Washing Machine
Model: G05

Service Manual

Note:
Before service the unit, please read this manual first.
Contact with your service center if meet problem
Contents

1 PRECAUTION .................................................................................................................. 3
1.1 Safety Precautions
1.2 Servicing Precaution
1.3 Cautions For Safety

2 FACTORY PATTERN DETECTION ................................................................................. 7

3 UNPACKING WAYS OF MAIN PARTS ........................................................................... 11

4 MALFUNCTIONS CODES AND EXPLANATIONS ......................................................... 19

5 TROUBLESHOOTING ..................................................................................................... 24
5.1 Maintenance non-heating malfunction
5.2 Door non-locked & its maintenance
5.3 Door non-locked & its maintenance
5.4 Heating beyond the setting temperature its maintenance
5.5 Maintenance of non-drain or drain exceed the setting time
5.6 Water inlet overflow malfunction maintenance
5.7 Drum non-rotating malfunction maintenance
5.8 Maintenance water inlet and water outlet at the same time

6 CHECK POINT OF CIRCUIT ......................................................................................... 34

7 SERVICE TOOLS .......................................................................................................... 35

8 APPENDIX ..................................................................................................................... 36
When performing troubleshooting and part replacement during servicing, note the following safety precautions:

1.1 Safety Precautions
1.1.1 Use Genuine Parts
The components of the washing machine have safety features such as non-combustibility and voltage with standing. Therefore, always use the same part as suggested by the maker. In particular be sure to use only designated parts in case of major safety parts identified by the marker.

1.1.2 Grounding
Connect the grounding wire to the shell plate, and bury it under at least 25cm of earth: alternatively, connect the ground wire to the appropriate pin on a properly grounded power receptacle. Never connect the wire to a telephone line, lightning rod, or gas pipe.

1.2 Servicing Precautions
1.2.1 Observe Warnings
Be sure to follow special warning and precautions that are described on part labels and in the owner’s manual.

1.2.2 Parts Assembly and Wiring
Be sure to use insulation material (such as tube and tape). And be sure to restore all parts and wires to their original position. Take special care to avoid contact with sharp edges.

1.2.3 Perform Safety Checks after Servicing
After servicing, check to see that the screws, parts, and wiring are restored to their original positions, and check the insulation between the external metals and the socket plug. In addition, place the washing machine in a level position (less than 1 degree) to prevent vibration and noise during operations.

1.2.4 Insulation Checks
Pull out the plug from the power receptacle, pour water into the spin tub, and then set the timer.
Check to see that the resistance insulation between the terminals of the plug and the externally exposed metal is greater than 1M.

Note: When it is impossible to insulation check with a 500V insulation resistance tester, use other testers for inspection.
1.3 CAUTIONS FOR SAFETY

• Please observe the following notes for safety.
• The symbols indicate as follows.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="WARNING" /></td>
<td>Indicates possibility of death or serious injury of a repair technician and a person nearby through the misconducted work, or of a user by a defect of the product after the work performed by the technician.</td>
</tr>
<tr>
<td><img src="image" alt="CAUTION" /></td>
<td>Indicates possibility of injury or physical damages* of a repair technician and a person nearby through the misconducted work, or of a user by a defect of the product after the work performed by the technician.</td>
</tr>
</tbody>
</table>

