

Installation

Follow these instructions carefully to ensure proper installation of the washer and to prevent accidents when using it.

WARNING

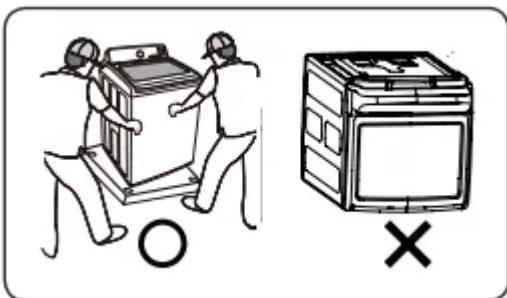
Certain internal parts are intentionally not grounded and may present a risk electric shock only during servicing. Service personnel – Do not contact the following parts while the appliance is energized: Control board, heat sink, motor, inlet valve, heater and pump.

Unpacking your washer

Unpack your washer and inspect it for shipping damage. Make sure you have received all the items shown below. If your washer was damaged during shipping, or you do not have all of the items, contact 1-800-SAMSUNG (1-800-726-7864). To prevent personal injury or strain, wear protective gloves whenever lifting or carrying the unit.

WARNING

Packing materials can be dangerous to children; Keep all packing material (plastic bags, polystyrene, etc.) well out of children's reach.



CAUTION

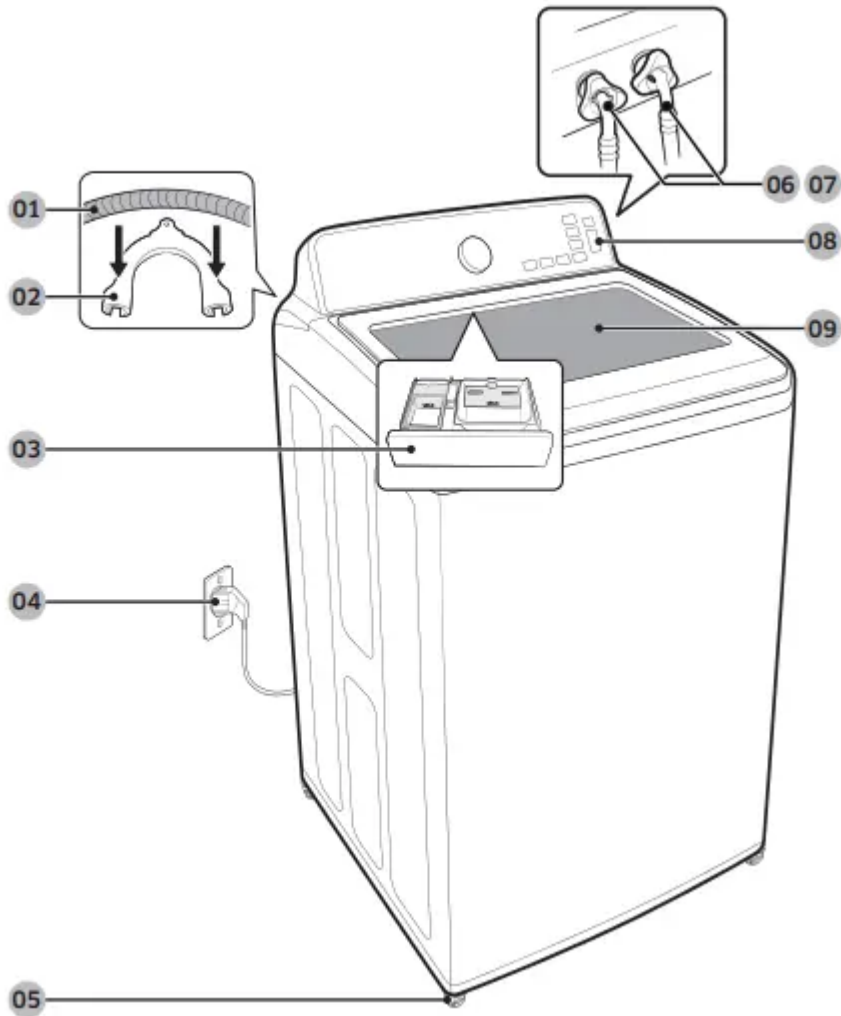
When unpacking the washer, 2 person collaboration is needed. To remove the cushion bottom of the packing materials, forward dumping is strictly prohibited.

When you lay the washer down to remove carton base, should protect the side of washer and lay it carefully. Never lay your washer on its back or front.

Installation

Overview of your washer

Make sure all the parts are included in the product package. If you have a problem with the washer or the parts, contact a local Samsung customer center or the retailer.



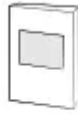
- 01 Drain hose
- 02 Hose guide
- 03 Detergent drawer
- 04 Power cord
- 05 Leveling feet
- 06 Water hose (Cold)
- 07 Water hose (Hot)
- 08 Control panel
- 09 Lid

Parts supplied





Hose guide



User manual



Plastic zip hose tie



Water intake cap

Parts not supplied



Water supply hoses

Tools needed for installation



Wrench



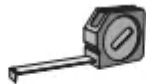
Flat screwdriver



Leveler



Adjustable Plier



Measuring tape


NOTE

- If you lose an accessory and want to purchase a replacement, contact the Samsung service center (1-800-SAMSUNG (1-800-726-7864)).
- The design of the parts and accessories may differ from the pictures above. Their design is subject to change without notice for product improvement.
- Do not reuse old hoses. Only use new water supply hoses when you install the washer. Old water supply hoses can leak or burst causing flooding and property damage.
- Confirm that there are rubber washers inside each coupling of the water supply hoses

Basic location requirements

Electrical

- 120 Volt 60 Hz 15 AMP fuse or circuit breaker.
- Individual branch circuit serving only your Washer is recommended.
- Your washer is equipped with a power cord.

 **CAUTION** Never use an extension cord.

Grounding

Electrical grounding is required for this appliance.

This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.

This appliance is equipped with a power cord having a three-prong grounding plug for use in a properly installed and grounded outlet.

The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING

An improperly connected equipment grounding conductor can increase the risk of electrical shock. Check with a qualified electrician or serviceman if you are not sure whether the appliance is properly grounded. Do not modify the plug provided with the appliance – if it does not fit the outlet, have a proper outlet installed by a qualified electrician.

Important safety precautions

To prevent unnecessary risk of fire, electrical shock or personal injury, all wiring and grounding must be done in accordance with the National Electrical Code ANSI/ NFPA, No.70 Latest Revision and local codes and ordinances. It is the personal responsibility of the appliance owner to provide adequate electrical service for this appliance.

CAUTION

Never connect the ground wire to plastic plumbing lines, gas lines, or hot water pipes.

Water

To correctly fill your Washer in the proper amount of time, water pressure of 20 to 116 psi (137 to 800 kPa) is required. Water pressure less than 20 psi may cause water valve failure, or may not allow the water valve to shut off completely, or may extend the fill time beyond what your Washer controls allow, causing your Washer to turn off. A time limit is built into the controls to prevent flooding in your home if a hose becomes loose. The water faucets must be within 4 feet (122 cm) to the back of your Washer to match the inlet hoses provided with your Washer.

