

Service Manual

Washing Machine

Note:

Before servicing the unit, please read this Service Manual.

When you have any problem with the appliance, always contact your Service Center.

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1. SAFETY PRECAUTIONS

1.1 Safety Precautions

- To prevent property damage and injury to the user or other people, the following instructions must be followed.
- Incorrect operation due to not following instructions may cause harm or damage.
- Before servicing the unit, be sure to read this Service Manual.

1.2 Warning

Installation

- Do not use a defective or underrated circuit breaker. Use this appliance on a dedicated circuit. There is risk of fire or electric shock.
- For electrical work, contact the dealer, seller, a qualified electrician, or an Authorized Service Center. Do not disassemble or repair the product, there is risk of fire or electric shock.
- Always ground the product. There is risk of fire or electric shock.
- Install the panel and the control box cover securely. There is risk of fire or electric shock.
- Always install on a dedicated circuit and breaker. Improper wiring or installation may cause fire or electric shock.
- Use the correctly rated breaker or fuse. There is risk of fire or electric shock.
- Do not modify or extend the power cable. There is risk of fire or electric shock.
- Do not install, remove, or reinstall the unit by yourself (customer). There is risk of fire, electric shock, explosion, or injury.
- Be cautious when unpacking and installing the product. Sharp edges could cause injury. Be especially careful of the case edges and the fins on the condenser and evaporator.
- For installation, always contact the dealer or an Authorized Service Center. There is risk of fire, electric shock, explosion, or injury.
- Do not install the product on a defective or unstable surface. It may cause injury, accident, or damage to the product.
- Make sure the installation area does not deteriorate with time. If the base collapses, the washing machine could fall with it, causing property damage, product failure, and personal injury.
- Take care to ensure the power cable cannot be pulled out or damaged during operation. There is risk of fire or electric shock.
- Do not place anything on the power cable. There is risk of fire or electric shock.
- Do not plug or unplug the power supply plug during operation. There is risk of fire or electric shock.
- Do not touch the product with wet hands. There is risk of fire or electric shock.

- Do not place a heater or other appliance near the power cable. There is risk of fire and electric shock.
- Do not allow water to run into electric parts. It may cause fire, failure of the product, or electric shock.
- Do not store or use flammable gas or combustible near the appliance. There is risk of fire or failure of product.
- Do not use the product in a tightly closed space for a long period of time. Oxygen deficiency could occur.
- If strange sounds or smoke come from product, turn the breaker off or disconnect the power supply cable. There is risk of electric shock or fire.
- Stop operation and close the window during a storm or hurricane. If possible, remove the product from the window before the hurricane arrives. There is risk of property damage, product failure, or electric shock.
- Make sure water does not enter the product. There is risk of fire, electric shock, or product damage.
- Turn the main power off when cleaning or maintaining the product. There is risk of electric shock.
- When the product is not going to be used for a long time, disconnect the power supply plug or turn off the breaker. There is risk of product damage or failure, or unintended operation.

