



**GE Appliances**

# Spacemaker Washers

**Owner's Manual**

WSXH208



**GE Answer Center® 800.626.2000**

Part No. 175D1807P207-2 Pub. No. 49-9942-2 6-98 CG  
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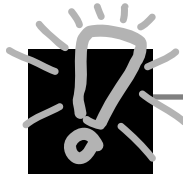
# ***Congratulations!*** ***You Are Now Part of the GE Family.***

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Welcome to the GE family. We're proud of our quality products and we are committed to providing dependable service. You'll see it in this easy-to-use Owner's Manual and you'll hear it in the friendly voices of our customer service department.

Best of all, you'll experience these values each time you do the laundry. That's important, because your new washer will be part of your family for many years. And we hope you will be part of ours for a long time to come.

We thank you for buying GE. We appreciate your purchase, and hope you will continue to rely on us whenever you need quality appliances for your home.



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## ***Important!***

***Staple sales slip or cancelled check here.***

*Proof of the original purchase date is needed to obtain service under the warranty.*



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***Write the model and serial numbers here.***

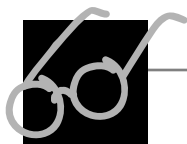
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*You can find them at the top inside of the door opening.*

# GE & You, A Service Partnership.

Ask any GE appliance owner and they will tell you we stand behind our products with unmatched quality service. However, did you know that most questions result from simple problems that you can easily fix yourself in just a few minutes? This Owner's Manual can tell you how.



## Read this Manual

Inside you will find many helpful hints on how to use and maintain your washer properly. Just a little preventive care on your part can save you a great deal of time and money over the life of your washer.



## Review the Section on Troubleshooting Tips

You'll find many answers to common problems here. If you review our chart of Troubleshooting Tips first, you may not need to call for service at all.



## If You Need Service

If you do need service, you can relax knowing help is only a phone call away. A list of toll-free customer service numbers is included in the back section. Or you can always call the GE Answer Center<sup>®</sup> at 800.626.2000, 24 hours a day, 7 days a week.

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Safety Information

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Troubleshooting Tips

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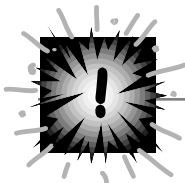
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Customer Service

# ***IMPORTANT SAFETY INFORMATION. READ ALL INSTRUCTIONS BEFORE USING.***

## **▲ WARNING!**

*For your safety, the information in this manual must be followed to minimize the risk of fire or explosion, electric shock, or to prevent property damage, personal injury, or loss of life.*



## **WATER HEATER SAFETY**

*Under certain conditions hydrogen gas may be produced in a water heater that has not been used for two weeks or more. Hydrogen gas can be explosive under these circumstances.*

If the hot water has not been used for two weeks or more, prevent the possibility of damage or injury by turning on all hot water faucets and allowing them to run for several minutes. Do this before using any electrical appliance which is connected to the hot water system. This simple procedure will allow any built-up hydrogen gas to escape. Since the gas is flammable, do not smoke or use an open flame or appliance during this process.



## PROPER INSTALLATION

*This washer must be properly installed and located in accordance with the Installation Instructions before it is used. If you did not receive an Installation Instructions sheet, you can receive one by calling us toll-free at the GE Answer Center<sup>®</sup>, 800.626.2000.*

- Install or store where it will not be exposed to temperatures below freezing or exposed to the weather.
- Properly ground washer to conform with all governing codes and ordinances. Follow details in Installation Instructions.



## YOUR LAUNDRY AREA

- Keep the area underneath and around your appliances free of combustible materials such as lint, paper, rags, chemicals, etc.
- Do not leave the washer door open. An open door could entice children to hang on the door or crawl inside the washer.
- Close supervision is necessary if this appliance is used by or near children. Do not allow children to play on, with, or inside this or any other appliance.

# IMPORTANT SAFETY INSTRUCTIONS. READ ALL INFORMATION BEFORE USING.

## ⚠ WARNING!

Use this appliance only for its intended purpose as described in this Owner's Manual.



