

From: [REDACTED] <[REDACTED]>

To: Jeffrey <jeevacation@gmail.com>

Subject: Fwd: Whirlpool WTW8000DW 28 Inch 5.3 cu. ft. Top Load Washer with 11 Wash Cycles, 850 RPM, Quick Wash, ColorLast Option, Deep Water Wash, Adaptive Wash Technology w/ Active Bloom Wash Action, QuietWash Sound Package, Clean Washer Cycle with Affresh and ENERGY STAR Qualification

Date: Tue, 21 Mar 2017 18:49:06 +0000

Attachments: WTW8000DW_Use_and_Care_EN.pdf; WTW8000DW_Installation_Instruction_EN.pdf; WTW8000DW_Dimension_Guide_EN.pdf; WTW8000DW_Energy_Guide_EN.pdf; WTW8000DW_Warranty_EN.pdf

Inline-Images: out.gif; out(1).gif; tr.gif; P65QJK2XO5BANPGOZM22KC.gif; out(2).gif; out(3).gif; out(4).gif; out(5).gif; out(6).gif; out(7).gif; out(8).gif; out(9).gif; logo-high.b95ed8da.png; kitchen-package.225a02e1.jpg; laundry-package.c382bb6b.jpg; widget6944_image_d0e73e07fe43c4588f0919b00f0c9aa1.png; wtw8000dw_front_view.jpg; wtw8000dw_front_view(1).jpg; wtw8000dw_open_view.jpg; wtw8000dw_angle_view.jpg; p140590_3.jpeg; bundle_instant_rebate.gif; whirlpool_58b8a79c21371.png; quick-ship.de990375.png; wht_front_1883b.jpeg; wed800dw_front_view.jpg; 8212487rp-lg-1.jpg; 8212641RP-sm.jpg; W10135699-lg.jpg; bosch.5185092f.jpg; lg.144fbff5.jpg; electrolux.79c1a1a1a.jpg; frigidaire.ce56f0f2.jpg; cc-high.8bec5838.png; paypal-high.35256a17.png; paypalcredit-high.0e35577d.png; ajmadison-high.da147374.png; norton.63957d88.jpg; trustwave.7b1a5219.jpg; mybuys.gif; wtw8000dw_front_view.jpeg

Begin forwarded message:

From: [REDACTED] <[REDACTED]>

Subject: Whirlpool WTW8000DW 28 Inch 5.3 cu. ft. Top Load Washer with 11 Wash Cycles, 850 RPM, Quick Wash, ColorLast Option, Deep Water Wash, Adaptive Wash Technology w/ Active Bloom Wash Action, QuietWash Sound Package, Clean Washer Cycle with Affresh and ENERGY STAR Qualification

Date: March 10, 2017 at 4:41:50 PM AST

To: [REDACTED] <[REDACTED]>

[REDACTED],

Here is the washer that replaced our model. Please get it approved by Rich or Mr Epstein and we will proceed.





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Holiday Schedule

Our Call Center + Showroom holiday schedule will be as follows:

today

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Quick Specs

Product Information

Brand: Whirlpool

Series: Cabrio

Model: WTW8000DW

Appearance

Type: Top Load

Color: White

Stackable: No

Location of Controls: Rear

Dimensions

Width: 27 1/2 Inch

Depth: 28 Inch

Height: 42 1/4 Inch

Capacity: 5.3 Cu. Ft.

Features

Control Type: Digital

Wash Cycles: 26

Steam Cycle: No

Temperature Settings: 5

Bleach Dispenser: Yes

Fabric Softener Dispenser: Yes

Stainless Steel Drum: Yes

Leveling Legs: Yes

Maximum Spin Speed (RPM):
850

Reversible Door: No

Self Cleaning Lint Filter: No

Soak Setting: Yes

Includes Hoses: No

Water Heater: No

Usage: Residential

Technical Details

Energy Star Rated: Yes

ADA Compliant: No

Amps: 15

Voltage: 120 Volts

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List Price:

~~\$899.00~~

Price:

\$643.90

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[6 ft. Braided Stainless Steel Washer
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+\$89.99
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Buy the Washer, Dryer, or Pair

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| Washer Only | | Selected |
| Dryer Only | Electric | \$643.90 |
| | Gas | \$743.80 |
| Washer + Dryer Pair | with Electric Dryer | \$1,287.80 |
| | with Gas Dryer | \$1,387.70 |

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Whirlpool Cabrio WTW8000DW 28 Inch 5.3 cu. ft. Top Load Washer

- 11 Wash Cycles
- 850 RPM
- Quick Wash
- ColorLast Option
- Deep Water Wash Cycle
- Adaptive Wash Technology w/ Active Bloom Wash Action
- Quiet Wash Sound Package
- Clean Washer Cycle with Affresh
- ENERGY STAR Qualification

4.3

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[Whirlpool Cabrio WTW8500DW](#)

- Steam Cycle
- ActiveSpray for better cleaning

Our Recommendations

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Whirlpool Cabrio WED8000DW

[29 Inch 8.8 cu. ft. Electric Dryer with 24 Dry Cycles, 5 Temperature Selections, Eco Boost, Wrinkle Shield Plus, Sanitize Cycle, Advanced Moisture Sensing Technology and Quad Baffles](#) \$643.90

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Whirlpool Cabrio WGD8000DW

\$743.80

[29 Inch 8.8 cu. ft. Gas Dryer with 24 Dry Cycles, 5 Temperature Selections, Eco Boost, Wrinkle Shield Plus, Sanitize Cycle, Advanced Moisture Sensing Technology and Quad Baffles](#)

Quick Specs

Product Information

Brand: Whirlpool

Series: Cabrio

Model: WTW8000DW

Appearance

Type: Top Load

Color: White

Stackable: No

Location of Controls: Rear

Dimensions

Width: 27 1/2 Inch

Depth: 28 Inch

Height: 42 1/4 Inch

Capacity: 5.3 Cu. Ft.

Features

Control Type: Digital

Wash Cycles: 26

Steam Cycle: No

Temperature Settings: 5

Bleach Dispenser: Yes

Fabric Softener Dispenser: Yes

Stainless Steel Drum: Yes

Leveling Legs: Yes

Maximum Spin Speed (RPM):

850

Reversible Door: No

Self Cleaning Lint Filter: No

Soak Setting: Yes

Includes Hoses: No

Water Heater: No

Usage: Residential

Technical Details

Energy Star Rated: Yes

ADA Compliant: No

Amps: 15

Voltage: 120 Volts

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Accessories

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[5 ft. Industrial Grade Nylon Braid Fill Hoses \(2 Pack\)](#) + \$19.00

Add

[Washer Hose - 5 ft. Black EPDM \(2 Pack\)](#) + \$19.00

Add

[Affresh Washer Cleaner](#) + \$9.00

Description

5.3 cu. ft. High-Efficiency Top-Load Washer with ColorLast Option

Give your clothes the clean they deserve with this powerful yet gentle washer from Whirlpool. Low-profile impeller cleans clothes thoroughly, utilizing a seamless surface and unique fin design drive clothes into the center of the wash basket where the deepest cleaning happens. Precision Dispense automatically release detergent at the optimal time during the cycle to further improve cleaning results. With ColorLast option, you don't have to worry about color fade - it uses a precise combination of wash action, temperature and time to keep vibrant clothes looking fresh.

About Whirlpool

At Whirlpool, advanced performance means getting great results while using less water and energy. Their ENERGY STAR qualified appliances deliver eco-efficient operation that exceeds the toughest government standards. Whirlpool is dedicated to making guesswork a thing of the past. Every detail is attended to. Every machine is designed to help you manage your home precisely the way you want-easier, faster and smarter. Available at AJ Madison.

Energy Info

This clothes washer uses **196 kWh/yr.** and has an estimated yearly operating cost of **\$21.73.**

Your operating costs will depend on your utility rates and use. The estimated operating cost is based on 8 wash loads a week and a 2011 national average electricity cost of \$0.1109 cents per kWh.

