



# WASHER/DRYER

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## OWNER'S MANUAL

GUV27  
 GUD27  
 GUD24

Write the model and serial numbers here:

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

Open dryer door for model and serial number tag.

### ESPAÑOL

Para consultar una version en español de este manual de instrucciones, visite nuestro sitio de internet [GEAppliances.com](http://GEAppliances.com).

### FRANÇAIS

Pour obtenir une version de ce manuel en français, visitez notre site web à [GEAppliances.ca](http://GEAppliances.ca).



**234D2664P001**

49-90581 08-17 GEA

**THANK YOU FOR MAKING GE APPLIANCES A PART OF YOUR HOME.**

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Whether you grew up with GE Appliances, or this is your first, we're happy to have you in the family.

We take pride in the craftsmanship, innovation and design that goes into every GE Appliances product, and we think you will too. Among other things, registration of your appliance ensures that we can deliver important product information and warranty details when you need them.

Register your GE appliance now online. Helpful websites and phone numbers are available in the Consumer Support section of this Owner's Manual. You may also mail in the pre-printed registration card included in the packing material.



# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### **▲ WARNING**

To reduce the risk of death, fire, explosion, electric shock, or injury to persons when using your appliance, follow basic precautions, including the following:

- **DO NOT** wash or dry articles that have been previously cleaned in, washed in, soaked in or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances, as they give off vapors that could ignite or explode.
- **DO NOT** place items exposed to cooking oils in your dryer. Items contaminated with cooking oils may contribute to a chemical reaction that could cause a load to catch fire. To reduce the risk of fire due to contaminated loads, the final part of the tumble dryer cycle occurs without heat (cool down period). Avoid stopping a tumble dryer before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.
- **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 a 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 this appliance. Close supervision of children is necessary when this appliance is used near children. Before the appliance is removed from service or discarded, remove the door and lid to the drying and washing compartments. Failure to follow these instructions may result in death or injury to persons.
- **DO NOT** reach into the appliance if the drum, tub or agitator is moving to prevent accidental entanglement.
- **DO NOT** dry articles containing foam rubber or similarly textured rubber-like materials.
- Clean lint screen before or after each load.
- **DO NOT** operate the dryer without the lint filter in place.
- **DO NOT** use fabric softeners or products to eliminate static unless recommended by the manufacturer of the fabric softener or product.
- **DO NOT** store combustible materials, gasoline or other flammable liquids near the dryer. Keep area around the exhaust opening and adjacent surrounding areas free from the accumulation of lint, dust and dirt.
- The interior of the appliance and exhaust duct should be cleaned periodically by qualified service personnel.
- **DO NOT** install or store this appliance where it will be exposed to the weather.
- **DO NOT** tamper with controls.
- **DO NOT** repair or replace any part of this appliance or attempt any servicing unless specifically recommended in the user maintenance instructions or in published user repair instructions that you understand and have the skills to carry out.
- **DO NOT** operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts including a damaged cord or plug.
- Unplug the appliance or turn off the circuit breaker before servicing. Pressing the **Power** or **Start/Pause** button **DOES NOT** disconnect power.
- **DO NOT** spray any type of aerosol into, on or near appliance, at any time. Do not use any type of spray cleaner when cleaning dryer interior. Hazardous fumes or electrical shock could occur.
- **DO NOT** store items that may burn or melt (such as clothing, paper material, plastics or plastic containers, etc.) on top of the appliance nor hang them from the door.
- Never climb on or stand on this stacked unit.
- See "Electrical Requirements" located in the Installation Instructions for grounding instructions.

## READ AND SAVE THESE INSTRUCTIONS

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### ADDITIONAL WASHER SAFETY

#### START-UP SEQUENCE

- Any time the washer is being started or restarts after the washer lid has been opened and closed, the washer will turn on the cold water valve for two short periods followed by a 10 second pause before continuing. If the lid is opened during this period, the washer will pause. You will have to push the **Start** button again to restart the cycle.

#### AUTOMATIC DRAIN SEQUENCE

- Machine will automatically drain any time the lid is left open for more than 15 minutes and water is present.
- Machine will automatically drain if left in a paused state with the lid closed for more than 24 hours and water is present.

#### WHEN NOT IN USE

- Turn off water faucets to minimize leakage if a break or rupture should occur. Check the condition of the fill hoses; GE Appliances recommends changing the hoses every 5 years.

**READ AND SAVE THESE INSTRUCTIONS**

# IMPORTANT SAFETY INFORMATION

## READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE

### ADDITIONAL GAS DRYER WARNINGS

**▲ WARNING**  - Fire or Explosion Hazard

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- WHAT TO DO IF YOU SMELL GAS:
  - DO NOT try to light any appliance.
  - DO NOT touch any electrical switch; DO NOT use any phone in your building.
  - Clear the room, building, or area of any occupants.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

### State of California Proposition 65 Warnings

**▲ WARNING** This product contains one or more chemicals known to the State of California to cause cancer, and birth defects or other reproductive harm.

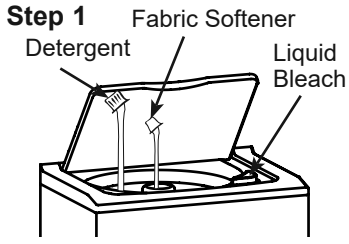
Gas appliances can cause low-level exposure to some of these substances, including benzene, carbon monoxide, formaldehyde, and soot, caused primarily by the incomplete combustion of natural gas or LP fuels. Exposure to these substances can be minimized by properly venting the dryer to the outdoors.

**READ AND SAVE THESE INSTRUCTIONS**

# Getting started - Washer

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

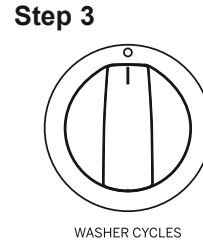
Throughout this manual, features and appearance may vary from your model.



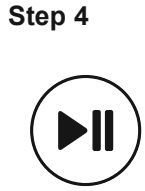
- Add detergent
- Add fabric softener (optional)
- Add bleach (optional).



- Loosely add items. Overloading may negatively impact wash performance. See page 11 for suggested loading.



