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problem is not the door switch, its the software! I said, You mean the controller? He said, Yes, this is a known problem and for a refurbish it will be \$125.00 plus labor and a new one is \$225.00 plus labor since the original part. So lets get this straight! They knew it was the controller and they scam you into believing it could be other parts to charge you out the \*\* just to steal your money! Now I paid for a repair that didnt really fix the problem because the controller works randomly and now they want another \$350.00 to replace the controller. This will bring the total to ~\$600.00 to fix a used Kenmore Washer that cost me \$1500.00 brand new. No matter how you look at it, with the new LG Washer and the cost to repair the old one that I may not be able to sell without gtl is now over \$2,100.00. By the way, the tech also said that Sears tried to duplicate the technology from LG and failed badly and sells everyone crap at big \$\$\$\$. Also, the water on your floor is caused by a couple things. If there is too many suds build up in the washer it will flush it out the back of the washer and runs down the back side onto the floor. They didnt design it to go out the drain normally. This makes no sense whatsoever! If you do not clean the glass door and rubber around the door frequently, it will leak water out the front also and begin to make your washer smell bad. Straight out of the techs mouth. Way to go Sears! Make everyones life a PAIN. Now that other companies sell tools that are lifetime warrantied, there is no need to buy anything from this company ever again. STAY AWAY FROM SEARS! I hope you read this complaint board before making your next purchase!Published: December 11, 2014We purchased a Kenmore Elite HE4T front load washer in the Fall of 2005. FoWe purchased a Kenmore Elite HE4T front load washer in the Fall of 2005. For the first three years, the Sears service tech repaired the code problem by replacing door lock twice. They replaced the computer once. After expiration of warranty, I had the same problem (F11 door lock failure) and had the service tech replace 2 door locks and 2 computers - on my dime. Just this week, I have the same code problem. I found out if I turned off the washer and waited one hour and restarted the wash, it worked as advertised. I am angry that I cannot receive any help from Kenmore or Sears without paying for service. Kenmore should be responsible in repairing this chronic problem.Published: December 28, 2012High capacity size, top of the line, been in business for years, and reputaHigh capacity size, top of the line, been in business for years, and reputable brand. Water and electric efficient. Thoroughly cleans laundry. Dries with smart reading to save energy and doesnt over dry, keeping clothes looking fresh. Easy to use and adjustable control settings for all sizes and types of laundry needs such as cold, warm, hot and combinations of water temperature for wash and rinse cycle. The price of brand is not inexpensive, but the quality and long lasting durability is worth the price. This brand also comes with a lifetime warranty. Delivery and set up of products is offered when purchased as well.Published: March 25, 2017I had this washer for probably too many years, and my clothes were always fl had this washer for probably too many years, and my clothes were always fresh and even large loads were cleaned throughout. It was streamlined in appearance. The white was crisp and clean and aesthetically appealing. But one day it just quit, and nothing could save it. My washer stopped draining water and emptying liquid detergent (which was okay, just pop in little detergent pods) after a few years of use, but until that point it was just fine. I paid a hefty amount for the set, under the assumption that it would be worth it with the warranty I had, however, it was too good to be true and that enormous price tag made a huge impact.Published: April 8, 2017I had this washer for about 15 years. It stopped spinning the clothes dry. I had this washer for about 15 years. It stopped spinning the clothes dry. Instead of spending money for repair, I decided I would just buy another washer. Unbelievable that the washer lasted 15 years. (I use my appliances as directed in instruction manuals and I never allowed my husband to touch my appliances.)Published: December 12, 2015It had a great look in the kitchen and everyone love it, family and friendsIt had a great look in the kitchen and everyone love it, family and friends of the family, my brother and sister too. We got it by paying on time at a rent Thru center back in the day. I really appreciate it and if I can afford one now I would get one. But I tell everyone about it. It was a good washing machine and it last a long time for 7 yrs. Me and my family use to wash all the time when my mother dont have time. We use to make sure that all the clothes was wash and clean and that everyone enjoy washing.Published: March 27, 2017It does a great job at washing heavy loads. It washes fast and is not too nit does a great job at washing heavy loads. It washes fast and is not too noisy. It also lasts for years. Once you buy a Kenmore you will not need another washer for a long long time. It works very well. It is very heavy