


## 9. TROUBLESHOOTING

### 9.1 Possible Failures

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 check possible cause of malfunction and solution listed below.

Once the problem has been eliminated, press the Start/Pause button 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.

#### Alarm Code:

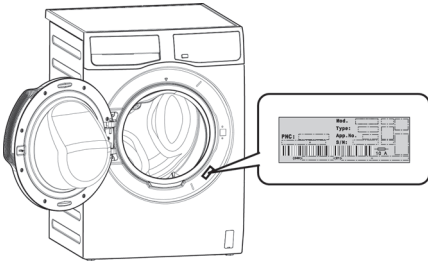
<i>E10</i>	The appliance does not fill with water properly.
<i>E20</i>	The appliance does not drain the water.
<i>E40</i>	The appliance door is open or not closed correctly. Please check the door!
<i>E40</i>	The main supply is unstable. Wait until the main supply is stable.
<i>E91</i>	No communication between electronic elements of the appliance. Switch off and switch on again.
<i>EFO</i>	Water leaks inside the machine. Please call Service Centre.

Malfunction	Possible Cause	Solution
<b>The washing machine does not start:</b>	The door has not been closed. (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".
<b>The machine does not fill the water:</b>	The Main supply is unstable. (If code "E40" appears in the display.)	Wait until the main supply is stable. Appliance will start automatically.
	The water tap is closed. (code: E 10)	Open the water tap.
	The inlet hose is squashed or kinked. (code: E 10)	Check the inlet hose connection.
	The filter in the inlet hose is blocked. (code: E 10)	Clean the water inlet hose filter.
<b>The machine fills then empties immediately:</b>	The door is not properly closed. (code: E40)	Close the door firmly.
	The end of the drain hose is too low. (code: E 10)	Refer to relevant paragraph in "water drainage" section on page 31.
<b>The machine does not empty and/or does not spin:</b>	The drain hose is squashed or kinked. (code: E20)	Check the drain hose connection.
	The option "Rinse & Hold" has been selected.	Press Start/Pause (▷  ) touchpad to drain the water or select spin program.
	The laundry is not evenly distributed in the drum.	Pause the machine and redistribute laundry manually.

Malfunction	Possible Cause	Solution
<b>There is water on the floor:</b>	Too much detergent or unsuitable detergent (creates too much foam) has been used.	Reduce detergent quantity and use correct type of detergent (refer page 20).
	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.	Call Service.
	Water leaks inside the machine. (code: <i>EFF</i> )	Disconnect the main plug from the main socket. Turn off the water tap. Contact your local Service Centre.
<b>Unsatisfactory washing results:</b>	Too little detergent or unsuitable detergent has been used.	Increase detergent quantity or use different detergent (refer page 20).
	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 cycle.
	There is water in the drum.	You must drain the water to open the door (refer "Opening The Door" on page 17).
	This problem may be caused by a failure of the appliance.	Contact Service. If you need to open the door, please read carefully "Emergency door opening" on next page.
<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. (Refer page 20 "Detergents Type And Quantity Of Detergent").
	Machine unbalance.	Redistribute laundry manually in the drum and start the spin phase again.
<b>The cycle is shorter than the time displayed.</b>	The appliance calculated a new time according to the laundry load.	
<b>No water is visible in the drum:</b>	Machines based on modern technology operate very economically using very little water without affecting performance.	

Malfunction	Possible Cause	Solution
<b>Spinning starts late or the machine does not spin:</b>	The electronic unbalance detection 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>The machine makes an unusual noise:</b>	Machine not installed properly.	Make sure the levelling of the appliance is correct. Refer to "Installation".
	Transit bolts or packaging not removed.	Make sure that the packaging and/or the transit bolts are removed. Refer to "Unpacking".
	The load may be too small.	Add more laundry in the drum.

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



## 9.2 Emergency Door Opening

In case of power failure or appliance failure, the appliance door remains locked.

The wash program continues when power is restored. If the door remains locked in case of failure, it is possible to open it using the emergency unlock feature.

### Before Opening The Door:

**! WARNING!**

- **Make sure that the water temperature and the laundry are not hot. Wait until they cool down if necessary.**
- **Make sure that the drum is not rotating. Wait until the drum stops rotating if necessary.**
- **Make sure that the water level inside the drum is not too high. If necessary, perform an Emergency Drain (see page 24).**

### To open the door proceed as follows:

1. Press "On/Off" to switch the appliance off. Disconnect the main plug from the main socket.
2. Remove the cover door, as picture below.

