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Page 2 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. Recommendations to Help Keep Your Washer Clean and Performing at its Best 1. Always use High Efficiency (HE) detergents and follow the HE detergent manufacturer's instructions regarding the amount of HE 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: Clean Washer Cycle This washer has a special cycle that uses higher water volumes in combination with affresh or liquid chlorine bleach to clean the inside of the washer. 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 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 CLEAN WASHER cycle. g. Press the START/Pause/Unlock button to begin the cycle. The Clean Washer Cycle Operation is described below. NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press POWER/CANCEL. (For models with no Power/Cancel button, press and hold START/ Pause/Unlock for three seconds). After the Clean Washer cycle has stopped, run a RINSE & SPIN cycle to rinse cleaner from washer. 10 Washer Cleaner ® Washer Cleaner tablet ® WASHER CARE (cont.) 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 CLEAN WASHER cycle. f. Press the START/Pause/Unlock button to begin the cycle. The Clean Washer Cycle Operation is described below. NOTE: For best results, do not interrupt cycle. If cycle must be interrupted, press POWER/CANCEL. (For models with no Power/Cancel button, press and hold START/ Pause/Unlock for three seconds). After the Clean Washer 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 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 a soft, damp cloth or sponge to wipe away any spills. Use only mild soaps or cleaners when cleaning external washer surfaces. IMPORTANT: To avoid damaging the washer's finish, do not use abrasive products. Need a manual for your Whirlpool WTW5000DW1 Washing Machine? Below you can view and download the PDF manual for free in English. This product currently has 13 frequently asked questions, 4 comments and has 1 vote with an average product rating of 0/100. If this is not the manual you want, please contact us. Is your product defective and the manual offers no solution? Go to a Repair Café for free repair services. Our support team searches for useful product information and answers to frequently asked questions. If you find an inaccuracy in our frequently asked questions, please let us know by using our contact form. In many cases the door of the washing machine hasn't closed properly. Open and close the door and try again. This was helpful (24132) Read more The main reason a washing machine won't drain is because of blockage in either the pump or the drain hose. If your washing machine has access to these parts, try to remove any blockage. If this does not solve the problem or if you don't have access to these parts you should contact a mechanic or the manufacturer. This was helpful (23195) Read more Check if the water inlet is open and if there aren't any kinks in the hose of the water inlet. If this doesn't solve the problem you should contact the manufacturer. This was helpful (9273) Read more There can be several causes. The most common cause is the filter being clogged. Unplug the appliance and check the filter. Remove any blockage if necessary. The location of the filter is different depending on the model. It is also possible that there is a special lever to open the door. If these options don't help, the last option is unplug the appliance for a period of 30-60 minutes and try to open the door after that. If this doesn't work, contact the manufacturer or a mechanic. This was helpful (7889) Read more It's possible that the washing machine has not been leveled. You can do this by adjusting the feet to make it perfectly level. The problem can also be caused by inserting too much clothes in the machine. If these are not the cause of your problem you should contact the manufacturer. This was helpful (6660) Read more Most washing machines have 3 compartments for detergent. These compartments are often marked with I, II and \* to show where the detergent goes. Compartment I is used for a pre-wash cycle, II is for the main wash cycle and \* is for fabric softener. Compartment II is used most often. This was helpful (4704) Read more There are washing machines with self-cleaning features. If these features are not available it's possible to add 100ml of white vinegar or 100gr of soda crystals and have the washing machine run a 90 °C program. This was helpful (3911) Read more Although washing machines can probably handle water intake up to 65°C, this is not recommended by most manufacturers. There are wash cycles that specifically make use of cold water. In those cases warm water can harm the results of your wash cycle. Also, many washing machines are designed to be connected to a cold water outlet. This was helpful (2917) Read more When moving a washing machine, you should secure the drum. You can use the transit bolt which come with every washing machine and will prevent the drum from moving around inside the machine. You also need to drain all the water. This was helpful (1511) Read more The biggest advantage of a washer-dryer is that it takes less space. However, a separate dryer will be able to dry more than a washer-dryer. A