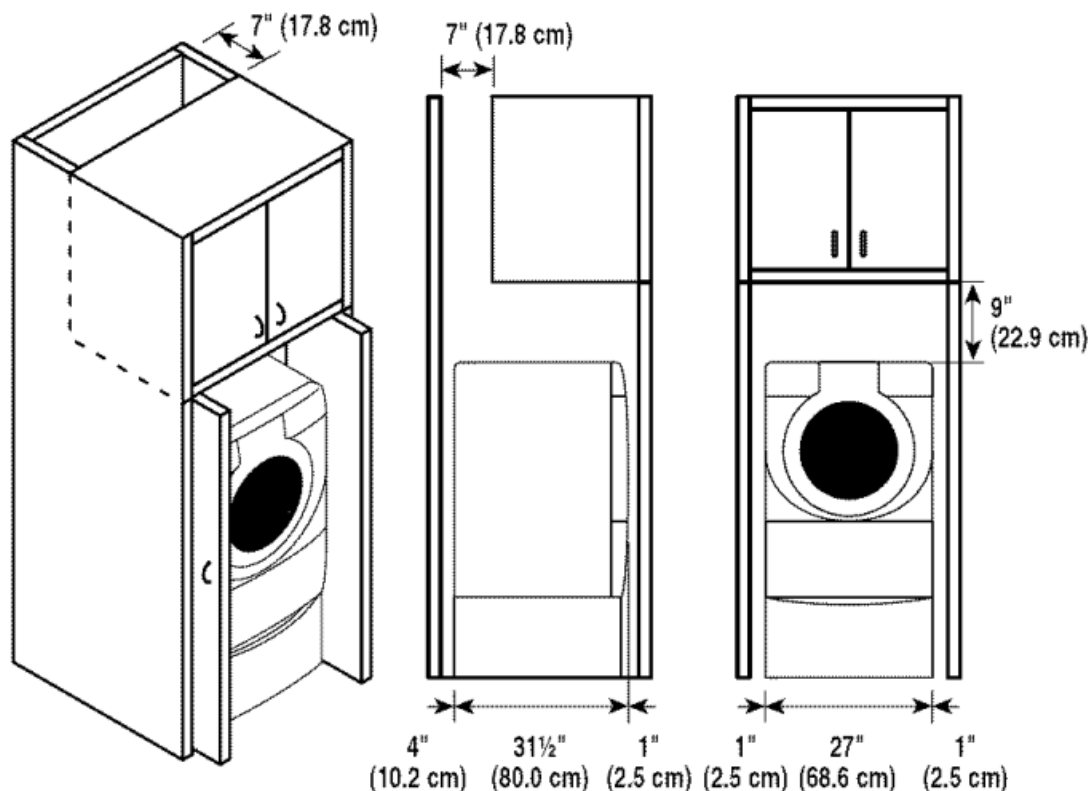
\*Min. top and bottom air openings for closet door.

\*\*External exhaust elbow requires additional space.

\*\*\*Wall, door and floor molding may require additional spacing.

### Recommended installation spacing for cabinet installation

- The dimensions shown are for the recommended spacing.
- For cabinet installation, with a door, the minimum ventilation openings in the top are required.



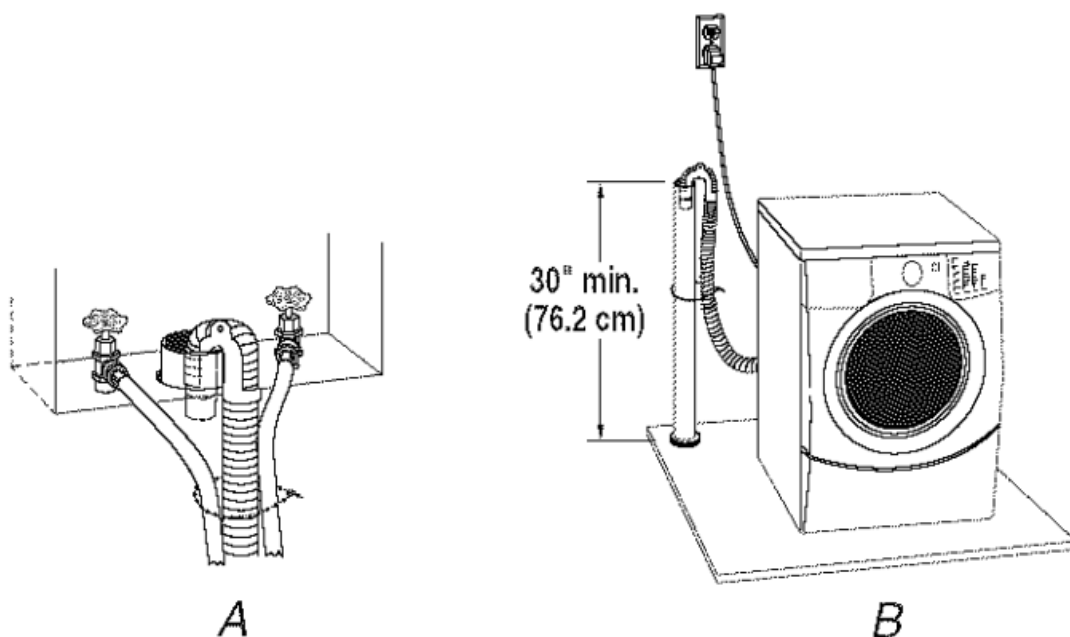
## Drain System

The washer can be installed using the standpipe drain system (floor or wall), the laundry tub drain system, or the floor drain system. Select the drain hose installation method you need. See "Tools and Parts."

### Standpipe drain system – wall or floor (views A & B)

The standpipe drain requires a minimum diameter standpipe of 2" (5 cm). The minimum carry-away capacity can be no less than 17 gal. (64 L) per minute.

The top of the standpipe must be at least 30" (76.2 cm) high and no higher than 96" (2.4 m) from the bottom of the washer.



### Laundry tub drain system (view A)

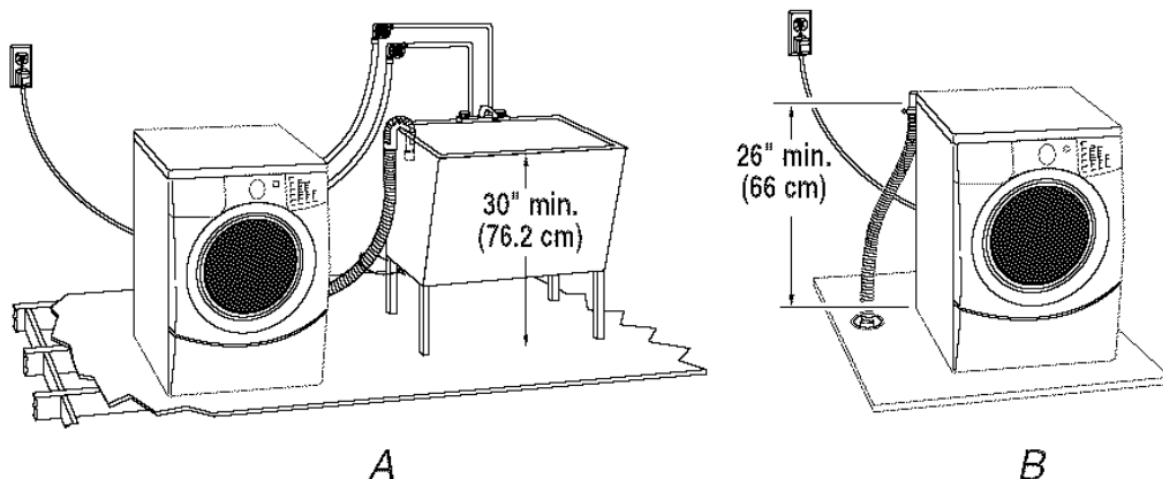
The laundry tub needs a minimum 20 gal. (76 L) capacity. The top of the laundry tub must be at least 30" (76.2 cm) above the floor.

### Floor drain system (view B)

The floor drain system requires a siphon break that may be purchased separately. See "Tools and Parts."

The siphon break must be a minimum of 28" (71 cm) from the bottom of the washer. Additional hoses might be

needed.



## Electrical Requirements



### 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.

- A 120 volt, 60 Hz., AC only, 15- or 20-amp, fused electrical supply is required. A time-delay fuse or circuit breaker is recommended. It is recommended that a separate circuit serving only this appliance be provided.
- This washer is equipped with a power supply cord having a 3 prong grounding plug.
- To minimize possible shock hazard, the cord must be plugged into a mating, 3 prong, grounding-type outlet, grounded in accordance with local codes and ordinances. If a mating outlet is not available, it is the personal responsibility and obligation of the customer to have the properly grounded outlet installed by a qualified electrician.
- If codes permit and a separate ground wire is used, it is recommended that a qualified electrician determine that the ground path is adequate.
- Do not ground to a gas pipe.
- Check with a qualified electrician if you are not sure the washer is properly grounded.
- Do not have a fuse in the neutral or ground circuit.

## GROUNDING INSTRUCTIONS

### For a grounded, cord-connected washer:

This washer must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electrical shock by providing a path of least resistance for electric current. This washer 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 properly installed and grounded in accordance with all local codes and ordinances.

**WARNING:** Improper connection of the equipment grounding conductor can result in a risk of electric shock.

Check with a qualified electrician or serviceman if you are in doubt as to 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 outlet installed by a qualified electrician.

### For a permanently connected washer:

This washer must be connected to a grounded metal, permanent wiring system, or an equipment grounding conductor must be run with the circuit conductors and connected to the equipment-grounding terminal or lead on the appliance.

