

# Technical Service Guide

April 2020

## UltraFresh Front Load Washer

**GFW510SCN\*\*\***

**GFW510SCV\*\*\***

**GFW550SPN\*\*\***

**GFW550SPR\*\*\***

**GFW550SSN\*\*\***

**GFW650SPN\*\*\***

**GFW650SSN\*\*\***

**GFW655SPV\*\*\***

**GFW655SSV\*\*\***

**GFW850SPN\*\*\***

**GFW850SSN\*\*\***

**PFW870SPV\*\*\***

**PFW870SSV\*\*\***

**PFW950SPT\*\*\***

**PFW955SPW\*\*\***



**31-9327**

Rev.2 ~ 04/30/2024

## Safety Information



### IMPORTANT SAFETY NOTICE

The information in this service guide is intended for use by individuals possessing adequate backgrounds of electrical, electronic, and mechanical experience. Any attempt to repair a major appliance may result in personal injury and property damage. The manufacturer or seller cannot be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.

### WARNING

To avoid personal injury, disconnect power before servicing this product. If electrical power is required for diagnosis or test purposes, disconnect the power immediately after performing the necessary checks.

### RECONNECT ALL GROUNDING DEVICES

If grounding wires, screws, straps, clips, nuts, or washers used to complete a path to ground are removed for service, they must be returned to their original position and properly fastened.

## Warranty Information

### GE / Profile

**geappliances.com**

1. Search the model number.
2. Click the "Owner Support" tab.
3. Click on "Use and Care Manual."
4. Locate the Warranty page.

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# Safety Requirements

GE Appliance Factory Service Employees are **REQUIRED** to use safety glasses with side shields, safety gloves, and safety shoes for all repairs.



**Plano-type Safety Glasses**

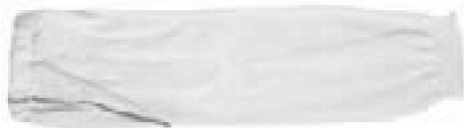


**Prescription  
Safety Glasses**

Must be ANSI Z87.1-2003  
compliant



**Cut-resistant Gloves**



**Cut-resistant Sleeves**



**Electrically Rated Gloves and  
Cut-resistant Gloves**



**Composite or  
Steel-toed  
Work Shoe**

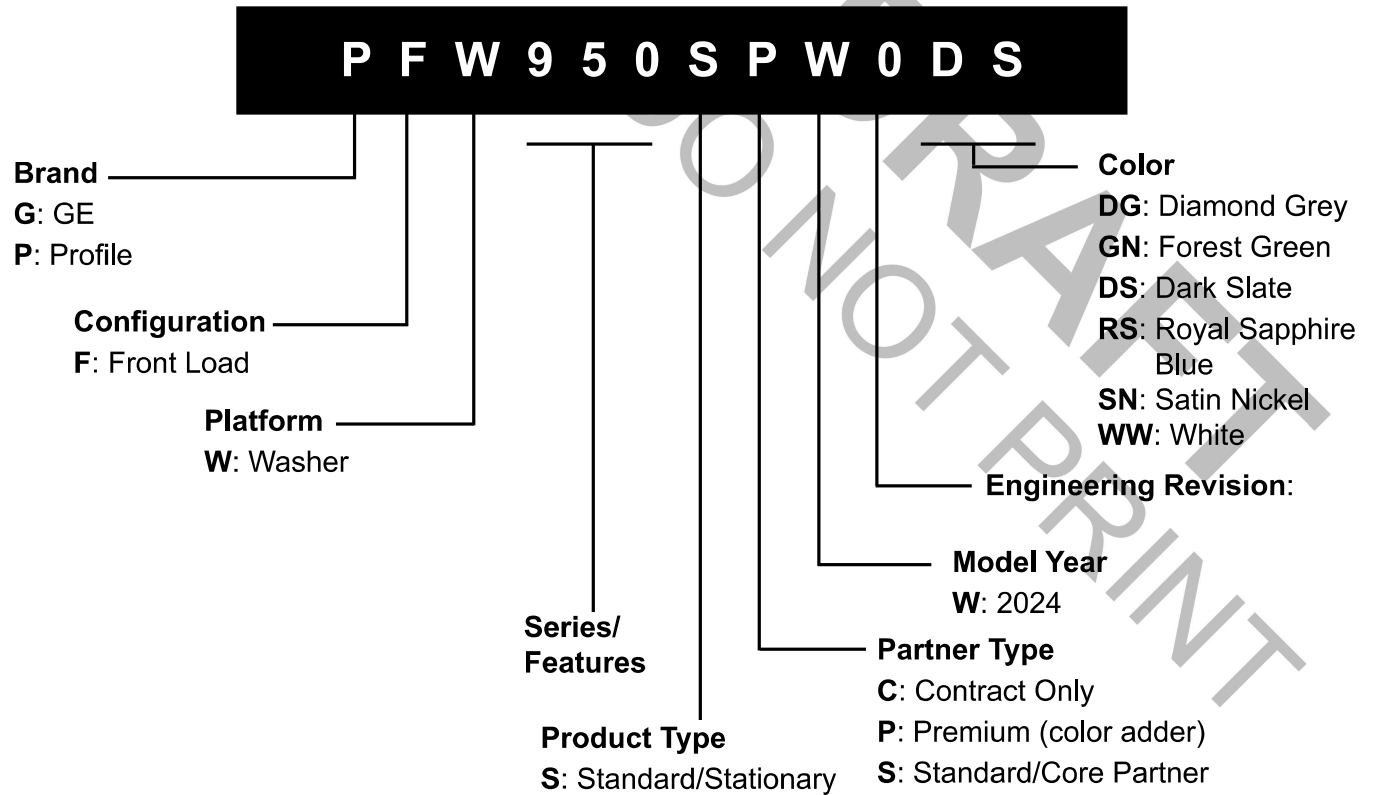
## **WARNING**

Prior to disassembly of the appliance to access components, GE Appliance Factory Service technicians are **REQUIRED** to follow this Lockout/Tagout (LOTO) six-step process:

- Step 1:** Plan and prepare
- Step 2:** Shut down the appliance
- Step 3:** Isolate the appliance
- Step 4:** Apply LOTO device and lock
- Step 5:** Control (discharge) stored energy
- Step 6:** Verify the appliance is locked out

# Nomenclature

## Model Number



Model number nomenclature can be used to determine features and specifications of the appliance.

## Serial Number

The first two characters of the serial number identify the month and year of manufacture. The letter designating the year repeats every 12-years.

