7 TROUBLESHOOTING

7.1Washer Won't Start (Press the “POWER ”button, not light)

The most common part(s) or condition(s) which contribute to the symptom Washer won't start are listed below. Check or test each item.

If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Incoming Power Problem	Check the power at the electrical outlet which the washer is plugged into. Plug a lamp or radio into the outlet to check it. If the outlet is dead, check the circuit breakers or fuses for the home.
Power Cord	If power supply is OK, the power cord itself might be defective. This is rare. You can check the power cord with an Ohm meter for continuity.
Line Fuse	If the washer won't start the line fuse might have blown, or the line fuse holder might be damaged and need to be replaced.
Main Control Board(PCB)	If the washer won't start the main control board might be defective.

7.2 Washer Fills slowly or not supply

(If the water supply is not finished in 30mins after the water supply has started, the buzzer rings and "E1" is displayed on the indicator)

The most common part(s) or condition(s) which contribute to the symptom Washer fills slowly are listed below. Check or test each item. If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Low Water Pressure from House Supply	If the washer fills very slowly, the water pressure from the house might be too low. If the water inlet valve isn't leaking and there are no other symptoms this problem does not need to be corrected.
Water inlet hose	Make sure that water faucet is turned on and that the screens on the hoses are not restricted.
Water inlet valve (The voltage on the water inlet valve is normal)	If the water pressure is good, try cleaning the screens inside the water inlet valve hose connection ports. If those are clean replace the water inlet valve.
Water level sensor or control switch (No voltage on the water inlet valve)	A water lever control switch controls how much water enters the washing machine by PCB. If the water level control switch is defective, or more commonly, if the small air pipe attached to the air bell restricted, The switch will not be able to close the electrical contacts to the washer fill valve. CHECK THE AIR PIPE CHECK THE WATER LEVERL SENSOR CHECK THE PCB and the inner wire between PCB and the sensor

7.3 Washer Overflowing (Water fills not stop)

The most common part(s) or condition(s) which contribute to the symptom Washer overflowing are listed below. Check or test each item.

If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Water inlet valve	If the washer is overflowing and power is shut off to the washer, the water inlet valve has failed. Replace it.
Water level sensor or control switch	A water lever control switch controls how much water enters the washing machine by PCB. If the water level control switch is defective, or more commonly, if the small air pipe attached to the air bell comes off, there will no longer be pressure in the hose pushing on the air tight diaphragm in the water level control switch. The switch will not be able to open the electrical contacts to the washer fill valve. CHECK THE AIR PIPE CHECK THE WATER LEVERL SENSOR CHECK THE PCB and the inner wire between PCB and the sensor

7.4 Washer Won't Agitate or some abnormal noise

The most common part(s) or condition(s) which contribute to the symptom Washer won't agitate are listed below. Check or test each item. If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Agitator or Impeller Kit	If the washer won't agitate this agitator repair kit may solve the problem. The kit contains the components that wear out over time. This is a relatively easy repair.
Door or Lid Latch Assembly	The lid switch assembly might be defective. This is a very common problem. The lid switch assembly can fail either mechanically or electrically. Test any electrical switches with an Ohm meter for continuity. The switches should have continuity according to their design.
Motor Coupling	If the washer won't agitate the motor coupling might have failed. The motor coupling connects the motor to the washer transmission. It is designed to fail if the washer is overloaded in order to protect both the motor and transmission.
Drive Belt (V-BELT)	If the washer won ‘t agitate the drive belt might have worn out. Over time the drive belt will fail just from normal use . Replace the belt every three or five years depending on how much the washer is used.
Motor capacitor	The assembly of electric capacitor is mainly used to start motor and control the motor rotation direction. If the motor capacitor is defective the washer may not work at all or function properly.
Drive Motor	This is not common. Check all of the other related parts to this symptom before replacing the motor. If the motor is visibly burned out or physically damaged it will have to be replaced.
Main Control Board(PCB)	If the washer won't Agitate the main control board might be defective.

7.5 Washer Won't drain or some abnormal noise

The most common part(s) or condition(s) which contribute to the symptom Washer won't drain are listed below. Check or test each item.