## INSTALLATION INSTRUCTIONS

### Remove Transport System



#### WARNING

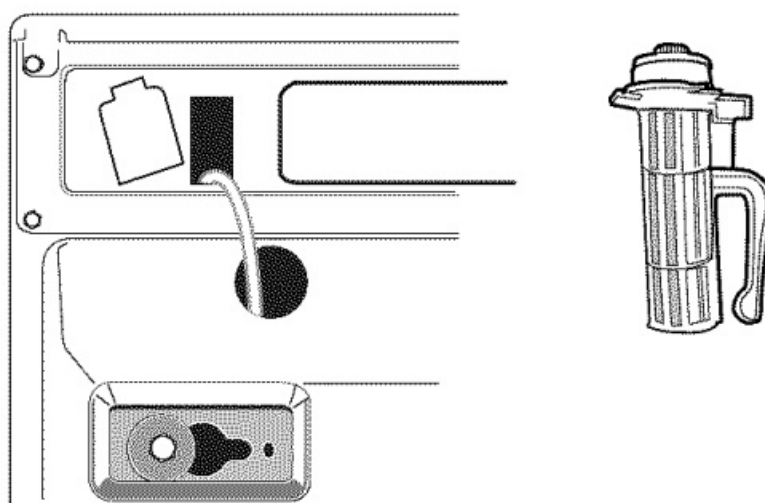
Excessive Weight Hazard

Use two or more people to move and install washer.

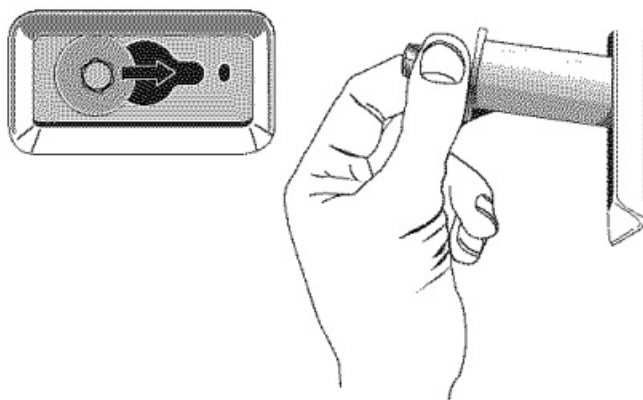
Failure to do so can result in back or other injury.

**IMPORTANT:** Position the washer so that the rear of the washer is within approximately 3 ft (90 cm) of its final location.

There are 4 blue bolts in the rear panel of the washer that support the suspension system during transportation. These bolts also retain the power cord inside the washer until the bolts are removed.



1. Using a 13 mm wrench, loosen each of the bolts.
2. Once the bolt is loose, move it to the center of the hole and completely pull out the bolt, including the plastic spacer covering the bolt.



3. Once all 4 bolts are removed, discard the bolts and spacers.

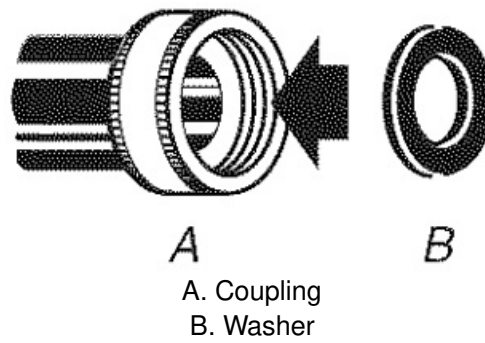
Then pull the power cord through the opening of the rear panel and close the hole with the attached cap.

4. Close the bolt holes with the 4 transport bolt hole plugs.

**NOTE:** If the washer is to be transported at a later date, call your local service center. To avoid suspension and structural damage, your machine must be properly set up for relocation by a certified technician.

### Connect the Inlet Hoses

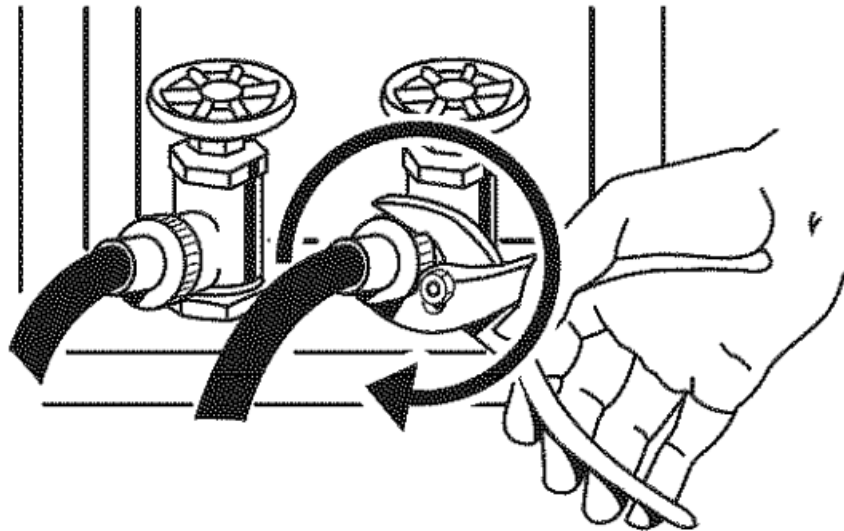
Insert new flat washers (supplied) into each end of the inlet hoses. Firmly seat the washers in the couplings.



### Connect the inlet hoses to the water faucets

Make sure the washer drum is empty.

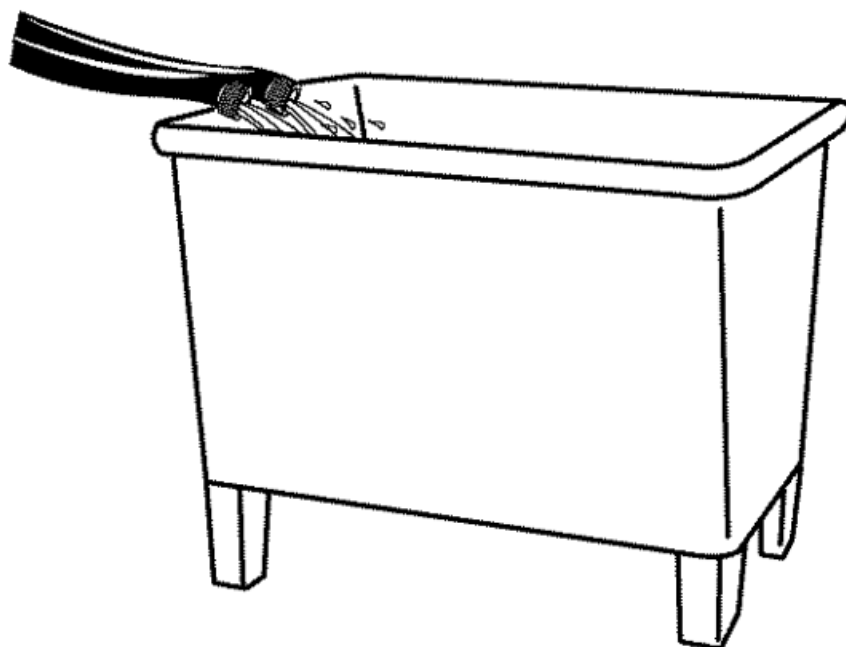
1. Attach a hose to the hot water faucet. Screw on coupling by hand until it is seated on the washer.
2. Attach a hose to the cold water faucet. Screw on coupling by hand until it is seated on the washer.
3. Using pliers, tighten the couplings with an additional two-thirds turn.



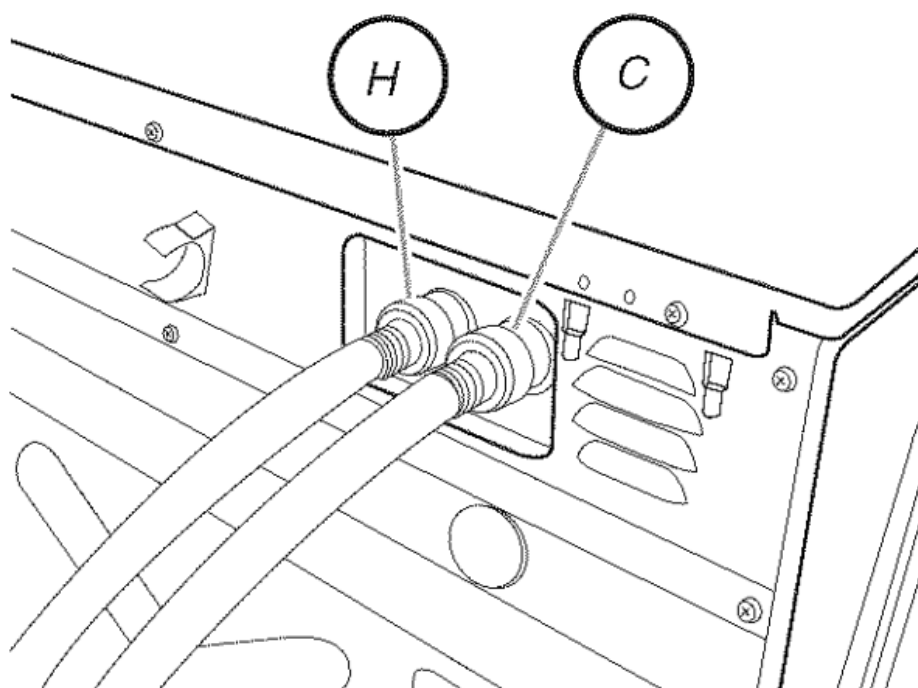
**NOTE:** Do not overtighten or use tape or sealants on the valve. Damage to the valves can result.

### Clear water lines

- Run water through both faucets and inlet hoses, into a laundry tub, drainpipe or bucket, to get rid of particles in the water lines that might clog the inlet valve screens.
- Check the temperature of the water to make sure that the hot water hose is connected to the hot water faucet and that the cold water hose is connected to the cold water faucet.



**Connect the inlet hoses to the washer**



H. Hot water inlet  
C. Cold water inlet

1. Attach the hot water hose to the washer's hot (H) water inlet valve. Screw on coupling by hand until it is seated on the washer.
2. Attach the cold water hose to the washer's cold (C) water faucet. Screw on coupling by hand until it is seated on the washer.
3. Using pliers, tighten the couplings with an additional two-thirds turn.  
**NOTE:** Do not overtighten. Damage to the coupling can result.
4. Turn on the water faucets completely and check for leaks.

**NOTE:** Replace inlet hoses after 5 years of use to reduce the risk of hose failure. Record hose installation or replacement dates on the hoses for future reference.



