

# SERVICE POINTER



**FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT**

LAUNDRY PRODUCTS     REFRIGERATION PRODUCTS     KITCHEN PRODUCTS

COMMERCIAL LAUNDRY

L8178406  
October 2003

*THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:*

  **KitchenAid**       OEM BRANDS

BY WHIRLPOOL CORPORATION

## CALYPSO WASHER

Model: GVW9959K

Serial Code Date: Prior to CP44

### GRAY MARKS OR SMUDGES ON CLOTHING

#### CONDITION:

Gray marks, streaks or smudges on clothing after a wash cycle.

#### CAUSE:

At the end of the cycle, the wash plate nutates for approximately 30 seconds to fluff the clothing after the final spin. The action of fluffing causes the outer wash plate seal to rub against the stainless steel basket while they are both relatively dry. This condition causes the gray discoloration.

#### RESOLUTION:

An updated machine control, part number 8542693, is now available. The updated control reduces the fluff time from 30 seconds to 8 seconds, allowing the clothing to be fluffed, without causing discoloration.

Gray marks or smudges can be washed out of clothing after wiping down the basket. The consumer should use the recommended amount of HE detergent and the hottest water safe for the fabric or hand wash the garment under running water. In either case, the fabric must be cleaned prior to running through the dryer.

ALL SERVICE POINTERS ONLINE: [http://www.servicematters.com/tech\\_ref/tech\\_ref\\_main.htm](http://www.servicematters.com/tech_ref/tech_ref_main.htm), SERVICE POINTERS COMMERCIAL LAUNDRY ONLY: [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), TECHNICAL INFORMATION, SERVICE POINTERS  
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