

Error	Problem	Cause or remedy	Process (service technician)
1	Appliance  after connecting to the electricity  doesn't operate.	# Check the outlet voltage [blnk]4-027-1986[/blnk]. # Check if the appliance is switch ON (ON/OFF button).	•There is voltage in the circuit. •Power switch. •Control unit.
2	Appliance after connecting to electricity network, does not work.	# Check the outlet voltage. # Check if the appliance is switch ON (ON/OFF button).	•There is voltage in the circuit. •Power switch. •Control unit.
3	Appliance does not work, lights does not turn on, does not start	# Check the outlet voltage. # Check if the appliance is switch ON (ON/OFF button).	•There is voltage in the circuit. •Power switch. •Control unit.
4	Circuit breaker turns off.	• Improper electrical installation. # Turn on the FID and reconnect the appliance. # Turn on the FIT and connect another device.	•Wiring harness damaged. •Control unit. •Heater. •Motor.
5	Switch off the fuse switch.	• Improper electrical installation. • The appliance is in short circuit. # Turn on the fuse and reconnect the appliance. # Turn on the fuse and connect another appliance.	•Wiring harness damaged. •Heater. •Motor.
6	Drum does not rotate.	• Repair is carried out by authorized Servis.	• Foreign object between tube and drum. •Wiring harness damaged. •Belt. •Brushes. •Motor.
7	Appliance does not rotate the drum.	• Repair is carried out by authorized Servis.	• Foreign object between tube and drum. •Belt. •Brushes. •Motor.
8	Drum doesn't rotate.	• Repair is carried out by authorized Servis.	• Foreign object between tube and drum. •Belt. •Brushes. •Motor.
9	The motor is not running.	# Check the outlet voltage. • Repair is carried out by authorized Servis.	• Foreign object between tube and drum. •Control unit. •Wiring harness damaged. • Belt. • Brushes. • Motor.
10	The appliance moves or vibrates during operation.	• Incorrect load. • The laundry is not properly sorted. • The appliance is not positioned correctly. # Check if transport brackets were removed. # Check levelling, positioning of the appliance. # It is recommended to wash smaller and larger pieces of laundry together.	• Check the appliance. •voltage. •Springs. •Shock absorber.
11	Door can not be opened.	• For safety reasons, the appliance does not allow opening the door. • To high water level in drum. • Water temperature to high. # Drain water, use a pumping or centrifuging program. # Wait that water temperature decrease, then drain water out. # If door still doesn' t open use mechanical key to open it.	• Door hinge. • Door lock. • Pressure sensor. • The door. • Control unit. • heater (NTC)

12	The appliance does not drain / eject water, the water remains in the drum.	<ul style="list-style-type: none"> <li># Clean the filter.</li> <li># Clean drain or siphon.</li> <li># Check the voltage (too low voltage).</li> </ul>	<ul style="list-style-type: none"> <li>• Filter.</li> <li>•Outlet hose.</li> <li>•Pump.</li> <li>•Control unit.</li> <li>•Check the voltage (too low voltage).</li> </ul>
13	Drops, leaks, drip, water flows under the machine.	<ul style="list-style-type: none"> <li># The filter is not inserted correctly or tightened properly.</li> <li># Feed pipe is not properly tightened to the appliance or the tap.</li> <li># Outlet pipe fell on the floor.</li> <li># The drain hose is not well attached to the siphon.</li> <li># Clean door seal.</li> <li># Clean door glass.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> </ul>
14	It smells / smells burnt.	<ul style="list-style-type: none"> <li>• An unpleasant smell can be caused by the winding of the electric motor, which disappears after several washing cycles.</li> <li># Check the socket.</li> <li># Check the plug.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> <li>• Gap between door seal and drum.</li> <li>• Motor.</li> </ul>
15	Washing machine tearing the laundry.	<ul style="list-style-type: none"> <li># Check the surface of the drum with a silk cloth.</li> <li># Recommended washing of delicate laundry, small pieces in the bag.</li> </ul>	<ul style="list-style-type: none"> <li>•Drum.</li> <li>•Door seal.</li> </ul>
16	To fast / immediately takes the softener.	<ul style="list-style-type: none"> <li>• Too high level of the softener in the soap dispenser [blnk]4-027-1985[/blnk].</li> <li>• Aqueous stone on the cover of the soap dispenser.</li> <li>• Rough closing of the soap dispenser drawer.</li> <li>• Too much pressure.</li> <li># Clean the detergent dispenser.</li> <li># Add softener in accordance with the instructions.</li> </ul>	<ul style="list-style-type: none"> <li>• Hose valve – soap dispenser.</li> <li>• Same water flow on both valves.</li> <li>• Valves.</li> <li>• Water jet.</li> <li>• Detergent dispenser.</li> </ul>