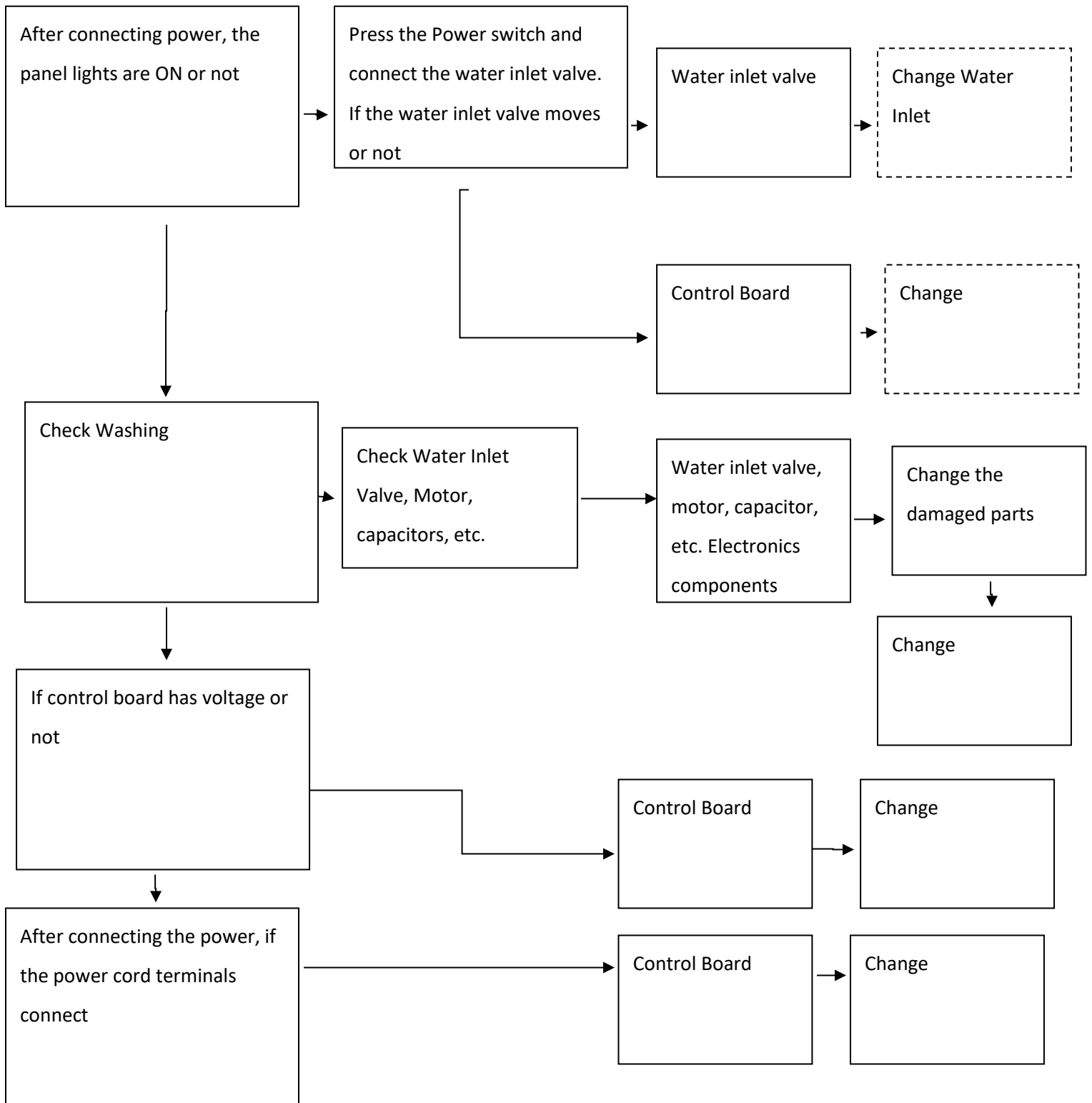
2. TROUBLESHOOTING

2.1 Malfunctions and solutions

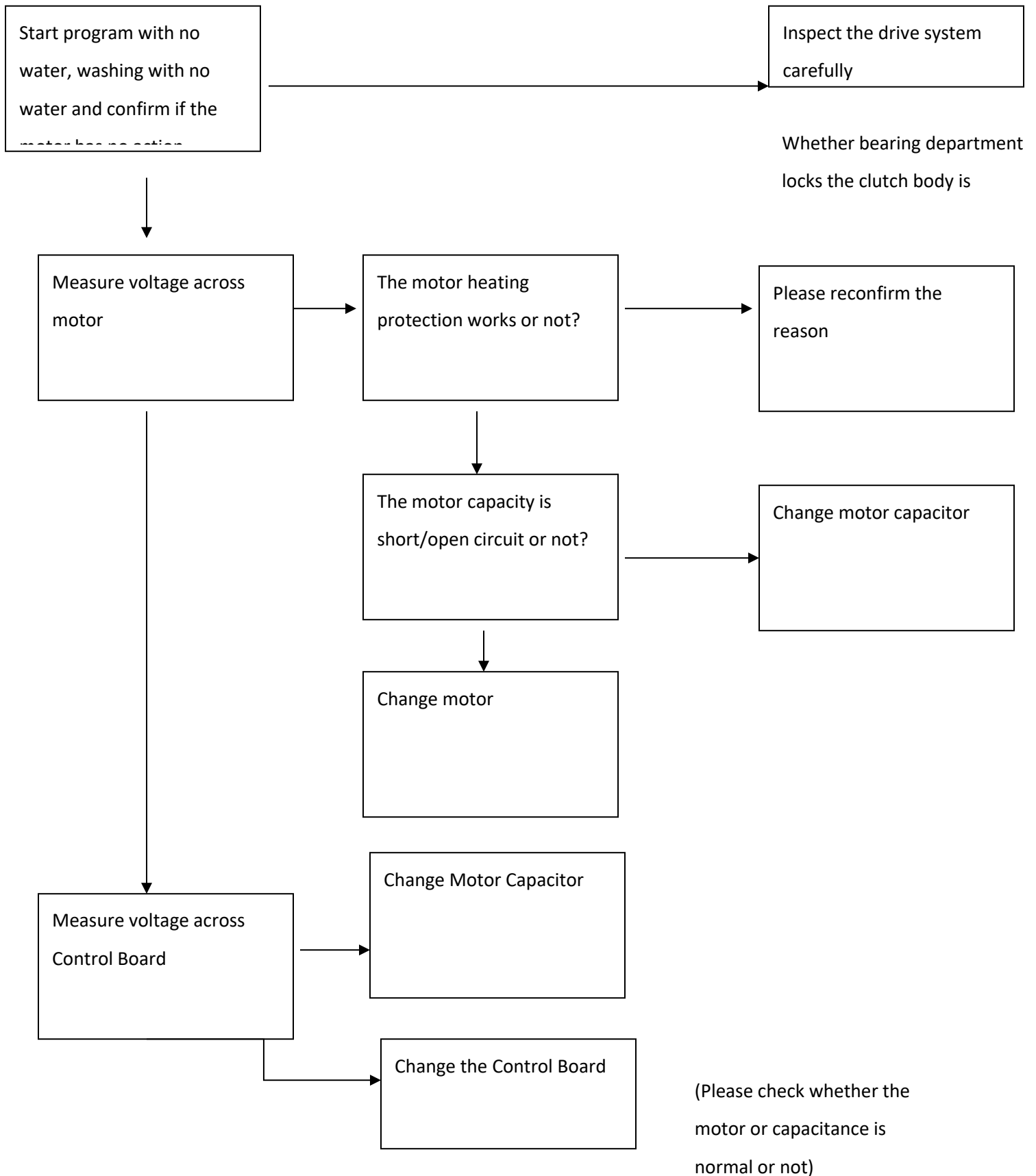
Symptoms	Inspection method
Not running	Is the fuse damaged or does the fuse box have a bad contact? Does the power cord plug insert normally? Did you turn on the water?
Not draining	Did you put the drain hose down? Is the drain hose blocked? Is the drain hose well connected?
Not filling	Did you turn on the water? Did the water pipe freeze? Is the inflow pipe / water inlet valve filter net blocked?
Not spinning	Is the washing machine tilted? Did you put down the drain hose? Did you close the door/lid?