NOTE

Accessory inlet hoses are available in various lengths up to 10 feet (275 cm) for faucets that are further away from the back of your washer. To avoid the possibility of water damage:

- Have water faucets easily accessible.
- Turn off faucets when the washer is not in use.
- Periodically check that there is no leakage from the water inlet hose fittings

Drain facility

The recommended height of the standpipe is 39 in (99 cm). The drain hose must be routed through the drain hose clip to the standpipe. The standpipe must be large enough to accept the outside diameter of the drain hose. The drain hose is attached to the washer at the factory.

Flooring

For best performance, you must install your washer on a solidly constructed floor. Wood floors may need to be reinforced to minimize vibration and/or unbalanced load situations. Carpeting and soft tile surfaces are contributing factors to vibration which can cause your washer to move slightly during the spin cycle. Never install your washer on a platform or weakly supported structure.

Location considerations

Do not install your washer in areas where water may freeze, since your washer will always retain some water in its water valve, pump, and hose areas. Frozen water can damage the belts, the pump, hoses, and other components.

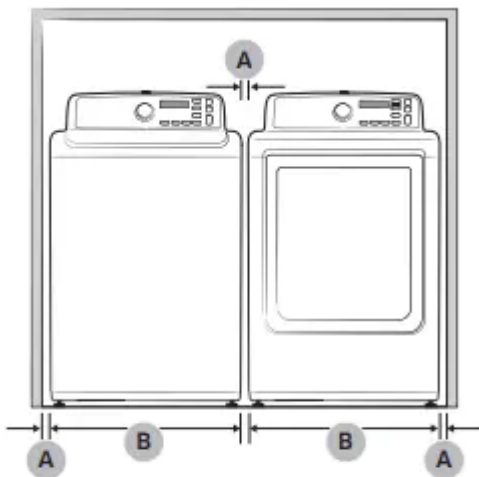
Alcove or closet installation

Minimum clearances for closet and alcove installations:

Sides	1 in / 25 mm	Closet front	2 in / 51 mm
Rear	6 in / 152 mm	Top	21 in / 533 mm

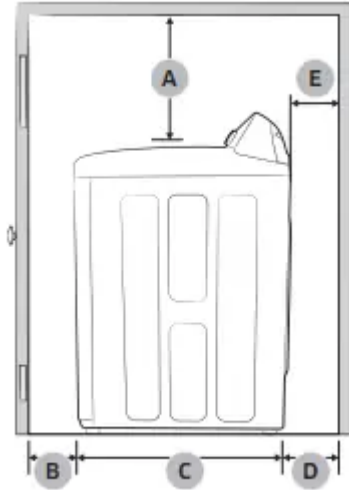
If the washer and dryer are installed together, the closet front must have at least a 72 in² (465 cm²) unobstructed air opening. Your washer alone does not require a specific air opening.

Recessed area



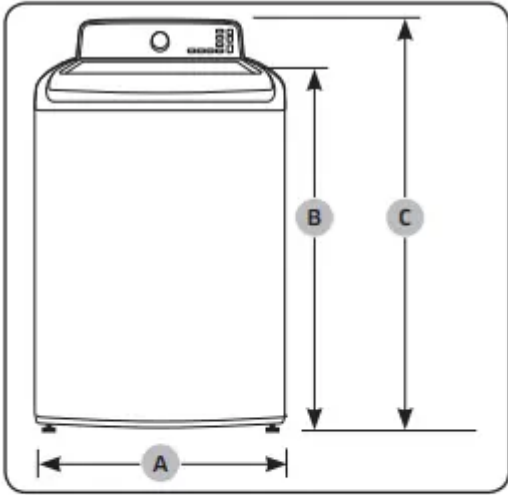
A	1 in (2.5 cm)
B	27.0 in (68.6 cm)

Side view - closet or confined area

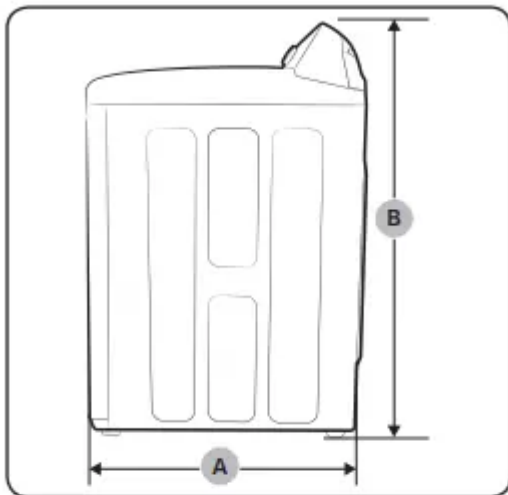


A	21 in (53.3 cm)
B	2 in (5.1 cm)
C	29 7/16 in (74.4 cm)
D	6 in (15.2 cm)
E	<p>Gap between end of water valve and the wall</p> <ul style="list-style-type: none"> • Case 1. Assemble supply hose after installing : Over 4 in (10 cm). • Case 2. Assemble supply hose before installing : Over 3 in (8 cm).

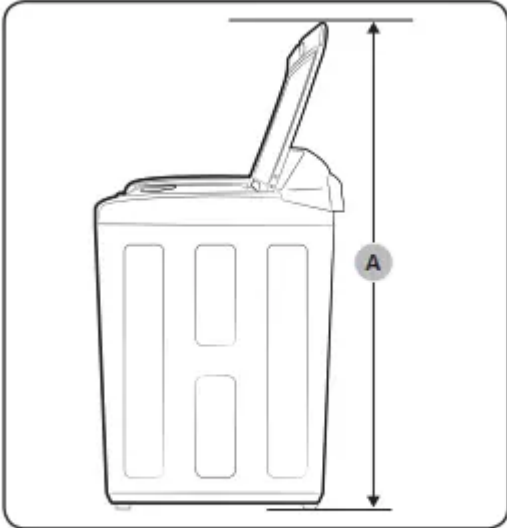
Required dimensions for Installation



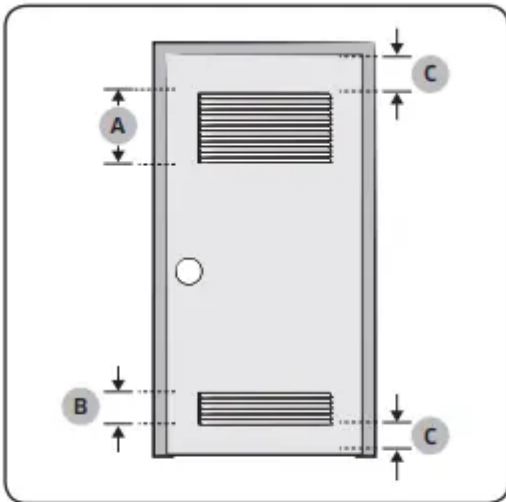
A	27.0 in (68.6 cm)
B	40.4 in (102.7 cm) (WA45M3100A*) 39.3 in (99.8 cm) (WA45N3050A*)
C	45.1 in (114.6 cm) (WA45M3100A*) 43.9 in (111.7 cm) (WA45N3050A*)