## WHEN USING THE WASHER

- Never reach into washer while it is moving. Wait until the drum has completely stopped.
- Do not mix chlorine bleach with ammonia or acids such as vinegar and/or rust remover. Mixing different chemicals can produce a toxic gas which may cause death.
- Do not wash or dry articles that have been cleaned in, washed in, soaked in, or spotted with combustible or explosive substances (such as wax, oil, paint, gasoline, degreasers, dry-cleaning solvents, kerosene, etc.) which may ignite or explode. Do not add these substances to the wash water. Do not use or place these substances around your washer or dryer during operation.
- The laundry process can reduce the flame retardancy of fabrics. To avoid such a result, carefully follow the garment manufacturer's wash and care instructions.
- Do not slam the washer door closed or try to force the door open when locked (Door Lock light ON). This could result in damage to the washer.
- To minimize the possibility of electric shock, unplug this appliance from the power supply or disconnect the washer at the household distribution panel by removing the fuse or switching off the circuit breaker before attempting any maintenance or cleaning.  
**NOTE:** Turning the Cycle Selector knob to an off position does **NOT** disconnect the appliance from the power supply.
- Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
- The washer is equipped with an electrical overload protector. The motor will stop if it becomes overheated. The washer will automatically restart after a cool down period of up to 30 minutes, if the washer has not been manually turned off during this time.



## WHEN NOT IN USE

- Turn off water faucets to relieve pressure on hoses and valves and to minimize leakage if a break or rupture should occur. Check the condition of the fill hoses; they may need replacement after 5 years.
- Before discarding a washer, or removing it from service, remove the washer door to prevent children from hiding inside.
- Do not attempt to repair or replace any part of this appliance unless specifically recommended in this Owner's Manual, or in published user-repair instructions that you understand and have the skills to carry out.
- Do not tamper with controls.



## REMEMBER...

*Your continued health and safety are important to us.*

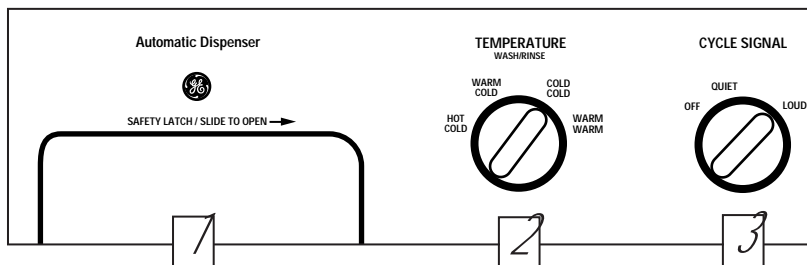
*Please read and follow this Safety Information carefully.*

*We want you to remain a happy and healthy part of our GE family.*

## SAVE THESE INSTRUCTIONS

## About the washer control panel.

You can locate your model number behind the top inside of the door opening.



### Control Settings

- 1 Automatic Dispenser and Safety Latch**  
Safety latch slides to the right to open drawer. (Latch locks to the left on its own.) Add detergent, bleach and fabric softener to this drawer.
- 2 Temperature**  
Select the water temperature for the wash and rinse cycles. Always follow garment manufacturer's care label or instructions when laundering.
- 3 Cycle Signal**  
The Cycle Signal, which will sound at the end of the cycle, is adjustable and can be set at OFF (no sound) or from QUIET to LOUD.
- 4 Extra Rinse**  
Use an extra rinse when additional rinsing is desired to remove excess dirt and detergent from soiled loads. If you selected **YES**, an extra rinse will be included in the REGULAR and PERM PRESS cycles.
- 5 Door Locked Indicator Light**  
The indicator light is ON when the cycle knob is pulled out. The light turns OFF at the end of the cycle.
- 6 Wash Cycle**  
The wash cycle controls the length of the washing process. The chart below will help you match the wash cycle setting with your loads.

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**PRE WASH** For heavily soiled and protein-stained items. Follow Pre Wash with a complete wash cycle.