**Example:** LZ123456S = June 2024

|        |         |
|--------|---------|
| A: JAN | 2024: Z |
| D: FEB | 2023: V |
| F: MAR | 2022: T |
| G: APR | 2021: S |
| H: MAY | 2020: R |
| L: JUN | 2019: M |
| M: JUL | 2018: L |
| R: AUG | 2017: H |
| S: SEP | 2016: G |
| T: OCT | 2015: F |
| V: NOV | 2014: D |
| Z: DEC | 2013: A |

The Mini Manual is located under the top cover, inside a plastic envelope, taped to the top of the dispenser assembly.



The Model Serial ID Tag is located on the front panel, behind the door, at the lower center of the door opening.



# Common Icons and Terminology

## Icons

### Back Button:



This interactive button appears at the bottom-left of every page in the Service Guide. Click or press the Back Button to return to the previously viewed page (PDF only).

**NOTE:** This feature is useful when clicking a hyperlink to consult a different section; however, be aware that it also applies when scrolling through pages. Examples:

- If clicking a hyperlink on page 34 to jump to page 57, click the Back Button to return to page 34.
- If clicking a hyperlink on page 34 to jump to page 57, then scrolling to page 58, clicking the Back Button will return to page 57.

### Diagnosing:



### Removal:



### WARNING:



**HIGHLY  
FLAMMABLE**

## Terms / Measurements

**VAC** Volts Alternating Current (ex: 120-VAC)

**VDC** Volts Direct Current (ex: 12.5-VDC)

**ohm ( $\Omega$ )** Unit of electrical resistance (ex: 16 $\Omega$ )

**k $\Omega$**  Kilo-ohm (ex: 0.41k $\Omega$ )

**mm** Millimeters (180-mm)

**in.** Inches (12-in.)

**°F** Degrees Fahrenheit (ex: 170°F)

**°C** Degrees Celsius (ex: 80°C)

**CW** Clockwise

**CCW** Counter-clockwise

**N.O.** Normally Open (N.O.)

**N.C.** Normally Closed (N.C.)

## Common Tools

**Multimeter:** Used to test voltage, current, and resistance of electrical components or circuits; also called an **ohmmeter**

**Phillips-head:** Type of screw head, driver, or bit with four points in a cross-shaped pattern

**Flat-head:** Type of screw head, driver, or bit with one straight, flat side; also known as **flat-blade** or **slotted**

**Hex-head:** Type of screw head, driver, bolt, or bit with a six-point hexagon pattern

**Star bit:** Type of screw-driver bit with six points instead of flat sides; also called a **Torx bit**

**Allen wrench:** Used to remove or tighten specific types of bolts; also called a **hex key**

**Tongue-and-Groove Pliers:** Type of plumbing pliers with an adjustable pivot; also called **water pump pliers**, **multi-grips**, or **Channellocks** (brand name)

**Putty-knife:** Wide, flat metal tool used for applying putty or prying apart components



# Specifications



## WARNING



## Electrical Shock Hazard

Death or serious injury can result from failure to follow these instructions:

- **Service on this appliance must be conducted by a qualified GE Appliance service technician only.**
- Disconnect power before servicing this appliance.
- Reconnect all grounding devices after servicing this appliance.
- Replace all parts and panels before operating this appliance.

## Product Specifications

|                                                |                                                                   |
|------------------------------------------------|-------------------------------------------------------------------|
| Overall Depth                                  | 32-in. (GFW655/650/550/510)<br>34-in. (PFW955/950/870/<br>GFW850) |
| Overall Height<br>(Leveling Legs<br>Retracted) | 39-3/4-in.                                                        |
| Overall Height<br>(Leveling Legs<br>Extended)  | 40-5/8-in.                                                        |
| Overall Width                                  | 28-in.                                                            |

## Electrical Specifications

|                              |                                         |
|------------------------------|-----------------------------------------|
| Drive Motor                  | 3.5Ω +/- 7%                             |
| Water Valve Coil             | 1070Ω +/- 10%                           |
| Door Lock Coil               | 120Ω +/- 8%                             |
| Vent Damper Motor            | 4.3 kΩ +/- 30 Ω                         |
| Over Night Ready/<br>ONR Fan | AC TO DC<br>CONVERTER, CAN'T<br>MEASURE |
| Drain Pump Motor             | 19.5Ω +/- 10%                           |
| Heater                       | 14.85Ω +/- 5%                           |

## Thermistor Resistance Table

| Temp (°C) | Temp (°F) | Resistance Ω |
|-----------|-----------|--------------|
| -10       | 14        | 548722       |
| -5        | 23        | 45778        |
| 0         | 32        | 35975        |
| 5         | 41        | 28516        |
| 10        | 50        | 22763        |
| 15        | 59        | 18279        |
| 20        | 68        | 14772        |
| 25        | 77        | 11981        |
| 30        | 86        | 9786         |
| 35        | 95        | 8047         |
| 40        | 104       | 6653         |
| 45        | 113       | 5523         |
| 50        | 122       | 4608         |
| 55        | 131       | 3856         |
| 60        | 140       | 3243         |
| 65        | 149       | 2744         |
| 70        | 158       | 2332         |
| 75        | 167       | 1990         |
| 80        | 176       | 1704         |
| 85        | 185       | 1464         |
| 90        | 194       | 1262         |
| 95        | 203       | 1093         |
| 100       | 212       | 949.9        |



BACK

# Installation

## Location Requirements

The washer should be installed on a floor strong enough to support it fully loaded.

It should NOT be installed in the following locations:

- In an area exposed to dripping water or outside weather conditions. The ambient temperature should never be below 60°F (15.6°C) for proper washer operation.
- On carpet. The floor MUST be a hard surface with a maximum slope of 1/2" per foot (1.27cm per 30cm). To make sure the washer does not vibrate or move, the floor may need to be reinforced.

**NOTE:** If floor is in poor condition, use 3/4" impregnated plywood sheet solidly attached to existing floor covering.

## Leveling

With the washer in its final position, place a level on top of the washer (if the washer is installed under a counter, the washer should not be able to rock). Adjust the front leveling legs up or down to ensure the washer is resting solidly. Turn the lock nuts on each leg up toward the base of the washer and snug with a wrench.

**NOTE:** Keep the leg extension at a minimum to prevent excessive vibration. The farther out the legs are extended, the more the washer will vibrate.

## Water Supply Requirements

- The faucets MUST be 3/4-in. (1.9-cm) garden hose-type so inlet hoses can be connected.
- Water pressure MUST be between 10 and 120 pounds per square inch. The local water department can advise the consumer of their water pressure.
- The hot water temperature should be set to deliver water at 120° to 140°F (48°–60°C) to provide proper Automatic Temperature Control (ATC) performance.

## Additional Specifications

- A 115-volt, 60-Hz, 15- or 20-amp power supply is required.
- An individual properly grounded branch circuit or circuit breaker is recommended.