A	29.3 in (74.4 cm)
B	45.1 in (114.6 cm) (WA45M3100A*) 43.9 in (111.7 cm) (WA45N3050A*)



A	59.3 in (150.5 cm) (WA45M3100A*) 58.1 in (147.6 cm) (WA45N3050A*)
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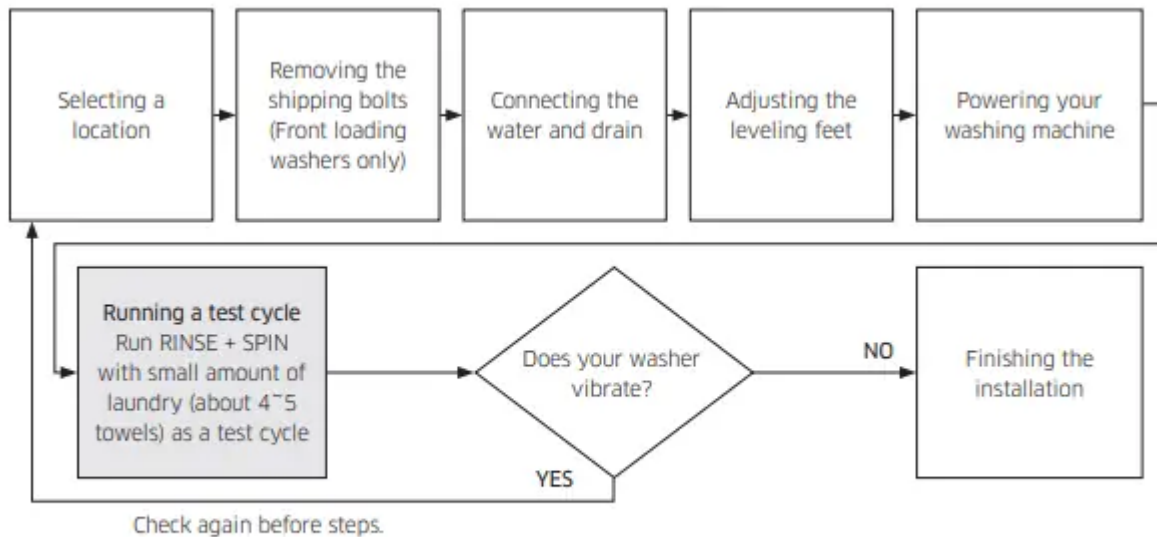
A*	48.0 in ² (310.0 cm ²)
B*	24.0 in ² (155.0 cm ²)
C	3.0 in (7.6 cm)

Important note to installer

Please read the following instructions carefully before installing your washer. These instructions should be retained for future reference. We recommend you hire a professional to install this washer

Installation flow chart





Step-by-step installation

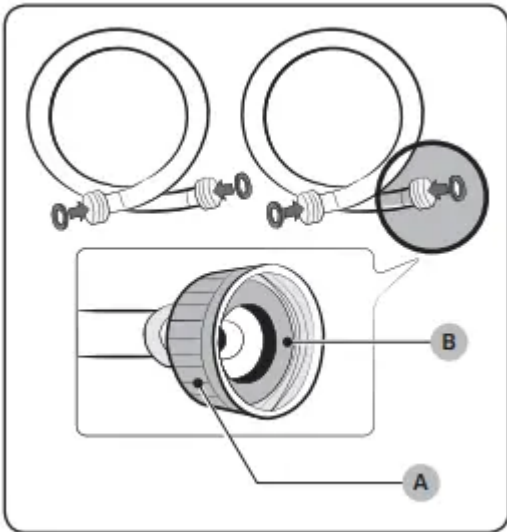
STEP 1 Selecting a location

NOTE

Before you install the washer, make sure the location:

- Has a hard, level surface without carpeting or flooring that may obstruct ventilation.
- Is away from direct sunlight.
- Has adequate ventilation.
- Is not exposed to freezing temperatures (temperatures under 32 °F or 0 °C).
- Is away from heat sources such as oil or gas.
- Has enough space so that the washer doesn't rest on its power cord.

STEP 2 Connecting the water supply hose



⚠ CAUTION

Before installing the water supply hoses, make sure there are rubber gaskets (B) inside the couplings (A) at both ends of each new water hose. Installing the water supply hoses without rubber gaskets can cause water leakage.

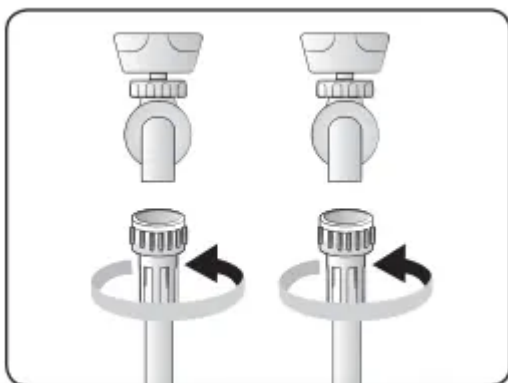
⚠ CAUTION

When you initially install the washer, be sure to use new hoses. Failing to do so may result in a water leakage or overflow and may damage your property.

⚠ CAUTION

Do not connect multiple water supply hoses together to increase the length of the supply hose. Hoses connected this way can leak and the leakage can cause electrical shock. If a hose is too short, replace the hose with a longer, high pressure hose.

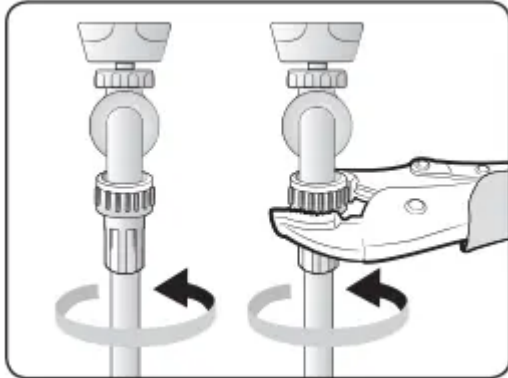
1. Connect the ends of the water supply hoses to the hot and cold faucets.



2. Tighten the fittings by hand until they are snug, and then tighten them an additional two-thirds of a turn with a plier.

⚠ CAUTION When you fasten the fittings, do not fasten them too tightly or apply tape or sealant to the faucets or water supply intakes. This can damage the fittings.

📖 NOTE After you have connected the water supply hoses to the faucets, ensure that they are connected correctly by pulling the water supply hoses downwards.

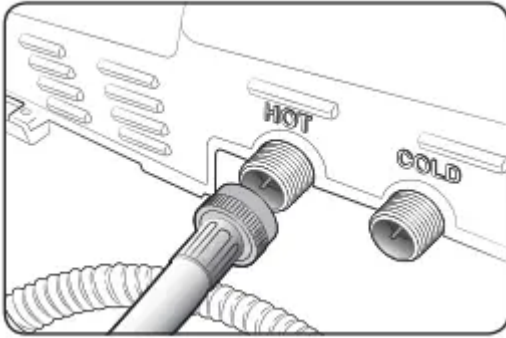


3. Place the unconnected ends of the hoses into a bucket and open the faucets connected to the two water supply hoses for 10 or 15 seconds to remove any foreign substances from the hoses. Close the faucets before continuing.