* Means secondary damages of property, furniture, domestic animal and pet.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="ELECTRIC SHOCK" /></td>
<td>Indicates a caution (including a warning). Specific instruction is followed by a graphic or characters in or near. Symbol left warns an electric shock.</td>
</tr>
<tr>
<td><img src="image" alt="DO NOT DISASSEMBLE" /></td>
<td>Indicates prohibition (act must not be conducted). Specific instruction is followed by a graphic or characters in or near. DO NOT Symbol left warns not to disassemble.</td>
</tr>
<tr>
<td><img src="image" alt="UNPLUG" /></td>
<td>Indicates forcing (act must be conducted). Specific instruction is followed by a graphic or characters in or near. Symbol left warns to unplug the power cord.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="OUT OF CHILD" /></td>
<td>Advise the customer to keep children out of the work place. Children may be injured with a tool or a disassembled part.</td>
</tr>
<tr>
<td><img src="image" alt="UNPLUG POWER" /></td>
<td>Unplug power cord for the work such as disassembling which is not unnecessary to power on. Do not hold the plug by a wet hand. Failing to unplug may cause an electric shock.</td>
</tr>
<tr>
<td><img src="image" alt="USE REPAIR PARTS" /></td>
<td>Use the specified repair parts when repairing the product. Otherwise, a malfunction or a defect may occur. Also, a short circuit, ignition or other danger to the customer may occur.</td>
</tr>
<tr>
<td><strong>WARNING</strong></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>CHECK INSULATION RESISTANCE</strong></td>
<td></td>
</tr>
<tr>
<td>After repair, measure insulation resistance between the charging part (power cord plug) and the non-charging metallic part (ground) with an insulation resistance meter (500V). The resistance shall be 10M or more. Failing to check the insulation resistance may cause a short circuit, electric shock or other diseases to the customer.</td>
<td></td>
</tr>
<tr>
<td><strong>DO NOT MODIF</strong></td>
<td></td>
</tr>
<tr>
<td>Do not modify the product. An electric shock or ignition may occur.</td>
<td></td>
</tr>
<tr>
<td><strong>DO NOT MODIFY</strong></td>
<td></td>
</tr>
<tr>
<td>Only a repair technician can disassemble and repair. An electric shock, ignition or malfunction may cause injury.</td>
<td></td>
</tr>
<tr>
<td><strong>USE EXCLUSIVE SOCKET</strong></td>
<td></td>
</tr>
<tr>
<td>Use an exclusive 110VAC/15A socket for the washing machine. Use an exclusive 220VAC/17A socket for the washing machine. Otherwise, an electric shock or ignition may cause. Sharing the same socket with other instrument causes heating of a branch socket and result in a fire.</td>
<td></td>
</tr>
<tr>
<td><strong>CONNECT GROUNDING WIRE</strong></td>
<td></td>
</tr>
<tr>
<td>Connect the grounding wire. Failing to do so may cause an electric shock when a short circuit occurs. Consult an electric work shop or a sales shop.</td>
<td></td>
</tr>
<tr>
<td><strong>DO NOT USE WET PLACE</strong></td>
<td></td>
</tr>
<tr>
<td>Do not install in a bath room or a place exposed to wind or rain. An electric shock or a short circuit may cause a fire.</td>
<td></td>
</tr>
<tr>
<td><strong>DO NOT SPLASH WATER</strong></td>
<td></td>
</tr>
<tr>
<td>Do not pour or immerse electrical parts into water or liquid solution. An electric shock or ignition may occur.</td>
<td></td>
</tr>
<tr>
<td><strong>REMOVE DUST</strong></td>
<td></td>
</tr>
<tr>
<td>Wipe off dust adhered to the plug of power cord. Dust may cause a fire.</td>
<td></td>
</tr>
<tr>
<td><strong>AVOID INFLAMMABLE</strong></td>
<td></td>
</tr>
<tr>
<td>Do not put inflammable into the washing tub. Do not put cloths stained with kerosene, gasoline, benzene, thinner, alcohol, etc. It may cause a fire or explosion.</td>
<td></td>
</tr>
</tbody>
</table>
# Precaution

| WARNING |
|-----------------|--------------------------------------------------|
| **DO NOT TOUCH** | Do not touch the laundry before the spin basket stops completely. The laundry entangles your hand causing an injury even if the basket rotates slowly. Pay special attention to children. |
| **INSTALL CAREFULLY** | Ask an electric work shop to install the product. Install the product securely and safely according to the electrical equipment technical standard and the wiring standard. Incorrect work causes an electric shock and a fire. |
| **DO NOT PULL** | Do not pull the power cord when unplugging. Hold the power plug to unplug. An electric shock or short circuit may cause a fire. |
| **DANGER HAND** | Do not insert your hand under the washing machine during operation. There is a rotary part under the machine which may cause an injury. |
| **WATER LEAKAGE** | Before starting washing, open the faucet and check water supply hose joint which shall not be loosened for no water leaks. The loose screw or hose joint may cause water leakage resulting in an unexpected damage. |
2.1 Service mode

Before entering into service mode, make sure no water remains in the inner drum, if not, select drain only program to drain them out.


