CAUTION

READ THIS MANUAL CAREFULLY TO DIAGNOSE TROBBLES CORRECTLY BEFORE OFFERING SERVICE.

MODEL : WM0742H*A
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## 1. SPECIFICATION

<table>
<thead>
<tr>
<th>ITEM</th>
<th>WM0742H•A</th>
</tr>
</thead>
<tbody>
<tr>
<td>COLOR</td>
<td>W:BLUE WHITE, G:PEARLY GRAY</td>
</tr>
<tr>
<td>POWER SUPPLY</td>
<td>AC 120 V, 60 Hz</td>
</tr>
<tr>
<td>PRODUCT WEIGHT</td>
<td>192 lbs (87kg)</td>
</tr>
<tr>
<td>ELECTRICITY CONSUMPTION</td>
<td></td>
</tr>
<tr>
<td>WASHING</td>
<td>280 W</td>
</tr>
<tr>
<td>DRAIN MOTOR</td>
<td>80 W</td>
</tr>
<tr>
<td>WASH HEATER</td>
<td>1000 W</td>
</tr>
<tr>
<td>REVOLUTION</td>
<td></td>
</tr>
<tr>
<td>WASH</td>
<td>46 rpm</td>
</tr>
<tr>
<td>SPIN</td>
<td>0-1200 rpm</td>
</tr>
<tr>
<td>OPTIONS</td>
<td>PRE-WASH, STAIN CYCLE, STEAM, EXTRA RINSE, RINSE+SPIN, DELAY WASH</td>
</tr>
<tr>
<td>WATER CIRCULATION</td>
<td>Incorporated</td>
</tr>
<tr>
<td>OPERATION WATER PRESSURE</td>
<td>14.5-116 psi (100-800 kPa)</td>
</tr>
<tr>
<td>CONTROL TYPE</td>
<td>Electronic</td>
</tr>
<tr>
<td>WASH CAPACITY [cu.ft]</td>
<td>3.63 (4.2 IEC)</td>
</tr>
<tr>
<td>DIMENSIONS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>27&quot; (W) X 29 3/4&quot; (D) X 38 11/16&quot; (H), 50 13/16&quot; (D, door open)</td>
</tr>
<tr>
<td>DELAY WASH</td>
<td>up to 19 hours</td>
</tr>
<tr>
<td>DOOR SWITCH TYPE</td>
<td>PTC + Solenoid</td>
</tr>
<tr>
<td>WATER LEVEL</td>
<td>10 steps (by sensor)</td>
</tr>
<tr>
<td>LAUNDRY LOAD SENSING</td>
<td>Incorporated</td>
</tr>
<tr>
<td>ERROR DIAGNOSIS</td>
<td>Incorporated</td>
</tr>
<tr>
<td>AUTO POWER OFF</td>
<td>Incorporated</td>
</tr>
<tr>
<td>CHILD LOCK</td>
<td>Incorporated</td>
</tr>
<tr>
<td>RLM ENABLE</td>
<td>-</td>
</tr>
<tr>
<td>STEAM</td>
<td>Incorporated</td>
</tr>
</tbody>
</table>
2. FEATURES & TECHNICAL EXPLANATION

2-1. FEATURES

- **Ultra Capacity**
  The Larger drum enables not just higher head drop and stronger centrifugal force, but also less tangling and wrinkling of the laundry. Heavier loads, such as king size comforters, blankets, and curtains, can be washed.

- **Direct Drive System**
  The advanced Brushless DC motor directly drives the drum without belt and pulley.

- **Tilted Drum and Extra Large Door Opening**
  Tilted drum and extra large opening make it possible to load and unload clothing more easily.

- **Steam Washing and SteamFresh™**
  Steam Washing features upgraded washing performance with low energy and water consumption. SteamFresh™ cycle removes wrinkles from dry clothes.

- **RollerJets**
  Washing ball enhances the wash performance and reduces damage to the clothing. The jets spray and help tumble clothes to enhance washing performance while maintaining fabric care.

- **Automatic Wash Load Detection**
  Automatically detects the load and optimizes the washing time.

- **Built-in Heater**
  Internal heater helps to maintain water temperature at its optimum level for selected cycles.

- **Child Lock**
  The Child lock prevents children from pressing any button to change the settings during operation.
2-2. NEURO FUZZY WASHING TIME OPTIMIZATION

To get the best washing performance, optimal time is determined by the water temperature, the selected washing temperature, and the size of the load.

