

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. 4-023-2453.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	The appliance does not spin or turn/rotate the drum.	# To start/run a program the appliance door must be closed correctly # Run a program and if error repeats call authorized Service # Recommended to wash larger and smaller pieces together. # The laundry is not properly sorted.	• Foreign object between tube and drum. •Belt. •Brushes. •Motor. 4-023-2313.
	User interface isn't responding / does not work	# Please check that there is no power outage at your home # If your appliance is connected via an extension lead, plug it directly into a wall socket instead # Please make sure that the power cord is securely plugged into a functional power socket # Connect the other device to the same socket and check if the appliance is working # Check the outlet voltage 4-027-1986. # Check if the appliance is switch ON (ON/OFF button). # Restart the program.	• There is voltage in the circuit. • Supply cord and connector. • Input (RFI) filter. • Power switch. • Control unit.
	The drum / motor of the appliance is not turning.	# To start/run a program the appliance door must be closed correctly # Run a program and if error repeats call authorized Service # Recommended to wash larger and smaller pieces together. # The laundry is not properly sorted.	• Foreign object between tube and drum. •Belt. •Brushes. •Motor. 4-023-2313.
	Washing program is longer than expected.	• Too low water temperature. • Power supply voltage too low. • Low water pressure. •Pumping error. # Recommended to wash larger and smaller pieces together.	
	The motor is not running.	# To start/run a program the appliance door must be closed correctly # Recommended to wash larger and smaller pieces together. # The laundry is not properly sorted. # Run a program and if error repeats call authorized Service	• Foreign object between tube and drum. • Belt. • Brushes. • Motor. 4-023-2313.
	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. # Remove the plastic plugs holding the transport screws, squeeze them and pull them out of the appliance. # Check levelling, positioning of the appliance. # Recommended to wash larger and smaller pieces together.	•voltage. •Springs. •Shock absorber.
	Door can not be opened, do not open.	• 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 latch . • Pressure sensor. • The door. • Control unit. •NTC sensor

Error	Problem	Cause or remedy	Process (service technician)
	The appliance does not drain / eject water, the water remains in the drum.	<ul style="list-style-type: none"> <li>• Pumping error.</li> <li># Clean the filter</li> <li># Check the pump turbine, clean it.</li> <li># Check whether the pump rotor rotates freely.</li> <li># If no foreign objects are visible, gently turn the rotor by hand to try to unblock 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> <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># Clean the filter</li> <li># Check the pump turbine, clean it.</li> <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>
	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>

Error	Problem	Cause or remedy	Process (service technician)
	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>
	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>

Error	Problem	Cause or remedy	Process (service technician)
	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>
	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>
	The washing machine does not finish the program, it stops during operation.	<ul style="list-style-type: none"> <li>• See technical information 4-023-2231.</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># Clean the filter.</li> <li># Clean drain or siphon.</li> <li># Check the pump turbine, clean it.</li> <li># Drain water, use a pumping or centrifuging program.</li> <li># Restart the program.</li> <li># Increase the amount of laundry.</li> <li># Recommended to wash larger and smaller pieces together.</li> <li># Restart the program.</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>

Error	Problem	Cause or remedy	Process (service technician)
	Does not heat.	<ul style="list-style-type: none"> <li>• The error occurs if after finished heating step water temperature is more than 15 °C lower as required.</li> <li>• The glass temperature is lower than the water temperature.</li> <li>• Heater defect.</li> </ul> <p># 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.</p>	<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>
	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> </ul> <p># At the end of every wash clean the door seal..  # Before washing, make sure that there are no hair or other small parts trapped between the door and the door seal..  # Run a program and if error repeats call authorized Service.</p> <ul style="list-style-type: none"> <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> </ul> <p># Please send a picture of the problem</p>	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>
	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> </ul> <p># Reduce the dosage of the powder (pre-concentrated detergents).  # Run self-cleaning program at least 2x, without additional cleaning agents.</p>	
	Leaks at back	<p># Feed pipe is not properly tightened to the appliance or the tap.  # Outlet pipe fell on the floor.  # The drain hose is not well attached to the siphon.  # Leakage on back side at the electrovalve. Repair regarding the information. 4-023-2204.</p>	
	Ripped door seal, damaged door seal.	<p># 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.</p>	4-023-1928.
	It is not possible to select the temperature on the ECO 40-60 program	<ul style="list-style-type: none"> <li>• Not a mistake</li> <li>• ECO 40-60 is a program that was implemented with new regulations on the market (ECO design - new energy label)</li> <li>• 40/60 is not a choice of temperature but a program where normally soiled cotton laundry intended for washing 40 ° C and laundry intended for washing 60 ° C can be washed together</li> </ul>	