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**REGULAR** For heavy to lightly soiled cottons, household linens, work and play clothes.

**HEAVY WASH WASH** For normal to heavily soiled loads.  
For lightly to normally soiled loads.

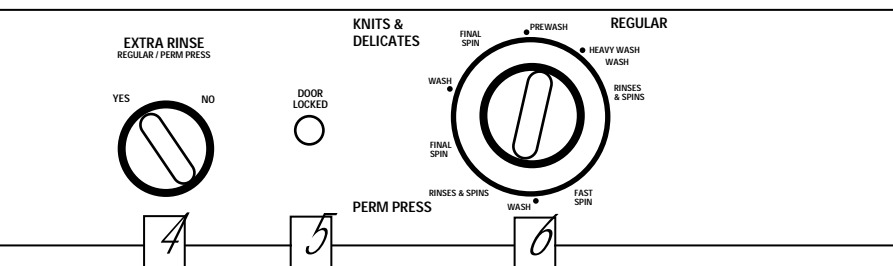
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**PERM PRESS** For easy care and wrinkle-resistant items.

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**KNITS & DELICATES** Specially designed for normally soiled knits and delicate fabrics.





## Operating Steps *(Always follow garment manufacturer's care label when laundering)*

- 1 Sort laundry into loads that can be washed together.

Colors	Soil	Fabric	Lint
Whites	Heavy	Delicates	Lint Producers
Lights	Normal	Easy Care	Lint Collectors
Darks	Light	Sturdy Cottons	

- Combine large and small items in a load. Load large items first. Large items should not be more than half the total wash load.
- Do not wash single items. This may cause an out-of-balance load. Add one or two similar items.

- 2 Prepare items for washing (pretreating stains and heavy soil). Wash drum may be fully loaded with loosely added items. **Do not wash fabrics containing flammable materials (waxes, cleaning fluids, etc.).**

- 3 Open the dispenser drawer and add the measured amount of detergent to detergent compartment. If desired, add liquid bleach and fabric softener to the appropriate compartments.

- 4 Set the TEMPERATURE according to fabric type and soil level. If desired, select CYCLE SIGNAL and/or EXTRA RINSE.

- 5 Set the desired wash cycle by pushing in cycle knob and turning clockwise.

- 6 Start the washer by closing the door and pulling out the cycle knob.

- The washer will not operate with the door open.
- The door will automatically lock during the entire wash cycle.

- 7 Remove load when the cycle ends or when the CYCLE SIGNAL sounds.

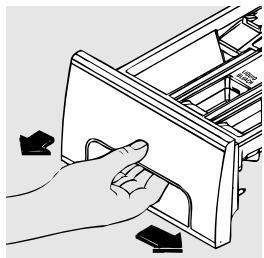
To stop the washer, push in the cycle knob and pull out to restart.

To change a cycle after washer has started, push in the cycle knob, turn clockwise to the different setting and pull out to restart.

To add items after washer has started, push in cycle knob and wait until there is no longer any water on the door window. Do not force open the locked door, open gently. Add items, close the door and pull cycle knob out to restart.

## About the washer features.

*NOTE: Not all features are available on all washer models.*



### The Dispenser Drawer

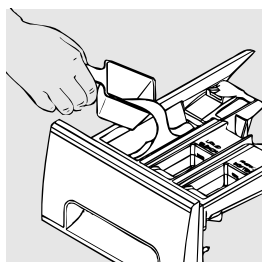
Slowly open the dispenser drawer by first sliding the safety latch to the right, then pulling the drawer out until it stops.

*After adding laundry products, slowly close the dispenser drawer. Closing the drawer too quickly could result in early dispensing of the bleach and fabric softener.*

*You may see water in the bleach and fabric softener compartments. This is a result of the siphoning action and is part of the normal operation of the washer.*



*If the dispenser drawer is pulled out more than 1 1/2" when the washer is in operation, the washer will shut off. The DOOR LOCK indicator light will turn off and the door will be unlocked. Slowly close the drawer, and the washer will automatically resume operation.*




### The Detergent Compartment

- Add measured detergent to the detergent compartment of the dispenser drawer.
- Detergent is flushed from the dispenser at the beginning of the cycle. Either powdered or liquid detergent can be used. **NOTE:** Liquid detergent will drain into the washer drum as it is added.
- **Low sudsing detergent is recommended for this washer. Use the manufacturer's recommended amount.**
- Detergent usage may need to be adjusted for water temperature, water hardness, size and soil level of the load. For best results, avoid oversudsing.