17	Fabric softener is not dispensed.	<ul style="list-style-type: none"> <li># Clean the detergent dispenser, siphon [blnk]4-027-1982[/blnk].</li> <li># Concentrated softeners must be properly diluted.</li> </ul>	<ul style="list-style-type: none"> <li>• Hose valve – soap dispenser.</li> <li>• Same water flow on both valves.</li> <li>• Control water dosage.</li> <li>• Valves.</li> <li>• Detergent dispenser.</li> </ul>
18	Drum hardly rotate.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>• Drum support.</li> <li>• Bearings.</li> <li>• A foreign object in tube.</li> <li>• Belt.</li> <li>• voltage.</li> <li>• Control unit.</li> </ul>
19	Unpleasant smell of laundry.	<ul style="list-style-type: none"> <li>• If you often wash your clothes at low temperatures and with liquid detergents, germs might develop; this might also be the cause of unpleasant smell in the drum or of the clothes.</li> <li># To prevent this, it is recommended to run the program Cotton 95° C without a laundry at least once a week and to use powder laundry detergent, or to run a self-cleaning program.</li> <li># Once a week, use the washing program with the vinegar.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> </ul>
20	Laundry is still wet, washing machine doesn' t drain.	<ul style="list-style-type: none"> <li># Clean filter.</li> <li># Increase the amount of laundry.</li> <li># We recommended washing large and small pieces of laundry together.</li> </ul>	<ul style="list-style-type: none"> <li>•Drain pump.</li> </ul>

21	Washing machine rumbling, load in centrifuge.	<ul style="list-style-type: none"> <li># Check the installation of the appliance.</li> <li># Clean filter.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> <li>• Drum support.</li> <li>• Shock absorbers.</li> <li>• Weights.</li> <li>• Motor.</li> <li>• Bearings.</li> </ul>
22	Loud operation of appliance, bearings, squealing, unusual sounds during operation.	<ul style="list-style-type: none"> <li>• Vibration, movement of the appliance around the room and loud operation can be caused by incorrect adjustment of the adjustable feet.  Improper alignment of adjustable feet is not a repair in warranty.</li> <li>• During operation, the sound of hitting hard parts of the laundry against the drum can be heard.</li> <li>• A louder sound can also be emitted by the pump.  The reason of loud sound during the pump operation can be in case if filter or drain pump propeller is clogged.</li> <li># Check the installation of the appliance.</li> <li># Clean filter.</li> <li># Clean propeller of drain pump.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> <li>• Drain pump.</li> <li>• Shock absorbers.</li> <li>• Weights.</li> <li>• Motor.</li> <li>• Bearings.</li> </ul>
23	Door can not be opened, do not open.	<ul style="list-style-type: none"> <li>• The appliance detected that there was water in the drum.  Doors for security reasons remain locked.</li> <li># In case there is water in the drum, run the spin program.</li> <li># Clean filter.</li> <li># Disconnect the plug from the main and connect it again.</li> <li># Mechanical opening of the door, string - filter.</li> </ul>	<ul style="list-style-type: none"> <li>•Outlet hose.</li> <li>• Tub - filter hose clogged.</li> <li>•Pump.</li> <li>•Door lock.</li> <li>•The door.</li> </ul>
24	Doors can not be closed, they do not close.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>•Door lock.</li> <li>•The door.</li> <li>• voltage.</li> <li>• Control unit.</li> </ul>
25	The filter can not be pulled out.	<ul style="list-style-type: none"> <li>• The foreign object mechanically blocks the filter.</li> <li># Try to pull out the filter with a little more force.</li> </ul>	<ul style="list-style-type: none"> <li>• Filter</li> </ul>
26	The appliance does not dry the laundry, the laundry remains wet.	<ul style="list-style-type: none"> <li>• Different kinds of laundry and thickness or too much load.</li> <li>• The laundry is not properly sorted by type and thickness.</li> <li>• Appliance is placed in unsuitable place (too cold, too small place)</li> <li># Proper machine maintenance according to the instructions (filter cleaning).</li> </ul>	<ul style="list-style-type: none"> <li>•Thermostat.</li> <li>• Air flow.</li> <li>•Heater.</li> <li>•Fan</li> <li>• Control unit.</li> </ul>