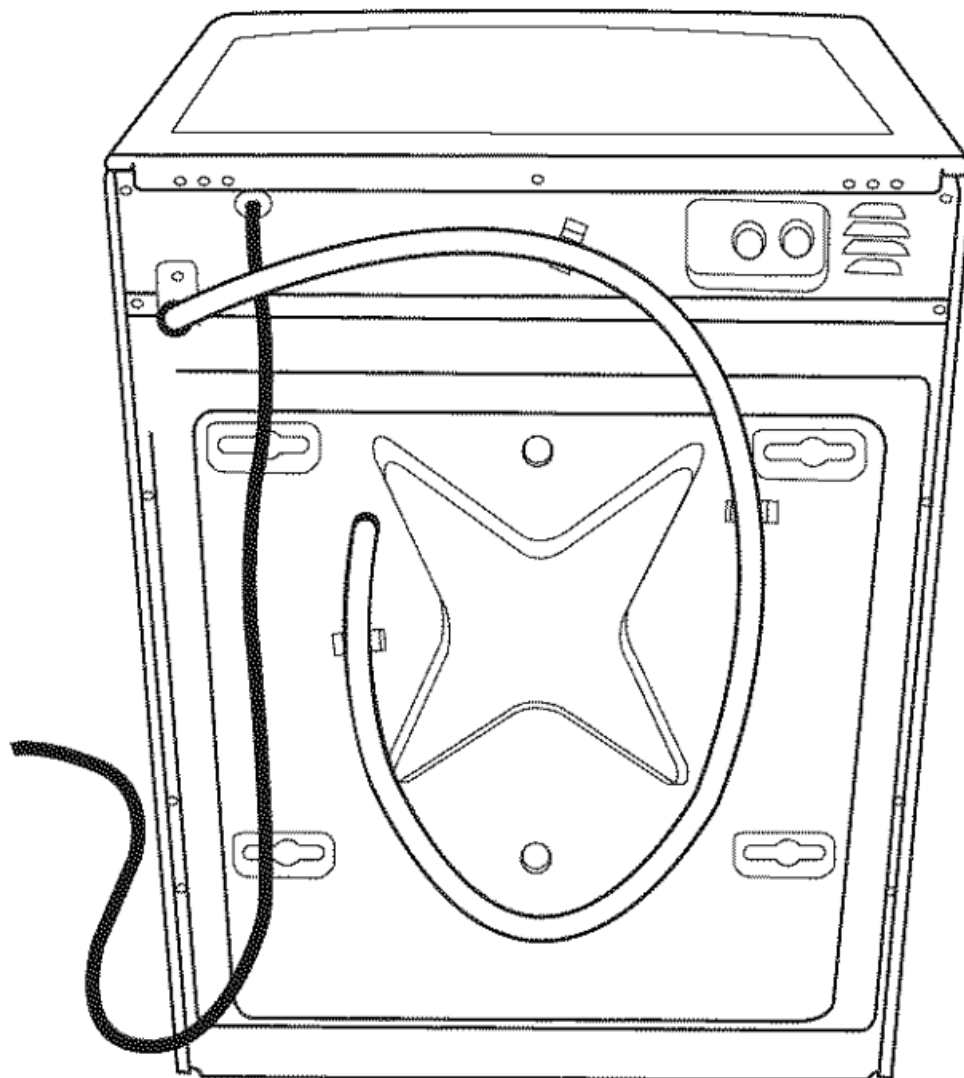
Periodically inspect and replace hoses if bulges, kinks, cuts, wear, or leaks are found.

### **Route the Drain Hose**

Proper routing of the drain hose protects your floor from damage due to water leakage. Read and follow these instructions.

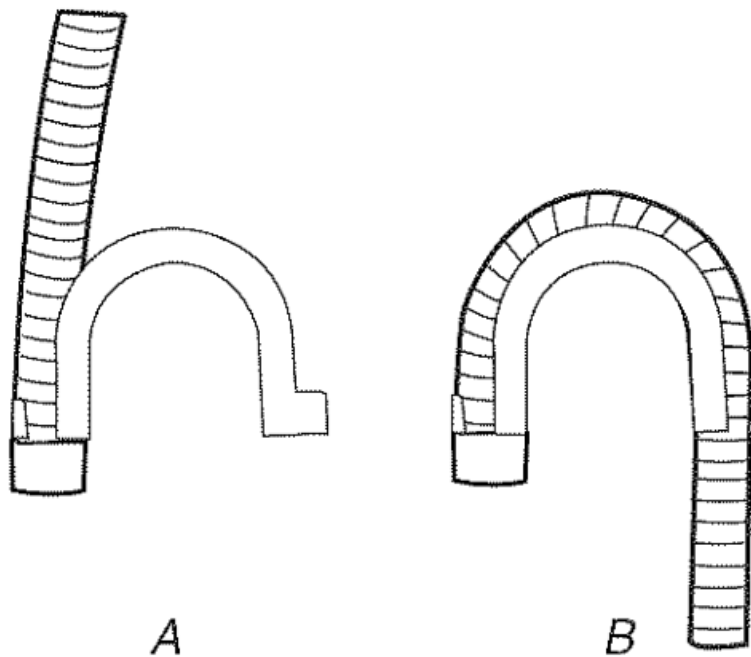
#### **Remove drain hose from the washer**

Gently pull the corrugated drain hose from the shipping clips.



#### **Laundry tub drain or standpipe drain**

Connect the drain hose form to the corrugated drain hose.



A. Snap either end of the drain hose form to the drain hose at the point where the corrugation begins.

B. Bend drain hose over drain hose form and snap into place.

**To keep drain water from going back into the washer:**

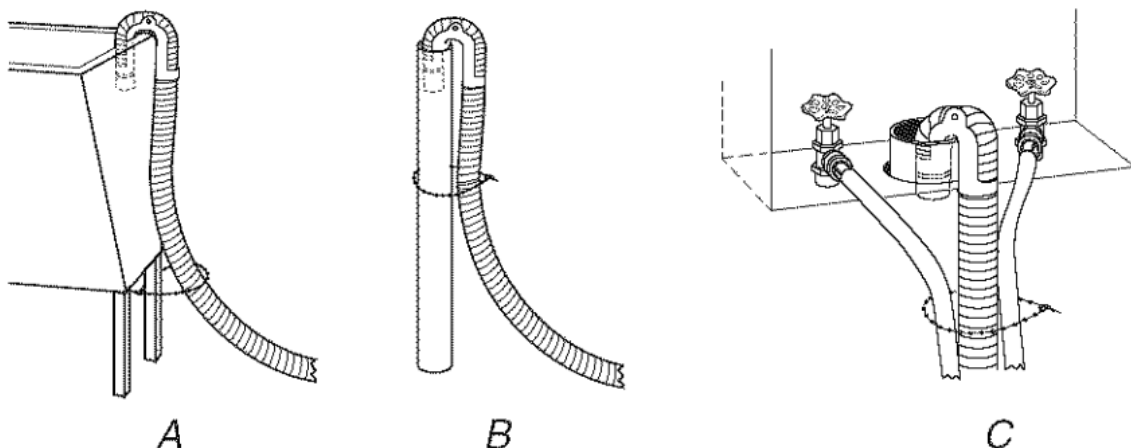
- Do not straighten the drain hose, and do not force excess drain hose into standpipe. Hose should be secure, but loose enough to provide a gap for air.
- Do not lay excess hose on the bottom of the laundry tub.

### Floor drain

You may need additional parts. See Floor drain under “Tools and Parts.”

### Secure the Drain Hose

1. Drape the power cord over the washer top.
2. Move the washer to its final location.
3. Place the drain hose in the laundry tub or standpipe as shown. See illustrations A and B.



4. If the washer faucets and the drain standpipe are recessed, put the hooked end of the drain hose in the standpipe as shown. See illustration C.

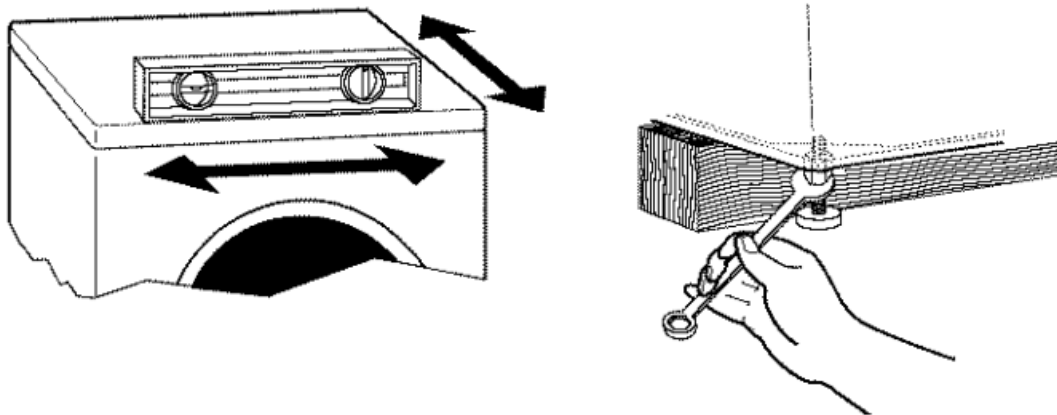
### NOTES:

- Do not force excess drain hose back into the rear of the washer.
- To avoid siphoning, do not seal the drain hose into the standpipe.

### Level the Washer

One foot has been installed at a different height on your new washer. The other three feet were preset at the factory. Properly leveling your washer will minimize excessive noise and vibration.

1. Push on the upper front panel to be sure that the washer is on the rear feet. Lower the right front foot until it contacts the floor. Check the levelness of the washer by placing a level on the top edge of the washer, first side to side, then front to back.



If the washer is against a wall, move the washer out slightly before tipping back. First prop the front with a wood block and adjust the feet as necessary; then prop the back and adjust feet as necessary. Repeat this step until washer is level.

2. Make sure that all four feet are stable and resting on the floor. Then check that the appliance is perfectly level (use a level).
  3. After the washer is level, use a 14 mm open-end wrench to turn the nuts on the feet tightly against the washer cabinet.
- IMPORTANT:** All four feet must be tightened. If the nuts are not tight against the washer cabinet, the washer may vibrate.
4. When you are pushing on the edges of the washing machine top plate, the machine should not move front to back, side to side, or diagonally.
  5. Slide the washer to its final location.
  6. Confirm the levelness of the washer.