<table>
<thead>
<tr>
<th>LED Display</th>
<th>Check Target</th>
<th>Check Method</th>
<th>Check Item</th>
</tr>
</thead>
</table>
| t01         | Version switchover | 1. Press [K6] button  
2. Press [K2] to change version  
3. Press [K1] button continuously for 3s to confirm your change | LED displays “0xx”  
x means current version |
| t02         | Error code checking | 1. Press [K6] button  
2. Press [K1] to show the last code and press [K2] to show the next code  
3. Press [K2] and [K3] button at the same time continuously for 3s, after hearing the beep, all the error codes records deleted, LED displays E00. | LED displays “Err” |
| t03         | Version information checking | 1. Press [K6] button Enter into service mode, LED displays “cod”  
2. Press [K6], LED displays project number.  
3. Press [K1] button, LED displays version number | LED displays version number |
## 2.1 Service mode

<table>
<thead>
<tr>
<th>LED Display</th>
<th>Check Target</th>
<th>Check Method</th>
<th>Check Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>t04</td>
<td>UI Checking</td>
<td>Press [K6] button</td>
<td>The whole LED display flashes</td>
</tr>
<tr>
<td>t05</td>
<td>Drain-pump checking</td>
<td>Press [K6] button to drain out all the remaining water. If all water drained out, LED displays “EP”, and 6 minutes later, if there is still water remains in it, LED displays “FP”</td>
<td>LED displays “PPt”</td>
</tr>
<tr>
<td>t06</td>
<td>Pressure switch checking</td>
<td>Press [K6] button to activate inlet valve. LED displays level frequency once water lever get the main wash level.</td>
<td>LED displays LL</td>
</tr>
<tr>
<td>t07</td>
<td>Water temperature sensor and heater checking</td>
<td>Press [K6] button to activate the main inlet valve and get the water lever to heating level then turn on the heater and 5 mins later turned off automatically</td>
<td>LED displays the current temperature</td>
</tr>
<tr>
<td>t08</td>
<td>Inlet valve checking</td>
<td>1. Press [K6] button, LED displays “uu” and switch on the main wash inlet valve for 10 min.  2. Press [K1] button, LED displays “u1” and switch on prewash valve for 5s.  3. Press [K1] button, LED displays “u2” and switch on the main wash inlet valve for 5s.  4. Press [K1] button to switch on main wash and prewash valve and get the water lever to setting level, then drain out the water.</td>
<td>LED displays “UU”</td>
</tr>
</tbody>
</table>
## 2.1 Service mode

<table>
<thead>
<tr>
<th>LED Display</th>
<th>Check Target</th>
<th>Check Method</th>
<th>Check Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>t09</td>
<td>Rotating checking</td>
<td>Press [K6] button, inner drum rotates in 45r/m clockwise for 15s and stop for 10s then rotates counterclockwise for 15s, over and over again.</td>
<td>LED displays “tUB”</td>
</tr>
<tr>
<td>t10</td>
<td>Spin speed checking</td>
<td>Press [K6] button, the number on the display goes up in the same pace with the real speed and when it reach 400rpm, you need to press [K1] button to get the machine to reach its target speed</td>
<td>LED displays “spn”</td>
</tr>
</tbody>
</table>
2.2 Self-check

Push the buttons of function and pre-washing without loosening, in the meantime screw the program knob to the position of cotton and keep 3s, then the program will be in the state of self test. When the buzzer toots, all the indicating lights glitter 3 times (pushing 0.5s, the 0.5s light is on and off), then the lights are on all the time. When the knob screw to the following position in this time and push the button of start/off, the test is effective.

1. Delay washing test (cotton normal water): the maximum inlet water time is 10s.
2. Main washing test (cotton 40°C): the maximum inlet water time is 10s.
3. Washing test (cotton 60°C): the maximum inlet water time is 10s.
4. Heating test (cotton 90°C): estimate whether the water level is 1, if not, adding water to 1, then begin to heat in the maximum of 10 minutes.
5. Tub leaking test (speedy washing 30°C): estimate whether the water level is 1, if not, adding water to 1, according to cycle of clockwise 10s-stop 2s-anticlockwise 10s to test in the rotate speed of 250rpm (fault alarm E6/E7).
6. Drain test (single drain): if the water level is below 1, it is plus 40s (malfunction alarm E3).
7. Dehydration (single dehydration): judge whether the water level is below 1, if not, drain water until it is below the 1 plus 20s, then dehydrate in the maximum of speed (unbalanced test is needless), the maximum time is 10 minutes (fault alarm E5).

