SHARP SERVICE MANUAL

No.S0207EXF12SSGE

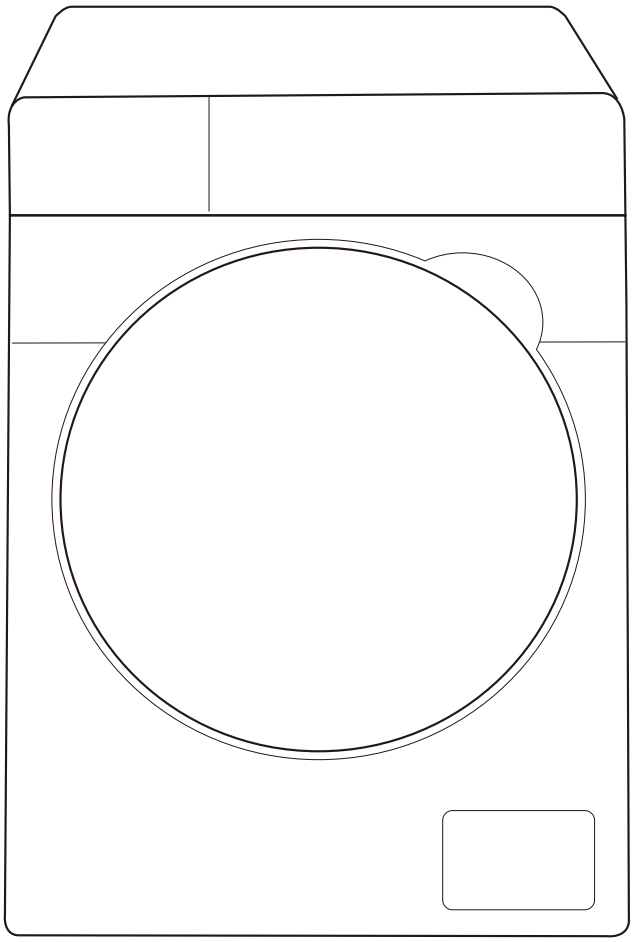
Front Load Washing Machine

MODEL

ES-FW125SG

ES-FW95SG

DESTINATION : SSC



SHARP CORPORATION

Content

1.Safety precautions

To ensure your safety, proper operation, and long service life, read this manual carefully, and follow the instructions when installing, operating, and maintaining the washing machine.
We are not liable for any damages resulting from improper use.
Keep this manual in safekeeping so that it can be referred to at any time when needed.
There are precautions marked with symbols such as "Warning" or "Caution" throughout this manual. However, those precautions do not cover all possible conditions and/or situations that may occur.

Important safety symbols and precautions

Meanings of icons and symbols in this manual:

WARNING

Hazards or unsafe practices that may result in severe personal injury, death or property damage.

CAUTION

Hazards or unsafe practices that may result in personal injury or property damage.

General precautions about this product

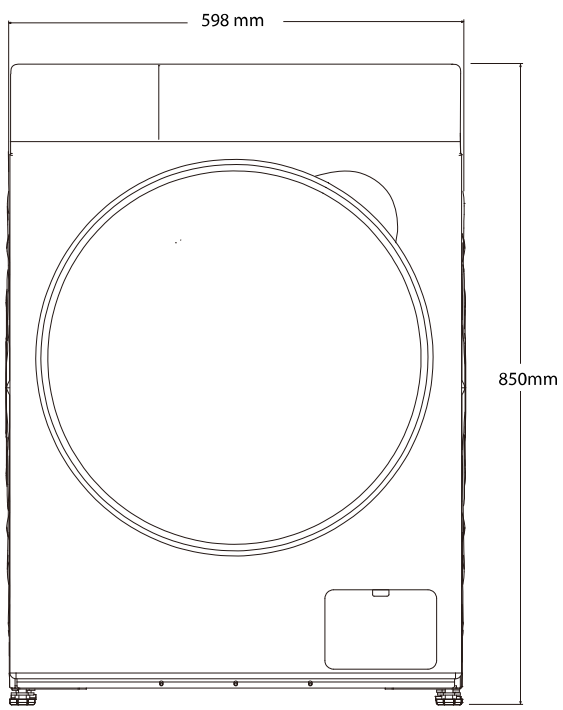
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Children of less than 3 years should be kept away unless continuously supervised.
- If the supply cord is damaged, it must be replaced by the manufacturer , its service agent, or similarly qualified persons in order to avoid any possible hazards.
- Ventilations openings must not be obstructed by a carpet or any similar objects.
- This washing machine is intended to be used in household only and not in applica tions such as:
  - Staff kitchen areas in shops, offices and other working environments
  - Farm houses
  - By clients in hotels, motels and other residential type environments
  - Bed and breakfast type environments
  - Areas for communal use in blocks of flats or in launderettes
- Use a new water supply hose for connection to the water faucet. Reusing old hoses can cause a water leak and subsequent property damage.

