


# TROUBLESHOOTING

## 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:

<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 main supply is unstable. Wait until the main supply is stable.
<b>E91</b>	No communication between electronic elements of the appliance. Switch off and switch on again.

Malfunction	Possible cause => Solution
<b>The washer-dryer does not start:</b>	<ul style="list-style-type: none"> <li>The door has not been closed. (Error code: E40) =&gt; Close the door firmly.</li> <li>The plug is not properly inserted in the power socket. =&gt; Insert the plug into the power socket.</li> <li>There is no power at the socket. =&gt; Please check your domestic electrical installation.</li> <li>The Start/Pause touchpad has not been pressed. =&gt; Press the "Start/Pause ▷  " touchpad.</li> <li>The "Delay Start" has been selected. =&gt; If the laundry are to be washed immediately, cancel the "Delay Start".</li> <li>The Main supply is unstable. (If E40 appears in the display.) =&gt; Wait until the main supply is stable. Appliance will start automatically.</li> </ul>
<b>The machine does not fill the water:</b>	<ul style="list-style-type: none"> <li>The water tap is closed. (Error code: E10) =&gt; Open the water tap.</li> <li>The inlet hose is squashed or kinked. (Error code: E10) =&gt; Check the inlet hose connection.</li> <li>The filter in the inlet hose is blocked. (Error code: E10) =&gt; Clean the water inlet hose filter.</li> <li>The door is not properly closed. (Error code: E40) =&gt; Close the door firmly.</li> </ul>
<b>The machine fills then empties immediately:</b>	<ul style="list-style-type: none"> <li>The end of the drain hose is too low. (Error code: E10) =&gt; Refer to relevant paragraph in "water drainage" section.</li> </ul>

Malfunction	Possible cause => Solution
<b>The machine does not empty and/or does not spin:</b>	<ul style="list-style-type: none"> <li>The drain hose is squashed or kinked. (Error code: E20) =&gt; Check the drain hose connection.</li> </ul>
	<ul style="list-style-type: none"> <li>The drain pump is clogged. (Error code: E20) =&gt; Clean the drain filter.</li> </ul>
	<ul style="list-style-type: none"> <li>The option "Rinse Hold" has been selected. =&gt; Press "Start/Pause ▷  " touchpad to drain the water or select spin program.</li> </ul>
	<ul style="list-style-type: none"> <li>The laundry is not evenly distributed in the drum. =&gt; Pause the machine and redistribute laundry manually.</li> </ul>
<b>There is water on the floor:</b>	<ul style="list-style-type: none"> <li>Too much detergent or unsuitable detergent (creates too much foam) has been used. =&gt; Reduce detergent quantity and use correct type of detergent (refer page 24).</li> </ul>
	<ul style="list-style-type: none"> <li>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. =&gt; Check the water inlet hose connection.</li> </ul>
	<ul style="list-style-type: none"> <li>The drain hose is damaged. =&gt; Call Service.</li> </ul>
<b>Unsatisfactory washing results:</b>	<ul style="list-style-type: none"> <li>Too little detergent or unsuitable detergent has been used. =&gt; Increase detergent quantity or use different detergent (refer page 24).</li> </ul>
	<ul style="list-style-type: none"> <li>Stubborn stains have not been treated prior to washing. =&gt; Use commercial products to treat the stubborn stains.</li> </ul>
	<ul style="list-style-type: none"> <li>The correct temperature was not selected. =&gt; Check if you have selected the correct temperature.</li> </ul>
	<ul style="list-style-type: none"> <li>Excessive laundry load. =&gt; Reduce load.</li> </ul>
<b>The door will not open:</b>	<ul style="list-style-type: none"> <li>The program is still running. =&gt; Wait until the end of cycle.</li> </ul>
	<ul style="list-style-type: none"> <li>There is water in the drum. =&gt; You must drain the water to open the door (refer "Opening The Door" on page 19).</li> </ul>
	<ul style="list-style-type: none"> <li>This problem may be caused by a failure of the appliance. =&gt; Contact Service. If you need to open the door, please read carefully "Emergency door opening" on next page.</li> </ul>
<b>The machine vibrates or is noisy:</b>	<ul style="list-style-type: none"> <li>The transit bolts and packing have not been removed. =&gt; Check the correct installation of the appliance.</li> </ul>
	<ul style="list-style-type: none"> <li>The support feet have not been adjusted. =&gt; Check the correct levelling of the appliance.</li> </ul>
	<ul style="list-style-type: none"> <li>The laundry is not evenly distributed in the drum. =&gt; Pause the machine and redistribute laundry manually.</li> </ul>
	<ul style="list-style-type: none"> <li>There is very little laundry in the drum. =&gt; Load more laundry.</li> </ul>
	<ul style="list-style-type: none"> <li>Unstable floors eg. wooden floors. =&gt; Refer to relevant paragraph in "Positioning" section.</li> </ul>
<b>Cycle time longer than displayed:</b>	<ul style="list-style-type: none"> <li>Detergent over dose. =&gt; Reduce the detergent quantity or use another one. (Refer page 24 "Detergents Type And Quantity Of Detergent").</li> </ul>
	<ul style="list-style-type: none"> <li>Machine unbalance. =&gt; Redistribute laundry manually in the drum and start the spin phase again.</li> </ul>