NOTE:
1) The tests foregoing are reversible.
2) It is need to close the door lock before each test, or else the door clock is malfunction alarm E1.
3) The knob can be screwed to every position, the corresponding test is valid once pushing the start/pause button.
4) If the knob is not in the position of that test, there is not responsive.
Exit need to close the power.

2.3 Marketing-show (no-water testing)

Target: in order to display the washer’s operation in the supermarket, set up display mode.

Operation program: push the function + pre-washing button and screw the knob to 40°C, keeping 3 minutes, when the buzzer toot, it enter the sales display mode. In the mode, the washer without and the heater without power, run the two minutes standard cotton washing + washing program and three minutes dehydration program after pushing the start/pause button, then stop, if you push the start/pause button again, the operation repeat.
Exit need to cut off the power.
3. UNPACKING WAYS OF MAIN PARTS
1. Undo the back cover
2. Undo the top cover
3. Undo the control panel
4. Undo the lower panel
5. Undo the door lock
6. Undo the front plate
7. Undo the facade counterweight
8. Undo the gasket
9. Undo the PCB panel
10. Undo the detergent box
11. Undo the inlet valve
12. Undo the pressure
13. Undo the pulley
14. Undo the absorber pin
15. Undo the filter
16. Undo the drain pump
17. Undo the heater
18. Undo the NTC
19. Undo the door glass
20. Undo the panel support
21. Undo the drum tub assembly
22. Undo the absorber
23. Undo the motor
### 3 UNPACKING WAYS OF MAIN PARTS

<table>
<thead>
<tr>
<th>Operation</th>
<th>Picture</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Undo the back cover</strong>&lt;br&gt;Undo four screws fit between back plate and cabinet, and then pull out.</td>
<td><img src="image1.png" alt="Picture 1" /> <img src="image2.png" alt="Picture 2" /></td>
</tr>
<tr>
<td><strong>2. Undo the top cover</strong>&lt;br&gt;I.Undo 2 screws fit back Cabinet.&lt;br&gt;II.Push back the top cover 15mm until it leaves away from the control panel, and then take it down.</td>
<td><img src="image3.png" alt="Picture 3" /></td>
</tr>
<tr>
<td><strong>3. Undo the control panel</strong>&lt;br&gt;I.Depar the top cover&lt;br&gt;II.Draw out the detergent drawer.&lt;br&gt;III.Loosen two screws fit on the control panel.&lt;br&gt;IV.Loosen two screws fit on the control panel.&lt;br&gt;V.Take out the control Panel inclined from the panel.</td>
<td><img src="image4.png" alt="Picture 4" /> <img src="image5.png" alt="Picture 5" /> <img src="image6.png" alt="Picture 6" /></td>
</tr>
</tbody>
</table>
3 UNPACKING WAYS OF MAIN PARTS

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| 4.   | Undo the lower panel  
     | I. Open the filter cover, release the screw on the lower panel.  
     | II. Turn the washing machine back at an angle, pinch the clasp, and push it out. |
| 5.   | Undo the door lock  
     | I. Open the door of washing machine.  
     | II. Take the outer gasket  
     | III. Remove two screws on the door lock, and take down the door lock.  
     | IV. Take out the door lock and draw out the plug. |
| 6.   | Undo the front plate  
     | I. Remove the lower cover.  
     | II. Undo five screws in front plate  
     | III. Put the front plate up to the clasp of the front plate away from the loading holder, and then take off the front plate. |
| 7.   | Undo the facade counterweight  
     | I. Undo the front plate  
     | II. Remove six screws pull out the facade counterweight. |
### 3 UNPACKING WAYS OF MAIN PARTS