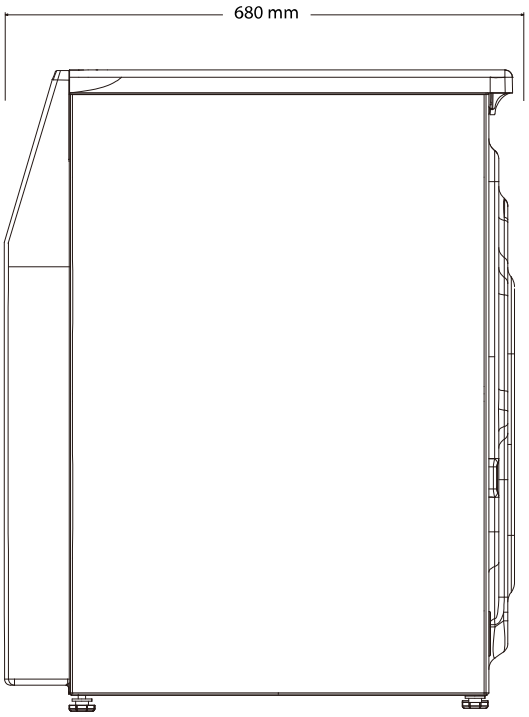
2. Product specification

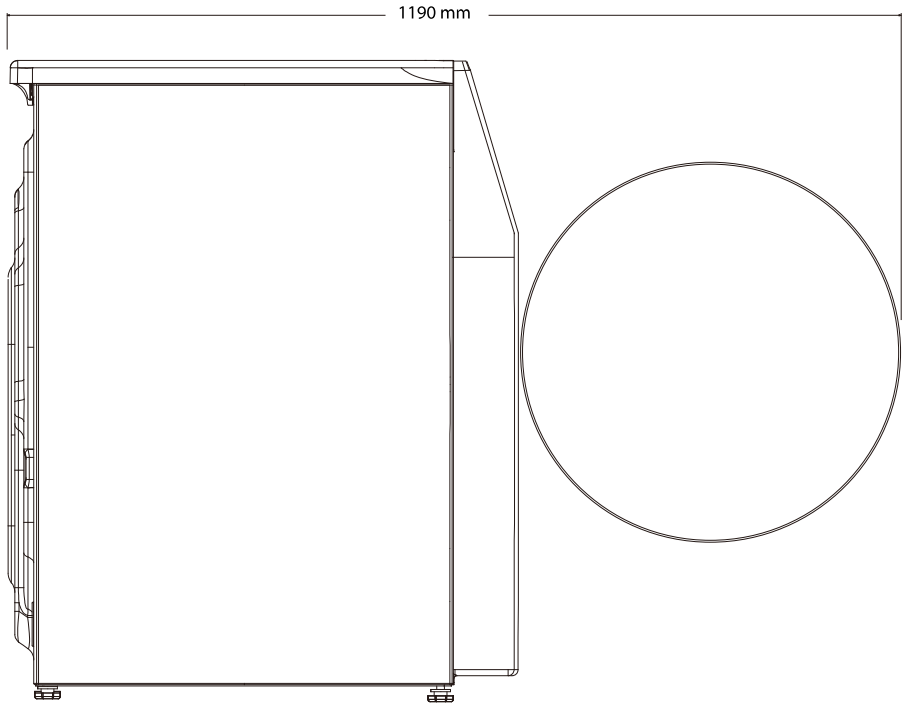
Model	ES-FW125SG	ES-FW95SG
Rated capacity	12.5 kg	9.5 kg
Rated voltage	220 V-240 V~	
Rated frequency	50 Hz	
Water pressure	0.03 - 0.8 MPa	
Rated heating washing power	1950 W	
Spin speed(Maximum)	1200 rpm	1400 rpm
External dimensions (W x D x H)	598 × 680 × 850 mm	
Net weight	84 kg	76 kg

3. Appearance

3-1 Dimension

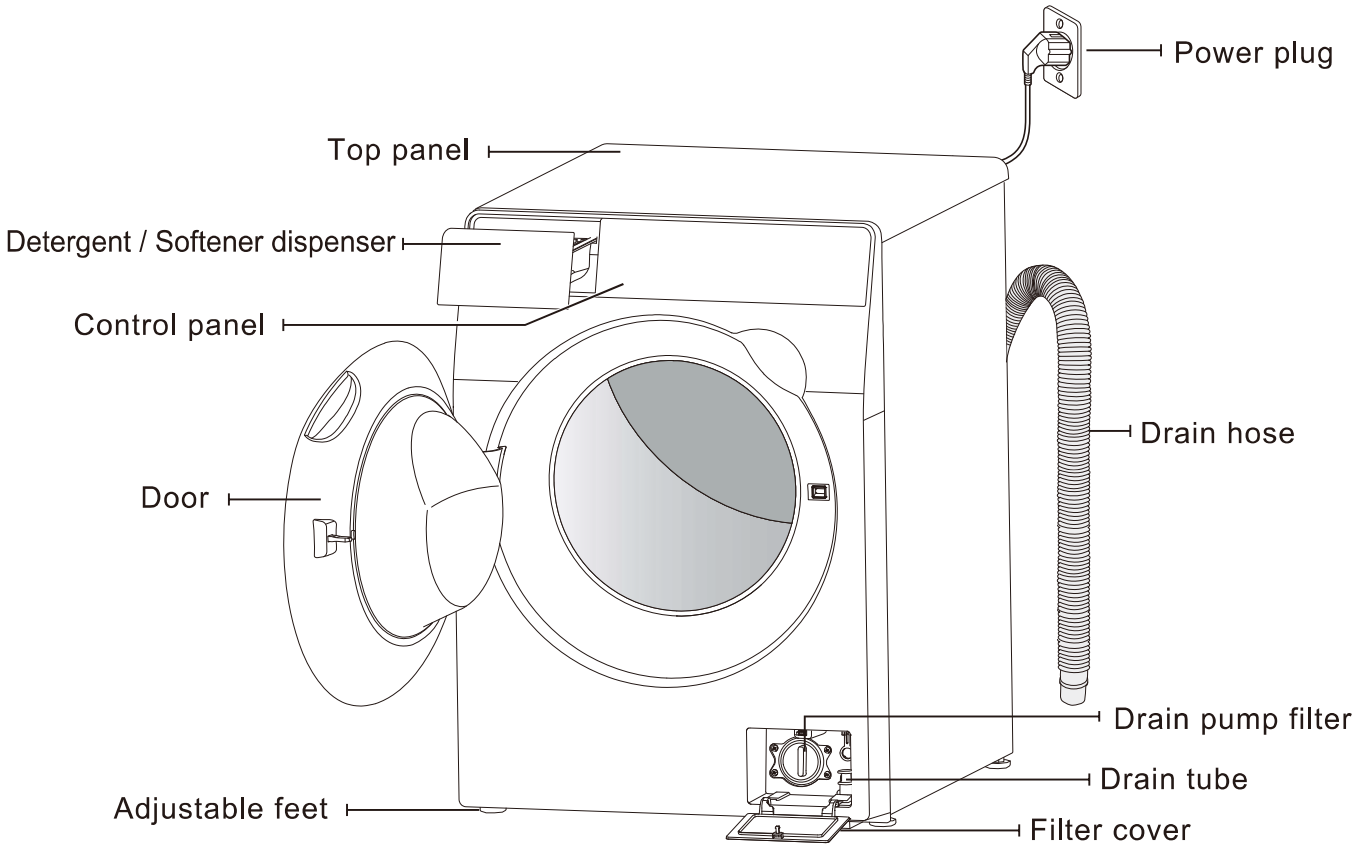






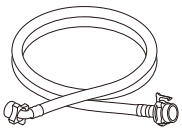
3. Appearance

3-2 Parts name

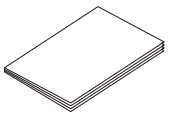


Accessories

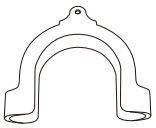
Spanner (1)



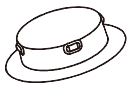
Cold water inlet hose (1)



Operation manual (1)



Hose guide (1)

