Casual, Heavy Duty, or Deep Water Wash Cycles - Water Level - Top Load

Possible Solutions

Does the water level seem too low, or does the washer appear to not fill completely?

The washer senses the size of the load and adds the correct amount of water for the load size. You may notice during a cycle that the wash load is not completely submerged in water. This is normal and necessary for the clothes to move, especially on units with a wash plate in the bottom.

Do not add more water than the washer provides. Adding more water will cause the load to float off the wash plate and decrease cleaning.

When the Start button is pressed, the washer will start to fill immediately as long as the lid is closed. Opening the lid will put the washer into a pause, and you will have to press the start button to continue the cycle.

Next, the washer will use short slow spins to estimate the load size. These sensing spins may take 2 to 3 minutes before more water is added to the load. The washer will then move the load briefly, pause to allow water to soak into the load, and resume adding water. This process may repeat until the correct amount of water has been added to the load.

On these machines, the lid will remain unlocked until the washer advances to the first spin; then it will lock for the remainder of the cycle.

If you feel that the washer level is lower than when you first started using this washer, try running a Clean Washer cycle. This cycle re-calibrates the control, and resets it back to the factory-set water levels. This cycle should be run approximately 1 time per month (using the Affresh® Washer cleaner), and this will re-calibrate the control every time the Clean Washer cycle is used.

affresh® cleaners are available at many retailers. Find one here.
For models with an agitator, and Deep Water Wash Option

Some agitator models have a Deep Water Wash option and also have an Auto Sensing option. If your model has this, you can set the Water Level knob to the Deep Water Wash setting and the washer will fill to the maximum water level.

Using Auto Sensing (on some models)

Set the Water Level knob to the Auto Sensing setting and the washer will fill to a level that ensures the load engages the agitator. From this point, the electronic control will sense the load and determine if additional water is needed. Your washer may go through a series of small fills to get to the appropriate water level.

Once complete when using Auto Sensing, you may have more water than expected. Most models with Auto Sensing feature will fill to approximately the fifth row of holes from the top of the basket. This is normal operation.

Still need help? Contact us or schedule service.

Please contact us or click below to make an appointment from our preferred list of service providers for service on your appliances.

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