Error	Problem	Cause or remedy	Process (service technician)
	Detergent dispenser is leaking.	<ul style="list-style-type: none"> <li>• Powder overdosing can cause the appliance to malfunction (E11, E7, foaming, leaking at the dosing container).</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># Check if the dispenser is correctly inserted</li> <li># Setting up the appliance.</li> <li>• Repair regarding the information 4-027-1827..</li> </ul>	•Repair regarding the information 4-023-1902 [/ blk]
	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>
	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	<ul style="list-style-type: none"> <li># Check the user instructions.</li> <li># Follow the installation manual.</li> <li># Please send a picture of the problem.</li> </ul>	• Appliance installation
	Key on display, settings cannot be changed.	<ul style="list-style-type: none"> <li>• Child lock is switched on</li> <li>• When the child lock is activated, the selection of other functions on display is not possible</li> <li># To switch the function on/off, press the combination at the same time as described in the user manual</li> </ul>	
	The appliance sparkles when switched on	<ul style="list-style-type: none"> <li>• In the case of a universal motor, it is important to remember that a small amount of sparking is normal for a universal motor.</li> <li>• This type of motor has brushes that touch a rotating part called the commutator.</li> <li>• These brushes can emit small sparks when the motor is rotating.</li> <li>• In most cases, these sparks are harmless and just part of the engine's operation.</li> <li>• IN THE EVENT OF A SIGNIFICANT SPARKING, THE REPAIR IS CARRIED OUT BY AN AUTHORISED SERVICE CENTRE.</li> </ul>	<ul style="list-style-type: none"> <li>• Worn brushes.</li> <li>• Soiled commutator.</li> </ul>
	The steam function does not work	See technical information 4-027-2602	See technical information 4-027-2602
	Water remains in the dosing container	<ul style="list-style-type: none"> <li># A partial reduction in the amount of water in the softener compartment is normal as this compartment has its own volume capacity</li> <li># If there is more water in the softener compartment, pull out the dispenser drawer and clean it thoroughly. Also clean the nozzles and the dispenser cover with a cleaning brush</li> </ul>	•Detergent dispenser
	Crumpled laundry, the laundry remains glued to the drum.	<ul style="list-style-type: none"> <li># Choose the temperature of the program correctly.</li> <li># Reduce spin speed to 600.</li> <li># Consider textile labels.</li> </ul>	
Overheating of appliance		# Run a program and if error repeats call authorized Service.	<ul style="list-style-type: none"> <li># NTC sensor.</li> <li># Check the appliance.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	Autodose is not working	<p># Check that Autodose is switched on in the menu or settings</p> <p># Check the detergent level in the dispenser - if it is empty, refill it</p> <p># If necessary, increase the dosage level in the settings</p>	# See technical information 4-023-2402.
	Connection failed (Poor Wi-Fi signal range)	<p>#Preverite razdaljo med aparatom in wifi ruterjem Move the router closer</p> <p>#Switch the appliance off and on again using the ON/OFF button</p> <p>Switch off mobile data on your phone</p> <p>#If you have followed all the instructions correctly but the connection to your home network is still not working, try using your mobile phone as a hotspot to connect</p> <p>#If the hotspot is not working, contact the service team to check the Wi-Fi module hardware</p> <p>#If the connection via the hotspot method is successful, move the other phone with the hotspot function to the location of the router and try again</p> <p>If the device cannot connect in this case, the problem may be due to a weak Wi-Fi signal</p> <p>#If the device can connect at this location, the problem may be related to router compatibility or settings</p> <p>Check your router settings and send the brand and model information of your mobile phone and router to the after-sales service department</p>	• Wi-Fi module
	Unable to detect devices for connection after multiple refreshes (Poor Wi-Fi signal range)	<p>#Preverite razdaljo med aparatom in wifi ruterjem Move the router closer</p> <p>#Switch the appliance off and on again using the ON/OFF button</p> <p>Switch off mobile data on your phone</p> <p>#If you have followed all the instructions correctly but the connection to your home network is still not working, try using your mobile phone as a hotspot to connect</p> <p>#If the hotspot is not working, contact the service team to check the Wi-Fi module hardware</p> <p>#If the connection via the hotspot method is successful, move the other phone with the hotspot function to the location of the router and try again</p> <p>If the device cannot connect in this case, the problem may be due to a weak Wi-Fi signal</p> <p>#If the device can connect at this location, the problem may be related to router compatibility or settings</p> <p>Check your router settings and send the brand and model information of your mobile phone and router to the after-sales service department</p>	• Wi-Fi module