27	Too much foam.	<ul style="list-style-type: none"> <li>• Excessive dosing of the washing powder may be the reason for the excessive amount of foam in the appliance.</li> <li>• In case the device detects too much foam in the appliance, the program stops for some time and continues after a certain elapsed time.</li> <li># Reduce the dosage of the powder (pre-concentrated detergents).</li> <li># Run self-cleaning program at least 2x, without additional cleaning agents.</li> </ul>	
28	Washing program is longer than expected.	<ul style="list-style-type: none"> <li>• Low water temperature.</li> <li>• Low power supply.</li> <li>• Low water pressure.</li> <li>•Pumping error.</li> <li>• Incorrect drum load.</li> <li>• Too much foam.</li> <li># We recommended washing large and small pieces of laundry together.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> </ul>
29	Under the appliance is wet / water is leaking, dripping.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> </ul>
30	The door of the tumble dryer can not be shut / The doors do not close.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Servis.</li> </ul>	<ul style="list-style-type: none"> <li>•The door.</li> <li>•Door lock.</li> </ul>

31	Traces of fabric, dirt on the laundry.	<ul style="list-style-type: none"> <li>• After each wash, some traces of fabric, dirt can remain in the inner side of the door seal.</li> <li>• These residues can be partially decomposed in the next wash and leave traces on the laundry.</li> <li># After each wash, the door seal must be cleaned, as shown in the user manual.</li> <li># Clean the groove of the door seal.</li> <li># Launch a short program without laundry.</li> <li># Self cleaning program must be run.</li> <li># Clean filter.</li> <li># Appropriate temperature selection.</li> <li># The appropriate sorting of the laundry regarding the color and fabric.</li> <li># Turn the delicate laundry outwards.</li> </ul>	<ul style="list-style-type: none"> <li>• Dirt in JET pipe.</li> <li>•Door seal.</li> <li>• A foreign object in tube.</li> <li>•Inlet hose filter.</li> <li>•Drum.</li> </ul>
33	The device does not rotate or does not turn / rotate the drum.	<ul style="list-style-type: none"> <li># Check if the door is closed.</li> </ul>	<ul style="list-style-type: none"> <li>•Belt.</li> <li>•Motor.</li> </ul>
34	Foam in the soap dispenser,  a lot of foam.	<ul style="list-style-type: none"> <li># Correct dosing of the powder according to the dirt and quantity of laundry.</li> <li># Reduce the dosage of the powder (pre-concentrated detergents).</li> <li># Run self-cleaning program at least 2x, without additional cleaning agents.</li> </ul>	
35	The appliance does not start, the display flashes.	<ul style="list-style-type: none"> <li># Check if the door is closed.</li> <li># Check if the water supply valve is open.</li> <li># Press the Start / Pause button.</li> </ul>	
36	The appliance stopped working during program.	<ul style="list-style-type: none"> <li>• In case the device detects too much foam in the appliance, the program stops for some time and continues after a certain elapsed time.</li> <li>• If the appliance stops and the display flashes during operation.</li> <li># Press the Start / Pause button.</li> <li># Check if the door is closed.</li> <li># Observe the amount of dosing of the powder and softener written by the manufacturer.</li> </ul>	
37	After washing the detergent / washing powder residue in the soap dispenser drawer.	<ul style="list-style-type: none"> <li># Follow the instructions for use to maintain the machine.</li> <li># Check that you have set the locking position for the liquid or hard powder correctly.</li> <li># Check if the inlet hose is clogged.</li> </ul>	<ul style="list-style-type: none"> <li>• Inlet hose.</li> <li>•Valves.</li> <li>• Detergent dispenser.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
F01	F01 on display.	<ul style="list-style-type: none"> <li>• Water level is not reached.</li> <li>• The water level is controlled at all times during the process of filling the appliance.</li> <li>• If the washing level is not reached after 15 minutes, an error is displayed.</li> <li>• In case that appliance detects that the water level is not 0, the pump is activated.  In case that error is still present after the draining, error is displayed. F01.</li> <li>•The water level frequency change is less than 300Hz after 3 minutes of water intake</li> </ul> <p># Press the Start / Pause button.</p> <p># Water tap.</p> <p># Clean the filter on the inlet valve and inlet hose.</p> <p># Check if appliance is leaking.</p>	<ul style="list-style-type: none"> <li>• Check pressure, water flow.</li> <li>•Electro valve.</li> <li>•Pressure sensor.</li> </ul>
