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## Front Load Washer Door Will Not Open

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#### Did you just install? Is water hooked up to the washer, and turned on?

If during installation the washer was plugged in and turned on without water hoses attached and turned on, the washer may attempt to drain for 8-10 minutes before the door unlocks. Let the washer run until the door unlocks. Do not turn off the washer or unplug the washer.

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#### Does the drain pump run constantly?

Verify that the drain hose is connected per the installation instructions. Drain hose should not be more than 4.5 inches into the stand pipe. See installation instructions for further information.

[CLICK HERE](#) for more information about how to install the drain hose

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#### Was the washer turned on before being connected to water?

If the washer was powered on before being connected to water, the door may be locked, and it may go into a drain mode. You may also see an F8 E1 Error code.

If the washer has an F8 E1 error or LO FL error, the door will be locked, and the control will be unresponsive. Press the power button, and the washer will start a drain routine which takes approximately 8 to 10 minutes, during which time the pump will run continuously. The control will not accept any input during this time. Please wait 10 minutes before trying to perform any functions.

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#### Is the door locked and the "Add a Garment" light on?

If the "add a garment" light is on, then the washer door will unlock after the Pause/Cancel button is pressed once. Pressing the Start button will restart the washer at the same point where it left off in the cycle.

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## Is the door locked and the "Add a Garment" light off?

If the add a garment light is off, then the washer door will unlock after the Pause/Cancel button is pressed twice. The door will not immediately unlock while the cycle is running due to a possible high-water level in the washer, high-water temperature, tumbling or spinning. It may take up to five minutes for the washer to stop spinning and draining before the door will unlock. You will hear the door click when it unlocks.

If you would like to download or view product literature for your appliance, please visit our [Manuals and Literature](#) page.