2.2 Fault tree

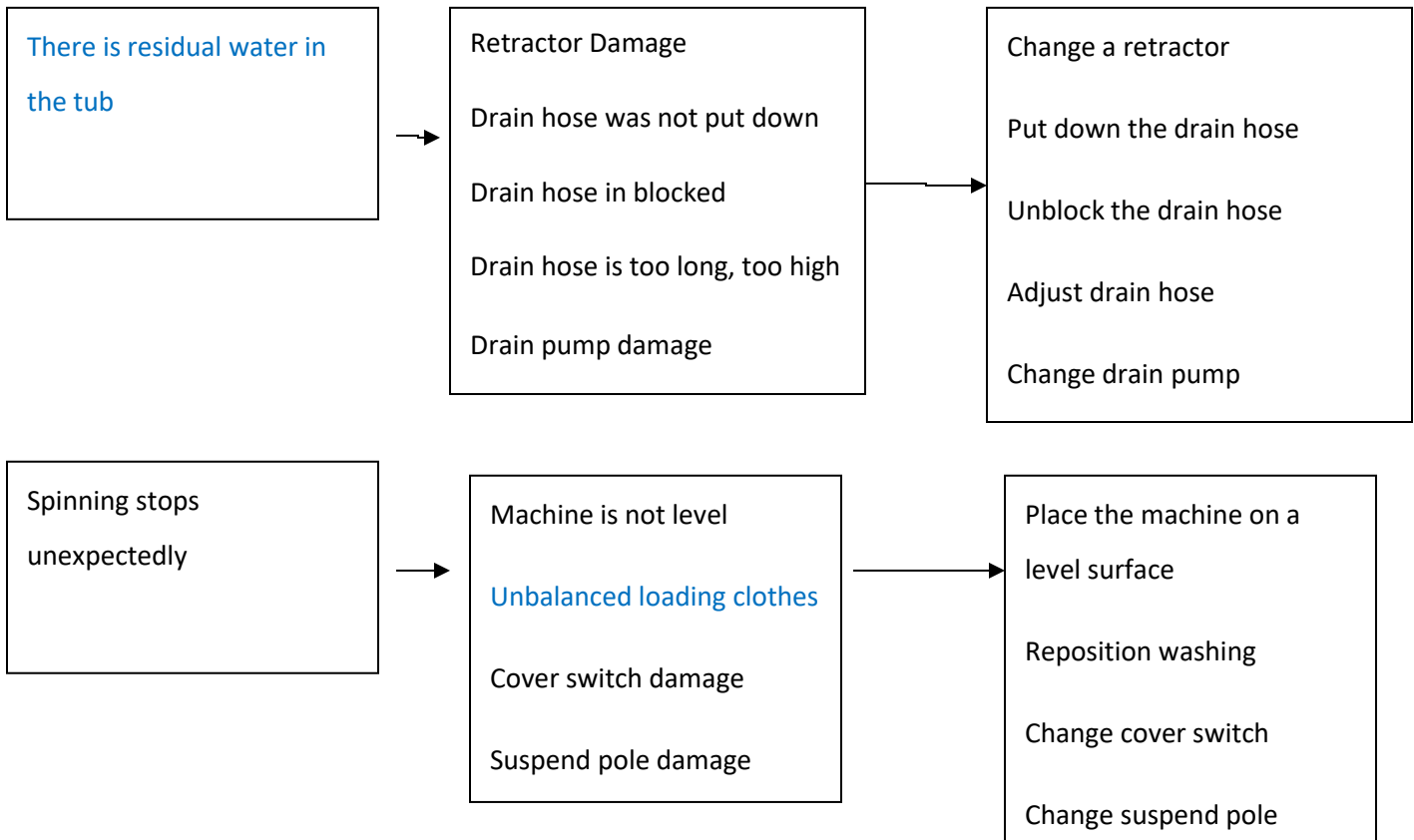
1. All operations failure



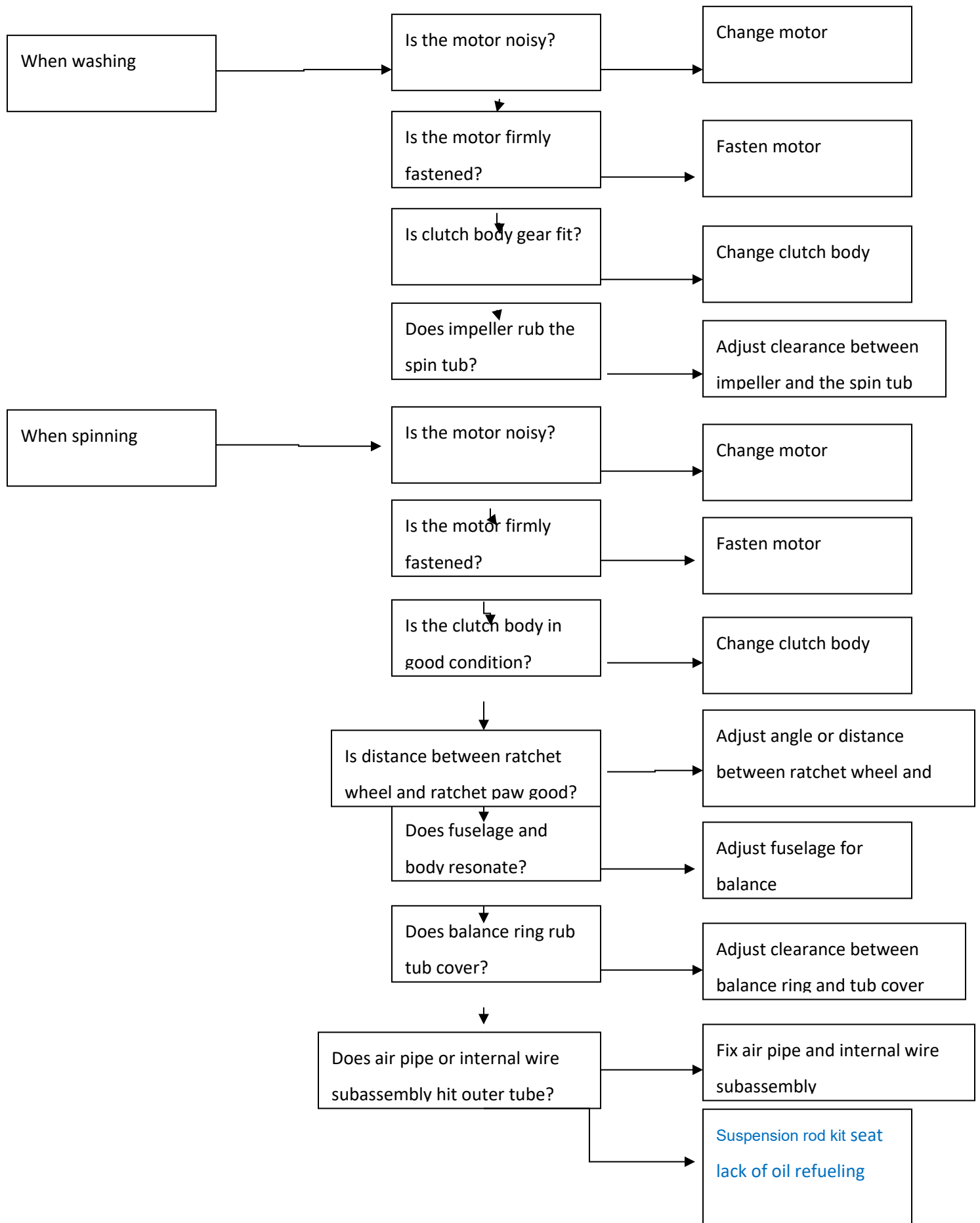
2.3 Not turn or one-way turn when washing