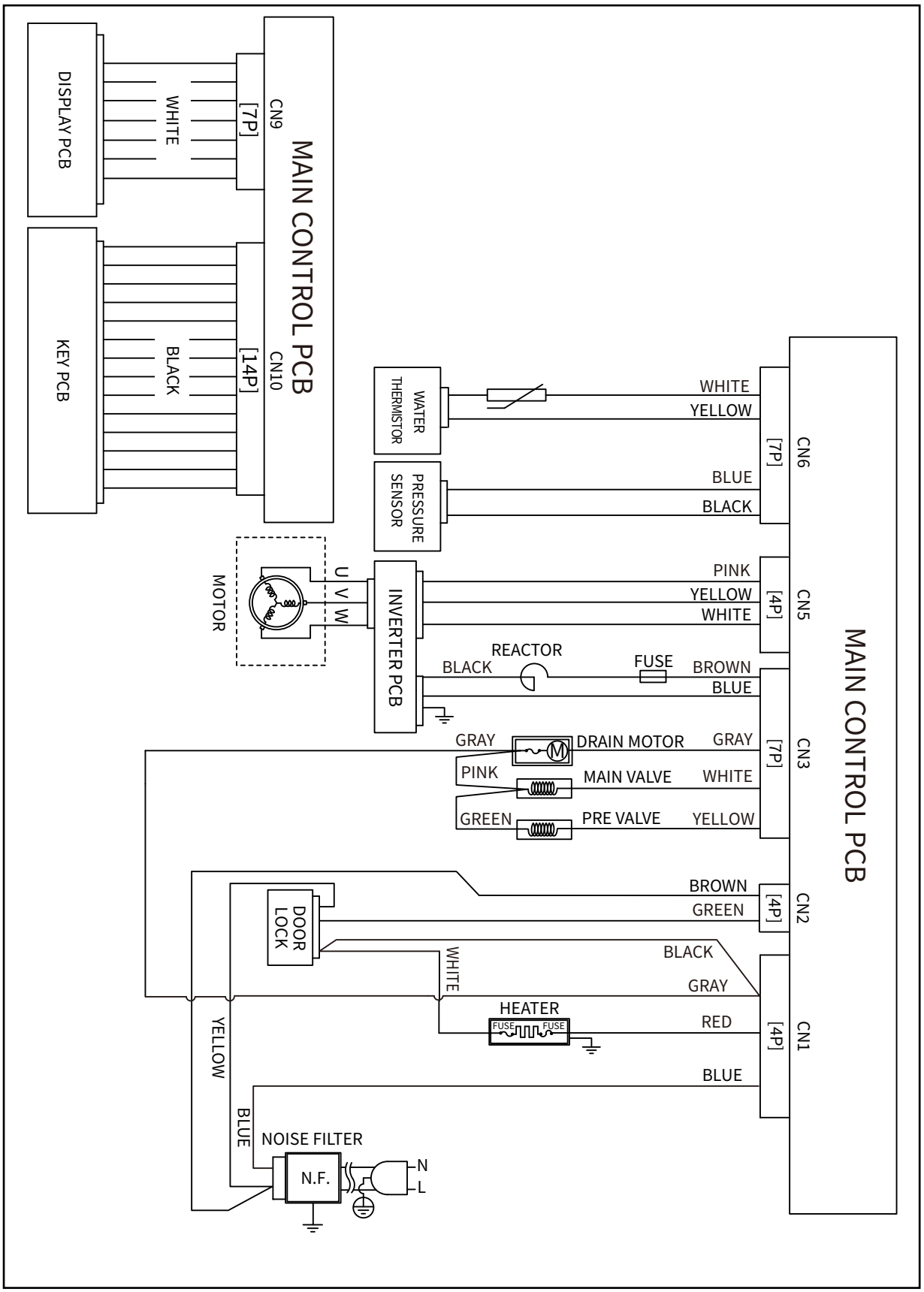


Bolt caps (4)

CAUTION

This washing machine must be connected to the water supply by a new hose (please use the inlet hose accompanying with this washing machine). No old hose is allowed.

4.Diagram


DISPLAY PCB
WHITE
[7P]
CN9
MAIN CONTROL PCB
KEY PCB
BLACK
[14P]
CN10
WATER THERMISTOR
PRESSURE SENSOR
WHITE
YELLOW
BLUE
BLACK
[7P]
CN6
MOTOR
U V W
INVERTER PCB
PINK
YELLOW
WHITE
[4P]
CN5
REACTOR
BLACK
FUSE
BROWN
BLUE
GRAY
DRAIN MOTOR
GRAY
PINK
MAIN VALVE
WHITE
GREEN
PRE VALVE
YELLOW
[7P]
CN3
MAIN CONTROL PCB
BROWN
GREEN
[4P]
CN2
DOOR LOCK
WHITE
BLACK
GRAY
HEATER
FUSE
FUSE
RED
[4P]
CN1
BLUE
YELLOW
BLUE
NOISE FILTER
N.F.
N
L

5.Install

5-1 Install requirement

Power supply

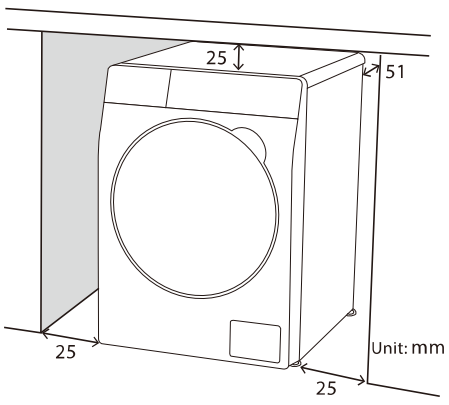
- To avoid the unnecessary risk of fire, electric shock or personal injury, all electrical circuit and grounding must be set as per the national electrical standard.
- Do not overload the wall power socket.
- Ensure that your power supply unit can meet the normal load requirements of the washing machine.
- The power cord has to be positioned so that it will not be stepped on, pressed or clamped by the article on or next to it. Pay special attention to the power cord of plug, socket and power cord contact of the washing machine.
- Do not use an extension cord or double adapter.
- Do not modify the provided plug. If it does not fit the outlet, call a qualified electrician to install a proper outlet.

Water supply

- The working water pressure of the washing machine is 0.03MPa~0.8MPa. When the water pressure is below 0.03MPa,the water supply valve may not work normally,or the time of water supply is longer than that of program control,and the display screen shows "E01".
- The water supply faucet must be less than 122cm away from the rear of the washing machine so that the water supply hose can be easily connected to the washing machine and the water faucet.
- The washing machine shall be close to the water faucet.
- Turn off the water faucet when the washing machine is not used.
- Check water leakage conditions of the internal loop regularly.
- Before using the washing machine, first check all connections of the water supply valve and water faucet to prevent water leakage.

Installation location

- Do not position the washing machine on a platform or a structure with weak support.
- To make the most of the washing machine, position it on a hard, flat and clean surface without any water or oil.
- Avoid direct sunlight, with adequate ventilation.
- Room temperature shall not fall below 0 ˚C.
- Avoid positioning the washing machine near heat sources such as coal or gas stove.
- Do not correct any unevenness in the floor by placing pieces of wood or other material under the washing machine.
- Clearance of 25mm is required for top, right, and left side. For rear, 51mm is required.



Ambient temperature

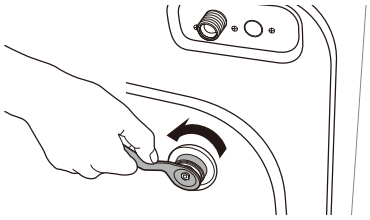
The washing machine cannot be positioned in a place where water freezes easily, because some water may be left in the water valve, drainage pump and water hose. Freeze in the pipeline may cause damage to the belt, drainage pump and other parts.
The washing machine should be positioned in the environment with ambient temperature of 0 ˚C~40˚C and relative air humidity below 95% (when the temperature is 25˚C), thus the washing machine can be used in a convenient and safe way.

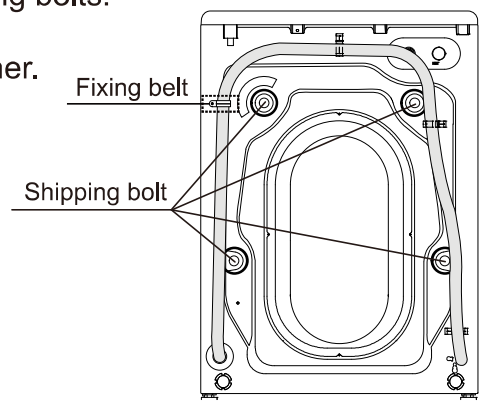
5.Install

5-2 Removing the shipping bolts

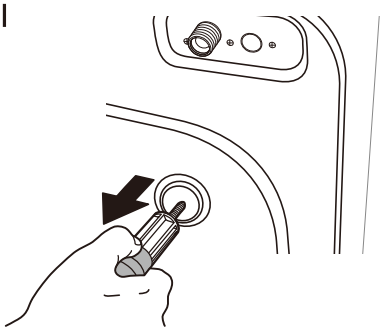
Before using the washing machine, you must remove all shipping bolts from the back of the washing machine. To remove the shipping bolts:

1. Loosen all shipping bolts with the spanner.

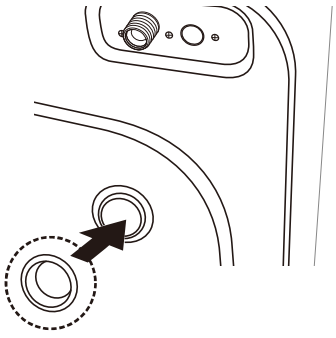




2. Take each bolt head and pull it out from the hole. Repeat the same process for all shipping bolts.



3. Fill the holes with the supplied bolt caps.



4. Keep the shipping bolts for future use.

WARNING

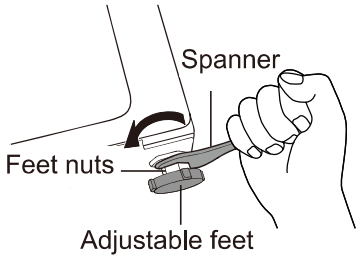
- Packing materials can be dangerous to children; keep all packing materials (plastic bags,foamed plastic,shipping bolts,etc.) well out of the reach of children.
- Do not cut off the fixing belt of the drain hose.
- Do not remove the screw fixing the belt of the drain hose.

5. Install

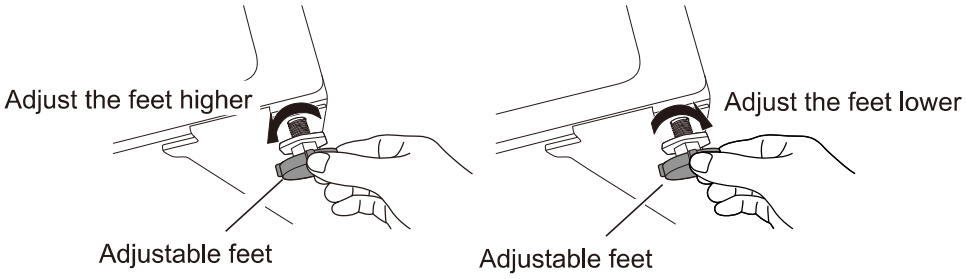
5-3 Adjusting the adjustable feet

If the floor is uneven,adjust the adjustable feet of the washing machine.
Do not insert pieces of wood or any other objects under the feet.

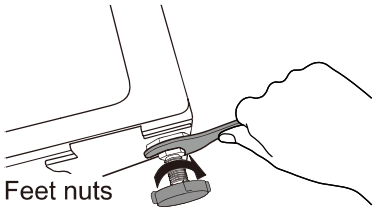
1. Turn left to loosen the feet nuts with the spanner.



2. Adjust the adjustable feet until it is at the desired height, turn counter clockwise for higher and turn clockwise for lower.



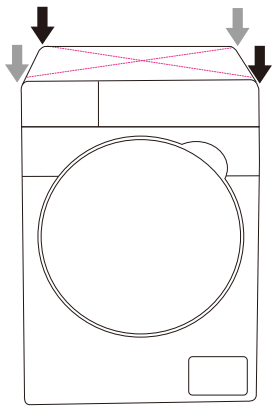
3. Tighten the feet nuts with the spanner.



4. Check if the adjustable feet is leveled.The washing machine is level when four feet do not shake relative to the ground.The steps you can follow:

1.Press the two diagonal corners at the top of the washing machine with your hands to check if the washing machine still shakes. The two diagonals have to be checked.

2.If the washing machine still shakes, the feet must be readjusted.



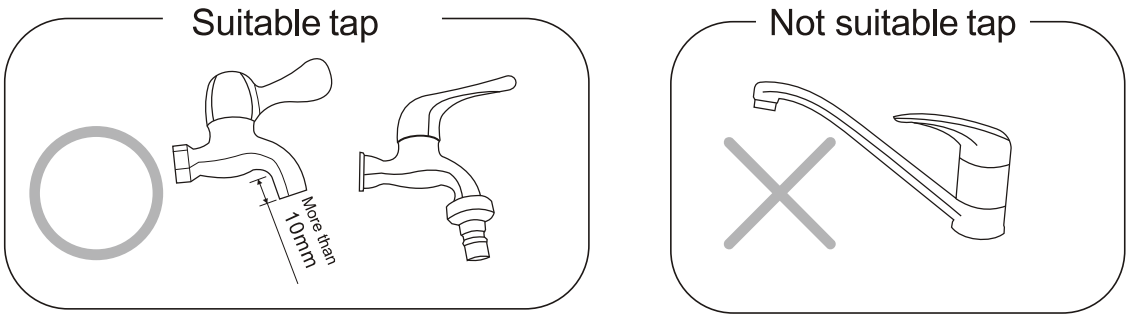
5.Install

5-4 Water inlet installation

Tap selection

The front end should be longer than 10mm.

The tap exit end face should be flat and smooth, if not file it to avoid leakage.



Connect the inlet hose connector to the tap

1. Press down the slider and remove the inlet hose connector from the inlet hose , like below illustration 1.
2. Loosen the four bolts on the inlet hose connector till the tap can be accessed, then set the inlet hose connector in the tap, see illustration 2.(if the tap caliber is too large and could not set the inlet hose end, unscrew the four bolts and take out the bushing, tap exit end must be flat, otherwise it will leak, see illustration 3)

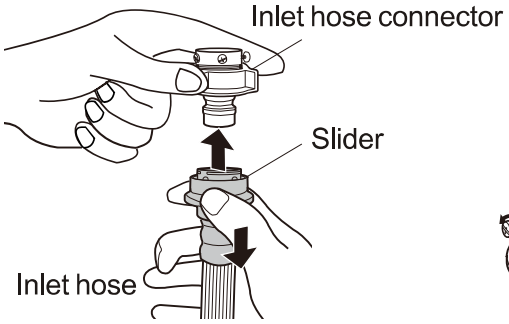


Illustration 1

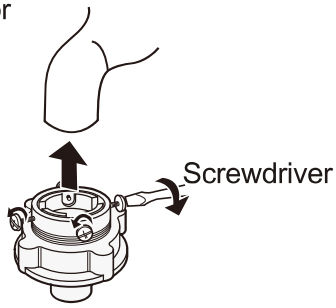


Illustration 2

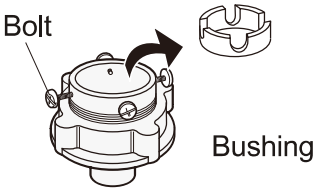


Illustration3

3. Fasten the four bolts on the inlet hose connector evenly, see illustration 4.
4. Twist the nut as the illustration, see illustration 5.

Note: Before twisting the nut, the threading is about 4mm above the upper surface of the nut, after twisting, the threading is less than 2mm above the upper surface of the nut, see illustration 6.