For more information, visit www.ftc.gov/appliances.

Specifications

Overview

Total Capacity:

5.3 Cu. Ft.

Number of Wash Cycles:

26

Number of Soil Levels:

4

Number of Spin Speeds:

3

Max Spin Speed:

850 RPM

Number of Temperatures:

5

Display Type:

Digital

Automatic Load Size Sensing Technology:

Yes

Automatic Dispense System:

Detergent, Fabric Softener, Bleach

Sound Package:

Quiet Wash

Option Selections

Soil Level:

Yes

Spin Speed:

Yes

Extra Rinse:

Yes

Presoak:

Yes

Delay Wash:

Yes

End of Cycle Signal:

On/Off

Deep Clean:

Yes

Dimensions and Weight

Overall Width:

27 1/2"

Overall Depth:

28"

Overall Height:

42 1/4"

Electrical Requirements:

120V/15A

Shipping Weight:

160 Lbs.

Features

Adaptive Wash Technology with Active Bloom Wash Action

- Senses the needs of each load and adapts water levels and wash actions accordingly for improved cleaning and gentler care

ColorLast Option

- ColorLast option uses a precise combinations of wash action, temperature and time so that clothes look fresh, not faded

Clean Washer Cycle

- Keep the washer delivering its best performance with the Clean Washer cycle that deep-fills the washer to clean even those areas that aren't normally reached by low-water wash cycles. Add an Affresh Washer cleaner tablet for best results

Quick Wash

- Clean small, lightly soiled loads in less time. Plus, increased spin speeds extract more water for faster dry times

Deep Water Wash

- Take on dirt with the Deep Water Wash cycle that helps break down loose soils using more water and thorough cleaning so stains don't stick around

Precision Dispense

- Improves cleaning results by releasing detergent at the correct time during the cycle for optimal fabric care. Detergent mixes with water to penetrate fabrics and virtually eliminate pretreating

Low-Profile Impeller

- Low-profile impeller helps give clothes a thorough yet gentle clean. Features a seamless surface and unique fins to drive clothes from the outer rim to the center of the wash basket, where the deepest cleaning happens

Intuitive Touch Controls with Memory

- Industry's first front controls on the lid help you create customized cycles while taking the guesswork out of the process. Simply select Power, then What you want to wash and How you want to wash it. These controls even remember your last settings

Estimated Time Remaining LED Display

- Always have an eye on how much time is left during any cycle with an enhanced estimated time remaining LED display

Smooth Wave Stainless Steel Wash Basket

- The Smooth Wave stainless steel wash basket gently guides clothes and helps protect fabrics from fraying and snags

ENERGY STAR

- ENERGY STAR qualified models exceed government standards to help conserve natural resources and save money on utility bills

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Current Rebates

Con Edison customers receive up to \$75 on Qualifying Energy Star Appliances

Save up to \$75

Purchase and install qualified appliances between January 1, 2017, and December 31, 2017. Refer to the program eligibility requirements and other terms and conditions below.

Complete and sign this rebate application. First and last name must match the name on your Con Edison account.

This offer is limited to two (2) of each of the qualifying appliances per account holder.

Terms and Conditions:

See rebate form for additional details.

[Download Rebate Form](#)

Valid 01/01/2017 - 12/31/2017

Whirlpool March Savings Offer - Save Up to \$700

Whirlpool March Savings Offer - Save Up to \$700

Upgrade to the reliability of Whirlpool!

Receive up to \$50 back on each qualifying appliance you purchase. Plus, save more when you buy more! Receive a \$150 bonus when you purchase any 3 kitchen appliances (Dishwasher, Range, Refrigerator, Over-the-Range Microwave) or receive \$250 when you purchase any 4! Buy a qualifying Washer & Dryer pair to receive a \$100 bonus, or receive \$250 if you also buy 2 pedestals!

Save time and [Submit Your Claim Online](#)

Terms and Conditions:

See rebate form for additional details.