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>Undo the gasket&lt;br&gt; I. Undo the top cover, control panel, lower cover, machine door and the front plate.&lt;br&gt; II. Remove the outer gasket clamp between the door seal and the front plate.&lt;br&gt; III. Loosen the inner gasket clamp between the door seal and the front of the outer tub.</td>
</tr>
<tr>
<td>9.</td>
<td>Undo the PCB panel&lt;br&gt; Undo the top cover and control panel</td>
</tr>
<tr>
<td>10.</td>
<td>Undo the detergent box&lt;br&gt; I. Undo the top cover and the control pane&lt;br&gt; II. Release the hose clamp and pull out the inlet hose.&lt;br&gt; III. Release the hose clamp and pull out the detergent box hose, and then take out the detergent box.</td>
</tr>
<tr>
<td>11.</td>
<td>Undo the inlet valve&lt;br&gt; I. Remove the top cover&lt;br&gt; II. Undo 2 screws between cabinet and inlet valve&lt;br&gt; III. Release the clamp fixing the inlet valve and the inlet hose, and then pull out the inlet hose&lt;br&gt; IV. Take out the inlet valve</td>
</tr>
</tbody>
</table>
12. Undo the pressure switch
   I. Undo the top cover
   II. Pull out the plugs on the pressure switch.
   II. Loosen the pressure switch hose clamp, and pull out the hose from the pressure switch interface.
   III. Rotate the pressure switch anticlockwise by 90º, and then pull out the pressure switch.

13. Undo the pulley
   I. Undo the back cover
   II. Rotate the pulley and at the same time pull out the belt.
   II. Remove the screw on the pulley and then take down the pulley.

14. Undo the upper counterweight
   I. Undo the top cover
   II. Remove three screws fit on the upper counterweight and then pull out the upper counterweight.

15. Undo the absorber pin
   I. Undo the front plate
   II. Use pliers to pinch the absorber pin’s protuberance, and knock the absorber pin out from back lightly; in the same way, remove the other one.
16. Undo the filter  
Open the filter cover.  
Rotate the filter knob anticlockwise, and then pull out the filter.

17. Undo the drain pump  
I. Undo the top cover, control panel, lower cover and front plate.  
II. Nip out clamp between drain hose and the drain pump, and then pull out the drain hose.  
III. Loosen the screws fitted on the drain pump, and then pull out the drain pump.

18. Undo the heater  
I. Under the top cover, II. control panel lower cover and front plate.  
III. Pull out the heater plug.

In the red circle it is the heater support, clamping the heater.
### 3 UNPACKING WAYS OF MAIN PARTS

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| 19. | **Undo the NTC**  
   I. Undo the top cover, control panel, lower cover and front plate.  
   II. Undo the NTC with special tools. |
| 20. | **Undo the door glass**  
   I. Open the door, remove two screws fixing the hinge and front plate, and then remove the door.  
   II. Remove twelve screws on the inner door.  
   III. Remove the outer door and the inner door with special tool. |
| 21. | **Undo the panel support**  
   I. Undo the top cover  
   II. Undo the control panel.  
   III. Remove two screws fixing the panel support, and then remove it. |
| 22. | **Undo the drum tub assembly**  
   I. Remove the motor in  
   II. Pull out the heater.  
   III. Remove the belt.  
   VI. Remove the screws fixing the pulley, and then take out the pulley.  
   V. Remove the screws fixing the front and rear tub, and then remove the tub.  
   VI. Remove the inner drum kit. |
### 3 UNPACKING WAYS OF MAIN PARTS

#### 23. Undo the absorber
   I. Lift out the outer tub kit.
   II. Undo the absorber pin between absorber and rear tub, remove the absorber.

![Image 1](image1.jpg) ![Image 2](image2.jpg)

#### 24. Undo the motor
   I. First let the machine lie down on the back and then pullout the motor wire and grounding wire.
   II. Use spanner to remove the motor screw, and lift up the motor with the other hand in case of falling to the drain pump.
   III. After two screws are removed, change the motor. First support it to clasp the correct position, then install the screws.

