

Error	Problem	Cause or remedy	Process (service technician)
E0	E0 on display.	<ul style="list-style-type: none"> • Test program for motor calibration was not set. • Motor alternative is not set. 	<ul style="list-style-type: none"> • Run test program and set the correct motor alternative.
E1	E1 on display.	<ul style="list-style-type: none"> • Open clamps/short circuit of the temperature sensor. • 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. 	<ul style="list-style-type: none"> • Open clamps/short circuit of the temperature sensor. • Connectors, connection to NTC sensor. • NTC sensor.
E2	E2 on display.	<ul style="list-style-type: none"> • Open circuit of switch with door lock. • An error occurs if the door switch is not closed or if the signal is lost at the contact of the magnetic lock. Washing program stops and an error is displayed. If the water in the drum pump is switch on and the water is drained out. # Close the door and press Start button. If the machine does not start, close the door again and press the start key. 	<ul style="list-style-type: none"> • 4-023-2002.
E3	E3 on display.	<ul style="list-style-type: none"> • Water level is not reached. 4-027-1989 # To continue the program, it is necessary to press the Start button. # Water tap. # Clean the filter on the inlet valve and inlet hose. # Check water flow (minimum 3l in 15 seconds). # Check if more users using the water at the same time. # Check if appliance is leaking. # 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. # Leakage on back side at the electrovalve. Repair regarding the information. 4-023-2204. 	<ul style="list-style-type: none"> • Valves. • Hose valve - soap dispenser. Limescale. • Aqueous stone on the cover of the soap dispenser. • Clean the detergent dispenser. • Leakage control.
E4	E4 on display.	<ul style="list-style-type: none"> • Opened tachogenerator terminals or short circuit. • If the washing program is active and the control unit of the electric motor does not receive a tacho-generator signal, first time a one-minute pause is initiated. This is repeated 30 times. Time is corrected in the next washing step. This is repeated 30 times. Time is corrected in the next washing step. If the motor in the 31 experiment runs, the fault reset, otherwise the washing is suspended. 	<ul style="list-style-type: none"> • Motor. • Brushes.
E5	E5 on display.	<ul style="list-style-type: none"> • Triac short circuited. • An error occurs if the washing program is active, the electric motor acts without triac control. The program stops immediately. Operation self-test after two minutes. If the error does not occur again, then it is ignored and the program continues. If the error occurs again, the program stops. Followed by pumping cold water and draining. If the error is not detected after 60 seconds, the program continues. Fault occurs, if fault is still present after 2 min. • Strong (intense) start of the motor / drum of the appliance. 	<ul style="list-style-type: none"> • Check control unit (triac).
E6	E6 on display.	<ul style="list-style-type: none"> • The water temperature is not reached. • Heater fault. • The error occurs if after finished heating step water temperature is more than 15 ° lower as required. • An error occurs if the temperature rise is less than 5 ° C within 10 minutes. # 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. 	<ul style="list-style-type: none"> • Check the adequacy of the drain height. • Heater. 4-023-2205. • NTC sensor. • In case of repeated failure of the heater, repair according to information 4-023-1935.

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E7	E7 on display.	<ul style="list-style-type: none"> • Pumping error. Water level not falling under level 1. • 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 4-027-1984. • Powder overdosing can cause the appliance to malfunction (E11, E7, foaming, leaking at the dosing container). <p># Clean filter. # Check wall siphon, clean it. # Check the pump turbine, clean it. # Reduce the dosage of the powder (pre-concentrated detergents). # Correct dosing of the powder according to the dirt and quantity of laundry. # Restart the program.</p>	<ul style="list-style-type: none"> • Outlet hose. • Tub - filter hose clogged. • 4-023-2003. • Pump.
E7.1	E7.1 on display.	<ul style="list-style-type: none"> • Filter blocked. • An error occurs if the draining system is clogged or the pump is not working properly. It is 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. <p># Clean filter. # Check wall siphon, clean it. # Check for possible</p>	<ul style="list-style-type: none"> • Pump.
E8	E8 on display.	<ul style="list-style-type: none"> • Fault occurs when maximum spinning revolutions are not reached. • Error appears only in the test program. • An error occurs if, after the spin cycle is complete, the rotational speed is less than the prescribed speed. 	<ul style="list-style-type: none"> • After several cycles, the motor will work optimally. • Motor. • voltage.