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Valid 03/01/2017 - 03/31/2017

Available Rebates - May be Combined

Note: It is the sole responsibility of the customer to download and mail in the rebate form by the respective closing date. AJ Madison cannot be held responsible for non-compliance of the afore-mentioned.

Expired Rebates

Con Edison customers receive up to \$75 on Qualifying Energy Star Appliances

Save up to \$75

Purchase and install qualified appliances between January 1, 2016, and December 31, 2016. Refer to the program eligibility requirements and other terms and conditions below.

Complete and sign this rebate application. First and last name must match the name on your Con Edison account.

This offer is limited to two (2) of each of the qualifying appliances per account holder.

Terms and Conditions:

See rebate form for additional details.

[Download Rebate Form](#)

Valid 01/01/2016 - 12/31/2016

Whirlpool February Savings Offer - Save Up to \$700

Whirlpool February Savings Offer - Save Up to \$700

Upgrade to the reliability of Whirlpool this holiday season!

Receive up to \$50 back on each qualifying appliance you purchase. Plus, save more when you buy more! Receive a \$150 bonus when you purchase any 3 kitchen appliances (Dishwasher, Range, Refrigerator, Over-the-Range Microwave) or receive \$250 when you purchase any 4! Buy a qualifying Washer & Dryer pair to receive a \$100 bonus, or receive \$250 if you also buy 2 pedestals!

Save time and [Submit Your Claim Online](#)

Terms and Conditions:

See rebate form for additional details.

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Valid 02/01/2017 - 02/28/2017

AJ Madison Exclusive Rebate

Please note:

This rebate will only be paid on **AJ Madison purchases only**.
Purchases in any other store do not qualify for this rebate.
All rebate forms will be rejected.

Reviews

4.3

Average rating of

366 reviews

82.8%

of customers

recommend this

Helpfulness - High to Low ▼

[Write a Review](#)

Poor design

by **Anonymous** on 9/3/15

Overall Rating: 1

Performance: 1

Appearance: 5

Value: 1

Recommends: No

Location: Utah

Owned Product: 0-6 months

Frequency of Use: Medium

"How are you going to get clothes clean when they don't get submerged in the water? This machine washes like scrubbing them on a rock down at a water hole. I thought we left that method of washing clothes when we started making machines to do it! Don't like losing control of water level, water temperature. Used to wash some things in cold water like their tags said, but this machine says to put all these clothes in at the same time (large capacity) and wash under the "normal" setting. Well, the machine took over the water level & Temperature: you guessed it my underwear now have a light blue waist band bled from some colors that previously were washed in cold. Wish that I could send them back and get a different method of washing from someone that knows how to wash clothes"

1 of 1 people found this review helpful.

A lemon is a lemon is a lemon

by **Momandsixkids** on 4/10/16

Overall Rating: 1

Recommends: No

Location: Sparta, NJ

"I have had my new Cabrio WTW8000DW about 13 hours now. I did two small loads this morning with no issue. My third load was a goner. The panel lit up, I made my selections, but the machine did not start. After

shutting it off for a few hours and giving it a rest, I tried again. So this afternoon I made a call to service and spoke to a lovely gentleman who helped me troubleshoot this issue. He instructed me to unplug the machine for two minutes then plug back in. Voila! It worked. This evening I did two more small loads. The first one was fine, the second load I had the same issue. I had to unplug it, let it rest, in order to get it to work. I was informed this afternoon that this just might be what I need to do from time to time to get it to work. In my opinion, after spending nearly \$1k on a washing machine - this is highly unacceptable. I have not even had time to register the machine yet! I will also add that I had the Cabrio WTW6500 for 7 years and I loved it. Sadly, it started spitting oil out of the bottom of the machine. My second, and much less pressing issue: I called three times in advance of my purchase to talk about different models. My former model was a 5.0 cu ft capacity. Not once did a customer service agent mention to me that I would need to be on my tip-toes to get clothes out of the bottom of this washer. (Please note - I am 5'9" tall.) Shorter family members will definitely need a step stool to use it. I really wish Whirlpool will step up and do the right thing by me and resolve this matter quickly and to my satisfaction. I've been a loyal customer for years."