washer-dryer also uses relatively more energy and requires more time. This was helpful (1214) Read more Appliances that require large amounts of power, like a washing machine, can not be connected to all extension cords. See what the power usage of the washing machine is, which is indicated in Watt, and check if the extension cord can handle this. There are extension cords with thicker cables that are made to handle larger appliances. This was helpful (1211) Read more In general it is possible to directly stack a dryer and washing machine directly on top of each other. This only works with front loading models. However, it is advisable to use a fitting accessory to do so. This will prevent the machines from vibrating and falling off and also prevents damage to the bottom machine. This was helpful (1211) Read more Whirlpool appliances that are equipped with 6th Sense technology have sensors that ensure optimal operation of the machine. For example in dryers, these sensors measure the moisture left in the wash and stops the machine when everything is completely dry. This was helpful (840) Read more Low-Water Washer consumption d'eau Use and Care Guide avec chargement par le dessus Para una versión de estas instrucciones en español, visite www.whirlpool.com Table of Contents Table des matières WASHER SAFETY .....2 SECURITÉ DE LA LAVEUSE .....18 WHAT'S NEW UNDER THE LID? .....3 QUOI DE NEUF SOUS LE COUVERCLE? .....19... Washer Safety... What's New Under the Lid? Cleaning with Less Water Automatic Load Size Sensing Once you start the cycle, the washer will fill to the water level. When the washer is done filling, it will start to agitate after it determines the correct level for the load. The washer will then fill to the appropriate water level based on the load size. Control Panel and Features SOIL LEVEL START/PAUSE BUTTON Select the setting most suitable for your load. For heavily Press to start the selected cycle; press again to pause the soiled and sturdy fabrics, select Heavy Soil Level for more cycle and unlock the lid. wash time. Page 5 RINSE LOCKED You will hear sounds similar to the wash cycle as the The Lock feature allows for higher spin washer rinses and moves the load. You may hear the speeds. When lit, the lid is locked and motor turning on briefly (short hum) to move the basket cannot be opened without pausing the while filling. 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. Not all cycles and options are available on each cycle. Not all settings and options are available on each cycle. Items to wash: Cycle Wash Temp\*. Using Your Washer Sort and prepare your laundry Add laundry products • Empty pockets. Loose change, buttons, or any small Add a measured amount of HE object can pass under the washplate and become trapped, detergent or single-dose laundry causing unexpected sounds, packet into the basket. Page 8 Load laundry into washer Add fabric softener, if desired 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. For best performance, load items recommended amount of liquid fabric softener. Page 9 Select SOIL LEVEL Select cycle options, if desired If you would like to add an extra rinse, fabric softener, or Once you select a cycle, select the soil level by turning the extra soak period to any cycle, turn the knob to desired Soil Level knob to the desired setting. Washer Maintenance WATER INLET HOSES WASHER CARE (cont.) Replace inlet hoses after 5 years of use to reduce the risk 2. Chlorine Bleach Procedure (Alternative): of hose failure. Periodically inspect and replace inlet hoses a. Open the washer lid and remove any clothing if bulges, kinks, cuts, wear, or leaks are found. Page 11 NON-USE AND VACATION CARE REINSTALLING/USING WASHER AGAIN To reinstall washer after non-use, vacation, winter storage, Operate your washer only when you are home. If moving, or moving; or not using your washer for a period of time, follow these steps: 1. Troubleshooting First try the solutions suggested here or visit our website at www.whirlpool.com/product\_help - In Canada www.whirlpool.ca for assistance and to possibly avoid a service call. If you experience Possible Causes Solution Vibration or Off-Balance Check the following for Feet may not be in contact with the... Page 13 Troubleshooting First try the solutions suggested here or visit our website at www.whirlpool.com/product\_help - In Canada www.whirlpool.ca for assistance and to possibly avoid a service call. If you experience Possible Causes Solution Washer not performing as expected Washer not draining!... Page 15 Troubleshooting First try the solutions suggested here or visit our website at www.whirlpool.com/product\_help - In Canada www.whirlpool.ca for assistance and to possibly avoid a service call. If you experience Possible Causes Solution Washer not performing as expected (cont.) Sand, pet hair, lint, etc. Page 16 Troubleshooting First try the solutions suggested here or visit our website at www.whirlpool.com/product\_help - In Canada www.whirlpool.ca for assistance and to possibly avoid a service call. If you experience Possible Causes Solution Washer not performing as expected (cont.) Fabric Damage. 