

Error	Problem	Cause or remedy	Process (service technician)
	Appliance after connecting to the electricity it does not work.	<ul style="list-style-type: none"> <li># Please check that there is no power outage at your home</li> <li># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</li> <li># Please make sure that the power cord is securely plugged into a functional power socket</li> <li># Connect the other device to the same socket and check if the appliance is working</li> <li># Check the outlet voltage 4-027-1986.</li> <li># Check if the appliance is switch ON (ON/OFF button).</li> <li># Restart the program.</li> </ul>	<ul style="list-style-type: none"> <li>• There is voltage in the circuit.</li> <li>• Supply cord and connector.</li> <li>• Input (RFI) filter.</li> <li>• Power switch.</li> <li>• Control unit.</li> </ul>
	Appliance after connecting to electricity network, does not work.	<ul style="list-style-type: none"> <li># Please check that there is no power outage at your home</li> <li># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</li> <li># Please make sure that the power cord is securely plugged into a functional power socket</li> <li># Connect the other device to the same socket and check if the appliance is working 4-027-1986.</li> <li># Check if the appliance is switch ON (ON/OFF button).</li> <li># Restart the program.</li> </ul>	<ul style="list-style-type: none"> <li>• There is voltage in the circuit.</li> <li>• Supply cord and connector.</li> <li>• Input (RFI) filter.</li> <li>• Power switch.</li> <li>• Control unit.</li> </ul>
	Appliance does not work, lights does not turn on, does not start	<ul style="list-style-type: none"> <li># Please check that there is no power outage at your home</li> <li># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</li> <li># Please make sure that the power cord is securely plugged into a functional power socket</li> <li># Connect the other device to the same socket and check if the appliance is working</li> <li># Check the outlet voltage 4-027-1986.</li> <li># Check if the appliance is switch ON (ON/OFF button).</li> <li># Restart the program.</li> </ul>	<ul style="list-style-type: none"> <li>• There is voltage in the circuit.</li> <li>• Supply cord and connector.</li> <li>• Input (RFI) filter.</li> <li>• Power switch.</li> <li>• Control unit.</li> </ul>
	Circuit breaker turns off.	<ul style="list-style-type: none"> <li>• Improper electrical installation.</li> <li># Please check that there is no power outage at your home</li> <li># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</li> <li># Please make sure that the power cord is securely plugged into a functional power socket</li> <li># Connect the other device to the same socket and check if the appliance is working</li> <li># Test appliance on any other electric socket (other phase)</li> <li># If the FID is still triggering, the problem is with the appliance</li> <li># Turn on the FID and reconnect the appliance.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>•Wiring harness damaged.</li> <li>•Heater.</li> <li>•Motor.</li> </ul>
	Switch off the fuse switch.	<ul style="list-style-type: none"> <li>• Improper electrical installation.</li> <li># Please check that there is no power outage at your home</li> <li># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</li> <li># Please make sure that the power cord is securely plugged into a functional power socket</li> <li># Connect the other device to the same socket and check if the appliance is working</li> <li># Test appliance on any other electric socket (other phase)</li> <li># If the FID is still triggering, the problem is with the appliance</li> <li># Turn on the FID and reconnect the appliance.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>•Wiring harness damaged.</li> <li>•Heater.</li> <li>•Motor.</li> </ul>
	Drum does not rotate.	<ul style="list-style-type: none"> <li># To start/run a program the appliance door must be closed correctly</li> <li># Recommended to wash larger and smaller pieces together.</li> <li># The laundry is not properly sorted.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Foreign object between tube and drum.</li> <li>• Belt.</li> <li>• Brushes.</li> <li>• Motor</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	The appliance does not spin or turn/rotate the drum.	<p># To start/run a program the appliance door must be closed correctly</p> <p># Run a program and if error repeats call authorized Service</p> <p># Recommended to wash larger and smaller pieces together.</p> <p># The laundry is not properly sorted.</p>	<ul style="list-style-type: none"> <li>• Foreign object between tube and drum.</li> <li>• Belt.</li> <li>• Brushes.</li> <li>• Motor.</li> </ul>
	The drum / motor of the appliance is not turning.	<p># To start/run a program the appliance door must be closed correctly</p> <p># Run a program and if error repeats call authorized Service</p> <p># Recommended to wash larger and smaller pieces together.</p> <p># The laundry is not properly sorted.</p>	<ul style="list-style-type: none"> <li>• Foreign object between tube and drum.</li> <li>• Belt.</li> <li>• Brushes.</li> <li>• Motor.</li> </ul>