- Select washer cycle.
- Select options.



- Close lid.
- Press the Start/Pause button.

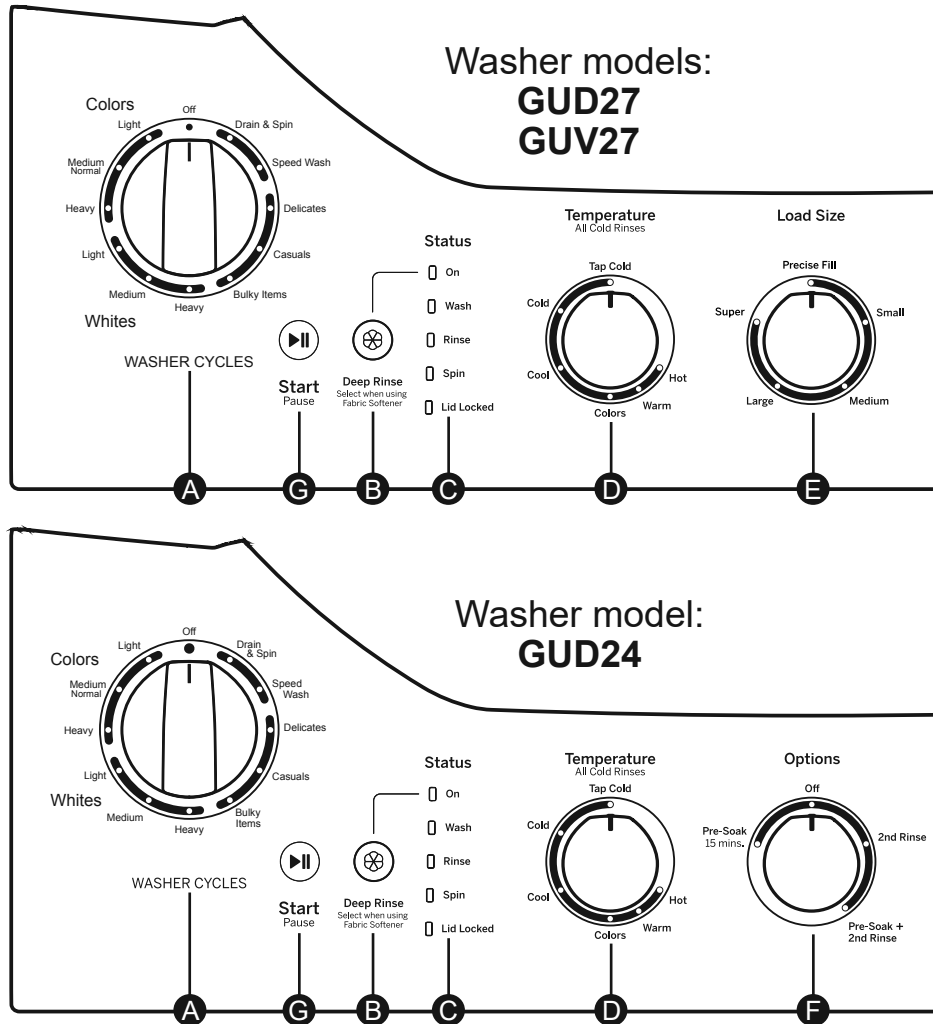
## LID LOCKED

Your washer has a security system that prevents opening the lid during the spin cycle. The lid lock prevents anyone (especially children) from reaching into the washer while the basket is spinning. The lid lock will release within 5 seconds after the basket stops spinning.

Trying to open the lid while locked could result in injuries. If the lid does not unlock after spinning, please contact service.

**NOTE:** If there is a power outage the lid lock can take 3 minutes to release.

**NOTE:** This appliance is designed so that the washer and dryer can be operated at the same time.



# Getting started - Washer

## A Washer Cycles

The washer cycle controls the type of washing process. The cycle selector knob can be turned in either direction. Turning the knob after starting a cycle will stop the washer and change the cycle to the new selection. Press **Start** to begin the new cycle selection.

The chart below will help you match the items to be washed with the best washer cycle settings. For optimal performance, select the cycle that most closely matches the items being washed. Selections shown in **bold** are the recommended settings for that cycle.

**Off** - Washer is turned off and the **Start** button does not function. **NOTE:** When the control is turned to Off, the **Status** lights are off.

**NOTE:** The cycle selector does not rotate during the operation of the washer.

Items to Wash	Cycle	Wash Temp	Cycle Details
Cycle for normal, regular, or typical use for washing up to a full load of normally soiled cotton clothing.	Colors	Hot <b>Warm</b> Colors Cool Cold Tap Cold	Cycle for normal, regular, or typical use for washing up to a full load of normally soiled cotton clothing. Choose the Warm or Hot water temperature selection as appropriate for your clothes load for a higher degree of cleaning. Incorporates multi-stage fills and wash periods to provide optimal fabric care.
Whites and household linens	Whites	<b>Hot</b> Warm Colors Cool Cold Tap Cold	Cycle tailored to clean and brighten your whites.
Large coats, bed spreads, mattress covers, sleeping bags, and similar large bulky items.	Bulky Items	Hot <b>Warm</b> Colors Cool Cold Tap Cold	Provides a max fill wash water level to wash bulky items. Also incorporates a deep fill rinse to effectively rinse bulky items.
Casual clothes, lightly soiled office wear.	Casuals	Hot Warm <b>Colors</b> Cool Cold Tap Cold	Wash cycle tailored to care for casual clothes and office wear items. Incorporates multi-stage fills and wash periods to provide optimal fabric care.
Lingerie and special care fabrics with light soil.	Delicates	Hot Warm Colors Cool <b>Cold</b> Tap Cold	Utilizes a gentle agitate profile and a low spin speed to provide special care to delicate fabrics. It is recommended to place small or ultra delicate items in mesh bags before washing.
Small loads of lightly soiled items that are needed in a hurry.	Speed Wash	Hot <b>Warm</b> Colors Cool Cold Tap Cold	Utilizes an expedited wash cycle and time-saving continuous spray rinse to clean small lightly soiled loads in the fastest time possible.
Wet load of items. For items that need only to be rinsed, use this cycle with 2nd Rinse option (on some models).	Drain & Spin		Utilizes a high speed spin to extract water from wet items. For items that need to be rinsed, select the 2nd Rinse option (on some models) when using this cycle.