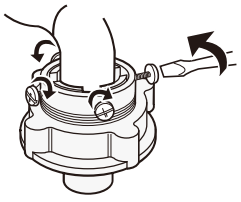


Illustration 4

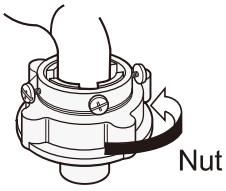


Illustration 5

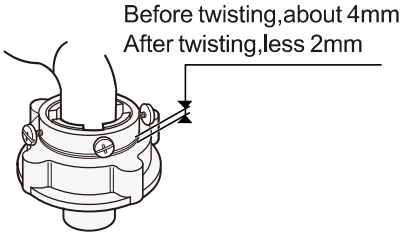
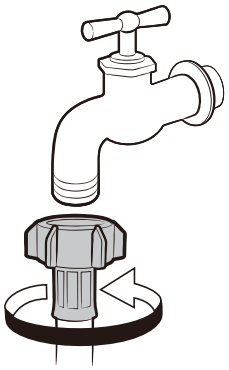


Illustration 6

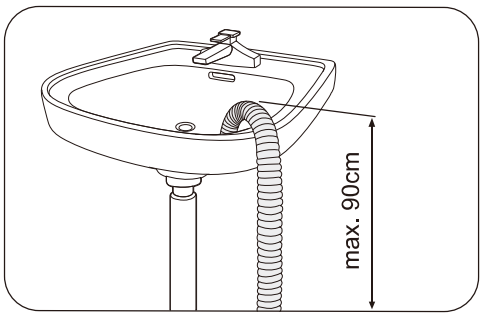
5.Install



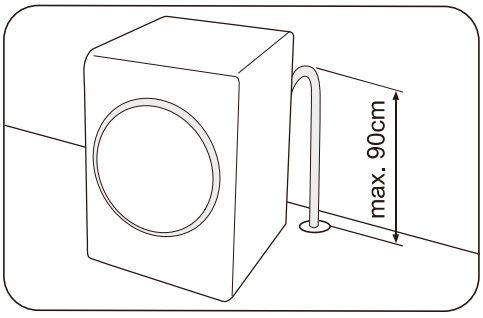
If you are using a screw type of water tap, use the provided screw-type adaptor to connect to the water tap as shown.

5-5 Positioning the drain hose

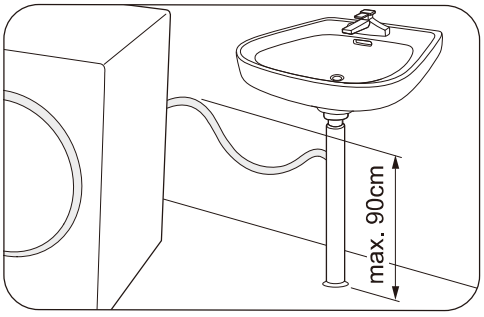
Ensure the drain hose is fixed, and the position does not move or become loose, otherwise it will cause leakage and property loss.
The end of the drain hose may be positioned in three ways:



1.Over the edge of a wash basin:
The end of the drain hose must be placed at lower than 90cm from the ground. To avoid the influence of the drain hose bending on water flow, secure it over the edge of the wash basin with a hook or a piece of string to prevent the drain hose from moving.



2.In a floor drain directly:
Please ensure the drain hose height from the floor drain is less than 90cm.
Note: The end of the drain hose cannot be immersed in water.



3.In a sink drain hose branch:
The end of the drain hose is connected to a sink drain hose branch. The highest point of the drain hose must be lower than 90cm.

6.Fault display

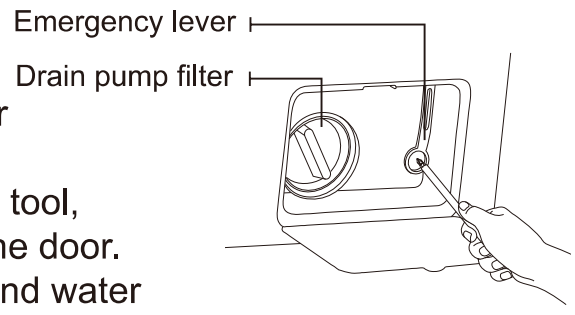
6-1. Error messages description

Error code	Code description	Solution
E01	Abnormal water supply	● Check whether the water tap for water supply is opened. ● Clean the filter cover of water inlet valve. ● Check the water pressure.
E02	Abnormal door lock	● Check if the door is opened and make sure the door is closed firmly. ● If the plug wire of the door lock switch is loose with a poor contact. ● Whether the wiring harness of the computer board falls off.
E03	Abnormal draining	● Check whether the drain hose is clogged. ● Clean the filter cover of drainage pump. ● Check whether the drain hose is installed correctly.
E04	Unbalance alarm	● The clothes have too large eccentricity or get tangled; arrange them in order and put them in the drum. ● Add more clothes for washing.
E ** **:number	There is possi-bility of malfunction	● Turn off power and pull out power plug.After waiting for 1 minute，plug the power plug，turn the washing machine on.

Please refer to 8.Error & Solution for the inspection method for each error.

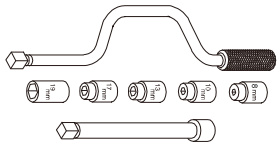
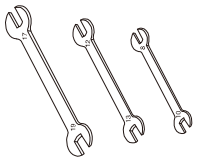
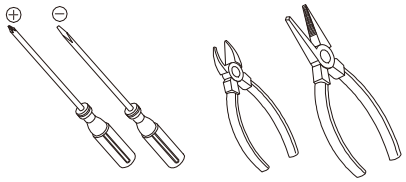
6-2. Emergency Door Opening

When the power failure for a long time and you want to take out the clothes, unplug the power code, waiting for the inner drum stop, pull down the emergency lever located to the right of the drain filter using a tool, listening a slight noise then you can open the door. (Confirm the water level below the bucket and water temperature is not hot in advance.)



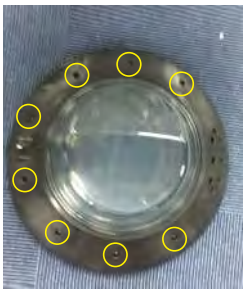
7.Disassembly method

Required tools

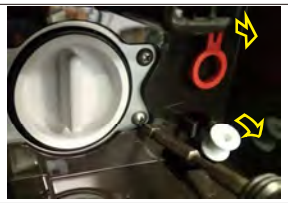
Tool		Model	Remarks
	Sleeve tool	8 mm 10mm 13mm 17mm 19mm TX40	Heater(1), Tub(12) ,Screw(5), Motor(2), Weight balance(9), Damper(2holes left/right), belt(2), Pulley
	Spanner	10mm 13mm 19mm	Can be used as a socket wrench,screw is slippery when use the wrench
	Plier		Prevent the slippery of socket wrench
	Other (Screwdriver forceps)		Normal instrument

7.Disassembly method

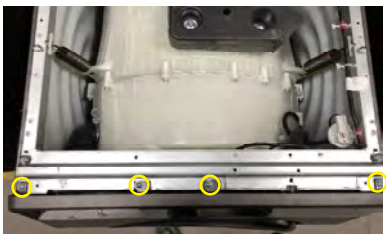
This is a standard disassembly drawing and may differ slightly from the actual product.
It can be used as a reference when disassembling and assembling products.

Component	Figure	Description
[1] Remove Door Assembly	 	1.Remove 8 screws on Assy Hinge Door.
		2.Pull Door Assembly out of Assy Hinge Door. Note: When pulling it out, try to slightly widen the gap where the hinge is inserted.
		3.Remove the screws on Door Assembly to remove Door-Safety, Door Outer Ring, Door-Glass, Door Inner Ring and Door Hook.