	The motor is not running.	<p># To start/run a program the appliance door must be closed correctly</p> <p># Recommended to wash larger and smaller pieces together.</p> <p># The laundry is not properly sorted.</p> <p># Run a program and if error repeats call authorized Service</p>	<ul style="list-style-type: none"> <li>• Foreign object between tube and drum.</li> <li>• Belt.</li> <li>• Brushes.</li> <li>• Motor.</li> </ul>
	The appliance moves or vibrates during operation.	<ul style="list-style-type: none"> <li>• Incorrect load.</li> <li>• The laundry is not properly sorted.</li> <li>• The appliance is not positioned correctly.</li> </ul> <p># Check if transport brackets were removed.</p> <p># Remove the plastic plugs holding the transport screws, squeeze them and pull them out of the appliance.</p> <p># Check levelling, positioning of the appliance.</p> <p># Recommended to wash larger and smaller pieces together.</p>	<ul style="list-style-type: none"> <li>•voltage.</li> <li>•Springs.</li> <li>•Shock absorber.</li> </ul>
	Door can not be opened, do not open.	<ul style="list-style-type: none"> <li>• For safety reasons, the appliance does not allow opening the door.</li> <li>• To high water level in drum.</li> <li>• Water temperature to high.</li> </ul> <p># Drain water, use a pumping or centrifuging program.</p> <p># Wait that water temperature decrease, then drain water out.</p> <p># If door still doesn't open use mechanical key to open it.</p>	<ul style="list-style-type: none"> <li>• Door hinge.</li> <li>• Door latch .</li> <li>• Pressure sensor.</li> <li>• The door.</li> <li>• Control unit.</li> <li>•NTC sensor</li> </ul>
	The appliance does not drain / eject water, the water remains in the drum.	<ul style="list-style-type: none"> <li>• Pumping error.</li> </ul> <p># Clean the filter</p> <p># Check the pump turbine, clean it.</p> <p># Check whether the pump rotor rotates freely.</p> <p># If no foreign objects are visible, gently turn the rotor by hand to try to unblock it.</p> <p># Check whether the drain is clogged</p> <p># Detach the drain hose and place it in the bathtub or sink, try to start the centrifuge program</p> <p># If the appliance is draining water, the problem is caused by a clogged siphon</p> <p># Reduce the dosage of the powder (pre-concentrated detergents).</p> <p># Correct dosing of the powder according to the dirt and quantity of laundry.</p> <p># Restart the program.</p>	<p># Clean the filter</p> <p># Check the pump turbine, clean it.</p> <ul style="list-style-type: none"> <li>• Wiring harness.</li> <li>• check the level sensor position</li> <li>• Outlet hose.</li> <li>• Tub - filter hose clogged.</li> <li>•Pump.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	Water is leaking, running under the appliance.	<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>• In cases where a small amount of water under the washing machine door is observed during the program operation or a small leakage at the door below may be the cause of previously uncleaned gasket.</li> <li># Clean door glass.</li> <li># At the end of every wash clean the door seal..</li> <li># Before washing, make sure that there are no hair or other small parts trapped between the door and the door seal..</li> <li># Make sure the drum is not overfilled</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> </ul>
	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>• If your appliance is connected via an extension lead, plug it directly into a wall socket instead</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> </ul>
	Appliance is tearing the laundry.	<ul style="list-style-type: none"> <li># Overloading can cause clothes to stick to the drum or other parts of the machine, which can cause tears or damage</li> <li># Delicate fabrics such as lace, silk or fine knits are more easily damaged during washing</li> <li># You might consider using a laundry bag to protect delicate items, or washing them on a gentler program</li> <li># Avoid using excessive doses of detergent</li> <li># Excess detergent can make clothes more abrasive, which increases the chance of damaging the fabric</li> <li># Make sure to use the recommended dosage of detergent and avoid overfilling the dispenser</li> <li># Correct selection of the cycle</li> <li># Please flip delicate laundry outwards</li> <li># Check the surface of the drum with a silk cloth.</li> </ul>	<ul style="list-style-type: none"> <li>•Drum.</li> <li>•Door seal.</li> </ul>
	To fast / immediately takes the softener.	<ul style="list-style-type: none"> <li>• Make sure to use the recommended dosage of detergent and avoid overfilling the dispenser 4-027-1985.</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, siphon.</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>
	The washing machine does not take in / takes out softener.	<ul style="list-style-type: none"> <li>• To correct the fault on the WDQR series devices, it is necessary to follow the information. 4-023-2120 .</li> <li># Please make sure that the automatic dosing is correctly selected, manually increase the softener consumption</li> <li># Clean the detergent dispenser, siphon 4-027-1982.</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>
	Drum hardly rotate.	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Service.</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> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	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>