# Getting started - Washer

## B Deep Rinse

Set this option when adding fabric softener to the washer.

## C Status lights

The **Status** lights show the stage the washer is in. When the selector knob is set to a new cycle, the **Status** lights will flash momentarily, showing the stages the cycle will go through.

Status light	Illuminates
On	When the fabric softener option has been selected.
Wash	When the washer is in the wash portion of the cycle.
Rinse	When the washer is in the rinse portion of the cycle.
Spin	When the washer is draining and/or spinning.
Lid Locked	When the washer lid is locked. This feature prevents the lid from being opened while the washer is in the spin cycle or coasting to a stop.

**NOTE:** If the **Status** lights are blinking, the operation of the washer has been paused. To resume operation press the **Start** button (the lid must be closed).

## D Temperature

Select the water temperature for the washer cycle (all rinses use cold water). Always follow fabric manufacturer's care label or instructions when laundering.

**Tap Cold\*** uses incoming tap water, which can provide energy savings. For all other temperature selections, a mixture of hot and cold water is used to achieve the ideal temperature for each temperature setting.

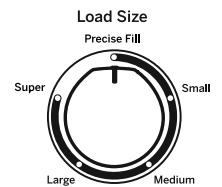
\*Please note that some detergents do not fully dissolve in very cold water. If you experience this, it is recommended you choose a setting other than **Tap Cold**.

## E Load Size (on some models)

Loosely load clothes no higher than the top row of holes in the washer basket.

**Precise Fill** - This selection automatically provides the correct amount of water suited to the size and type of load placed in the unit.

If you prefer to manually select the water level, select **Small** through **Super**. While **Precise Fill** is best for most loads and general washing, you may want to manually select the load size for specialty items such as bulky, lightweight comforters or pillows, where you want to ensure a larger water level is applied. Manual load size selections should be made for wet items placed in the washer, such as soaked towels or garments.



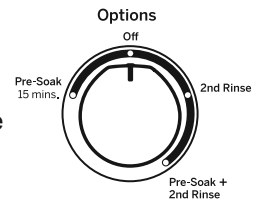
## F Options (on some models)

**Pre-Soak 15 mins.** - This option begins with a brief agitation, soaks for this specified period of time, then moves through the rest of the cycle automatically.

**2nd Rinse** - When you use extra detergent or bleach to clean heavily soiled clothes, use the 2nd Rinse option to better remove additional residues.

**Pre-Soak + 2nd Rinse** - Turns both options on.

**Off** - Turns these options off.



## G Start

Press **Start** to begin the cycle. With the lid closed pressing **Start** again will pause the cycle and **Status** lights will blink. To continue the cycle, close the lid and press **Start** again. The water fill will continue with the lid opened, except when **Precise Fill** (on some models) is selected as the load size. The lid **must be closed** to continue filling when **Precise Fill** (on some models) is selected.

If the lid is opened during the cycle, the cycle will pause and the **Status** lights will blink. To resume the cycle, close the lid and press **Start**.

If the machine is paused for more than 24 hours, the cycle will be cancelled. To stop the cycle, turn the Cycle Selector to the **Off** position. **NOTE:** Machine will automatically cancel and drain when water is present and the lid is left open for 15 minutes or the unit is left in a paused state for 24 hours with the lid closed. Select cycle and press **Start** to begin new cycle.



# Getting started - Washer

## Consumer Help Indicator

Your washer is equipped with Consumer Help Indicator (CHI). CHI is our way to communicate a simple remedy for some situations that you can perform without the need to call for service. The chart below describes the helpful lights you may notice flashing on the display.

<b>Spin and Rinse</b> lights blinking	If an out-of-balance condition is detected by the washer, the <b>Spin</b> and <b>Rinse</b> lights 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. If you notice the load is more wet than normal at the end of the cycle, redistribute the load evenly in the wash basket and run a <b>Drain &amp; Spin</b> cycle.
<b>Wash and Rinse</b> lights blinking (Water not entering washer)	Check your house water supply. Did you forget to turn on one or both supply valves after installation or coming back from vacation? As soon as the lights start to flash, the washer will initiate a 4 minute lock-out period. The washer controls won't respond/change during this time. After the 4 minutes, you can begin your cycle again. If you try to bypass the lock-out period by unplugging the washer, the 4 minute timer will start over again.
<b>Lid Locked</b> light	<b>Lid Locked</b> light will flash if 3 cycles have been started without opening the lid. The washer will not start another cycle until the lid is opened. Try opening, then closing the lid and starting a new cycle. If the problem persists, call GE Appliances at 800.GE.CARES (800.432.2737) for service.

# Getting started - Washer

## The Fabric Softener Dispenser

The **fabric softener dispenser** automatically releases liquid fabric softener at the proper time during the cycle.

**Do not stop the washer during the first spin. This will cause the dispenser to empty too soon.**

To use, follow these steps:

- 1 Make sure dispenser is securely attached to agitator.
- 2 Use only diluted liquid fabric softener. Pour into dispenser, using amount recommended on package.



**Never pour fabric softener directly on clothes. It may stain them.**

**NOTE:** Do **not** pour bleach into **FABRIC SOFTENER** dispenser.

- 3 Add water to dispenser until it reaches the maximum fill line.



Do not pour anything into the agitator if the dispenser is removed.

- 4 Select **Deep Rinse** button on control panel for proper dispersion of the fabric softener.



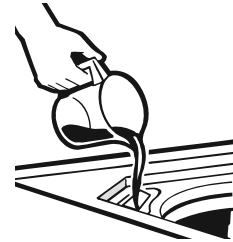
**Deep Rinse**  
Select when using  
Fabric Softener

## Liquid Bleach Funnel

The water fill dilutes liquid chlorine bleach as the washer fills for the washer cycle.

- 1 Check clothing care labels for special instructions.
- 2 Measure liquid bleach carefully, following instructions on the bottle.
  - Never pour undiluted liquid chlorine bleach directly onto clothes or into the wash basket.
  - Do not pour powdered bleach into bleach funnel.