Error	Problem	Cause or remedy	Process (service technician)
F01	F1 on display.	<ul style="list-style-type: none"> <li>• See technical information 4-023-2308.</li> <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> </ul> <p># Press the Start / Pause button. # Check that the water tap is open. # Check the adequacy of the drain height. # Clean the filter on the inlet valve and inlet hose. # Check if appliance is leaking.</p>	<ul style="list-style-type: none"> <li>• See technical information 4-023-2308.</li> <li>• Check pressure, water flow.</li> <li>• Electro valve.</li> <li>• Pressure sensor.</li> <li>• Cable channel (in the exploded view is on position X203) 4-023-2414.</li> </ul>
F02	F02 on display.	<ul style="list-style-type: none"> <li>• Overflow.</li> <li>• An error occurs when the level sensor detects to high level of water.</li> <li>• The pump is activated.</li> </ul> <p># Press the Start / Pause button.</p>	<ul style="list-style-type: none"> <li>• Pump.</li> <li>• Electro valve.</li> <li>• Pressure sensor.</li> </ul>
F03	F03 on display.	<ul style="list-style-type: none"> <li>• The appliance does not drain / eject water, the water remains in the drum.</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> </ul> <p># Press the Start / Pause button. # Clean the filter. # Check wall siphon, clean it. # 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>• See technical information 4-023-2308.</li> <li>• The water temperature is not reached.</li> <li>• Heater defect.</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>• See technical information 4-023-2308.</li> <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. 4-023-2313</li> <li>• Power motor control unit. 4-023-2313</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 125 ° 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. 4-023-2313</li> <li>• Power supply unit. 4-023-2313</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>• Motor spinning error. 4-023-2313.</li> <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> </ul> <p># Check the voltage level.</p>	<ul style="list-style-type: none"> <li>• Voltage level.</li> <li>• Power supply unit. 4-023-2313</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> </ul>	<ul style="list-style-type: none"> <li>• Motor. 4-023-2313</li> <li>• Power motor control unit. 4-023-2313</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
F11	F11 on display.	<ul style="list-style-type: none"> <li>• Power supply unit error (HW)</li> </ul>	<ul style="list-style-type: none"> <li>•Power motor control unit. 4-023-2313</li> <li>•Motor. 4-023-2313</li> </ul>
F12	F12 on display.	<ul style="list-style-type: none"> <li>• Power supply unit microprocessor error.</li> </ul>	<ul style="list-style-type: none"> <li>•Power motor control unit. 4-023-2313</li> <li>•Motor. 4-023-2313</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. If the machine does not start, close the door again and press the start key.</p>	<ul style="list-style-type: none"> <li>•Door latch .</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.</p> <p># Empty water from drum - use filter extension hose.</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>•Door latch .</li> <li>•Door pin.</li> <li>•The door.</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.. 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>
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 60 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>• 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. 4-023-2313.</li> <li>•Motor. 4-023-2313.</li> </ul>
F23	F23 on display.	<ul style="list-style-type: none"> <li>• Level sensor error.</li> <li>• An error occurs if the device detects that the level sensor is not connected or there is no level sensor signal.</li> </ul>	<ul style="list-style-type: none"> <li>•Pressure sensor.</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</p> <p># 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>• Soap dispenser drawer is not close or there is no signal from drawer switch.</li> </ul> <p># Close the drawer to the final position.</p>	<ul style="list-style-type: none"> <li>•Switch.</li> <li>•Soap dispenser drawer.</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.. Error is displayed.</li> <li>• The fault is displayed when the fan is running for 5 min.</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>
Unb	Unb on display.	<ul style="list-style-type: none"> <li>• Not a mistake. Unbalance warning.</li> </ul> <p># Recommended to wash larger and smaller pieces together.</p> <p># Setting up the appliance.</p> <p># Remove transport screws.</p> <p># Correct drum load.</p>	
F20	F20 on display.	<ul style="list-style-type: none"> <li>• Connection error -WIFI.</li> </ul>	<ul style="list-style-type: none"> <li>•Wifi modul error.</li> <li>• Network error.</li> </ul>

Error	Problem	Cause or remedy	Process (service technician)
	User interface isn't responding / 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>
	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>
	Water remains in the dosing container	<ul style="list-style-type: none"> <li># A partial reduction in the amount of water in the softener compartment is normal as this compartment has its own volume capacity</li> <li># If there is more water in the softener compartment, pull out the dispenser drawer and clean it thoroughly. Also clean the nozzles and the dispenser cover with a cleaning brush</li> </ul>	<ul style="list-style-type: none"> <li>•Detergent dispenser</li> </ul>