	Laundry is still wet, washing machine doesn't drain.	<ul style="list-style-type: none"> <li># If the appliance does not spin, it may be because the spin speed has not been selected correctly.</li> <li># Please check that the laundry load for the program is correctly loaded according to the user manual.</li> <li># Increase the amount of laundry.</li> <li># Recommended to wash larger and smaller pieces together.</li> <li># Check the pump turbine, clean it.</li> <li># Clean the filter</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Drain pump.</li> <li>• consulting the client.</li> </ul>
	Washing machine rumbling, load in centrifuge.	<ul style="list-style-type: none"> <li>• Incorrect load 4-027-1983.</li> <li>• The laundry is not properly sorted.</li> <li>• The appliance is not positioned correctly.</li> <li># Check if transport brackets were removed.</li> <li># Check levelling, positioning of the appliance.</li> <li># Recommended to wash larger and smaller pieces together.</li> <li># Check levelling, positioning of the appliance.</li> <li># Clean the filter.</li> <li># Check the pump turbine, clean it.</li> <li># Please send a short video of the problem</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> <li>• Drum support.</li> <li>• Shock absorber.</li> <li>• Weights.</li> <li>• Motor.</li> <li>• Bearings.</li> </ul>
	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>• Sometimes the dryer also makes unusual or loud noises, which are unusual for a dryer and are most often caused by improper placement.</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 the 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 absorber.</li> <li>• Weights.</li> <li>• Motor.</li> <li>• Bearings.</li> </ul>
	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 the filter.</li> <li># Check the pump turbine, clean it.</li> <li># Check whether the drain is clogged</li> <li># Detach the drain hose and place it in the bathtub or sink, try to start the centrifuge program</li> <li># If the appliance is draining water, the problem is caused by a clogged siphon</li> </ul>	<ul style="list-style-type: none"> <li>• Outlet hose.</li> <li>• Tub - filter hose clogged.</li> <li>• Pump.</li> <li>• Door latch .</li> <li>• The door.</li> </ul>
	Doors can not be closed, they do not close.	<ul style="list-style-type: none"> <li># Please ensure that no foreign objects are present between the door and the seal.</li> <li># It is also necessary to check that there are no foreign objects in the hinge that would prevent the door from closing.</li> <li># Make sure the drum is not overfilled.</li> <li># Gasket wrinkled, stuck, deformed, wedged, poorly fitted.</li> </ul>	<ul style="list-style-type: none"> <li>• Door seal.</li> <li>• Door latch . 4-023-1813.</li> <li>• The door.</li> </ul>
	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>

Error	Problem	Cause or remedy	Process (service technician)
	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>• The appliance is placed in an unsuitable space</li> <li># Proper machine maintenance according to the instructions (filter cleaning).</li> <li># Correct selection of the cycle</li> <li># Please check that the laundry load for the program is correctly loaded according to the user manual</li> <li># Increase the drying level and use the appropriate program</li> <li># Ensure proper air circulation in room</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>
	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. 4-023-2005.</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>	
	Washing program is longer than expected.	<ul style="list-style-type: none"> <li>• Not a mistake.</li> <li>• Too low water temperature.</li> <li>• Power supply voltage too low.</li> <li>• Low water pressure.</li> <li>• Pumping error.</li> <li>• Washing time can be up to 60% longer than expected, due to the above listed causes or switching on UKS (stability control). Extended washing time due to the multiple sorting of laundry.</li> <li># Increase the amount of laundry.</li> <li># Recommended to wash larger and smaller pieces together.</li> </ul>	
	Water is leaking, running under the appliance.	<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>• In cases where a small amount of water under the washing machine door is observed during the program operation or a small leakage at the door below may be the cause of previously uncleaned gasket.</li> <li># Clean door glass.</li> <li># At the end of every wash clean the door seal..</li> <li># Before washing, make sure that there are no hair or other small parts trapped between the door and the door seal..</li> <li># Make sure the drum is not overfilled</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> </ul>

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	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 the 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 the JET pipe.</li> <li>• Door seal.</li> <li>• A foreign object in tube.</li> <li>• Inlet hose filter.</li> <li>• Drum.</li> </ul>
	The appliance does not spin or turn/rotate the drum.	<ul style="list-style-type: none"> <li># To start/run a program the appliance door must be closed correctly</li> <li># Recommended to wash larger and smaller pieces together.</li> <li># The laundry is not properly sorted.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>•Belt.</li> <li>•Motor.</li> </ul>
