

Washers

Use and Care Guide

ROPER

Appliances

AL4132V
AL5143V
AL6245V
AX5133V
AX6245V

Thank you for choosing a Roper appliance. This guide will help you operate and maintain your new, quality-built Roper washer. Keep this guide in a safe place for future reference.

First ... complete all of the Installation Instruction

steps before attempting to operate your washer.

Next ... complete and mail the Product Registration Card

This card enters your warranty into our warranty system, insuring efficient claim processing. It can be used as a proof of purchase for insurance claims and helps Roper to contact you immediately in the unlikely event of a product safety recall.

Please remember

It is your responsibility to be sure that your washer:

- Is properly installed by a qualified person.*

- Is installed and leveled on a floor that can support the weight of the washer.*
- Is properly connected to a grounded electrical circuit that meets the electrical requirements.*
- Is properly connected to a water supply and drain.*
- Is used only for the job it was designed to do.
- Is not used by children or anyone unable to operate it properly.
- Is protected from the weather and installed where the temperature will not fall below freezing.
- Is properly maintained.*

* See Installation Instructions provided.

Energy-saving tips

- Use washer during non-peak, energy usage hours. (Contact your power company for the most energy-efficient times.)
- Use hot water only when washing whites or heavy or greasy soils.
- Use cold water for washing light soils.
- Use cold rinses.
- Adjust the water level when washing medium or small loads.
- Avoid rewashing by:
 - pretreating stains or heavy soils;
 - properly sorting clothes;
 - using enough detergent;
 - not overloading;
 - using proper cycles and wash times.

Important Safety Instructions

⚠️ WARNING

Reduce risk of fire, electrical shock, or personal injury when using your washer, by following basic precautions, including the following:

- Read all instructions before using your washer.
- Do Not wash items cleaned in, washed in, soaked in or spotted with gasoline, dry-cleaning solvents, paint, wax or other flammable or explosive substances in the washer. The fumes can create a fire or explosion. Always hand-wash and air-dry fabrics containing these materials.
- Do Not allow children to play on or inside the washer. Close supervision of children is necessary when the washer is used near them.
- Before the washer is removed from service or discarded, remove the lid to prevent accidental entrapment.
- Do Not reach into the washer until all motion stops. If the lid is opened while the basket is spinning, the basket will automatically stop in a few seconds.
- Do Not install or store washer where it will be exposed to the weather.
- Do Not tamper with controls.
- You are responsible for making sure that your washer is installed, repaired and parts replaced by a qualified person.
- Do Not add gasoline, dry-cleaning solvents or other flammable or explosive substances to the wash water. The substances give off vapors that could ignite or explode.
- If hot water has not been used recently (usually 2 weeks or longer), hydrogen gases may build up in the water heater and the hot water pipes. **HYDROGEN GAS IS EXPLOSIVE.** To prevent injury or damage, before using your washer, turn on all hot water faucets and allow water to run for several minutes. This will allow gases to escape. Do Not smoke or use any open flame near the faucet while it is open.
- The washer must be electrically grounded. See Installation Instructions.
- Store detergent and laundry products in a cool, dry place out of children's reach. A locked cabinet is recommended.
- Read and follow instructions on detergent and laundry packages. Pay special attention to warnings and precautions.
- Do Not use chlorine bleach in the same wash as ammonia, vinegar, rust remover or other acids. Hazardous fumes can form.
- Do Not machine-wash glass fiber materials. Small particles can stick to fabrics washed in following loads and cause skin irritation.
- Do Not use or store dry-cleaning solvents, kerosene or other flammable or explosive substances in or near your washer. These substances give off vapors that can create a fire hazard or explosion.

Save these instructions.