![Image 3](image3.jpg) ![Image 4](image4.jpg)
## 4. MALFUNCTION CODES AND EXPLANATIONS

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Unit Action</th>
<th>Causes</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>E10</td>
<td>Unit will close valve and stop with Error code display</td>
<td>Low Water Pressure from House Supply</td>
<td>If the washer fills very slowly, the water pressure from the house might be too low. If the water inlet valve isn't leaking and there are no other symptoms this problem does not need to be corrected.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Water inlet hose</td>
<td>Make sure that water faucet is turned on and that the screens on the hoses are not restricted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Water inlet valve (The voltage on the water inlet valve is normal)</td>
<td>If the water pressure is good, try cleaning the screens inside the water inlet valve hose connection ports. If those are clean replace the water inlet valve.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Water level sensor or control switch (No voltage on the water inlet valve)</td>
<td>A water level control switch controls how much water enters the washing machine by PCB. If the water level control switch is defective, or more commonly, if the small air pipe attached to the air bell restricted, The switch will not be able to close the electrical contacts to the washer fill valve. CHECK THE AIR PIPE CHECK THE WATER LEVERL SENSOR CHECK THE PCB and the inner wire between PCB and the sensor</td>
</tr>
</tbody>
</table>
### 4. MALFUNCTION CODES AND EXPLANATIONS

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Unit Action</th>
<th>Causes</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>E12</td>
<td>Unit will close valve and stop with Error code display</td>
<td>Restart</td>
<td>Some time just restart the unit can solve the problem.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Water inlet valve (The voltage on the water inlet valve is normal)</td>
<td>If the washer is overflowing, the water inlet valve has failed. Replace it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Water level sensor or control switch (No voltage on the water inlet valve)</td>
<td>A water level control switch controls how much water enters the washing machine by PCB. If the water level control switch is defective, or more commonly, if the small air pipe attached to the air bell restricted, the switch will not be able to close the electrical contacts to the washer fill valve. CHECK THE AIR PIPE CHECK THE WATER LEVERL SENSOR CHECK THE PCB and the inner wire between PCB and the sensor</td>
</tr>
</tbody>
</table>
## 4. MALFUNCTION CODES AND EXPLANATIONS

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Unit Action</th>
<th>Causes</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>E20</td>
<td>Pump open circuit</td>
<td>Pump</td>
<td>Check the pump or the and the inner wire of the pump</td>
</tr>
<tr>
<td></td>
<td>Unit will close valve and stop with Error code display</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E21</td>
<td>Washer Won’t Drain. Or drain timeout</td>
<td>Drain Hose</td>
<td>If the washer won't drain water check the drain hose. Be sure the hose did not get kinked behind the washer. Also, remove the hose from the pump and check it for obstructions.</td>
</tr>
<tr>
<td></td>
<td>Unit will close Pump and stop with Error code display</td>
<td>Pump</td>
<td>If the washer won't drain water the drain pump might be defective. It's also common for a small sock or other article of clothing to get caught in the drain pump or in the drain hose. Check both for an obstruction before replacing the pump.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCB</td>
<td>Check PCB</td>
</tr>
</tbody>
</table>
## 4. MALFUNCTION CODES AND EXPLANATIONS

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Unit Action</th>
<th>Causes</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>E30</td>
<td>Try 6 times , not lock</td>
<td>Door Lock</td>
<td>If the door won’t latch, the door lock assembly might be defective. If the door won’t latch, check the door to see if the door is closed before replace it.</td>
</tr>
<tr>
<td>E31</td>
<td></td>
<td>Door Lock</td>
<td>If the door won’t unlock, the door lock assembly might be defective. If the door won’t latch, check the door to see if the door is closed before replace it.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PCB</td>
<td>If the washer door won’t unlock the problem might be the main control board. This is not common. Check the inner wire between the PCB and the door lock.</td>
</tr>
</tbody>
</table>

If the washer door won’t unlock the problem might be the main control board. This is not common. Check the inner wire between the PCB and the door lock.