	Foam in the soap dispenser, Too much foam.	<ul style="list-style-type: none"> <li>• Not a mistake.</li> <li>• Excessive dosing of the washing powder may be the reason for the excessive amount of foam in the appliance. 4-023-2005</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># Please check that the laundry load for the program is correctly loaded according to the user manual</li> <li>• Setting up the appliance.</li> <li># Check and ensure the correct water pressure.</li> <li># Run self-cleaning program at least 2x, without additional cleaning agents.</li> <li>4-023-1919.</li> </ul>	
	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># Checking if the door is well closed.</li> <li># Observe the amount of dosing of the powder and softener written by the manufacturer.</li> </ul>	
	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>

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	Does not heat.	<ul style="list-style-type: none"> <li>• The error occurs if after finished heating step water temperature is more than 15 lower as required.</li> <li>• The glass temperature is lower than the water temperature.</li> <li>• Heater defect.</li> </ul> # Check water heating (during washing cycle touch the door glass with hand); if water is cold, heater shall be replaced. # Check the adequacy of the drain height. # The drain hose must be secured and pinned to the pin on the back wall of the washing machine. # Reset appliance. # Restart the program.	<ul style="list-style-type: none"> <li>•The drain hose must be secured and pinned to the pin on the back wall of the washing machine.</li> <li>•Check the adequacy of the drain height.</li> <li>•Exhausting hose.</li> <li>•Heater.</li> <li>•NTC sensor.</li> </ul>
	Buttons does not respond. Display error.	<ul style="list-style-type: none"> <li>• Child lock is switched on.</li> <li># Disable parental protection.</li> <li>• The key combination marked in the user manual</li> <li># Try more times to press the key.</li> <li># Switch off the appliance from the mains for a few minutes (unscrew the fuse or turn off the main switch), then reconnect it to the mains and switch on the main switch of the appliance.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Repair regarding the information 4-023-1925. 4-023-2104.</li> </ul>
	Ripped door seal, damaged door seal.	# Incorrect insertion of laundry into the drum of the washing machine can cause damage to the door seal.. This can happen if the laundry is stucked between the door and door seal of the washing machine. # 4-023-1928.	4-023-1928.
	Leaking, water leaks at the door below.	<ul style="list-style-type: none"> <li>• In cases where a small amount of water under the washing machine door is observed during the program operation or a small leakage at the door below may be the cause of previously uncleaned gasket. 4-023-2451</li> <li># At the end of every wash clean the door seal..</li> <li># Before washing, make sure that there are no hair or other small parts trapped between the door and the door seal..</li> <li># Run a program and if error repeats call authorized Service.</li> <li>• Incorrect insertion of laundry into the drum of the washing machine can cause damage to the door seal.. This can happen if the laundry is stucked between the door and door seal of the washing machine. 4-023-1928.</li> <li># Please send a picture of the problem</li> </ul>	4-023-1929.
	Water flows into the appliance uncontrollably, a drum is filled completely with water.	<ul style="list-style-type: none"> <li>• The water level in the drum is not detected, so the appliance continues to dose the water to reach the final level.</li> <li>• Close water tap.</li> <li>• Low water pressure.</li> </ul>	<ul style="list-style-type: none"> <li>• Valves.</li> <li>• Pressure sensor.</li> <li>• Tube level sensor.</li> </ul>
	A part is missing	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Service</li> </ul>	
	Mechanical damage. Part fell off, deformed, in malfunction, broken, rusted.	<ul style="list-style-type: none"> <li>• Mechanical damage caused by improper use is not part of the warranty repair.</li> <li># Please send a picture of the problem.</li> <li>• Repair is carried out by authorized Service.</li> </ul>	
	Cracked housing (inside)	<ul style="list-style-type: none"> <li>• Repair is carried out by authorized Service</li> </ul>	
	Appliance installation	# Check the user instructions. # Follow the installation manual. # Please send a picture of the problem.	<ul style="list-style-type: none"> <li>• Appliance installation</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	Appliance does not take the water.	<ul style="list-style-type: none"> <li>• Water level is not reached. 4-027-1989</li> <li># To continue the program, it is necessary to press the Start button.</li> <li># Check that the water tap is open.</li> <li># Clean the filter on the inlet valve and inlet hose.</li> <li># Check water flow (minimum 3l in 15 seconds).</li> <li># Check if more users using the water at the same time.</li> <li># Check if appliance is leaking.</li> <li># Check the adequacy of the drain height.</li> <li># The drain hose must be secured and pinned to the pin on the back wall of the washing machine.</li> <li># Leakage on back side at the electrovalve. Repair regarding the information. 4-023-2204.</li> </ul>	<ul style="list-style-type: none"> <li>• Valves.</li> <li>• Hose valve - soap dispenser. Limescale.</li> <li>• Aqueous stone on the cover of the soap dispenser.</li> <li>• Clean the detergent dispenser, siphon.</li> <li>• Leakage control.</li> </ul>