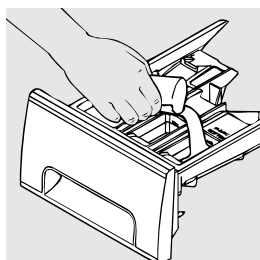


### ***The Liquid Bleach Compartment***

If desired, measure out the recommended amount of liquid bleach, not to exceed 1/3 cup (80 ml) and pour into the center compartment labeled “LIQUID BLEACH” marked with this symbol .

*Do not exceed the maximum fill line. Overfilling can cause early dispensing of the bleach which could result in damaged clothes.*

**NOTE:** Do not use powdered bleach in the dispenser.



### ***The Fabric Softener Compartment***

If desired, pour the recommended amount of fabric softener into the compartment labeled “FABRIC SOFTENER” and marked with this symbol .

*Dilute with water to the maximum fill line.*

*Do not exceed the maximum fill line. Overfilling can cause early dispensing of the fabric softener which could stain clothes.*

**NOTE:** Do not pour fabric softener directly on the wash load.

## About the washer features.

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### Care and Cleaning

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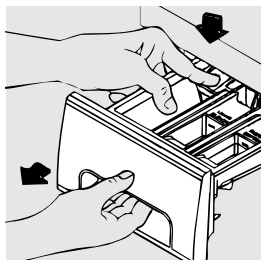
**Exterior:** Immediately wipe off any spills. Wipe with damp cloth. Try not to hit surface with sharp objects.

**Interior:** Dry around the washer door opening, flexible gasket and door glass. These areas should always be clean to ensure a water tight seal.

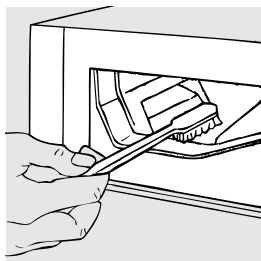
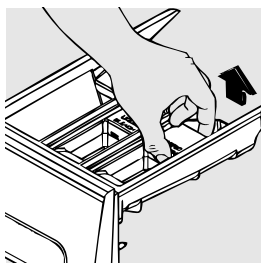
**Moving and Storage:** Ask the service technician to remove water from drain pump and hoses. Do not store the washer where it will be exposed to the weather. Call the GE Answer Center<sup>®</sup>, 800.626.2000 for information on how to keep the tub stationary when moving the washer.

**Long Vacations:** Be sure water supply is shut off at faucets. Drain all water from hoses if weather will be below freezing.

**Dispenser Drawer Area:** Detergent and fabric softener may build up in the dispenser drawer. Residue should be removed once or twice a month.



Lock tab is visible only after drawer has been pulled out



- Remove the drawer by first sliding the safety latch to the right, then pulling the drawer out until it stops. Reach back into the left rear corner of the drawer cavity and press down firmly on the lock tab, pulling out the drawer.
- Remove the inserts from the bleach and fabric softener compartments. Rinse the inserts and the drawer with hot water to remove traces of accumulated laundry products.
- To clean the drawer opening, use a small brush to clean the recess. Remove all residue from the upper and lower parts of the recess.
- Return the bleach and fabric softener inserts to the proper compartments. Replace the dispenser drawer and run the PRE WASH cycle without any wash load in the drum.

## Before you call for service...



### Troubleshooting Tips

Save time and money! Review the charts on the following pages first and you may not need to call for service.