### Complete Installation

1. Check the electrical requirements. Be sure that you have the correct electrical supply and the recommended grounding method. See "Electrical Requirements."
2. Check that all parts are now installed. If there is an extra part, go back through the steps to see which step was skipped.
3. Check that you have all of your tools.
4. Dispose of/recycle all packaging materials.
5. Check that the water faucets are on.
6. Check for leaks around faucets and inlet hoses.



**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.

7. Plug into a grounded 3 prong outlet.

8. Read "Washer Use."

9. To test and to clean your washer, measure  $V_{\text{the detergent manufacturer's recommended amount of HE High Efficiency detergent for a medium-size load. Pour the detergent into the detergent dispenser. Select NORMAL/CASUAL, and then select START. Allow the washer to complete one whole cycle.$



Use only HE High Efficiency detergent.

## **FEATURESAND BENEFITS**

Your new front-loading high efficiency washer, was designed to conserve resources and lower your water and energy bills. The washer is designed to determine and then provide the amount of water needed for the best performance. The time of operation may be greater for this new system than for a conventional washer.

### **Electronic Controls**

Flexible electronic controls are easy to use whether you are a beginner or an expert.

#### **Auto Water Level**

Adjusting to the size of the load, this feature allows the washer to use the minimal amount of water needed to clean and rinse the clothes. With a low water level, you can obtain the same results with smaller amounts of additives. Because only the required amount of water is used, the washer saves energy, too. You can obtain the same washing results for small and large load size.

#### **Larger Load Size**

Since there is no agitator, you can wash larger, bulkier items such as an average size sleeping bag. You are also able to wash more clothes at one time, which means fewer loads. You can wash a pillow or a large stuffed teddy bear.

#### **Suspension System**

To reduce washer "walk" and "off-balance" conditions, your new washer combines:

- 2 Springs to isolate vibration
- 4 Shock absorbers at the washer base to minimize movement

#### **Stainless Steel Drum**

The stainless steel drum eliminates corrosion and enables higher spin speeds for more water extraction, reducing drying time.

#### **Adaptive Variable Speed Motor**

The motor adapts to the load size and to the cycle selected to give the optimum cleaning, rinsing, and spinning conditions. The motor can handle slow speeds needed for delicate items and is powerful enough to drive an average clothes load up to highspeed spin.

#### **Spin Speeds**

This washer automatically selects the spin speed based on the cycle selected. This factory setting can be changed, however. This washer offers up to three different spin speed choices.

### Add A Garment

This option is available in all wash cycles except Rinse & Spin, Drain & Spin, and Clean Washer. When this option is available at the beginning of the cycle the Add A Garment status light will illuminate for the first 7 minutes. This washer allows a 7-minute period in which forgotten garments may be added to a load.

### Dynamic Balance

A precision balancing system that allows the washer to reach high-speed spins. The washer spins faster so that clothes coming out of the washer will have less moisture than with traditional top load machines. In addition, if the Dynamic Balance system detects off-balance loads during spinning, it redistributes the clothes so that they are evenly balanced.

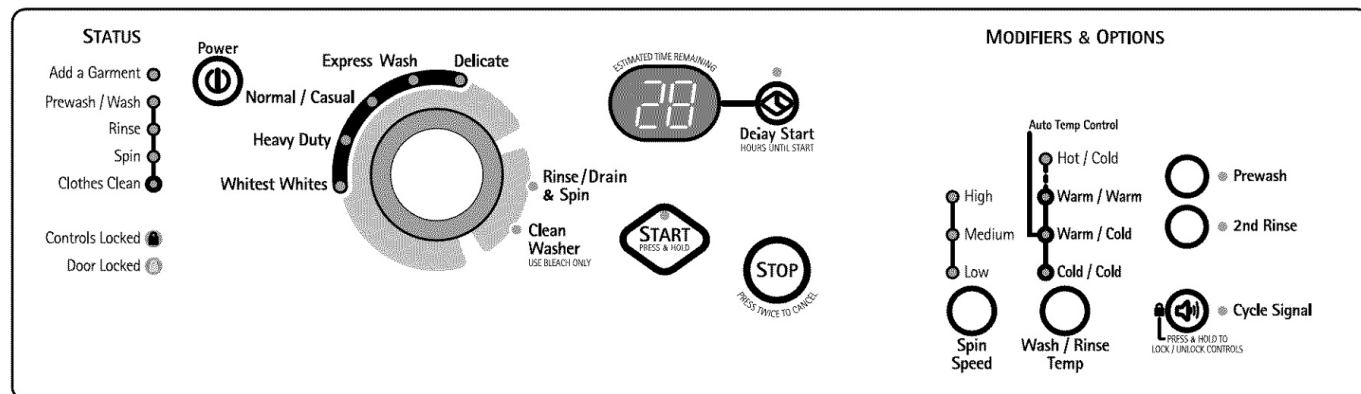
### Detergent Advantage System Dispenser

The three compartments in the dispenser allow loading of all laundry additives before the washer is started. The additives will be dispensed into the wash at the optimal time for highperformance cleaning. The bleach release system is included in the detergent advantage system. The detergent is added at the beginning of the cycle, and the bleach is added after the enzymes have had a chance to do their cleaning. The fabric softener is dispensed in the rinse cycle or in the 2ND RINSE, if selected. The Detergent Advantage System Dispenser tray can be easily removed for cleaning.



Use only HE High Efficiency detergent.

## WASHER USE



### Starting Your Washer

#### WARNING

#### Fire Hazard

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

No washer can completely remove oil.

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

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

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

The following is a guide to using your washer. Please refer to specific sections of this manual for more detailed information.

Do not store laundry additives on the top surface of this washer.

Vibration is normal during operation.

### Using the Proper Detergent

Use only High Efficiency detergents. The package for this type of detergent will be marked "HE" or "High Efficiency." This wash system, along with less water, will create too much sudsing with a regular non-HE

detergent. Using regular detergent will likely result in washer errors, longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance. Follow the manufacturer's instructions to determine the amount of detergent to use.



Use only HE High Efficiency detergent.

### **First Wash Cycle Without Laundry**

Before washing clothes for the first time, if not completed during the final installation step, choose the Normal/Casual cycle and run it without clothes. Use only HE High Efficiency detergent. Use 1/2 the manufacturer's recommended amount for a medium-sized load. This initial cycle serves to ensure the interior is clean before washing clothes.

### **For All Wash Cycles**

#### **1. To load washer**

Open the washer door by pulling on the handle.

Sort laundry according to color and type of fabric. Place a load of sorted clothes in the washer. Do not overload washer.

Overloading can cause poor cleaning.

- The washer can be fully loaded, but not tightly packed. Washer door should close easily.
- Mix large and small items. Avoid washing a single item. Load evenly.
- Wash small items such as infant socks in mesh garment bags. It is recommended that more than one garment bag be used and that each garment bag be filled with equal amounts of material.
- When unloading garments, occasionally check under the gray colored seal/bellow rim at the front of the tub for small items.

2. Close the washer door by pushing it firmly until the lock clicks. The washer door will remain locked during the wash cycle.

**NOTE:** After any wash cycle is completed, the door must be opened and then closed before a new cycle can begin. The door can be opened only if STOP is selected while the ADD A GARMENT light is illuminating or if the cycle has been canceled. See "To cancel a cycle" in the "Changing Cycles, Options and Modifiers" section.

3. Open the dispenser drawer and add laundry additives to the detergent, bleach, or fabric softener compartments. Close drawer slowly to avoid spills. See "Using the Dispenser."

**NOTE:** Use only HE High Efficiency detergent.

4. Turn on the washer by selecting POWER. Select one of the cycles by turning the cycle selector. The indicator light for the selected cycle will illuminate. When selecting a Wash Cycle, the preset Modifiers and Options, Water Temp, and Spin Speed for the selected cycle will illuminate. The preset settings provide the recommended fabric care for the selected cycle. See "Cycles."
5. Select the desired OPTIONS. Not all Options are available with all cycles. See "Options."
6. Select the desired MODIFIERS. Not all Modifiers are available with all Cycles and Options. See "Modifiers."
7. If desired, select the CYCLE SIGNAL. The signal is helpful when you are washing items that should be removed from the washer as soon as it stops. Press CYCLE SIGNAL once to turn it on. The indicator light will illuminate. Press again to turn it off.

## 8. To begin the wash cycle immediately

Select and hold START (for approximately 1 second).

- If you do not select START within 5 minutes of choosing a cycle, the washer automatically shuts off.
- When the wash cycle is complete, the CLOTHES CLEAN status light illuminates, the door unlocks, and the wash load can be removed from the washer. The washer powers down automatically 5 minutes after the cycle is complete and the CLOTHES CLEAN light goes off. To power down the washer manually after the wash cycle is complete, select STOP once.

## 9. To begin the wash cycle later

Select DELAY START until the desired delay time (in hours) shows in the Estimated Time Remaining display.

Select START. The countdown to the wash cycle will show in the display window.

**IMPORTANT:** When delaying a cycle, use only powdered detergents in the main wash compartment since liquid detergents may seep out of the compartment during Delay, before the wash cycle begins.

### Using the Dispenser

Your new washer has a dispenser drawer with three separate compartments for your laundry additives—one is for detergent, one is for liquid chlorine bleach, and one is for liquid fabric softener. Laundry additives are diluted and dispensed automatically at the proper time during the wash cycle, making it unnecessary for you to return to the washer during the cycle to add them.

It is normal for small amounts of water to remain in the dispensers when the wash cycle is complete.

Do not put laundry additives directly into the wash tub. Always use the proper dispensers when adding laundry additives.