	Washing machine does not start with the centrifuge, centrifuge is not working.	<ul style="list-style-type: none"> <li># If the appliance does not spin, it may be because the spin speed has not been selected correctly.</li> <li># Please check that the laundry load for the program is correctly loaded according to the user manual.</li> <li># Increase the amount of laundry.</li> <li># Recommended to wash larger and smaller pieces together.</li> <li># Check the pump turbine, clean it.</li> <li># Clean the filter</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Drain pump.</li> <li>• consulting the client.</li> </ul>
	Laundry detected during self-cleaning program, but drum is empty	<ul style="list-style-type: none"> <li>• See technical information 4-023-2514</li> </ul>	

Error	Problem	Cause or remedy	Process (service technician)
E0	E0 on display.	<ul style="list-style-type: none"> <li>• Test program for motor calibration was not set.</li> <li>• Motor alternative is not set.</li> <li>• The call center shall guide the customer through the procedure described in the technical documentation to resolve the issue. 4-023-2517</li> </ul>	<ul style="list-style-type: none"> <li>• Run test program and set the correct motor alternative. 4-027-2573</li> </ul>
E1	E1 on display.	<ul style="list-style-type: none"> <li>• Open clamps/short circuit of the temperature sensor.</li> <li>• An error occurs if the connection between the control unit and the temperature sensor is interrupted or a short circuit between the temperature sensors. Washing program ends without heating.</li> </ul>	<ul style="list-style-type: none"> <li>• Open clamps/short circuit of the temperature sensor.</li> <li>• Connectors, connection to NTC sensor.</li> <li>• NTC sensor.</li> </ul>
E2	E2 on display.	<ul style="list-style-type: none"> <li>• Door lock error.</li> <li># Close the door and press Start button. If the machine does not start, close the door again and press the start key.</li> </ul>	<ul style="list-style-type: none"> <li>• The door.</li> <li>• Door latch .</li> <li>• Control unit.</li> </ul>
E3	E3 on display.	<ul style="list-style-type: none"> <li>• Water level is not reached. 4-027-2132</li> <li># To continue the program, it is necessary to press the Start button.</li> <li># Check that the water tap is open.</li> <li># Clean the filter on the inlet valve and inlet hose.</li> <li># Check if more users using the water at the same time.</li> <li># Check if appliance is leaking.</li> <li># Restart the program.</li> <li># Leakage on back side at the electrovalve. Repair regarding the information. 4-023-2204.</li> </ul>	<ul style="list-style-type: none"> <li>• Electro valve.</li> <li>• Check pressure, water flow.</li> </ul>
E6	E6 on display.	<ul style="list-style-type: none"> <li>• The water temperature is not reached.</li> <li>• Heater defect.</li> <li>• The error occurs if after finished heating step water temperature is more than 15 lower as required.</li> <li>• An error occurs if the temperature rise is less than 5 ° C within 10 minutes.</li> <li># Check water heating (during washing cycle touch the door glass with hand); if water is cold, heater shall be replaced.</li> <li># Check the adequacy of the drain height.</li> <li># The drain hose must be secured and pinned to the pin on the back wall of the washing machine.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Check the adequacy of the drain height.</li> <li>• Heater.</li> <li>• NTC sensor.</li> </ul>
E7	E7 on display.	<ul style="list-style-type: none"> <li>• Pumping error. Water level not falling under level 1. 4-027-2133</li> <li>• The error occurs if water level does not fall below the hydrostat level after draining. When an error occurs for the first time in the washing program will automatically repeat draining step. When the error occurs a second time in a row, the washing program stops and displays an error</li> <li>• Powder overdosing can cause the appliance to malfunction (E11, E7, foaming, leaking at the dosing container).</li> <li># Clean the filter.</li> <li># Check wall siphon, clean it.</li> <li># Check the pump turbine, clean it.</li> <li># Reduce the dosage of the powder (pre-concentrated detergents).</li> <li># Correct dosing of the powder according to the dirt and quantity of laundry.</li> <li># Restart the program.</li> </ul>	<ul style="list-style-type: none"> <li>• Outlet hose.</li> <li>• Tub - filter hose clogged.</li> <li>• Pump.</li> <li>• Diverter valve.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
E7.1	E7.1 on display.	<ul style="list-style-type: none"> <li>• Filter blocked.</li> <li>• An error occurs if the draining system is clogged or the pump is not working properly. Based on the measurement of the time difference between two water levels (approximately empty and empty drum). If the differences between the measured values are exceeded, the program stops. Error is displayed.</li> </ul> <p># Clean the filter. # Check wall siphon, clean it. # Check for possible foreign objects on the pump turbine</p>	<ul style="list-style-type: none"> <li>•Pump.</li> </ul>