F03	F03 on display.	<ul style="list-style-type: none"> <li>•No draining.</li> <li>• In case that appliance detects that the water level is not 0, the pump is activated.  In case that error is still present after the draining, error is displayed. F03.</li> <li>•Drainage does not reach the set water level alarm within 9 minutes</li> </ul> <p># Press the Start / Pause button.</p> <p># Clean the filter.</p> <p># Check wall siphon, clean it.</p> <p># Check the pump turbine, clean it.</p>	<ul style="list-style-type: none"> <li>•Pump.</li> <li>•Electro valve.</li> <li>•Pressure sensor.</li> </ul>

F04	F04 on display.	<ul style="list-style-type: none"> <li>• The water temperature is not reached.</li> <li>• Heater fault.</li> <li>• An error occurs if the water temperature does not change by 3 ° C within 15 minutes.</li> </ul> <p># Check water heating (during washing cycle touch the door glass with hand); if water is cold, heater shall be replaced.</p>	<ul style="list-style-type: none"> <li>•Heater.</li> <li>•NTC sensor.</li> <li>•Power supply unit.</li> </ul>
F05	F05 on display.	<ul style="list-style-type: none"> <li>• Temperature sensor in short circuit.</li> </ul>	<ul style="list-style-type: none"> <li>•NTC sensor.</li> </ul>
F06	F06 on display.	<ul style="list-style-type: none"> <li>• Motor spinning error.</li> <li>• In case, that the speed in the phase of spinning is 0 in the event of 2 seconds, appliance repeat the process..</li> <li>• After six unsuccessful trials, an error is displayed.</li> <li>• In case that the motor speed can not be measured or it is less than 20 rpm, error is displayed.</li> </ul>	<ul style="list-style-type: none"> <li>•Motor.</li> <li>•Power motor control unit.</li> </ul>
F07	F07 on display.	<ul style="list-style-type: none"> <li>• Motor power supply unit temperature is to high.</li> <li>• In the case of an inverter motor, the error is indicated when the temperature of the power supply unit is higher than 150 ° C.</li> <li>• In case of universal motor, error occurs when the measured speed is greater than the set speed..</li> </ul>	<ul style="list-style-type: none"> <li>•Power motor control unit.</li> <li>•Power supply unit.</li> </ul>
F08	F08 on display.	<ul style="list-style-type: none"> <li>• Motor overcurrent.</li> <li>• An error occurs if the motor current exceeds 8A.</li> </ul>	<ul style="list-style-type: none"> <li>•Power motor control unit.</li> </ul>
F09	F09 on display.	<ul style="list-style-type: none"> <li>• Incorrect main voltage.</li> <li>• The mains voltage is not in the range (less than 200V or more than 400V).</li> <li>•If this failure occurs 30 times in a row, it will alarm and disconnect the relay.</li> </ul> <p># Check the voltage level.</p>	<ul style="list-style-type: none"> <li>•Voltage level.</li> <li>•Power supply unit.</li> </ul>

F10	F10 on display.	<ul style="list-style-type: none"> <li>• Motor current lost.</li> <li>• In case there is no current through the motor winding after 4 seconds, an error is displayed.</li> <li>• Alarm after 30 consecutive occurrences.</li> </ul>	<ul style="list-style-type: none"> <li>• Motor.</li> <li>• Power motor control unit.</li> </ul>
F11	F11 on display.	<ul style="list-style-type: none"> <li>• After disconnecting the relay for 30 seconds, re-engage the relay and try to work normally; if this failure occurs continuously for 30 times, it will alarm and disconnect the relay.</li> </ul>	<ul style="list-style-type: none"> <li>• Power motor control unit.</li> <li>• Motor.</li> </ul>
F12	F12 on display.	<ul style="list-style-type: none"> <li>• Power supply unit microprocessor error.</li> <li>• Alarm after 30 consecutive occurrences</li> </ul>	<ul style="list-style-type: none"> <li>• Power motor control unit.</li> <li>• Motor.</li> </ul>
F13	F13 on display.	<ul style="list-style-type: none"> <li>• Door lock error.</li> <li>• Door do not lock.</li> </ul> <p># Close the door and press Start button.  Close the door and press start button; if the machine fails to start, close the door again, push harder and switch on the machine.</p>	<ul style="list-style-type: none"> <li>• Door lock.</li> <li>• Door pin.</li> <li>• The door.</li> <li>• Control unit.</li> </ul>
F14	F14 on display.	<ul style="list-style-type: none"> <li>• Door lock error.</li> <li>• Door not open after cycle ends.</li> </ul> <p># Press the Start / Pause button.  The program will try to open the door. (# Empty water from drum - use filter extension hose. # Clean the filter. # Check wall siphon, clean it. # Check the pump turbine, clean it.)</p>	<ul style="list-style-type: none"> <li>• Door lock.</li> <li>• Door pin.</li> <li>• The door.</li> <li>• Power supply unit.</li> </ul>