2-3. WATER LEVEL CONTROL

- This model incorporates a pressure sensor which can sense the water level in the tub.
- The water supply is stopped when the water level reaches the preset level, the washing program then proceeds.
- Spinning does not proceed until the water in the tub drains to a certain level.

2-4. DOOR CONTROL

- The door can be opened by pulling the door handle whenever washer is not in operation.
- When the cycle is completed, the DOOR LOCKED light will turn off.
- If a power failure has occurred while in operation, the door will unlock after 5 minutes.
- Clicking sounds can be heard when the door is locked/unlocked.
2-5. THE DOOR CAN NOT BE OPENED
- While program is operating.
- When a power failed and power plug is taken out in operation.
- While Door Lock lights turn on.
- While the motor is in the process of intertial rotating, through the operation is paused.

2-6. DOOR LOCKED LAMP LIGHTS
- When the frequency of water level is lower than 22.9 kHz.
  (It can be canceled when the frequency is more than 23.8 kHz).
- When the temperature inside the tub is higher than 45 °C and water level is not 25.5 kHz.
  (It can be canceled when the water level is 25.5 kHz or the temperature inside the tub is lower than 40 °C).

2-7. CHILD LOCK
- Use this option to prevent unwanted use of the washer. Press and hold PRE WASH button for 3 seconds to lock/unlock control.
- When Child lock is set, CHILD LOCK lights and all buttons are disabled You can lock the washer while it is operating.

2-8. WATER CIRCULATION
- When Washing and Rinsing function of shower at the upper part of Gasket.
- When Washing, it continuously operates for 3 minutes and intermittently.
- When Rinsing, it continuously operates after completion of water supply.

2-9. STEAM
- For tough stained clothes, underwear, or baby clothes.
- Steam Wash is available with Sanitary, Bulk/Large, Perm. Press, Cotton/Normal, and baby Wear cycles.
- This option features upgraded washing performance with low energy and water consumption.
- Do not load delicates such as wool, silk, and easily discolored clothes.

2-10. DRUM LIGHT
- The Drum Light comes on when the Power button is pressed. It goes off when the door is closed and the washer starts operation.
- The Drum Light remains off when the door is locked.
- The Drum Light can be turned on while the washer is in operation by pressing the Rinse+Spin button for 3 seconds. The light will turn off automatically 4 minutes later.
- The Drum Light comes on when the washing cycle is finished and goes off 4 minutes later.
3. PARTS IDENTIFICATION

- Control Panel
- Dispenser
- Drain Hose
- Door
- Drum
- Lower cover Cap
- Drain Pump Filter
- Drain Plug
- Adjustable Feet
- Shipping Blots
- Power Plug
  - If the supply cord is damaged, it must be replaced by the manufacturer or its authorized service technician in order to avoid a hazard.

Included Accessories

- Hot and Cold Water Hoses
- Caps (4) (for covering shipping bolt holes)
- Wrench (for removing shipping bolts and adjusting leveling feet)
- Tie Strap (for securing drain hose)
- Elbow Bracket (for securing drain hose)
4. INSTALLATION & TEST

1. Before servicing, ask the customer what the trouble is.
2. Check the setup (power supply is 120 V AC, remove the transit bolts...).
3. Check with the troubleshooting guide.
4. Plan your service method by referring to the disassembly instructions.
5. Service the unit.
6. After servicing, operate the appliance to see whether it functions correctly.

**STANDARD INSTALLATION**

The appliance should be installed as follows:

<table>
<thead>
<tr>
<th>REMOVE THE SHIPPING BOLTS</th>
<th>INSTALL THE APPLIANCE ON A FLAT AND FIRM SURFACE</th>
<th>ADJUST THE LEVELING</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Remove the 4 shipping bolts with the supplied wrench. ※ Do first lower side to remove easily.</td>
<td>![Diagram of appliance on flat surface]</td>
<td>• Turn the leveling feet to adjust the appliance.</td>
</tr>
<tr>
<td>• Keep the shipping bolts and spanner for future use.</td>
<td>![Diagram of appliance with shipping bolts removed]</td>
<td>• Turn clockwise to raise; counterclockwise to lower.</td>
</tr>
<tr>
<td>• Insert the 4 caps (provided) into the hole.</td>
<td>![Diagram of appliance with caps inserted]</td>
<td></td>
</tr>
</tbody>
</table>
HOW TO CONNECT THE INLET HOSE

- Verify that the rubber washer is inside of the valve connector.
- Tighten the inlet hose securely to prevent leaks.