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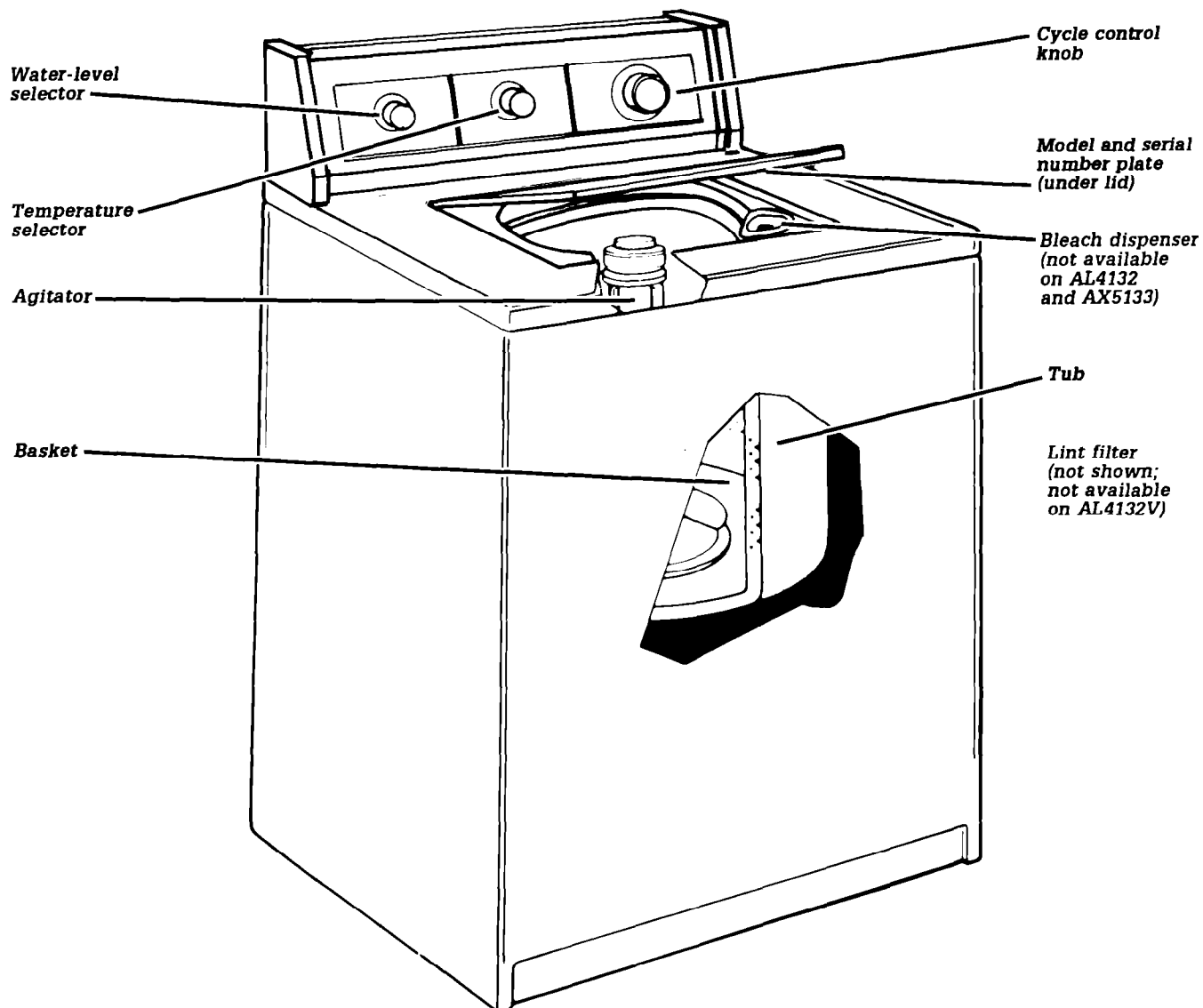
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Before you wash

- Turn all pockets inside out and empty.
- Turn down cuffs. Brush away lint and dirt.
- Close zippers, snaps and hooks and remove pins, buckles and other hard objects to prevent scratching laundry basket, agitator or snagging other items. Remove unwashable trim and ornaments.
- Tie strings and sashes to prevent tangling.
- Mend tears, loose hems and seams.
- Treat spots and stains. Pre-soak if necessary.

Using your washer



The drawings in this book may vary slightly from your washer model. They are designed to show the different features of all the models covered by this book. Your model may not include all the features shown.

A. Sort the load

Sort items by lint-givers (chenille, bath towels) and lint-takers (corduroy, permanent press and synthetics). Sort by fabric and construction (cottons, knits and delicate items). Sort by color (white, colorfast and non-colorfast). Sort by amount of soil (heavy, normal and light).

B. Load the washer

(For specific loading recommendations see Page 7.)

Drop items in loosely and evenly. For best cleaning and wrinkle-free results, items should move freely in wash water. (Permanent press and synthetic knits should have more room to move in the water than towels, jeans, etc.)

Laundry Tip

Do Not overload washer. Overloading or packing can cause poor cleaning, increased wrinkling, excessive lint and can wear out items faster.

Set water level at LARGE or EX LARGE for the best permanent press results.

C. Select water-level and load size

Set water level selector knob to the level that describes the size of your load. EX SMALL or SMALL, for a few items; EX LARGE or LARGE, for full load. (See Pages 5-6 for specific information.) To change water level after the washer has started to fill, turn selector knob to RESET and then to desired water level.

