

Trouble Shooting Guide



Washing Machine

Problem 1

The washing machine is not working properly. The spin/dry/washing function does not seem to work.

Solution:

Read the manual and make sure to follow the instructions completely in order to make sure that operate the appliance properly .

This solution might seem to be obvious, but often some issues related to domestic appliances are related to improper use. In most cases you will be able to find the User Manual of your washing machine on the website of the manufacturer. Another option is inputting “(model number of the washing machine) + manual” in Google. Usually, you can find your machine’s model number on a sticker near the drum on the inside of the door of the machine. Please feel free to contact us in case you cannot find the manual on the Internet.

Problem 2

The Dry/Spin function does not seem to work properly. Clothes are still wet after the washing-dryer machine has finished its process.

Solution:

Try reducing the load. It is quite common that the spin/dry functions do not work properly when the washing machine is loaded excessively.

Problem 3

The washing machine is not working properly. Cycles take much more time than usual, the appliance vibrates excessively, the washer door remains

locked with laundry inside with no apparent reason and there are pauses in the washing cycle.

Solution:

Clean the filter of the drain pump.

This is an easy procedure that fixes many of the problems that may occur with a washing machine. If you have the User Manual (see Solution 1), you should be able to find precise instructions on how to carry out this easy procedure.

1- The pump filter is often located behind a small door on the lower half of the front load washer.

2 - Please note it is very important to place a water container (ideally a bucket or a large pan) **under the filter's door**, in order to collect the water that might come out of the device.

3 - Open the lid to the filter box, and drain the water in excess (this procedure is slightly different depending on the washing machine model).

4 - Turn the drain pump filter counter clockwise and pull it towards you, while keeping the bucket underneath to collect possible water spillages.

5 - Remove any solid debris from the filter and rinse it with water.

6 - After you have finished cleaning the filter, put it back by screwing it clockwise.

7 - Close the lid and test if this procedure has solved the problem.

Problem:

When I use the washing machine, the power of the house goes out.

Solution:

Refrain from using many big domestic appliances at once.

It is advisable not to use many high-consumption domestic appliances at once (e.g. oven, electric heaters, washing machine, kettles, electric plates), as it might overload the electric system and activate the circuit breaker for safety reasons.