<b>Problem</b>	<b>Possible Causes</b>	<b>What To Do</b>
<i>Washer won't operate</i>	<b>Washer is unplugged</b>	<ul style="list-style-type: none"> <li>• Make sure cord is plugged securely into a working outlet.</li> </ul>
	<b>Water supply is turned off</b>	<ul style="list-style-type: none"> <li>• Turn both hot and cold faucets fully on.</li> </ul>
	<b>Controls are not set properly</b>	<ul style="list-style-type: none"> <li>• Check controls and make sure Cycle knob is pulled out.</li> </ul>
	<b>Door is open</b>	<ul style="list-style-type: none"> <li>• Close door and pull Cycle knob out.</li> </ul>
	<b>Dispenser drawer is open</b>	<ul style="list-style-type: none"> <li>• Close drawer.</li> </ul>
	<b>Circuit breaker/fuse is tripped/blown</b>	<ul style="list-style-type: none"> <li>• Check house circuit breakers /fuses. Replace fuses or reset breaker. Washer should have separate outlet.</li> </ul>
<i>Washer won't spin</i>	<b>Motor is overheated</b>	<ul style="list-style-type: none"> <li>• Washer motor will stop if it becomes overheated. It will automatically restart after a cool down period of up to 30 minutes (if washer has not been manually turned off).</li> </ul>
	<b>Washer door open</b>	<ul style="list-style-type: none"> <li>• Make sure door is closed.</li> </ul>
	<b>Dispenser door open</b>	<ul style="list-style-type: none"> <li>• Close drawer.</li> </ul>
<i>Water won't drain</i>	<b>Load is too small</b>	<ul style="list-style-type: none"> <li>• Add one or two similar items to help balance the load.</li> </ul>
	<b>Drain hose is kinked or improperly connected</b>	<ul style="list-style-type: none"> <li>• Straighten drain hose and make sure washer is not sitting on it.</li> <li>• Top of drain outlet should be less than 8 ft. above floor.</li> </ul>

<b>Problem</b>	<b>Possible Causes</b>	<b>What To Do</b>
<b>Water leaks</b>	<b>Fill hoses or drain hose is improperly connected</b>	<ul style="list-style-type: none"> <li>• Make sure hose connections are tight at washer and faucets and make sure end of drain hose is correctly inserted in and secured to drain facility.</li> </ul>
	<b>Household drain may be clogged</b>	<ul style="list-style-type: none"> <li>• Check household plumbing. You may need to call a plumber.</li> </ul>
	<b>Constant water pressure to the fill hoses at the water source</b>	<ul style="list-style-type: none"> <li>• Tighten hoses at the faucets and turn the water off after each use.</li> <li>• Check condition of the fill hoses; they may need replacement after 5 years.</li> </ul>
	<b>Oversudsing</b>	<ul style="list-style-type: none"> <li>• Use less detergent or low sudsing detergent.</li> </ul>
<b>Washer is noisy</b>	<b>Washer is uneven</b>	<ul style="list-style-type: none"> <li>• Make sure washer is level and firm to the floor.</li> </ul>
	<b>Washer load is unbalanced</b>	<ul style="list-style-type: none"> <li>• Push the Cycle knob in to stop the washer, open the door and redistribute the load evenly. Close the door and restart.</li> </ul>
	<b>High pitch jet engine sound</b>	<ul style="list-style-type: none"> <li>• This is normal during the spin cycle.</li> </ul>
	<b>Squealing sound or hot rubber odor</b>	<ul style="list-style-type: none"> <li>• Washer is overloaded. Stop washer and reduce load.</li> </ul>
	<b>Shipping bolts and foam block have not been removed</b>	<ul style="list-style-type: none"> <li>• See Installation Instructions for directions to remove shipping bolts and foam block.</li> </ul>
	<b>Washer is overloaded, causing squealing sound or hot rubber odor</b>	<ul style="list-style-type: none"> <li>• Stop washer and reduce load size.</li> </ul>
	<b>Rattling and clanking caused by foreign objects in tub or pump or metal fasteners hitting tub</b>	<ul style="list-style-type: none"> <li>• Check drum for foreign objects. Turn items with metal fasteners inside out. Call authorized servicer to inspect pump.</li> </ul>