4. Connect the ends of the water supply hoses to the water supply intake connections at the back of the washer.

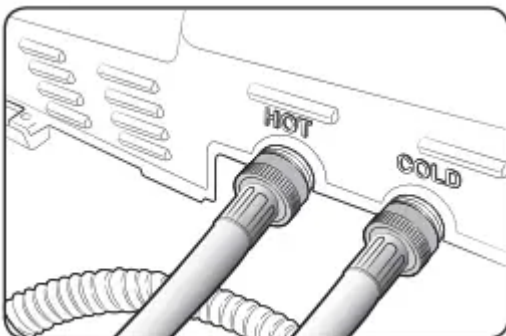
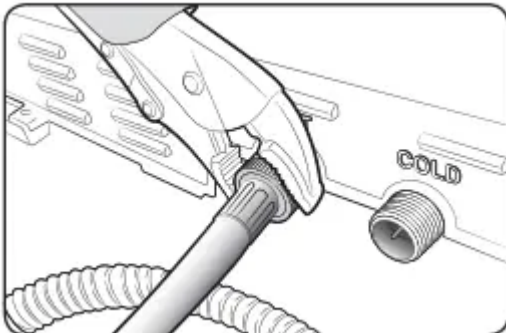
⚠ CAUTION The water supply hose connected to the hot faucet must be connected to the hot water supply intake and the water hose connected to the cold faucet must be connected to the cold water supply intake.




5. Tighten the fittings by hand until they are snug, and then tighten them an additional two-thirds of a turn with a plier.

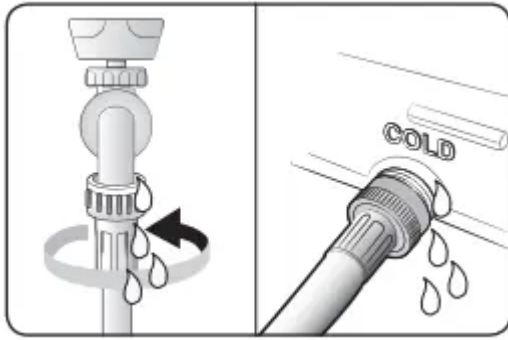
 NOTE To ensure correct water usage, connect both the hot and cold water faucets. If either or both are not connected, the Cool (no fill) LED will flash.

 NOTE If you do not want to use the hot water supply hose, insert the water intake cap into the hot water supply intake hole. In this case, you must select the Cold for the water temperature. If you select the Cold, all the lamps for the water temperature options are turned off.



 CAUTION Confirm that the water supply hoses are not twisted or bent. If the hoses are twisted or bent, the hoses can leak and cause electric shock due to the water leakage.

6. Turn on the hot and cold water supplies and check all the water supply intake connections and the faucets for water leaks.



STEP 3 Connecting the drain hose

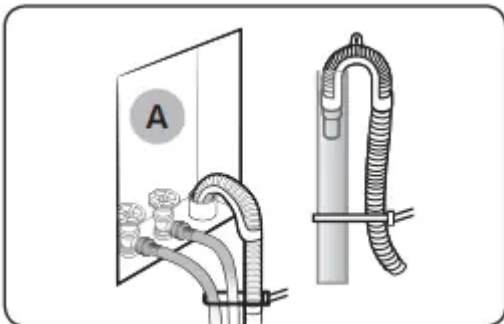
The end of the drain hose can be positioned in three ways:

In a Wall standpipe or Floor standpipe

The height of end of standpipe must be no lower than 39 in (99 cm) and no higher than 96 in (245 cm). If drain pipe are built into the wall with water valves (A), fasten the drain hose to the water hose.

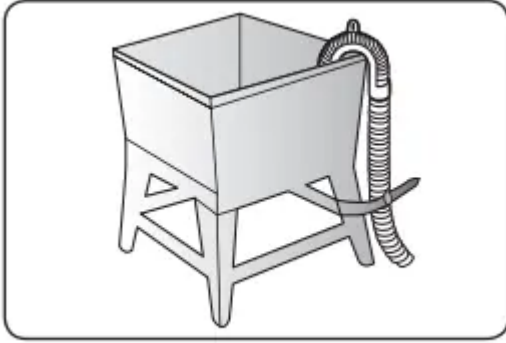
NOTE

- Make sure that the connection between the drain hose and the standpipe is not C airtight.



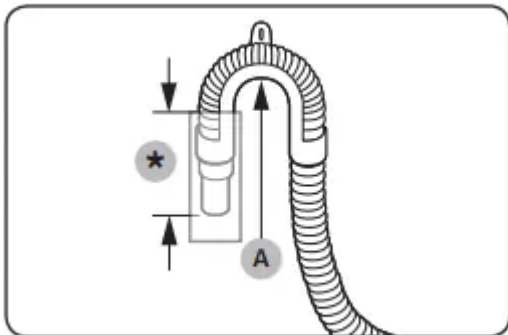
In a laundry tub

The height of the tub must be no lower than 39 in (99 cm) and no higher than 96 in (245 cm). Assemble the supplied Hose guide at the end of the drain hose, and put the hanger on laundry tub. And fasten the drain hose to the leg of laundry tub.



NOTE Connect the hose guide (A) within 3~5 in (7.6~12.7 cm)* from the end of the drain hose. If the drain hose is extended beyond the end of the hose guide, mold or microorganisms could spread inside the washer.

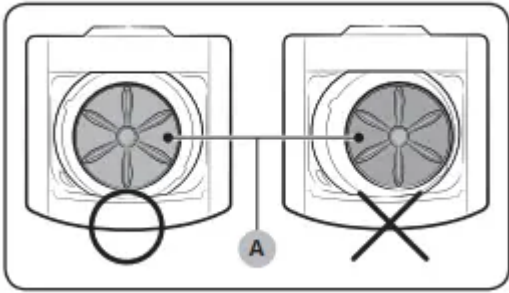
NOTE The drain hose can be installed to a 96 in (245 cm) maximum, but the draining capability can be reduced at this height. It can cause the washer to have an odor because of remaining water in the drain system.



STEP 4 Leveling your washer

See if the washer is level by checking the position of the tub:

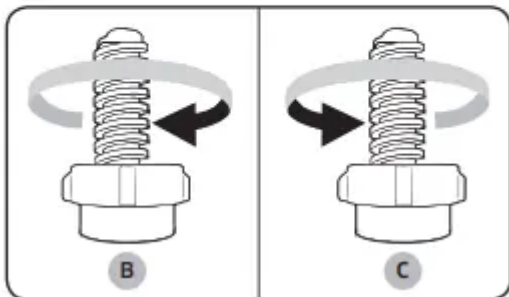
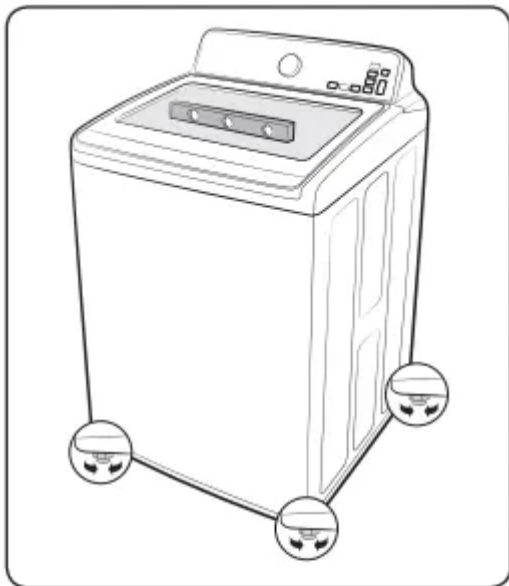
1. Slide the washer into position.
2. Open the lid of the washer, and pour the water into the tub to just below the pulsator level.



