

Troubleshooting ECO

The washing machine does not work	<ul style="list-style-type: none"> ● Close the washing machine's door. ● Confirm that have pressed the 【start】 key.
Water leakage	<ul style="list-style-type: none"> ● Connect the water inlet hose correctly.
The spin of the clothes is abnormal	<ul style="list-style-type: none"> ● Reallocate the big and small pieces of clothes in the basket.
There is the peculiar smell in the washing machine	<ul style="list-style-type: none"> ● Run a Self-clean cycle without any clothes.
No water can be seen in the basket	<ul style="list-style-type: none"> ● No fault-water is under the visible area.
There is remaining water in the softener box	<ul style="list-style-type: none"> ● No fault-the effect of the softener will not be affected.
Remaining detergent is left at the clothes	<ul style="list-style-type: none"> ● The water-fast component of the non-phosphorus detergent will be attached on the clothes to form the slight fleck.
No feed water to the washing machine	<ul style="list-style-type: none"> ● Open the water tap. ● Check the selection of the cycle. ● Check the water pressure, if the water pressure is insufficient. ● Connect the feed water. ● Close the washing machine's door. ● Check the water inlet hose, if it is bent or blocked
The washing machine feeds and drains water at the same time	<ul style="list-style-type: none"> ● Make sure that the lowest point of the drain hose is higher than the water level of the inside of the washing machine. ● Check the drain hose has not been sealed with sewage. If so, it will cause a no feedback air siphon.
The washing machine does not drain	<ul style="list-style-type: none"> ● Check the drain pump, if it is locked. ● Check the drain hose, if it is bent or blocked. ● Check the height of the drain hose nozzle is 0.6-1 meter high from the bottom of the washing machine.
The washing machine Vibrates	<ul style="list-style-type: none"> ● Level the washing machine. ● Fasten the legs. ● Check all of the transport bolts, if they have been unloaded.
The bubble spills from the detergent box	<ul style="list-style-type: none"> ● Check the used detergent amount, if it is too much, if it is the special detergent for the front loading washing machine. ● Dip one cup of softener mixed with half-liter water to the detergent box II. ● Reduce the used detergent amount next time.
The machine stops without finishes the cycle	<ul style="list-style-type: none"> ● Power cut or cut off water supply.
The drain pump has noise during the operation when the water has just been drained out	<ul style="list-style-type: none"> ● There is still a little water in the drain pump and the drain hose after drain. The drain pump operates continuously. It will take air in and cause noise. It is normal situation.
Stop for a while during the wash procedure	<ul style="list-style-type: none"> ● The washing machine adds water automatically. ● The washing machine is cleaning the bubble because of too much bubble in the tub.

If the washing machine cannot operate normally, and the digital tube displays the abnormal indication or alarm, please have the following examinations and corrections.

Display	Reason	Disposal method
E10	Inlet water overtime	Open the water tap to check, if the water inlet hose is twisted off; if the filter net of the inlet valve is blocked, if the water pressure is too low.
E21	drain overtime	Check the drain hose, if it is blocked
E30	The door has not been closed	Check the door of the washing machine, if it is closed; Check the clothes, if it is pinned by the door.
E50	Voltage is too high	Check the voltage, if it is too high. if it is needed to add a constant voltage device.
EXX	Others	Try again. Please ask help to the local service centre if the same abnormal display appears again.