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"> • Important: If there are no visible signs of water leakage, the fault is ignored <p># Reduce the flow by slightly closing the water supply tap # Restart the program</p>	<ul style="list-style-type: none"> • Check if machine leaks.
E10	E10 on display.	<ul style="list-style-type: none"> • Repair regarding the information 4-027-2001. 	<ul style="list-style-type: none"> • Repair regarding the information 4-027-2001.
Flashing	All LEDs blink repeatedly 10x (½ sec. ON, ½ sec. OFF) and 5 second PAUSE.	<ul style="list-style-type: none"> • Flashing is indicating a fault E10. • No signal of the level sensor. • 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. <p>If the water temperature in the drum is higher than 60 ° C, follows the dosing of cold water for 30 seconds. The program shuts down, the error appears.</p>	<ul style="list-style-type: none"> • Hoses. • Pressure sensor.

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E11	E11 on display.	<ul style="list-style-type: none"> • Overflow. • 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. • Powder overdosing can cause the appliance to malfunction (E11, E7, foaming, leaking at the dosing container). <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. # Installation of the appliance. # Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> • Valves. • Pressure switch. • Hydrostat cap.
E12.1	E12.1 on display.	<ul style="list-style-type: none"> • Excessive load of the motor or power module. • Jammed laundry • The error is informative (cause: ball laundry, unsuitable load...). <p>#Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> • Improperly connected motor connector (180 ° inverted) • Check drum rotation. • Supply cord and connector. • Relavance of build in components, motor alternative need to be set. • Motor. 4-027-2131 • MCU.
E12.2	E12.2on display.	<ul style="list-style-type: none"> • Fault of temperature sensor of power motor control unit. • An error occurs if the temperature sensor is not working properly. 	<ul style="list-style-type: none"> • Relavance of build in components, motor alternative need to be set. • Run test program. •Power motor control unit. •Motor. 4-027-2131
E12.4	E12.4 on display.	<ul style="list-style-type: none"> • Fault of power motor control unit. • An error occurs if a short circuit or open terminals on semiconductors, resistors, capacitors, the motor are detected after an test program on start-up or a periodic test. 	<ul style="list-style-type: none"> •Power motor control unit. •Motor.
E12.5	E12.5 on display.	<ul style="list-style-type: none"> • Blocked motor rotor. • Incorrect load. <p># Correct drum load. #Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> • Relavance of build in components, motor alternative need to be set. • Run test program. • Drum pulley. • Motor. 4-027-2131
E12.6	E12.6 on display.	<ul style="list-style-type: none"> • 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. • The error is only visible in the service program. 	<ul style="list-style-type: none"> • The error is informative (cause: ball laundry, unsuitable load...). • Customer education without changing components. • Relavance of build in components, motor alternative need to be set. • Composition of the washing group (sealing, bearing assembly, door seal, belt). Possible cause of overheating of the heat sink on the power supply unit.
E12.8	E12.8 on display.	<ul style="list-style-type: none"> • Communication time / communication error. • Power unit communication error. <p>#Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> •Supply cord and connector. •Suitability of the connector (inner part of the connector), check for locking •MCU housing folded •Disconnect and reconnect the connector to the MCU
E12.9	E12.9 on display.	<ul style="list-style-type: none"> • Triac for door lock. • An error occurs if a fault is detected on triac on the power supply unit used to control the door lock. <p>#Run a program and if error repeats call authorized Service.</p>	<ul style="list-style-type: none"> •Supply cord and connector. • Relavance of build in components, motor alternative need to be set. •Power motor control unit.

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E12.12	E12.12 on display.	<ul style="list-style-type: none"> •An error occurs if the control unit or MCU in the machine is wrong #Run a program and if error repeats call authorized Service. 	<ul style="list-style-type: none"> •MCU. #Control unit.
E13	E13 on display.	<ul style="list-style-type: none"> • Unbalanced laundry The error occurs when the laundry in the drum is not properly arranged. # Reload the drum. # Increase the amount of laundry and restart the program. 	<ul style="list-style-type: none"> •If a charge was detected when the test program was started, error E13 will be displayed. •Shock absorbers. • Check appliance layout.
E13.1	E13.1 on display.	<ul style="list-style-type: none"> • A motor calibration error (unbalance) - deviation from the allowed calibration values of the appliance. Error appears only in the test program. 	<ul style="list-style-type: none"> • Control the drum swinging. •Belt. •Motor. •Place between drum and drum sealing. •Bearings. • Conformity of the built-in motor and programmed control unit.