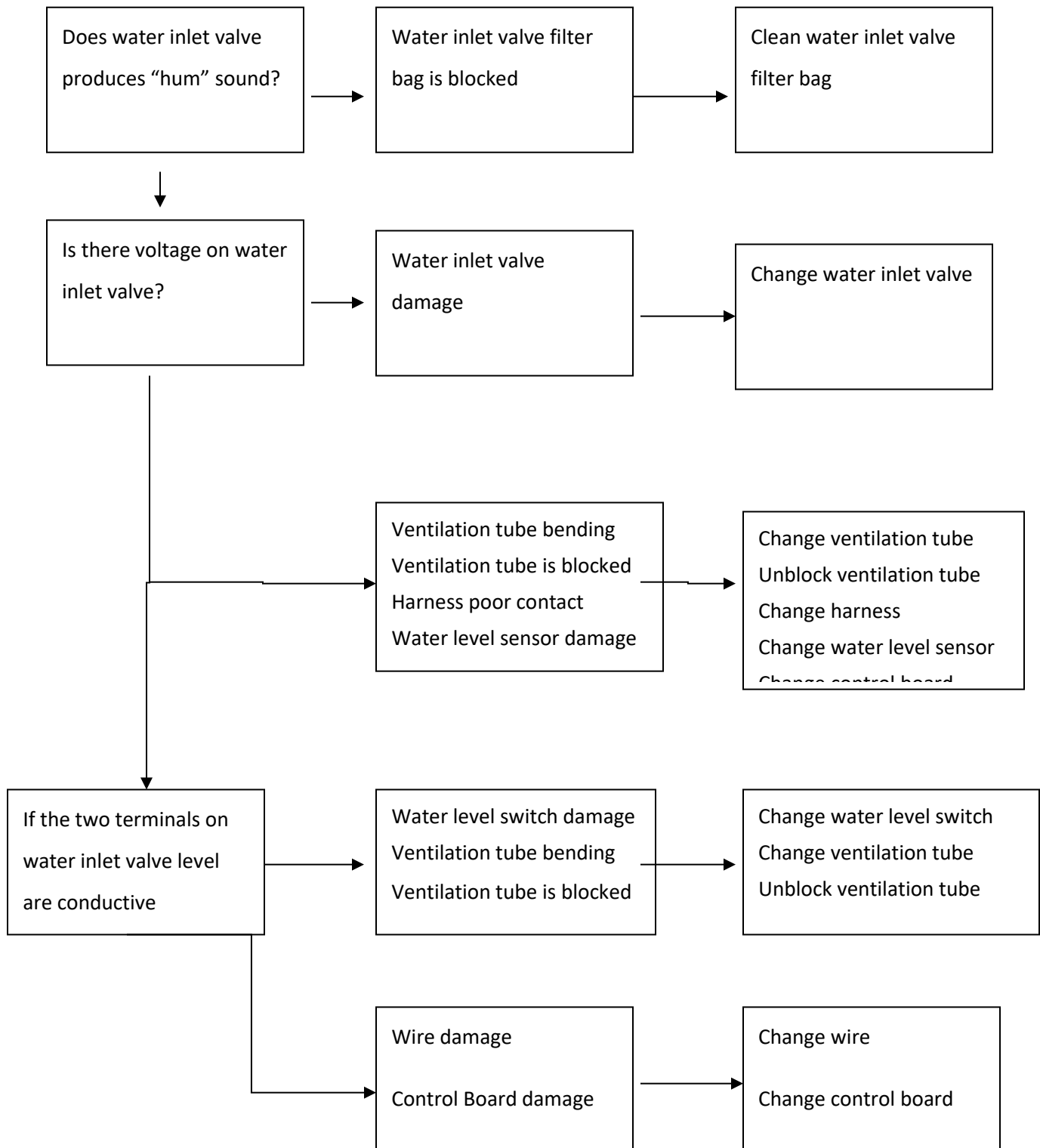
2.4 Abnormal downtime in the middle of the process