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. Sécurité de la laveuse... Qui de neuf sous le couvercle? Nettoyer avec moins d'eau Détection automatique de taille de charge Une fois que l'on démarre le programme, la laveuse procède au remplissage jusqu'à atteindre le niveau d'eau. Une fois que la laveuse a fini de se remplir, elle commence à cultuber après avoir déterminé... Tableau de commande et caractéristiques SOIL LEVEL (niveau de saleté) 2 RINSES with SOFTENER (double rinçage avec assouplissant) Sélectionner le réglage le plus adapté à votre charge. Pour Cette option active les options Fabric Softener les tissus très sales, sélectionner Heavy Soil Level (niveau de saleté... DONE (terminé) WASH (lavage) Une fois le programme terminé, ce témoin s'allume. On entend le moteur et l'agitateur déplacer la charge. Au Retirer la charge rapidement pour un résultat optimal, courez de la première étape du programme Sensing/ Fill (détection/remplissage), la laveuse se remplit partiellement LOCKED (couvercle verrouillé) d'eau et commence ensuite à... Page 22 Guide de programmes (suite) Articles à laver : Programme : Température Vitesse Détails du programme : de lavage\* : d'essorage : Articles non Casual Hot (chaude) Utiliser ce programme pour laver des charges de Warm (tiède) repassables, (Tout-aller) (fabile) vêtements qui ne se repassent pas tels que chemises articles en coton, de Cool (fraîche) de sport, chemisiers, vêtements de travail tout-aller... Utilisation de la laveuse Triet et préparer le linge Ajouter les produits de buanderie • Vider les poches. Des pièces de monnaie, des boutons ou objets de petite taille sont susceptibles de glisser sous le plateau de lavage et de s'y coincer, ce qui peut entraîner Verser une mesure de détergent HE ou des bruits inattendus. Page 24 Charger les vêtements Verser de l'assouplissant pour tissu dans la laveuse Au cours du rinçage final, attendre le remplissage complet de la laveuse puis appuyer sur le bouton START/ Pause (mise en marche/pause) pour suspendre le programme de la laveuse. Soulever le couvercle et verser Pour un meilleur rendement, il est la mesure recommandée d'assouplissant pour tissu. Page 25 Sélectionner SOIL LEVEL Sélectionner les options de (niveau de saleté) programme (si désiré) Après avoir sélectionné un programme, sélectionner le niveau Si l'on souhaite ajouter un rinçage supplémentaire, de de saleté en tournant le bouton Soil Level (niveau de saleté) au l'assouplissant pour tissu ou une période de trempage réglage désiré. Entretien de la laveuse TUYAUX D'ARRIVEE D'EAU ENTRETIEN DE LA LAVEUSE (suite) Remplacer les tuyaux d'arrivée d'eau après 5 ans d'utilisation REMARQUE : Pour de meilleurs résultats, ne pas interrompre le programme. Si l'on doit interrompre le programme, pour réduire le risque de défaillance intempesive. Inspecter appuyer sur Power/Cancel (mise sous tension/annulation). Page 27 REINSTALLATION/REUTILISATION NON-UTILISATION ET ENTRETIEN DE LA LAVEUSE EN PERIODE DE VACANCES Pour réinstaller la laveuse en cas de non-utilisation, Faire fonctionner la laveuse seulement lorsqu'on est d'entreposage pour l'hiver, de déménagement ou en période présent. En cas de déménagement ou si l'on n'utilise pas de vacances : la laveuse pendant un certain temps, suivre les étapes 1. Dépannage Essayer d'abord les solutions suggérées ici ou consulter le site Web www.whirlpool.com/product\_help - Au Canada www.whirlpool.ca pour obtenir de l'aide et pour éviter une intervention de réparation. Si les phénomènes Causes possibles Solution suivants se produisent Vibrations ou déséquilibre Vérifier ce qui suit pour... Page 29 Dépannage Essayer d'abord les solutions suggérées ici ou consulter le site Web www.whirlpool.com/product\_help - Au Canada www.whirlpool.ca pour obtenir de l'aide et pour éviter une intervention de réparation. Si les phénomènes Causes possibles Solution suivants se produisent La laveuse ne fonctionne pas comme prévu Quantité... Page 30 Dépannage Essayer d'abord les solutions suggérées ici ou consulter le site Web www.whirlpool.com/product\_help - Au Canada www.whirlpool.ca pour obtenir de l'aide et pour éviter une intervention de réparation. Si les phénomènes Causes possibles Solution suivants se produisent La laveuse ne fonctionne pas comme prévu (suite) Charge non rincée. Page 32 Dépannage Essayer d'abord les solutions suggérées ici ou consulter le site Web www.whirlpool.com/product\_help - Au Canada www.whirlpool.ca pour obtenir de l'aide et pour éviter une intervention de réparation. 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Page 35 EXONÉRATION DE RESPONSABILITÉ EN DEHORS DE LA GARANTIE Whirlpool ne prend aucun engagement quant à la qualité ou la durabilité de l'appareil, ou en cas de dépannage ou de réparation nécessaire sur ce gros appareil ménager, autre que les engagements énoncés dans la présente garantie. Si vous souhaitez une garantie prolongée ou plus complète que la garantie limitée fournie avec ce gros appareil ménager, renseignez-vous auprès de... Assistance ou Service Avant de faire un appel pour assistance ou service, veuillez vérifier la section "Dépannage" ou consulter www.whirlpool.com/help. Cette vérification peut vous faire économiser le coût d'une visite de réparation. Si vous avez encore besoin d'aide, suivre les instructions ci-dessous. Page 2 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. 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