E13.2	E13.2 on display.	<ul style="list-style-type: none"> • Motor calibration error (Inertia) - deviation from the allowed calibration values of the appliance. Error appears only in the test program. 	<ul style="list-style-type: none"> • Check drum rotation. •Bearings. •Motor. • Motor alternative is not set. • Conformity of the built-in motor and programmed control unit. • If the customer has no problems with the operation, the error is ignored.
E15	E15 on display.	<ul style="list-style-type: none"> • JET system fault. • Error appears only in the test program. 	<ul style="list-style-type: none"> • Hose. • Clean filter. •JET pump. •Checking the operation of JET system - the water level is check during a certain operation time of the function.
E22	E22 on display.	<ul style="list-style-type: none"> • Fault occurs when, door are closed, but lock does not initiate. The door is closed and button Start in pushed - Contact C is checked at all times. Washing program stops and an error is displayed. # Close the door and press Start button. If the machine does not start, close the door again and press the start key. 	<ul style="list-style-type: none"> • 4-023-2002.
E23	E23 on display.	<ul style="list-style-type: none"> • Fault occurs when, door are closed, but lock does not release. • The door is closed - Contact C is checked at all times. The error occurs at the end of the program, doors are closed, can not be opened. # Check that the water is drained out. Try to mechanically open the door. 	<ul style="list-style-type: none"> • 4-023-2002.
E26	E27 on display.	<ul style="list-style-type: none"> • Open clamps/short circuit of the steam temperature sensor. • The error occurs if connection with temperature sensor is interrupted or short circuited. If the temperature range is out of the reach, it means that the NTC is short-circuited / open terminals. The connection is checked at the beginning of the program and before the heating step. The program ends without a heating step, if the error occurs during program operation, the program will end without a steam function. The error is displayed at the end of the program. 	<ul style="list-style-type: none"> •Temperature sensor of steam generator.
E27	E28 on display.	<ul style="list-style-type: none"> • Steam heater fault. • An error occurs if the value of the temperature sensor does not change after a certain time. The steam generator is switched off after a fault has been detected. The program ends without the steam function. The error is displayed at the end of the program. 	<ul style="list-style-type: none"> •Steam generator.

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E28	E28 on display.	<ul style="list-style-type: none"> • Error of steam generator. • Error is displayed, when water does not reach the steam heater. • The value of the temperature sensor drops and when it reaches a limited value, an error is displayed when the fault is detected, the steam generator is switched off immediately. • The program ends without the steam function. • The error is displayed at the end of the program. 	<ul style="list-style-type: none"> • Steam generator pump.
E36	E36 on display.	<ul style="list-style-type: none"> • Communication error between the control unit and the power supply unit (UI and PMCU). • An error occurs when there is no communication between the control unit and the power supply unit (UI and PMCU). 	<ul style="list-style-type: none"> • Communication between control unit and power supply unit (UI and PMCU).
E37	E37 on display.	<ul style="list-style-type: none"> • SW of control unit is not compatible with the SW of power motor control unit 	<ul style="list-style-type: none"> • Check the versions on the power supply unit and the control units. • The cable set between the power supply unit and the control unit is not properly connected (partially connected).
E40	E40 on display.	<ul style="list-style-type: none"> • Incorrect main voltage. • The mains voltage is not in the range (180 - 255 V). • The error is only visible in the service program 	<ul style="list-style-type: none"> • Voltage level.
E41	E41 on display.	<ul style="list-style-type: none"> • The voltage range is not in the range (49/51 Hz - 59/61 Hz). 	<ul style="list-style-type: none"> • Voltage frequency.
E42	E42 on display.	<ul style="list-style-type: none"> • Washing time exceeded. • Washing time longer than prescribed (more than 2 hours). # Incorrect drum load. # Cold water. # Low voltage. 	<ul style="list-style-type: none"> • Drum load. • Water temperature. • voltage. • Check the appliance.
E12	E12 on display.	<ul style="list-style-type: none"> • Fault of motor control or door lock. # Restart the program. # If error repeat, repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> • It is necessary to enter the service menu where the error code is displayed accurately (E12.1, E12.2 ...).
E12.10	E12.10 on display.	<ul style="list-style-type: none"> • An error occurs if the power supply unit does not detect a corresponding change of motor speed according to the command given. 	<ul style="list-style-type: none"> • Supply cord and connector. • Relevance of build in components, motor alternative need to be set.