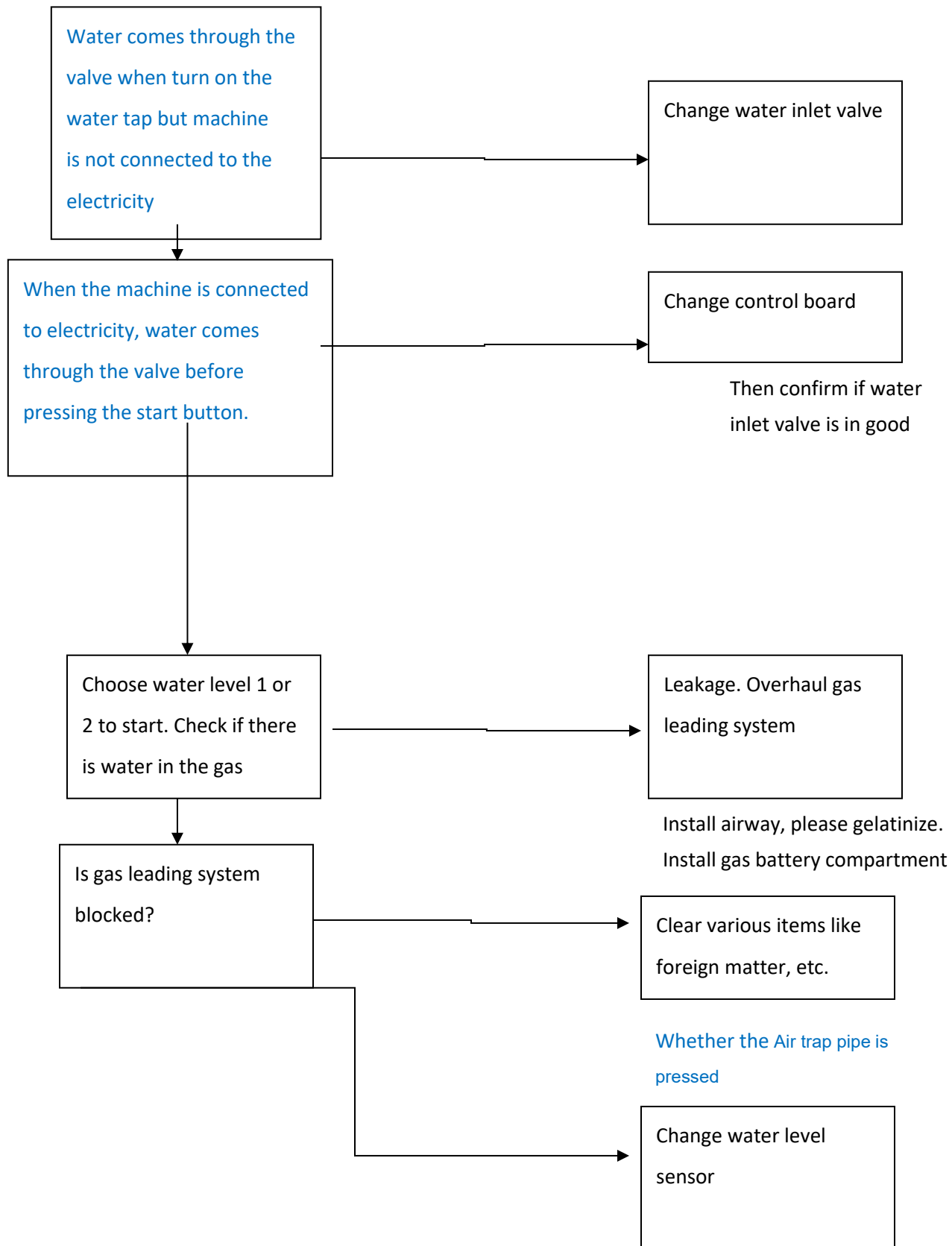
2.5 Abnormal noise and vibration



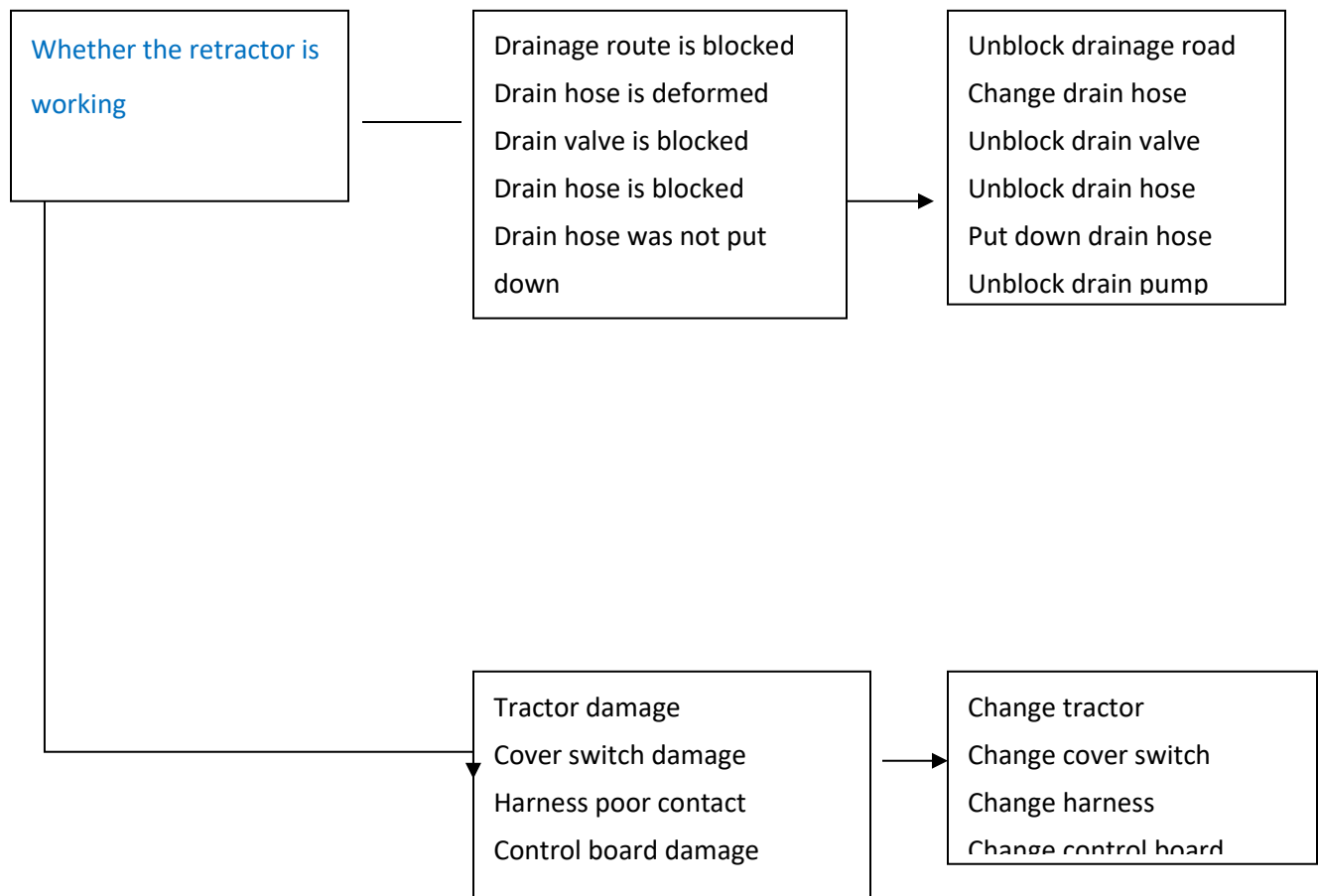
2.6 Water doesn't come in or water comes in intermittently