- 3 Before starting the washer, pour measured amount of bleach directly into bleach funnel. Avoid splashing or over-filling dispenser. If you prefer to use powdered bleach, add it into the wash basket with your detergent.



- Do not mix chlorine bleach with an oxi pre-treatment, ammonia or acids such as vinegar and/or rust remover. Mixing can produce a toxic gas which may cause death.

**NOTE:** Do **not** pour bleach into **FABRIC SOFTENER** dispenser.

# Getting started - Washer

Always follow fabric manufacturer's care label when laundering.

## Sorting Wash Loads

Sort by color (whites, lights, colors), soil level, fabric type (sturdy cottons, easy care, delicates) and whether the fabric produces lint (terry cloth, chenille) or collects lint (velveteen, corduroy). Wash lint producers such as cotton towels and socks separate from lint collectors including synthetic garments and dress pants.

**⚠ WARNING**  - Fire Hazard

**DO NOT** wash fabrics soiled with flammable liquids or cleaning solvents.

No washer can completely remove oil.

**DO NOT** wash or dry anything that has been soaked in or spotted with any type of oil (including cooking oils).

Follow all fabric care instructions and warnings to prevent melting of garments or damage to the appliance.

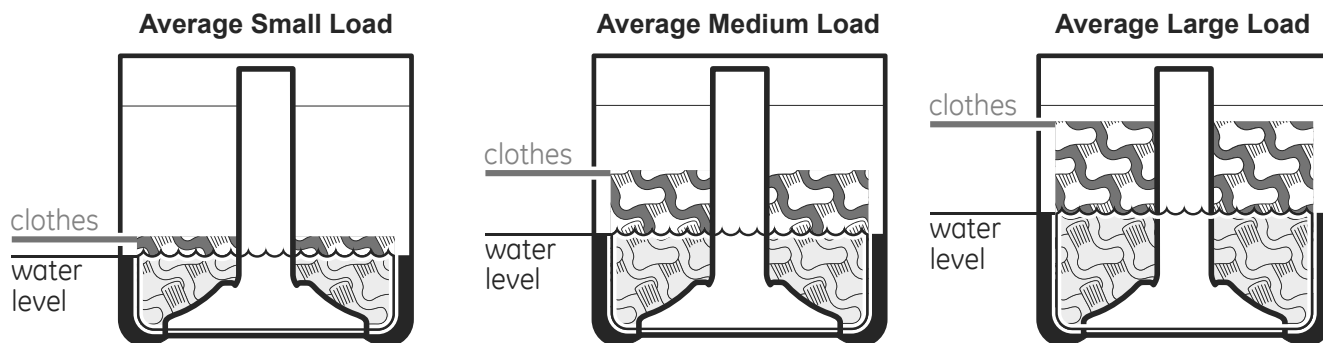
**DO NOT** reach into the washer until all moving parts have stopped.

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

## Loading the Washer

Load dry items loosely, no higher than the top row of holes in the washer basket. When loading wet items, make sure you set the load/water level high enough to allow the items to move freely. Water level should just cover the clothes. To add items after washer has started, lift the lid and submerge additional items next to the agitator.

- Do not wrap long items like sheets or pants around the agitator.
- Do not wash fabrics containing flammable materials (waxes, cleaning fluids, etc.).
- Agitation will not start with the lid up.




## Proper Use of Detergent

Using too little or too much detergent is a common cause of laundry problems.

Use less detergent if you have soft water, a smaller load or a lightly soiled load.

For spots, apply pre-treatment to items as recommended on the product label. Application should be made in the basket to prevent overspray which may cause the coloring on the lid or graphics to fade.

Place detergent packets in the bottom of the wash basket before adding clothes.

GE Appliances recommends the use of High Efficiency detergents such as  in your energy efficient washer. HE detergents are formulated to work with low water wash and rinse systems. HE detergents reduce the oversudsing problems commonly associated with regular detergents.

When using high efficiency or concentrated detergents, consult the product label to determine amount required for optimum performance. Excessive detergent will negatively impact wash performance.

# Getting started - Washer

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## WiFi Connect (For customers in the United States only)

Your laundry center's washer is **GE Appliances WiFi Connect** compatible using the optional **GE Appliances ConnectPlus** module.

To connect this appliance to the internet you will need to purchase a **GE Appliances ConnectPlus** and attach the module to your appliance through the communication port in the appliance. The **GE Appliances ConnectPlus** will allow your appliance to communicate with your smartphone for remote appliance monitoring, control and notifications.

Please visit [www.GEAppliances.com/connect](http://www.GEAppliances.com/connect) to learn more about connected appliance features and to learn what connected appliance app's will work with your smartphone.

WiFi Connectivity: For assistance with the appliance or the **ConnectPlus** network connectivity, please call GE Appliances at **800.GE.CARES**.

Visit your local authorized GE Appliances Parts distributor or order by phone at **800.661.1616** during normal business hours.

<b>Part Number</b>	<b>Accessory</b>
PBX10W00Y0	<b>WiFi ConnectPlus</b> module

# Care And Cleaning - Washer

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## Exterior of the Washer

Immediately wipe off any spills with a damp cloth.

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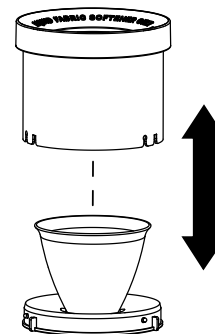
## Interior of the Washer

Leave the lid open after washing to allow moisture to evaporate. If you want to clean the basket, use a clean soft cloth dampened with liquid detergent; then rinse. (Do not use harsh or gritty cleaners.)

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## Cleaning the Fabric Softener Dispenser (on some models)

- 1 Remove the dispenser from the top of the agitator.
- 2 Separate the dispenser cup from the cover by grasping the top and pushing down on the inside of the cup with your fingers. Dispenser cup will pop free from the cover.
- 3 To clean the dispenser, soak both the dispenser cup and the dispenser cover in the following solution:
  - 1 US gallon (3.8 liters) warm water
  - 1/4 cup (60 ml) heavy-duty liquid detergent
  - 1 cup (240 ml) bleach
- 4 If necessary, loosen buildup with a clean, soft cloth after soaking. Do not use a stiff brush; you may roughen the surface of the dispenser.
- 5 Rinse and reassemble dispenser. Place dispenser back on the agitator.



