

# TROUBLESHOOTING

Certain problems are due to lack of simple maintenance or oversights, which can be solved easily without calling out an engineer.

Before contacting your local Service Centre, please carry out the checks listed below. During machine operation it is possible that the red Start/Pause pilot light flashes to indicate that the machine is not working.

Once the problem has been eliminated, press the Start/Pause touchpad to restart the program. If after all checks, the problem persists, contact your local Service Centre.



**WARNING! Deactivate the appliance before you do the checks.**

**With some problems, the acoustic signals operate and the display shows an alarm code:**

<b>E10</b>	The appliance does not fill with water properly.
<b>E20</b>	The appliance does not drain the water.
<b>E40</b>	The appliance door is open or not closed correctly. Please check the door!
<b>E40</b>	The mains supply is unstable. Wait until the mains supply is stable.
<b>E91</b>	No communication between electronic elements of the appliance. Switch off and switch on again.

## Possible failures

Malfunction	Possible cause => Solution
<b>The washing machine does not start:</b>	The door has not been closed. (Error code: E40 ) => Close the door firmly.
	The plug is not properly inserted in the power socket. => Insert the plug into the power socket.
	There is no power at the socket. => Please check your domestic electrical installation.
	The Start/Pause touchpad has not been pressed. => Press the Start/Pause touchpad.
	The "Delay End" has been selected. => If the laundry are to be washed immediately, cancel the "Delay End".
	The main supply is unstable. (If E40 appears in the display.) => Wait until the main supply is stable and the appliance automatically starts operating.
<b>The machine does not fill the water:</b>	The water tap is closed. (Error code: E10 ) => Open the water tap.
	The inlet hose is squashed or kinked. (Error code: E10 ) => Check the inlet hose connection.
	The filter in the inlet hose is blocked. (Error code: E10 ) => Clean the water inlet hose filter.
	The door is not properly closed. (Error code: E40 ) => Close the door firmly.
<b>The machine fills then empties immediately:</b>	The end of the drain hose is too low. (Error code: E10 ) => Refer to relevant paragraph in "water drainage" section.

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<b>The machine does not empty and/or does not spin:</b>	The drain hose is squashed or kinked. (Error code: E20 ) => Check the drain hose connection.
	The drain pump is clogged. (Error code: E20 ) => Please call Service Center.
	The option “Rinse Hold” or “No Spin” has been selected. => Press Start/Pause to drain the water. (see page 17) or select spin program.
	The laundry is not evenly distributed in the drum. => Pause the machine and redistribute laundry manually.
<b>There is water on the floor:</b>	Too much detergent or unsuitable detergent (creates too much foam) has been used. => Reduce the detergent quantity or use another one.
	Check whether there are any leaks from one of the inlet hose fittings. It is not always easy to see this as the water runs down the hose; check to see if it is damp. => Check the water inlet hose connection.
	The drain hose is damaged. => Change it with a new one.
<b>Unsatisfactory washing results:</b>	Too little detergent or unsuitable detergent has been used.=> Increase the detergent quantity or use another one.
	Stubborn stains have not been treated prior to washing. => Use commercial products to treat the stubborn stains.
	The correct temperature was not selected. => Check if you have selected the correct temperature.
	Excessive laundry load. => Reduce load.
<b>The door will not open:</b>	The program is still running. => Wait until the end of washing cycle.
	There is water in the drum. => Select “Drain & Spin” option to empty out the water.
	In case of power failed, the door cannot be open. => Please wait until the power resume. But, if you really need to open it, please call Service Center.
<b>The machine vibrates or is noisy:</b>	The transit bolts and packing have not been removed. => Check the correct installation of the appliance.
	The support feet have not been adjusted. => Check the correct levelling of the appliance.
	The laundry is not evenly distributed in the drum. => Pause the machine and redistribute laundry manually.
	There is very little laundry in the drum. => Load more laundry.
	Unstable floors eg. wooden floors. => Refer to relevant paragraph in “Positioning” section.
<b>Cycle time longer than displayed:</b>	Detergent over dose. => Reduce the detergent quantity or use another one.
	Machine unbalance. => Redistribute laundry manually in the drum and start the spin phase again. Refer to relevant paragraph in “Positioning” section.
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<b>The cycle is shorter than the time displayed.</b>	The appliance calculates a new time according to the laundry load.
<b>Spinning starts late or the machine does not spin:</b>	The electronic unbalance detection device has cut in because the laundry is not evenly distributed in the drum. The laundry is redistributed by reverse rotation of the drum. This may happen several times before the unbalance disappears and normal spinning can resume. If, after 10 minutes, the laundry is still not evenly distributed in the drum, the machine will not spin. In this case, redistribute the load manually and select the spin program. => Pause the machine and redistribute laundry manually.
<b>No water is visible in the drum:</b>	Machines based on modern technology operate very economically using very little water without affecting performance.



If you are unable to identify or solve the problem, contact our service centre. Before telephoning, make a note of the model, serial number and purchase date of your machine: the Service Centre will require this information.