3. If the washer is level, the pulsator (A) is positioned at the center of the water as shown in the figure. If not, level your washer by turning the front leveling feet clockwise or counterclockwise as necessary.

NOTE

- Turn the front leveling feet clockwise (B) to lower the washer, and counterclockwise (C) to raise the washer.
- Number of leveling feet may differ depending on the models.



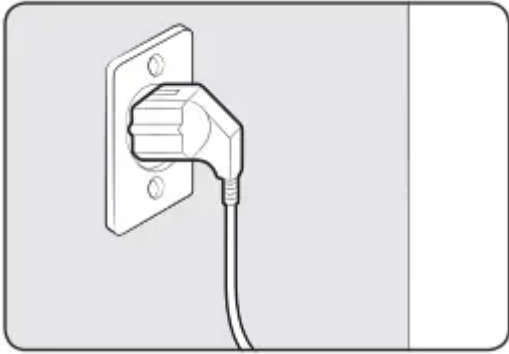
STEP 5 Powering your washer



Plug the power cord into a 3-prong, well grounded 120 volt 60 Hz approved electrical outlet protected by a 15-amp fuse or comparable circuit breaker. Your washer is grounded through the third prong of the power cord when plugged into a three-prong grounded electrical outlet.

Test run


Make sure that you install your washer correctly by running the RINSE + SPIN after the installation is complete




STEP 6 Running a test cycle

Run a test cycle as follows to check if your washer is properly installed.

1. Load about 6 pounds of laundry into the tub.
2. Press POWER to turn on your washer.
3. Select RINSE + SPIN by turning the Cycle Selector.
4. Press START/PAUSE to start the test cycle.
5. The washer should not rock or vibrate excessively when water is supplied or when washing or spinning, and should drain well during the spin cycle.

 **NOTE** If water leaks while water is being supplied or drained, check the water connections. Refer to the “STEP 2 Connecting the water supply hose” section on page 21 for instructions.

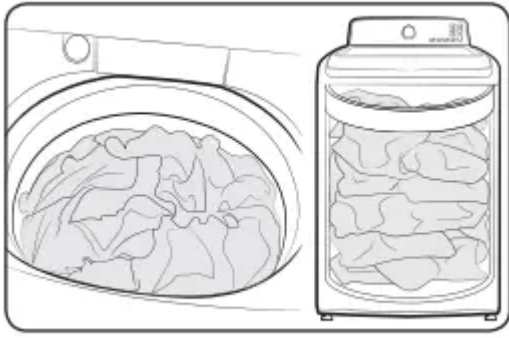
 **NOTE** If the washer rocks and vibrates excessively, level your washer again. Refer to the “STEP 4 Leveling your washer” section on page 25 for instructions.

Operating instructions

WARNING

To reduce the risk of fire, electric shock, or injury to persons when using your appliance, follow basic precautions, including the following:

Loading your washer



- Fill the tub with dry, unfolded clothes evenly around in order to enhance washing efficiency and prevent excess wear, or wrinkling of the load.
- For optimal washing performance, make sure the laundry is piled up evenly.
- Wash delicate items such as bras, hosiery, and other lingerie in the Delicates cycle with similar lightweight items.
- When washing big bulky items or a few smaller items that don't fill the tub completely – a rug, a pillow, stuffed toys, or one or two sweaters, for example – add a few towels to improve spin performance.
- Do not insert bulky items except for Bedding in this cycle.

 NOTE

During the spin cycle, the washer may add additional water to redistribute the clothes and correct an imbalance inside the drum.

- When washing heavily soiled loads, do not overload your washer to ensure good cleaning results.

 CAUTION

- Inflatable items may cause damage to the laundry or the machine during the wash or drying process.
- Regardless of the size, blankets or quilts are safer and cleaner to wash one item at a time. Two different-sized blankets in the same load may compromise the drying performance due to unbalanced loads.

Getting started

1. Load your washer.
2. Add liquid (or powder) detergent and additives to the dispenser (see the "Detergent use" section on page 37).

3. Select the appropriate cycle and options for the load (see the "Washing a load of laundry" section page 31).

4. Close the lid.

5. Press START/PAUSE.

6. The Wash Indicator illuminates.

7. The estimated cycle time will appear in the display. The time may fluctuate to indicate the time remaining in the cycle.

NOTE The actual time required for a cycle may differ from the estimated time in the display depending on the water pressure, water temperature, detergent, and laundry.

8. Before your washer starts to fill, it will make a series of clicking noises to check the door lock and do a quick drain.

NOTE

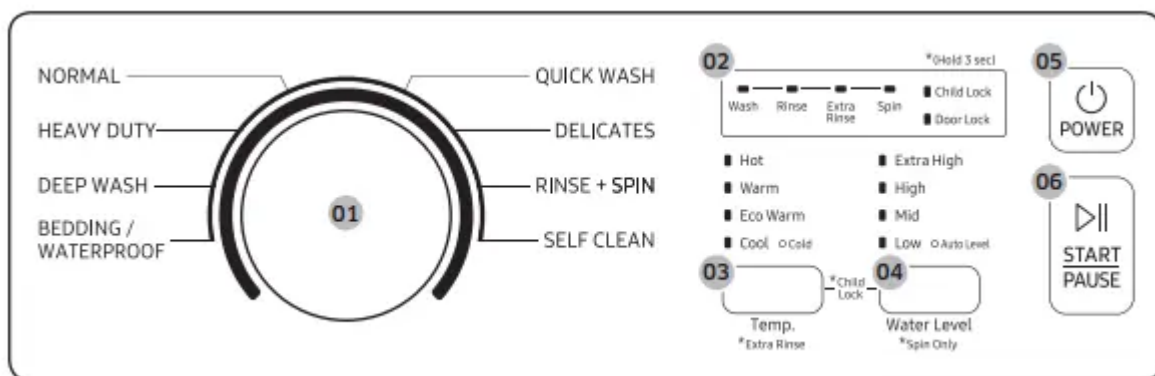
- When the cycle is complete, the Door Lock indicator will go out.
- Pressing POWER cancels the cycle and stops your washer.
- The Wash, Rinse, and Spin indicators will illuminate during those portions of the cycle.

Washing a load of laundry

WARNING

To reduce the risk of fire, electric shock, or injury to persons, read the IMPORTANT SAFETY INSTRUCTIONS before operating this appliance.