D. Select water temperature

The top temperature on the temperature selector is the wash selection; the bottom temperature is the rinse.

Set water temperature level according to fabric label or the amount of soil to be washed.

Using your washer, continued

Laundry Tip

For best cleaning results use:

- Hot wash water for normally soiled, permanent press and synthetic items; white and colorfast cottons; heavy soils and diapers.
- Warm wash water for permanent press and knits; dark or non-colorfast colors; washable woolens; moderate soil.
- Cold wash water for lightly soiled fabrics; some non-colorfast colors.
- Dry detergents can spot-fade wet laundry. Dissolve detergent in one quart (1L) of warm water before adding it to the washer or use a liquid detergent.

E. Select cycle and wash time

Push in cycle control knob and turn it clockwise.

Stop when the indicator on the knob's outer ring points to the wash cycle you want. The number tells the minutes of wash agitation time. (Use longer wash times for heavily soiled clothes.)

NOTE: Your model may not include all the following cycles. (See pages 5 and 6 for specific model information.)

Extra Wash (4 min.) Wash heavily soiled loads. Use double the amount of detergent recommended.

Regular/Heavy Soil (14 min.) Wash sturdily constructed fabrics (i.e. cotton) or heavily soiled items.

Regular/Normal Soil (10 or 6 min.) Wash moderately soiled fabrics.

Permanent Press (10 or 8 min.) Wash moderately soiled, permanent press and some synthetic fabrics. Cool-down rinse helps to keep fabric from wrinkling.

Permanent Press (6 or 4 min.) Wash lightly soiled, permanent press or some synthetic fabrics. Cool-down rinse helps keep fabrics from wrinkling.

Knits/Delicates (8 min.) Gently wash moderately soiled, delicate items and washable knits.

Knits/Delicates (6 min.) Gently wash lightly soiled, delicate items and washable knits.

Fabricare (6 min.) Quick wash for delicate items. Wash nylon hose or panty hose in a net laundry bag.

Soak Cycle (20 or 14 min.) Use recommended amount of detergent or pre-soak additive. Make sure wash cycle always follows the soak cycle.

CAUTION

To get maximum use, satisfaction and longer washer life:

- **Do Not soak fabrics:**
 - for more than 2 hours in the washer.
 - with chlorine bleach in the washer.
 - with vinegar or other acids in the washer.
 - without detergent.
 - with hot water because it can set stains. Use warm water for best results.
 - or store urine-soaked clothes in the washer.
- **Do Not leave wet laundry in the washer.**
- **Do Not put sharp or heavy objects on or in the washer. Check pockets for nuts, bolts, etc. These objects may damage the washer.**

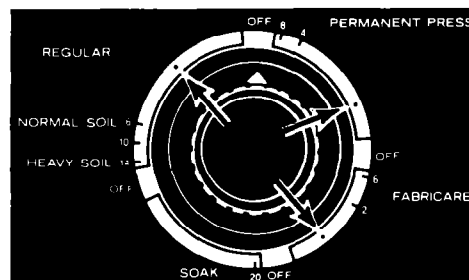
F. To start

Pull cycle control knob out. The washer will fill to the selected water level and water temperature. After filling, the washer will agitate for a selected number of minutes. The washer will pause briefly throughout each cycle. This allows for the reversing of the motor, normal washer operation and cool-down.

G. To stop at any time

Push the cycle control knob in. To restart, pull the cycle control knob out.

H. Rinse and spin



Complete rinsing of fabrics washed with extra detergent may require an extra rinse and spin. To set for extra rinse and spin:

1. Push cycle control knob in.
2. Turn knob clockwise to any dot on the dial (see arrows in drawing).
3. Pull cycle control knob out. The washer will fill to selected level, agitate, drain and spin.