F15	F15 on display.	<ul style="list-style-type: none"> <li>• Drying temperature sensor error.</li> <li>• In case of drying temperature sensor error the drying unit stops with heating, valve stops dosing and the pump stops working.</li> <li>• Alarm after the fan runs for 5 minutes. Error is displayed.</li> <li>• The error is shown only for drying programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Dry NTC sensor.</li> <li>• Fan.</li> <li>• Heater.</li> <li>• Power supply unit.</li> </ul>

F16	F16 on display.	<ul style="list-style-type: none"> <li>• Return air temperature sensor error.</li> <li>• In case of return air temperature sensor error the drying unit stops with heating, valve stops dosing and the pump stops working.</li> <li>• Alarm after the fan runs for 5 minutes. Error is displayed.</li> <li>• The error is shown only for drying programs.</li> </ul>	<ul style="list-style-type: none"> <li>•Return air temperature sensor.</li> <li>•Fan.</li> <li>•Heater.</li> <li>•Power supply unit.</li> </ul>
F17	F17 on display.	<ul style="list-style-type: none"> <li>• Drying error (drying unit).</li> <li>• An error is displayed if the temperature change over 20 minutes is less than 5 ° C.</li> <li>• In case of failure, the drying unit stops with heating, valve stops dosing and the pump stops working.</li> <li>• Alarm after the fan runs for 5 minutes. Error is displayed.</li> </ul>	<ul style="list-style-type: none"> <li>•Dry NTC sensor.</li> <li>•Fan.</li> <li>•Heater.</li> <li>•Power supply unit.</li> </ul>
F18	F18 on display.	<ul style="list-style-type: none"> <li>• Fan error.</li> <li>• The power supply unit does not receive the fan signal during drying.</li> <li>•In the drying stage, during non-operation of the fan for 30 seconds, no signal is detected,</li> </ul>	<ul style="list-style-type: none"> <li>•Fan.</li> <li>• Air flow.</li> <li>•Heater.</li> <li>•Power supply unit.</li> </ul>
F20	F20 on display.	<ul style="list-style-type: none"> <li>• No communication data within 30S, only in the production inspection process</li> </ul>	<ul style="list-style-type: none"> <li>•The terminal is loose or damaged;</li> <li>•Power supply unit.</li> </ul>
F21	F21 on display.	<ul style="list-style-type: none"> <li>• Communication error between the power supply unit and the user interface.</li> <li>• Error is displayed if the communication is not detected for 90 seconds.</li> </ul>	<ul style="list-style-type: none"> <li>•Communication (conductors, connectors) between the power supply unit and the user interface.</li> </ul>
F22	F22 on display.	<ul style="list-style-type: none"> <li>• Communication error between the power supply unit and the motor power supply unit.</li> <li>• Error is displayed if the communication is not detected for 30 seconds.</li> <li>• If this communication failure occurs 3 times in a row, it will alarm.</li> <li>• Motor stops.</li> </ul>	<ul style="list-style-type: none"> <li>•Communication (conductors, connectors) between the power supply unit and the motor power supply unit.</li> <li>•Motor.</li> </ul>



F23	F23 on display.	<ul style="list-style-type: none"> <li>• Level sensor error.</li> <li>• Continuously detect for 5 seconds that the water level sensor is not connected properly, there is no frequency signal feedback, or the frequency signal is out of range (34k-45k).</li> </ul> <p># Restart the program.</p>	<ul style="list-style-type: none"> <li>•Pressure sensor.</li> <li>•Condenser tank clogged.</li> <li>•Valve.</li> <li>•Pump.</li> <li>•Motor.</li> </ul>
F24	F24 on display.	<ul style="list-style-type: none"> <li>•Overflow</li> <li>•The error occurs when the drying process detects the overflow.</li> <li>•The pump is activated.</li> </ul> <p>#Press the Start/Pause button #Close the inlet valve</p>	<ul style="list-style-type: none"> <li>•Condenser tank clogged</li> <li>•Pressure sensor</li> <li>•Valves</li> <li>•Power supply unit</li> </ul>
F25	F25 on display.	<ul style="list-style-type: none"> <li>•Overflow</li> <li>•The error occurs when the drying process detects the overflow.</li> <li>•The pump is activated.</li> </ul> <p>#Press the Start/Pause button #Close the inlet valve</p>	<ul style="list-style-type: none"> <li>•<b>Buttons</b></li> <li>•Soap dispenser drawer.</li> </ul>
Unb	Unb on display.	<ul style="list-style-type: none"> <li>• No fault.  Unbalance warning.</li> </ul> <p># We recommended washing large and small pieces of laundry together. # Installation of the appliance. # Remove transport screws. # Correct drum load. # Restart the program.</p>	