Separate for cleaning

## Water Supply Hoses

Hoses connecting washer to faucet should be replaced every 5 years.

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## Moving and Storage

Ask the service technician to remove water from drain pump and hoses. Do not store the washer where it will be exposed to the weather.


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## Long Vacations

Be sure water supply is shut off at faucets. Drain all water from hoses and water filter pump area if weather will be below freezing.

# Getting started - Dryer

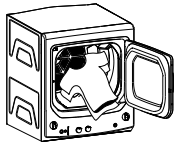
**⚠ WARNING** To reduce the risk of fire, electric shock, or injury to persons, read the **IMPORTANT SAFETY INFORMATION** before operating this appliance.

**⚠ WARNING**  - **Fire Hazard**

- Keep flammable materials and vapors, such as gasoline, away from dryer.
- **DO NOT** dry anything that has ever had anything flammable on it (even after washing).
- No washer can completely remove oil.
- **DO NOT** dry anything that has ever had any type of oil on it (including cooking oils).
- Items containing foam, rubber, or plastic must be dried on a clothesline.
- Follow all fabric care instructions and warnings to prevent melting of garments or damage to the appliance.
- Failure to do so can result in death, explosion, or fire.

Throughout this manual, features and appearance may vary from your model.

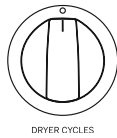
**Step 1**



- Loosely add items.
- Close door.

**NOTE:** Dryer will not start with door open.

**Step 2**

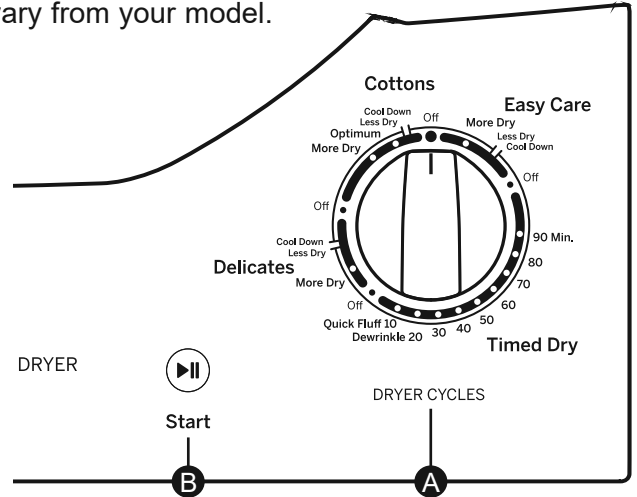


- Select a dry cycle.

**Step 3**



- Press the Start button.



**IMPORTANT:** Clean the lint filter each time you use the dryer.

**NOTE:** This appliance is designed so that the washer and dryer can be operated at the same time.

**A Fabric Care/Temperature**

<b>Cottons (High Heat)</b>	For regular to heavy cottons.
<b>Easy Care (Med Heat)</b>	For synthetics, blends, delicates and items labeled permanent press.
<b>Delicates (Low Heat)</b>	For delicates, synthetics and items labeled tumble dry low.
<b>Quick Fluff (No Heat)</b>	For fluffing items without heat. Use the <b>Timed Dry</b> cycle.

**Dryer Cycles**

<b>Cottons</b>	For cottons and most linens. For most loads, select <b>Optimum</b> dry.
<b>Easy Care</b>	For wrinkle-free, permanent press and delicate items, and knits.
<b>Delicates</b>	For delicate items, special-care fabrics and knits.
<b>Timed Dry</b>	Set the Cycle Selector at the desired drying time.
<b>Dewrinkle</b>	For removing wrinkles from items that are clean and dry or that are very lightly damp.
<b>Quick Fluff</b>	For freshening or fluffing up already dry clothing, fabrics, linens and pillows. Use with <b>Fluff No Heat</b> . Provides 10 minutes of no heat tumbling.

Automatic cycles determine fabric dryness and provide automatic sensed drying. The timer does not rotate during the cycle until the thermostats sense that the clothes are dry, then the timer rotates automatically to **Off**. Select **Less Dry** if you want your clothes slightly damp at the end of the drying cycle. Select **More Dry** if you want them to feel drier. Timed cycles run for a selected time.

**Timed Cycle**

<b>Timed Dry</b>	For manual drying. The timer rotates during the entire cycle.
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**B Start** - Close the dryer door. Press **Start**. Opening the door during operation will stop the dryer. To restart the dryer, close the door and select **Start** to complete the cycle.

# Venting - Dryer

## Venting the Dryer

For the best drying performance, the dryer needs to be properly vented. The dryer will use more energy and run longer if it is not vented to the specifications below. Carefully follow the details on Exhausting in the Installation Instructions.



**⚠ WARNING** - Fire Hazard

- This dryer **MUST** be exhausted to the outdoors.
- Use only 4" rigid metal ducting for the home exhaust duct.
- Use only 4" rigid metal or UL-listed dryer transition duct to connect the dryer to the home exhaust.
- DO NOT** use a plastic vent.
- DO NOT** exhaust into a chimney, kitchen exhaust, gas vent, wall, ceiling, attic, crawl space, or concealed space of a building.
- DO NOT** install a screen in or over the exhaust duct.
- DO NOT** install a booster fan in the exhaust duct.
- DO NOT** use duct longer than specified in the exhaust length table.
- Failure to follow these instructions can result in death or fire.

## Care and Cleaning - Dryer

**The Exterior:** Wipe or dust any spills or washing compounds with a damp cloth. Dryer control panel and finishes may be damaged by some laundry pretreatment soil and stain remover products. Apply these products away from the dryer. The fabric may then be washed and dried normally. Damage to your dryer caused by these products is not covered by your warranty.

**The Lint Filter:** Clean the lint filter before each use. Slide out the grid that covers the filter. Run your fingers across the filter. A waxy buildup may form on the lint filter from using dryer-added fabric softener sheets. To remove this buildup, wash the lint screen in warm, soapy water. Dry thoroughly and replace. Do not operate the dryer without the lint filter and grid in place. Have a qualified technician vacuum the lint from the dryer once a year.