If the door won’t latch, the door lock assembly might be defective. If the door won’t latch, check the door to see if the door is closed before replace it.
### 4. MALFUNCTION CODES AND EXPLANATIONS

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Unit Action</th>
<th>Causes</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>E33</td>
<td>Unit will close valve and stop with Error code display</td>
<td>Water level sensor or control switch (No voltage on the water inlet valve)</td>
<td>E33 means the unit can’t detect the Signal of Water level sensor. CHECK THE WATER LEVERL SENSOR CHECK THE PCB and the inner wire between PCB and the sensor</td>
</tr>
</tbody>
</table>
Fault tree
1. Maintenance non-heating malfunction

Non-heating

- Whether NTC is short or open circuit
  - Y: Change NTC
  - N: Whether the connection is correct
    - N: Reliable connection
    - Y: Whether the heater is well
      - Y: Change the control panel
      - N: Change the heater
2. Door non-locked & its maintenance

- Door non-locked
  - Y
  - Whether the door is closed correctly
    - Y
    - Whether the inner wire between the PCB and the door lock is correct
      - Y
      - Check the door lock is well, or not
        - Y
        - Change the control panel
      - N
      - Change the door lock
    - N
    - Close the door correctly
  - N
  - Connect the PCB and door lock correctly
3. No water inlet or water inlet overtime

No water inlet or water inlet overtime

- Whether the tap is open
  - Y
  - Whether the water pressure is between 0.05MPa~1MPa
    - Y
    - Whether the Drain Hose is hung up beyond the height of 100cm
      - N
        - Hang up the drain hose
      - Y
        - Whether the inlet filter net is blocked
          - Y
            - Clean it with brush
          - N
            - Y
            - Whether the inner wire connection is correct
              - Y
              - whether the inlet valve is well
                - Y
                  - Change the control panel
                - N
                  - Change the inlet valve
              - N
                - Reliable the connection
          - N
            - Change the inlet valve
    - N
      - Wait the water pressure meet the standard
  - N
    - Open the tap
4. Over heating

Over heating

\( Y \) \rightarrow Whether NTC is well

\( Y \) \rightarrow Change the control panel

\( N \) \rightarrow Change the NTC
5 TROUBLESHOOTING

5. Maintenance of non-drain or drain exceed the setting time

Non-drain or overtime drain

Y

Whether the pump is blocked

Y → Clean the filter

N

Whether the pump is well

N → Change the drain pump

N

Change the control panel
6. Water inlet overflow malfunction maintenance

Water inlet overflow

- if (Y) whether the inlet valve is well
- if (N) Change the inlet valve

whether the inlet valve is well

- if (Y) Whether the pressure switch is well
- if (N) Change pressure switch

Whether the pressure switch is well

- if (Y) Change the control panel
- if (N) Change the control panel
Whether the inner wire connection is correct

Y

Whether the belt is installed correctly

Y

Installed the belt correctly

N

Reliable the connection

N

The drum is blocked

Y

Shut down the power, open the door and Rotate the drum. check the drum rotate flexibly or not.