### Choosing the Right Detergent

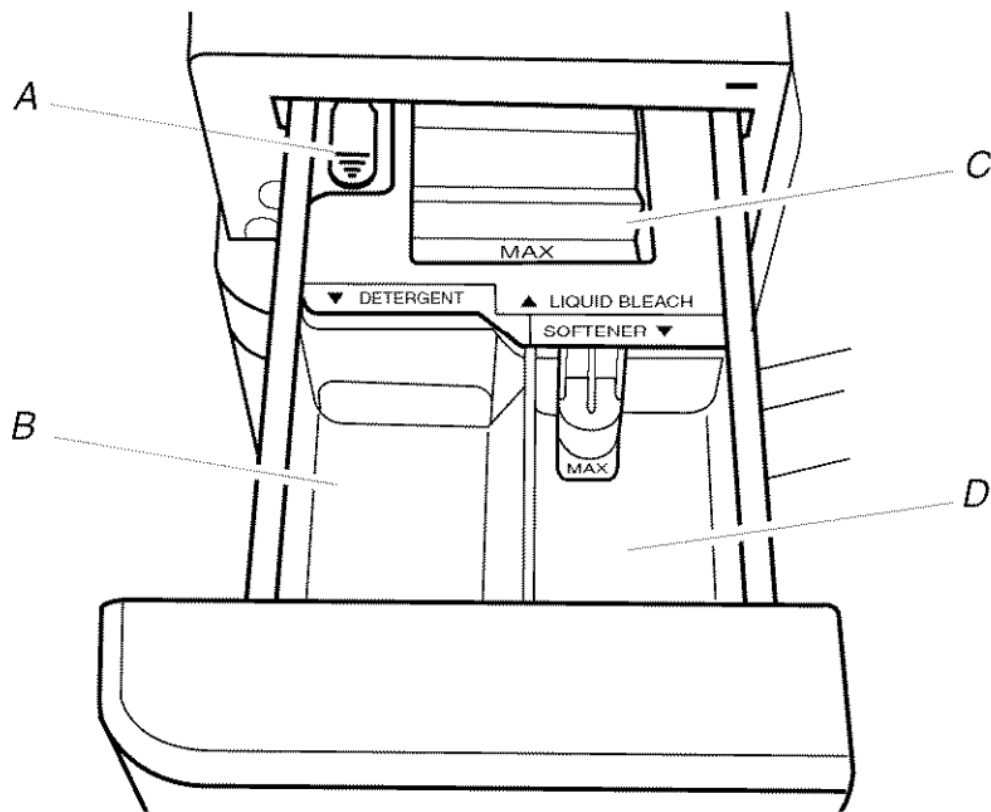
Use only High Efficiency detergents. The package for this type of detergent will be marked “HE” or “High Efficiency.” This wash system, along with less water, will create too much sudsing with a regular non-HE detergent. Using regular detergent will likely result in washer errors, longer cycle times, and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance. Follow the manufacturer’s instructions to determine the amount of detergent to use.



Use only HE High Efficiency detergent.

## To fill dispenser compartments

1. Pull out the dispenser drawer.
2. Add the desired laundry additive to the proper compartment.
3. Push in the dispenser drawer slowly and completely (to avoid a spill).



### Dispenser

- A. Dispenser release lever
- B. Main Wash detergent compartment
- C. Liquid chlorine bleach compartment
- D. Fabric softener compartment

### Main Wash detergent compartment

(Letter B in Dispenser Illustration)

Add liquid or powdered HE detergent to this compartment for your main wash cycle.

- Powdered color-safe bleach may be added to the Main Wash compartment along with the powdered detergent.
- Powdered detergent: Measure the amount of powdered detergent with the measurement device which comes with the detergent. Add no more than the manufacturer's recommended amount.

**NOTE:** Overfilling could cause an oversudsing condition.

### Chlorine bleach compartment

(Letter C in Dispenser Illustration)

Add NO MORE THAN 2/3cup (160 mL) liquid chlorine bleach to this compartment. The bleach will be automatically diluted and dispensed at the best time during the first rinse after the wash cycle. This compartment cannot dilute powdered bleach.

- Use only liquid chlorine bleach in this dispenser. Do not use this dispenser to add powdered chlorine or any form of colorsafe bleach to your load.
- Always measure liquid chlorine bleach. Use a measuring cup with a pour spout; do not guess. Follow the manufacturer's directions for proper use.
- Do not fill beyond the "MAX" level.

**NOTE:** Overfilling could cause garment damage.

### Fabric softener compartment

(Letter D in Dispenser Illustration)



Add 1/4cup (60 mL) liquid fabric softener to this compartment.

Fabric softener will be automatically dispensed in the final rinse or in the 2ND RINSE, if selected.

- Do not fill beyond the "MAX" level.

### **Pausing or Restarting**

1. To pause the washer at any time, select STOP
2. To continue the cycle, select and hold START (for approximately 1 second).

### **Changing Cycles, Options and Modifiers**

Not all Options and Modifiers are available with all Cycles.

Cycles, Options and Modifiers can be changed anytime before START is selected.

#### **To stop a cycle and select a new cycle**

1. Select STOP once.
2. Select desired cycle.
3. Select the desired OPTIONS and MODIFIERS.
4. Select and hold START (for approximately 1 second) to restart the washer at the beginning of the new cycle.

#### **To cancel a cycle**

1. Select STOP twice.
2. The washer powers down, the door unlocks, and clothes can be removed.

**NOTE:** If the water level or the temperature is too high, the washer will drain automatically before the door unlocks.

#### **To change Options or Modifiers after the cycle has started**

1. Select STOP.
2. Select the desired OPTIONS or MODIFIERS. If the option or modifier are not available, the machine will beep.
3. Select and hold START (for approximately 1 second) to continue the cycle.


#### **To drain the washer manually**


1. Select STOP.
2. Select RINSE/DRAIN & SPIN.
3. Press the 2ND RINSE button to deselect the 2nd Rinse option.
4. Select and hold START (for approximately 1 second) to begin the drain.
5. When the spin is complete, the door unlocks. Items can be removed from the washer.


### **Status Lights**


These lights show which portion of the cycle the washer is operating. They also indicate when you can add an additional item to the wash cycle and when the controls are locked.


Add a Garment 


Prewash / Wash 

Rinse 

Spin 

Clothes Clean 

Controls Locked 

Door Locked 

### Adding items

You can add items to the washer after the wash cycle has started, if the ADD A GARMENT status light is illuminating. All cycles have this feature except Rinse/Spin, Drain/Spin, and Clean Washer.

#### To add items

1. Select STOP The washer door unlocks, and items can be added.
2. To continue the cycle, close the door and select and hold START (for approximately 1 second).
3. To unlock the door after the Add a Garment period, press STOP twice. This will cancel the Wash Cycle.

### Clothes Clean

The Clothes Clean light comes on when the cycle is complete.  
Light will stay on until door is opened.

### Locking controls

The Control Lock prevents unintended use of the washer. You can also use the control lock feature to prevent unintended cycle or option changes during a cycle. When CONTROLS LOCKED is lit, all buttons are disabled except for STOP and POWER. You can lock the controls while the washer is operating.

#### To lock the controls

Select and hold CYCLE SIGNAL for 3 seconds.



The CONTROLS LOCKED status light illuminates.

#### To unlock the controls

Select and hold CYCLE SIGNAL for 3 seconds until the CONTROLS LOCKED Status light turns off.

### Estimated Time Remaining

The cycle times vary automatically based on your water pressure, water temperature, detergent, and clothes load. The cycle time will be extended if oversudsing occurs or the load is unbalanced. The SUDs routine removes extra suds and assures proper rinsing of your garments. The options you select will also affect the cycle times that are shown in the Preset Cycle Settings table. The Estimated Time Remaining can change up to 30 minutes under extreme conditions.

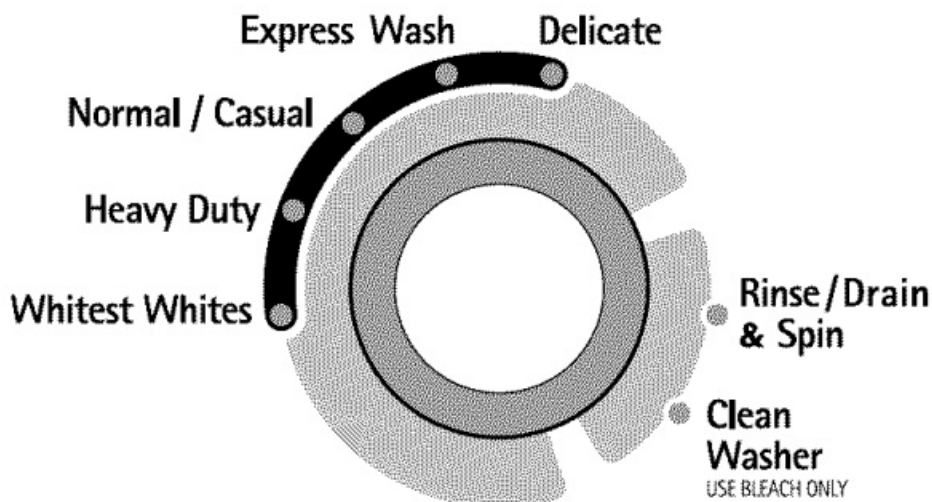
### Door Locked

When the status light illuminates, the door is locked.

## Cycles

### Wash Cycles

Choose Wash Cycle by rotating the Cycle selector knob to the desired cycle. The indicator light for the cycle selected will illuminate. Each cycle is designed for different types of fabric and soil levels.



- Each cycle has a preset cycle time, WASH/RINSE TEMP, SPIN SPEED and may have preset Options and Modifiers. The preset settings provide the recommended fabric care for the selected cycle.
- The preset settings can be changed anytime before START is selected. Not all Options and Modifiers are available with all Cycles. To change settings after the cycle has started, select STOP, then select the desired settings. Select and hold START (for approximately 1 second) to continue the cycle.

### Preset Cycle Settings

Each cycle has a preset Cycle Time, Water Temp, and Spin Speed. The preset settings provide the recommended fabric care for the selected cycle. See chart.

Cycle	Estimated Time* (hr:min )	Wash/Rinse Temp	Spin Speed
Whitest Whites	0:85	Hot/Cold	High
Heavy Duty	0:71	Hot/Cold	High
Normal/Casual	0:54	Warm/Cold	High
Express Wash (2-3 items)	0:30	Warm/Cold	High
Delicate	0:37	Warm/Cold	Medium
Rinse/Drain & Spin	0:25	Cold/Cold	High
Drain & Spin	0:15	N/A	High
Clean Washer	0:54	N/A	High

\*The cycle times vary automatically based on your water pressure, water temperature, detergent, and clothes load. The cycle time will be extended if oversudsing occurs or the load is unbalanced.