CONNECT DRAIN HOSE

- Make sure that the hose is not twisted.
- Avoid submerging the end of the hose.

※ The end of the drain hose should be placed less than 96° from the floor.

CONNECT POWER PLUG

- Connect the power plug to the wall outlet.
- Avoid connecting several electric devices, as doing so may cause a fire.
7 TEST OPERATION

1 Preparation for washing.
   - Connect the power plug to the outlet.
   - Connect the inlet hose.

2 Press the POWER button.

3 Press the Start/Pause button.
   - Listen for a clicking sound to determine if the door has locked.

4 Check the water supply.
   - Verify that water is supplied through the detergent dispenser.

5 Check the automatic reversing rotation of the drum.
   - Make sure that the drum rotates clockwise and counterclockwise.

6 Check the water heating function.
   - Press the WASH / RINSE button and the present temperature will be displayed.

7 Check the drain and spin functions.
   - Press the POWER button twice to restart.
   - Press the SPIN SPEED button.
   - Press the START / PAUSE button.
   - Check the drain and spin functions.

8 Press the START / PAUSE button.
   - Listen for clicking sounds to determine if the door is unlocking.

9 Water removal.
   - If SVC is needed during check, remove the remaining water by pulling out the hose cap.
5. OPERATION

WM0742H+A
**Power Button**
- Use this button to turn the power On/Off.

**START/PAUSE button**
- Use this button to Start/stop the washer.

**EST.TIME REMAINING**
- This display shows:
  a) the estimated time remaining in the cycle when operating.
  b) an error code when an error has been detected.

**OPTION button**
- Select a water temperature based on the type of load you are washing.
- To change the spin speed, select the Spin Speed button until the desired setting is displayed.
- To change the soil level, select the Soil Level button until the desired setting is displayed.

**CHILD LOCK**
- Use this option to prevent unwanted use of the washer.
- Press and hold Quick Cycle and Delay Wash button for 3 seconds to lock / unlock control.
- When Child lock is set, `' blinks and all buttons are disabled but the Power button. You can thereby lock the washer while it is operating.
**STATUS INDICATOR**
- These lights show elapsed time of the selected cycle.

**BEEPER button**
- Choose High/Low/Off.

**DOOR LOCKED lamp**
- Lights whenever the door is locked.
- The door can be unlocked by pressing the Start/Pause button to stop the washer.

**CYCLE SELECTOR knob**
- Rotate the Cycle selector knob to select the cycle designed for different types of fabric and soil levels.

**WASH/RINSE temp. SPIN SPEED, SOIL LEVEL button**
- **Prewash**: Use this option for loads that need pretreatment. It adds 16 minutes prewash and drain.
- **Stain Cycle**: Adds time to the wash and rinse cycles for better stain removal. Automatically provides a rinse.
- **Extra Rinse**: This option provides an additional rinse cycle.
- **Rinse+Spin**: Use this option to rinse and then spin.
- **Delay Wash**: Allows the start of any cycle to be delayed for 1~19(12, 9) hours.

**CUSTOM PROGRAM button**
- Allows you to store a customized wash cycle for future use.
- To create a Custom Program:
  1) Select a cycle.
  2) Select the other desired Wash / Rinse Temp., Spin Speed, Soil Level.
  3) Select the desired Options.
  4) Press and hold the Custom Program button for 3 seconds (2 beep sounds).
  5) Press the Start/Pause button. The Custom Program is now stored for future use.
- To reuse the program, select Custom Program and press Start/Pause.
6. WIRING DIAGRAM/PROGRAM CHART

**Wiring Diagram/Program Chart**

**Program Chart**

- Water Supply: W-S
- Intermittent Spin: I-S
- Disentangle: D-T

**Cycle Step Course**

<table>
<thead>
<tr>
<th>Step</th>
<th>Pre</th>
<th>Wash</th>
<th>Main</th>
<th>Cool-down</th>
<th>Normal</th>
<th>Extra or Stain</th>
<th>Extra &amp; Stain</th>
<th>Spin</th>
<th>END</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>W</td>
<td>W</td>
<td>S</td>
<td>I</td>
<td>S</td>
<td>W</td>
<td>W</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>I</td>
<td>S</td>
<td>I</td>
<td>S</td>
<td>W</td>
<td>W</td>
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<td></td>
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<tr>
<td>3</td>
<td></td>
<td>S</td>
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<tr>
<td>4</td>
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<td>I</td>
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<td>5</td>
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<td></td>
<td>S</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Cycle Time (Sec)**

