

## WHIRLPOOL "STARTS BY ITSELF" Troubleshooting Guide

**RELEVANT PRODUCTS:** Experience Whirlpools including SoK and Riverbath

**Identify Symptoms:**

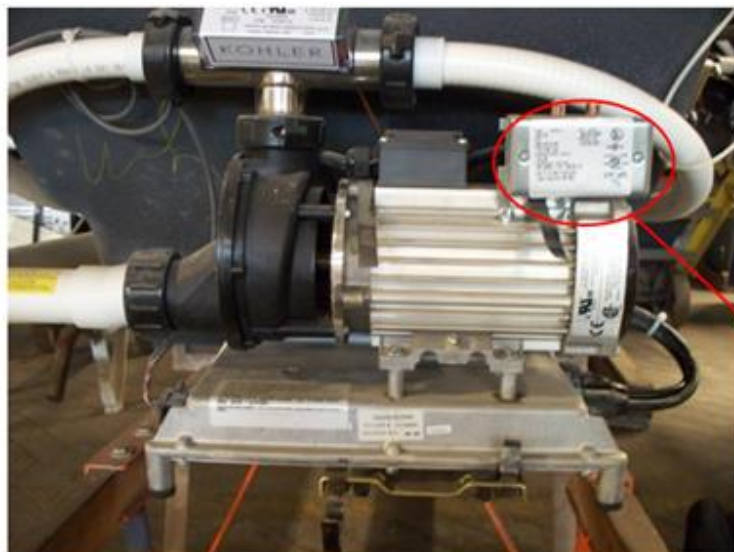
- Whirlpool starts by itself.
- This does not apply to Proflex Whirlpools

Note:

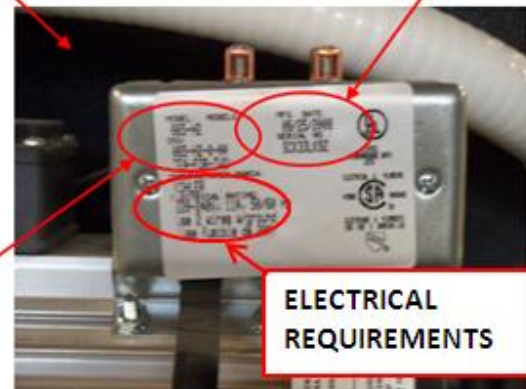
1. Reference Service Manual 1018963-X1 (latest revision) for additional information.
2. Reference applicable Installation and Homeowners Guide for additional information.

**WARNINGS:**

- Verify that this is a Kohler product: The whirlpool will have a model number and serial number located on or near the Motor/Pump Assembly.



DATE OF MANUFACTURE  
AND SERIAL NUMBER



MODEL NUMBER

ELECTRICAL  
REQUIREMENTS

- An access panel must be present to allow the motor/pump assembly and other components to be serviced. **The access panel is required prior to dispatch a Kohler Authorized Service Representative.** The access panel size must be a minimum size of 34" (86.4 cm) in width, and 15" (38.1 cm) in height.
- A licensed electrician must install a dedicated GFCI/RCD-protected electrical service to the whirlpool bath. The dedicated service should be connected to the field wiring box located on top of the motor/pump assembly. The voltage requirements are dictated by the model number of the whirlpool. The required electrical rating can be found on the label near the Motor/Pump Assembly.

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### Overview of Problems Why Whirlpool Starts By Itself

Electronic interference from other electronically controller devices and the Kohler whirlpool.

### Source of Problem, Probable Causes, and Recommended Actions:

SOURCE of PROBLEM #1: Kohler whirlpools are equipped to communicate remotely. Other domestic or commercial electronic devices can interfere with your Kohler whirlpool and consequently could start by itself. After November 2008 Kohler products were improved to prevent this issue.

For product made after November 2008, a special program procedure sequence is required to communicate remotely with the Controller. This also prevents other devices from activating, accidentally, your Kohler whirlpool.

#### Probable Cause:

Domestic remote devices interfere with your Kohler whirlpool, for example, fan, garage door opener, etc.

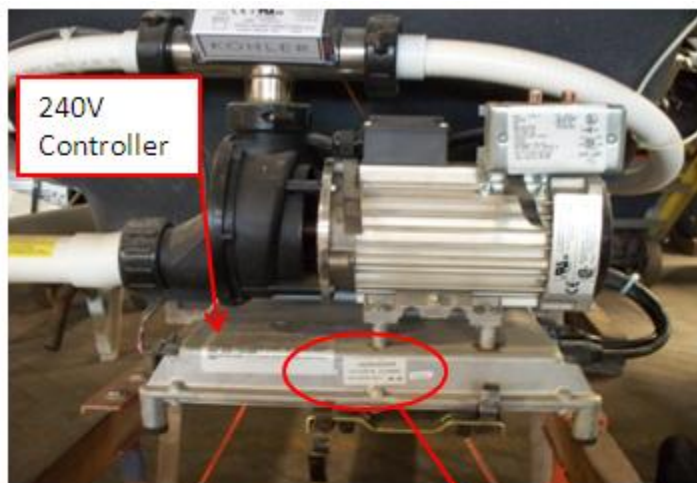
#### How to identify the problem:

Was your product made before November, 2008? Determine the date of manufacture and the serial number of the whirlpool.

#### Recommended actions:

1. Determine if there is a remote. If there is a remote then proceed.
  - a. Re-program the Remote
    - i. Turn the whirlpool power on.
    - ii. Turn off all modes of operation. Wait approximately one minute until the keypad darkens completely.
    - iii. On the user keypad, press the up arrow, down arrow, and the upper left button simultaneously. The bottom LED on the User Interface Keypad's indicator bar will begin flashing. NOTE: This applies to any Kohler Keypad.
    - iv. While the LED is flashing, press the upper left button on the User Interface Keypad located on the whirlpool. A light sequence will appear to cascade up and down the indicator bar on the User Interface Keypad.
    - v. While the indicator bar light sequence is active, press any button on the remote control. The program will download and the User Interface Keypad will darken. The User Interface Keypad on the whirlpool will now respond only to this Remote Control.
    - vi. Refer to the Homeowners Guide that came with the Remote for additional information.
    - vii. If this does not work the wrap the antenna with aluminum foil
  - b. Obtain a remote and re-program the whirlpool.
2. If this does not solve the problem then replace the Sealed 240V Control with the correct part number and revision level.
  - a. If the whirlpool was manufactured before November 2008 then Determine if this is a warranty or non-warranty issue.
  - b. Reprogramming of the remote will be required with the new Controller. Make sure that the correct part number is ordered.

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Kohler part number  
and Revision Level



**IF YOU ARE STILL EXPERIENCE PROBLEMS WITH YOUR PRODUCT  
AFTER FOLLOWING THE ACTIONS IN THIS  
TROUBLESHOOTING GUIDE,  
PLEASE CONTACT KOHLER CUSTOMER SERVICE AT 1-800-4KOHLER**  
Kohler Company 444 Highland Drive -Kohler, WI 53044  
Customer Service: 800-456-4537