### Whitest Whites

This cycle is especially designed for cleaning loads of soiled white fabrics with the addition of bleach. Hot washing temperatures assure optimal bleach activity. An additional rinse provides optimal rinse performance to avoid

chlorine residue on your laundry. This cycle combines fast-speed tumbling, longer wash time, and high-speed spin to shorten drying time.

### **Heavy Duty**

Use this cycle to wash loads of sturdy, colorfast fabrics and Heavy soiled garments. This cycle combines fast-speed tumbling, longer wash time, and high speed spin to shorten drying times.

### **Normal/Casual**

Use this cycle to wash loads of no-iron fabrics such as sport shirts, blouses, casual business clothes, permanent press blends, cottons and linens, and synthetic fabrics. This cycle combines medium-speed tumbling, high-speed spin, and a load cooling process to reduce wrinkling.

### **Express Wash**

Use this cycle to wash small loads of 2-3 lightly soiled garments that are needed in a hurry. This cycle combines fast-speed tumbling, a shortened wash time, and extra high speed spin to shorten drying time. Large wash loads will result in the machine increasing the wash time.

### **Delicate**

Use this cycle to wash sheer fabrics and lingerie. This cycle combines low-speed tumbling and medium-speed spin for gentle fabric care.

- Use mesh garment bags to wash undergarments such as underwire bras, items with strings, and small items such as socks.

### **Rinse/Drain & Spin**

Use this cycle to rinse, drain, and spin your wash load. This cycle combines fast-speed tumbling and high-speed spin. If desired, you can reduce the spin speed by selecting the speed you want from the SPIN SPEED modifier.

#### **Rinse/Drain & Spin is useful for**

- Loads that need rinsing only.
- Adding fabric softener to a load using the fabric softener dispenser.

### **Drain & Spin**

Use this cycle to drain your washer or to drain and spin your wash load. The spin speed is preset to high. If desired, you can reduce the spin speed by selecting the speed you want from the SPIN SPEED modifier.

**NOTE:** Loads of synthetics, delicate fabrics, handwashables, and woolens should be drained with no spin or low spin to avoid fabric stress.

#### **To use DRAIN & SPIN setting**

- Select RINSE/DRAIN & SPIN cycle.
- Press the 2ND RINSE button to deselect the rinse option.
- Press START.

### **Clean Washer**

Use the Clean Washer cycle once a month to keep the inside of your washer fresh and clean. This cycle uses a higher water level in combination with liquid chlorine bleach to thoroughly clean the inside of your washing machine. See "Cleaning Your Washer."

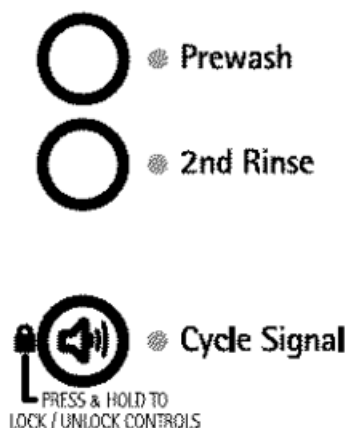
**IMPORTANT:** Do not place garments or other items in the washer during the Clean Washer cycle. Use this cycle with an empty wash drum.

### **Normal Sounds**

As with any new product, you will hear sounds that you are not accustomed to. You may hear various sounds when the door is locked or unlocked, and during the washing, rinsing, or spinning process. Between changes in wash actions, there will be momentary pauses. You will hear water spraying and splashing during the wash and rinse cycles. These new sounds and pauses are part of normal washer operation. See "Troubleshooting."

### **Options**

You can customize your wash by adding Options to your cycle selections. You can add or change an option after starting a cycle anytime before the selected option begins. Not all Options are available with all cycles.



- See the “Laundry Guide” section for an overview of possible options for each Wash Cycle selection.
- If an option is available with a selected cycle, the light for that option will illuminate when selected.
- If an option is unavailable with a selected cycle, there will be a short tone and the light for that option will not illuminate when selected.

### **Prewash**

Use this option for loads of heavily soiled garments that need pretreatment.

- Add detergent to the Main Wash Compartment of the dispenser drawer.
- Use powdered detergent to keep laundry additives from predisensing into the wash system.

This option adds tumbling time prior to the selected main cycle.

The washer continues automatically from prewash into the main wash cycle.

### **2nd Rinse**

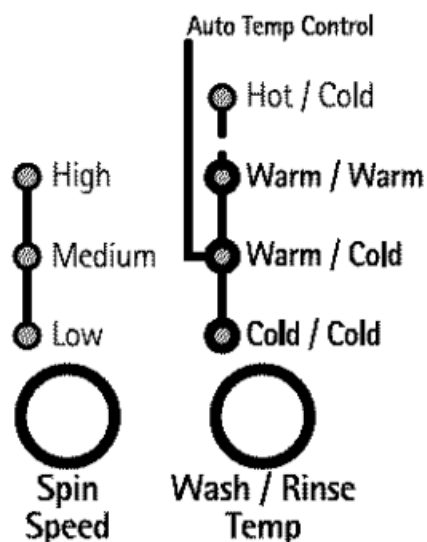
A second rinse can be used to aid in the removal of detergent or bleach residue from garments. This option provides an additional rinse with the same water temperature as the Normal rinse.

### **CycleSignal**

This signal is helpful when you are removing items from the washer as soon as it stops. Select ON or OFR

### **Modifiers**

Preset cycle settings of Water Temperature, Spin Speed, and Rinse Options can be changed. You can change a modifier after starting a cycle anytime before the selected Modifier begins. Not all Modifiers are available with all options and cycles.



- To change the spin speed, select the SPIN SPEED button until the desired setting illuminates.
- To change the water temperature, select the WASH/RINSE TEMP button until the desired setting illuminates.

### Wash/Rinse Temp

Select a water temperature based on the type of load you are washing. Use the warmest wash water safe for fabrics. Follow garment label instructions.

Warm rinses leave the loads dryer than cold rinses. Warm rinses increase wrinkling. In cold climates, a warm rinse makes the load more comfortable to handle. Cold rinses save energy.

### Temperature Guide

Wash Water Temperature	Suggested Fabrics
HOT	Whites and pastels Heavy soils
WARM	Bright colors Moderate to light soils
COLD	Colors that bleed or fade Light soils

In wash water temperatures colder than 60°F (15.6°C), detergents do not dissolve well. Soils may be difficult to remove.

### Auto Temp Control

ATC (Auto Temp Control) electronically senses and maintains a uniform water temperature. ATC regulates incoming hot and cold water. The ATC is automatically turned ON when a cycle is selected. See Preset Cycle Settings table in “Cycles.”

- ATC works for the wash temperature with Warm/Warm, Warm/Cold, and Cold/Cold settings.
- ATC works for the rinse temperature with the Warm/Warm setting.
- The Cold rinse temperatures depend on the cold water at your faucet.

### Laundry Guide

Refer to this chart for suggested load types and their corresponding cycles. Listed to the right are the options available to each of these washer cycles.

CYCLE	SUGGESTED LOAD TYPE	AVAILABLE OPTIONS			
		DelayStart	P r e w a s h	2 r i n s e	C y c l e S i g n a l
Whitest Whites	Soiled white fabrics	✓	✓	✓	✓
Heavy Duty	Heavily soiled underwear, towels, shirts, etc., made of cotton	✓	✓	✓	✓
Normal/Casual	Normally soiled blouses, shirts, overalls, etc., made of polyester, nylon, cotton, linen, or cotton blends	✓	✓	✓	✓
Express Wash	Small loads of 2-3 lightly soiled cotton, polyester, nylon, and cotton blends.	✓		✓	✓
Delicate	Curtains and delicate clothing, dresses, skirts, shirts and blouses	✓		✓	✓
Rinse/Drain & Spin	All loads	✓		✓	✓
Clean Washer	No clothes	✓			✓

## LAUNDRY TIPS

### Preparing clothes for washing

Follow these recommendations to help you prolong the life of your garments.

- Use only High Efficiency detergents. The package for this type of detergent will be marked “HE” or “High Efficiency.” This wash system, along with less water, will create too much sudsing with a regular non-HE detergent. Using regular detergent will likely result in washer errors, longer cycle times and reduced rinsing performance. It may also result in component failures and noticeable mold or mildew. HE detergents are made to produce the right amount of suds for the best performance. Follow the manufacturer’s instructions to determine the amount of detergent to use.



Use only HE High Efficiency detergent.

- Close zippers, snaps, and hooks to avoid snagging other items. Remove pins, buckles, and other hard objects to avoid scratching the washer interior. Remove non-washable trim and ornaments.
- Empty pockets and turn them inside-out.

- Turn down cuffs; brush away lint and dirt.
- Turn synthetic knits inside-out to avoid pilling.
- Tie strings and sashes so they will not tangle.
- Mend tears, loose hems, and seams.
- Treat spots and stains.
- Stained or wet garments should be washed promptly for best results.
- Mix large and small items, avoid washing single items, and load evenly.
- Wash small items, such as infant socks, in a mesh garment bag. To create a balanced load it is recommended that more than one garment bag be used, and that each garment bag be filled with equal amounts of material.

**NOTE:** If you are washing only small items, it is recommended that more than one mesh garment bag be used, and that each garment bag be filled with equal amounts of material.

### Sorting

- Separate heavily soiled items from lightly soiled ones, even if they would normally be washed together. Separate lint-givers (towels, chenille) from lint-takers (corduroy, synthetics, permanent press). When possible, turn lint-givers inside-out.
- Separate dark colors from light colors, colorfast items from noncolorfast items.
- Sort by fabric and construction (sturdy cottons, knits, delicate items).

### Unloading

- Remove clothes from washer after the cycle is completed. Metal objects such as zippers, snaps, and buckles may rust if left in the washer basket for a long time.
- When unloading garments, occasionally check under the rubber rim at the front of the tub for small items.

