

# Troubleshooting

The following circumstances do not constitute problems. Do not contact the maintenance service until the problem has been confirmed.

Problem	Possible cause
The washing machine fails to operate	<ul style="list-style-type: none"> <li>● Poor connection to power supply</li> <li>● Power failure</li> <li>● Door is not properly closed</li> <li>● Machine has not been switched on</li> </ul>
Washing machine cannot be filled with water	<ul style="list-style-type: none"> <li>● Water tap is not turned on</li> <li>● Water pressure is less than 0.03Mpa</li> <li>● The inlet hose is kinked</li> <li>● Water supply failure</li> <li>● The program dial is not properly set.</li> <li>● The door is not properly closed</li> <li>● The inlet hose filter is blocked</li> </ul>
The machine is draining while is being filled	<ul style="list-style-type: none"> <li>● The height of the drainage hose is below 80cm (it should be within 80-100cm)</li> <li>● The drainage hose end is in water</li> </ul>
Drainage failure	<ul style="list-style-type: none"> <li>● Drainage hose is blocked</li> <li>● Drainage hose end is exceed 100cm above the floor level</li> <li>● The filter is blocked</li> </ul>
Strong vibration during spin drying	<ul style="list-style-type: none"> <li>● Not all packing bolts have been removed</li> <li>● Washing machine is located on an uneven surface or is not level</li> <li>● Machine load is over 5kg.</li> </ul>
Operation stops before completion of a wash cycle	<ul style="list-style-type: none"> <li>● Water or electricity failure</li> <li>● Washing machine is in soaking cycle</li> </ul>
Operation stops for a period of time	<ul style="list-style-type: none"> <li>● Washing machine is in anti-crease soaking cycle</li> <li>● Washing machine gives an error message.</li> </ul>
Excessive foam in the drum, which is spilled to the distribution drawer	<ul style="list-style-type: none"> <li>● The detergent is not a low-foaming type or for manual wash</li> <li>● Excessive use of detergent</li> </ul>