

GE Consumer & Industrial Service Bulletin

MAY 2005

HOME LAUNDRY
GE WASHERS
PROFILE WASHER WPRB9220D

HL04-05

UNIT NOT FILLING / RINSE WATER LEVEL LOW

There have been consumer complaints concerning the GE Profile Top Load Washer WPRB9220D not filling completely on the Rinse portion of the cycle. This feature is not described in the Consumers' Use & Care Manual.

This model has been programmed to use less water for Rinse on the largest sized load to conserve water. Wash and Rinse levels are approximated as per the table below and can vary with changes in water pressure and other factors. The reduced rinse level only occurs when the largest load size is selected.

The reduced water rinse feature has been thoroughly tested and shown to provide equivalent rinsing performance to that of a full rinse fill.

The reduced water rinse is possible given that when the clothes load goes through the rinse cycle, it has already been wetted and "condensed" by the wash portion of the cycle. Note that the clothes load at the beginning of the wash cycle are dry and "fluffed", but after washing they are wetted and positioned lower in the basket, allowing for the reduced water rinse.

The reduced water rinse saves hundreds of gallons of water per year as opposed to a conventional washer. This washer is designed to deliver exceptional performance while conserving our natural resources.

AFFECTED MODEL: WPRB9220D

To resolve this issue:
Explain the design to the consumer.

| Load Size | Wash Depth | Rinse Depth |
|-------------|------------|-------------|
| Extra small | 7" | Same |
| Small | 9" | Same |
| Medium | 11" | Same |
| Large | 13" | Same |
| Super | 14 ½" | 13" |



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