Service Manual

Model:MFL100-UU1413B/H11EW-EU(NA30)

MFL90-JUU1413B/H11EW-EU(NA30)

MFL80-U1413B/H11EW-EU(NA30)

Note：

Read this service manual carefully before service.

Please contact your service center if you have any problem.

Contents

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06 DISASSEMBLY OF WASHER

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WARNING

- Unplug the power cord once you don’t need it
- Do not hold the plug by a wet hand
- Failing to unplug may cause an electric shock

INPORTANT SAFETY NOTICE：

This service information is intended for individuals possessing adequate backgrounds of electrical, electronic and mechanical experience. Any attempt to repair this appliance may result in personal injury or property damage. The manufacturer or seller can not be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.

01 PRECAUTION

NOTICE:

During the repair process, please pay attention to the following safety precautions when troubleshooting and replacing parts.

Safety Precautions

- **Use original parts**

The components of a washing machine have safety features such as non-flammability and voltage resistance. Therefore, it is essential to use the same components recommended by the manufacturer. Especially for labeled major safety components, it is necessary to only use the specified parts.

- **Grounding**

Connect the grounding wire to the outer shell plate and bury it at least 25 centimeters underground, or connect the grounding wire to the appropriate pin on a properly grounded power outlet. Do not connect the grounding wire to telephone lines, lightning rods, or gas pipelines.

Service Precautions

- **Observe Warnings**

Be sure to follow special warning and precautions that are described on part labels and in the owner's manual.

01 PRECAUTION

- **Parts Assembly and Wiring**

Be sure to use insulation material (such as tube and tape). And be sure to restore all parts and wires to their original position. Take special care to avoid contact with sharp edges.

- **Perform Safety Checks after Service**

After servicing, check to see that the screws, parts, and wiring are restored to their original positions, and
check the insulation between the external metals and the socket plug. In addition, place the washing machine
in a level position (less than 1(one) degree) to prevent vibration and noise during operations.

- **Insulation Checks**

Pull out the plug from the power receptacle, pour water into the spin tub, and then set the timer. Check to see that the resistance insulation between the terminals of the plug and the externally exposed metal is greater than 1M.

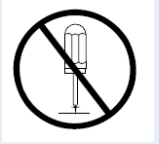
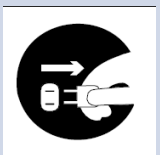
NOTICE:

When it is impossible to perform insulation check with a 500V insulation resistance tester, use other testers for inspection.

01 PRECAUTION

- Please observe the following notes for safety.
- The symbols indicate as follows.

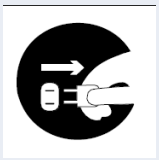
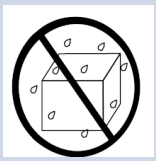
Symbol	Meaning
 **WARNING**	Indicates possibility of death or serious injury of a repair technician and a person nearby through the misconducted work, or of a user by a defect of the product after the work performed by the technician.
 **CAUTION**	Indicates possibility of injury or physical damages* of a repair technician and a person nearby through the misconducted work, or of a user by a defect of the product after the work performed by the technician.

Graphic Symbol	Meaning
 **ELECTRIC SHOCK**	• Indicates a caution (including a warning). • Specific instruction is followed by a graphic or characters in or near • Symbol left warns an electric shock.
 **DO NOT DISASSEMBLE**	• • indicates prohibition (act must not be conducted). • Specific instruction is followed by a graphic or characters in or near. • Symbol left warns not to disassemble.
 **UNPLUG POWER**	• • indicates forcing (act must be conducted). • Specific instruction is followed by a graphic or characters in or near. • Symbol left warns to unplug the power cord.

WARNING

	• Advise the customer to keep children out of the work place. • Children may be injured with a tool or a disassembled part.
	• Unplug power cord for the work such as disassembling which is not unnecessary to power on . Do not hold the plug by a wet hand. • Failing to unplug may cause an electric shock.
	• Use the specified repair parts when repairing the product. • Otherwise, a malfunction or a defect may occur. • Also, a short circuit, ignition or other danger to the customer may occur.
	• After repair, measure insulation resistance between the charging part (power cord plug) and the non-charging metallic part (ground) with an insulation resistance meter (500V). The resistance shall be 10M• or more. • Failing to check the insulation resistance may cause a short circuit, electric • shock or other diseases to the customer.
	• Do not modify the product. • An electric shock or ignition may occur.
	• Only a repair technician can disassemble and repair. • An electric shock, ignition or malfunction may cause injury.

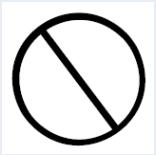
WARNING

	• • Use an exclusive A socket for the washing machine. • Otherwise, an electric shock or ignition may cause. Sharing the same socket • with other instrument causes heating of a branch socket and result in a fire.
	• • Unplug power cord for the work such as disassembling which is not unnecessary to power on . Do not hold the plug by a wet hand. • Failing to unplug may cause an electric shock.
	• • Connect the grounding wire. • Failing to do so may cause an electric shock when a short circuit occurs. • Consult an electric work shop or a sales shop.
	• • Do not install in a bath room or a place exposed to wind or rain. • An electric shock or a short circuit may cause a fire.
	• • Do not pour or immerse electrical parts into water or liquid solution. • An electric shock or ignition may occur.
	• Wipe off dust adhered to the plug of power cord. Dust may cause a fire.

WARNING

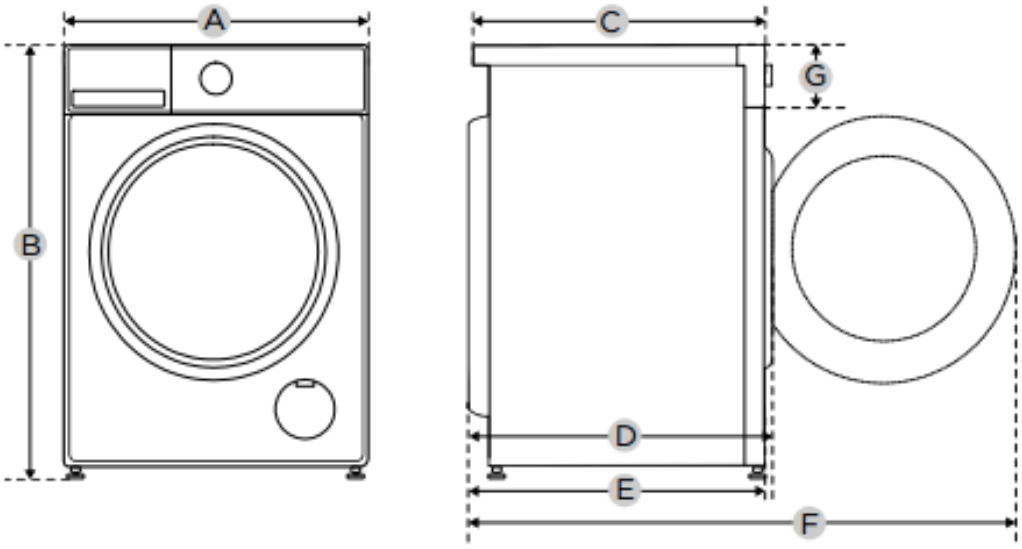
	• • Do not put inflammable into the washing tub. • Do not put cloths stained with kerosene, gasoline, benzene, thinner, alcohol, • etc. It may cause a fire or explosion.
	• • Do not touch the laundry before the spin basket stops completely. • The laundry entangles your hand causing an injury even if the basket rotates • slowly. Pay special attention to children.

CAUTION

	• • Ask an electric work shop to install the product. • Install the product securely and safely according to the electrical equipment • technical standard and the wiring standard. • Incorrect work causes an electric shock and a fire.
	• • Do not pull the power cord when unplugging. • Hold the power plug to unplug. • An electric shock or short circuit may cause a fire.
	• • Do not insert your hand under the washing machine during operation. • There is a rotary part under the machine which may cause an injury.
	• • Before starting washing, open the faucet and check water supply hose joint • which shall not be loosened for no water leaks. • The loose screw or hose joint may cause water leakage resulting in an • unexpected damage.

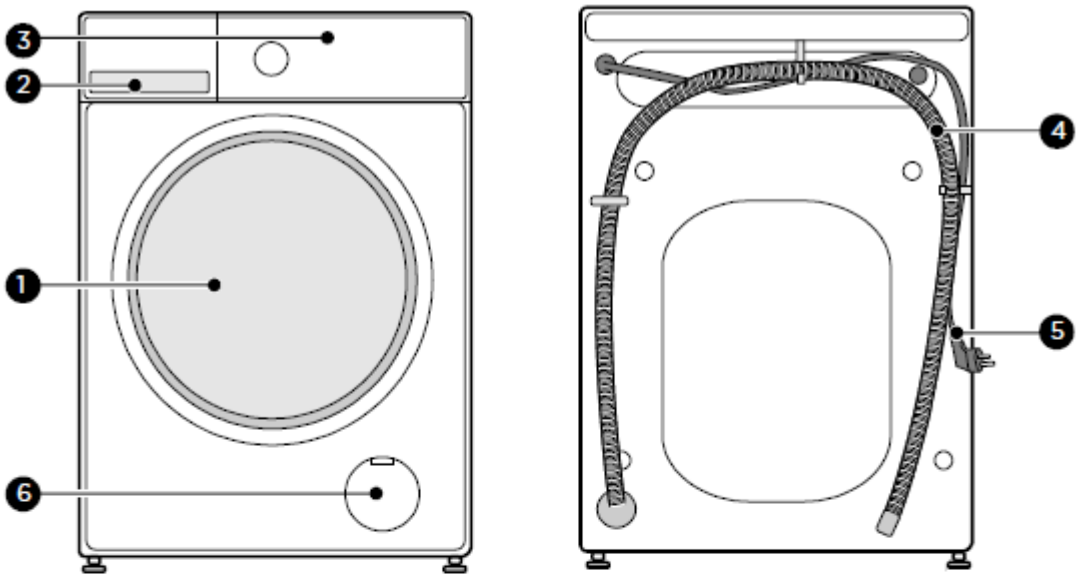
02 SPECIFICATIONS

SPECIFICATIONS



Model	MFL80-U1413B/ H11EW-EU(NA30)	MFL90-JUU1413B/ H11EW-EU(NA30)	MFL100-UU1413B/ H11EW-EU(NA30)
Power Supply	220-240V-,50Hz		
MAX. Current	10A		
Standard Water Pressure	0.05MPa-1MPa		
Washing Capacity	8.0kg	9.0kg	10.0kg
Dimension			
A	595mm	595mm	595mm
B	850mm	850mm	850mm
C	490mm	555mm	555mm
Weight	64kg	67kg	67kg
Rated Power	1880W	1880W	1880W
Reference Dimension			
D	540mm	605mm	605mm
E	510mm	575mm	575mm
F	1010mm	1075mm	1075mm
G	120mm	120mm	120mm

02 SPECIFICATIONS



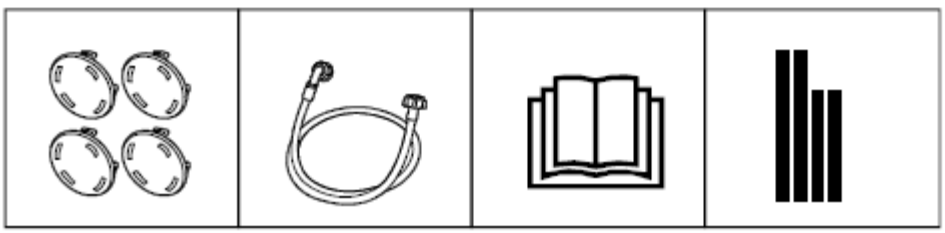
1	Door	4	Drain hose
2	Detergent dispenser	5	Power supply cord
3	Control panel	6	Service flap

NOTE

The product picture is for illustration only, please refer to real product as reference.

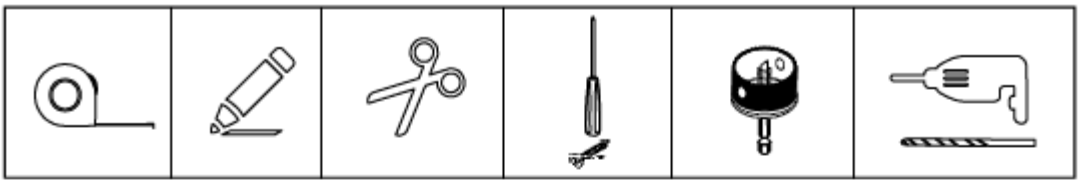
Accessories

4 x Cover caps	1 x Supply hose cold water	1 x Owner's manual	Acoustic sponge (optional)



03 INSTALLATION

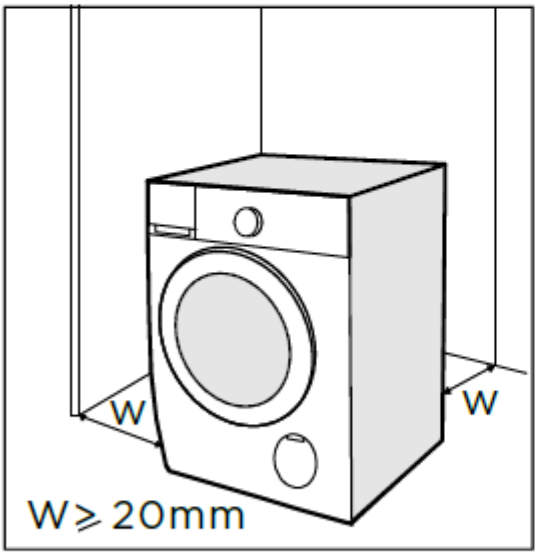
Tools Needed If Installation By Yourself (not include)

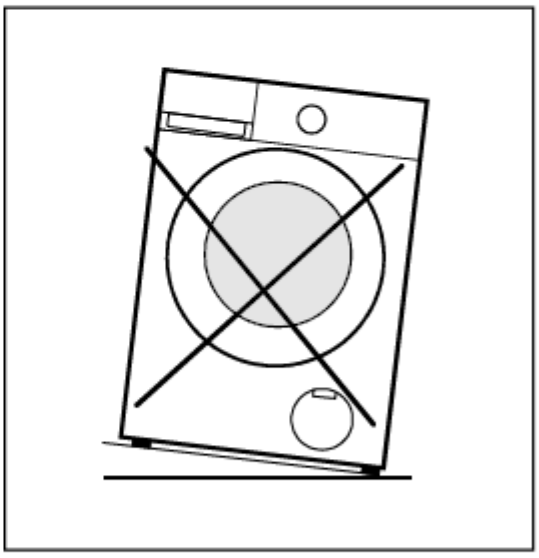


Installation Area

WARNING

- Stability is important to prevent the product from wandering!
- Make sure the machine is standing leveled and stable.
- Make sure that the product does not stand onto the power cord.
- Make sure to maintain the minimum distances from the walls as shown in the picture.



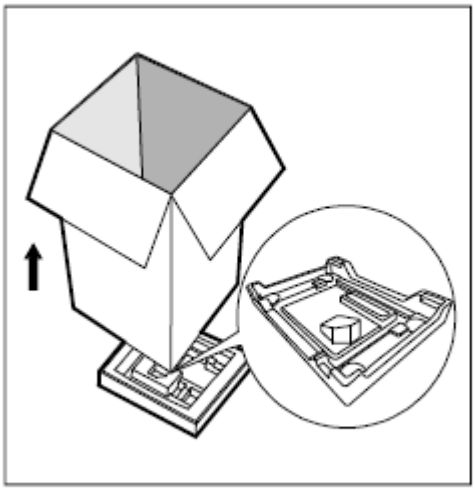


Before installing the machine, the location characterized as follows shall be selected:

1. Rigid, dry, and level surface.
2. Avoid direct sunlight.
3. Sufficient ventilation.
4. Room temperature is above 5 °C .
5. Keep far away from the heat sources such as coal or gas burning appliances.

03 INSTALLATION

Unpacking the Machine



WARNING

- Packaging material (e.g. Films, Styrofoam) can be dangerous for children.
- There is a risk of suffocation ! Keep all packaging well away from children.

1. Remove the cardboard box and styrofoam packing.
2. Lift the machine and remove the base packaging.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the inlet hose from the drum.

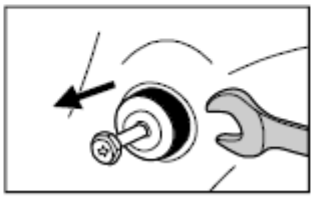
Remove Transport Bolts

WARNING

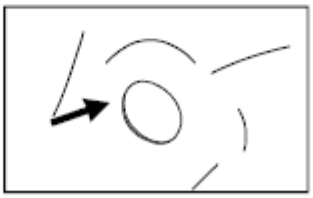
You must remove the transport bolts from the backside before using the product.