### **WARNING** **Electrical Shock Hazard**

- It is required that the appliance be plugged into a grounded 3-prong outlet.
- Ground prong should not be removed.
- Use of a 2-prong adapter or an extension cord is prohibited.
- A frayed or damaged power cord should be replaced immediately.

## Drain Requirements

- Drain capable of eliminating 10-gallons (38-L) per minute.
- Standpipe diameter of 1-1/4-in. (3.18-cm) minimum.
- The standpipe height above the floor should be:
  - Minimum height: 24-in. (61-cm)
  - Maximum height: 96-in. (244-cm)

**NOTE:** Placing the drain hose too far down the drain pipe can cause a siphoning action. No more than 7 inches of hose should be in the drain pipe. There must be an air gap around the drain hose. A snug fit can cause a siphoning action.

## Drain Hose Extension

There is a drain hose extension kit to allow for additional length to the washer drain hose. Only one should be used. The washer drain hose extension kit part number is **WH49X316**. The drain hose extension is approximately 44-in. long. The maximum height the drain will pump out is 96-inches.

## Clearances

- If the appliance is being installed next to a wall, leave sufficient space on the hinge side to allow the door to fully open.
- Minimum Clearances:
  - Sides: 0-in.
  - Top: 0-in.
  - Rear: 0-in.\*
  - Sides: 0-in.
- Consideration must be given to provide adequate clearance for installation and service.
- Closet doors must be louvered or otherwise ventilated and have at least 60 square inches (387.1 cm<sup>2</sup>) of open area. If the closet contains both a washer and a dryer, doors must contain a minimum of 120 square inches (774.2 cm<sup>2</sup>) of open area.

\* To enable 0" clearance on the back of the washer, you must use 90° elbow hoses. Otherwise the washer may require some additional clearance to avoid rubbing of the hoses against the back wall.

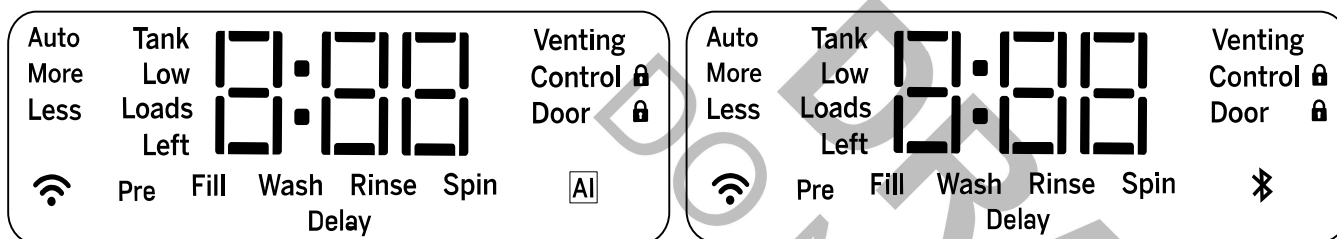
## Accessories

|                    |                                                           |
|--------------------|-----------------------------------------------------------|
| <b>WX14X10011</b>  | 6-ft Stainless Steel Washer Hoses with 90° Elbows; 2-Pack |
| <b>WH1X2267</b>    | Rubber Washer (1) and Screen (1)                          |
| <b>GFR0728SNWW</b> | White Riser                                               |
| <b>GFR0728PNSN</b> | Satin Nickel Riser                                        |
| <b>GFR0728PNRS</b> | Royal Sapphire Riser                                      |
| <b>GFR0728PNDG</b> | Diamond Gray Riser                                        |
| <b>GFR0728PTDS</b> | Metallic Carbon Riser                                     |
| <b>GFP1528SNWW</b> | White Pedestal                                            |
| <b>GFP1528PNSN</b> | Satin Nickel Pedestal                                     |
| <b>GFP1528PNRS</b> | Royal Sapphire Pedestal                                   |
| <b>GFP1528PNDG</b> | Diamond Gray Pedestal                                     |
| <b>GFP1528PTDS</b> | Metallic Carbon Pedestal                                  |
| <b>GFA28KITN</b>   | Stacking Kit for Dryer over Washer                        |
| <b>WH49X316</b>    | Washer drain hose extension kit - Approximately 44"       |
| <b>PM7X2</b>       | Universal low profile washer floor tray                   |

## Reversing Door Swing

The door swing is reversible (optional on some models only). (See [Door Reversal](#))

# Control Panel Operation



Display Features and Appearance Will Vary

## Display and Status Lights

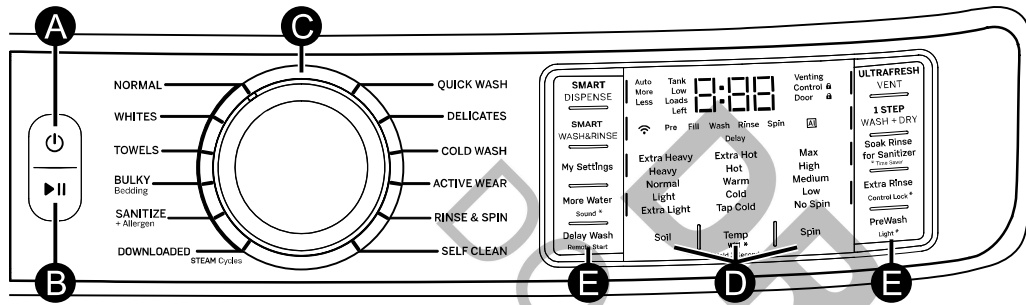
- **Wi-Fi (📶) :** Allows the appliance to communicate with a smartphone for remote appliance monitoring, control and notifications. It stays lit whenever the washer is on and is connected. It will blink during the commissioning process or if it loses connection to the network.
- **Venting (on some models) :** Venting will blink to indicate that you can select the **ULTRAFRESH VENT** feature at the end of the cycle. It then stays illuminated once selected until venting is complete.
- **Control Lock (Control 🔒) :** The controls on the washer are locked when this icon is illuminated. Press and hold the **Control Lock** pad to unlock the controls.
- **Door Lock (Door 🔒) :** This icon will illuminate while the door is locked and will blink while the washer is in the process of pausing and then unlocking.
- **Smart AI :** This icon will illuminate when the Smart AI features of the washer are active.
- **Auto, More, Less (on some models) :** The SmartDispense will automatically dose detergent according to the weight and soil level of the clothes. This feature can be adjusted to dose MORE or LESS detergent or turn it OFF to manually dose detergent.
- **Tank Low (on some models) :** At start up the unit displays when the SmartDispense tank needs to be re-filled. Typically, this first lights up when there are approximately 8 - 10 loads of detergent remaining.
- **Loads Left (on some models) :** Displays the estimated number of wash loads left for the amount of detergent in the SmartDispense tank.
- **Delay (on some models) :** When selecting a delay start to your wash, this will be indicated by either a light next to the pad or with the word "Delay" in the center of the options window. The display will also countdown the hours until the cycle begins.