**Dryer Interior and Duct:** The interior of the appliance and exhaust duct should be cleaned once a year by qualified service personnel.

**The Exhaust Duct:** Inspect and clean the exhaust ducting at least once a year to prevent clogging. A partially clogged exhaust can lengthen the drying time.

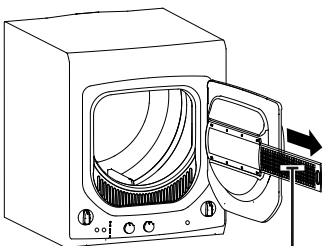
**Follow these steps:**

1. Turn off electrical supply by disconnecting the plug from the wall socket.
2. Disconnect the duct from the dryer.
3. Vacuum the duct with the hose attachment and reconnect the duct.

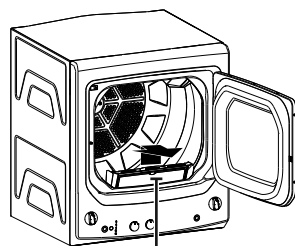
**The Exhaust Hood:** Check with a mirror that the inside flaps of the hood move freely when operating. Make sure that there is no wildlife (birds, insects, etc.) nesting inside the duct or hood.

Model: **GUD24**

Model: **GUD27 & GUV27**



Clean lint from mesh



Clean lint from mesh

## Troubleshooting Tips - Washer

Water	Possible Causes	What to do
Too many suds	Too much detergent or soft water	Measure your detergent carefully. Use less soap if you have soft water, a smaller load or a lightly soiled load.
Water leaks	Using too much detergent	Use less detergent. Use less soap if you have soft water, a smaller load or a lightly soiled load.
	Fill hoses or drain hose is improperly connected	Make sure hose connections are tight at faucets and rubber washers are installed. Make sure end of drain hose is correctly inserted in and secured to drain facility.
	Household drain may be clogged	Check household plumbing. You may need to call a plumber.
	Constant water pressure to the fill hoses at the water source	Tighten hoses at the faucets and turn the water off after each use. Check condition of the fill hoses; they should be replaced every 5 years.
Water temperature seems incorrect	Cooler water temperatures provide improved energy efficiency	New laundry detergents have been formulated to work with cooler water temperatures without affecting wash performance.
	Water supply is turned off or improperly connected	Turn both hot and cold faucets fully on and make sure hoses are connected to correct faucets.
	Water valve screens are stopped up	Turn off the water source and remove the water connection hoses from the upper back of the washer. Use a brush or toothpick to clean the screens in the machine. Reconnect the hoses and turn the water back on.
	House water heater is not set properly	Make sure house water heater is delivering water at 120°F–140°F (48°C– 60°C).
Water pumped out before cycle is complete	Water was left in unit for 24 hours with lid closed or 15 minutes with lid open	Previous cycle has been cancelled. Close lid, select new cycle, and start machine.
Water won't drain	Drain hose is kinked or improperly connected	Straighten drain hose and make sure washer is not sitting on it. Top of drain outlet should be less than 8 ft (2.5 m) above floor.
Washer pauses during spin cycle	This is normal	The washer may pause during the spin cycle to remove soapy water more efficiently.
Can hear but not see water at the end of the cycle	This is normal	The pump leaves a little water in its intake and this is diluted with clean rinse water.
Water level seems low	This is normal	Water may not cover the top level of the clothes. This is normal for this high efficiency washer.
Water siphoning out of washer	Drain standpipe is too low or hose too far into standpipe	The drain hose must exceed 30" height at some point between the washer back and the drain pipe. Use anti-siphon clip. See the <b>Installation Instructions</b> .



# Troubleshooting Tips - Washer

Operation	Possible Causes	What to do
Washer won't operate	Washer is unplugged	Make sure cord is plugged securely into a working outlet.
	Water supply is turned off	Turn both hot and cold faucets fully on.
	Controls are not set properly	Check controls.
	Lid is open—safety feature prevents agitation and spinning when lid is up	Close lid and reset cycle, to the beginning if necessary.
	Circuit breaker/fuse is tripped/blown	Check house circuit breakers/fuses. Replace fuses or reset breaker. Washer should have separate outlet.
	Electronics need to be reset	Unplug washer, wait 2 minutes, plug back in and press <b>Start</b> .
	Start was not pressed	Press <b>Start</b> .
Movement inside machine when shut off	Shifting mechanism is disengaging the motor	When the machine is manually turned off, the shifter will disengage the motor before completely shutting down. If lid is raised before the motor is disengaged, it will resume when lid is closed.
Short spray and delay after pushing the Start button	Lid was opened and closed between cycle selection and start	This is normal. See START-UP SEQUENCE in the <b>Safety Instructions</b> section.
Washer spins and pauses at the beginning of cycles	This is normal	The washer is sensing the load.
Washer pauses during wash cycle	The Soak Option was chosen	This is normal. The washer alternates between agitate and soak during these cycles to get your clothes cleaner with less wear.
	This is normal	Many cycles incorporate as series of soaks within the agitation period to get your clothes clean with less wear.
Basket seems loose	Basket moves or rotates freely	Washer basket does not have a traditional brake. Washer basket will move freely. This is normal.
Blinking Spin light or Spin light on at end of cycle	Out of balance condition has been detected	Allow cycle to continue and finish. If load is wet at the end of the cycle, even out load and run a <b>Drain &amp; Spin</b> cycle.