SC	SC on display.	<ul style="list-style-type: none"> • SC on the display is not a fault 4-027-1979. • SC on display shows that the original program settings (temperature, rpm) have been changed. The reset settings are saved until you change them again. # To change the original settings, select the desired settings and save by pressing and holding the Start/Pause key for 5 seconds. 	
cln	cln on display.	<ul style="list-style-type: none"> • Drum Clean System Warning. • No fault. • 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. # Self cleaning program must be run. 	

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PF	<ul style="list-style-type: none"> • PF on display. • Alternating led flashing of the auxiliary functions lights and Start/Pause key on the P levels. 	<ul style="list-style-type: none"> • PF or mentioned flashing is an indication that during the program operation there has been a power failure 4-027-1981. # To continue the program, it is necessary to press the Start button. # As a last resort reset the appliance 4-023-1906. # RESET on appliances manufactured before 12/11/2018 (Ser. 8463 ...) press the START / PAUSE key for 3 seconds. # RESET on appliances manufactured after 12/11/2018 (Ser. 8463 ...) press the ON / Off key for 3 seconds. # RESET on appliances manufactured after 1.1.2020 (ser. 0013...) briefly pressing On/Off button or press On/Off button for 3 seconds. 	<ul style="list-style-type: none"> • For appliances level P, watch video: 4-027-1827

Error	Problem	Cause or remedy	Process (service technician)
	Appliance after connecting to the electricity doesn't operate.	# Check the outlet voltage 4-027-1986. # Check if the appliance is switch ON (ON/OFF button).	•There is voltage in the circuit. •Power switch. •Control unit.
	Appliance after connecting to electricity network, does not work.	# Check the outlet voltage. # Check if the appliance is switch ON (ON/OFF button).	•There is voltage in the circuit 4-023-2104. •Power switch. •Control unit.
	Appliance does not work, lights does not turn on, does not start	# Check the outlet voltage. # Check if the appliance is switch ON (ON/OFF button).	•There is voltage in the circuit 4-023-2104. •Power switch. •Control unit.
	Circuit breaker turns off.	• Improper electrical installation. # Turn on the FID and reconnect the appliance. # Turn on the FIT and connect another device.	•Wiring harness damaged. •Heater. •Motor.
	Switch off the fuse switch.	• Improper electrical installation. • The appliance is in short circuit. # Turn on the fuse and reconnect the appliance. # Turn on the fuse and connect another appliance.	•Wiring harness damaged. •Heater. •Motor.
	Drum does not rotate.	• Repair is carried out by authorized Servis.	• Foreign object between tube and drum. •Belt. •Brushes. •Motor.
	Appliance does not rotate the drum.	• Repair is carried out by authorized Servis.	• Foreign object between tube and drum. •Belt. •Brushes. •Motor.
	Drum doesn't rotate.	• Repair is carried out by authorized Servis.	• Foreign object between tube and drum. •Belt. •Brushes. •Motor.
	Washing program is longer than expected.	• Low water temperature. • Low power supply. In cases where the supply voltage is less than 180V, the washing program stops and continues after the minimum supply voltage is reached.. • Low water pressure. •Pumping error. • 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. # Increase the amount of laundry. # We recommended washing large and small pieces of laundry together.	•Check motor alternative. •Motor power control unit heat sink overheating.
	The motor is not running.	# Check the outlet voltage. • Repair is carried out by authorized Servis.	• Foreign object between tube and drum. • Belt. • Brushes. • Motor.
	No bottom on the machine.	• From December 2020, all PS 15 appliances are manufactured without a bottom. • The appliance can be used normally. • No fault.	• From December 2020, all PS 15 appliances are manufactured without a bottom. 4-023-2101
	The metal bottom is missing.	• From December 2020, all PS 15 appliances are manufactured without a bottom. • The appliance can be used normally. • No fault.	• From December 2020, all PS 15 appliances are manufactured without a bottom. 4-023-2101.

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	Appliance does not take the water.	<ul style="list-style-type: none"> • There is no water in the drum, a dosing error. 4-027-2132 # Water tap. # Clean the filter on the inlet valve and inlet hose. # Check if appliance is leaking.	<ul style="list-style-type: none"> •Valves. • Water jet. • Inlet hose. • Detergent dispenser.