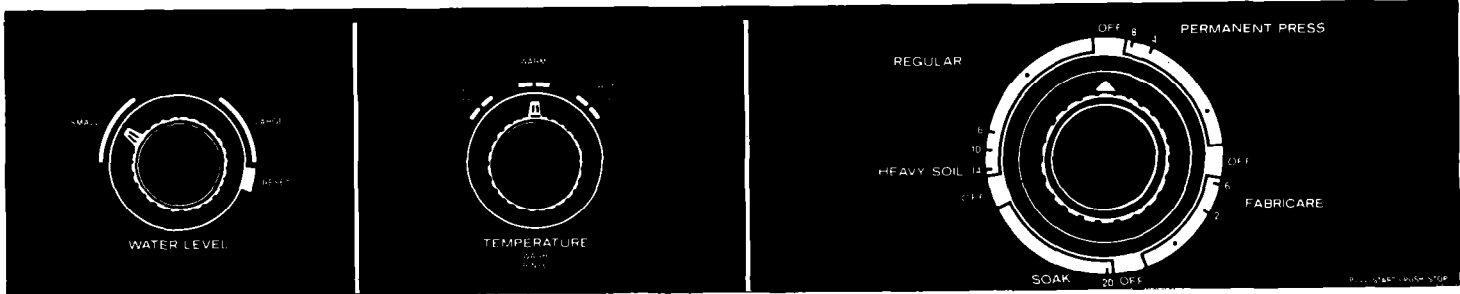
Normal operations

You can expect the following when your washer is operating:

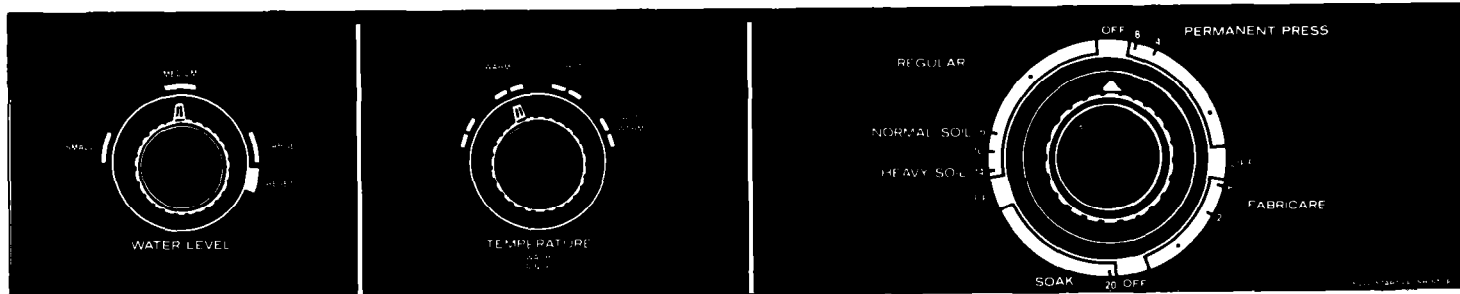
Water spraying during the spin sections of some cycles. Water is sprayed on the spinning load to help with rinsing.

Pausing. The washer pauses briefly throughout each cycle to allow for the reversing of the motor, normal washer operation and the cool-down portion of the Permanent Press cycle. When the washer pauses, you will hear no operating sounds.

Using special model features



AL4132 Large-Capacity, Single-Speed Washer
(Check under washer lid for model number.)



AL5143 Large-Capacity, Single-Speed Washer
(Check under washer lid for model number.)



AL6245 Large-Capacity, Two-Speed Washer
(Check under washer lid for model number.)

Load sizes and water levels

AL4132

Set water level selector to the level that describes the size of your load: **SMALL** or **LARGE**.

AL5143

Set water level selector to the level that describes the size of your load: **SMALL**, **MEDIUM** or **LARGE**.

AL6245

Set water level selector anywhere on or between **EX-SMALL** and **EX-LARGE**.

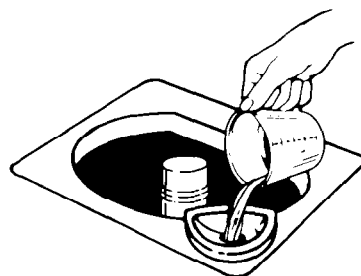
How to add bleach

For Model AL4132 only.

Let the washer fill and begin agitating the load and detergent. Dilute measured bleach in 1 quart (1L) of water. Pour bleach around agitator. Do Not pour directly on load.

Using the bleach dispenser

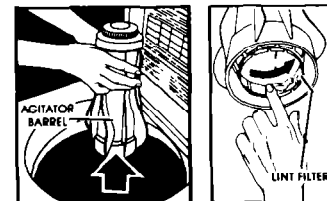
For Models AL5143 and AL6245 only.



First, load washer. Carefully pour measured bleach into dispenser. Do Not use the dispenser as a measuring device. Do Not let bleach touch clothes. Start the washer. Bleach will be diluted during the wash cycle.

Cleaning lint filter

For Model AL5143 only.