1. Loosen the 4 transport bolts with a spanner.

2. Remove the bolts including the rubber parts and keep them for future use.



3. Close the holes using the cover caps.

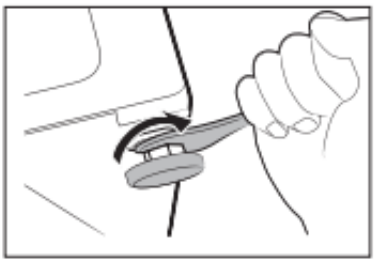


03 INSTALLATION

Levelling the Machine

WARNING

The lock nuts on all four feet must be screwed tightly against the housing.



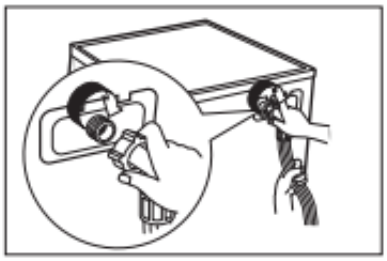
1. Loosen the lock nut.
2. Turn the foot until it reaches the floor.
3. Adjust the legs and lock the nuts with a spanner. Make sure the machine is level using a spirit level.

Connect the Water Supply Hose

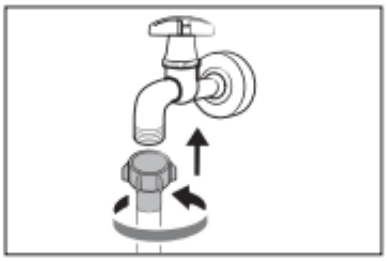
WARNING

To prevent leakage or water damage, follow the instructions in this chapter.

- Do not kink, crush or modify water inlet hose.



Connect the water supply hose to the water inlet valve and a water tap with cold water as indicated.



NOTE

- Connect manually, do not use tools. Check if the connections are tight.

Drain Hose

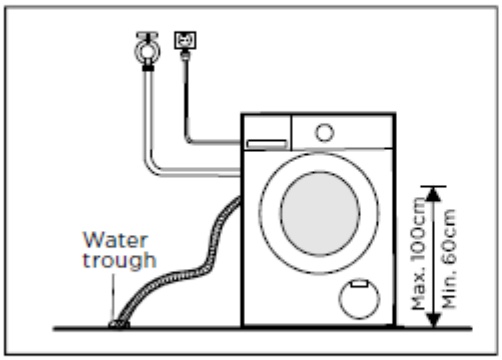
WARNING

- Do not kink or protract the drain hose.
- Position drain hose properly ,otherwise damage might result in water leakage.
- It is not allowed to remove the buckle of drain pipe.

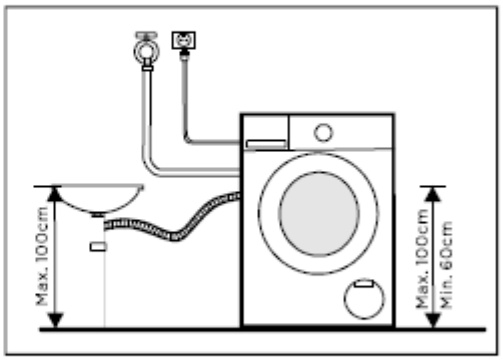
03 INSTALLATION

There are two ways to place the end of drain hose:

1.Put it into the water trough.



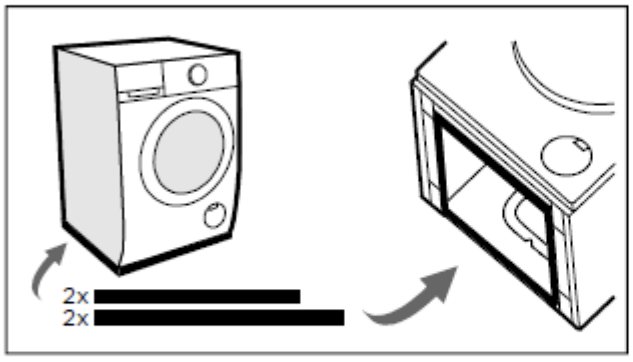
2.Connect it to the branch drain pipe of the trough.



Acoustic Sponge

NOTE

- Please make sure to assemble the acoustic sponges, which can effectively reduce the noise caused by the machine while working, in order to provide you with a more peaceful and quiet living environment.



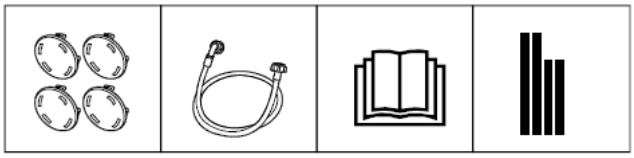
1. Get the machine laid on the floor, using some soft material like foam or clothes between the machine and floor for a protection;
2. Stick the 2x longer sponges to the longer bottom edges of machine, and the 2x shorter sponges to the shorter bottom edges.

03 INSTALLATION

UNPLUG POWER

- Unplug power cord for the work such as disassembling which is not unnecessary to power on . Do not hold the plug by a wet hand. Failing to unplug may cause an electric shock.

WARNING

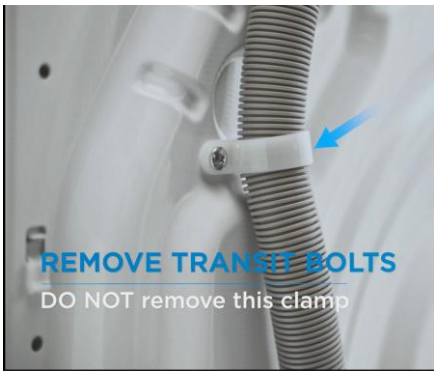
Step	Item
1. Unpack the washer Check the appearance, if no damage, take off the product from the EPS foam	 
2. Check the accessories	
3. Install the base cover(Optional)	

03 INSTALLATION

UNPLUG POWER

- Unplug power cord for the work such as disassembling which is not unnecessary to power on . Do not hold the plug by a wet hand. Failing to unplug may cause an electric shock.

WARNING

Step	Item
4. Remove 4 transit bolts and install the hole covers	
5. Notice: Mustn't remove the pipe clamp	
6. Connect inlet hose to the inlet valve	

03 INSTALLATION

UNPLUG POWER

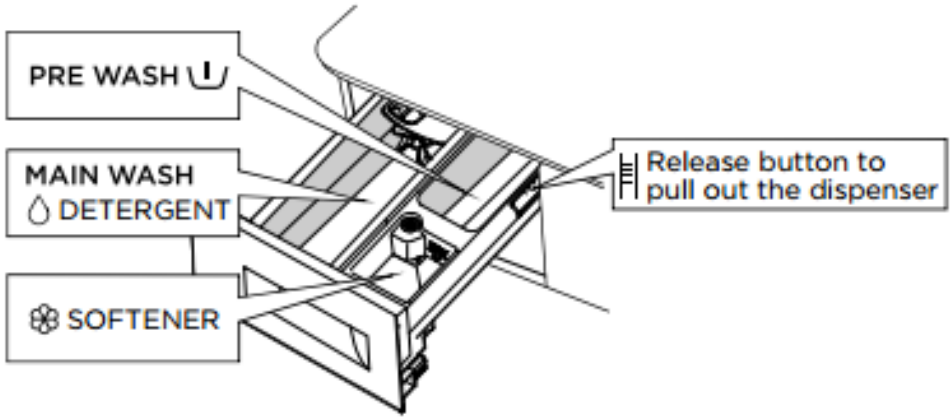
- Unplug power cord for the work such as disassembling which is not unnecessary to power on . Do not hold the plug by a wet hand. Failing to unplug may cause an electric shock.

WARNING

Step	Item
7. Connect inlet hose to faucet. **Notice : Water pressure should be 0.05-1.0 MPa (7-145 psi)**	
8. Put drain hose in drain pipe **Notice: drain hose height 0.6-1m**	
9. Level adjust	

04 OPERATION INSTRUCTION

Detergent Dispenser



CAUTION

- Detergent need to be added in compartment PRE WASH if the prewash function is selected.
- Do not use the PRE WASH function when you use liquid detergent, apply only washing powder with the PRE WASH dispenser.
- If you use detergent pods or similar, place them directly in the washing machine drum.

Program				Program			
QUICK 45'/15'		●	○	HealthGuard	○	●	○
ECO 40-60		●	○	COTTON	○	●	○
20°C		●	○	MIX	○	●	○
DOWN JACKETS		●	○	SYNTHETICS	○	●	○
RINSE&SPIN			○	WOOL		●	○
SPIN ONLY				BEDLINEN	○	●	○
DOWNLOAD	○	●	○	DRUM CLEAN			
SPORT	○	●	○	SILK		●	○
DELICATE		●	○	SHIRTS	○	●	○
JEANS	○	●	○				

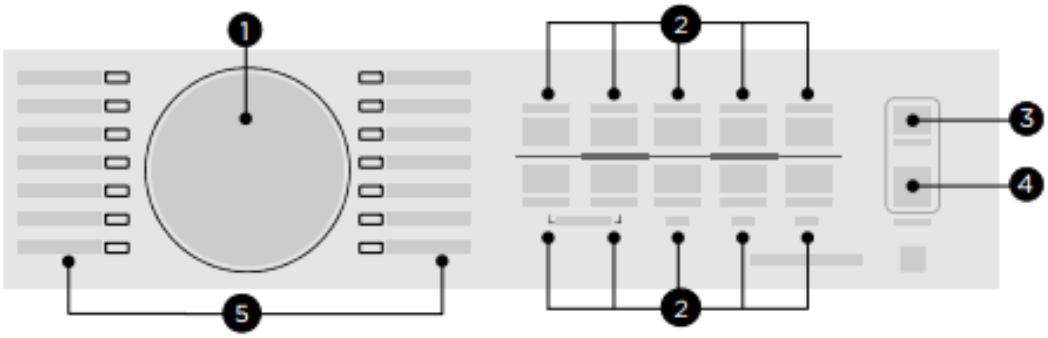
● Means must ○ Means optional

*DOWNLOAD default program is SPORT.
The programs (SPORT/DELICATE/JEANS/SILK/SHIRTS) can only be selected by SmartHome App on mobile phones.

04 OPERATION INSTRUCTION

Control Panel

Model:MFL100-UU1413B/H11EW-EU(NA30); MFL90-JUU1413B/H11EW-EU(NA30); MFL80-U1413B/H11EW-EU(NA30)



1 Display

The display shows settings, estimated remaining time, options and status messages.

2 Option

Press buttons to change program parameters or select additional functions.

3 On/Off

Power on or off the appliance.

4 Start/Pause

Start or pause your program.

5 Program

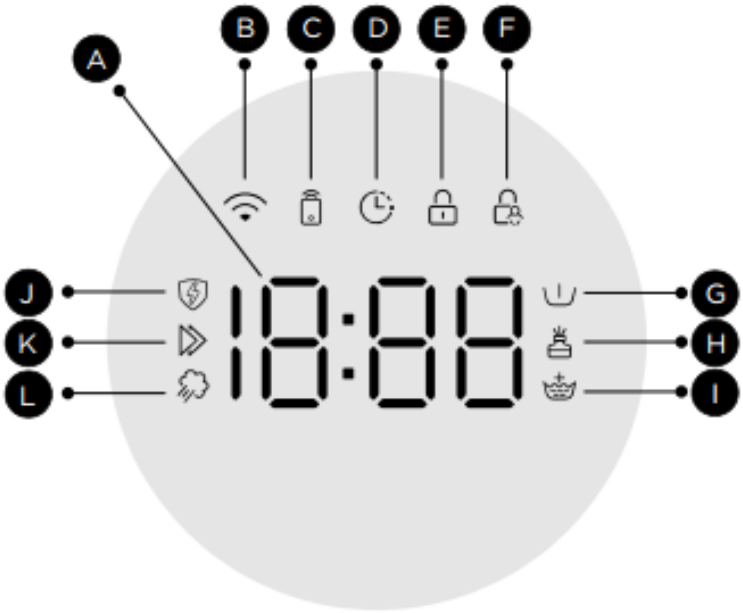
Choose appropriate program according to the laundry type.

NOTE

- The illustration above is for reference only. Please take the appearance of the actual product as reference.

04 OPERATION INSTRUCTION

Display



A Display	
Wash Time 125 Speed 400 Error E30	Delay End 2H End End Temp 30
B Wireless Network	**C** Remote
D Delay End	**E** Door Lock
F Child Lock	**G** Pre Wash
H Perfume+	**I** Extra Rinse
J Power Guard	**K** Turbo
L Steam	

04 OPERATION INSTRUCTION

Program Description

The chart describes the characteristics of the individual programs.

Programs	
QUICK45'/15'	This procedure defaults to 45', press the "Turbo" to switch to 15', which is suitable for washing few and not very dirty clothes quickly. Sometimes, after the quick 15' procedure is completed, the moisture content of clothes is high.
ECO 40-60	Able to clean normally soiled cotton laundry. For loads that can be washed at 40 °C or 60 °C in the same program.
20°C	Able to clean lightly soiled cotton laundry at a nominal temperature of 20 °C. Note: Do not exceed the maximum loading quantity.
DOWN JACKETS	This program is specially designed for washing down jackets.
RINSE&SPIN	For barely worn and new garments that need to be rinsed. Note: You can use fabric softener to freshen up your garments.
SPIN ONLY	Spins and drains the water.
DOWNLOAD	By using APP, you can download additional programs to your washing machine and select them under the Download program position. Choose the program that meets your needs in the APP.
DRUM CLEAN	Special cleaning program for your washing machine to remove dirt and limescale deposits. Clean your washing machine regularly to keep laundry washing sustainable. Note: Always run the Drum Clean program without laundry and add 1 table spoon of heavy-duty detergent.
BEDLINEN	This program is specially designed for washing bed linen.
WOOL	Gentle wash program to prevent shrinkage for machine-washable wool or wool blend fabrics. Note: Reduce the spin speed for very delicate woolen garments.
SYNTHETICS	Suitable for easy-care textiles made of synthetic or mixed fabric, such as trousers, T-shirts, pullovers and socks. Note: Reduce the spin speed for crease sensitive textiles. Do not exceed the maximum loading quantity.
MIX	For washing mixed loads made of cotton, synthetic including mixed fabric.
COTTON	This program is suitable for washing heavy-duty cotton items. Note: Use Mix program to wash mixed loads type made of cotton and synthetics.
HealthGuard	For washing mixed loads made of cotton, synthetic including mixed fabric. Particularly suitable for increased hygiene requirements. Note: Do not exceed the maximum loading quantity.
SPORT*	Washing the activewear.

04 OPERATION INSTRUCTION

Program Description

Programs	
DELICATE*	For delicate, washable textiles, e.g. made of silk, satin, synthetic fibres or blended fabrics.
JEANS*	Specially for jeans.
SILK*	Washable items made from silk,viscose and synthetics.
SHIRTS*	The program is dedicated to clean shirts and blouses made of cotton and mixed fabric. Note: Pre-treat the collar and cuffs depending on the level of soiling.

*DOWNLOAD default program is SPORT.
The programs (SPORT/DELICATE/JEANS/SILK/SHIRTS) can only be selected by SmartHome App on mobile phones.

The wool wash cycle of this machine has been tested and approved by The Woolmark Company for the washing of wool garments labelled as "hand wash" provided that the products are washed according to the instructions on the garment label and those issued by the manufacturer of this washing machine.
M1912:MFL100-UU1413B/H11EW-EU(NA30)
M1912:MFL90-JUU1413B/H11EW-EU(NA30)
M1909:MFL80-U1413B/H11EW-EU(NA30)

04 OPERATION INSTRUCTION

Spin
If needed, the spin speed can be adjusted in the following steps by pressing the button: 0-400-600-800-1000-1200-1400.

Remote Control
This is the button of remote control, if you want to use your smartphone to control the appliance remotely, you need to press [Remote] button.
Considering the safe operation of appliance, the smartphone remote control should meet the following conditions:
1. The appliance should connect to the internet;
2. The door of drum should be closed.
Remark:
-. If the door is open in anytime, the remote control function will be disabled.
-. The remote control function is turned off at the end of each washing program automatically, if you want to use remote control function again, you need to turn it on again.