duty and built very high quality. It has never broken down. I had it for about 10 years before I needed a new one. It is very clean and modern looking, and easy to use. It has just the right amount of features without being overwhelming and there are no features that are not needed or that I do not use.Published: June 7, 2016Kenmore 600s is garbage. Would give zero stars if I could. This washer twisKenmore 600s is garbage. Would give zero stars if I could. This washer twists your clothes so bad they are stretched and ruined. I've tried all the scenarios given by Kenmore and same thing. If you do a deep fill it will cut down on twist but clothes don't agitate and come out just as dirty as they went in but now just wet. Deep fill negates the water saving feature claimed by kenmore. If you run a normal wash with same clothes, 10 tee shirts, the shirts on the top just sit there and don't agitate through the wash. Then I was told that's too big a load. Really?!! So I can only wash 5 tee shirts at a time, at 1hr intervals, to keep from twisting and get them washed with the water saving feature you advertize?? To date I'm out over \$400 in clothes due to twisting and the extravagant price for a defective product. It's out of warranty and kenmore won't help. Have had it over two years and I'm done. Goodbye Kenmore, you have lost this customer for life. Your product is getting sent to metal scrap because I won't even donate this problem to another victim.Published: January 24, 2020It fit a lot of clothes. Got everything clean on the first round. Helps figt fit a lot of clothes. Got everything clean on the first round. Helps fight against stains. Use the quick run cycle and it takes 15 mins to finish a load - great timing in my book for a family thats very busy. A little bulky but not too bad. Had it in a small bathroom in a corner - was not in the way just behind the door.Published: April 8, 2016My wife and I bought both Washer and Dryer on 10/20/11 and the washer had aMy wife and I bought both Washer and Dryer on 10/20/11 and the washer had a recall and every scene they came out and did whatever they had to things have been crazy - the washer always gets out of balance. The other day the tub hit the front shell of the washer, it is a piece of scrap that should of went to a scrap yard for junk. The recall was for reprogram control unit.Published: January 19, 2015It washes clothes very well, but its too noisy and washed clothes too slow.It washes clothes very well, but its too noisy and washed clothes too slow. I love the extra small cycles. Very modern and up to date appearance. Washer is very durable, and long lasting. Gets the job done week by week. Kenmore is very reliable every time its in use. Innovative and saves energy. Looks attractive, appealing, stylish, modern. I like the new appearance and style. Nice and Stylish. It has great value overall. I like the value. Getting my money worth. Thats a good thing. Nice quality and value.Published: August 5, 2016Awesome machine works very well. No issues at all. I would highly recommendAwesome machine works very well. No issues at all. I would highly recommendThis machine. Good quality at an affordable price. And I would buy it again. Really reliable, big load capacity, easy to fill. Very quiet machine also. Its not the fanciest of machines, but aesthetics are fine. Very good machine for the price. Buy it. Few hundred for a machine that will last years. Well worth it. You will be very happy with your shiny new washer.Published: February 15, 2016It seems the best Kenmores are the older ones. I was going to buy a newer It seems the best Kenmores are the older ones. I was going to buy a newer one but heard from the service man that the older style I have is one of the best made. Non computer version. I guess like an old hot rod it runs best, if an EMP hits an older car and washing machine still works!Published: May 13, 2020Kenmore HE top loader - I purchased this machine thinking it was way betterKenmore HE top loader - I purchased this machine thinking it was way better than my older machine. Im very disappointed, my clothes dont come clean. It only adds enough water to get them wet, sometimes items come out with dry spots. I tried smaller loads and clothes still dont come clean. Some still smell. My husband works in a golf course and his shirts, (which can be quite smelly) still have an odor. I never had this before. Also, my darks sometimes come out with white spots on them which I never had before. My daughter used my machine, who has a Whirlpool and says my machine is awful compared to hers. It doesnt add enough water for the clothes to properly clean. Would never get one like this again.Published: July 19, 2018It is the Series 500 High Efficiency model. I bought it 3 years ago. It toolt is the Series 500 High Efficiency model. I bought it 3 years ago. It toolt is the Series 500 High Efficiency model. I bought it 3 years ago. It took forever to run a load. Shook during the spin cycle. Call to have it repaired and the service man said that is just how it operates. It shook so badly that the spin cycle completely stopped working. I had to buy a replacement 2 months ago.Published: May 19, 2020I had bought very expensive towels and it took only washing them 4 times anl had bought very expensive towels and