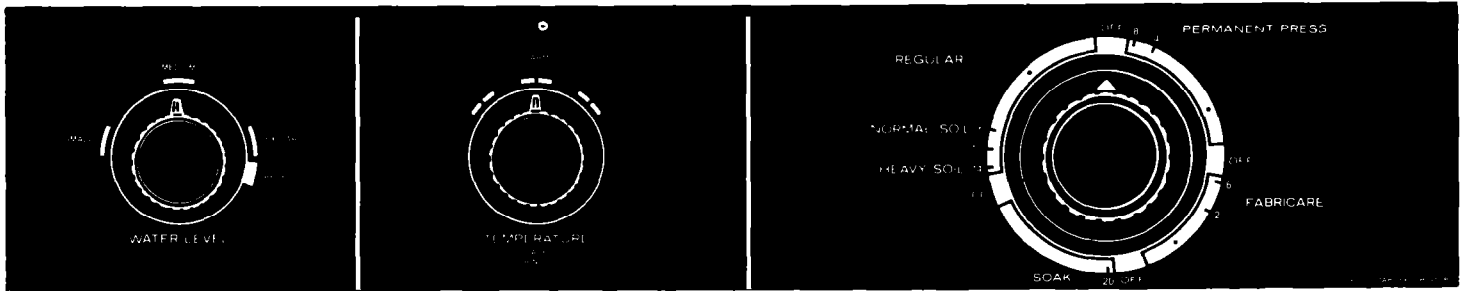
Clean lint filter after every load. Lift up agitator barrel. Wash or wipe the filter clean (located in bottom of the agitator barrel). The filter is not removable. Snap the agitator barrel back into place.

Self-cleaning lint filter

For Model AL6245 only.

The lint filter in your washer cleans itself by draining lint away with the wash and rinse water. Remove any lint collected in the tub drain or strainer.

Using special model features, continued



AX5133 Super-Capacity, Single-Speed Washer
(Check under washer lid for model number.)

Load sizes and water levels

Set water level selector to the level that describes the size of your load: **SMALL**, **MEDIUM** or **EX LARGE**.

How to add bleach

Let the washer fill and begin agitating the load and detergent. Dilute measured bleach in 1 quart (1L) of water. Pour bleach around agitator. Do Not pour directly on load.

Self-cleaning lint filter

The lint filter in your washer cleans itself by draining lint away with the wash and rinse water. Remove any lint collected in the tub drain or strainer.

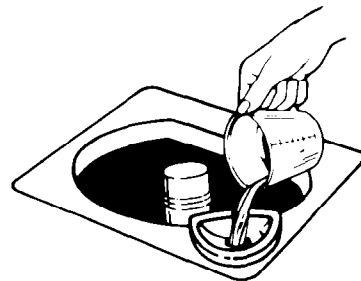


AX6245 Super-Capacity, Two-Speed Washer
(Check under washer lid for model number.)

Load sizes and water levels

Set water level selector anywhere on or between **EX SMALL** (a few small items) and **EX LARGE** (a full load).

Using the bleach dispenser



First, load washer. Carefully pour measured bleach into dispenser. Do Not use the dispenser as a measuring device. Do Not let bleach touch clothes. Start the washer. Bleach will dilute during the wash cycle.

Self-cleaning lint filter

The lint filter in your washer cleans itself by draining lint away with the wash and rinse water. Remove any lint collected in the tub drain or strainer.

Laundry load guide

Load

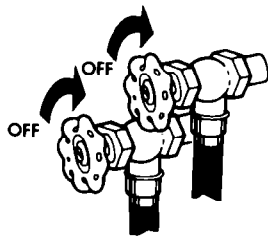
Super Capacity Washer (for the following full-size loads, use EX LARGE setting)

Mixed Load	Heavy Work Clothes	Towels	Permanent Press	Knits	Delicates
3 double sheets 4 pillowcases 8 T-shirts 6 pair shorts 2 shirts 2 blouses 8 handkerchiefs	3 pair pants 3 shirts 4 pair jeans 1 coverall 1 overall	10 bath towels 10 hand towels 14 wash cloths 1 bath mat	2 double or 1 king-size sheet 1 tablecloth 1 dress 1 blouse 2 slacks 3 shirts 2 pillowcases	3 slacks 3 blouses 6 shirts 4 tops 4 dresses	3 camisoles 1 quilted robe 4 slips 4 panties 2 bras 2 nighties 1 baby's dress

Large Capacity Washer (for the following full-size loads, use LARGE setting)

Mixed Load	Heavy Work Clothes	Towels	Permanent Press	Knits	Delicates
2 double or 1 king-size sheet 4 pillowcases 6 T-shirts 6 pair shorts 2 shirts 2 blouses 6 handkerchiefs	2 pair pants 3 shirts 3 pair jeans 1 coverall	8 bath towels 8 hand towels 10 wash cloths 1 bath mat	1 double sheet 1 tablecloth 1 dress 1 blouse 2 slacks 3 shirts 2 pillowcases	2 slacks 2 blouses 4 shirts 4 tops 2 dresses	2 camisoles 4 slips 2 panties 2 bras 2 nighties

Caring for your washer



A. After washing

Wipe the outside and inside of the washer dry with a soft, dry cloth. Leave washer lid open until basket is dry. Wipe up all spills to avoid dulling or damaging the finish.