Pre Wash
For pre-treatment of heavily soiled textiles with adhering dirt such as soil, dust or sand.
Remark:
The detergent must be dispensed into the compartment PRE WASH. Use one third of the detergent for the pre-wash phase and two thirds for the main wash phase.

Wireless Network

Method to turn on the Wireless Network function
1. Press [Remote] button for 3 seconds to turn on the Wireless Network function, it can also reset the network.

Method to turn off the Wireless Network function
1. Press [Spin] 3 seconds to turn off the Wireless Network function.

Remark:
- Information how to connect your appliance to SmartHome App see" APP SETUP AND OPERATION " .

Temperature
If needed, the washing temperature can be adjusted in the following steps by pressing the button:
Cold - 20°C - 30°C - 40°C - 60°C - 90°C.

NOTE

Usage counter

1. Unplug the equipment for 10s and reconnect again.
2.Power on and within 10s, please press "Power Guard" and "Remote" on control panel simultaneously and continuously for around 5s until the device display shows digits-- the value can indicate the times of equipment usage.
3.Repeat step 1 again and customer can resume to normal operation.

04 OPERATION INSTRUCTION

Perfume+
The function helps to modify the water flow mode and time. Then help the fibers to absorb softener more efficiently. As a result, with dosing the same amount of softener, we can achieve better fragrance left on the cloths.

Extra Rinse
The laundry will undergo an extra rinse after selecting this function.

Turbo
Turbo shortens the actual washing time. Recommended for lightly soiled textiles and small loads.

Power Guard
Turn off heating, enhance washing intensity, shorten program time, and achieve energy-saving effect.

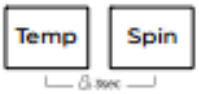
Steam
Special pre-treatment of textiles in which warm steam penetrates deep into the textile fibers to increase the effectiveness of the washing performance.

Delay End
This function is used to set a time-delayed end of the wash program.
1. Select a program.
2. Press the delayed end button and select a time between 0 and 24 hours.
3. Press [Start/Pause] to start the time-delayed program.

Choose program › Setting time › Start

To cancel the delayed end function, press the "Delayed End" button again before starting the program until the display shows 0 hours.

Child Lock
The child lock is intended to prevent children from using the controls inappropriately.
This setting deactivates the function of all buttons with the exception of the On/Off button.



Press [Temp] and [Spin] simultaneously for 3 seconds until the buzzer beeps. The child lock is now activated.
The child lock can only be deactivated again by pressing the two buttons simultaneously again!

CAUTION

When the Child Lock is activated, the display will alternately show "CL" and the remaining time.
Pressing any other button will cause the Child Lock indicator to flash. When the program ends, "CL" and "End" will alternate on the display.

04 OPERATION INSTRUCTION

Add item

You can use this function to add forgotten laundry items. After starting the wash program, the door releases, provided the water level and temperature do not pose a risk.

1. press the [Start/Pause] button for 3 seconds
2. the washing program is paused and the door is released
3. reload the laundry and close the door
4. press the [Start/Pause] button and the wash program will continue

Press[▷||]3 seconds Reload the laundry Start

CAUTION

- Don't use the Reload function when the water level over the edge of the inner tub or the temperature is higher.

Mute the buzzer

Choose the Program

Press the [Extra Rinse] for 3 seconds, the buzzer is mute.

To act the buzzer function, press the button again for 3 seconds.

The setting will be kept until the next reset.

CAUTION

- After Muting the buzzer function, the sounds will not be activated any more.

04 OPERATION INSTRUCTION

Option

The charts shows which program offers which option for adjustment.

Program	Default Temperature(℃)	Default spin speed(rpm)	Additional Options
		1400	
QUICK45'	20	800	
QUICK15'	Cold	800	
ECO 40-60	--	--	
20°C	20	1000	
DOWN JACKETS	40	800	
RINSE&SPIN	--	1000	
SPIN ONLY	--	1000	
DOWNLOAD	20	800	
DRUM CLEAN	90	--	
BEDLINEN	40	1000	
WOOL	Cold	800	
SYNTHETICS	40	1200	
MIX	40	1000	
COTTON	40	1400	
HealthGuard	60	800	
SPORT	20	800	
DELICATE	30	800	
JEANS	30	800	
SILK	30	600	
SHIRTS	30	800	

04 OPERATION INSTRUCTION

Programs

Model:MFL100-UU1413B/H11EW-EU(NA30); MFL90-JUU1413B/H11EW-EU(NA30);
MFL80-U1413B/H11EW-EU(NA30)

Program	Load (kg)			Default Time (h:min)		
	8.0	9.0	10.0	8.0	9.0	10.0
QUICK45'/15'	2.0	2.0	2.0	0:45/0:15	0:45/0:15	0:45/0:15
ECO 40-60	8.0	9.0	10.0	3:38	3:48	3:59
20°C	4.0	4.5	5.0	1:01	1:01	1:01
DOWN JACKETS	2.0	2.0	2.0	1:27	1:27	1:27
RINSE&SPIN	8.0	9.0	10.0	0:20	0:20	0:20
SPIN ONLY	8.0	9.0	10.0	0:12	0:12	0:12
DOWNLOAD	4.0	4.5	5.0	0:47	0:47	0:47
DRUM CLEAN	--	--	--	1:18	1:18	1:18
BEDLINEN	4.0	4.5	5.0	1:48	1:48	1:48
WOOL	2.0	2.0	2.0	1:03	1:03	1:03
SYNTHETICS	4.0	4.5	5.0	3:18	3:18	3:18
MIX	8.0	9.0	10.0	1:20	1:20	1:20
COTTON	8.0	9.0	10.0	3:39	3:39	3:39
HealthGuard	8.0	9.0	10.0	2:39	2:39	2:39
SPORT*	4.0	4.5	5.0	0:47	0:47	0:47
DELICATE*	2.5	2.5	3.0	0:50	0:50	0:50
JEANS*	8.0	9.0	10.0	1:35	1:35	1:35
SILK*	8.0	9.0	10.0	0:50	0:50	0:50
SHIRTS*	4.0	4.5	5.0	1:00	1:00	1:00

*DOWNLOAD default program is SPORT.
The programs (SPORT/DELICATE/JEANS/SILK/SHIRTS) can only be selected by SmartHome App on mobile phones.

NOTE

- Loading the household washing machine up to the load quantity indicated for the respective programs will contribute to energy and water savings.
- The rated capacity is the maximum load quantity in kg dry weight that can be washed at one time. Make sure that the laundry loaded into the appliance does not exceed the rated capacity.

05 TEST MODE

Before entering into service mode,
Make sure no water remains in the inner drum, if not, select drain only program to drain them out.
And also need close the door.
Entering into service mode
1) Turn on the machine and take turns [K3] [K5] [K3] [K5] buttons in 8s.
2) Press [K1] or [K2] to select test program.
3) Press [K12] to confirm your selection and start the selected test. If you want to go back to test selection interface, press the [K12] to cancel previous selection.

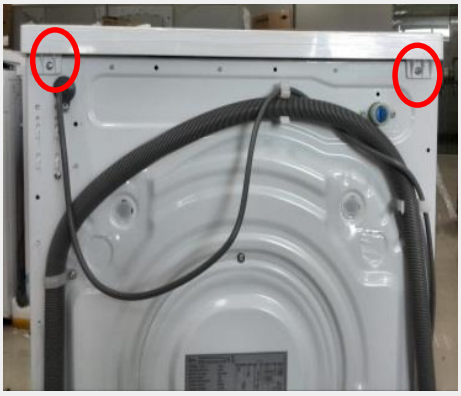
4 TEST MODE

LED Display	Check Target	Check Method	Check Item
t02	Error code checking	1. Press [K12] button ,display shows "Err" 2. Press [K12] to show the last error code ,if there is no error code records in memory, Display shows "E00" 3. Press [k1] or [K2] switch the error codes record for next or last 4. Press [K6] and [K7] button at the same time continuously for 3s, all the error codes records deleted, LED displays E00.	LED displays "Err"
t03	Version information checking	1. Press [K12] button Enter into service mode, LED displays "cod" . 2. Press [K12], LED displays project number. 3. Press [K1] button, LED displays version number	LED displays version number
t04	UI Checking	1. Press [K12] button ,show "LEd" ,Press [K12] again ,the display show the UI Verson number, display control software Verson number buzzer make a sound. 2. Then come into the UI test mode, All led lights on until press [K1 K6]/[K2 K7]/[K3 K8]/[K4 K9]/[K5 K10]. 3. show " 111" ~" 555" to confirm each key is ok, Then press [K12] display shows " CyC" comes into Knob test mode, turn the knob left or right to confirm the lights are ok. 4. The display shows "F01"	The whole LED display flashes(**This is factory testing, not be used during after-sale service**)
t05	Drain-pump checking	1. Press [K12] button ,Display shows "PUP" 2. Press [K12] to drain out all the remaining water. If all water drained out, LED displays "EP" , and 6 minutes later ,if there is still water remains in it, LED displays "Err"	LED displays "PPt"

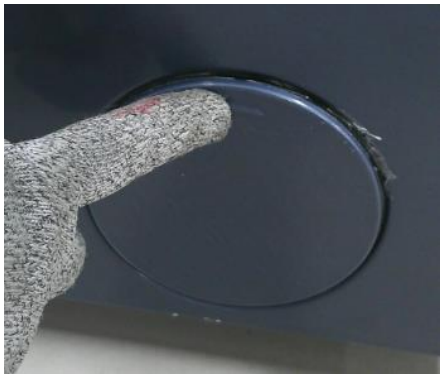
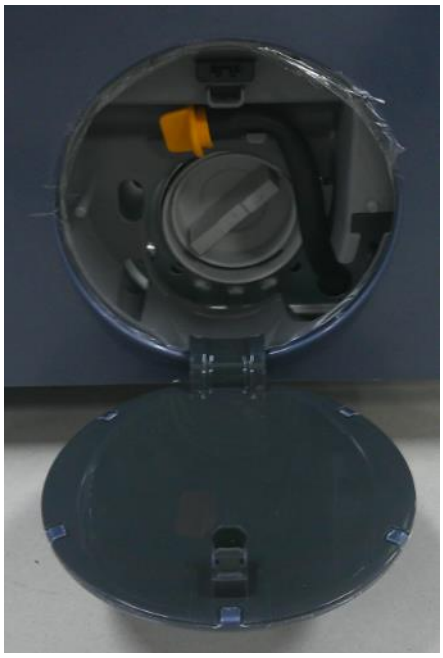
4 TEST MODE

LED Display	Check Target	Check Method	Check Item
t06	Pressure switch checking	1. Press [K12] button the pump start draining water till all the water is drained out . Display shows "LL" 2. Press [K12] button again, The water valve inlet water, Display shows the current water level frequency, When the water level get overflow level, The pump drain water out till the drum becomes empty	LED displays LL
t07	Water temperature sensor and heater checking	1. Press [K12] button, The display shows "HEA" 2. Press [K12] button the valve inlet water until the water level get setting level,The display shows current water 3. The Heater run at most 5 min, Then turned off automatically	LED displays the current temperature
t08	Inlet valve checking	1. Press [K12] button, LED displays "uu" 2. Press [K12] button, LED displays "u1" and switch on prewash valve for 5s. 3. Press [K1] button, LED displays "u2" and switch on the main wash inlet valve for 5s. 4. Press [K1] button to switch on main wash and prewash valve and get the water level to setting level, then drain out the water.	LED displays "UU"
t09	Rotating checking	Press [K12] button, inner drum rotates in 45rpm/min clockwise for 15s and stop for 10s then rotates counterclockwise for 15s, over and over again.	LED displays "tUB"
t10	Spin speed checking	Press [K12] button , the number on the display goes up in the same pace with the real speed and when it reach 400rpm, you need to press [K1] button to get the machine to reach its target speed	LED displays "spn"

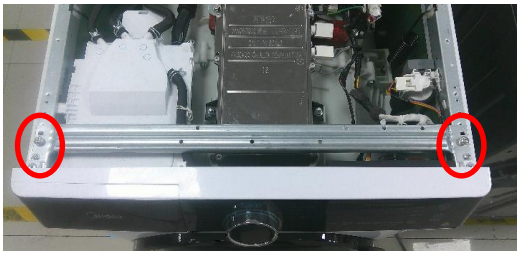
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Disassemble the rear panel		1. Remove the four self tapping screws that secure the rear panel to the washing machine cabinet, and remove the rear panel. <Attention during assembly> ●The screws should be installed in their original positions
Top Cover	 	1. Remove the two screws from the water deflector and remove the water deflector

07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Filter door and service panel		1. Press the middle position on the upper side of the filter door by hand and open the filter door.
		2. Pull out the emergency drainage pipe cap。
		<Attention during assembly> ●Install in the opposite order of disassembly and insert the card holder into the corresponding position.

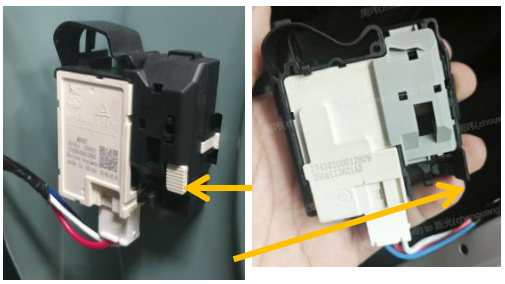
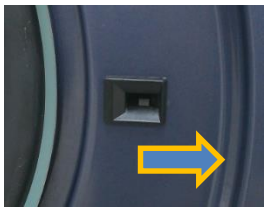
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
		Remove 4 screws and remove the top brace.
Dispenser and bracket		1、Press the stopper and simultaneously pull out the dispenser outward
		2、Remove 2 screws and push the handle bracket to the left to remove it

07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Door assembly The inner and outer rings of the door are connected with screws.		1. The screws for removing the inner and outer rings of the door can be used to open the inner and outer rings of the door.
		2. The anti scald cover and outer ring are integrated, and if the anti scald cover is damaged, it needs to be replaced together with the outer ring.
		2. If the door is sagging and cannot be closed or damaged, the entire component needs to be replaced directly by after-sales service

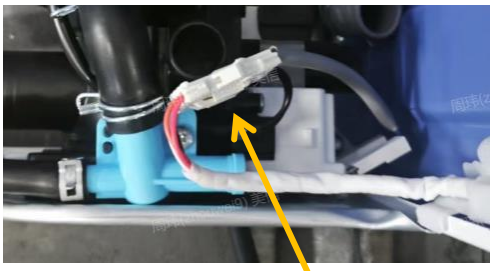
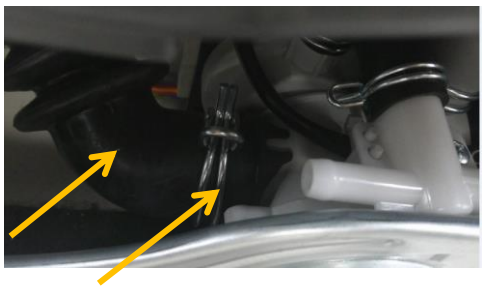
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Door lock	    	1. Use a flat screwdriver to lift the gasket clamp (metal ring clamp) in the 7 o'clock direction under the gasket (soft rubber ring). 2. Pull down the edge of the gasket with force. 3. Remove the door lock from the inside of the gasket by hand: Move the door lock horizontally outward by pressing or pulling the structure indicated by the arrow on the door lock. 4. Unplug all wiring terminals connected to the door lock. <Attention during assembly> ●When replacing the door lock, all terminals and fixed wire clamps should be inserted in their original positions, and the washing machine should be installed in the opposite order of disassembly.

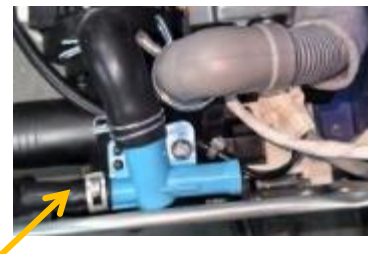
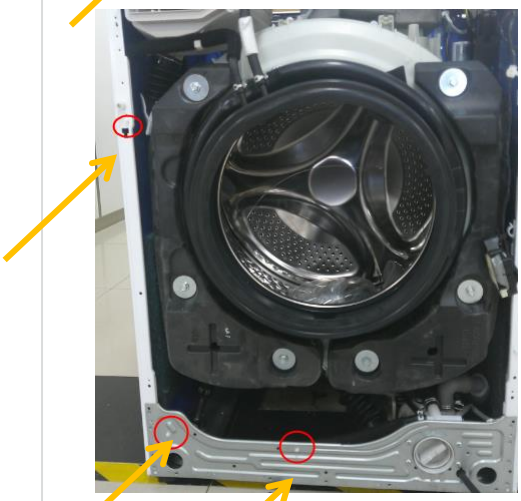
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Front panel		1、Remove the screw on the upper left foot of the front panel
		2、Use a Phillips screwdriver to remove the three screws under the front panel of the washing machine. <Attention during assembly> ●After replacement, all parts should be restored to their original positions in the opposite order mentioned above, including the positions corresponding to all wire cards and screws.