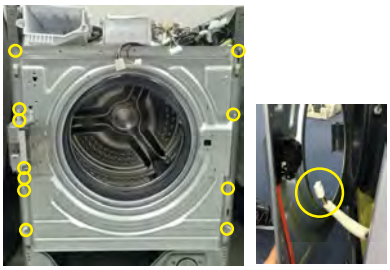
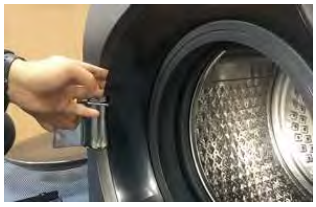
7.Disassembly method

Component	Figure	Description
[2] Remove Top Cover Assembly		1. Remove the 3 fixing screws behind Top Cover Assembly. When disassembling, pay attention to the occurrence of screw slipping. If the screw is too tight, tap it a few times to loosen it.
		2.Remove Top Cover Assembly by sliding it backward.
[3] Remove Assy-Panel Front		1.Remove Door Assembly and Top Cover Assembly reffering to [1] Remove Door Assembly [2] Remove Top Cover Assembly
		2.Use your left index finger to lightly press the release lever, and use your right hand to hold the detergent box handle and pull the detergent box out. Note: During the process of taking out the detergent box, the index finger should keep pressing the release lever.
		3.Remove the emergency rope from the hook. Remove the drain tube from the hook.
		4.Remove 2 screws shown in the picture.
		5.Tilt the machine and remove 3 screws on bottom of front.
		6.Pry the connection position between Decoration and Door Hinge Bracket. Remove Decoration.

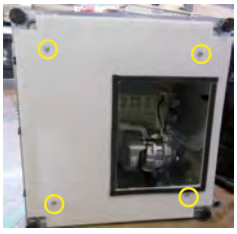
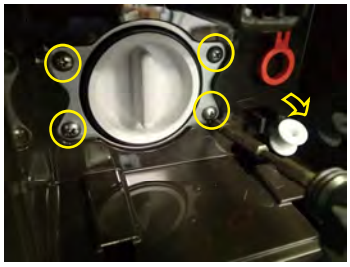
7.Disassembly method

Component	Figure	Description
[3] Remove Assy-Panel Front		7.Remove 6 screws aronud the opening on Assy-Panel Front.
		8.Remove 4 screws which connect the Assy-Panel Front and Up Plate.
		9.Remove all terminals connected to ASSY PCB Parts.
		10.Remove Assy-Panel Front.
[4] Remove Door Seal		1.Remove Door Assembly, Top Cover Assembly and Assy-Panel Front reffering to [1] Remove Door Assembly [2] Remove Top Cover Assembly [3] Remove Assy-Panel Front
		2.Find the position of Door Seal Clamp spring and pull the spring forward by using a straight stick.
		3.Press down with one hand and hold Door Seal to separate from Assy-Frame Front with one hand.

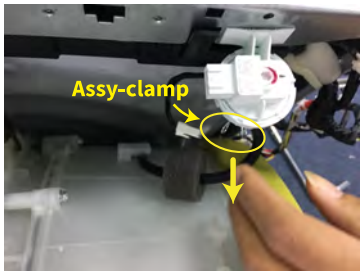
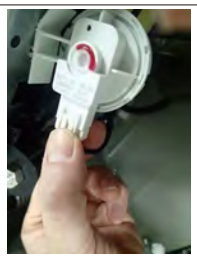
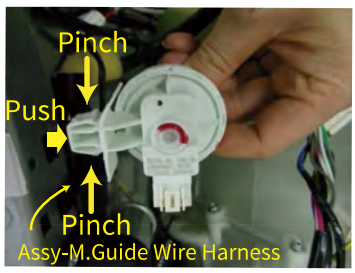
7.Disassembly method

Component	Figure	Description
[4] Remove Door Seal		4.Remove Assy-Frame Front by using a screwdriver to remove 11 screws on it. Unplug the connector from DOOR-LOCK.
		5.Find the screw of Assy Clamp Diaphragm that connects Door Seal to Front-Out Bucket. Remove Weight -Balancer (L) or (R) lancer on the screw side so that a screwdriver can fit in it. Weight -Balancer can be removed by removing 3 screws by socket wrench.
		6.Loosen the screws and remove Assy Clamp Diaphragm. Remove Door Seal.
[5] Remove Door-Lock		1.Pry the connection position between Decoration and Door Hinge Bracket. Remove Decoration.
		2.Find the position of Door Seal Clamp Spring and pull the spring forward by using a straight stick.
		3.Press down Door Seal with one hand and separate from Assy-Frame Front.
		4.Remove 2 screws on Door-Lock with screwdriver.

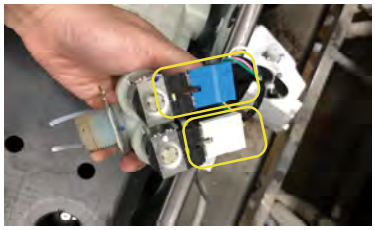
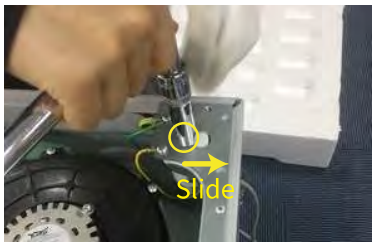
7.Disassembly method

Component	Figure	Description
[5] Remove Door-Lock		5.Remove Door-Lock and Emergency Rope through the gap between Door Seal and Assy-Frame Front.
[6] Remove Assy PCB Parts		1.Remove Door Assembly, Top Cover Assembly and Assy-Panel Front reffering to [1] Remove Door Assembly [2] Remove Top Cover Assembly [3] Remove Assy-Panel Front
		2.Remove 6 screws between Assy PCB Parts and Assy-Panel Front. Remove Assy PCB Parts from Assy-Panel Front. Notice: Assy PCB Parts should be placed on something soft, keep away from scratch.
[7] Remove Assy Hinge-Door		1.Remove Door Assembly, Top Cover Assembly and Assy-Panel Front reffering to [1] Remove Door Assembly [2] Remove Top Cover Assembly [3] Remove Assy-Panel Front
		2.Remove 8 screws on Assy Hinge-Door with screw driver, and remove Assy Hinge-Door. Note: It is hooked on, so it needs to be lifted up a bit before it is removed.
[8] Remove Pump Drain		1.Lay the machine down on its side . Remove the bottom cover by unscrewing 4 screws. Note: Before Laying the washing machine down, make sure that the water is completely drained from the washing machine.
		2.Remove the drain tube from the hook and remove 4 screws on the pump drain.