## Troubleshooting Tips - Washer

Performance	Possible Causes	What to do
Clothes too wet	Incorrect spin cycle selected	Make sure the spin cycle selected matches the load you are washing. Some fabrics will feel wetter when rinsed with cold water.
	Wash load out of balance	Redistribute load in washer and run through <b>Drain &amp; Spin</b> cycle.
Colored spots	Incorrect use of fabric softener	Check fabric softener package for instructions and follow directions for using dispenser. Pretreat stain and rewash.
	Dye transfer	Sort whites or lightly colored items from dark colors
Grayed or yellowed clothes	Detergent amount	Be sure to follow detergent manufacturer's directions.
	Hard water	Use a water conditioner like Calgon brand or install a water softener.
	Water is not hot enough	Make sure water heater is delivering water at 120°F–140°F (48°C– 60°C).
	Washer is overloaded	Select load size to match clothes load.
	Dye transfer	Sort clothes by color. If fabric label states wash separately, unstable dyes may be indicated.
Lint or residue on clothes	Clothes are air or line dried	If you do not dry your clothes with a clothes dryer, your clothes may retain more lint.
	Incorrect sorting	Separate lint producers from lint collectors.
	Washing too long	Wash small loads for a shorter time than larger loads
	Detergent not dissolving	Add detergent as wash basket fills with water, before you load clothes.
		Try a liquid detergent.
		Use warmer water temperature.
	Overloading	Load clothes no higher than the top row of holes in the washer basket.
Incorrect use of fabric softener	Check fabric softener package for instructions and follow directions for using dispenser.	
Pilling	Result of normal wear on poly-cotton blends and fuzzy fabrics	While this is not caused by the washer, you can slow the pilling process by washing garments inside out.
Snags, holes, tears, rips or excessive wear	Pins, snaps, hooks, sharp buttons, belt buckles, zippers and sharp objects left in pockets	Fasten snaps, hooks, buttons and zippers.
		Remove loose items like pins, objects in pockets and sharp buttons.
		Turn knits (which snag easily) inside out.
	Undiluted chlorine bleach	Check bleach package instructions for proper amount. Never add undiluted bleach to wash or allow clothes to come in contact with undiluted bleach.
	Chemicals like hair bleach or dye, permanent wave solution	Rinse items that may have chemicals on them before washing.

# Troubleshooting Tips - Washer

Performance	Possible Causes	What to do
Wrinkling	Improper sorting	Avoid mixing heavy items (like work clothes) with light items (like blouses).
		Try a fabric softener.
	Overloading or incorrect water level	Load your washer so clothes have enough room to move freely with water covering all of the clothes.
	Incorrect wash and dry cycles	Match Cycle selection to the type of fabric you are washing (especially for easy care loads).
	Repeated washing in water that is too hot	Wash in warm or cold water.

Sounds	Possible Causes	What to do
“Metallic clicking”	Shifter mechanism is engaging or disengaging	The drive system will engage at the start of agitate and disengage when agitate is complete. This occurs multiple times during the wash.
Back and forth “swoosh” or light “clicking” sound during agitate	Electric motor reversing direction	This sound is the motor rotating back and forth to agitate your laundry.
Quick short agitation sounds	Clothing redistribution	At different periods of the agitation phase, the motor makes short agitation strokes to redistribute the load.
“Click” when water stops filling	Relay switch	The relay makes a click sound when activated. The water level activates the relay and stops filling.
“Clicking” behind Control Panel during fill	Automatic Temperature Control Valve	This valve mixes in cold and hot water. The “clicking” is the valve turning on and off.
Water volume changes during fill	Automatic Temperature Control Valve	This valve mixes in cold and hot water. The sound changes when the valves are turned on and off.
Motor “whinding up” or “coasting down” in spin	Motor ramping up/down during spin cycle	The motor will speed up incrementally during the spin cycle. When spin is complete, it will coast until it stops.
“Humming”	Water drain pump	The drain pump will make a humming sound when pumping out water after agitation stops and continue until spin is complete.
“Gurgling”	Water drain pump	When the pump starts drawing in air, it starts to gurgle. The washer should then begin spinning and the sound will continue until it is done spinning.

## Washer sounds that may be different from your prior washer:

Clicks, water flowing, gear sounds followed by pauses, and electric hum sounds are all part of the normal wash cycle.

To listen and watch videos of normal washer operation, please go to <http://products.geappliances.com/appliance/gea-support-search-content?contentid=23061> or scan the QR code.



## Troubleshooting Tips - Dryer

Problem	Possible Causes	What to do
Dryer doesn't start	Dryer is unplugged	Make sure the dryer plug is pushed completely into the outlet.
	Fuse is blown/circuit breaker is tripped	Check the house fuse/circuit breaker box and replace fuse or reset breaker. Note: Most electric dryers use 2 fuses/breakers.
Dryer doesn't heat	Fuse is blown/circuit breaker is tripped; the dryer may tumble but not heat	Check the house fuse/circuit breaker box and replace both fuses or reset both breakers. Your dryer may tumble if only one fuse is blown or one breaker tripped.
	Gas service is off	Make sure gas shutoff at dryer and main shutoff are fully open.
Dryer shakes or makes noise	Some shaking/noise is normal. Dryer may be sitting unevenly	Move dryer to an even floor space, or adjust leveling legs as necessary until even.
Greasy spots on clothes	Improper use of fabric softener	Follow directions on fabric softener package.
	Drying dirty items with clean ones	Use your dryer to dry only clean items. Dirty items can stain clean items and the dryer.
	Clothes were not completely clean	Sometimes stains which cannot be seen when the clothes are wet appear after drying. Use proper washing procedures before drying.
Lint on clothes	Lint filter is full	Clean lint screen before each load.
	Improper sorting	Sort lint producers (like chenille) from lint collectors (like corduroy).
	Static electricity can attract lint	See suggestions in this section under STATIC.
	Overloading	Separate large loads into smaller ones.
	Paper, tissue, etc. left in pockets	Empty all pockets before laundering clothes.
Static occurs	No fabric softener was used	Try a fabric softener. Bounce™ Fabric Conditioner Dryer Sheets have been approved for use in all GE Appliances dryers when used in accordance with the manufacturer's instructions.
	Overdrying	Try a fabric softener. Adjust setting to <b>Less Dry</b> .
	Synthetics, permanent press and blends can cause static	Try a fabric softener.
Inconsistent drying times	Type of heat	Automatic drying times will vary according to the type of heat used (electric, natural or LP gas), size of load, types of fabrics, wetness of clothes and condition of exhaust ducts.