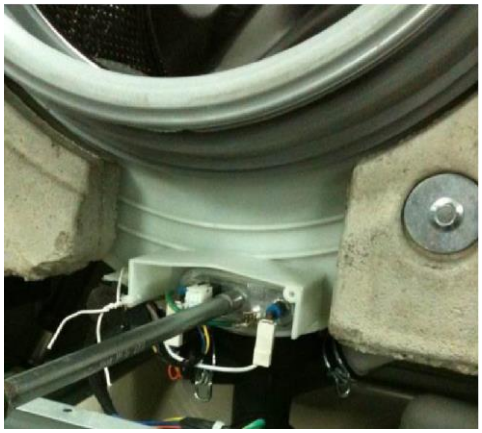
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Drainage pump	 Connecting terminal	1. Remove the front panel according to the above method. 2. Remove the wiring terminals behind the drainage pump by hand.
	 Drainage corrugated pipe clamp, drainage corrugated pipe	3. Remove the clamp of the drainage corrugated pipe with pliers and detach the drainage corrugated pipe.
	 Drainage pipe clamp Circulating pipe clamp	4. Use pliers to remove the drain pipe clamp and drain pipe. 5. Use pliers to remove the circulating pipe clamp and circulating pipe.

07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Circulating pipe		1. Use pliers to remove the circulating pipe clamp.
		2. Use pliers to remove the circulating pipe clamp and circulating pipe.
		3. Use pliers to remove the three indicated clips on the cabinet. Please note that the clip structure will be damaged after removal.
		

07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Heating tube		Remove the rear panel as described above 1. Remove all terminals and connectors connected to the heating tubes.
		2. Loosen the fastening nut of the heating tube with a 10 inch socket wrench and pull the heating tube out with force. <Attention during assembly> ●Insert the plug in its original position and restore the direction of the circuit.

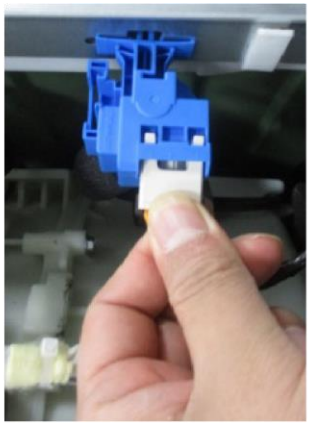
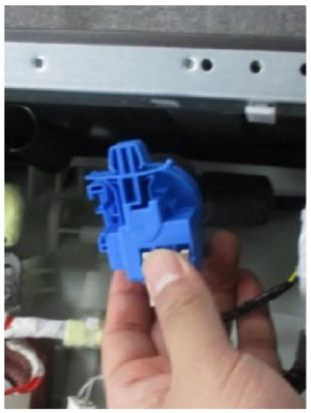
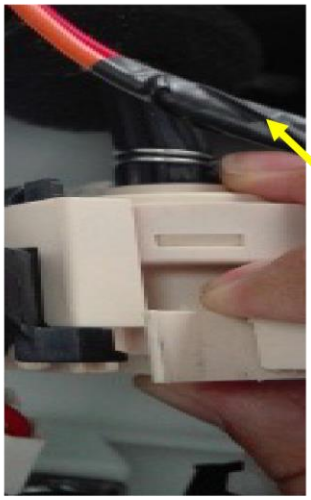
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Belt and motor		Remove the rear panel as described above 1. Open the washing machine rear panel Apply force to the outside with your left hand and rotate the belt clockwise with your right hand until the belt falls off.
		2. Use a flat head screwdriver to unplug the wiring terminals and grounding plug of the motor socket
		3. Use a 10 socket handle to loosen the bolts that fix the motor, pull out the bolts, remove the gasket, and lift the motor upwards to replace it from the bottom of the cabinet. <Attention during assembly> ●When reassembling, proceed in the opposite order of disassembly. All wiring terminals and cable ties should be connected in their original positions

07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Door seal	 Clamp	1. Remove the front panel according to the above method. 2. Use pointed nose pliers to remove the clamp on the spray nozzle. 3、Remove the clamps that secure the gasket and the drying channel
	 Door seal clamp bolt	4. Loosen the bolt of the door seal clamp and pull outward to remove the door seal from the tub. <Attention during assembly> ●After replacing the door seal, align the △ of the new part with the △ of the front tub, and tighten the bolts.

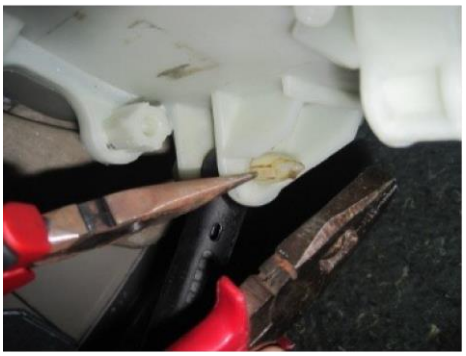
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Water level sensor	 ▲Term inal	Remove the top cover plate assembly according to the previous method 1. Unplug the water level sensor terminal
		2. Rotate the water level sensor counterclockwise and then remove it. 3. Use pliers to remove the clamp on the air pressure pipe, and manually pull out the water level sensor to remove it.
	 Water level sensor	<Attention during assembly> ●The wiring terminals should be installed according to the original color and position, and the water level sensor should be reinstalled in its original position.

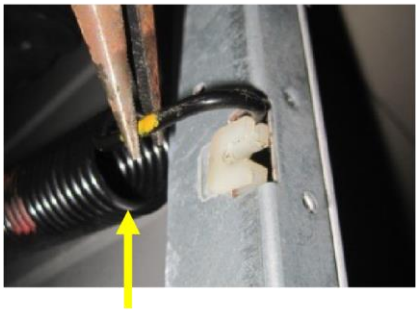
07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Detergent box assembly	 Water inlet corrugated pipe clamp	1、Remove the water inlet corrugated pipe clamp by hand and remove the water inlet corrugated pipe from the detergent box assembly.
	 Return pipe clamp	2、Pinch the return pipe clamp with your hand and remove the return pipe from the rear tub. 3、Pull the detergent box assembly backwards and remove the detergent box assembly.

07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Damper	 Damper pin	1. On the damper pin on the cabinet, use pliers or a flat screwdriver to press down the inverted thorn of the damper pin, and use another pliers to push out the damper pin from the pointed direction.
		2. Use the same method to remove the damper pin from the tub 3. Using the same method, remove the two damper pins on the other side and replace them. <Attention during assembly> ●When installing in the opposite order of disassembly, the damper pin should be installed in place.

07 Disassembly of Washing machine

Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Cylinder assembly	   Suspension Spring	Remove the top cover, control panel assembly, service panel and filter door, door assembly, front panel assembly, detergent box assembly, damper pin, and all electrical wiring terminals in sequence according to the above method: 1. Use a 10 socket wrench to remove the fixing bolts of the upper and lower counter weights, and then remove the counter weights. 2. Use a Phillips screwdriver to remove all screws that secure the upper brace and remove the upper brace. 3. Slowly lower the front of the washing machine and use pliers to pull out the hanging springs on both sides to separate the cabinet from the cylinder assembly.

07 Disassembly of Washing machine

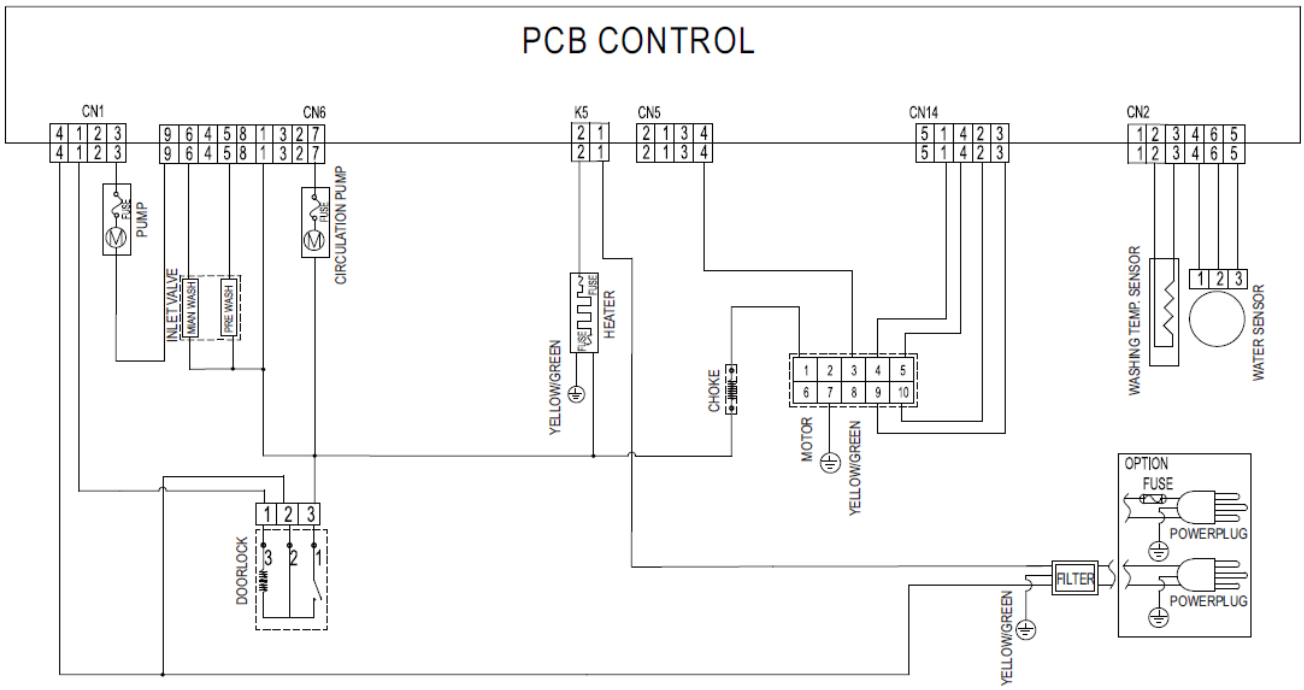
Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Cylinder assembly	  Bolt	4. After removing the pulley according to the above method, with the tub opening facing upwards, use an 8 socket to remove all the bolts connecting the front and rear tubs, and then remove the front tub.

07 Disassembly of Washing machine

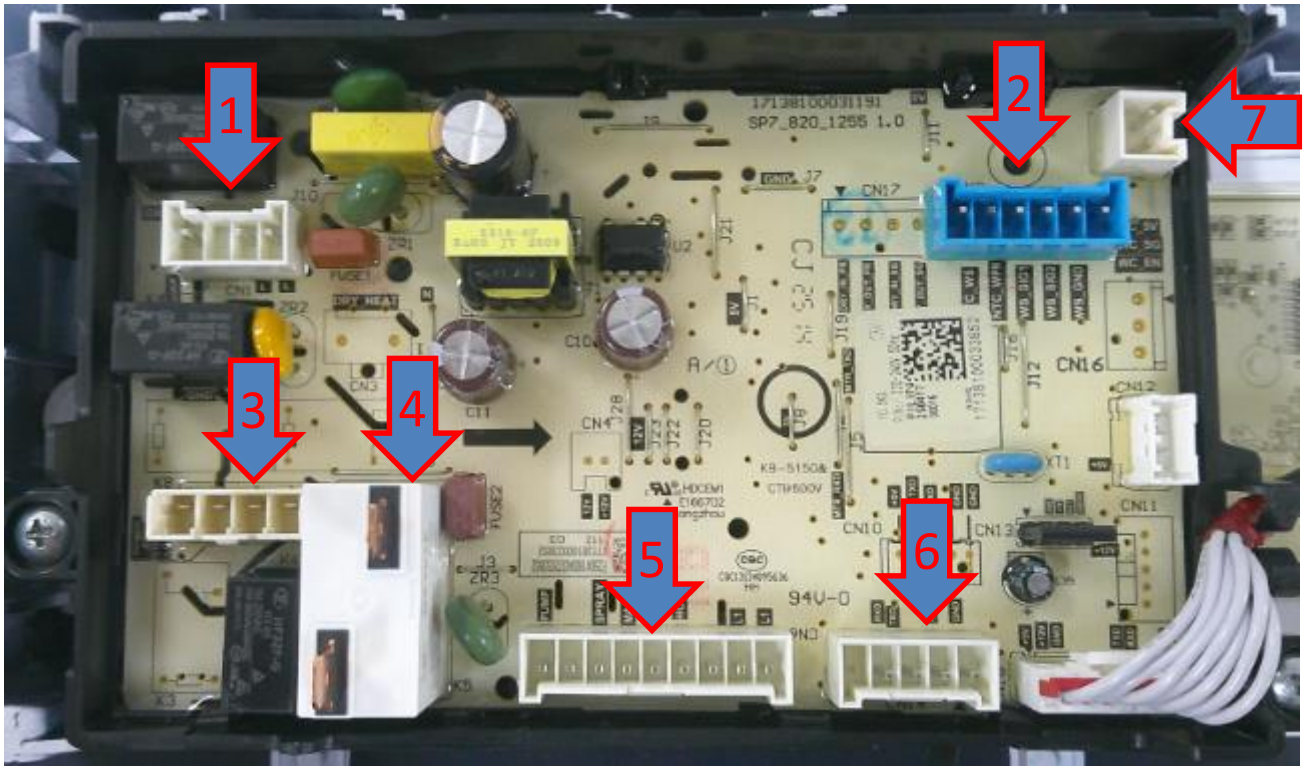
Disassembly and assembly steps	Graphic	Detailed steps for product disassembly
Cylinder assembly	 Tub  Seal  Drum	5. Remove the tub. You can use a flat screwdriver to pry out the seal. 6. Use upward force to pull out the drum <Attention during assembly> ●When reassembling, proceed in the reverse order of disassembly.

08 TROUBLESHOOTING

Circuit diagram



08 TROUBLESHOOTING



1	Control of door lock
2	Water level sense & NTC
3	Motor
4	Heater
5	Control of pump & Valve
6	Communication with Inverter board
7	Drum light (optional)

08

ERROR CODE TROUBLESHOOTING

FRONT LOADING

08 TROUBLESHOOTING

E12

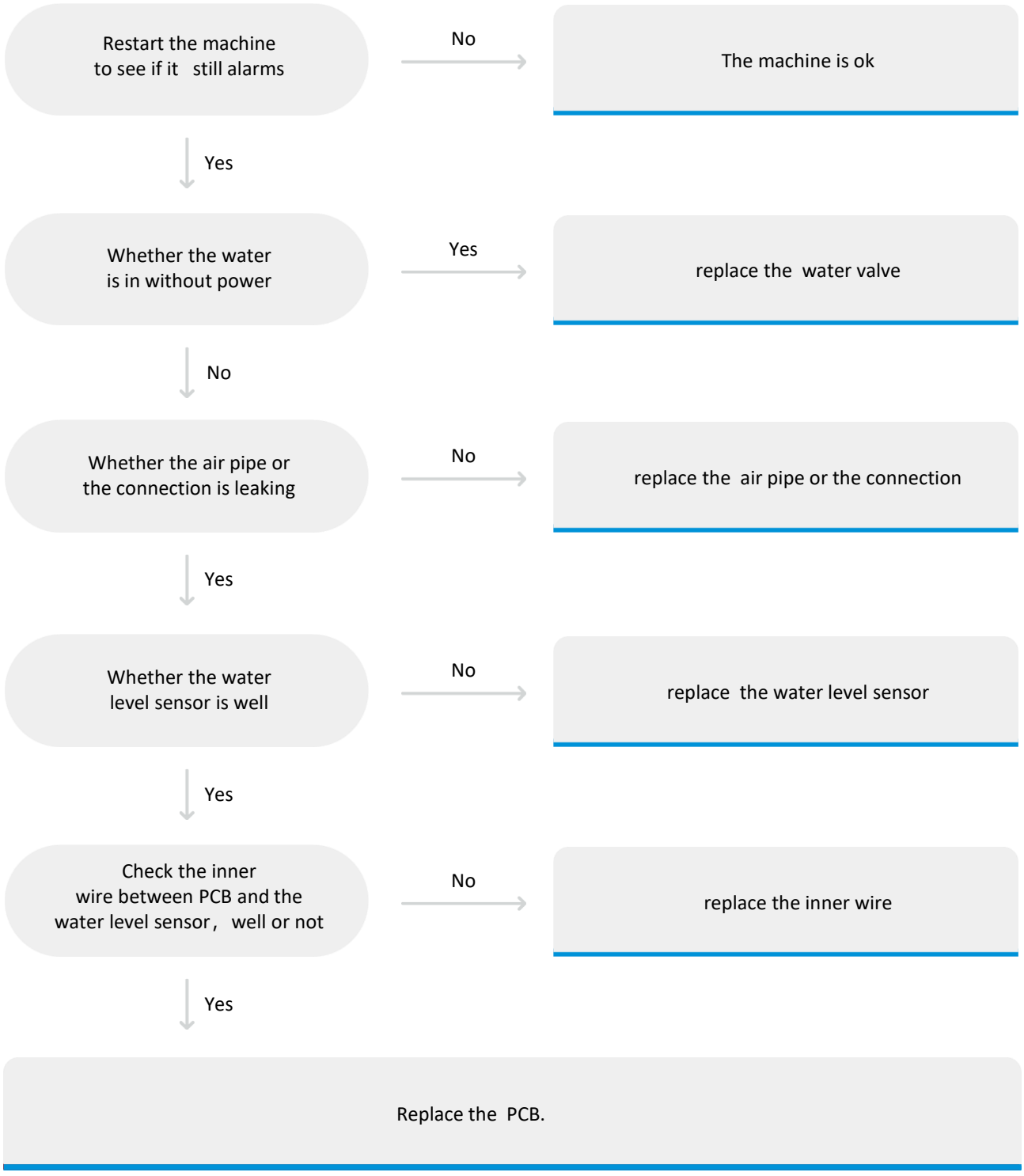
Define: The water level in drum exceed a certain level for alarm.
Reasons: When the program is in the state of suspension, operation or recoverable alarm, if the water level is detected to be higher than the overflow water level within 16 consecutive seconds, the water level will be emptied. After the empty, the E12 alarm will be given.