Whirlpool cabrio

by **rossanne** on 5/22/16

Overall Rating: 1

Recommends: No

Location: ontario, Canada

"I bought this machine approx. 2 months ago and my clothes look dirtier then when I put them in. I have tried different settings different water levels nothing seems to help. I have phoned the company and also sent e-mails with no results. [This review was collected as part of a promotion.]"

Excellent machine

by **Sher** on 5/20/16

Overall Rating: 5

Recommends: Yes

Location: San Jose CA

"The washer and dryer were purchased to replace an old unit. Very easy to use. Quiet. Handles all types of laundry. [This review was collected as part of a promotion.]"

Cabrio Worst Washer owned in 32 years

by **Dad of 7 who knows washers** on 10/23/15

Overall Rating: 1

Recommends: No

Location: Norcal

"Had washer 2 years, nothing but problems. For starters, socks, towels, gym clothes aren't contained in the tub, so you have to clear out every month or two or it stops working. It's the loudest appliance in my house, have to keep 3 doors shut to hear our tv at volume 60! Now after 2 years the drum leaks on floor (\$90 just to buy kit/no install) A week ago it now goes out of balance so you can't wash. Even with nothing or small loads in. 2nd week in a row going to laundry mat. This product is garbage.. do not buy!!!"

Great Washer But-----

by **Rwmol** on 12/1/15

Overall Rating: 4

Recommends: Yes

Location: Washington, Utah

"First, to the people that can't reach the bottom to remove the load. Hello. Anybody home? Didn't you look inside before purchasing. Buyer remorse. Not the fault of the manufacturer. Now my review. This washer is great in all categories, quiet, large capacity, great selections of cycles and wash options. But, I have 2 issues with this washer. 1. It has a 1 year warranty. Period. Nothing extended on the motor or any other component. 2. I've owned this washer for 1 1/2 years. It started developing a clunking noise during agitation. Come to find out the splines on the rotor are made of plastic. This is obviously a design flaw. It will never hold up with the torque of back and forth action. The replacement part is \$165. Almost as much as my extended warranty. So, word to the wise. Protect yourself on anything that has moving parts."

Disappointed

by **French** on 2/29/16

Overall Rating: 1

Recommends: No

Location: Longueuil QC

"I have sent these back. Don't feel that clothes washed in such low water really cleans them. Waste of electricity."

HE leaves clothes dirty

by **Pat** on 3/15/16

Overall Rating: 1

Recommends: No

Location: McKinney, TX

"We bought this 8 months ago to replace another newish HE washer as the other one left clothes dirty. This one does as well and we believe the reason is too little water is used to wash and rinse. Whirlpool sent a technician out under warranty and says the machine is working as it is supposed to. We are giving up and going back to classic agitator style."

Washer Replaced

by **House Keeper** on 10/25/15

Overall Rating: 5

Performance: 5

Appearance: 5

Value: 5

Recommends: Yes

Location: Houston Texas

Owned Product: 0-6 months

Frequency of Use: Light

"normal everyday washing. I make KING SIZE quilts, big tub is great."

Total junk

by **Mark** on 12/16/15

Overall Rating: 1

Performance: 1

Appearance: 3

Value: 1

Recommends: No

Location: Texas

Owned Product: 2-3 years

Frequency of Use: Medium

"The low water use and the computerized complexity make this machine a nightmare. Does not get clothes clean. If you foolishly put much in that big empty tub then it REALLY does not clean. The maintenance is expensive and constant. After replacing the bearings for \$400, three times in last month, the repair place is ready to refund and run away. Google cabrio error codes. Just because the error says faulty rotor position sensor does not mean that's what's wrong. The savings in energy are lost 100x over by the maint costs. I am putting this \$1000 piece of junk in the trash and getting an old fashioned speed queen. No more electronics for me in appliances ever again. I will miss the high spin speeds but nothing else about this piece of junk."

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1-10 of 366

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