	The appliance moves or vibrates during operation.	<ul style="list-style-type: none"> • Incorrect load 4-027-1983. • The laundry is not properly sorted. • The appliance is not positioned correctly. # Check if transport brackets were removed. # Check levelling, positioning of the appliance. # It is recommended to wash smaller and larger pieces of laundry together.	<ul style="list-style-type: none"> •Check the voltage (too low voltage). • Set motor alternative. •Stabilization springs. •Shock absorber.
	Door can not be opened.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Door hinge. • Door lock. • Pressure sensor. • The door. • Control unit. •NTC sensor
	The appliance does not drain / eject water, the water remains in the drum.	# Clean the filter 4-027-2133. # Clean drain or siphon.	<ul style="list-style-type: none"> • Filter. •Outlet hose. •Pump.
	Drops, leaks, drip, water flows under the machine.	# The filter is not inserted correctly or tightened properly. # 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. # Clean door seal. # Clean door glass.	<ul style="list-style-type: none"> • Check the appliance.
	It smells / smells burnt.	<ul style="list-style-type: none"> • An unpleasant smell can be caused by the winding of the electric motor, which disappears after several washing cycles. # Check the socket. # Check the plug.	<ul style="list-style-type: none"> • Check the appliance. • Gap between door seal and drum.
	Washing machine tearing the laundry.	# Check the surface of the drum with a silk cloth. # Recommended washing of delicate laundry, small pieces in the bag.	<ul style="list-style-type: none"> •Drum. •Door seal.
	To fast / immediately takes the softener.	<ul style="list-style-type: none"> • Too high level of the softener in the soap dispenser 4-027-1985. • Aqueous stone on the cover of the soap dispenser. • Rough closing of the soap dispenser drawer. • Too much pressure. # Clean the detergent dispenser. # Add softener in accordance with the instructions.	<ul style="list-style-type: none"> • Hose valve - soap dispenser. • Same water flow on both valves. • Valves. • Water jet. • Detergent dispenser.
	Fabric softener is not dispensed.	<ul style="list-style-type: none"> • To correct the fault on the WDQR series devices, it is necessary to follow the information 4-023-2120. # Clean the detergent dispenser, siphon 4-027-1982. # Concentrated softeners must be properly diluted.	<ul style="list-style-type: none"> • Hose valve - soap dispenser. • Same water flow on both valves. • Control water dosage. • Valves. • Detergent dispenser.
	Drum hardly rotate.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> • Drum support. • Bearings. • A foreign object in tube. • Belt.

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	Unpleasant smell of laundry.	<ul style="list-style-type: none"> • 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. # 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. # Once a week, use the washing program with the vinegar. 	<ul style="list-style-type: none"> • Check the appliance.
	The washing machine extends/prolonging the washing time.	<ul style="list-style-type: none"> • Low water temperature. • Low power supply. • Low water pressure. • Pumping error. • 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. # Increase the amount of laundry. # We recommended washing large and small pieces of laundry together. 	<ul style="list-style-type: none"> • Check motor alternative.
	The washing machine does not finish the program, it stops during operation.	<ul style="list-style-type: none"> • Low water temperature. • Low power supply. • Low water pressure. • Pumping error. • 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. # Clean the filter. # Clean drain or siphon. # Check the pump turbine, clean it. # Drain water, use a pumping or centrifuging program. # Restart the program. # Increase the amount of laundry. # We recommended washing large and small pieces of laundry together. # Restart the program. 	
	Laundry is still wet, washing machine doesn't drain.	<ul style="list-style-type: none"> • Excessive eccentric laundry, activation of the UKS system (stability control), reduces or deactivates the centrifuge 4-027-1984. # Disconnect the appliance from the power supply for 3 minutes. # Clean filter. # Check the pump turbine, clean it. # Clean drain or siphon. # Check that its not kinked drain hose. # Increase the amount of laundry. # We recommended washing large and small pieces of laundry together. 	<ul style="list-style-type: none"> • Drain pump. • consulting the client. • Check motor alternative.
	Washing machine does not start with the centrifuge, centrifuge is not working.	<ul style="list-style-type: none"> • Excessive eccentric laundry, activation of the UKS system (stability control), reduces or deactivates the centrifuge. # Disconnect the appliance from the power supply for 3 minutes. # Increase the amount of laundry. # We recommended washing large and small pieces of laundry together. 	<ul style="list-style-type: none"> • consulting the client. • Pressure sensor. • Check motor alternative. • a lot of foam.