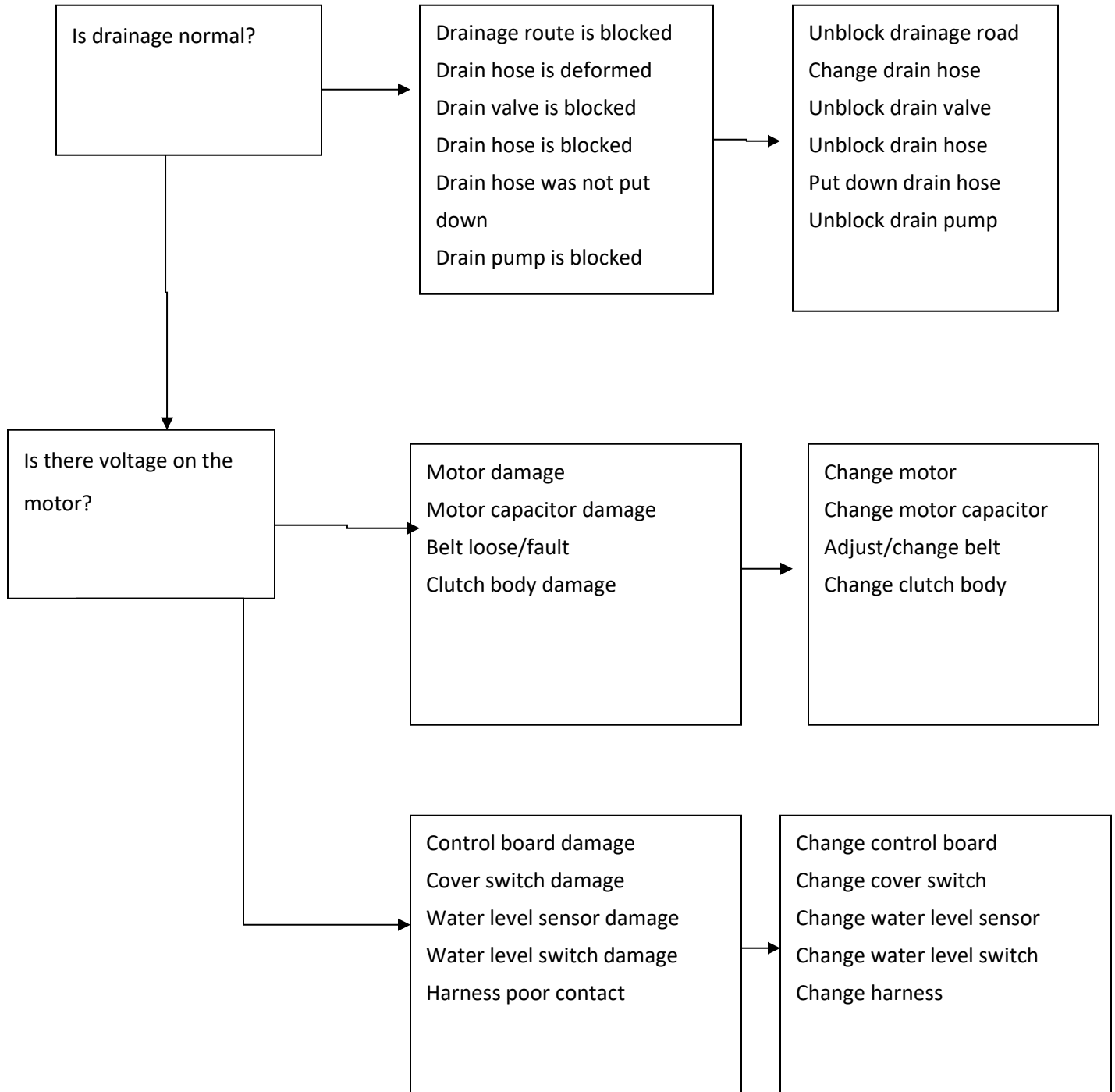
2.7 Water does not stop



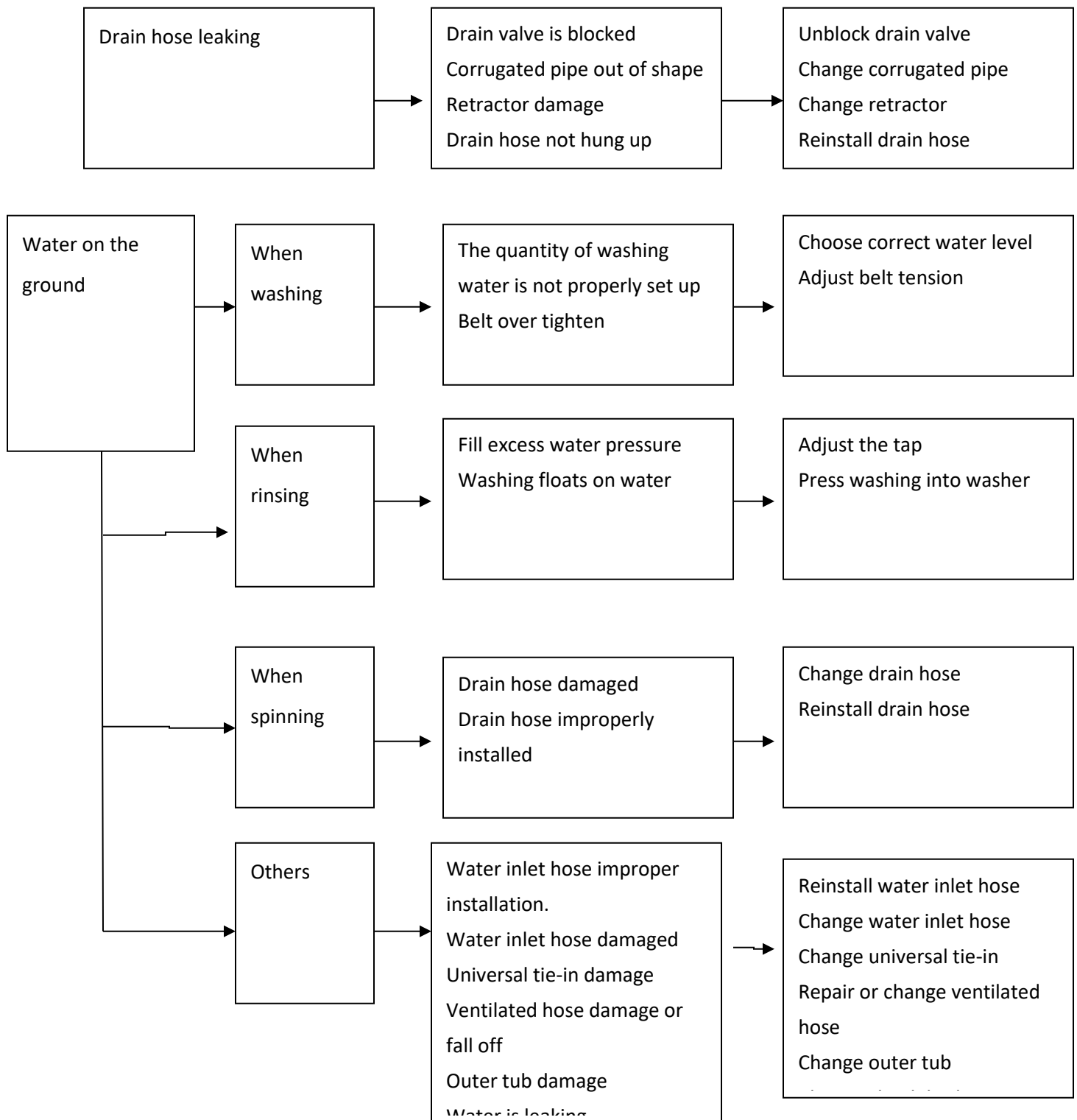
2.8 No drainage



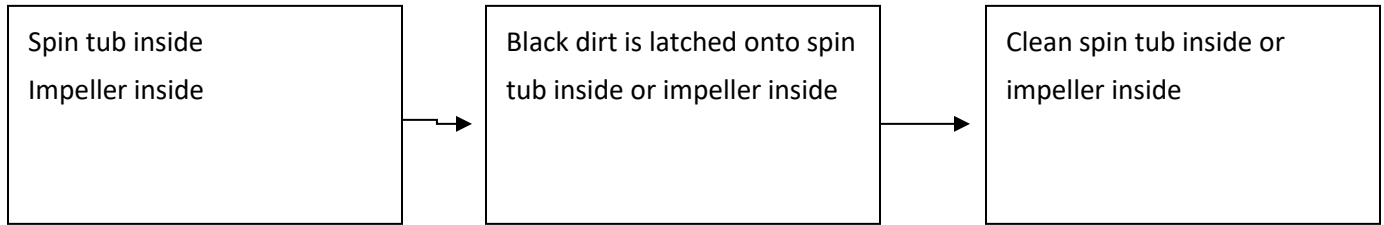
2.9 No spinning



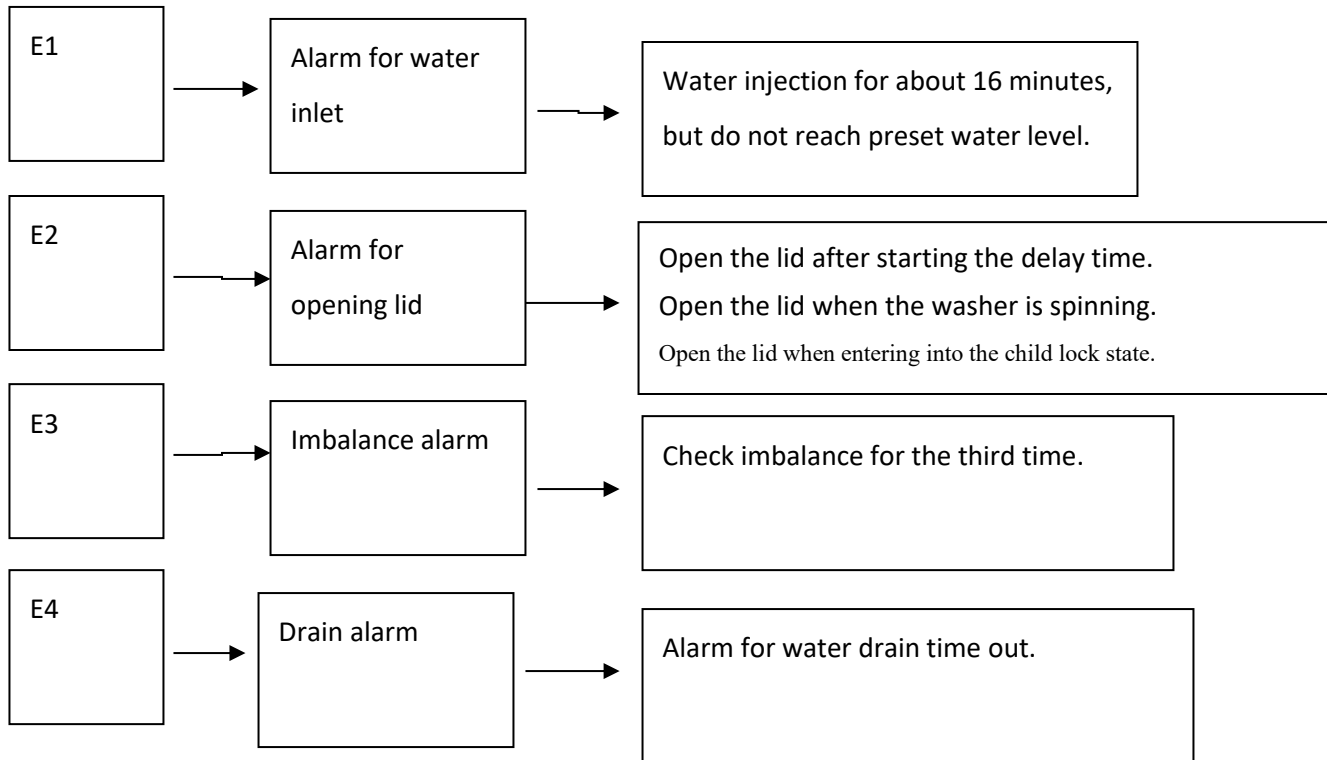
2.10 Leaking



2.11 Oily dirt adherence



2.12 Abnormal alarms



3. UNPACKING

3. 1 Product disassembly precautions and steps:

I. General Attention:

1. Before you remove or repair, you must always unplug the power cord.
2. When you connect wires, make sure to connect all wires with wiring cap, use the tool to press wiring caps to connect them firmly and use tape to make the line fully insulated.
3. When you plug wire and connect wires, you must insert the terminals to the roots, so they cannot be easily pulled.
4. When you place internal wires, you must fix them to avoid moving parts, for example v-belt, pulley, suspend pole, etc. or high temperature parts according to original state.
5. The removed screws must be preserved, because you will need them to install.
6. When you diagnose faults, you must be very careful to not get an electric shock if you need to operate in electricity situation.