B. When not washing

Shut off both water faucets to take pressure off water inlet valve and hoses.

C. Before leaving on vacation

1. Shut off both water faucets to take pressure off water inlet valve and hoses.
2. Unplug power cord and turn off electric power supply.

D. To protect your washer from freezing

Install and store your washer where it won't freeze. Because some water stays in the washer, freezing can damage it. If your washer is stored or moved during freezing weather, winterize it.

1. Shut off both water faucets.
2. Disconnect and drain water inlet hoses.
3. Put a quart of R.V.-type antifreeze in the washer basket.
4. Push cycle control knob in. Turn knob clockwise to just beyond any dot on the dial.
5. Pull knob out, and allow washer to run for about 30 seconds to mix antifreeze and water.
6. Unplug power cord and turn off electric power supply.
7. Store where washer will not freeze.

To use washer again

1. Flush water pipes and hoses.
2. Reconnect water inlet hoses according to Installation Instructions.
3. Open both water faucets.
4. Plug power cord into electrical outlet.
5. Clean out antifreeze by adding one cup of detergent to basket and running washer through a complete cycle.

Common washing problems

Problem	Check if	What to do
Dye transfer	Load is properly sorted.	Separate colorfast from non-colorfast items. Avoid light-colored items from contacting non-colorfast items.
	Load has been left in washer for extended time.	Unload washer immediately.
Gray whites, dingy colors	Load is properly sorted.	Separate white, colored and non-colorfast items.
	Enough detergent is used.	Increase amount of detergent.
	Water is hot enough.	Hot water should be at least 130°F (54°C).
	Water is too hard for soap or detergent used.	Use liquid detergent in increased amounts for water hardness and amount of soil. Use a non-precipitating water conditioner in the wash and deep rinse. Install a mechanical water softener.
Greasy spots	Undiluted fabric softener touches fabric.	Dilute fabric softeners with 1/2 to 1 cup (125 to 250 ml) warm water.
	Fabric softener added to wash water.	Add fabric softener only in deep rinse.
	Enough detergent is used.	Use enough detergent to hold soil so it drains away with wash water. Treat spots with heavy-duty liquid detergent. Wash in warm or hot water with extra detergent. Wash more than once; Do Not dry between washings. Remove deposits by running a complete cycle using hot water, 2 cups (500 ml) of detergent and 1 cup (250 ml) of chlorine bleach.
Lint	Lint filter is clogged.	Clean lint filter after each use.
	Load is properly sorted.	Separate lint givers (towels) from lint takers (synthetics, permanent press, corduroys). Separate synthetic items from cotton items.
	Load is too big for capacity or water level.	Drop items in loosely; Do Not pack clothes tightly into basket.
	Paper or tissue is in pocket.	Check pockets before washing.
	Enough detergent is used.	Use more detergent.
	Pilling is being mistaken for lint.	Laundering raises a surface fuzz called pilling. Synthetics are more likely to pill than other fabrics.
Load too wet after spin	Spin is too slow.	Use high spin cycles for heavy cottons.
	Rinse is cold.	Cold rinses leave loads colder/wetter, but save money, energy and cause fewer wrinkles.
	Lid is open.	Close lid firmly.
Overall yellow; brown or yellow stains	Chlorine bleach is used.	Chlorine bleach can permanently yellow some fabrics. Read fabric washing label and chlorine bleach package label carefully.
	Washer basket is rusted from excessive soaking.	Do Not soak for more than 2 hours; Do Not soak with chlorine bleach; Do Not soak with acids; Do Not store soiled laundry in washer; Do Not leave damp load in washer; Do Not store diapers or urine-soaked items in washer.
	Iron is in water heater or pipes.	Run hot water a few minutes before washing to clear lines. Drain water heater occasionally.
	Iron or manganese is in water	Do Not use chlorine bleach in water containing iron. Use non-precipitating water conditioner in wash and rinse water. Install an iron filter.