	Washing machine rumbling, load in centrifuge.	<ul style="list-style-type: none"> • In case the appliance has a universal motor. Motor with brushes. Operation will be louder than on inverter motor appliances, brushless motor. # Check the installation of the appliance. # Clean filter. 	<ul style="list-style-type: none"> • Check the appliance. 4-027-1988 • Drum support. • Shock absorbers. • Weights. • Motor. • Bearings.

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	Loud operation of appliance, bearings, squealing, unusual sounds during operation.	<ul style="list-style-type: none"> • 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. • During operation, the sound of hitting hard parts of the laundry against the drum can be heard. • 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. # Check the installation of the appliance. # Clean filter. # Clean propeller of drain pump.	<ul style="list-style-type: none"> • Check the appliance. 4-027-1988 • Drain pump. • Shock absorbers. • Weights. • Motor. • Bearings.
	Door can not be opened, do not open.	<ul style="list-style-type: none"> • The appliance detected that there was water in the drum. Doors for security reasons remain locked. # In case there is water in the drum, run the spin program. # Clean filter. # Disconnect the plug from the main and connect it again. # Mechanical opening of the door, string – filter.	<ul style="list-style-type: none"> •Outlet hose. • Tub - filter hose clogged. • 4-023-2003. •Pump. •Door lock. •The door.
	Doors can not be closed, they do not close.	<ul style="list-style-type: none"> • Repair is carried out by authorized Servis. 	<ul style="list-style-type: none"> •Door lock. •The door.
PF	<ul style="list-style-type: none"> • PF on display. • Alternating led flashing of the auxiliary functions lights and Start/Pause key on the P levels. 	<ul style="list-style-type: none"> • PF or mentioned flashing is an indication that during the program operation there has been a power failure 4-027-1981. # To continue the program, it is necessary to press the Start button. # As a last resort reset the appliance 4-023-1906. # RESET on appliances manufactured before 12/11/2018 (Ser. 8463 ...) press the START / PAUSE key for 3 seconds. # RESET on appliances manufactured after 12/11/2018 (Ser. 8463 ...) press the ON / Off key for 3 seconds. # RESET on appliances manufactured after 1.1.2020 (ser. 0013...) briefly pressing On/Off button or press On/Off button for 3 seconds.	<ul style="list-style-type: none"> • For appliances level P, watch video: 4-027-1827
	When selecting any program, the appliance works the same or continues the previous unfinished program.	<ul style="list-style-type: none"> • No fault. • The machine remembers the selected washing program that was interrupted during operation. # It is necessary to execute the physical interruption of the program - RESET 4-023-1906. # RESET on appliances manufactured before 12/11/2018 (Ser. 8463 ...) press the START / PAUSE key for 3 seconds. # RESET on appliances manufactured after 12/11/2018 (Ser. 8463 ...) press the ON / Off key for 3 seconds. # RESET on appliances manufactured after 1.1.2020 (ser. 0013...) briefly pressing On/Off button or press On/Off button for 3 seconds.	<ul style="list-style-type: none"> • For appliances level P, watch video: 4-027-1827.
	The filter can not be pulled out.	<ul style="list-style-type: none"> • The foreign object mechanically blocks the filter. # Try to pull out the filter with a little more force.	<ul style="list-style-type: none"> • Filter
	Fabric on clothes.	# Check the surface of the drum with a silk cloth. # Recommended washing of delicate laundry, small pieces in the bag.	<ul style="list-style-type: none"> •Drum. •Door sealing.

Error	Problem	Cause or remedy	Process (service technician)
	Reset appliance.	<ul style="list-style-type: none"> • The reset of the appliance is performed in cases of improper operation 4-023-1906. • Reset does not work in cases of low voltage, short-circuit pump, clogged outlet, E7 error. # RESET on appliances manufactured before 12/11/2018 (Ser. 8463 ...) press the START / PAUSE key for 3 seconds. # RESET on appliances manufactured after 12/11/2018 (Ser. 8463 ...) press the ON / Off key for 3 seconds. # RESET on appliances manufactured after 1.1.2020 (ser. 0013...) briefly pressing On/Off button or press On/Off button for 3 seconds. 	<ul style="list-style-type: none"> •Pump. •Power supply.