Malfunction code	Root Reason	Possible cause
E12	When the program is in the state of suspension, operation or recoverable alarm, if the water level is detected to be higher than the overflow water level within 16 consecutive seconds, the water level will be emptied. After the empty, the E12 alarm will be given.	Sometimes just restart the machine, can solve the problem.
		Something is wrong with the water valve.
		Something is wrong with water level sensor.
		The air pipe may be damaged.
		Inner wire may be damaged.
		Something is wrong with PCB.

08 TROUBLESHOOTING

E12

Check Procedure:



08 TROUBLESHOOTING

E12

Check Procedure:

Step 1 Restart the machine to see if it still alarms

Step 2 Whether the water is in without power

1.Turn off the washing machine and open the door of the washing machine.
2.Connect the water supply hose to the water inlet valve， then open the water switch.
3.Keep watching the washing machine， to see if there is some water run in.
4.If the water is in without power ， we need replace the water valve following the below Fig.1-Fig.3.

Fig.1 Remove the water valve screws

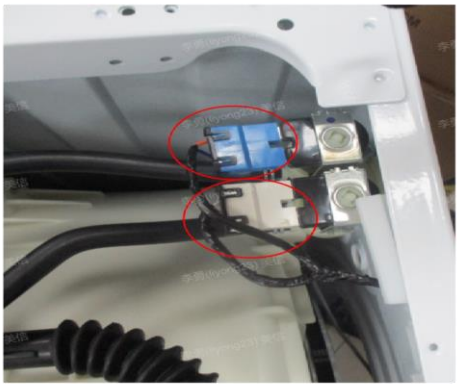


Fig.2 Remove the water valve terminal

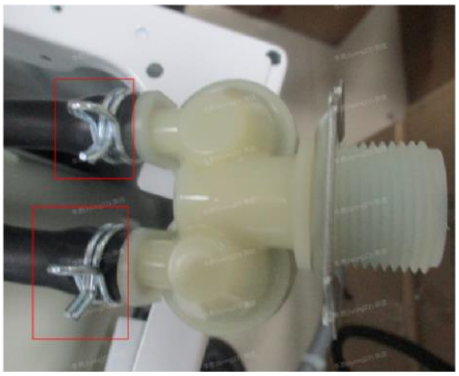


Fig.3 Remove the water valve connection, and change the water valve

08 TROUBLESHOOTING

E12

Check Procedure:

Step 3 Whether the air pipe or the connection is leaking

1.Undo the top cover to make sure the air pipe connection is well, following the below Fig.4-Fig.5.
2.Following the below Fig.6-Fig.7, to make sure whether the air pipe is damaged or not.
3.If the air pipe or the connection is leaking, we need change it following the below Fig.8-Fig.9.

Fig.4 Undo the top cover

Fig.5 Make sure the connection is ok

Fig.6 The machine is inverted forward

Fig.7 Whether the air pipe is damaged

Fig.8 Remove the connection between the black pipe and the tub, remove the connection between the black pipe and the pump

Fig.9 Remove the connection between the black pipe and the water level sensor

08 TROUBLESHOOTING

E12

Check Procedure:

Step 4 Whether the water level sensor is well

1.Measuring two vertical terminals, Capacitance value range 40-50nF-PASS.(Fig.10)
2.If not pass, we need to replace the water level sensor following the below steps Fig.11-Fig.13.

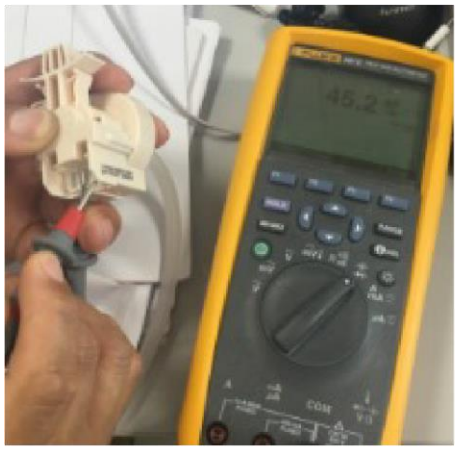


Fig.10

Fig.11 Remove the terminal of the water level sensor

Fig.12 Rotating the sensor to remove the water level sensor from the box

Fig.13 Remove the connection between the black pipe and the water level sensor

08 TROUBLESHOOTING

E12

Check Procedure:

Step 5 Check the inner wire between PCB and the water level sensor， well or not

1.Finding terminals between PCB and the water level sensor .(Fig.14-Fig.15)
2.Measuring two vertical terminals that have same color, the resistance value indicates that the circuit is well.(Fig.16)
3.If the resistance has no value, we need to replace the inner wire.

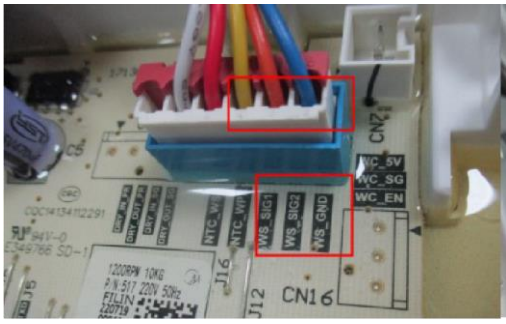


Fig.14

Fig.15

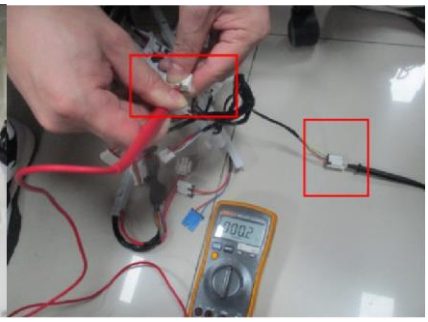


Fig.16

Step 6 Replace the PCB

1.If all the above checks are normal, please change the PCB. (Fig.17)

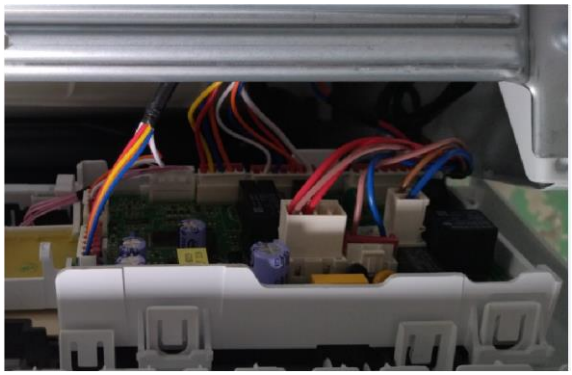


Fig.17

08 TROUBLESHOOTING

E21

Define: Over time water draining.

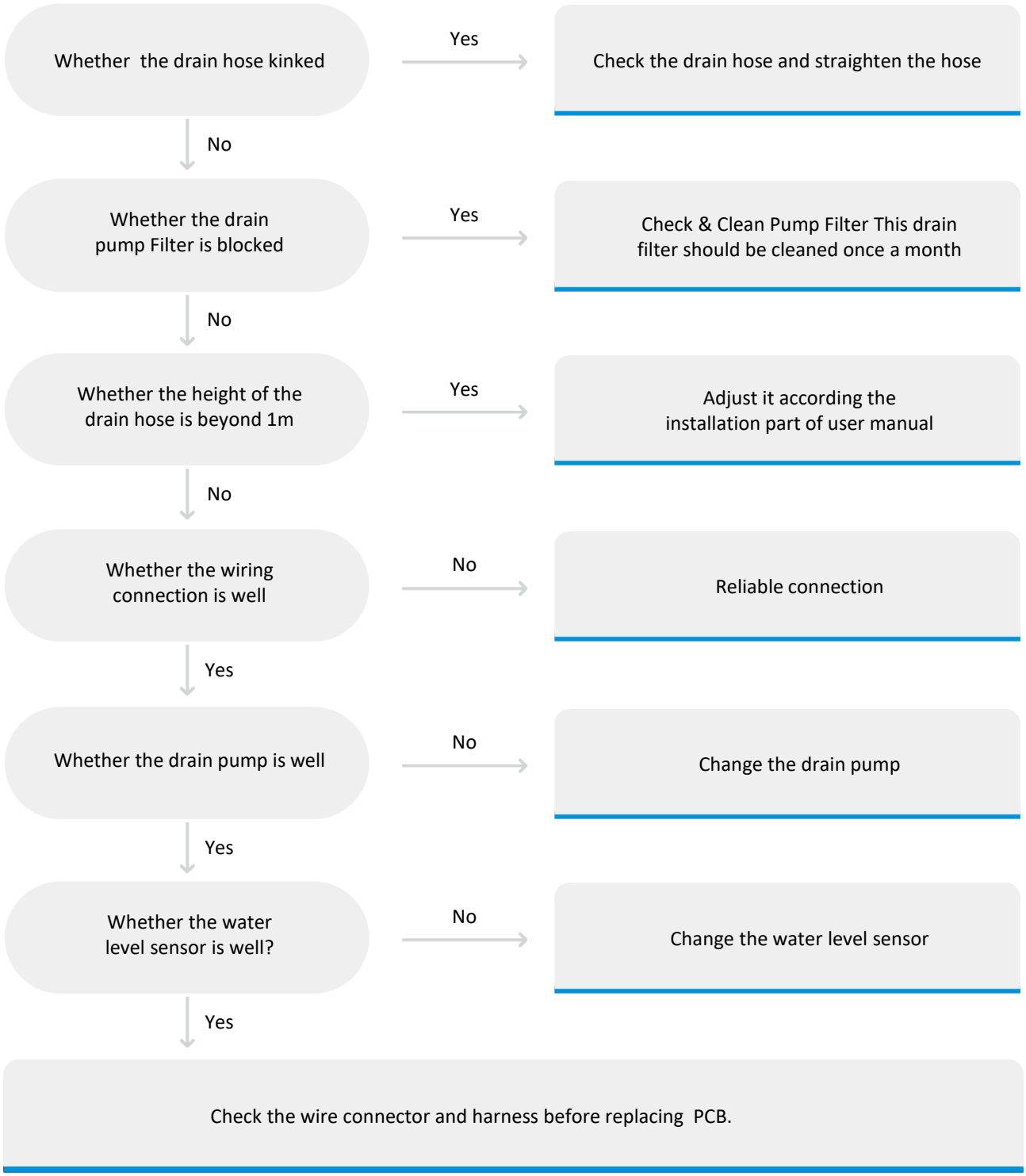
Reasons: The root reason is the water level doesn’t change within 6 minutes.

Malfunction code	Root Reason	Possible cause
E21	The water level doesn’t change within 6 minutes	If the washer won't drain water check the drain hose. Be sure the hose did not get kinked behind the washer. Also, remove the hose from the pump and check it for obstructions.
		If the washer won't drain water the drain pump might be defective. It's also common for a small sock or other article of clothing to get caught in the drain pump or in the drain hose. Check both for an obstruction before
		Check the PCB

08 TROUBLESHOOTING

E21

Check Procedure:



08 TROUBLESHOOTING

E21

Check Procedure:

Step 1 Check the drain hose

1.Check the drain hose, if the drain hose is kinked, straighten it.

Step 2 Check the drain pump filter

1.Open the server board box. (Fig.1)
2.Open the filter by turning to the counter clockwise. (Fig.2)
3.Remove extraneous matter. (Fig.3)
4.Reassemble the drain pump and server board box. (Fig.4)

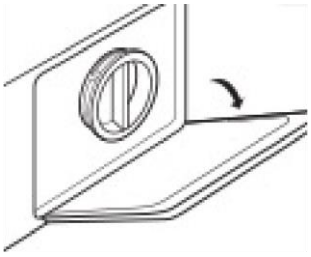


Fig.1

Fig.2

Fig.3

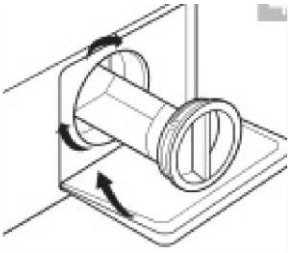


Fig.4

Step 3 Check the height of the drain hose

1.There are two ways to place the end of drain hose. (Fig.5 & Fig.6)
2.Don’t remove the drain hose screw. (Fig.7)

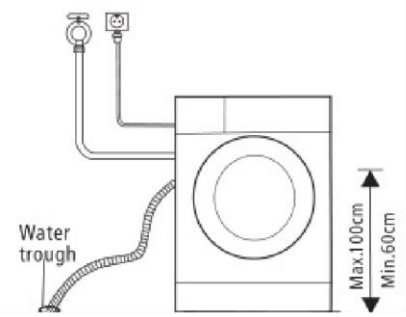


Fig.5

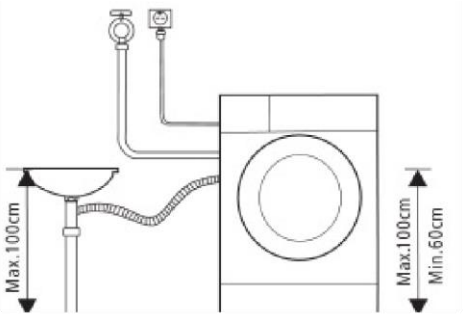


Fig.6

Fig.7

08 TROUBLESHOOTING

E21

Check Procedure:

Step 4 Check the drain pump

1.Lean the wash machine and remove the connector. (Fig.8)
2.Measure the resistance value of the drain pump, 150-250Ω is OK. (Fig.9)
3.If the resistance value of the drain pump is not well, change the drain pump.