Problem	Check if	What to do
Shrinking	Fabric is poor quality.	Check fabric quality before purchasing.
	Fabric-care label directions were followed.	Follow fabric care label directions.
Snags, rips, holes	Chlorine bleach is properly used.	Follow chlorine bleach directions.
	Sharp articles are removed; fasteners are fastened.	Remove sharp objects; fasten hooks and eyes, zippers and snaps; turn synthetic fabrics inside out before washing.
	Rips, broken threads and tears not mended before washing.	Mend fabric before washing.
Stiff, harsh fabrics (usually cottons)	Spin is too slow or too short.	Use cycle setting with longer spin, higher speed. Load carefully so an off-balance load doesn't occur.
	Water is too hard for soap or detergent used.	Use proper amount of detergent for water hardness.
	Cottons are line-dried.	Dry cottons in dryer.
Twisting or tangling	Load too big for washer capacity or water level.	Use proper load and water level.
	Items are improperly loaded.	Do Not wrap items around the agitator. Do Not slip straps over agitator.
Wrinkling	Load is too big for washer capacity or water level.	Drop items in loosely; Do Not pack clothes tightly into basket. Wash smaller loads of synthetic and permanent press items.
	Setting is for warm rinse or high speed spin.	Use Permanent Press cycle. Use cold rinses and low speed spins on permanent press items.
	Setting allows for cool-down time.	Use Permanent Press cycle. This cycle includes a cool-down of the wash water before the spin.
	Load has been left in washer or laundry basket for extended time.	Unload washer or laundry basket immediately.
NOTE: Since permanent press finishes may vary, items labeled "Permanent Press" may require touch up ironing.		
Yellow areas	Body oils may have stained fabric — usually found on the middle of pillowcases and sheets; underarms of cotton clothing.	Make sure water is hot (at least 130°F/54°C). Increase the amount of detergent.

Laundry tips

A. Water hardness

Many poor washing results can be traced to wash water hardness. To check your water hardness:

Ask your city water company or Cooperative Extension Service Office (for well water) for the mineral content in grains-per-gallon or parts-per-million.

If your water is 9 or more grains-per-gallon or more than 153 parts-per-million:

- consider installing a water softener.
- use more detergent.
- use a packaged, non-precipitating water conditioner.
- Do Not use soap.

B. Laundry products

Laundry Tip

- Do Not use oxygen bleach in the bleach dispenser. Clogging can occur.
- Always dilute fabric softeners with 1/2 to 1-cup (125 to 250 mL) warm water. Undiluted fabric softener can stain fabrics.
- Use fabric softeners only in deep rinse.
- Do Not mix fabric softeners with other laundry products.
- Too much fabric softener can make some items non-absorbent (like diapers and towels). If this happens, use less fabric softener or don't use it every time.

For best results when using soap, detergent, chlorine or oxygen bleach, fabric softeners, pretreatment or enzyme laundry products, packaged water conditioners, bluing, ammonia or starch, follow the package instructions.

Service or performance problems caused by the use of any product not manufactured by Whirlpool Corporation are the responsibility of the manufacturer of that product.

C. Tints and dyes

CAUTION

Washer parts such as agitator, washer lid, etc. may be permanently stained by the dye color.

Follow package directions for tints and dyes; then, when you are finished ...

1. Put chlorine bleach and detergent in the washer.
2. Run through a complete cycle using hot water.
3. Repeat if staining occurs on following loads.

D. Stain removal guide

WARNING

Fire Hazard

- Never put dry-cleaning solvents or fluids directly into your washer.
- Never put items treated with solvents in your washer until they have been completely rinsed and air dried. The fumes from these solvents can create a fire or explosion.

- Treat stains when they are fresh. Old or set stains may not come out.
- Before treating check:
 - type of stain.
 - fabric label and how colorfast it is.
 - how old the stain is.
- Use cold or warm water first. Hot water can set some stains.
- Use bleach that is safe for fabric. Dilute chlorine bleach.
- Test stain remover products on inside seam or hidden corner of item to check colorfastness.
- Put stained area face down on paper towel or white cloth. Apply stain remover to back of stain to force the stain off the fabric instead of through it.
- Use meat tenderizer or enzyme presoaks for easier removal of some protein stains.
- Use dry cleaning solvents in a well ventilated room.
- For specific stain removal recommendations, ask your Cooperative Extension Service Office or consult a public utility home economist.

Before you call for service

If you are having an operating problem, check this chart to see what might be the cause before you call for assistance.