On some models, the display shows the approximate time remaining until the end of the cycle and the washer cycle status (Prewash, Fill, Wash, Rinse and Spin).

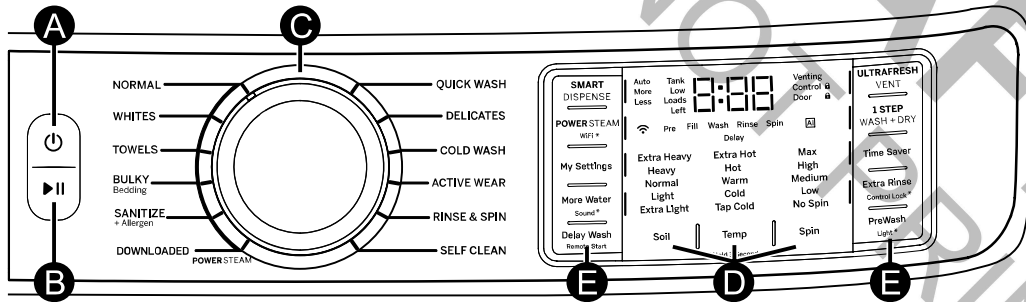
**NOTE:** The cycle time is affected by how long it takes the washer to fill. This depends on the water pressure in the home. The "smart" timer "learns" the amount of time it takes to fill the washer and adjusts the total time accordingly.

On some models, if an out-of-balance condition is detected by the washer, the Spin status light or Spin option selection light will blink during the remaining portion of the cycle and will stay illuminated for a short time after cycle completion. When this occurs, the washer is taking actions to correct the out-of-balance condition and complete the cycle normally. In some cases, the washer may not be able to balance the load and spin up to full speed.