Fig.8

Fig.9

Step 5 Check the water level sensor

1.Close the tap and disassemble the 2 screws of the top cover plate. (Fig.10)
2.Push back the top cover plate 15mm until it leave away from the control panel and then take it down. (Fig.11)
3.Measure the resistance value of the water level sensor, 10-50Ω is OK. (Fig.12)
4.If the resistance value of the water level sensor is not well, change the water level sensor. (Fig.13)

Fig.10

Fig.11

Fig.12

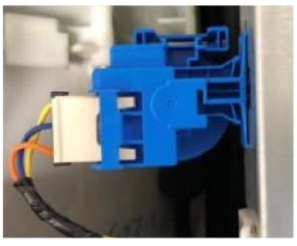


Fig.13

08 TROUBLESHOOTING

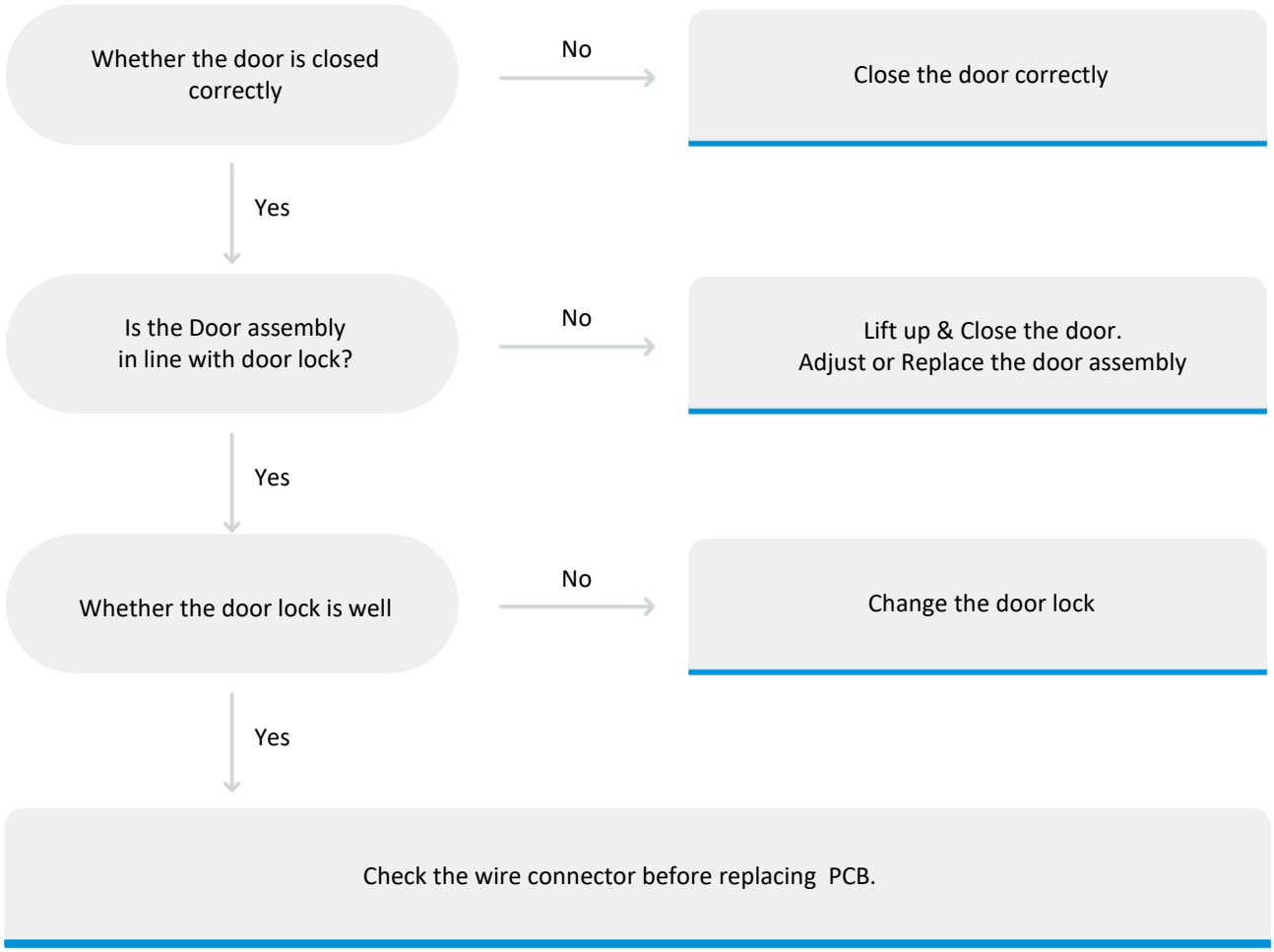
E30

Define: Door is not closed properly.

Reasons: Door can't be unlocked with over 3 time's fail.

Malfunction code	Root Reason	Possible cause
E30	Door can't be unlocked with over 3 time's fail.	The Door is not closed or is not closed in correct location.
		The inner wire connector is not installed well.
		Check the PCB

Check Procedure:



08 TROUBLESHOOTING

E30

Check Procedure:

Step 1 Check the door

1.Check the door and close it correctly.

Fig.1

Step 2 Check the door assembly

1.Check the hook if it is in line with door lock. (Fig.1)
2.Adjust or replace the door assembly.

Step 3 Check the door lock

1.Open the door of the washing machine, pull out the door gasket and remove 2 screws on the door lock. (Fig.2)
2.Take out the door lock and draw out the plug. (Fig.3)
3.Measure the resistance value of the door lock,100-300Ω is OK. (Fig.4)
4.If the resistance value of the door lock is not well, change the door lock.

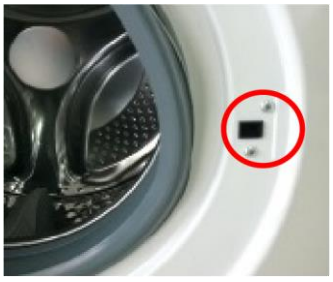


Fig.2

Fig.3

Fig.4

Step 4 Check the wire connector and PCB

1.Check whether the wire and PCB connect well. (Fig.5)
2.Reconnect the wire connector or replace the PCB.

Fig.5

08 TROUBLESHOOTING

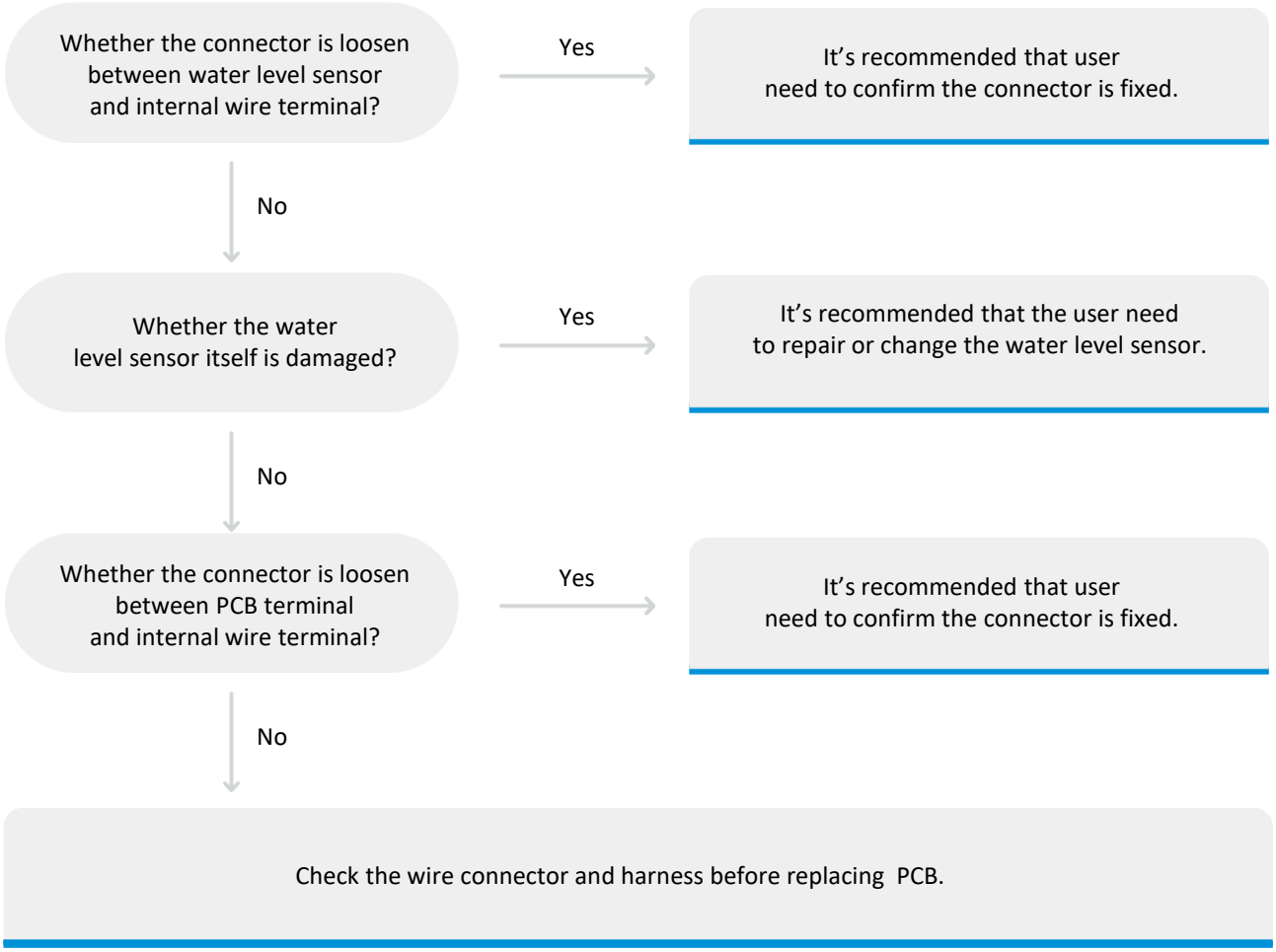
E33

Define: Water level sensor problem during wash cycle.

Reasons: If the washing machine detects that the frequency of the water level sensor is not within the normal range for 10 seconds, it will give an alarm.

Malfunction code	Root Reason	Possible cause
E33	If the washing machine detects that the frequency of the water level sensor is not within the normal range for 10 seconds, it will give an alarm.	The wire connector loose between water level sensor and internal wire terminal
		Water level sensor failure
		The wire connector loose between PCB terminal and internal wire terminal

Check Procedure:



08 TROUBLESHOOTING

E33

Check Procedure:

Step 1 Check the connector between water level sensor and internal wire terminal

1.If the connector is loosen between water level sensor and internal wire terminal the E33 warning will occur on the power. It's recommended that user need to confirm the connector is fixed. (Fig.1)

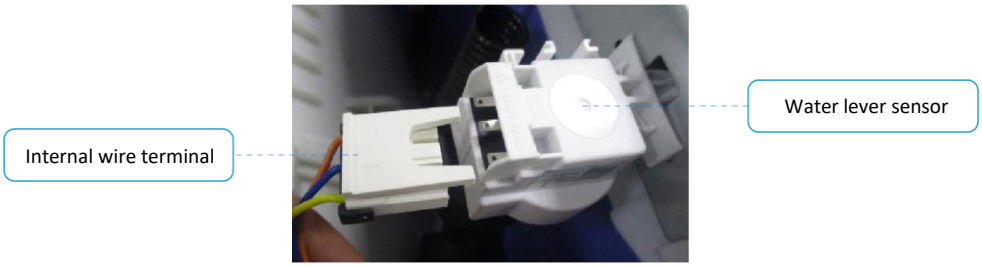


Fig.1

Step 2 Check the water level sensor

1.Check whether the water level sensor itself is damaged, if it's damaged the E33 warning will occur . It's recommended that the user need to repair or change the water level sensor. (Fig.2)

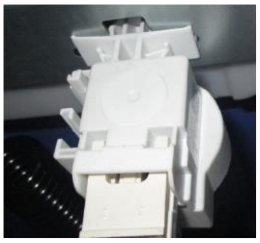


Fig.2

Step 3 The wire connector loose between PCB terminal and internal wire terminal

1.If the connector is loosen between PCB terminal and internal wire terminal the E33 warning will occur on the power. It's recommended that user need to confirm the connector is fixed.(Fig.3)
2.If all inspections are completed, it is suspected that the computer board is damaged. It's recommended that the user need to repair or change the water level sensor.

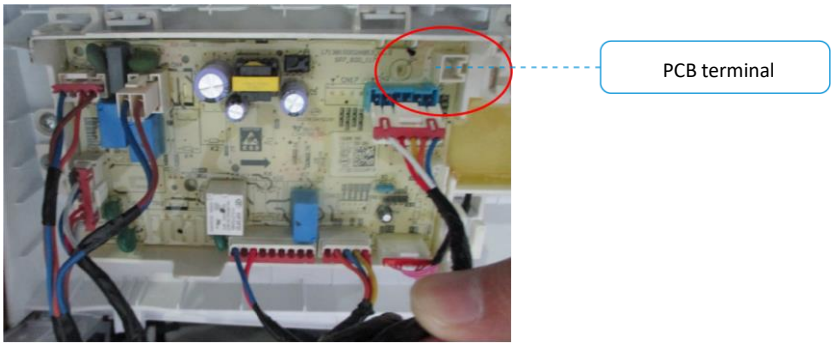


Fig.3

08 TROUBLESHOOTING

E36

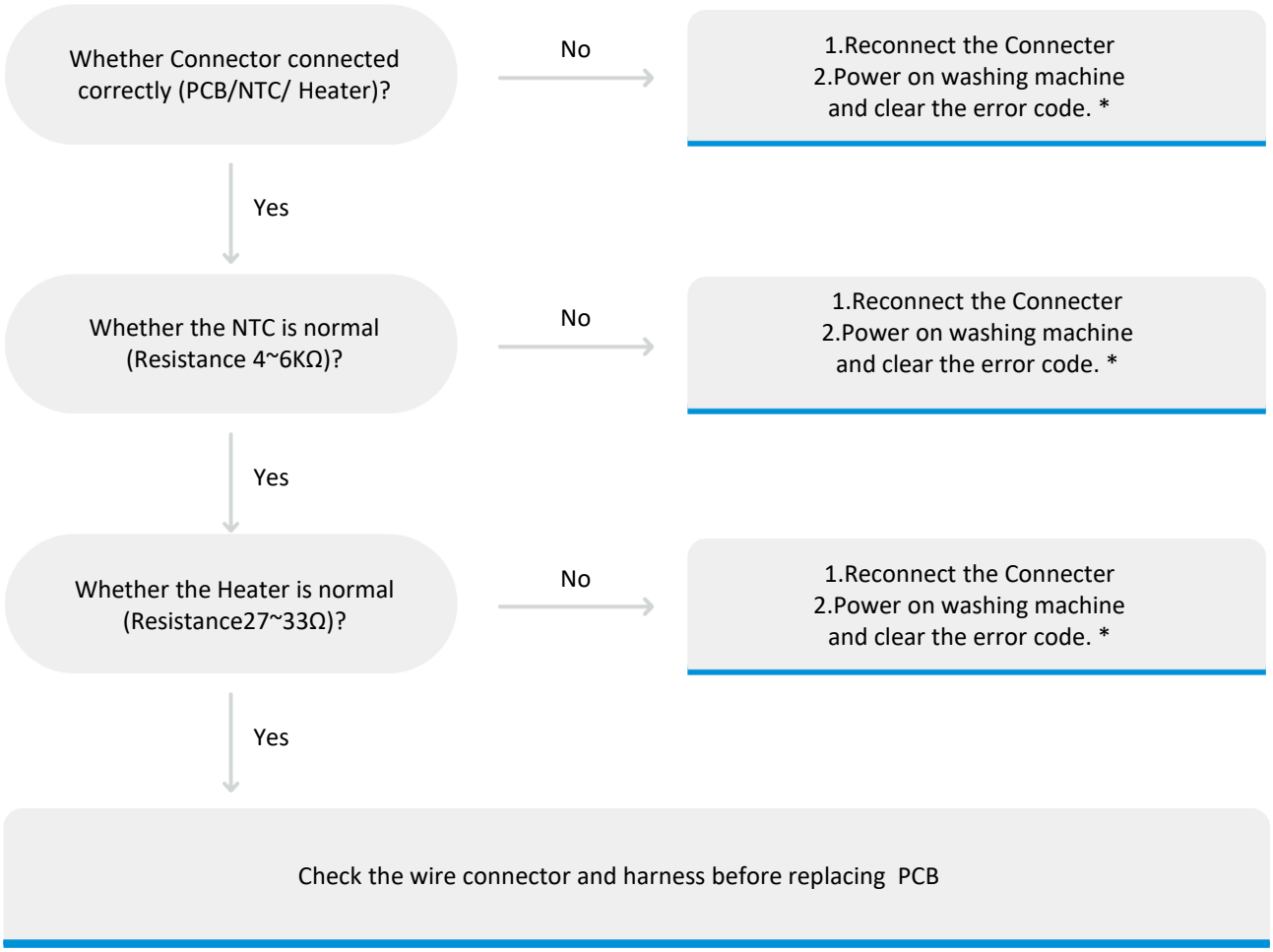
Define: Water heater error

Reasons: Water Heater continuously for 10 minutes, the temperature change is less than 3 degrees

Remark : E36 ERROR can not be clear by consumer. Need service engineer to repair this issue.