Operating problem	Check if	What to do
Washer will not fill.	Power cord is plugged into a live circuit with proper voltage.	Firmly plug power cord into electrical outlet. Check circuit voltage at fuse/circuit breaker box.
	Fuse has blown or circuit breaker has tripped. Check if time-delay fuse has been used.	Replace fuse with a time-delay fuse of the correct capacity. Reset circuit breaker.
	Both hot and cold water faucets are open.	Open both faucets.
	Water supply hoses are kinked.	Straighten hoses.
	Cycle control knob is set and pulled out.	Set cycle control knob and pull out firmly.
Washer does not spin.	Lid is closed.	Close lid firmly.
	Power cord is plugged into a live circuit with proper voltage.	Firmly plug power cord into electrical outlet. Check circuit voltage at fuse/circuit breaker box.
	Fuse has blown or circuit breaker has tripped. Check if time-delay fuse has been used.	Replace fuse with a time-delay fuse of the correct capacity. Reset circuit breaker.
Washer stops during a cycle.	Washer pauses briefly at different times in each cycle. These pauses are normal.	Wait a minute to see if washer starts cycle again.
	Power cord is plugged into a live circuit with proper voltage.	Firmly plug power cord into electrical outlet. Check circuit voltage at fuse/circuit breaker box.
	Fuse has blown or circuit breaker has tripped. Check if time-delay fuse has been used.	Replace fuse with a time-delay fuse of the correct capacity. Reset circuit breaker.
Washer fills and drains without running.	Cycle control knob is pointing to a number in the cycle.	Set cycle control knob on correct number in the cycle.
Washer drains during wash and rinse cycles or water siphons out.	Drain hose is higher than the water level in the washer.	Adjust drain hose so that it is higher than the water level in the washer.

LIMITED WARRANTY



Appliances

LENGTH OF WARRANTY (From date of purchase)	PRODUCTS COVERED	WHAT WE WILL PAY FOR
FULL ONE YEAR WARRANTY	All Roper Appliances	Replacement parts and repair labor to correct defects in materials or workmanship.
FULL FIVE YEAR WARRANTY	Refrigerators Freezers Air Conditioners	Replacement parts and repair labor for the sealed refrigeration system (compressor, evaporator, condenser, drier or connecting tubing) which we find to be defective in materials or workmanship.
LIMITED 2ND-5TH YEAR WARRANTY	Microwave Ovens	Repair or replacement of magnetron tube which we find to be defective in materials or workmanship.
LIMITED 2ND-5TH YEAR WARRANTY	Automatic Washers	Repair or replacement of any part of the gear case assembly which we find to be defective in materials or workmanship.

WHAT WE WILL NOT PAY FOR

A. SERVICE CALLS TO:

1. Correct the installation of your appliance.
2. Instruct you how to use your appliance.
3. Replace house fuses or correct house wiring or plumbing.
4. Replace owner accessible light bulbs.

B. Repairs when appliance is used in other than normal, single-family household use.

C. Pick up and delivery. Your appliance is designed to be repaired in the home.

D. Damage to appliance caused by accident, misuse, fire, flood, acts of God, or use of product not approved by us.

E. Any labor costs during the limited warranties.

This Roper appliance is warranted by Whirlpool Corporation. Under no circumstances shall it be liable under this warranty for incidental or consequential damages and all implied warranties are limited to the same time periods stated in the express warranties for Roper Brand Appliances. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations of how long an implied warranty may last, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Outside the United States, a different warranty may apply. For details, please contact your franchised Roper distributor or military exchange.

HOW TO GET SERVICE OR ASSISTANCE

If you need service, first see the "Before You Call For Service" section of this book. If you still need service after checking this section, additional help can be found if you:

- Contact your selling dealer for the authorized servicer in your area*

OR

- Phone **1-800-44-ROPER** (1-800-447-6737) between 8:00 a.m. and 4:30 p.m. Eastern Time, Monday through Friday*

OR

- For further information, write to: Consumer Relations Dept., Roper Brand Appliances, 2000 M-63 North, Benton Harbor, MI 49022*

*When requesting assistance, please provide the model and serial numbers, date of purchase, and a complete description of the problem. The model and serial numbers are located under washer lid (see illustration on page 3).

If you are not satisfied with the service received, contact the Major Appliance Consumer Action Panel (MACAP). MACAP is a group of independent consumer experts that voices consumer views at the highest levels of the major appliance industry.

Contact MACAP only when the dealer, authorized servicer or Roper Brand Appliance warrantor have failed to resolve your problem.

Major Appliance Consumer Action Panel
20 North Wacker Drive
Chicago, IL 60606

MACAP will in turn inform us of your action.

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