E7.2	E7.2 on display.	<ul style="list-style-type: none"> <li>• Not a mistake.</li> </ul> <p># Reduce the dosage of the powder (pre-concentrated detergents). # Please check that the laundry load for the program is correctly loaded according to the user manual Self cleaning program must be run. # Run a program and if error repeats call authorized Service</p>	
E8	E8 on display.	<ul style="list-style-type: none"> <li>• Fault occurs when maximum spinning revolutions are not reached.</li> <li>• Error appears only in the test program.</li> <li>• An error occurs if, after the spin cycle is complete, the rotational speed is less than the prescribed speed.</li> </ul>	<p># The error is only visible in the service program.</p> <ul style="list-style-type: none"> <li>• The motor switches off after a few cycles.</li> <li>•Motor.</li> <li>•voltage.</li> </ul>
E9	E9 on display.	<p># Check the water leaks on the inlet pipe, the bottom of the machine or on the ground (if case of visible traces of leakage, close the inlet valve)</p> <ul style="list-style-type: none"> <li>• Important: If there are no visible signs of water leakage, the fault is ignored</li> </ul> <p># Reduce the flow by slightly closing the water supply tap # Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> <li>• Check the appliance.</li> </ul>
E9.1	E9.1 on display.	<ul style="list-style-type: none"> <li>• Detected water leakage</li> </ul> <p># Check the water leaks on the inlet pipe, the bottom of the machine or on the ground (if case of visible traces of leakage, close the inlet valve) # Important: If there are no visible signs of water leakage, the fault is ignored # Reduce the flow by slightly closing the water supply tap # Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• IR sensor</li> <li>• Check the appliance.</li> </ul>
E10	E10 on display.	<ul style="list-style-type: none"> <li>• No signal of the level sensor.</li> <li>• The error occurs at the start of water dosing for all programs in the event that the level sensor is not connected (no frequency). Washing program stops.</li> </ul> <p>If water temperature is higher than 60° than appliance fill the cold water. The program shuts down, the error appears.</p>	<ul style="list-style-type: none"> <li>• Hoses.</li> <li>•Pressure sensor.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
E11	E11 on display.	<ul style="list-style-type: none"> <li>• Overflow.</li> <li>• An error occurs when the pressure switch or pressure sensor detects the overflow. If the error is repeated 5x within two minutes, then the control unit switches off all the valves, the water is exhausted, the program stops. Error is displayed.</li> <li>• Powder overdosing can cause the appliance to malfunction (E11, E7, foaming, leaking at the dosing container).</li> </ul> <p># In case the appliance dosing water uncontrollably . Close the inlet valve.  # In case the error is not detected:  # Reduce the dosage of the powder (pre-concentrated detergents).  # Correct dosing of the powder according to the dirt and quantity of laundry.  # Setting up the appliance.  # Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> <li>• Valves.</li> <li>• Hydrostat.</li> <li>• Hydrostat cap.</li> </ul>
E12	E12 on display.	<ul style="list-style-type: none"> <li>• Excessive voltage in the motor or power module</li> </ul> <p># Disconnect the plug from the main and connect it again.  # Run a program and if error repeats call authorized Service</p>	<ul style="list-style-type: none"> <li>• Power supply unit.</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E12.1	E12.1 on display.	<ul style="list-style-type: none"> <li>• Excessive load of the motor or power module.</li> <li>• Jammed laundry</li> <li>• The error is informative (cause: ball laundry, unsuitable load...).</li> </ul> <p># Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> <li>• Relevancy of build in components, motor alternative need to be set.</li> <li>• Supply cord and connector.</li> <li>• Check drum rotation.</li> <li>• Motor.</li> <li>• MCU.</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E12.4	E12.4 on display.	<ul style="list-style-type: none"> <li>• Extreme hardware error</li> </ul> <p># Run a program and if error repeats call authorized Service</p>	<ul style="list-style-type: none"> <li>• Power supply unit.</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E12.5	E12.5 on display.	<ul style="list-style-type: none"> <li>• Blocked motor rotor.</li> <li>• Incorrect load.</li> </ul> <p># Correct drum load.  # Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> <li>• Relevancy of build in components, motor alternative need to be set.</li> <li>• Run test program.</li> <li>• Drum pulley.</li> <li>• Motor. 4-027-2131</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E12.6	E12.6 on display.	<ul style="list-style-type: none"> <li>• The excess temperature of the cooling unit of the motor power supply unit. An error occurs if the temperature of the heat sink or motor exceeds the permissible. The program is stopped for as long as the temperature value does not reach the desired temperature.</li> <li>• The error is only visible in the service program.</li> </ul>	<ul style="list-style-type: none"> <li>• The error is informative (cause: ball laundry, unsuitable load...).