Malfunction code	Root Reason	Possible cause
E36	Water heater continuously for 10 minutes, the temperature change is less than 3 degrees	PCB / NTC / Heater connected bad
		NTC / Water heater defect
		The PCB defect

Check Procedure:



08 TROUBLESHOOTING

E36

Check Procedure:

Step 1 Check the Harness connect

1.Check PCB ~ Harness connect. (Fig.1)
2.Check Heater/NTC ~ Harness connect(Fig.2)

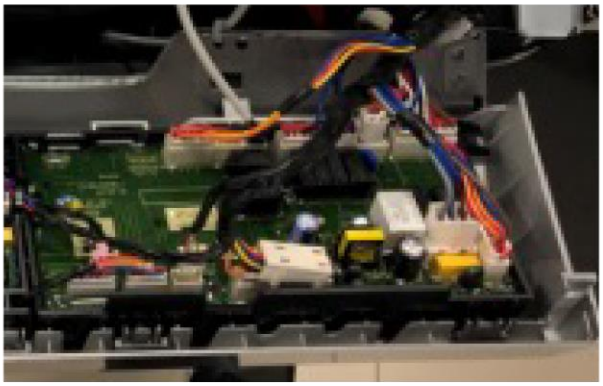


Fig.1

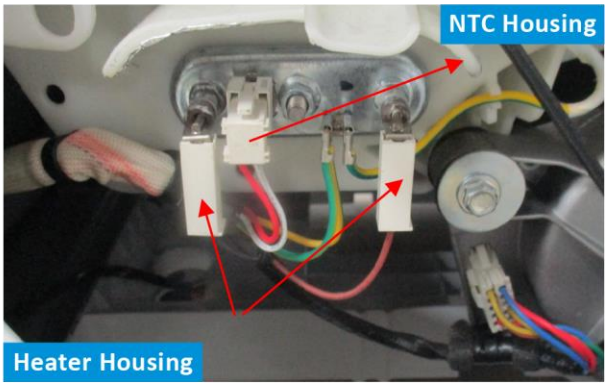


Fig.2

3.if connect is abnormal , need to connect it tightly.
4.Power on wash machine to clear E36。 （E36 Error clear method please check next page）

Step 2 Check the Heater whether defect or not

1.Pull out the heater NTC housing , then measure the NTC resistance(4-6KΩ is OK). (Fig.3)
2.Pull out the Heater housing , then measure the heater resistance(30±3Ω is OK) . (Fig.4)
3.If heater NTC or Heater resistance is NG ,need change the water heater.
4.Power on wash machine to clear E36. （E36 Error clear method please check next page）

Check NTC **Resistance**

Fig.3

Check Heater **Resistance**

Fig.4

Step 3 If Step 1 & 2 check is NORMAL , need to change the PCB

08 TROUBLESHOOTING

E50

Define: Motor inverter PCB detects abnormal signals and show the error

Reasons： Motor inverter PCB detects abnormal signals and show the error. It is mainly divided into the following four categories, each of which has detailed adverse causes.

(a) : The external voltage is abnormal, which causes the motor inverter PCB to judge that the voltage is too high or too low
(b) : The motor inverter PCB is overloaded ->It may be that the motor rotation is blocked, causing the motor inverter PCB to overload
(c) : The motor inverter PCB is damaged, causing the motor inverter PCB to detect excessive current or abnormal IPM temperature sampling.
(d) : The motor inverter PCB is abnormal due to the main PCB issue. There are the following situations: 1) The motor speed signal cannot be detected; 2) Due to the abnormality of the main PCB, the temperature of the motor inverter PCB is abnormal, and the motor temperature is misjudged to be too high; 3) The motor inverter read the information (Flash) incorrectly due to the defective motor inverter PCB.

Malfunction code	Root Reason	Possible cause
E50	Motor inverter PCB detects abnormal signals and show the error	The external voltage is abnormal, which causes the motor inverter PCB to judge that the voltage is too high or too low
		The motor inverter PCB is overloaded ->It may be that the motor rotation is blocked, causing the motor inverter PCB to overload
		The motor inverter PCB is damaged, causing the motor inverter PCB to detect excessive current or abnormal IPM temperature sampling.
		The motor inverter PCB is abnormal due to the main PCB issue. There are the following situations: 1) The motor speed signal cannot be detected; 2) Due to the abnormality of the main PCB, the temperature of the motor inverter PCB is abnormal, and the motor temperature is misjudged to be too high; 3) The motor inverter read the information (Flash) incorrectly due to the defective motor inverter PCB.

08 TROUBLESHOOTING

E50

Check Procedure:

Check whether the voltage used by the machine is reasonable:
1. For the model with the voltage of 220V~240V on the rating label, check whether the voltage used by the machine is less than 165V or more than 275V.
2. For the model with the voltage of 110V~127V on the rating label, check whether the voltage used by the machine is less than 83V or more than 158V

No → Adjust the operating voltage of the machine to the recommended voltage on the rating label, and run the machine again for one cycle.

Yes ↓

Check whether the motor operation is blocked, such as whether there are foreign matters stuck in the motor, which affect the motor rotation

Yes → Remove the foreign matters that affect the rotation of the motor, replace the motor and run it for another cycle.

No ↓

Replace the motor and run it again for one cycle to see if the problem is solved

Yes → The problem is that the defective motor inverter PCB

No ↓

Replace the main PCB and run it again for one cycle to see if the problem is solved

Yes → The problem is that the defective harness(Broken somewhere)

No ↓

The maximum possibility of this problem is:
1. The voltage used by the machine exceeds the recommended voltage range of the machine;
2. The motor is defective, causing E50 alarm, and the motor needs to be replaced

08 TROUBLESHOOTING

E50

Check Procedure:

Step 1 Check whether the voltage used by the machine is reasonable:

1. For the model with the voltage of 220V~240V on the rating label, check whether the voltage used by the machine is less than 165V or more than 275V.
2. For the model with the voltage of 110V~127V on the rating label, check whether the voltage used by the machine is less than 83V or more than 158V

1.Use a multimeter to measure the voltage of the socket (Fig.1)
2.1) For the model with the voltage of 220V~240V on the rating label, check whether the voltage used by the machine is less than 165V or more than 275V.
2) For the model with the voltage of 110V~127V on the rating label, check whether the voltage used by the machine is less than 83V or more than 158V

Fig.1

Step 2 Check whether the motor operation is blocked, such as whether there are foreign matters stuck in the motor, which affect the motor rotation

---

1.Check whether the motor operation is blocked, such as whether there are foreign matters stuck in the motor, which affect the motor rotation.

Fig.2

08 TROUBLESHOOTING

E50

Check Procedure:

Step 3 Replace the motor and run it again for one cycle to see if the problem is solved

1.Remove the Belt. (Fig.3)
2.Disassemble the bolt of pulley and pull out the pulley. Disassemble the connector of motor. Disassemble 2 screws on the motor. (Fig.4)
3.Replace the motor.

Fig.3

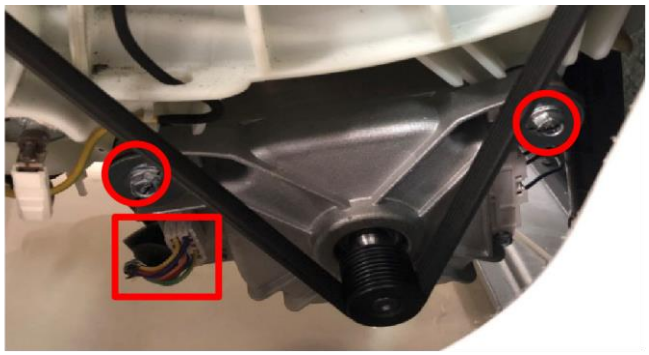


Fig.4

Step 4 Replace the main PCB and check whether the problem can be solved

1.Close the tap and disassemble the 2 screws of the top cover plate. (Fig.5)
2.Remove the 4 screws of control panel. (Fig.6)
3.Replace the main PCB. (Fig.7)

Fig.5

Fig.6

Fig.7

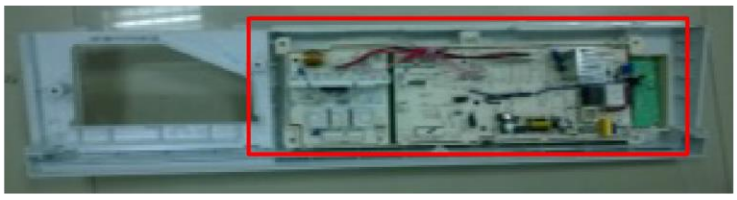


Fig.8

08 TROUBLESHOOTING

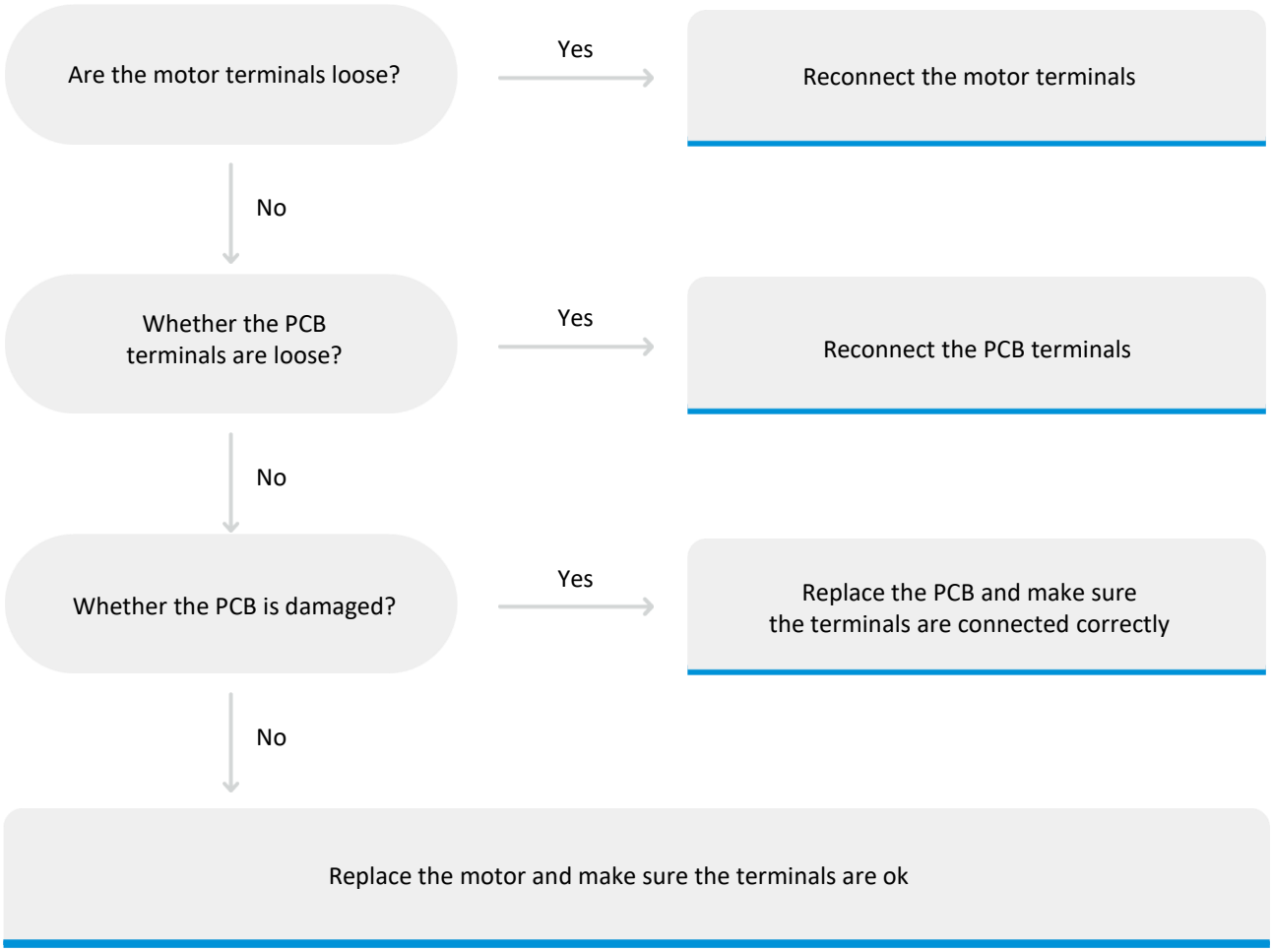
E60

Define: The motor does not rotate

Reasons: The root reason is the motor failed to start 5 times

Malfunction code	Root Reason	Possible cause
E60	The root reason is the motor failed to start 5 times	The PCB terminals is loose
		The PCB is damaged
		The motor terminals is loose
		The motor is damaged

Check Procedure:



08 TROUBLESHOOTING

E60

Check Procedure:

Step 1 Check the motor terminals

1.Disassemble the 4 screws of the rear cover. (Fig.1)
2.Remove the rear cover and then dump the washing machine. (Fig.2)
3.Check the motor terminals and reconnect them if they are loose. (Fig.3)

Fig.1

Fig.2

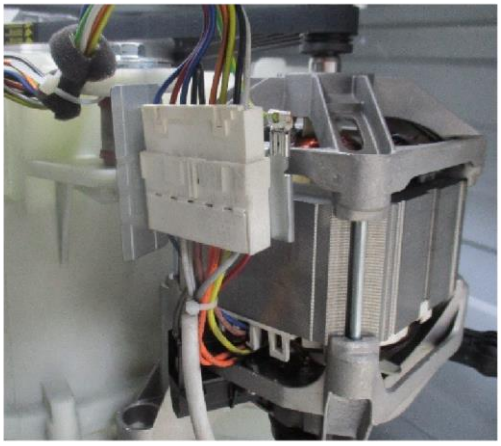


Fig.3

Step 2 Check the PCB terminals

1.Disassemble the 2 screws of the top cover plate. (Fig.4)
2.Push back the top cover plate 15mm until it leave away from the control panel and then take it down. (Fig.5)
3.Check the PCB terminals and reconnect them if they are loose. (Fig.6)

Fig.4

Fig.5

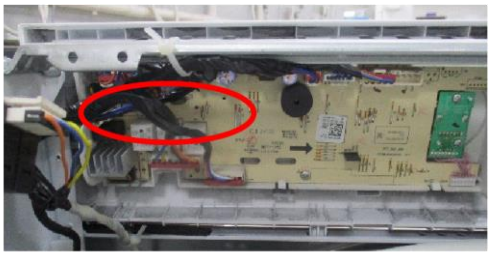


Fig.6

Step 3 Check the PCB

1.Disassemble the 2 screws of the top cover plate. (Fig.4)
2.Push back the top cover plate 15mm until it leave away from the control panel and then take it down. (Fig.5)
3.Check the PCB and replace it if it is damaged . (Fig.6)

08 TROUBLESHOOTING

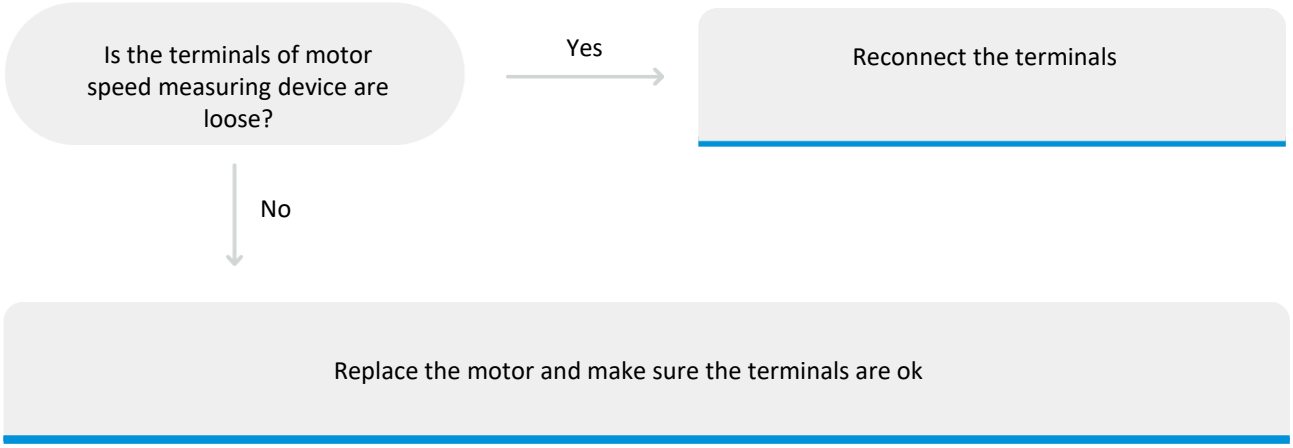
E61

Define: The PCB cannot detect the speed feedback signal for 5 times

Reasons: When the motor continues to rotate, the speed measured by the PCB is less than 15prm for 3 seconds.