II. Product disassembly steps:

1. Remove the screws on the rear cover, remove the drain hose screws and then take down the rear cover.
2. Remove the ground screws, capacitor screws, and then pull out the air pipe.
3. Pull the insulating bag and then remove the wire connector.
4. Pull out the front control panel screws, and then remove the top cover screws.
5. Take down the top cover subassembly, and put it in the right place
6. Remove the control board screws; pull out the control board terminals and then take down the control board and the front control panel.
7. Take down the back control panel, cover switch, nozzle, water level sensor and internal wire subassembly.
8. Take down cover pin, twist spring and take out cover subassembly..
9. Remove the outer tub cover screws and the impeller screws; finally take out the outer tub cover and the impeller.
10. Take out impeller adjusting washer, remove the big nut and take out the coupling flange washer.
11. Take out spin tub subassembly.
12. Take out the outer tub subassembly.
13. Turn the outer tub subordinate-subassembly, and remove the motor screws, the bracket screws, the clutch body subassembly screws, the retractor screws and the drain pump screws (or drain valve subassembly screws), finally take out motor, bracket, clutch body subassembly, retractor and drain pump (or drain valve subassembly) .
14. Remove the base plate screws, and then take out outer tub subordinate-subassembly on the base plate
15. In turn, counterclockwise (or clockwise) order take out the suspend poles, and then put them down on the ground.

16. Remove the power cord.

17. Remove the base subassembly for cabinet screws and then take out the base subassembly for cabinet.

3> Product disassembly step-by-step instructions:

Steps	Detailed Steps	Picture caption
1. Remove the screws on the rear cover, remove the drain hose screws and then take down the rear cover (separate the drain hose and cabinet)	1) Remove the screws on the rear cover (red circles) and then take out the rear cover. 2) Remove the drain hose screws to separate the drain hose and cabinet.	
2. Remove the ground screws, capacitor screws, and then pull out the air pipe. (separate the air pipe and suspend poles)	1) Remove the ground screws to separate the earth wire subassembly and cabinet. 2) Remove the capacitor screws, take down capacitor catch. 3) Pull out the air pipe to separate the air pipe and suspend poles (When installing the air pipe, remember to coat adhesive to prevent leakage)	
3. Pull the insulating bag, then remove the wire connector.	1) Pull the insulating bag 2) Remove the wire connector.	
4. Pull out the front control panel screws, and then remove the top cover screws.	1) Pull out the front control panel screws (sometimes you will need to remove the hole cover) 2) Remove the top cover front and back screws.	
5. Take down the top cover subassembly and put it in the right place (avoid scratching the top cover subassembly)		
6. Remove the control board screws, pull out the control board terminals, and then take down the control board and the front control panel.	1) Remove the control board screws, pull out the control board terminals (When plugging and connecting wires, you must insert terminals to the roots to avoid pulling them easily.) 2) Take down the control board and the front control panel separately	
7. Take down the back control panel, cover switch, nozzle, water level sensor, and internal wire subassembly.	1) Remove the back control panel screws and take out the back control panel. 2) Remove the cover switch I screws, and take out cover switch. 3) Take down the nozzle. 4) Remove the water level sensor screws and take out the water level sensor. 5) Take out the internal wire subassembly.	
8. Take down cover pin, twist spring and take out cover subassembly	1) Take down cover pin 2) Take down twist spring and take out cover subassembly.	

9. Remove the outer tub cover screws and the impeller screws, take out the outer tub cover and the impeller.	1) Remove the outer tub cover screws, and take out the outer tub cover 2) Remove the impeller screws, and take out the impeller	
10. Take out impeller adjusting washer, remove the big nut and take out the coupling flange washer.	1) Take out impeller adjusting washer 2) Remove the big nut and take out the coupling flange washer	
11. Take out spin tub subassembly.	1) Take out spin tub subassembly, and put it on flat ground	
12. Take out the outer tub subassembly.	1) Firstly make suspend poles and the outer tub subordinate -subassembly separately.	

13. Turn the outer tub subordinate - subassembly, and remove the motor screws, the bracket screws, the clutch body subassembly screws, the retractor screws, and the drain pump screws (or drain valve subassembly screws), finally take out motor, bracket, clutch body subassembly, retractor, and drain pump (or drain valve subassembly)	1) Remove the motor screws and take out motor. 2) Remove the bracket screws and take out bracket. 3) Remove the clutch body subassembly screws and take out clutch body subassembly. 4) First, separate retractor and the clutch body subassembly, remove retractor screws, and take out retractor	
	5) Remove drain pump screws (or drain valve subassembly screws) and take out drain pump (or drain valve subassembly). When you install drain pump (or drain valve subassembly) , remember to coat adhesive to prevent leakages)	
14. Remove the base plate screws, and then take out outer tub subordinate - subassembly on the base plate	1) Remove the base plate screws and take out the base plate. 2)Take out outer tub subordinate -subassembly on the base plate.	
15. In turn, counterclockwise (or clockwise) order take out the suspend poles, and then put them down on the ground.	1)When installing the suspend poles, remember the installing order.	
16. Remove the power cord	1)Remove the power cord	

17. Remove the base subassembly for cabinet screws, and then take out the base subassembly for cabinet.	1) Remove the base subassembly for cabinet screws, and then take out the base subassembly for cabinet. 2) Take out the cabinet.	
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