Control panel



01 Cycle Selector

Turn the Cycle Selector to select the desired cycle. The indicator by the cycle name lights up.

02 Display

Provides instructions and diagnostics while keeping you updated on the cycle status and time remaining.

03 Temp.

Press the button repeatedly to cycle through the different water temperature options.

- Hot - Whites and heavily soiled, colorfast items.
- Warm - Colorfast items.
- Eco Warm - Moderately soiled, colorfast items; most wrinkle-free items.
- Cool - Brightly colored, very lightly soiled items.
- Cold - Cold water with no warm water added.



NOTE

- If you select the Cold option, all the lamps for the water temperature options are turned off.
- Extra Rinse: Change from spray rinse mode to deep rinse mode, and rinse once again. Press and hold Temp. for 3 seconds

04 Water Level

The water level is Extra high. However, you can select the water level manually by pressing this button. Spin Only: This cycle runs a spin cycle only. Press and hold Water Level for 3 seconds.

05 POWER

Press once to turn your washer on. Press again to turn your washer off. If the washer is left on for more than 10 minutes without any buttons being pressed, the power automatically turns off.

06 START/PAUSE

Press to pause and restart cycles.

Child Lock

Child Lock disables the START/PAUSE button while the washer is operating. This is to prevent children from playing with the washer.

Activating the Child Lock function

Press and hold the Temp. and Water Level buttons simultaneously for approximately 3 seconds.

- Child Lock disables the START/PAUSE button while the washer is operating.
- The Child Lock Indicator blinks.

Using the Child Lock function

If the lid is opened when the Child Lock function is on, the Hot LED illuminates and an alarm sounds.

- If the water level in the tub is above the safe water level, the Hot light illuminates on the LED display and the washing machine starts to drain after 30 seconds.
- If the water level in the tub is above the safe water level and the Child Lock function is turned on while the door is open, the Hot, Cool, Extra High, and Low lights illuminate on the LED display even if the power is turned off and the washing machine starts to drain.
- If the power is off and the lid is opened while the water level in the tub is above the Reset water level, the Hot, Cool, Extra High, and Low lights illuminate on the LED display and the washing machine starts to drain. When the draining operation finishes, the power is automatically turned off again.
- If you activate Child Lock while the washing machine is running, the START/ PAUSE button will not work.
- After the compulsory drain, the Hot, Cool, Extra High, and Low lights blink at 1 second intervals and the product enters the Hot, Cool, Extra High, and Low light mode. (When the product is in the the Hot, Cool, Extra High, and Low light mode, only the POWER button works.)
- To cancel the the Hot, Cool, Extra High, and Low light mode, you need to turn the power off and then on again.
- To cancel the Hot light mode, deactivate the Child Lock function. To deactivate the Child Lock function, press and hold the Temp. and Water Level buttons simultaneously for at least 3 seconds.


Washing clothes using the cycle selector

Your new washer makes washing clothes easy, using Samsung's "Fuzzy Control" automatic control system. When you select a wash program, the machine will set the correct temperature, washing time, and washing speed.

1. Press POWER.
2. Open the lid.
3. Load the articles of clothing one at a time loosely into the drum, without overfilling it.
4. Add liquid (or powder) detergent, softener, and/or bleach (if necessary) to the appropriate compartments. See the "Detergent use" section on page 37.
5. Close the lid.
6. Use the Cycle Selector to select the appropriate cycle according to the type of material: NORMAL, HEAVY DUTY, DEEP WASH, BEDDING / WATERPROOF, QUICK WASH, DELICATES, and RINSE + SPIN. The relevant indicators will illuminate on the control panel.
7. At this time, you can control the wash temperature, the number of rinse cycles, the spinning speed, and the delay time by pressing the appropriate option button.

8. Press START/PAUSE and the wash will begin. The process indicator will light up and the remaining time for the cycle will appear in the display.

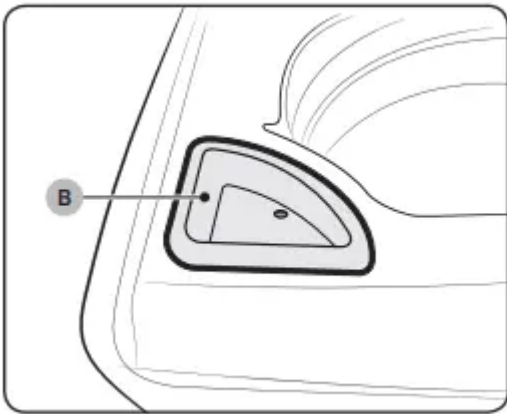
Loading the Bleach compartment

 **CAUTION** Use the liquid chlorine bleach only.

1. Add chlorine bleach to the bleach compartment (B). DO NOT exceed the bleach compartment.

NOTE

- Avoid splashing or over-filling the compartment.
- Never pour undiluted liquid chlorine bleach directly onto the load or into the tub. It is a powerful chemical and can cause fabric damage, such as weakening of the fibers or color loss, if not used properly.
- If you prefer to use color-safe, add it to the appropriate detergent compartment. DO NOT pour color-safe bleach into the Bleach compartment.

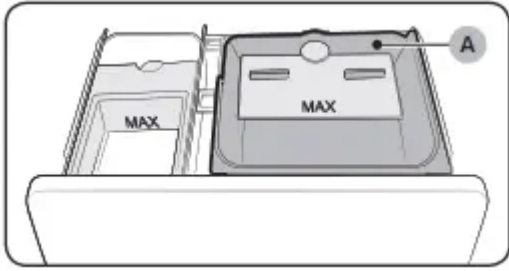


Loading the fabric softener compartment

1. Pour the recommended amount of liquid fabric softener into the softener compartment (C). For smaller loads, use less than one capful.
2. Dilute the fabric softener with water until it reaches MAX FILL in the compartment.
3. The dispenser automatically releases liquid fabric softener at the proper time during the rinse cycle.

NOTE

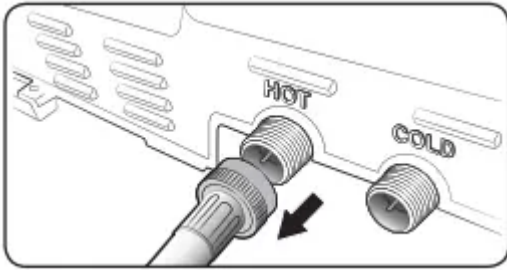
- Use the softener compartment ONLY for liquid fabric softeners.
- DO NOT use the Downy Ball* in the fabric softener compartment with this washer. It will not add fabric softener at the appropriate time. Use the detergent compartment. (* Brand names are trademarks of their respective manufacturers.)
- Do not use liquid fabric softener that is too sticky as it may not mix with the water sufficiently



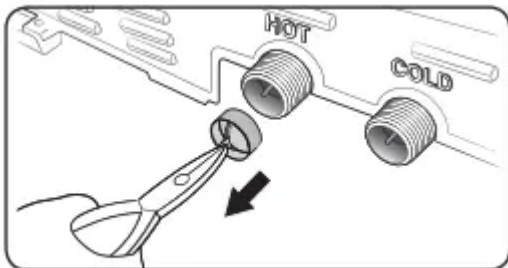
Cleaning mesh filter

Clean the mesh filter of the water hose once or twice a year.