Malfunction code	Root Reason	Possible cause
E61	When the motor continues to rotate, the speed measured by the PCB is less than 15prm for 3 seconds.	The terminals of motor speed measuring device are loose
		The motor is damaged

Check Procedure:



08 TROUBLESHOOTING

E61

Check Procedure:

Step 1 Check the motor terminals

1.Disassemble the 4 screws of the rear cover. (Fig.1)
2.Remove the rear cover and then dump the washing machine. (Fig.2)
3.Check the terminals of motor speed measuring device s and reconnect them if they are loose. (Fig.3)

Fig.1

Fig.2

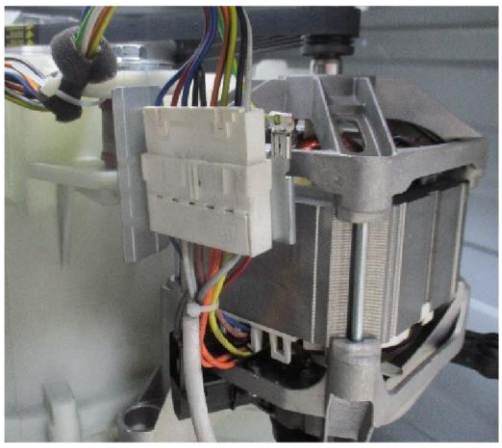


Fig.3

08 TROUBLESHOOTING

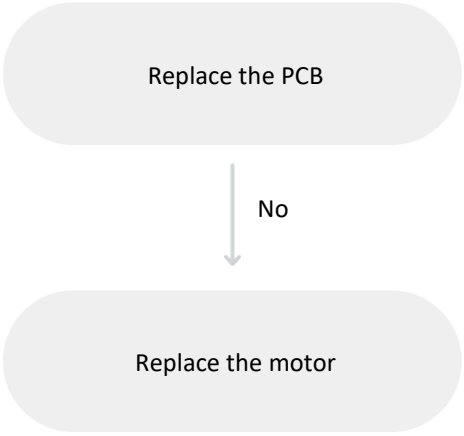
E62

Define: The actual motor speed is 300prm higher than the target speed

Reasons: The root reason is the SCR on the PCB is damaged

Malfunction code	Root Reason	Possible cause
E62	The SCR on the PCB is damaged	The SCR on the PCB ais damaged
		The motor speed measuring device is damaged

Check Procedure:



08 TROUBLESHOOTING

E62

Check Procedure:

Step 1 Replace the PCB

1.Disassemble the 2 screws of the top cover plate. (Fig.1)
2.Push back the top cover plate 15mm until it leave away from the control panel and then take it down. (Fig.2)
3.Disassemble the 2 screws on the control panel. (Fig.2)
4.After opening the drawer, press the blue siphon cap according to the text prompts, and take out the drawer at the same time. (Fig.3)
5.Disassemble the 2 screws on the control panel. (Fig.4)
6.Remove the terminals on the PCB.
7.Disassemble the 2 screws on the PCB and take out it.
8.Replace a new PCB and reassemble the washing machine.

Fig.1


Fig.2

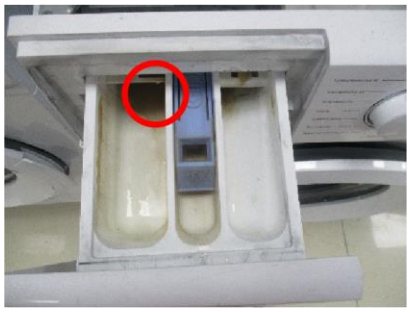


Fig.3


Fig.4


Fig.5

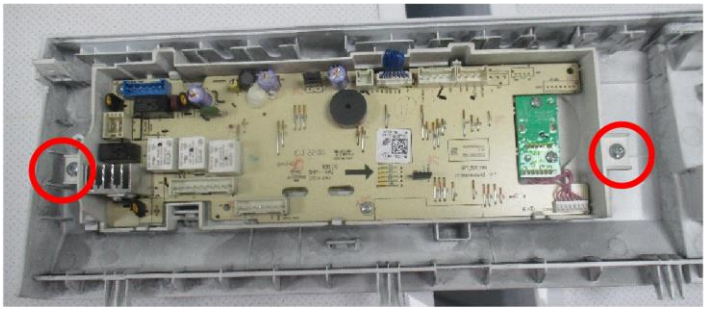


Fig.6

08 TROUBLESHOOTING

E62

Check Procedure:

Step 2 Replace the motor

1.Disassemble the 4 screws of the rear cover. (Fig.1)
2.Remove the rear cover and then remove the belt. (Fig.2)
3.After the soft things are on the floor mat, the washing machine is dumped forward and downward.
4.Disassemble the screw on the rear tub and remove the terminal connecting the motor. (Fig.2)
5.Take out the motor upwards and replace it with a new one.

Fig.1

Fig.2

Fig.3

08 TROUBLESHOOTING

E64

Define: Motor inverter PCB error （Only BLDC model have this error code）

Reasons: Poor communication between main PCB board and motor inverter PCB (abnormal signal transmission)

(a) : Press the start button, and the main PCB board sends a command to communicate with the motor inverter PCB. If there is no reply from the motor inverter PCB within 20 seconds, it is considered as communication failure. After disconnecting the power supply of the motor inverter PCB for 2 minutes (resetting the motor inverter), power on again and try to send a command to connect the motor inverter. If communication is successful, start the operation. If it fails, give a direct alarm. A total of 7 attempts are made.
(b) : During operation, the main PCB board sends a command to communicate with the motor inverter PCB. If there is no reply from the motor inverter within 20 seconds, it is considered as communication failure. After disconnecting the power supply of the motor inverter for 2 minutes (resetting the motor inverter), power on again and try to send a command to communicate with the motor inverter. If the communication is successful, the operation will resume. Otherwise, after trying the above methods for 7 times, the communication fails and gives an alarm. Totally try 15 times.

Malfunction code	Root Reason	Possible cause
E50 (Only BLDC model have this error code)	Poor communication between main PCB board and motor inverter PCB (abnormal signal transmission)	Harness in connecting wire and motor is not installed in place, or harness in connecting wire and main PCB is not installed in place
		The motor inverter PCB is damaged (the components are damaged)
		Defective main PCB
		Broken harness (wires connecting main PCB and motor inverter)

08 TROUBLESHOOTING

E64

Check Procedure:

Check whether the harness connecting the wire to the motor is installed in place, and whether the harness connecting the wire to the main PCB is not installed in place

No → Adjust housing of harness

Yes ↓

Replace the motor and check whether the problem can be solved

Yes → The problem is motor defect

No ↓

Replace the main PCB and check whether the problem can be solved

Yes → The problem is main PCB defect

No ↓

Replace the harness and check whether the problem can be solved

Yes → The problem harness defect

No ↓

The biggest possibility of this problem is
1. The harness and motor or harness and main PCB are not properly assembled.
2. The motor is defective. It is less likely that other
main PCB are defective and there is a broken wire somewhere

08 TROUBLESHOOTING

E64

Check Procedure:

Step 1 Check whether the harness connecting the wire to the motor is installed in place, and whether the harness connecting the wire to the main PCB is not installed in place

1.Close the tap and disassemble the 2 screws of the top cover plate. (Fig.1)
2.Push back the top cover plate 15mm until it leave away from the control panel and then take it down. (Fig.2)
3.Check whether the harness connecting the wire to the main PCB is installed in place.(Fig.3)
4.Remove the 4 screws of the rear cover, and show the motor. (Fig.4 & Fig.5)
5.Check whether the harness connecting the wire to the motor is installed in place.(Fig.6)


Fig.1


Fig.2


Fig.3


Fig.4


Fig.5

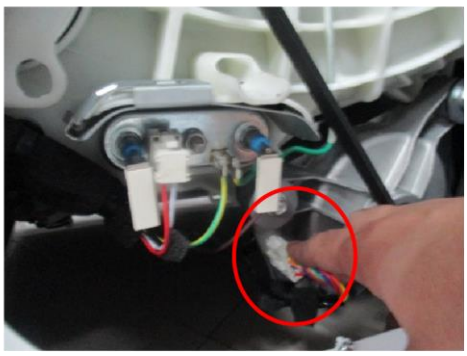


Fig.6

Step 2 Replace the motor and check whether the problem can be solved

1.Remove the Belt. (Fig.7)
2.Disassemble the bolt of pulley and pull out the pulley. Disassemble the connector of motor. Disassemble 2 screws on the motor. (Fig.8)
3.Replace the motor.


Fig.7


Fig.8

08 TROUBLESHOOTING

E64

Check Procedure:

Step 3 Replace the main PCB and check whether the problem can be solved

1.Close the tap and disassemble the 2 screws of the top cover plate. (Fig.1)
2.Remove the 4 screws of control panel. (Fig.9)
3.Replace the main PCB. (Fig.10)

Fig.1

Fig.2

Fig.3

Fig.4

Step 4 Replace the harness and check whether the problem can be solved

1.Close the tap and disassemble the 2 screws of the top cover plate. (Fig.1)
2.To replace the main harness, remove all housing of the main harness. And replace the main harness with a new one.

08 TROUBLESHOOTING

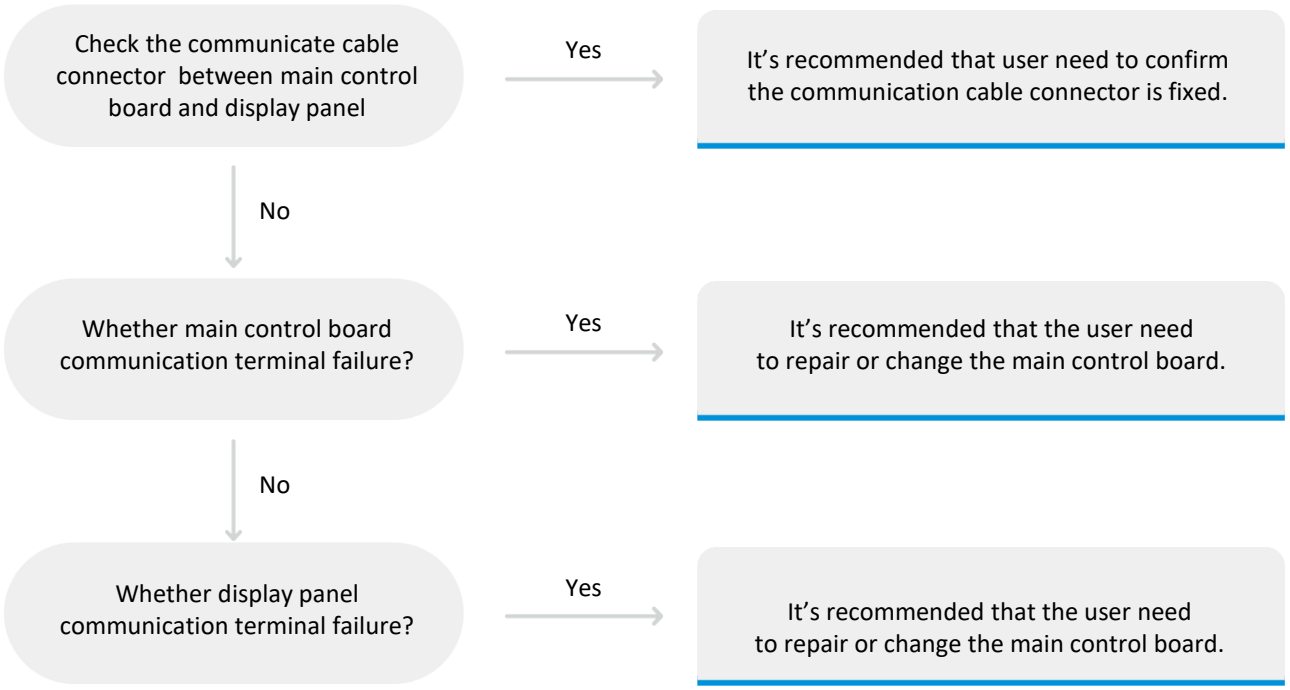
E80

Define: Communication error alarm.

Reasons: There is no communication between main control board and display panel.

Malfunction code	Root Reason	Possible cause
E80	There is no communication between main control board and display panel	Check the communicate cable connector between main control board and display panel
		Main control board communication terminal failure
		Display panel communication terminal failure

Check Procedure:



08 TROUBLESHOOTING

E80

Check Procedure:

Step 1 Check the connector between main control board and display panel

1.If the communication cable connector is loosen the E80 warning will occur when the washing machine is running. It's recommended that user need to confirm the communication cable connector is fixed.. (Fig.1)

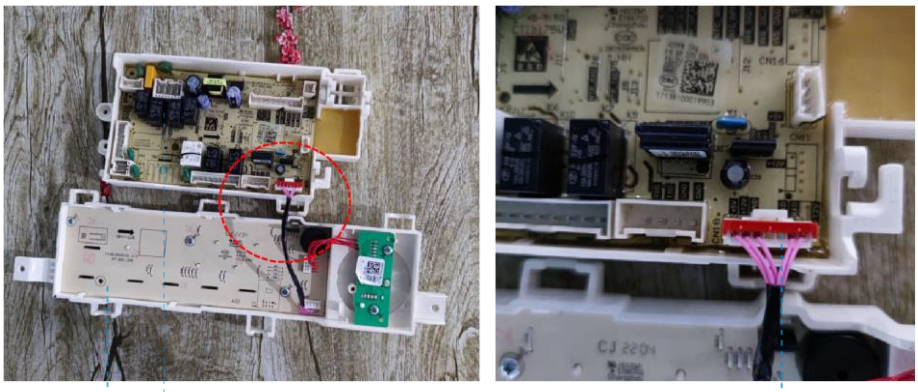


Fig.1

Step 2 Main control board communication terminal failure

1.Check whether the communication terminal is damaged, if it's damaged the E80 warning will occur . It's recommended that the user need to repair or change the main control board. (Fig.2)

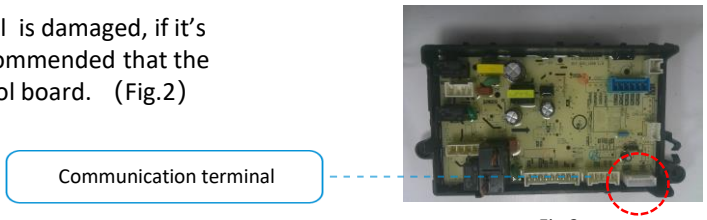


Fig.2

Step 3 Display panel communication terminal failure

1.Check whether the communication terminal is damaged, if it's damaged the E80 warning will occur . It's recommended that the user need to repair or change the main control board. (Fig.3)

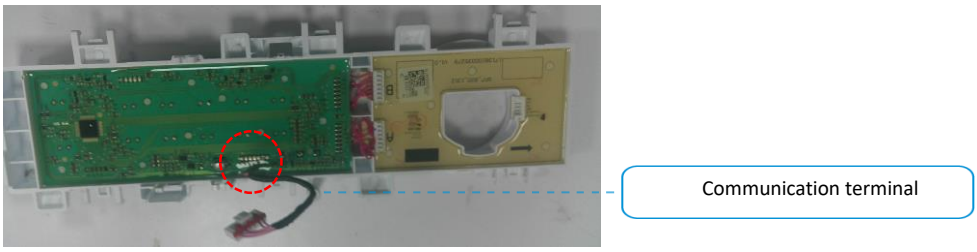
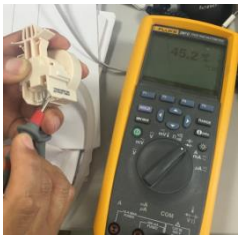


Fig.3

08 TROUBLESHOOTING

Parts	Picture	Test Description	Parameter	Remarks
Water sensor		Measuring two vertical terminals.	Capacitance value range 40-50nF-PASS	
Door lock		Electrify the resistance with Door Plunger in it.	1 seconds after the power supply can automatically locked, after the power off can automatically unlocked immediately-PASS	
Water valve		Measuring resistance.	Resistance value range 3-6KΩ-PASS	
Pump		Measure the resistance.	Resistance value range 195±10%Ω or 240±10%Ω-PASS	
Heater		Measuring resistance.	Resistance value range 20-35Ω-PASS	
NTC		Measuring resistance.	Resistance value range 4.8kΩ±8%@25℃0-PASS	
Motor		Measure the resistance of black pin ~ brown pin and black pin ~ blue pin	Resistance value range 3.05-3.55Ω-PASS