	Traces of fabric, dirt on the laundry.	<ul style="list-style-type: none"> • After each wash, some traces of fabric, dirt can remain in the inner side of the door seal. • These residues can be partially decomposed in the next wash and leave traces on the laundry. # After each wash, the door seal must be cleaned, as shown in the user manual. # Clean the groove of the door seal. # Launch a short program without laundry. # Self cleaning program must be run. # Clean filter. # Appropriate temperature selection. # The appropriate sorting of the laundry regarding the color and fabric. # Turn the delicate laundry outwards. # In cases when the appliance is manufactured after 25.09.2021, the customer is advised not to select normal mode on the Easy Care, Cotton, Mix and Universal Wash programs.. Choose any other mode because of the softer rhythms. 	<ul style="list-style-type: none"> • Dirt in JET pipe. 4-023-2125. •Door seal. • A foreign object in tube. •Inlet hose filter. •Drum.
	Foam in the soap dispenser, a lot of foam.	<ul style="list-style-type: none"> # Correct dosing of the powder according to the dirt and quantity of laundry. # Reduce the dosage of the powder (pre-concentrated detergents). # Run self-cleaning program at least 2x, without additional cleaning agents. 	
	Loud drain pump operation.	<ul style="list-style-type: none"> • The reason of loud sound during the pump operation can be in case if filter or drain pump propeller is clogged. # Clean the filter. # Clean propeller of drain pump. # Check chapter Cleaning and maintenance/cleaning filter. 	<ul style="list-style-type: none"> •Pump.
	Buttons does not respond. Display not responding.	<ul style="list-style-type: none"> # Try more times to press the key. # Perform physical interruption (RESET). # 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. #Run a program and if error repeats call authorized Service. 	<ul style="list-style-type: none"> • Repair regarding the information 4-023-1925. 4-023-2104.
	The disconnected appliance from the mains starts pumping water itself.	<ul style="list-style-type: none"> Due to low water pressure, water flows into the appliance # Check and ensure the correct water pressure. # Close the inlet valve. 	#Valve.
	Foam in the soap dispenser, a lot of foam.	<ul style="list-style-type: none"> # Correct dosing of the powder according to the dirt and quantity of laundry. 	4-023-1919.
	Does not heat.	<ul style="list-style-type: none"> • The glass temperature is lower than the water temperature. # Reset appliance. # Select and restart the program. 	

Error	Problem	Cause or remedy	Process (service technician)
	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.
	Key on display, settings cannot be changed.	<ul style="list-style-type: none"> • Child lock is switched on 4-027-1980. • When the child lock is activated, the selection of other functions on display is not possible. # On the LP appliances (with small display) to switch the child lock on or off, simultaneously press the MODE and EXTRAS button for at least 3 seconds. # On the L0 appliances to switch the child lock on or off, simultaneously press the SPIN and start delay button for at least 3 seconds. # On the L1 and L2 appliances to switch the child lock on or off, simultaneously press the WATER+ and start delay button for at least 3 seconds.	
	Leaking, water leaks at the door below.	<ul style="list-style-type: none"> • 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. # 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.. # Restart the program.	4-023-1929.
	It beeps, it doesn't start.	<ul style="list-style-type: none"> • The sound signal warns that the door is not closed. # Close the door and press Start button. Close the door and press start button; if the machine fails to start, close the door again, push harder and switch on the machine. # Check that there is no laundry or other foreign objects between the door and the appliance. # Make sure the gasket around the drum opening and the door is properly inserted.	<ul style="list-style-type: none"> •Door lock. •Door pin. •The door.
	Water flows into the appliance uncontrollably, a full drum of water is poured.	<ul style="list-style-type: none"> • The water level in the drum is not detected, so the appliance continues to dose the water to reach the final level. • Close water tap. 	<ul style="list-style-type: none"> • Pressure sensor. • Tube level sensor. • Valves.
	Crumpled laundry, the laundry remains glued to the drum.	# Choose the temperature of the program correctly. # Reduce spin speed to 600. # Consider textile labels.	
	Too much foam.	<ul style="list-style-type: none"> • Excessive dosing of the washing powder may be the reason for the excessive amount of foam in the appliance. 4-023-2005. • In case the device detects too much foam in the appliance, the program stops for some time and continues after a certain elapsed time. # Reduce the dosage of the powder (pre-concentrated detergents). # Run self-cleaning program at least 2x, without additional cleaning agents.	
	Leaks at back	# 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.	