Y

Change the control panel
5 TROUBLESHOOTING

8. Maintenance water inflow and drain off water at the same time

Water inflow and drain off water at the same time

Y

Whether the drain hose is hung up too low

Y

Hang the hose well

N

Whether the washer is disposing the foam in the drum

Y

Normal phenomenon

N

Change the control panel
# Malfunction and solution

<table>
<thead>
<tr>
<th>Description</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The washing machine does not work</td>
<td>Close the washing machine's door.</td>
</tr>
<tr>
<td>Water leakage</td>
<td>Correctly connect the inlet water pipe.</td>
</tr>
<tr>
<td>The speed of the clothes is abnormal</td>
<td>Reload and distribute the laundry evenly in the drum.</td>
</tr>
<tr>
<td>There is the peculiar smell in the washing machine</td>
<td>Run a Self clean(Drum clean) cycle without any clothes.</td>
</tr>
<tr>
<td>No water is visible in the drum</td>
<td>No fault-water is under the visible area.</td>
</tr>
<tr>
<td>There is the remaining water in the softener's box</td>
<td>No fault- the effect of the softener will not be affected.</td>
</tr>
<tr>
<td>The remaining detergent is left on the clothes</td>
<td>The water-fast component of the non-phosphorus. detergent will be left on the clothes to form the line scale. Please select 【rinse】or【spin】 programme or brush away the fleck with the brush when the clothes is dried.</td>
</tr>
<tr>
<td>The washing machine does not fill</td>
<td>Open the water tap. Check the selection of the procedure. Check the water. Pressure to see if the water pressure is insufficient. Put through the feed-water. Close the washing machine's door. To check it the inlet water pipe is bent or blocked.</td>
</tr>
<tr>
<td>The washing machine fills and empties at the same time.</td>
<td>Make sure the end of the drainage pipe to be higher. Check if the drainage pipe and sewage have been sealed, if they have been, there will be the poor ventilation to cause the sip hon age effect.</td>
</tr>
<tr>
<td>No drainage of the washing machine</td>
<td>Check if the drainage pump is blocked. Check if the drainage pipe is bent or blocked. Check the height of the drainage nozzle, make sure it is 0.6-1 meter from the bottom of the washing machine.</td>
</tr>
</tbody>
</table>
| **Vibration of the washing machine** | Level the washing machine.  
Level the washing machine.  
Fasten the footing.  
To check if the internal packing for the transportation have all been removed. |
|-------------------------------------|------------------------------------------------------------------|
| **The bubble spills from the detergent** | Check if the detergent is excessive, if it is the specialized detergent for the cylinder washing machine.  
Dip one scoop of the softener mixed with 1/2 liter of water to the detergent box II.  
Reduce the usage amount of the detergent in the next time’s wash. |
| **The machine stops when the procedure has not been finished** | Power failure or water cut. |
| **The drainage pump has noise during the operation when the water has just been drained** | The inner barrel water of the washing machine has been drained but there is still a small amount of water in the drainage pump and pipe. The drainage pump continuously operates and takes in the air, and at this time there is the noise, which is normal situation. |
| **To stop for some time during the wash procedure** | The washing machine adds water automatically.  
Because there is too much bubble in the tube, the washing machine is cleaning the bubble. |

**If you cannot solve the above abnormal situations, would you please:**
1. To turn the procedure knob to 【OFF】 , pull out the attachment plug;  
2. To close the water tap, and contact the nearest service center.
Before repairing, use multimeter to judge circuit stand of fail.

<table>
<thead>
<tr>
<th>No</th>
<th>Parts</th>
<th>Picture</th>
<th>Test Description</th>
<th>Parameter</th>
<th>Remarks</th>
</tr>
</thead>
</table>
| 1  | Water Level Switch | ![Water Level Switch](image1) | 1. Measuring two straight line terminals  
2. Measuring two vertical terminals | Break over after blow-  
PASs | ![Multimeter](image2) |
| 2  | Door lock          | ![Door lock](image3) | Electrify the resistance  
2 seconds after the power supply can automatically locked  
1-2 mins after the power off can automatically locked-PASS | ![Multimeter](image4) | ![Multimeter](image5) |
| 3  | Water valve        | ![Water valve](image6) | Measuring resistance  
Resistance value range 3-6KΩ-PASS | ![Multimeter](image7) | ![Multimeter](image8) |
| 4  | Pump               | ![Pump](image9) | Measure the resistance of the toroids  
Resistance value range 150-250Ω-PASS | ![Multimeter](image10) | ![Multimeter](image11) |
| 5  | Heater             | ![Heater](image12) | Measuring resistance  
Resistance value range 20-35Ω-PASS | ![Multimeter](image13) | ![Multimeter](image14) |
| 6  | NTC                | ![NTC](image15) | Measuring resistance  
Resistance value range 4.8kΩ±8%@25℃0-PASS | ![Multimeter](image16) | ![Multimeter](image17) |
| 6  | Motor              | ![Motor](image18) | Measure the resistance of the toroids  
Resistance value range PIN5~PIN10 1.3±10%Ω-PASS | ![Multimeter](image19) | ![Multimeter](image20) |
## 7 SERVICE TOOLS

<table>
<thead>
<tr>
<th>Number</th>
<th>Tools</th>
<th>Suitable kit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sleeve spanner</td>
<td>Heater 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Motor 1 counterweight 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Drum tub assembly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Strap screw</td>
</tr>
<tr>
<td>2</td>
<td>Spanner</td>
<td>Adjust pulley screw leg and undo transport bolts</td>
</tr>
<tr>
<td>3</td>
<td>Pliers and pinchers</td>
<td>Assembling or auxiliary function</td>
</tr>
<tr>
<td>4</td>
<td>Other tools (screwdriver, pliers and so on)</td>
<td>Common service tools</td>
</tr>
</tbody>
</table>
The end!