</li> <li>• Customer education without changing components.</li> <li>• Relevancy of build in components, motor alternative need to be set.</li> <li>• Composition of the washing group (sealing, bearing assembly, door seal, belt). Possible cause of overheating of the heat sink on the power supply unit.</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E12.8	E12.8 on display.	<ul style="list-style-type: none"> <li>• Communication time / communication error.</li> <li>• Power unit communication error.</li> </ul> <p># Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Suitability of the connector (inner part of the connector), check for locking</li> <li>• MCU housing folded</li> <li>• Disconnect and reconnect the connector to the MCU</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E12.10	E12.10 on display.	<ul style="list-style-type: none"> <li>• Spin speed error. Speed rotation error. Motor doesn't stop or doesn't accelerate after command.</li> </ul>	<ul style="list-style-type: none"> <li>• Motor. 4-027-2131</li> <li>• Control unit.</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
E12.12	E12.12 on display.	<ul style="list-style-type: none"> <li>• An error occurs if the control unit or MCU in the machine is wrong</li> <li># Run a program and if error repeats call authorized Service.</li> </ul>	<ul style="list-style-type: none"> <li>• MCU.</li> <li># Control unit.</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E12.17	E12.17 on display.	<ul style="list-style-type: none"> <li>• motor is not connected</li> <li># Disconnect the plug from the main and connect it again.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• In the work order, please indicate which E12.X (E12.1, E12.2, etc.) error was present.</li> </ul>
E13	E13 on display.	<ul style="list-style-type: none"> <li>• Unbalanced laundry The error occurs when the laundry in the drum is not properly arranged.</li> <li># Reload the drum.</li> <li># Increase the amount of laundry and restart the program.</li> </ul>	<ul style="list-style-type: none"> <li>• If a charge was detected when the test program was started, error E13 will be displayed.</li> <li>• Shock absorber.</li> <li>• Check appliance layout.</li> </ul>
E13.1	E13.1 on display.	<ul style="list-style-type: none"> <li>• A motor calibration error (unbalance) - deviation from the allowed calibration values of the appliance. Error appears only in the test program.</li> </ul>	<ul style="list-style-type: none"> <li>• Control the drum swinging.</li> <li>• Belt.</li> <li>• Place between drum and drum sealing.</li> <li>• Bearings.</li> <li>• Conformity of the built-in motor and programmed control unit.</li> </ul>
E13.2	E13.2 on display.	<ul style="list-style-type: none"> <li>• Motor calibration error (Inertia) - deviation from the allowed calibration values of the appliance. Error appears only in the test program.</li> </ul>	<ul style="list-style-type: none"> <li>• Check drum rotation.</li> <li>• Bearings.</li> <li>• Motor alternative is not set.</li> <li>• Conformity of the built-in motor and programmed control unit.</li> <li>• If the customer has no problems with the operation, the error is ignored.</li> </ul>
E13.3	E13.3 on display.	<ul style="list-style-type: none"> <li>• A warning appears if drum is not empty (clothes inside), during the self-cleaning program.</li> </ul>	<ul style="list-style-type: none"> <li>• Run the self-cleaning program without load clothes).</li> </ul>
E22	E22 on display.	<ul style="list-style-type: none"> <li>• Error occurs when, door are closed, but lock does not initiate</li> <li># Close the door and press Start button. If the machine does not start, close the door again and press the start key.</li> <li># Voltage fluctuation</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li># It is necessary to enter the service menu and check if the cause of the fault is a voltage fluctuation (E40, E43).</li> <li># In the event of a voltage fluctuation, no component is replaced.</li> <li>• The door.</li> <li>• Door latch .</li> </ul>
E22.1	E22.1 on display.	<ul style="list-style-type: none"> <li>• Error occurs when, door are closed, but lock does not initiate. automatic door lock</li> <li># Close the door and press Start button. If the machine does not start, close the door again and press the start key.</li> <li># Voltage fluctuation</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li># It is necessary to enter the service menu and check if the cause of the fault is a voltage fluctuation (E40, E43).</li> <li># In the event of a voltage fluctuation, no component is replaced.</li> <li>• The door.</li> <li>• Door latch .</li> </ul>
E23	E23 on display.	<ul style="list-style-type: none"> <li>• Error occurs when, door are closed, but lock does not release.</li> <li># Check that the water is drained out. Try to mechanically open the door.</li> </ul>	<ul style="list-style-type: none"> <li>• Door latch .</li> <li>• Door hinge.</li> <li>• Door seal.</li> <li>• Door pin.</li> <li>• The door.</li> </ul>
E23	E23 on display.	<ul style="list-style-type: none"> <li>• Error occurs when, door are closed, but lock does not release. automatic door lock</li> <li># Check that the water is drained out. Try to mechanically open the door.</li> </ul>	<ul style="list-style-type: none"> <li>• Door latch .</li> <li>• Door hinge.</li> <li>• Door seal.</li> <li>• Door pin.</li> <li>• The door.</li> </ul>
