

Trouble-shooting

The following problems are not always caused by faults, Before calling the Service Center, please check to see if the faults can be self-corrected.

Problem	Possible cause
The washing machine does not start	<ul style="list-style-type: none"> ● Poor connection to power supply ● Power failure ● Door is not properly closed (Err 1) ● The machine is not switched on
Washing machine cannot be filled with water	<ul style="list-style-type: none"> ● Water tap is not turned on ● Water pressure is less than 0.03Mpa ● The inlet hose is kinked ● Water supply failure ● The program knob is not properly set ● The door is not properly closed
The machine is draining while is being filled	<ul style="list-style-type: none"> ● The height of the drainage hose is below 80cm (it should be within 80-100cm)
Drainage failure	<ul style="list-style-type: none"> ● Drainage hose is blocked ● Drainage hose end is below 100cm above the floor level ● The filter is blocked
Strong vibration during spinning	<ul style="list-style-type: none"> ● Not all packing bolts have been removed ● Washing machine is located on an uneven surface or is not level ● Machine load is over 6kg.
Operation stops before completion of a wash cycle	<ul style="list-style-type: none"> ● Water or electricity failure ● Washing machine is in a soaking cycle ● Washing machine gives an error message.
Excessive foam in the drum, which is spilled to the distribution drawer	<ul style="list-style-type: none"> ● The detergent is not a low-foaming type ● Excessive use of detergent