# Troubleshooting Tips - Dryer

Dryer Problem	Possible Causes	What to do	
Clothes take too long to dry	Improper sorting	Separate heavy items from lightweight items (generally, a well-sorted washer load is a well-sorted dryer load).	
	Large loads of heavy fabrics (like beach towels)	Large, heavy fabrics contain more moisture and take longer to dry. Separate large, heavy fabrics into smaller loads to speed drying time.	
	Controls improperly set	Match control settings to the load you are drying.	
	Lint filter is full	Clean lint filter before every load.	
	Improper or obstructed ducting		Check installation instructions for proper ducting/venting.
			Make sure ducting is clean, free of kinks and unobstructed.
			Check to see if outside wall damper operates easily.
	Blown fuses or tripped circuit breaker		Check the Installation Instructions to make sure the dryer venting is correct.
Replace fuses or reset circuit breakers. Since most dryers use 2 fuses/breakers, make sure both are operating.			
Do not put more than one washer load in the dryer at a time.			
Overloading/combining loads			
Underloading		If you are drying only one or two items, add a few items to ensure proper tumbling.	
Clothes are wrinkled	Overdrying	Select a shorter drying time.	
		Remove items while they still hold a slight amount of moisture. Select a <b>Less Dry</b> setting.	
	Letting items sit in dryer after cycle ends		Remove items when cycle ends and fold or hang immediately.
Overloading		Separate large loads into smaller ones.	
Clothes shrink	Some fabrics will naturally shrink when washed. Others can be safely washed, but will shrink in the dryer	To avoid shrinkage, follow garment care labels exactly.	
		Some items may be pressed back into shape after drying	
		If you are concerned about shrinkage in a particular item, do not machine wash or tumble dry it.	



# GE Appliances Warranty

**WARRANTY**

## GEAppliances.com

All warranty service is provided by our Factory Service Centers, or an authorized Customer Care® technician. To schedule service online, visit us at [www.geappliances.com/service\\_and\\_support/](http://www.geappliances.com/service_and_support/), or call GE Appliances at 800.GE.CARES (800.432.2737). Please have your serial number and your model number available when calling for service.

Servicing your appliance may require the use of the onboard data port for diagnostics. This gives a GE Appliances factory service technician the ability to quickly diagnose any issues with your appliance and helps GE Appliances improve its products by providing GE Appliances with information on your appliance. If you do not want your appliance data to be sent to GE Appliances, please advise your technician not to submit the data to GE Appliances at the time of service.

For the period of:	We will replace:
<b>One year</b> From the date of the original purchase	<b>Any part</b> of the appliance which fails due to a defect in materials or workmanship. During this <b>limited one-year warranty</b> , we will also provide, <b>free of charge</b> , all labor and related service to replace the defective part.

### What is not covered:

- Service trips to your home to teach you how to use the product.
- Improper installation, delivery or maintenance.
- Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.
- Replacement of house fuses or resetting of circuit breakers.
- Products which are not defective or broken, or which are working as described in the Owner's Manual.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage caused by possible defects with this appliance.
- Defects or damage due to operation in freezing temperatures.
- Damage caused after delivery.
- Product not accessible to provide required service.

### EXCLUSION OF IMPLIED WARRANTIES

Your sole and exclusive remedy is product repair as provided in this Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

### In the United States:

This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. If the product is located in an area where service by a GE Appliances Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized GE Appliances Service location for service. In Alaska, the warranty excludes the cost of shipping or service calls to your home.

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

**Warrantor: GE Appliances, a Haier company**

### In Canada:

This warranty is extended to the original purchaser and any succeeding owner for products purchased in Canada for home use within Canada. If the product is located in an area where service by a GE Appliances Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an Authorized GE Appliances Service location.

Some provinces do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province. To know what your legal rights are, consult your local or provincial consumer affairs office.

**Warrantor: MC Commercial, Burlington, ON, L7R 5B6**

**Extended Warranties:** Purchase a GE Appliances extended warranty and learn about special discounts that are available while your warranty is still in effect. You can purchase it online anytime at

[www.geappliances.com/service\\_and\\_support/shop-for-extended-service-plans.htm](http://www.geappliances.com/service_and_support/shop-for-extended-service-plans.htm)

or call 800.626.2224 during normal business hours. GE Appliances Service will still be there after your warranty expires.

Staple your receipt here. Proof of the original purchase date is needed to obtain service under the warranty.

# Consumer Support

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## GE Appliances Website

Have a question or need assistance with your appliance? Try the GE Appliances Website 24 hours a day, any day of the year! You can also shop for more great GE Appliances products and take advantage of all our on-line support services designed for your convenience. In the US: [GEAppliances.com](http://GEAppliances.com)

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## Register Your Appliance

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material. In the US: [GEAppliances.com/register](http://GEAppliances.com/register)

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## Schedule Service

Expert GE Appliances repair service is only one step away from your door. Get on-line and schedule your service at your convenience any day of the year. In the US: [GEAppliances.com/ge/service-and-support/service.htm](http://GEAppliances.com/ge/service-and-support/service.htm) or call 800.432.2737 during normal business hours.

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## Extended Warranties

Purchase a GE Appliances extended warranty and learn about special discounts that are available while your warranty is still in effect. You can purchase it on-line anytime. GE Appliances Services will still be there after your warranty expires. In the US: [GEAppliances.com/ge/service-and-support/shop-for-extended-service-plans.htm](http://GEAppliances.com/ge/service-and-support/shop-for-extended-service-plans.htm) or call 800.626.2224 during normal business hours.

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## Remote Connectivity

For assistance with wireless network connectivity (for models with remote enable), visit our website at [GEAppliances.com/ge/connected-appliances/](http://GEAppliances.com/ge/connected-appliances/) or call 800.220.6899 in the US.

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## Parts and Accessories

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day. In the US: [GEApplianceparts.com](http://GEApplianceparts.com) or by phone at 877.959.8688 during normal business hours.

**Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**

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## Contact Us

If you are not satisfied with the service you receive from GE Appliances, contact us on our Website with all the details including your phone number, or write to:

In the US: General Manager, Customer Relations | GE Appliances, Appliance Park | Louisville, KY 40225  
[GEAppliances.com/ge/service-and-support/contact.htm](http://GEAppliances.com/ge/service-and-support/contact.htm)