it took only washing them 4 times and they were shredding and falling apart. Then my washer frequently has uneven loads so often I will get frustrated and just go to the laundromat. I dont understand my parents have the same one and theirs does not do either one of these. Why???Published: April 7, 2015Without a doubt the worst washer I have ever owned. Thankfully I purchased a protection agreement. Within the last 15 months I have had 5 major repairs. They have now rebuilt the entire machine except for the exterior body. The repairs consisted of the following: Spin Sensor replaced. April 2015. Timing mechanism replaced March 2016. New transmission May 2016. New Basket/Drum May 2016. New Motor Aug 2016.I am now arguing with Sears about replacing the machine but because I have not have 4 major repairs within a 12 month time window I do not qualify. The reason I dont have 4 within 12 months is because they combined the transmission and basket repair into 1 ticket so TECHNICALLY I do not qualify. No worries though, at this rate I am sure to need another repair within the next few months... The technician actually told me this was the worst washer Sears has ever made and they get more calls on this washer than any other. HORRIBLE MACHINE!!!Published: August 18, 2016Kenmore has quick and efficient, reliable, easy to use products that make mKenmore has quick and efficient, reliable, easy to use products that make my life easier. I can always count on my Kenmore washer to get my laundry sparkling. Ive never had a problem with my Kenmore. Ive had it two years and have never had to have a repair performed. A great reliable durable product! Granted I did not buy the washer because of its looks but it is nice that it is sleek enough to look right almost anywhere in my home. Much more pleasant to look at than others! Sometimes, paying a little more is the smart investment. Kenmore may be a little more expensive than LG etc but the quality makes it worth every extra nickel!Published: October 27, 2016I bought this washer in 2005 at a Sears outlet store. Now keep in mind I live alone so I dont do a lot of laundry, much below the average family, yet here I am 10 years later and somehow this thing is now not cycling through a wash load. Way to go Kenmore -- 10 years, thats it. Now I got to pay for a repair or buy ANOTHER one. Before I had this wash I had an old Kenmore washer that was 25 YEARS OLD and not one issue. I can tell you this, never again will I buy your crap. This is disgraceful and you can bet I will also pass my displeasure with Kenmore on social media every chance I get.Published: April 22, 2015This machine worth \$1,000 is a joke. In five years, we have had nothing butThis machine worth \$1,000 is a joke. In five years, we have had nothing but problems. They will not fix it, but it is on the recall list. They want me to buy another warranty. What a shame. Now, I need to buy a new washer.Published: November 19, 2011Please, DO NOT buy this washer no matter how cheap in price you find it. IPlease, DO NOT buy this washer no matter how cheap in price you find it. It continues to add minutes to the wash where it takes 1 1/2- 1/2 hours PER wash. Clothes comes out with white streaks that look like powder detergent is stuck on them when I use only liquid detergent. Water saver means not enough water to cover the clothes. The deep fill option is only available at some settings as for bulk loads. Even using this setting some clothes come out dry. I will never purchase a machine water saver or without an agitator because the clothes don't circulate. This is a piece of 800.00 junk. I would love to throw it out and buy a simple washer that works faster and gets clothes clean. Please, do not buy it or you too will be writing a negative review and be angry at yourself for thinking those other negative reviews were maybe customers not using the machine properly and maybe adding too much detergent. When in reality the machine is a piece of crap.Published: May 17, 2019Purchased new Kenmore Elite Front Loading Washer in November 2013. Very loud and noisy. Cannot watch TV in the next room. When I wash heavy loads like 3 Large towels it stops in the middle of spin I guess unbalanced. I have to restart the spin. Does not make sense. I purchased the largest tub size they had. Top of the line. As far as the noise, when they delivered they never balanced and after reading the directions it says this is critical for the spin cycle and noise. I went and bought a 4 level and balanced the machine per instructions. Helped minimal but too extremely loud. Will never buy another Kenmore. It has leaked water about 4 or 5 times. I walk in the room and water on the floor. I called Sears for service and they advised to read the directions and you have to closely follow the type cloths you wash and the type cycle or it leaks. If you have KIDS DO NOT BUY THIS MACHINE. I am an Adult and I caused it to leak water 4 or 5 times in 7 months. If I had known this I would have never purchased this machine. I paid for a 5 year maintenance too so about \$2,000 for a new washing machine that leaks water on my floor if I choose the wrong cycle for washing. Brilliant minds at Sears. You cannot make this stuff up!Published: October 19, 2014





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