

SERVICE POINTER



FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT

☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS ☐ KITCHEN PRODUCTS

☐ COMMERCIAL LAUNDRY

8178587
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THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:



☐ **KitchenAid**



☐ OEM BRANDS



WHIRLPOOL DUET FRONT LOADING WASHER

VIBRATES OR WALKS IN SPIN

MODEL NUMBERS: GHW9150P_0, GHW9160P_0, GHW9300P_0, GHW9400P_0,
GHW9460P_0

SERIAL CODE RANGE: CSR2600001 - CST0600001

⚠ 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.

CONDITION:

The washer is vibrating or walking in spin.

CAUSE:

Several factors can contribute to washer vibration or walk. The washer should be checked using the following procedure to determine the cause and correction of the vibration or walk.

RESOLUTION:

NOTE: If the washer is installed on a pedestal, begin at Step #1. If the washer is not installed on the pedestal, proceed to Step #3. For more detailed information, refer to the Installation Instructions.

ALL SERVICE POINTERS ONLINE: http://www.servicematters.com/tech_ref/tech_ref_main.htm, SERVICE POINTERS
COMMERCIAL LAUNDRY ONLY: www.whirlpoolcorp.com/cltpsc, TECHNICAL INFORMATION, SERVICE POINTERS
To receive pointers by email or FAX, or to edit or delete a current email or Fax from our distribution, see
http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe_all.html, or FAX changes to 269-923-5342.

1. Check for the presence of the four, (4) pads between the washer and the pedestal.
2. Make sure the four, (4) screws attaching the washer and pedestal together are tight.
3. Check the levelness of the washer. Level if necessary.
4. It is extremely important to verify that all four (4) feet are in firm contact with the floor. To do this, push and pull on the opposite corners, (left rear/right front, right rear/left front), of the washer. If there is any movement front to back, you will need to adjust the feet. Adjust the appropriate front leveling foot to eliminate the movement. If the right front corner is moving, adjust the right front foot. If the left front corner is moving, adjust the left front foot.
5. Check the leveling feet locknuts. They must be tight against the bottom of the washer or pedestal cabinet, not the footpad. See Figure 1.



FIGURE 1

6. Tighten the leveling foot locknuts, if necessary.
7. Run a test load consisting of 11-12 medium size towels in the Rinse/Spin cycle and determine if the washer is vibrating or walking. If the washer is not walking, proceed to Step #11.
8. If the washer is walking, clean the floor and leveling footpads thoroughly and be sure they are dry.
9. Rerun the test load consisting of 11-12 medium size towels in the Rinse/Spin cycle to determine if there was any change in the amount of vibration or walking as compared to step #7 to confirm that an improvement was made.
10. If the washer does not walk, but there is vibration that is unacceptable to the customer, proceed to Step #12.
11. If there is only vibration, is the customer satisfied with the amount of vibration (home or washer)?
12. If the customer is not satisfied, replace the suspension dampers and tub springs with kit #280173. An instruction sheet is provided with the kit.