## Before you call for service...



<i>Problem</i>	<i>Possible Causes</i>	<i>What To Do</i>
<i>Washer pauses in cycle</i>	The washer normally pauses between washing steps	
<i>Clothes too wet</i>	<b>Load is too small</b>	• Add one to two similar items.
	<b>Load is out of balance</b>	• Redistribute load.
<i>Lint or residue on clothes</i>	<b>Incorrect sorting</b>	• Separate lint producers from lint collectors.
	<b>Washing too long</b>	• Excess wash time may create lint.
	<b>Detergent not dissolving</b>	• Try a liquid detergent. • Use warmer water temperature.
	<b>Overloading</b>	• Wash drum may be fully loaded with loosely added items.
	<b>Incorrect use of fabric softener</b>	• Check fabric softener package for instructions and follow directions for using dispenser.
<i>Pilling</i>	<b>Result of normal wear on poly-cotton blends and fuzzy fabrics</b>	• While this is not caused by the washer, you can slow the pilling process by washing garments inside out.
<i>Too many suds</i>	<b>Type of detergent</b>	• Switch to a low sudsing detergent and follow instructions on package.
	<b>Very soft water</b>	• Try less detergent.



<i>Problem</i>	<i>Possible Causes</i>	<i>What To Do</i>
<i>Colored spots</i>	<b>Incorrect use of fabric softener</b>	<ul style="list-style-type: none"> <li>• Check fabric softener package for instructions and follow directions for using dispenser.</li> <li>• Pretreat stain and rewash.</li> </ul>
	<b>Dye transfer</b>	<ul style="list-style-type: none"> <li>• Sort whites or lightly colored items from dark colors.</li> <li>• Promptly remove wash load from washer.</li> </ul>
<i>Wrinkling</i>	<b>Improper sorting</b>	<ul style="list-style-type: none"> <li>• Avoid mixing heavy items (like work clothes) with light items (like blouses).</li> </ul>
	<b>Overloading</b>	<ul style="list-style-type: none"> <li>• Load your washer so clothes have enough room to move freely.</li> </ul>
	<b>Incorrect wash cycle</b>	<ul style="list-style-type: none"> <li>• Match Cycle selection to the type of fabric you are washing (especially for easy care loads).</li> <li>• Try a fabric softener.</li> </ul>
	<b>Repeated washing in water that is too hot</b>	<ul style="list-style-type: none"> <li>• Wash in warm or cold water.</li> </ul>
<i>Snags, holes, tears, rips or excessive wear</i>	<b>Pins, snaps, hooks, sharp buttons, belt buckles, zippers, and sharp objects left in pockets</b>	<ul style="list-style-type: none"> <li>• Fasten snaps, hooks, buttons, and zippers.</li> <li>• Remove loose items like pins, objects in pockets and sharp buttons.</li> <li>• Turn knits (which snag easily) inside out.</li> </ul>
	<b>Undiluted chlorine bleach</b>	<ul style="list-style-type: none"> <li>• Check bleach package instructions for proper amount.</li> <li>• Never add undiluted bleach to wash or allow clothes to come in contact with undiluted bleach.</li> </ul>
	<b>Chemicals like hair bleach or dye, permanent wave solution</b>	<ul style="list-style-type: none"> <li>• Rinse items that may have chemicals on them before washing.</li> </ul>