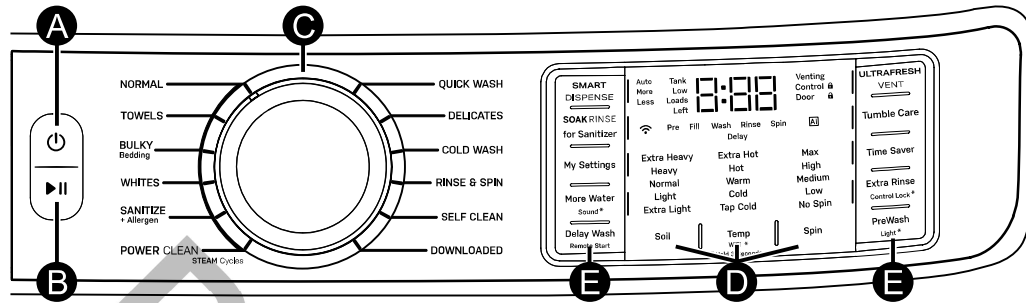
• **Model: PFW955**



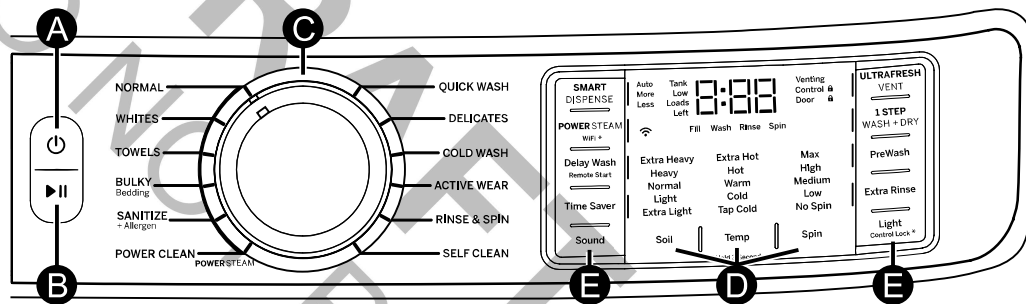
• **Model: PFW950**



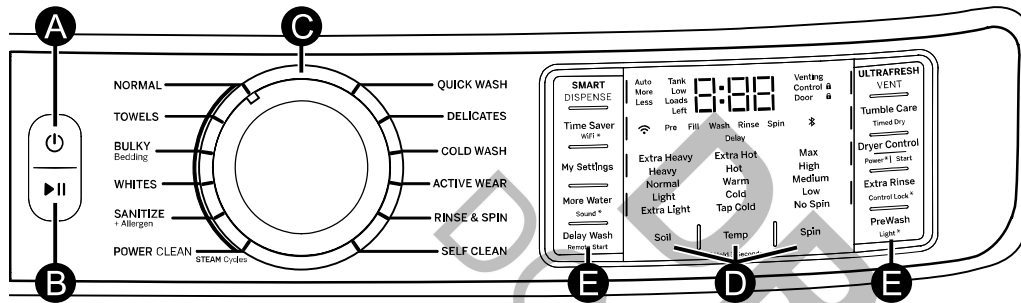
• **Model: PFW870**



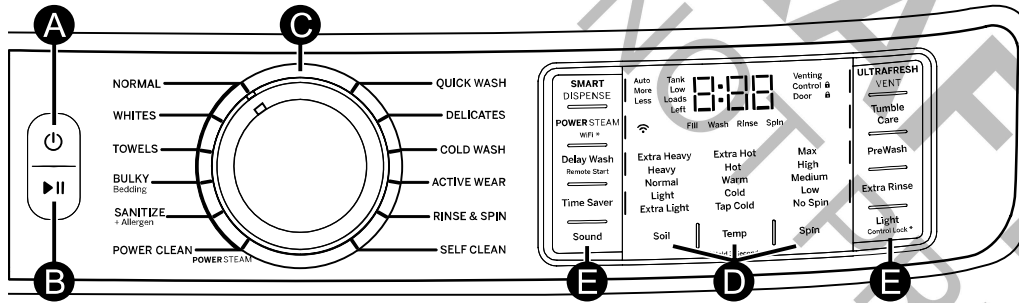
• **Model: GFW850**



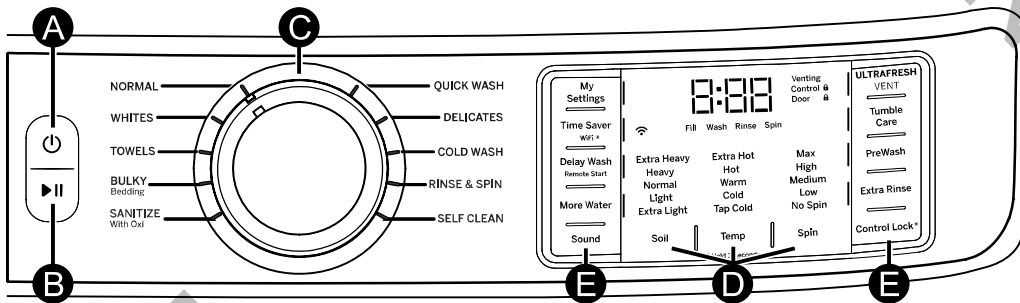
• **Model: GFW655**



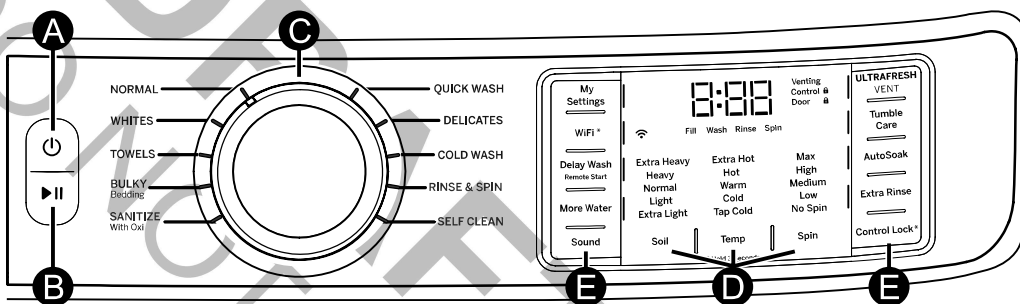
• **Model: GFW650**



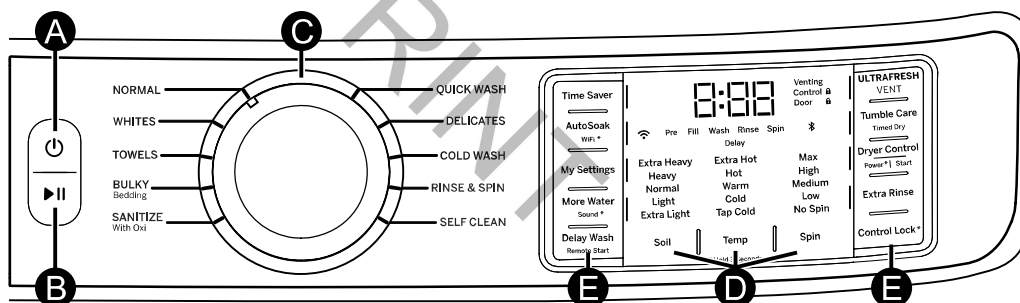
• **Model: GFW550**



• **Model: GFW510SCN**



• **Model: GFW510SCV**





## Power

Press Power to "wake up" the display. If the display is active, press Power to put the washer in standby mode. **NOTE:** Pressing Power does not disconnect the appliance from the power supply.



## Start and Pause

Press to start a cycle. If the washer is running, pressing it once will pause the washer and unlock the door. It will take a few seconds for the door to unlock after pressing **Pause**. Press again to restart the wash cycle.

**NOTE:** If washer is paused and cycle is not restarted within 15 minutes, the current wash cycle will be cancelled.

**NOTE:** The washer performs automatic system checks after pressing the Start pad. Water will flow in 45 seconds or less. The door may lock and unlock and the pump activate before water flows.



## Wash Cycles

The cycles are optimized for specific types of loads.



## Settings

Individual settings for soil level (**SOIL**), water temperature (**TEMP**) and spin speed (**SPIN**) can be set from the minimum to maximum.

**SOIL:** Changing the soil level increases or decreases the wash time to remove different amounts of soil.

To change the soil level, press the **SOIL** button until you have reached the desired setting. Choose between **Extra Light**, **Light**, **Normal**, **Heavy** or **Extra Heavy** soil levels on most cycles.

**TEMP:** Adjust to select the proper water temperature for the cycle. The **AutoSoak** and **PreWash** rinse water is always cold to help reduce energy usage and reduce setting of stains and wrinkles.

To change the wash temperature, press the Temp pad until you have reached the desired setting. The consumer can choose between Tap Cold, Cold, Warm, Hot or Extra Hot on most cycles. By design, to protect fabrics, not all wash temperatures are available for certain wash cycles. Extra Hot temperatures are enabled by the internal heater on models equipped with Steam capabilities. **NOTE:** The first 10 seconds of the wash fill is always cold. This feature assists in conditioning the fabric and preventing stains from setting on garments.

**SPIN:** Adjusting the spin speed changes the final spin speed of the cycles. Higher spin speeds are **not** available on certain cycles, such as **DELICATES** and **ACTIVE WEAR**.

**NOTE:** This washer features a dBT™ (Dynamic Balancing Technology) system. This patented onboard sensing technology enables real-time balancing of the spin cycle for each load, saving time and providing a quiet wash. This should lead to more consistent wash times and an overall reduction in noise and vibration. If the washer should experience any excessive noise, vibration or shaking, simply **Pause** the washer, open the door, and manually redistribute the load before restarting the cycle.



## E

### Options

**SMARTDISPENSE™ (on some models)** : When selected, this feature will automatically add detergent to the wash, eliminating the need to add detergent for each load.

**My Settings (on some models)** : To save favorite settings for a given cycle, set the desired options for Soil, Spin and Temp levels, extra rinse and other settings. Hold down the **My Settings** pad for 3 seconds. A beep will sound to indicate the selections for this cycle have been saved. Consumer can choose to create **My Settings** for other cycles.

**STEAM/POWER STEAM (on some models)** : The steam feature adds steam into the washer before the wash cycle begins to assist with loosening stains on the **NORMAL**, **WHITES**, **TOWELS**, **BULKY Bedding**, **SANITIZE+Allergen** and **POWER CLEAN** cycles.

#### To use:

1. Press the **Power** pad to “wake up” the washer and select a wash cycle.
2. Use the SmartHQ App or press the **POWER STEAM** pad (on some models) to activate steam.
3. Press the Start/Pause pad.

**Wi-Fi (may be a shared pad with other options)** : Press and hold the Wi-Fi pad for 3 seconds to activate.

**Smart Wash and Smart Rinse (on some models)** : When enabled, the **Smart Wash** option will automatically sense the soil level of the load and adjust the wash cycle accordingly (adding or removing agitation and soaking times) to achieve excellent wash performance while minimizing wear.

**Smart Rinse (on some models)** : The **Smart Rinse** feature senses the amount of soil and detergent in the current laundry cycle and determines whether additional water is needed to ensure a thorough rinse keeping fabrics performing like new for longer.

**Delay Wash/Remote Start** : A consumer can delay the start of a wash cycle for up to 24 hours or remote start the washer by using the **Delay Wash/Remote Start** feature. Press to step by hours or hold to scroll the **Delay Wash** pad to set the amount of time wanted to delay the start of the wash cycle. If the washer is connected to Wi-Fi, the first selection, “AP”, can be selected to enable remote starting of the washer from the GE Appliance Smartphone app. Or, if desired, select a delay time in hours, the machine will count down and start automatically following this period. Press the **Start** pad once the **Delay Wash** setting is configured to the proper setting to enable this feature. To cancel this option, simply power off and power on the controls.