Malfunction	Possible cause => Solution
<b>The cycle is shorter than the time displayed.</b>	<ul style="list-style-type: none"> <li>The appliance calculated a new time according to the laundry load.</li> </ul>
<b>Spinning starts late or the machine does not spin:</b>	<ul style="list-style-type: none"> <li>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. =&gt; Pause the machine and redistribute laundry manually.</li> </ul>
<b>The machine makes an unusual noise:</b>	<ul style="list-style-type: none"> <li>Machine not installed properly. =&gt; Make sure the levelling of the appliance is correct. Refer to "Installation".</li> <li>Transit bolts or packaging not removed. =&gt; Make sure that the packaging and/or the transit bolts are removed. Refer to "Unpacking".</li> <li>The load may be too small. =&gt; Add more laundry in the drum.</li> </ul>
<b>No water is visible in the drum:</b>	<ul style="list-style-type: none"> <li>Machines based on modern technology operate very economically using very little water without affecting performance.</li> </ul>
<b>The machine does not dry or does not dry properly:</b>	<ul style="list-style-type: none"> <li>The "Dry Time" or the "Dryness" degree has not been selected. =&gt; Select the drying time or the dryness degree.</li> <li>The water tap is not turned on. (Error code: E 10 ) =&gt; Open the water tap.</li> <li>The drain filter is clogged. (Error code: E 20 ) =&gt; Clean the drain filter.</li> <li>The machine is overloaded. =&gt; Reduce the laundry load in the drum.</li> <li>The selected drying program, time or dryness degree was not suitable for the laundry. =&gt; Select the suitable drying program, time or dryness degree for the laundry.</li> </ul>
<b>Display time is frozen at the end of drying cycle for more than 30 minutes:</b>	<ul style="list-style-type: none"> <li>Machine is optimizing the drying cycle according to the laundry type and load size. It will vary for each kind of fabric as the water absorption is different. =&gt; This is a normal behavior of the machine and not a cause for concern as it does not compromise its performance.</li> </ul>

## 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:

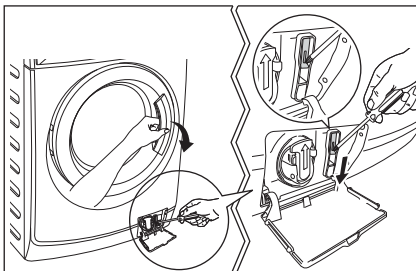


#### **WARNING!**

- **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 30).**

**To open the door proceed as follows:**

1. Turn the program selector dial to "Off" to switch the appliance off.
2. Disconnect the main plug from the main socket.
3. Open the filter flap.
4. While pulling the emergency unlock strap (red strap) downward, pull the door handle to open the door.



5. Take out the laundry.

6. Close the filter flap.



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.