E24	E24 on display.	<ul style="list-style-type: none"> <li>• Door lock/unlock error.</li> <li># Disconnect the plug from the main and connect it again.</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Switch signal detection issue</li> <li>• Check the door lock wiring</li> <li>• Check that pins 4 and 5 are connected correctly to pin 6 on the door lock connector, as well as pins 7 and 8 to pin 6, or vice versa</li> <li>• Door latch .</li> <li>• Power supply unit.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
E26	E26 on display.	<ul style="list-style-type: none"> <li>• Door lock - Current limit reached</li> <li>• Check for possible foreign objects on the pump turbine</li> </ul>	<ul style="list-style-type: none"> <li>• Check for possible foreign objects on the pump turbine</li> <li>• The error indicates that the motor of the automatic lock is unable to rotate properly - it cannot lock/unlock the door with the expected force</li> <li>• Check the door closing pressure, if the closing pressure is normal, replace the door lock</li> </ul>
E29.1	E29.1 on display.	<ul style="list-style-type: none"> <li>• Low reservoir level A</li> <li>• Reed switch error</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Supply cord and connector.</li> <li>• Reed switch error</li> </ul>
E36	E36 on display.	<ul style="list-style-type: none"> <li>• Communication errors between the control unit (UI) and the power supply unit (PMCU).</li> <li># Restart the program.</li> </ul>	<ul style="list-style-type: none"> <li>•Communication.</li> <li>•Power supply unit.</li> <li>•Control unit.</li> </ul>
E37	E37 on display.	<ul style="list-style-type: none"> <li>• The SW of user interface is not compatible with the SW of power motor control unit.</li> </ul>	<ul style="list-style-type: none"> <li>•SW versions at UI and PMCU.</li> <li>•Connection cable.</li> </ul>
E38	E38 on display.	<ul style="list-style-type: none"> <li>• Error appears only in the test program.</li> </ul>	<ul style="list-style-type: none"> <li>• 3D sensor.</li> </ul>
E38.1	E38.1 on display.	<ul style="list-style-type: none"> <li>• Freezing 3D sensor data</li> <li>• The error is only visible in the service program</li> <li>• The error message should be ignored</li> </ul>	
E39	E39 on display.	<ul style="list-style-type: none"> <li>• Communication error between PMCU and 3D sensor.</li> <li>• Repair is carried out by authorized Service.</li> </ul>	<ul style="list-style-type: none"> <li>• see technical information 4-023-2217.</li> <li>• Communication between PMCU and 3D sensor</li> </ul>
E40	E40 on display.	<ul style="list-style-type: none"> <li>• Incorrect main voltage.</li> <li>• The mains voltage is not in the range (180 - 255 V).</li> <li>• The error is only visible in the service program</li> </ul>	<ul style="list-style-type: none"> <li>•Voltage level.</li> </ul>
E41	E41 on display.	<ul style="list-style-type: none"> <li>• The voltage range is not in the range (49/51 Hz - 59/61 Hz).</li> </ul>	<ul style="list-style-type: none"> <li>•Voltage frequency.</li> </ul>
E42	E42 on display.	<ul style="list-style-type: none"> <li>• Washing time exceeded.</li> <li>• Washing time longer than prescribed (more than 2 hours).</li> <li># Incorrect drum load.</li> <li># Cold water.</li> <li># Low voltage.</li> </ul>	<ul style="list-style-type: none"> <li>• Drum load.</li> <li>•Water temperature.</li> <li>•voltage.</li> <li>• Check the appliance.</li> </ul>
E43	E43 on display.	<ul style="list-style-type: none"> <li>• Incorrect main voltage.</li> <li>• Low supply voltage between 180V and 200V.</li> <li>• The error is only visible in the service program.</li> </ul>	
E44	E44 on display.	<ul style="list-style-type: none"> <li>• The error is only visible in the service program.</li> <li>• Power supply voltage too high.</li> <li>• Supply voltage above 420V</li> <li># Check the voltage level.</li> </ul>	<ul style="list-style-type: none"> <li>•Voltage level.</li> </ul>
E48	E48 on display.	<ul style="list-style-type: none"> <li>• There is no communication between the UI and the WIFI module.</li> </ul>	<ul style="list-style-type: none"> <li>• Poorly attached WIFI module.</li> <li>• The WIFI module is missing.</li> </ul>
E49	E49 on display.	<ul style="list-style-type: none"> <li>• Wi-Fi Wash update failed</li> <li># Repeat the program update</li> <li># Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• If updating is not possible, replace the electronics with the latest software</li> </ul>
E51	E51 on display.	<ul style="list-style-type: none"> <li>•The error is only visible in the service program</li> <li>Run a program and if error repeats call authorized Service</li> </ul>	<ul style="list-style-type: none"> <li>• Turbidity sensor out of range</li> <li>• Check the turbidity sensor connection</li> <li>• Check turbidity sensor (dirt)</li> <li>• Replace the turbidity sensor</li> </ul>
E52	E52 on display.	<ul style="list-style-type: none"> <li>• The error is only visible in the service program</li> <li>• Temperature limit exceeded</li> </ul>	<ul style="list-style-type: none"> <li>• Error indicates too high temperature during the program</li> <li>• Check the heater operation in the factory test, in the service menu diagnostics, during the program</li> <li>• Heater.</li> </ul>