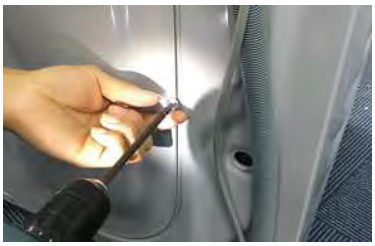
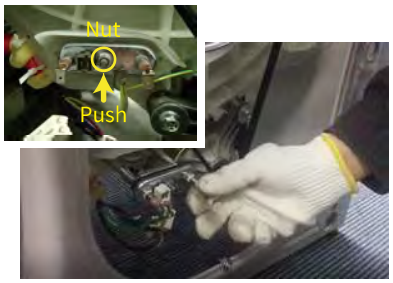
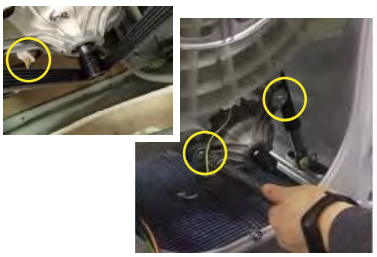
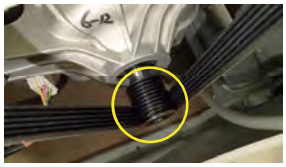
7.Disassembly method

Component	Figure	Description
[8] Remove Pump Drain		3.Remove Pump Drain from Assy-Hose Drain (O) by using pliers to hold Band Ring and shift it.
		4.Turn the screw to loosen the band on Undular hose and move down and pull it to separate from Tub Front.
		5. Remove Pump Drain.
[9] Water Level Sensor		1.Remove Top Cover Assembly reffering to [2] Remove Top Cover Assembly
		2.Pinch the assy-clamp to remove the pressure hose from Water Level Sensor.
		3.Unplug the connecting terminal from Water Level Sensor.
		4.Slide down Assy-M.Guide Wire Harness from Assy-Frame. Remove the clip of Water Level Sensor stuck in Assy-Frame by pinching it from the inside and pushing it out.

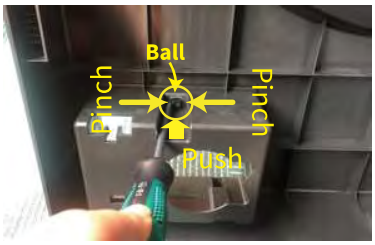
7.Disassembly method

Component	Figure	Description
[10] Remove Inlet Valve		1.Remove Top Cover Assembly reffering to [2] Remove Top Cover Assembly
		2.Remove 2 screws which connect Inlet Valve and Assy-Frame.
		3.Remove 2 terminals on Inlet Valve.
		4.Remove 2 inlet pipes from Inlet Valve.
[11] Remove Filter-EMI		1.Remove Top Cover Assembly, reffering to [2] Remove Top Cover Assembly
		2.Remove a screw and take out Filter-EMI ground wire that is grounded to Assy Frame.
		3.Loosen the nut on Assy-Frame and slide it. Press down to remove Filter-EMI.
		4.Remove the terminal on Filter-EMI.

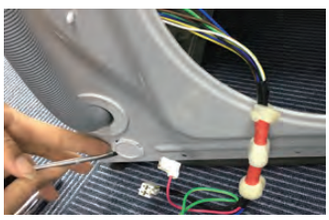
7.Disassembly method

Component	Figure	Description
[12] Remove Heater Bracket		1.Remove 4 screws on the Cover-Back. Note: Remove the 3 screws above first and the bottom's last.
		2.Remove 3 terminals on Heater Bracket.
		3.Loosen the nut, push the threaded part to the inside, and pull out Heater Bracket.
[13] Remove Motor		1.Remove Cover-Back reffering to [13] Remove Heater Bracket※ ※The process should be done until [13]-1.
		2.Remove Belt.
		3.Remove a connector and remove 2 bolts connecting Motor and Assy-Tub Back by socket wrench .
		4.Remove Motor.
		Note: When assembling, align the outermost groove of the belt with the outermost groove of the motor shaft.

7.Disassembly method

Component	Figure	Description
[14] Remove Ball		1.Remove Door Assembly and Top Cover Assembly and Assy-Panel Front reffering to [1] Remove Door Assembly [2] Remove Top Cover Assembly [3] Remove Assy-Panel Front
		2.Remove the clip of Ball stuck in Assy-Panel Front by pinching it from the back side and pushing it out.

7.Disassembly method

Component	Figure	Description
[15] Remove Damper		1.Remove Door Assembly ,Top Cover Assembly, Assy-Panel Front, Assy-Frame, Weight -Balancer (L) or (R), and Cover Back reffering to [1] Remove Door Assembly [2] Remove Top Cover Assembly [3] Remove Assy-Panel Front [4] Remove Door Seal ※ ※The process should be done until [4]-6. [13] Remove Heater Bracket※ ※The process should be done until [13]-1.
		2.Remove the cap.
		3.Remove 4 Pin-Dampers . Remove two from the back side and two from the front side.
		4.Lay down the cabinet frontwards. Lift up the cabinet, make it separate from the tub-assy.
		5.Clamp the shock absorber pin with Pin-damper, and hit the damper upward with a hammer.
		6.Remove Pin-damper.
		7.Remove Damper. Remove the remaining 3 dampers in the same way.

8.Error and solution

Inspection method

Fault description: Not reached the water washing level within 15 minutes.

Check whether the water inlet valve is dirt clogging.

Yes → Clean up the water inlet valve.

No

Pull out the dispenser box, observe whether there is water in the storage tank.

Yes → Observing whether washing machine drain has hung and the height is not enough about 80cm, if so, please adjust it

No

Check the water inlet valve with a multi-meter whether inputs have 220V-240V voltage.

Yes → Water inlet valve is damaged, please replace it so that the washing machine can work normally.

No

Select the pre-wash program and start, check the output of washing machine PCB (between CN3-6pin to CN1-3pin(PCB side)) to inlet valve whether there is 220V-240V voltage.

No → PCB fault, Please replace it.

Error Codes

Inspection method

Fault description: The door lock is energized 5 times in succession, with an interval of 1 second each time, and cannot be locked normally; the door lock is energized 5 times in succession, with 1 second interval each time, and cannot be unlocked normally; the door is not closed in place and the program is started.

Push the door by hand and observe whether the washing machine observation window (door) is closed

Yes → Open and close the observation window (door) again to make the washing machine operate normally.

No

Use a multimeter to check whether the CN2-1pin to CN2-4pin(harness side) of the door lock are conducting; whether the door lock terminal (2 and 3) have a resistance of about 150-200Ω, and pull the plug wire by hand to see if it is well connected.

No → The Door-Lock (micro-delay) is damaged and needs to be replaced. After replacement, plug the cable tightly.

Yes

Check if the plug line of the Door Lock to the computer board is loose. If the plug is loose, then unplug the plug terminal to check whether there is 220V-240V voltage between CN2-1pin to CN1-3pin(harness side).

No → Computer board failure, need to replace the computer board.

Error Codes

8.Error and solution

Inspection method

Fault description: The water level frequency does not reach the Reset water level after 10 minutes.

Touch the position of the drain pump in the lower right corner of the washing machine box with your hand to check whether the washing machine drain pump vibrates.

Yes → If there is no water in the tub, blow air to the pressure hose to check for blockage and clean up

No ↓

Unscrew the filter and see if there is debris clogged in the drain pump.

Yes → Clean up debris in the pump

No ↓

Check if there is 220-240V input voltage at the input of the drain pump.

Yes → Drain pump is damaged, replace the drain pump

No ↓

Check whether there is 220V-240V voltage at the output end of the computer board CN3-7pin to CN1-3pin (PCB side) to the drain pump. If there is no voltage, the computer board is faulty, the computer board should be replaced.

Error Codes

Inspection method

Fault description: Unbalance alarm (UNB).

The clothing is not well distributed, causing excessive eccentricity and not SPIN

Yes → Take out the load again, sort it out and SPIN it again

Error Codes

Inspection method

Fault description: When the water level frequency less than 21.0 kHz (more than the protection level), continuous perceived over 10s.

Check if the pressure hose is bent, causing the pressure can not be transmitted to the pressure sensor.

Yes → After straightening out the pressure hose,then re-test the machine.

No ↓

Blow to the pressure hose to see if clogged.