**NOTE:** If the door is not fully closed, a reminder signal will beep.

**NOTE:** If the door is opened when the delay is counting down, the machine will enter the pause state. Close the door and press Start again in order to restart the countdown.





**Time Saver (on some models) :** This option reduces the overall washer cycle time by optimizing the wash, rinse and spin actions and/or gently raising the wash temperature to get clothes cleaned faster. Option is available on NORMAL, WHITES, TOWELS, DELICATES, BULKY Bedding and ACTIVE WEAR cycles. Total wash time will vary based on cycle chosen and options selected.

**To use:**

1. Turn power on and select a wash cycle which has **Time Saver** as an option.
2. Press the **Time Saver** pad to reduce the overall wash time.
3. Press the **Start/Pause** pad.

**More Water (on some models) :** This option adds approximately 3 gallons to the wash and rinse portions of the cycle. If the option is selected before the cycle starts, the water will be added from the beginning of the wash cycle and later to the rinse. If the option is selected during the wash portion, more water will be added at this point and later to the rinse. Likewise, if the **More Water** option is selected after the wash portion has completed, the washer will add more water to the rinse only. If wash and rinse have completed, the **More Water** pad will no longer be active.

**ULTRAFRESH VENT System with ODORBLOCK™ (on GE Appliances and Profile models only) :** The **ULTRAFRESH VENT** System with OdorBlock was designed to eliminate excess moisture in the washer following a wash cycle to help prevent odors from developing. This washer was designed to drain water at the end of the cycle more effectively. Following the wash cycle, the user can then choose to leave the door open or select the **ULTRAFRESH VENT** feature to assist with drying out the gasket and other areas of the washer. The OdorBlock system features multiple components which are manufactured with Microban® antimicrobial technology.\* Microban is a safe and effective antimicrobial technology that will last the life the washer.

**ULTRAFRESH VENT** is available after the wash cycle is complete and have removed cleaned laundry. Once the door is closed, a notification tune will play and the **ULTRAFRESH VENT** pad LED will blink.

Upon pressing the pad, **ULTRAFRESH VENT** will begin. To select **ULTRAFRESH VENT** at any other point, power on the washer, ensure a cycle is not actively running, and remove any garments from the basket, then press and release the **ULTRAFRESH VENT** pad so that the notification tune plays and the **ULTRAFRESH VENT** pad LED begins to blink. Then press the **ULTRAFRESH VENT** pad again to start the feature. During the operation of **ULTRAFRESH VENT** the door will remain locked and the washer will intermittently spin at low speeds for up to 8 hours. Profile models utilize a sensor to determine end time. If garments are detected in the basket during **ULTRAFRESH VENT**, the washer will instead run **TUMBLE CARE** or **1 STEP WASH + DRY**, based on option availability for the model. The **ULTRAFRESH VENT** feature may be cancelled at any time by pressing the **POWER** pad, turning the cycle knob, or pressing the **ULTRAFRESH VENT** pad.



## E

**SmartHQ App Enabled** : There are several options that support your WiFi connected washer available through the SmartHQ App. Not only does this App enable the washer to receive over the air upgrades and updates to the washers software, but it unlocks special features for the washer. Among those features are **Adaptive SmartDispense**, **Adaptive My Settings** and **Stain Removal Guide**.

**1 STEP WASH + DRY (on some models)** : This option is available on all cycles except **Self Clean**. The **1 STEP WASH + DRY** is intended for small loads only. Use when clothes need to be washed, dried and ready to wear or finished the next morning. This feature will tumble clothes and introduce a constant stream of air into the washer compartment upon completion of select wash cycles. Although the drying portion is set to 8 hours, the clothes can be removed at any time by pressing **Start/Pause** or **Power** to cancel the cycle.

**Tumble Care (on some models)** : Tumbles garments periodically for up to 8 hours after the wash cycle is complete to lessen the setting of wrinkles and creases when you are not able to move clothing to the dryer right away. At the end of the cycle, the display will scroll "END" and after ten minutes the **Tumble Care** will begin. It can be stopped at any time by pressing the **Power** pad.

**PreWash (on some models)** : Prewash is an extra wash before the main wash. Use it for heavily soiled clothes or for clothes with a care label that recommends prewashing before washing. Be sure to add liquid or powder high-efficiency detergent, or the proper wash additive to the prewash dispenser. Washers equipped with **SmartDispense** will automatically add the proper amount of detergent for prewash based on the load size.

PreWash must be selected prior to pressing **Start**.

The PreWash feature will fill the washer (adding the prewash detergent), tumble the clothes, drain and spin. Then the washer will run the selected wash cycle.

**NOTE:** In some special cycles, the prewash is selected automatically as the default. PreWash can be turned off at any time. The main wash will use new detergent from the manual detergent compartment and from the SmartDispense tank (on some models).

**AutoSoak (on some models)** : For soaking your garments prior to the wash cycle. This option begins with a brief tumble and then proceeds to soak the clothes with water and detergent for a specified period of time. Once complete, the cycle will continue automatically.

**AutoSoak** must be selected prior to pressing the start pad. The **AutoSoak** time will add an additional 15 minutes, 30 minutes, 1 hour or 2 hours to the overall wash time. High-efficiency detergent from the main wash compartment in the dispenser is used for the **AutoSoak** period and main wash cycle.



**Soak Rinse (on some models)** : Select this feature when laundry sanitizer is used. This feature is recommended for special case loads only, not for typical use. Press **Soak Rinse for Sanitizer** button to enable. An additional chime will occur and the cycle time will increase due to additional soaking time to activate the laundry sanitizer. To cancel the option, press the Soak Rinse for Sanitizer button again. **NOTE:** Fill the fabric softener compartment in the dispenser drawer with the recommended amount of laundry sanitizer.

**Extra Rinse** : This option allows for an extra rinse during a cycle to remove excess dirt and detergent from soiled loads.

Press the **Extra Rinse** pad to select.

**NOTE:** On **RINSE & SPIN** cycle, a **Drain and Spin** cycle can be achieved by pressing the **Extra Rinse** pad until the LED is no longer illuminated.

**Light (on some models)** : The basket light will turn on and remain on for 5 minutes when the door opens, **Start/Pause** pad is pressed, or by pressing the **Light** pad. The basket light can be turned off by pressing the **Light** pad.

**Sound** : To change the loudness of the end of cycle signal and the press pad volume, press the **Sound** pad as many times as needed to reach the desired volume. On some models there are four sound levels including off, other models have Off/On with press and hold function.

**Control Lock (Light-Control Lock pad) (depending on model)** : The user can lock the controls to prevent any selections from being made, or the user can lock or unlock the controls after a cycle has started.