If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Clogged drain valve or Hose	It's common for small socks or other small clothing items to get into the water drain system and clog the hose leading to drain valve or the drain valve itself. Remove the hoses from the drain valve in order to remove the article of clothing before replacing the drain valve.
Door or Lid Safety switch Assembly	The lid switch assembly might be defective. This is a very common problem. The lid switch assembly can fail either mechanically or electrically. Test any electrical switches with an Ohm meter for continuity. The switches should have continuity according to their design.
Retractor	Retractor is consisted of motor and traction system, it can drive the drain valve to drain water, and at the same time control the clutch to achieve the conversion from washing to spinning operation. If the washer won't drain, should check the retractor.
Drain Pump (Only for up drain system)	It 's common for a small sock or other article of clothing to get caught in the drain pump .Check both for an obstruction before check and replace the pump
Water level sensor or control switch	If the water level control switch is defective, or more commonly, if the small air pipe attached to the air bell comes off, there will no longer be pressure in the hose pushing on the air tight diaphragm in the water level control switch. The switch will not be able to close the electrical contacts to the drain valve. CHECK THE AIR PIPE CHECK THE WATER LEVERL SENSOR CHECK THE PCB and the inner wire between PCB and the sensor

7.6 Washer Won't spin or vibration, making noise

The most common part(s) or condition(s) which contribute to the symptom Washer won't spin are listed below. Check or test each item.

If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Imbalance load E4--Alarm for imbalance	Is the laundry spread out evenly in the washer? Is the washer set on a sturdy flat surface? Washer vibration can occur if one of the leveling legs is out of adjustment, be sure to adjust each leg until the machine is level side to side and front to back
Won't drain	SEE 7.5 Washer Won't drain or some abnormal noise
Door or Lid Safety switch Assembly	The lid switch assembly might be defective. This is a very common problem. The lid switch assembly can fail either mechanically or electrically. Test any electrical switches with an Ohm meter for continuity. The switches should have continuity according to their design.
Tub Seal and Bearing Kit and Balance Ring	If the washer won't spin the tub seal and bearing kit and Balance Ring might need to be replace. This is a very involved repair and will require disassembling most of the washer. If the bearing is bad the problem is going to get worse very quickly and so either the kit will need to be replaced or the washing machine.
The suspension rod assembly	The suspension rod assembly connects the tub subassembly to cabinet. It reduces the vibration of the washer during washing and spinning.Washer vibration can occur if one or more suspension rods are broken. Check all four rods, replace any that are broken.

7.6 Washer Won't spin or vibration, making noise

Causes	Explanation
Motor Coupling	If the washer won't spin the motor coupling might have failed. The motor coupling connects the motor to the washer transmission. It is designed to fail if the washer is overloaded in order to protect both the motor and transmission.
Drive Belt (V-BELT)	If the washer won't spin, check the drive belt. If the belt is broken or if it isn't tight on the pulleys the washer won't spin properly.
Clutch	The clutch assembly makes the connection between the transmission and the inner tub. As the clutch wears out it may prevent the tub from spinning. The clutch is not repairable, if it is loud or not working properly it will need to be replaced.
Motor capacitor	The assembly of electric capacitor is mainly used to start motor and control the motor rotation direction. If the motor capacitor is defective the washer may not work at all or function properly.
Drive Motor	This is not common. Check all of the other related parts to this symptom before replacing the motor. If the motor is visibly burned out or physically damaged it will have to be replaced.
Main Control Board(PCB)	If the washer won't spin the PCB also might be defective. The motor control board provides power to the motor as well as direction and force. If the motor control board is defective the washer may not work at all or function properly.

7.7 Electric leakage

The most common part(s) or condition(s) which contribute to the symptom Electric leakage are listed below. Check or test each item.

If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Power cord	Power affected with damp or damaged
Incoming Power Problem	Outlet ground connection not reliable
Earth Grounded wire	Make the ground connection reliable.
Motor	Motor affected with damp should be dried or replaced
Other parts have electricity	Parts have water may leak electricity

7.8 Washer Leaking Water

The most common part(s) or condition(s) which contribute to the symptom Washer Leaking Water are listed below. Check or test each item.

If you are still unable to solve the problem you may need to do additional research and troubleshooting.

Causes	Explanation
Water inlet hose	If the washer is leaking water, check the inlet hose, this is the most common place for water to leak. Replace them with stainless steel or some other, more durable hose.
Drain Hose	If the washer is leaking water check the drain hose. The most common places for the hose to spring a leak is from the connection to the valve out to the back of the washer. Another common occurrence is when the washer gets pushed too far back against the wall.
Tub Seal and Bearing Kit	If the washer is leaking water the tub seal and bearing kit might need to be replace. This is usually a very involved repair and will require disassembling most of the washer.