## Before you call for service...



<b>Problem</b>	<b>Possible Causes</b>	<b>What To Do</b>
<i>Grayed or yellowed clothes</i>	<b>Not enough detergent</b>	<ul style="list-style-type: none"> <li>• Use correct amount of detergent.</li> </ul>
	<b>Hard water</b>	<ul style="list-style-type: none"> <li>• Use hottest water safe for fabric.</li> <li>• Use a water conditioner like Calgon brand or install a water softener.</li> </ul>
	<b>Water is not hot enough</b>	<ul style="list-style-type: none"> <li>• Make sure water heater is delivering water at 120°F.-140°F. (48°C.-60°C.).</li> </ul>
	<b>Detergent is not dissolving</b>	<ul style="list-style-type: none"> <li>• Try a liquid detergent.</li> </ul>
	<b>Dye transfer</b>	<ul style="list-style-type: none"> <li>• Sort clothes by color. If fabric label states <i>wash separately</i>, unstable dyes may be indicated.</li> </ul>
<i>Water temperature is incorrect</i>	<b>Control is not set properly</b>	<ul style="list-style-type: none"> <li>• Check water temperature control and adjust.</li> </ul>
	<b>Water supply is improperly connected</b>	<ul style="list-style-type: none"> <li>• Make sure hoses are connected to correct faucets.</li> </ul>
	<b>Water valve screens are stopped up</b>	<ul style="list-style-type: none"> <li>• Turn off the water source and remove the water connection hoses from the upper back of the washer. Use a brush or toothpick to clean the screens in the machine. Reconnect the hoses and turn the water back on.</li> </ul>
	<b>House water heater is not set properly</b>	<ul style="list-style-type: none"> <li>• Make sure house water heater is delivering water at 120°F.-140°F. (48°C.-60°C.).</li> </ul>
<i>Water does not enter washer or enters slowly</i>	<b>Water supply is turned off</b>	<ul style="list-style-type: none"> <li>• Turn on both hot and cold faucets fully.</li> </ul>

# GE Washer Warranty (Effective April 1, 1998)



All warranty service provided by our Factory Service Centers, or an authorized Customer Care® technician. For service, call 800-GE-CARES.

<b>For The Period Of:</b>	<b>GE Will Replace, At No Charge To You:</b>
<b>One Year</b> From the date of the original purchase	<b>Any part</b> of the washer which fails due to a defect in materials or workmanship. During this <b>full one-year warranty</b> , GE will also provide, <b>free of charge</b> , all labor and in-home service to replace the defective part.
<b>Five Years</b> From the date of the original purchase	<b>Replacement parts for the suspension, outer tub, motor, driven pulley or motor controller</b> which prove to be defective in materials or workmanship. During this <b>five-year limited warranty</b> , you will be responsible for any labor or in-home service costs.
<b>Twenty Years</b> From the date of the original purchase	<b>The inner wash basket</b> , that breaks due to defective materials or workmanship. <b>During this twenty-year limited warranty</b> , you will be responsible for any labor or in-home service costs.

## What GE Will Not Cover:

- Service trips to your home to teach you how to use the product.
- Improper installation.
- Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.
- Replacement of house fuses or resetting of circuit breakers.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or consequential damage to personal property caused by possible defects with this appliance.

*This warranty is extended to the original purchaser and any succeeding owner for products purchased for home use within the USA. In Alaska, the warranty excludes the cost of shipping or service calls to your home.*

*Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.*

**Warrantor: General Electric Company, Louisville, KY 40225**

## Service Telephone Numbers.



### GE Answer Center® 800.626.2000

The GE Answer Center® is open 24 hours a day, 7 days a week.



### In-Home Repair Service 800-GE-CARES (800-432-2737)

Expert GE repair service is only a phone call away.



### Special Needs Service 800.626.2000

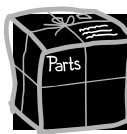
#### TDD 800-TDD-GEAC (800-833-4322)

GE offers, free of charge, Braille controls for a variety of GE appliances and a brochure to assist in planning a barrier-free kitchen for persons with limited mobility.



### Service Contracts 800-626-2224

Purchase a GE service contract while your warranty is still in effect and you'll receive a substantial discount. GE Consumer Service will still be there after your warranty expires.



### Parts and Accessories 800-626-2002

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted).

**Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**



### Service Satisfaction

If you are not satisfied with the service you receive from GE, follow these three steps. **First**, contact the people who serviced your appliance. **Next**, if you are still not pleased, write all the details—including your phone number—to: Manager, Consumer Relations, GE Appliances, Appliance Park, Louisville, KY 40225. **Finally**, if your problem is still not resolved, write:

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