Yes → Clean the hose.

No ↓

In the non-energized state,blowing to the inlet valve,check whether water inlet valve damage (direct) cause no water.

Yes → Water inlet valve is damaged,please replace it.

No ↓

In an energized state but not start, use a multimeter to check whether the inlet valve inputs have 220V-240V voltage.

No → It is panel control board failure, please replace it.

Error Codes

8.Error and solution

Inspection method

Fault description: Motor failure

Shut down and check whether the motor connection reactor line has fallen off

Yes → Reconnect to ensure normal

No

Check if the motor transfer cable and cable are dropped

Yes → Reconnect to ensure normal

No

Check whether the computer board wiring has fallen off

Yes → Reconnect to ensure normal

No

Turn off the power, remove the motor for at least one minute after power off (keep the plug connected) and then power on for trial operation. Observe whether the indicator light on the computer board of the motor is on for 0.5s / off for 0.5s (slow flashing).

Yes → Motor failure, replace motor

No

Check whether the power input of the computer board CN1-1 pin to CN2-1pin (Harness side)has 220-240V voltage. If there is voltage the computer board is faulty and the computer board needs to be replaced.

Motor failure, replace motor

Error Codes

Inspection method

Fault description: Frequency converter board reset timeout

Check if the motor is disturbed

Yes → Wait for the interference to disappear, power off and then power on

No

Computer board or inverter board failure, replace computer board or inverter board

Error Codes

8.Error and solution

Inspection method

Fault description: Heater Bracket may be damaged or after placing too much clothes, the predetermined temperature is not reached within the set time.

Error Codes

Check whether the laundry has exceeded the specified capacity.

Yes → Reducing the washing of clothes, so that the weight is less than the specified in.

No

In the non-energized state, use a multimeter to check whether the resistance heating between heater connectors inserts has 28-35Ω

No → Heater Bracket is damaged, replace it.

Yes

Set to COTTON program, then start to check the output of the computer board CN1-4pin to CN1-3pin whether there is 220V-240V voltage with a multimeter, If there is no voltage,it is the computer board failure, it need to be replaced.

Inspection method

Fault description: The temperature sensor is not well connected or damaged.

Error Codes

Check whether the plug of the water thermistor has bad contact

Yes → Reproduce the wiring to the water thermistor to make it in good contact

No

Use a multimeter to check whether the resistance of the the water thermistor in the cold state is greater than 1.5MΩ

Yes → Replace HEATER BRACKET.

No

Check whether the connection and connection between the water thermistor and the computer board CN2-4pin (harness side) is poor, if it is found to be poor, please reinsert it

No → Computer board failure, need to replace the computer board

8.Error and solution

Inspection method

Fault description: undrained

Check if the height of the drain pipe is too high
- Yes → Adjust the height of the drainage pipe to 60-90cm
- No ↓

Turn the filter counterclockwise to open and check if there is debris clogged in the filter?
- Yes → Remove debris and turn the filter clockwise to tighten the filter
- No ↓

Check if the outer tub to the pump hose and drain pipe are bent or blocked by foreign objects
- Yes → Straighten hoses and drains, and clean up foreign objects
- No ↓

Set the power supply to the start of the SPIN program. Use a multimeter to check whether there is 220V-240V voltage at the input of the drain pump
- Yes → The drain pump is damaged and needs to be replaced
- No ↓

Check if the connecting wire harness between the drain pump and the computer board is open.
- Yes → The wire harness is damaged and needs to be replaced.
- No ↓

Turn on the power to start the spin program, check whether there is 220V-240V voltage on the output of the computer board to the drain pump (between CN3-6pin to CN1-3pin(PCB side)
- No → The computer board is damaged and needs to be replaced and repaired

Inspection method

Fault description: computer board does not display

Is there a 220V-240V AC voltage measured at the power outlet?
- No → Repair the power socket to make it supply power normally
- Yes ↓

Check whether the power key has been touched?
- No → Touch the power key
- Yes ↓

Touch the power key and use a multimeter to check whether there is 220-240V voltage at the output of the Filter-EMI.
- No → Filter-EMI is bad
- Yes ↓

Turn off the power, pull the plug (CN1,CN2)of the computer board by hand, check if there is a bad plug
- Yes → Reinsert the plug, and then power on the test machine
- No ↓

Check if there is 220-240V AC voltage at the input end of the computer board (CN1-3pin, CN2-1pin)
- Yes → Computer board problem, need replacement and maintenance

8.Error and solution

Inspection method

Fault description: The power-on display does not light.

Replace the display module and check whether it is normal → No → The computer board is damaged and needs to be replaced and repaired

Inspection method

Fault description: abnormal noise

Check whether the back packing bolts of the washing machine have been removed? → No → Remove the packaging bolts

↓ Yes

Check whether foreign matter enters the washing machine → Yes → Clean up foreign objects

↓ No

Is the bottom corner of the washing machine stable → No → Adjust the washing machine by adjusting the feet of the washing machine

↓ Yes

Loose belt → Yes → Replace belt

↓ No

Check whether the fastening bolts of counterweights, motors and other parts are loose → Yes → Fastening bolt

↓ No

Take off the belt, turn the pulley by hand to rotate the inner cylinder, check if there is any abnormal sound → Yes → Remove the tripod and check whether the bearing is damaged, if it is damaged, it needs to be replaced

↓ No

Power on, set to SPIN and start, listen to the motor running for abnormal sound → Yes → The motor is noisy and needs to be replaced

Inspection method

Fault description: no water

Check if the faucet is not open or the water pressure is too low → Yes → Turn on the faucet, or use it after the water pressure is normal

↓ No

Observe whether there is water leakage in the inlet pipe and faucet and the connection with the washing machine. → Yes → Reconnect the inlet pipe

↓ No

Check whether the inlet valve filter is blocked by debris → Yes → Clean up debris at the filter

↓ No

Set the power to the start of the pre-washing program, use a multimeter to check whether there is 220V-240V voltage at the input of the inlet valve → Yes → The inlet valve is damaged and needs to be replaced and repaired

↓ No

Check if the connecting wire between the inlet valve and the computer board is open CN3-6pin to inlet valve connector(green wire), CN1-1pin to inlet valve c onnector(red wire) → Yes → Reconnect the wires or replace

↓ No

Power on and start, check whether the output of the washing machine computer board to the inlet solenoid valve is 220V-240V CN3-6pin to CN1-1pin → Yes → Replace the computer board

8.Error and solution

Inspection method

Fault description: water leakage

Check whether there is water leakage at the connection between Inlet Pipe and the faucet and the washing machine
→ Yes: Reconnect Inlet Pipe
↓ No

Check if Assy-Hose Drain (O) is cracked and leaking
→ Yes: Replace Assy-Hose Drain (O)
↓ No

Check whether there are clothes or other debris caught between Door Assembly and Door Seal.
→ Yes: Take out the clothes, etc. sandwiched between the observation window pad and the observation window
↓ No

Check all hoses and connectors (Inlet Valve, Inlet Pipe, Assy Body Drawer, Hose-Drawer Tub, Tub, Undular Hose Drain Pump, Assy-Hose Drain (O), Drain Tube) for leaks
→ Yes: Reassembly or replacement maintenance
↓ No

Check whether the Door Seal is damaged or leaking
→ Yes: Replace Door Seal
↓ No

Check if Tub is leaking
→ Yes: Replace Tub