1. Turn off the washer, and then unplug the power cord.
2. Close the faucet.
3. Loosen and disconnect the water hose from the back of the washer. Cover the hose with a cloth to prevent water from gushing out.



4. Use pliers to pull out the mesh filter from the inlet valve.
5. Submerge the mesh filter deeply in water so that the threaded connector is also submerged.
6. Dry the mesh filter completely in a shaded area.
7. Reinsert the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
8. Open the faucet.



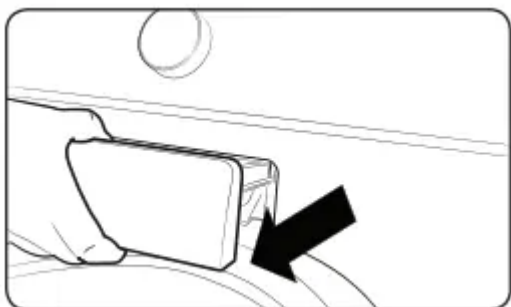
NOTE

If the mesh filter is clogged, the “Cool” LED flashes on the washer’s display screen.

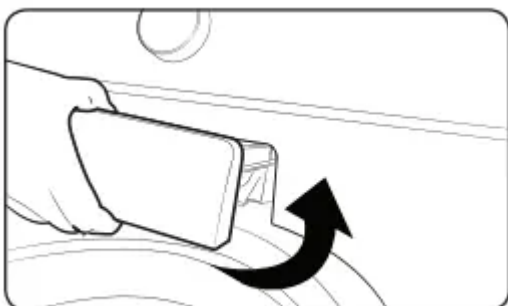
Cleaning the dispensers

The automatic dispenser may need to be cleaned periodically due to laundry additive buildup.

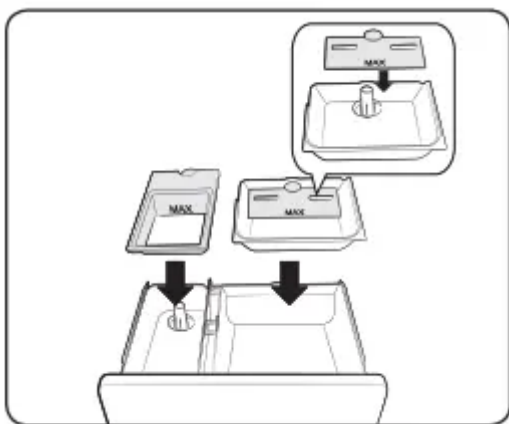
1. Pull the dispenser drawer straight back until it stops.



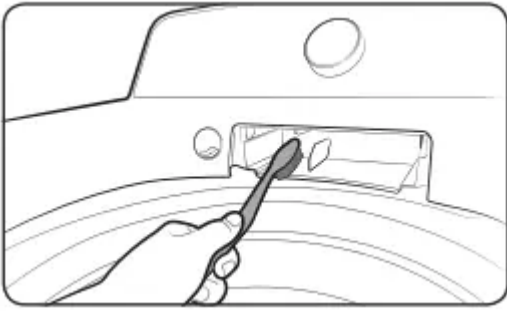
2. Tilt the dispenser drawer upward and remove it.



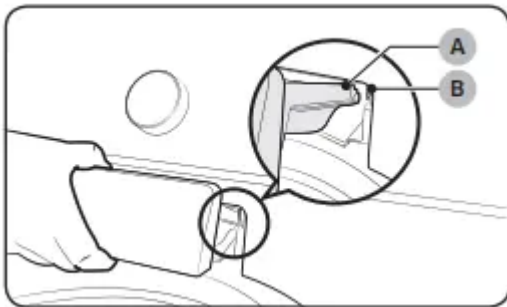
3. Remove the inserts from the 3 compartments. Rinse the inserts and the drawer with warm water to remove traces of accumulated laundry products.



4. To clean the drawer opening, use a small, non-metal brush to clean the recess. Remove all residue from the upper and lower parts of the recess.



5. Return the inserts to the proper compartments and replace the drawer by placing the dispenser drawer rail (B) on top of the compartment rail (A) (Tilt the dispenser drawer downward and insert it). Then push the drawer in firmly and slowly



Maintaining your washer

Self Clean

Certain usage and environmental conditions may result in some residue build-up or odor in the washer tub. To prevent this build-up of residue or odor causing bacteria and keep your washer tub fresh and clean, perform the SELF CLEAN cycle at least once a month or every 20 cycles. Perform the recommended procedure below when using the SELF CLEAN cycle.

1. Remove all items from the washer tub and ensure the tub is empty. Laundry left in the tub during the SELF CLEAN cycle may be damaged.
2. Press POWER.
3. Turn the Cycle Selector to SELF CLEAN.
4. Press START/PAUSE. SELF CLEAN begins.

NOTE

- The water temperature for SELF CLEAN is defaulted to Hot. This temperature cannot be changed.
- In the case where residue is present in the washer tub, add 1 cup (8 fl.oz, 240 ml) of liquid chlorine bleach to the bleach compartment before you start the SELF CLEAN cycle. Do not use or mix any other detergent or chemicals during the SELF CLEAN cycle.

- If necessary, run a RINSE+SPIN Cycle after the SELF CLEAN cycle has completed to help remove any remaining residue.

CAUTION

- Check the washer tub before using the SELF CLEAN cycle. Remove any remaining water in the tub by running a Spin Only cycle prior to starting the SELF CLEAN cycle.
- If there is chlorine bleach left in the washer tub for an extended period of time, rust can occur.

SELF CLEAN reminder

- After 20 washing cycles, the SELF CLEAN LED reminder icon and the SELF CLEAN cycle LED will blink on the control panel for an hour and then turn off automatically.
- The reminder will appear on the control panel for 5 additional consecutive cycles before turning off. The next reminder will not appear until another 20 cycles have been completed.

Troubleshooting

Checkpoints

If you encounter a problem with the washer, first check the table below and try the suggestions.

Does not turn on.

- Make sure you use rated power for the product.
- Make sure the power cord is completely plugged in.
- Check the fuse or reset the circuit breaker.

Does not start.

- Make sure the door is closed.
- Make sure the water taps are open.
- Make sure to press or tap START/PAUSE to start the washing machine.
- Make sure Child Lock is not activated.
- Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.
- Was the door opened during the spinning cycle? Close the door, and press or tap START/PAUSE to resume.
- The machine enters Standby or is in a soaking cycle. Please wait.
- Check the fuse or reset the circuit breaker

Water is not supplied.

- Make sure you press or tap START/PAUSE after selecting the water supply.
- Make sure the water taps are open.
- Is the filter net at the water supply hose connector clogged? Clean the filter net by brushing with a toothbrush.
- Is the water supply cut off? If the water supply is cut off, close the tap and power off.
- Straighten the water supply hoses.
- Open and close the door, then press or tap START/PAUSE.
- If the water pressure is low, it takes longer to start washing.
- If the water level is not as high as necessary or lower than expected, use the level selector to adjust the water level

After a cycle, detergent remains in the automatic dispenser.

