

# SERVICE POINTER



**FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT**

- LAUNDRY PRODUCTS    REFRIGERATION PRODUCTS    KITCHEN PRODUCTS  
 COMMERCIAL LAUNDRY

L8178536  
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**THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:**

-  Whirlpool    KitchenAid     Roper    OEM BRANDS  
BY WHIRLPOOL CORPORATION

## WHIRLPOOL FRONT LOADING WASHER

MODEL: GHW9250M, GHW9400P and GHW9460P  
SERIAL RANGE: Prior to CSS05

### LEAKING IN BULKY CYCLE

<b>⚠ WARNING</b>	
	<p><b>Electrical Shock Hazard</b></p> <p>Disconnect power before servicing. Replace all parts and panels before operating.</p> <p>Failure to do so can result in death or electrical shock.</p>

#### CONDITION:

When using the Bulky Cycle, the washer could overflow, causing water to leak from the door seal.

#### CAUSE:

The washer control software allows a higher water level during the bulky cycle. When the consumer washes a small load, the washer can over fill causing leakage from the door seal.

#### RESOLUTION:

Check the door seal and verify the seal is seated properly. If the seal is OK, replace the Central Control Unit with a control that has the updated software. The number printed on the control housing label will identify the software version. The updated software version will end in a number "2", instead of a number "1". See figures 1 and 2.



FIGURE 1



FIGURE 2

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  
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](http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe_all.html), or FAX changes to 269-923-5342.