Children cannot accidentally start the washer by touching pads with this option selected.

To lock/unlock the washer, press and hold the **Control Lock/Light-Control Lock** pad for 3 seconds. A sound is made to indicate the lock/unlock status. The control lock icon on the display will light up when it is on.

**NOTE:** The **Power** pad can still be used when the machine is locked.

## Dryer Control – Bluetooth® Pairing (on some models) :

1. Power on both the washer and the dryer but do not start any cycles.
2. Press and hold the **Tumble Care** button on the washer for 5 seconds until the Bluetooth® LED () starts to flash and you hear an audible tone.
3. Open and close the dryer door 3 times within 10 seconds to make it discoverable to the washer.
4. The washer will attempt to discover the dryer, the Bluetooth® icon will flash and both displays will blink “ - - - ”.
5. The Bluetooth® icon on the washer should illuminate solid signifying that the machines are now paired. The display on the washer will display “bt” once pairing is complete.
6. If the Bluetooth® units fail to pair, repeat above steps 1-5.
7. To unpair the machines, press and hold the **Tumble Care** button for 10 seconds or open and close the dryer door 3 times within 10 seconds.



## How to use the Dryer Control Feature (on some models) :

1. Power on the washer.
2. Press and hold the **Dryer Control** button on the washer for 3 seconds to power on the dryer.
3. The dryer's cycle selection will flash to display the recommended sensor cycle that pairs to the last completed washer cycle as the washer display reads "**drY**".
4. To use this cycle, press the **Dryer Control** button to start the dryer. The dryer can be paused by opening its door or pressing the **Dryer Control** button. To restart the dryer with its door closed, press the **Dryer Control** button again.
5. To select **Timed Dry** instead of the sensor dry cycle, press the **Timed Dry** button on the washer while the display says "**drY**". Repeated presses of this button will step through preset **Timed Dry** times (default is 10 minutes).
6. Once you've selected the **Timed Dry** cycle's duration, press the **Dryer Control** button within 10 seconds to start the dryer.

**NOTE:** The dryer's control panel is fully functional even when you are using **Dryer Control** through the washer. Powering off the washer will not power off the dryer when a dry cycle is in progress.

## SmartDispense™ (some models)

When selected, this feature will automatically add detergent to the wash, eliminating the need to add detergent for each load.

The detergent amount selection on the control panel will default to **AUTO** when first powering up the washing machine. When **AUTO** is selected, the amount of detergent needed for each laundry load will automatically be determined based on the size of the load the machine senses.

For **AUTO**, the washer will dispense approximately 1.5 oz of detergent for an 8 lb normal load. For other loads, it will adjust proportionally based on the size of load and garment type. If you select **LESS**, the amount of detergent will be reduced by 40%. This may be desired for higher concentrate detergents or if the home has very soft water. For heavily soiled loads, the user may want to select **MORE** to add 40% more detergent than the **AUTO** level. The user can set the brand/type of detergent in the SmartHQ App so that the washer can make adjustments based on detergent manufacturers recommendations.

**NOTE:** Not all cycles will allow the use of the SmartDispense feature. If the light is not illuminated and pressing the **SMART DISPENSE** pad results in a beeping tone, then SmartDispense is not allowed for the cycle that has been selected. Detergent will need to be added directly to the detergent compartment for these cycles.

## Manually Adding Detergent

If it is desired to manually add detergent for a particular load:

1. Press the **SMART DISPENSE** pad on the control panel until its light turns off which indicates the SmartDispense feature has been turned off.
2. Set the flap in the detergent compartment to the type of detergent to be used - Powder or Liquid.
3. Add the desired amount of detergent into the detergent compartment.

**NOTE:** If the display indicates that the SmartDispense tank is estimating there is insufficient detergent to wash a load, the SmartDispense light will flash. The washer can still run a cycle, but it recommended to add detergent in the manual detergent compartment or refill the SmartDispense tank.

## Prewash Compartment (some models)

Only use the prewash compartment if selecting the **PreWash** cycle for heavily soiled clothes. Add measured detergent or prewash additive to the back left prewash compartment of the dispenser drawer.

- Detergent or prewash additive is flushed from the dispenser in the **PreWash** (if selected).
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. Using too much detergent in the washer can lead to over sudsing and detergent residue being left on the clothes.

## Detergent Compartment

Only use high-efficiency detergent in this washer. Do NOT fill high-efficiency detergent over the MAX line. Use detergent manufacturer's recommended amount.

- **Powder Detergent** : Lift the flap up for powder detergent. This must be done to dissolve and flush detergent properly. Follow the detergent manufacturer's instructions when measuring the amount of powder detergent to use.
- **Liquid Detergent** : Keep the flap down for liquid detergent. This retains the liquid detergent until it automatically flushes at the start of the wash cycle. Follow the detergent manufacturer's instructions when measuring the amount of liquid detergent to use.

Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. Avoid using too much detergent in your washer as it can lead to oversudsing, detergent residue being left on the clothes, and could extend wash times.

Do not put clumped detergent in the dispenser. Clumped detergent can cause a leak.

Do NOT put detergent packets in the dispenser drawer.

### Liquid Bleach Compartment

If desired, measure out the recommended amount of liquid bleach, not to exceed 1/3 cup (80 ml) and pour into the compartment labeled "LIQUID BLEACH".

It is recommended to use High-Efficiency (HE) bleach in this front-load washer.

Do not exceed the maximum fill line. Overfilling can cause early dispensing of the bleach which could result in damaged clothes.

**NOTE:** Do not use powdered bleach or laundry detergent/additive packets in the dispenser.

### Fabric Softener Compartment

If desired, pour the recommended amount of liquid fabric softener into the compartment labeled "FABRIC SOFTENER".

Use only liquid fabric softener in the dispenser.

Do not exceed the maximum fill line. Overfilling can cause early dispensing of the fabric softener, which could stain clothes.

**NOTE:** Do not pour fabric softener directly on the wash load.

**NOTE:** The fabric softener compartment will be siphoned in the final rinse of the wash cycle. This compartment can also be used to accommodate other liquid rinse aids such as sanitizers and fabric enhancing liquids.

The use of these other products must be certified by the liquid manufacturer for safety in the use of a residential washing machine and combination washer/dryer. Please check carefully, as certain liquids may invalidate the warranty on the washer.

## Drain Pump Filter

Clean **EVERY MONTH** to remove any items that may have been caught in the filter or housing.

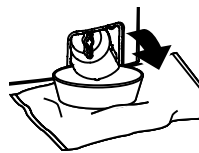
Due to the nature of the front-load washer, it is sometimes possible for small articles to pass to the pump. The washer has a filter to capture lost items so they are not dumped to the drain. To retrieve lost items, clean out the pump filter.

