Fault phenomenon	Recommended handling method
The dryer cannot be started	◇ Check the power connection. ◇ Confirm the "Start" Pause key is pressed down. ◇ Confirm the door is closed properly. ◇ House fuse is blown , circuit breaker has tripped, or power outage has occurred
The dryer cannot be started and displays "End"	◇ Check whether the program setting is correct. ◇ Confirm there are clothes in the drum;
Excessive drying time	◇ Check whether the program setting is correct. ◇ Confirm whether there are too many clothes wrapping into clusters. ◇ Confirm whether the filter screen is cleaned. ◇ There will be air supply for cooling after drying in some programs;
Poor drying effect	◇ Confirm that the clothes have been dehydrated. ◇ Check whether the program setting is correct. ◇ Confirm that there are too many clothes. ◇ Load is not properly sorted. Whether clothes that are not easy to dry are mixed with clothes that are easy to dry. ◇ Large load of heavy fabrics. ◇ Check whether the filter screen is cleaned;
The remaining time of the display stops or jumps	◇ The remaining time varies with clothing type, load, dehydration, and ambient temperature, which is a normal phenomenon;
Clothes are wrinkled	◇ Clothes have dried too long. Try a shorter drying time; ◇ Clothes have been left in the appliance for too long after cycle ends;
The dryer is too loud	◇ Look for coins, loose buttons, nails, and other objects and remove them immediately ◇ Check the lint filter. Remove any items stuck ◇ inside the lint filter; ◇ Make sure the dryer is level and standing firmly on the floor; ◇ The dryer may hum due to air moving through the drum and fan. This is normal;
Clothes are shrinking	◇ Garment care instructions are not being followed. Use a low or no heat setting.
Lint is left on clothes	◇ Lint filter has not been cleaned properly. ◇ Clothes have not been sorted properly ◇ Some fabrics cause more lint and should be dried separately from fabrics that lint attaches easily ◇ Tissue, paper, etc., has been left in pockets.
The appliance has an odor	◇ The smell is caused by rubber material that is attached to the appliance inside.

		This kind of smell is a rubber's own smell and disappears automatically after using the appliance several times
	◇	When washing the clothes, use the detergent in accordance with the manufacturer's recommendations. If you use the detergent excessively not according to the recommendations, undissolved detergent may accumulate on the clothes and cause an odor
	◇	You can smell odors from the clothes if the clothes were left in the appliance after drying or in the washing machine after washing. Unload the clothes promptly at the end of the drying or washing cycle
	◇	Ensure you can smell same dour in the washing machine. If so, clean the tub of the washing machine referring to the washing machine User manual
	◇	Always take care of both lint filters clean. If any residues were left in the lint filter after drying, it may cause odors. And dry the lint filter completely after cleaning
The machine is powered on and started directly after power failure, but does not work	◇	When the program is suspended, the set functions cannot be changed. If the program or function needs to be changed during operation, or the power is off during operation and the power needs to be powered on again, select the required program and function, and finally start it;

WIFI Networking Problem

NO	problem	solution
1	Scan code prompts not recognized	1. Add the device scanning interface in the APP, click on the right side? Help, check whether the SN position of the scanned code is accurate and whether it is 23 bits; 2. Click below to manually enter the SN code, and reactivate the device configuration status according to the network configuration guidance; 3. There is no problem with the above operation, or the prompt scanning code is not recognized, please feedback this SN to the washing machine intelligent platform;
2	The configuration network binding prompt failed	1. Please check whether the network environment at home is normal, if the network is detected to be poor, please restart the router; 2. Please confirm whether the router is set up with a whitelist, and add the MAC address of the device to the whitelist; 3. There is no problem with the above operation, or the binding fails, please find the hardware problem of the WIIF module;
3	The APP cannot start the device	1. Please check whether the Romote contorl on the device is turned on, if not, please open the Romote contorl button on the screen; 2. Please check whether the router is working normally to ensure that the mobile phone can access the web page normally when connected to the router; 3. Please confirm whether you have changed the router password, or replace the new router, you can try to reconfigure the network binding; 4. Check whether the WIFI indicator on the device is always on, if not, you can try to reconfigure the network binding; 5. There is no problem with the above operation, or the APP cannot start the device, please find the hardware problem of the WIIF module;
4	The device is bound and offline	1. Check whether the device is powered on and turned on; 2. Please check whether the router is working normally to ensure that the mobile phone can access the web page normally when connected to the router; 3. Please confirm whether you have changed the router password, or replace the new router, you can try to reconfigure the network binding; 4. Check whether the WIFI indicator on the device is always on, if not, you can try to reconfigure the network binding; 5. There is no problem with the above operation, or the offline status is displayed, please find the hardware problem of the WIIF module;
5	After the program is run, there is no data display on the energy statistics interface after 1 hour	1. Check whether the wi-fi icon in the device status bar is a cloud icon; 2. If the first step is the unconnected cloud icon, please check whether the network environment at home is normal, and if the network is detected to be poor, please restart the router; After the restart is complete, proceed to the first step; 3. If the first step is the cloud icon, please confirm whether the time synchronization switch is turned on; 4. If the time synchronization switch is not turned on, please

		turn on the switch and try again; If the switch is on, please use the APP to operate the control device to see if it can be controlled; 5. If the APP can control the device, but the energy statistics interface has always displayed no data display; Or confirm that there is no problem with the network, but it shows that there is no cloud connection, please contact after-sales troubleshooting.
6	After scanning the code binding, it is not automatically jumped	1. Check whether the wi-fi icon in the device status bar is a cloud icon; 2. If the first step is the unconnected cloud icon, please check whether the network environment at home is normal, and if the network is detected to be poor, please restart the router; After the restart is complete, proceed to the first step; 3. If the first step is the cloud icon, please confirm whether the APP is bound successfully; 4. If the APP is not bound successfully, please scan the code again to bind; 5. If the APP has been bound successfully, but it still cannot be jumped; Or confirm that there is no problem with the network, but it shows that there is no cloud connection, please contact after-sales troubleshooting.