- Make sure the washing machine is running with sufficient water pressure.
- Make sure the detergent drawer is properly inserted.
- Remove and clean the detergent drawer, and then try again.

Vibrates excessively or makes noise.

- Make sure the washing machine is set on a level floor. If the floor is not level, use the levelling feet to adjust the washing machine.
- Make sure the washing machine is not contacting any other object.
- Make sure the laundry load is balanced.
- Make sure the laundry is spread evenly in the washing machine. Spread out the laundry evenly and start again.
- Make sure the space around the washing machine is free of objects.
- Humming is produced normally during operation.
- Objects such as coins can cause noise. Remove these objects from the washing machine after washing is complete.

Stops.

- Plug the power cord into a live electrical outlet.
- Check the fuse or reset the circuit breaker.
- Close the door, and press or tap START/PAUSE to start the washing machine. For your safety, the washing machine will not spin unless the door is closed.
- Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.

- There may be a pause or soak period in the cycle. Wait briefly and the washing machine may start.
- Make sure the inlet hose screens at the taps are not clogged. Periodically clean the screens.
- This problem occurs temporarily due to low voltages, and will be solved when power recovers.

Fills with the wrong temperature water.

- Fully open both water taps.
- Make sure the temperature selection is correct.
- Make sure the hoses are connected to the correct water taps. Flush water lines.
- Disconnect the hoses and clean the screens. The hose filter screens may be clogged.
- While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.
- While the washing machine fills, you may notice just hot and/ or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.

Door (Lid) locked or will not open.

- While the washing machine is operating, press or tap START/ PAUSE to stop the washing machine.
- It may take a few moments for the door lock mechanism to disengage.

Does not drain and/ or spin.

- Check the fuse or reset the circuit breaker.
- Make sure the electrical voltage is normal.
- Make sure the washing machine is plugged in.
- Make sure the drain hose is pointed downward. (Natural drain models only)
- Make sure the drain hose is not clogged.
- Make sure the drain hose is not kinked.
- Straighten the drain hose. If there is a drain restriction, call for service.
- Close the door, and press or tap START/PAUSE. For your safety, the washing machine will not spin unless the door is closed.

Load is wet at the end of the cycle.

- Use the High or Extra High spin speed. (Applicable model only)

- Use high efficiency (HE) detergent to reduce oversudsing.
- Load is too small. Small loads (one or two items) may become unbalanced and not spin completely

Leaks water.

- Make sure all hose connections are tight.
- Make sure the water supply hose's rubber packing is in the correct position. Screw tightly again.
- Make sure the end of the drain hose is correctly inserted and secured to the drain system.
- Avoid overloading.
- Use high efficiency (HE) detergent to prevent oversudsing.
- Make sure the water supply hose is not kinked.
- If the water supply is too strong, water may leak. Close the water tap a little.
- Make sure water is not leaking from the water tap. If so, repair the water tap.

Excessive suds.

- Use high efficiency (HE) detergent to prevent oversudsing.
- Reduce the detergent amount for soft water, small loads, or lightly soiled loads.
- Non-HE detergent is not recommended.

The spin basket or drain/supply hose is frozen.

- Use warm water to disconnect the water supply hose and drain hose. Soak them in warm water.
- Fill the spin basket with warm water, and then wait for about 10 minutes.
- Put a hot towel on the drain hose connector.
- Reconnect the water supply hose and drain hose, and check if water is supplied properly.

Water drains out immediately.

- Make sure the drain hose is not clogged, and is hung over the drain hose hook. Fill the spin basket halfway with water, and try spinning again.
- Lift the end of the drain hose to prevent water from draining. Fill the spin basket halfway with water, and then run spinning after releasing the drain hose.
- Make sure the drain hose is installed correctly. See the installation section of this user manual and adjust the position of the drain hose as instructed.

Stains on clothes.

- Select an appropriate cycle for the laundry. Use the Heavy Duty cycle for stained clothes.

- Apply a recommended amount of detergent as instructed by the detergent manufacturer.
- Clean the magic filter (if it comes with your washer) on a regular basis.

Has odours.

- Excessive suds collect in recesses and can cause foul odours.
- Run cleansing cycles to sanitize periodically.
- Dry the washing machine interior after a cycle has finished

Information codes

Hot LED Flashes

Lid is open when washer is running.

- Close the lid tightly and restart the cycle.
- If the information code remains, contact a customer service center

Warm LED Flashes

Communication error between SUB PBA and MAIN PBA.

- If the information code remains, contact a customer service center.

Eco Warm LED Flashes

A button is not working properly.

- If the information code remains, contact a customer service center.

Cool LED Flashes

The Water Level sensor is not working properly.

NOTE When the Cool LED is flashing, the washer drains for 3 minutes. During this time, the POWER button is inoperative.

- If the information code remains, contact a customer service center.

Extra High LED Flashes

Your Washer has tried to fill but was unsuccessful.

NOTE When the Extra High LED is flashing, the washer drains for 3 minutes. During this time, the POWER button is inoperative.

- Make sure the water faucets are open all the way. Check for kinked hoses.
- Check the inlet screens on the fill hoses.
- If you use a Flood Safety Device, remove the device and connect the water hoses directly to the unit. Check if the hot water supply hose is connected.

- You must connect the hot water supply hose because hot water is supplied by the Auto Temperature Control (A.T.C.) function.

High LED Flashes

Your Washer has tried to fill but has not reached the proper water level.

NOTE When the High LED is flashing, the washer drains for 3 minutes. During this time, the POWER button is inoperative.

- If the information code remains, contact a customer service center.

Mid LED Flashes

A fault is detected in the water level sensor. If the information code remains, contact a customer service center.

Low LED Flashes

Your washer is not draining. It can also mean that the unit senses a small clog while draining.

- Do the following:
 1. Turn off the unit and turn it on again.
 2. Select only the Spin Only.
 3. Press the START/PAUSE to drain the water. If it still does not drain, contact a customer service center.

Hot & Warm LEDs flash

Unbalanced load prevented your Washer from spinning.

- Redistribute the load, and then press the START/PAUSE button

Hot & Cool LEDs flash

Motor not running properly.

- Restart the cycle by pressing the START/PAUSE button.
- If the information code remains, contact a customer service center.

Hot & Cool LEDs flash

Mems sensor is not working properly.

- If the information code remains, contact a customer service center.

Hot & Extra High LEDs

flash Door lock is not working properly.

- Close the lid tightly and restart the cycle.
- If the information code remains, contact a customer service center.

Hot & High LEDs flash

Door lock is not working properly.

- Close the lid tightly and restart the cycle.
- If the information code remains, contact a customer service center.

Hot & Mid LEDs flash

Thermistor is not working properly.

- If the information code remains, contact a customer service center.

Hot & Low LEDs flash

The temperature of the supplied water is so high.

- Ensure that the cold water tap and the hot water tap are connected correctly.
- If the information code remains, contact a customer service center.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.