1. Using a small flat-head screw-driver or coin, open the access door.



2. Place a shallow pan or dish under the pump access door and towels on the floor in front of the washer to protect the floor. It is normal to catch about a cup of water when the filter is removed.

3. Pull down the pour spout.



4. Turn the pump filter counter-clockwise (CCW) and remove the filter slowly, controlling the flow of the draining water.



5. Remove the filter and clean the debris from the filter.

6. Replace the filter and turn clockwise (CW). Tighten securely.

7. Flip up the pour spout.



8. Close the access door by hooking the bottom tabs first, then rotating the access door shut.

# Stacking Instructions

If stacking the washer and dryer, order stacking kit part number **GFA28KITN** to be used for this dryer.

Kit sold separately.

**Stack dryer only on washer. Do not stack washer on dryer, washer on washer or dryer on dryer.**

**Do not modify this installation kit. Any modification will void the product Warranty.**

**Disconnect power before installing.**

Two or more people are recommended to safely lift the dryer into and out of position.

Avoid damage to the existing utility services.

**DO NOT** place the washer on top of the dryer.

## Location Requirements

When installed in a location other than an alcove or closet, the minimum clearance to combustible surfaces and for air opening are:

0-in. both sides\*

0" rear

0" top.

The rear of the dryer should face a wall. Consideration must be given to provide adequate clearance for installation and service.

## When installed in an alcove or closet:

- The dryer **MUST** be vented to the outdoors.
- Minimum clearance between dryer cabinet and adjacent walls or other surfaces is:

0" either side\*

0" front

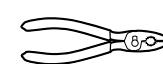
0" rear

0" top

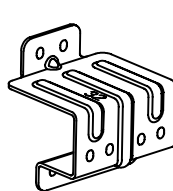
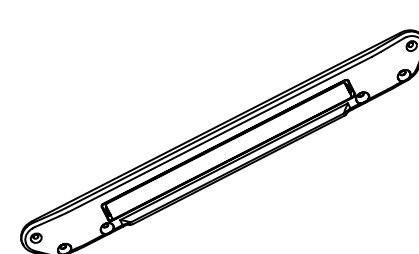
\* For improved performance, a 1/2-in. clearance is suggested on either side.

- The rear of the dryer should face a wall.
- Closet doors must be louvered or otherwise ventilated and have at least 60 square inches of open area. If the closet contains both a washer and a dryer, doors must contain a minimum of 120 square inches of open area.

## Tools Needed:

- Phillips-head Screw-driver 
- Level 
- Gloves 
- Open End Wrench 
- Pliers 

## Stacking Kit Contents:

- Bracket 32 (2) 
- Bracket 34 (2) 
- Spacer (2) 
- #8 1/2-in. Screws (16) 

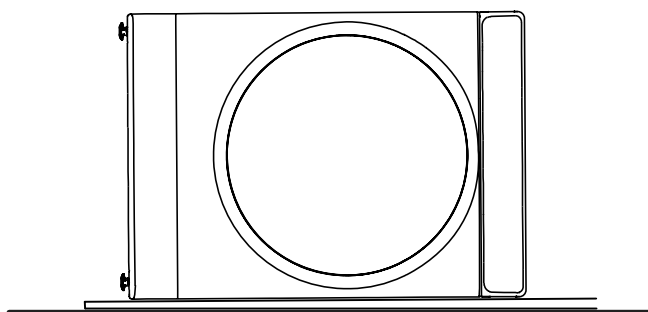


## INSTALLATION PREPARATION:

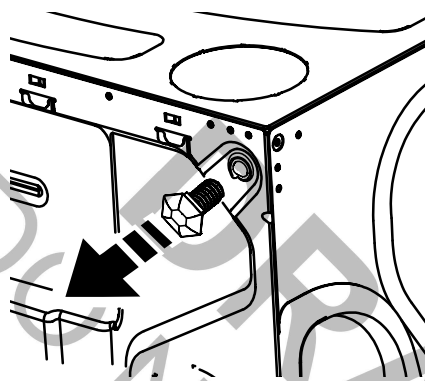
1. Remove the packaging.
2. Flatten the product carton to use as a pad to lay the dryer down on its back or side. Continue using the carton to protect the finished floor in front of the installation location.

## INSTALLATION:

1. Carefully lay the dryer on its back or side. Use the packing material so you don't scratch the finish on the dryer.



2. Use an open-end wrench or pliers to remove the dryer leveling legs. **NOTE:** Retain the leveling legs for future use.



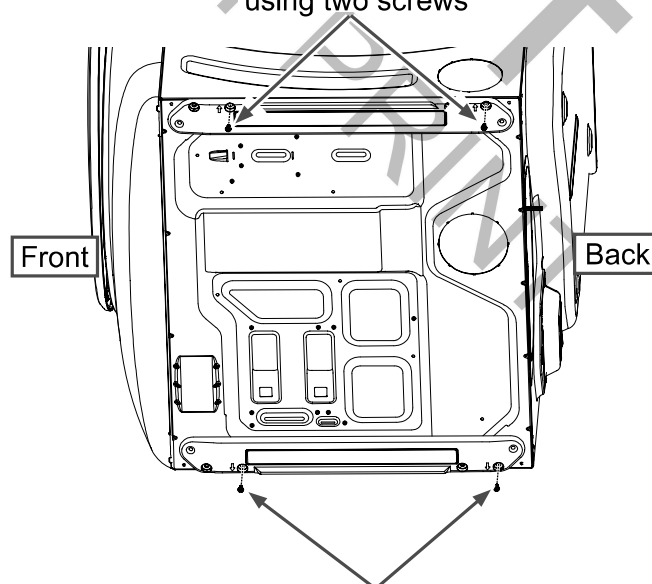
3. Locate a spacer on the bottom side with its holes over the leveling leg holes. Attach spacer using two #8 1/2-in. Phillips-head screws. Attach the second spacer on the other bottom side using 2 screws.

**NOTE:** The arrows on the spacers should point to the outside.



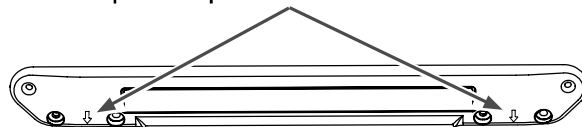
Make sure the arrows on the spacers point to the outside.

Attach spacer using two screws



Attach spacer using two screws

Make sure the arrows on the spacers point to the outside.



| Washer Depth | Dryer Depth | Bracket Number |
|--------------|-------------|----------------|
| 32-inch      | 32-inch     | 32             |
| 34-inch      | 32-inch     | 34             |

4. Select the appropriate brackets for your model sizes. Using the outside holes in the bracket, attach it to the top left corner of the washer back using four screws. Repeat on the top right corner of the washer back.