### Loading

#### Loading suggestions (maximum size loads)

##### Heavy Work Clothes

2 pair pants 3 shirts	3 pair jeans 1 coverall
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##### Mixed Load

2 double sheets or 1 king size sheet(s) 4 pillowcases 6 T-shirts	6 pair shorts 2 shirts 2 blouses 6 handkerchiefs
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##### Towels

8 bath towels 8 hand towels	10 washcloths 1 bath mat
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## Delicates





3 camisoles 4 slips 4 panties	2 bras 2 nighties
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## EXPRESS WASH cycle

(2-3 garments)	2 dress shirt 1 pair dress pants
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## Stain Removal Guide

Stain	Use Liquid Chlorine or Color-Safe Bleach	Use suggested Wash Cycle
 Ink	✓	Whitest Whites
 Blood	✓	Cold or Warm Prewash Normal/Casual
 Coffee/Chocolate	✓	Warm Prewash Whitest Whites
 Cosmetics		Heavy Duty
 Dirty Motor Oil		Warm Prewash Heavy Duty
 Grass	✓	Whitest Whites

 Tomato Products	✓	Whitest Whites
 Mud	✓	Warm/Prewash Whitest Whites
 Deodorants		Heavy Duty
 Ring around the Collar	✓	Normal/Casual

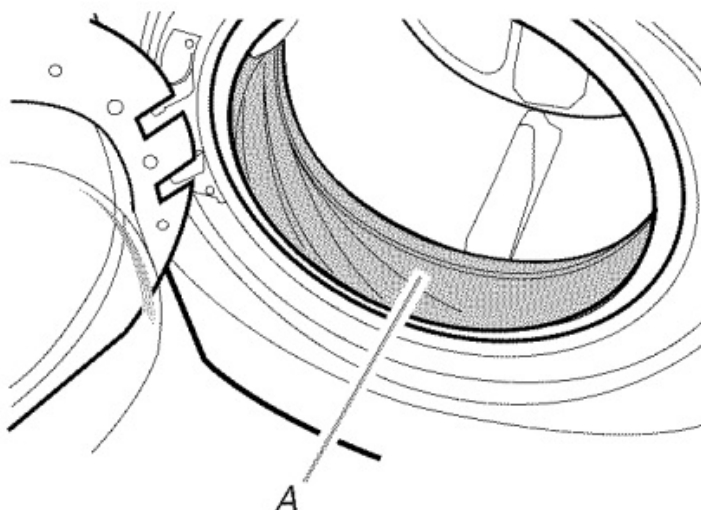
Do not tumble dry soiled or stained items. Heat may permanently set stains.

## WASHER CARE

### Cleaning Your Washer

#### Cleaning the Door Seal/Bellow

1. Open the washer door and remove any clothing or items from the washer.
2. Inspect the gray colored seal/bellow between the door opening and the basket for stained areas. Pull back the seal/ bellow to inspect all areas under the seal/bellow and to check for foreign objects.



*A. Seal/Bellow*

3. If stained areas are found, wipe down these areas of the seal/ bellow, using the procedure that follows.
  - a) Mix a dilute solution, using 3/4cup (177 mL) of liquid chlorine bleach, and 1 gal. (3.8 L) of warm tap water.
  - b) Wipe the seal/bellow area with the dilute solution, using a damp cloth.
  - c) Let stand 5 minutes.
  - d) Wipe down area thoroughly with a dry cloth and let the washer interior air dry with door open.

## **IMPORTANT:**

- Wear rubber gloves when cleaning for prolonged periods.
- Refer to the bleach manufacturer's instructions for proper use.

### **Washer Maintenance Procedure**

This washer has a special cycle that uses higher water volumes in combination with liquid chlorine bleach to thoroughly clean the inside of the washer.

#### **NOTES:**

- Read these instructions completely before beginning the cleaning process.
- If necessary, the cleaning cycle may be interrupted by pressing the STOP button. This will stop the cycle. A RINSE/ DRAIN & SPIN cycle must then be run to thoroughly rinse the remaining bleach from the washer. Failure to do so will cause damage to the washer and clothing added to the next cycle.

### **Begin procedure**

1. Open the washer door and remove any clothing or items from the washer.
2. Be sure the door is closed.
3. Open the dispenser drawer and immediately add  $\frac{3}{4}$  cup (160 mL) of liquid chlorine bleach to the bleach compartment.

**NOTE:** Do not add any detergent to this cycle. Use of more than  $\frac{3}{4}$  cup (160 mL) of bleach will cause product damage over time.

4. Be sure the dispenser drawer is closed.
5. Select the CLEAN WASHER cycle.
6. Press START.

**NOTE:** The basket will rotate, then the door will unlock, lock again, and then the cycle will continue.

- The machine will not fill, but the basket will rotate while the washer runs a short sensing cycle. This will take approximately 3 minutes.

7. The cycle will determine whether clothing or other items are in the washer.
  - a) If no items are detected in the washer, it will proceed to Step 8.
  - b) If any items are detected in the washer, all the Cycle lights will flash, "rL" or "F-34" will be displayed, and the WASH and CONTROLS LOCKED lights will remain lit.

The door will unlock.

- Press STOP to cancel the failure code. Then repeat steps 1,2 and 6 to start the cycle again.

8. Once the cycle has begun, allow the cycle to complete.
9. After the cycle is complete, leave the door open slightly, to allow for better ventilation and drying of washer interior.

### **Always do the following to maintain washer freshness**

- Use only HE High Efficiency detergent.
- Leave the door slightly open after each cycle to allow for better ventilation and drying of washer interior.
- Repeat the cleaning procedure monthly, using  $\frac{3}{4}$  cup (160 mL) of liquid chlorine bleach.
- If the procedure does not sufficiently improve the machine freshness, please evaluate your installation and

usage conditions for other causes.

### **Cleaning the exterior**

Use a soft damp cloth or sponge to wipe up any spills.

Occasionally wipe the outside of your washer to keep it looking new. Use mild soap and water. Do not use abrasive products.

### **Cleaning the dispenser drawer**

The dispenser drawer can be removed for easy cleaning.

1. Unlock the dispenser drawer by pressing the Release Lever. See "Using the Dispenser." Remove the drawer.
2. Remove the inserts (the siphon from the softener and bleach compartments).
3. Wash the parts under running water.

**NOTE:** Do not wash components in the dishwasher.

4. Replace the inserts and return the dispenser to the drawer.

### **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, record the date of replacement.

### **Vacation, Storage, and Moving Care**

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

#### **Non-use or vacation care:**

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

- Unplug washer or disconnect power.
- Turn off the water supply to the washer. This helps avoid accidental flooding (due to a water pressure surge) while you are away.
- Slightly open door to provide ventilation.

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

1. Put 1 qt (1 L) of R.V.-type antifreeze in the drum.
2. Run washer on a Drain & Spin cycle.
3. Unplug washer or disconnect power.
4. Shut off both water faucets.
5. Disconnect water inlet hoses from faucets and drain.

#### **To use washer again:**

1. Flush water pipes.
2. Reconnect water inlet hoses to faucets.
3. Turn on both water faucets.





### **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.

4. Plug in washer or reconnect power.
5. Run the washer through the Normal/Casual cycle with 1/2 the manufacturer's recommended amount of HE detergent for a medium-size load, to clean the washer and remove the antifreeze, if used.

### **To transport the washer:**

1. If washer will be moved during freezing weather, put in 1 qt (1 L) of R.V.-type antifreeze in the drum. Run washer on a Drain & Spin cycle.
2. Unplug the power cord.
3. Disconnect the drain hose from the drain system and attach to rear panel clips.
4. Shut off both water faucets.
5. Disconnect the water inlet hoses from faucets, then drain the hoses and clip them to the rear panel of the washer.
6. **IMPORTANT:** Call service. Do not reuse transport bolts.  
Washer must be transported in the upright position. To avoid suspension and structural damage, your machine must be properly set up for relocation by a certified technician.

### **Reinstalling the washer**

1. Follow the "Installation Instructions" to locate, level and connect the washer.
2. Run the washer through the Normal/Casual cycle with 1/2 the manufacturer's recommended amount of HE detergent for a medium-size load, to clean the washer and remove the antifreeze, if used.

## **TROUBLESHOOTING**

First try the solutions suggested here to possibly avoid the cost of a service call...

### **Washer and Components**

#### **Error codes**

An error code may be shown in the Estimated Time Remaining display. Check the list below for potential problem and troubleshooting checks.

- "F20" on display (Water Inlet Problem—no water or insufficient water supply)  
Select STOP twice to cancel the cycle. Unplug washer or disconnect power.

#### **Check the following:**

Are water faucets completely turned on?

Are screens at inlet hose connection to washer clogged? Are water inlet hoses kinked?

Are water inlet hoses frozen?



### **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.

Plug in washer or reconnect power. Re-select cycle and press START. If the problem remains, call for service.

- **“F21” on display (Drain Problem)**

Select STOP twice to cancel the cycle. Unplug washer or disconnect power.

**Check the following:**

Is the drain hose kinked?

Is the drain hose frozen?

Is the drain hose clogged?

Is the drain hose more than 96" (2.4 m) above the floor?

- **“F” Variables [F01 – 34] (Electrical Problem)**

Select STOP twice to cancel the cycle. Select RINSE/DRAIN & SPIN, and then select 2ND RINSE (to turn off the rinse option) if there is excessive water in the washer.

Re-select cycle and press START. If the problem remains, call for service.

## **Noisy, vibrating, off-balance**

- **Is the washer level?**

The washer must be level. The four feet should be properly installed, and the nuts should be tightened against the washer cabinet.

All four feet of the washer must be in firm contact with the floor. If the washer is on a pedestal, the washer must be secured to the pedestal and all four pedestal feet must be in firm contact with the floor.

- **Washer making a different noise?**

As with any new product, you will hear sounds that you are not accustomed to. You may hear various sounds when the door is locked or unlocked, and during the washing, rinsing, or spinning process. Between changes in wash actions, there will be momentary pauses. You will hear water spraying and splashing during the wash and rinse cycles. These new sounds and pauses are part of normal washer operation.

- **Is washer installed on a sturdy and solid floor?**

Refer to the “Installation Instructions” for flooring requirements. Noise and vibration may be reduced by placing a piece of 3/4" (19.1 mm) plywood underneath your washer. The plywood may extend underneath both washer and dryer to keep them at equal heights.

- **Is the washer gurgling or humming?**

As water is drained from the washer, you may hear air being pulled through the pump. This happens during the end of draining. It is normal.

- **Are you washing items with metal snaps, buckles or zippers?**

You may hear metal items touching the washer drum. This is normal.

- **Were the 4 shipping bolts in the back of the machine removed?**

See “Remove Transport System.”

## Leaking

- Was the door opened during “Add a garment”?

Water can drip off the inside of the door, when the door is opened after the start of a cycle.

- Is HE detergent being used?

The non-High Efficiency detergents can cause oversudsing which can leak from the rear of the washer.

- Are the fill hoses tight?

- Are the fill hose gaskets properly seated?

Check both ends of each hose. See “Connect the Inlet Hoses.”

- Is the drain hose properly installed?

The drain hose should be secured to the drainpipe or laundry tub. See “Secure the Drain Hose.”

- Is the sink or drain clogged?

Sink and drainpipe must be able to carry away 17 gal. (64 L) of water per minute. If clogged or slow, water can back up out of drainpipe or sink. Check household plumbing (laundry tubs, faucets, drainpipe, water pipes) for leaks.

## Dispenser operation

- Did you follow the manufacturer’s directions when adding detergent and fabric softener to the dispensers?

Measure detergent and fabric softener. Slowly pour into the dispensers. Wipe up all spills. Dilute fabric softener in the fabric softener dispenser.

- Did you put powdered or liquid color-safe bleach into the liquid chlorine bleach dispenser (on some models)?

Add powdered or liquid color-safe bleach to the Main Wash compartment. Do not use the chlorine bleach dispenser for color-safe bleach.

- Is the fabric softener dispenser clogged?

Clean the fabric softener dispenser. See “Washer Care” for details.

- Are the laundry products in the correct dispenser compartment?

Add the correct amounts of detergent, fabric softener or liquid chlorine bleach to the correct compartments. Add powdered or liquid color-safe bleach to the Main Wash compartment.

- Is there water in the dispenser at the end of the cycle?

A small amount of water will remain in the dispenser compartment. This is normal.

## Washer odor

- See “Cleaning Your Washer.”

- Are you using HE detergent?

Use of non-HE detergent can cause a film residue which can result in odor.

- Did you leave the door open after use?

This washer has a tight seal to avoid water leaks. To avoid odors leave the door open to allow the washer to dry between uses.

## Door won’t unlock

- Did all of the water drain out of the washer during the spin?

Select RINSE/DRAIN & SPIN, and then select 2ND RINSE (to turn off the rinse option) to remove any water remaining in the washer. The washer door will unlock at the end of the drain.

- Is the door locked and is the “Add a garment” light on?

Press STOP once. The door will unlock.

## **Washer Operation**

### **Washer won't run, fill, rinse or tumble; washer stops**



#### **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.

- Is the power cord plugged into a grounded 3 prong outlet?

Plug power cord into a grounded 3 prong outlet.

- Are you using an extension cord?

Do not use an extension cord.

- Has a household fuse blown, or has a circuit breaker tripped?

Replace the fuse, or reset the circuit breaker. If the problem continues, call an electrician.

- Are both the hot and cold water faucets turned on?

Turn on the water.

- Is the water inlet hose kinked?

Straighten the hoses.

- Are the water inlet valve screens clogged?

Turn off the water and remove inlet hoses from the washer.

Remove any accumulated film or particles. Reinstall hoses, turn on water and check for leaks.

- Is the washer in a normal pause in the cycle?

The washer pauses for about 2 minutes during certain cycles. Allow the cycle to continue. Some cycles feature periods of tumbling and soak.

- Is the washer overloaded?

Wash smaller loads.

- Is the washer door firmly shut?

The door must be closed during operation.

- Are the shipping bolts removed?

All four shipping bolts must be removed for proper operation of the washer.

- Has a cycle been selected, but START has not been selected and held for 1 second?

Press and hold START, for 1 second.

- Was the door open after completion of last cycle?

The door must be opened and closed again to start a new cycle.

### **Washer continues to fill or drain, cycle seems stuck**

- Is the top of drain hose lower than 30" (76 cm) on washer?



The top of the drain hose must be at least 30" (76 cm) above the floor. See "Drain System."

- Does the drain hose fit too tightly in the standpipe, or is it taped to the standpipe?

The drain hose should be loose yet fit securely. Do not seal the drain hose with tape. The hose needs an air gap. See "Secure the Drain Hose."

### **Washer won't drain or spin, water remains in washer**

- Is the drain hose clogged, or the end of the drain hose more than 96" (2.4 m) above the floor?
- Is your voltage low?

Check electrical source or call electrician.

- Excessive suds?

When excessive suds are detected, a special suds routine automatically starts. Cycle will complete once extra suds are removed. This will occur more frequently when a non-HE detergent is used.

- Is the load balanced?

A single or bulky item may cause imbalance. Add more items or redistribute the load.

### **Not enough water/Not enough suds**

- Low water?

This washer uses very little water to provide good cleaning results. You will see little or no water splashing in this washer. This is normal.

- Are you using HE detergent?

HE detergent is a low sudsing detergent. This is normal and will not affect cleaning performance.

### **Wash/Rinse temperature**

- Are the hot and cold water inlet hoses reversed?

See "Connect the Inlet Hoses."

- Are you washing many loads?

As your frequency of loads washed increases, the water temperature may decrease for hot and warm temperatures. This is normal.

### **Cycletime changes/Cycle too long**

- Estimated cycle time?

The cycle times vary automatically based on your water pressure, water temperature, detergent, and clothes load. The cycle time will be extended if oversudsing occurs or the load is unbalanced. The SUDs routine removes extra suds and assures proper rinsing of your garments. The options you select will also affect the cycle times that are shown in the Preset Cycle Settings table.

- Excessive suds?

When excessive suds are detected, a special suds routine automatically starts. This routine will add time to the original cycle.

- Did the load cause imbalance?

When too much imbalance occurs, an imbalance routine will start to redistribute the load. During the imbalance

routine the time displayed may pause until this activity is complete, then resume with the remainder of the cycle.

- Are you washing a single item or bulky load?

Spin time is added if an unbalanced load is detected. The washer will attempt to redistribute the load with additional tumbling.

- Did you wash a large load on the Express Wash cycle?

The Express Wash cycle is designed for smaller load sizes (2-3 items) of lightly soiled garments. If larger loads are washed in this cycle, wash time will be increased.

- Did you wash a large load in a gentle or Delicate cycle?

When using the Express Wash, or Delicate wash cycles you should use small loads. This ensures a gentle wash for your garments without increasing cycle times.

## **Clothes Care**

### **Load too wet**

- Did you use the right cycle for the load being washed?

Select a cycle with a higher spin speed.

- Did you wash a single item or bulky items or have you overloaded the washer?

A single item, bulky items, or overloading may cause imbalance. Add items or try to evenly distribute your wet laundry in the drum. Select RINSE/DRAIN & SPIN, and then select 2ND RINSE (to turn off the rinse option), to drain the washer. If the laundry is still wet, take half of the load out of the washer and try again.

- Did you use HE detergent?

Suds during rinse and spin cycles can reduce spin speed.

Use HE detergent.

### **Residue, lint, stains on load; gray whites, dingy colors**

- Did you add detergent to the dispenser?

For best results, add detergent to the detergent compartment. Do not add detergent to the washer drum.

- Did you sort properly?

Sort lint givers (towels, chenille) from lint takers (corduroy, synthetics). Dye transfer can occur when mixing whites and colors in a load. Sort dark clothes from whites and lights.

Did you overload the washer?

Do not overload the washer. The washer can be fully loaded, but not tightly packed. The wash load must be balanced. Lint can be trapped in the load if overloaded.

- Check the following:

Was paper or tissue left in pockets?

- Did you use enough HE detergent?

Follow manufacturer's recommendations for the type of load you are washing. For best performance, use only High Efficiency detergent. Use enough detergent to remove soil and hold it in suspension.

- Do you have hard water?

Use more detergent for washing heavy soils in cold or hard water.

- Is your water colder than 60°F (15.6°C)?

Wash water colder than 60°F (15.6°C) may not completely dissolve the detergent. Use hot or warm washes if

safe for the fabric load. Make sure your hot water system is adequate to provide a hot water wash.

- Are you using a low speed wash cycle?

Powdered detergents may not dissolve well in a slow-speed cycle. For best results, use liquid detergent for slow-speed cycles such as Delicates.

- Did you unload the washer promptly?

To avoid dye transfer, unload the washer as soon as it stops.

- Did you use a fabric softener dispensing ball?

Dispensing balls will not operate correctly with this washer. Add liquid fabric softener to the fabric softener compartment.

- Did you use powdered detergent in a low-speed cycle?

Consider using liquid detergent.

- Did you use Express Wash on a large load?

For best results, use Express Wash for small, lightly soiled loads.

### **Load is wrinkled, twisted, tangled**

- Did you unload the washer promptly?

Unload the washer as soon as it stops.

- Did you use the right cycle for the load being washed?

Use the Delicates cycle or another cycle with a low spin speed to reduce wrinkling.

- Did you overload the washer?

The wash load must be balanced and not overloaded. Loads should tumble freely during washing.

- Was the wash water warm enough to relax wrinkles?

If safe for load, use warm or hot wash water.

- Are the hot and cold water hoses reversed?

Check that the hot and cold water hoses are connected to the right faucets. A hot rinse followed by spin will cause wrinkling. See "Connect the Inlet Hoses."

### **Notes**

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## Documents / Resources

 A small image of a Kenmore HE2 Plus front-loading automatic washer. The image shows the front of the machine with its door slightly open. Text on the image includes "Kenmore", "HE2 Plus", "Front-Loading Automatic Washer", and "Laveuse automatique à chargement frontal".	<p><a href="#">Kenmore 110.4751 HE2 Plus Front Loading Automatic Washer</a> [pdf] User Guide</p> <p>110.4751 HE2 Plus Front Loading Automatic Washer, 110.4751, HE2 Plus Front Loading Automatic Washer, Front Loading Automatic Washer, Loading Automatic Washer, Automatic Washer, Washer</p>
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## References

- [Shop: Appliances, Tools, Clothing, Mattresses & More](#)
- [Manual-Hub.com - Free PDF manuals!](#)
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