- Sanitary: 60
- Cotton/Normal: 60
- Bulky/Large: 60
- Perm Press: 60
- Delicates: 60
- Baby Wear: 60
- Hand Wash/Wool: 60
- Speed Wash: 60
- Drain+Spin: 60
- Wash + Rinse: 60
- Rinse + Spin: 60

**Spin Time (Sec)**

- 20
- 30
- 40
- 50
- 60
- 70
- 80
- 90
- 100
- 110
- 120
- 130
- 140
- 150
- 160
- 170
- 180
- 190
- 200
- 210
- 220
- 230
- 240
- 250
- 260
- 270
- 280
- 290
- 300
- 310
- 320
- 330
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- 360
- 370
- 380
- 390
- 400
- 410
- 420
- 430
- 440
- 450
- 460
- 470
- 480
- 490
- 500
- 510
- 520
- 530
- 540
- 550
- 560
- 570
- 580
- 590
- 600
- 610
- 620
- 630
- 640
- 650
- 660
- 670
- 680
- 690
- 700
- 710
- 720
- 730
- 740
- 750
- 760
- 770
- 780
- 790
- 800
- 810
- 820
- 830
- 840
- 850
- 860
- 870
- 880
- 890
- 900
- 910
- 920
- 930
- 940
- 950
- 960
- 970
- 980
- 990
- 1000
- 1010
- 1020
- 1030
- 1040
- 1050
- 1060
- 1070
- 1080
- 1090
- 1100
- 1110
- 1120
- 1130
- 1140
- 1150
- 1160
- 1170
- 1180
- 1190
- 1200
- 1210
- 1220
- 1230
- 1240
- 1250
- 1260
- 1270
- 1280
- 1290
- 1300
- 1310
- 1320
- 1330
- 1340
- 1350
- 1360
- 1370
- 1380
- 1390
- 1400
- 1410
- 1420
- 1430
- 1440
- 1450
- 1460
- 1470
- 1480
- 1490
- 1500
- 1510
- 1520
- 1530
- 1540
- 1550
- 1560
- 1570
- 1580
- 1590
- 1600
- 1610
- 1620
- 1630
- 1640
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- 1660
- 1670
- 1680
- 1690
- 1700
- 1710
- 1720
- 1730
- 1740
- 1750
- 1760
- 1770
- 1780
- 1790
- 1800
- 1810
- 1820
- 1830
- 1840
- 1850
- 1860
- 1870
- 1880
- 1890
- 1900
- 1910
- 1920
- 1930
- 1940
- 1950
- 1960
- 1970
- 1980
- 1990
- 2000

**Approx. Working Time (Minutes)**

- 105
- 58
- 57
- 55
- 34
- 120
- 34
- 30
- 14
- 45
- 19

**Notes**

- Wash time is in minutes.
- The total working time will vary with the load size, water temperature and ambient temperature.
7. TROUBLESHOOTING

7-1. BEFORE PERFORMING SERVICE

- Be careful of electric shock when disconnecting parts while troubleshooting.
- The voltage of each terminal is 120 V AC and DC when the unit is plugged in.

7-2. QC TEST MODE

The washer must be empty and the controls must be in the off state.

1. Pressing SPIN SPEED and SOIL LEVEL button simultaneously.
2. Press the Power button, while the above condition. Then buzzer will sound twice.
3. Press the Start/Pause button repeatedly to cycle through the test modes.

<table>
<thead>
<tr>
<th>Number of times the Start/Pause button is pressed</th>
<th>Check Point</th>
<th>Display Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Turns on all lamps and locks the door.</td>
<td>![ ]</td>
</tr>
<tr>
<td>1 time</td>
<td>Tumble clockwise.</td>
<td>rpm (42–50)</td>
</tr>
<tr>
<td>2 times</td>
<td>Low speed Spin.</td>
<td>rpm (55–65)</td>
</tr>
<tr>
<td>3 times</td>
<td>High speed Spin.</td>
<td>rpm (125–135)</td>
</tr>
<tr>
<td>4 times</td>
<td>Inlet valve for prewash turns on.</td>
<td>Water level frequency (25–65)</td>
</tr>
<tr>
<td>5 times</td>
<td>Inlet valve for main wash turns on.</td>
<td>Water level frequency (25–65)</td>
</tr>
<tr>
<td>6 times</td>
<td>Inlet valve for hot water turns on.</td>
<td>Water level frequency (25–65)</td>
</tr>
<tr>
<td>7 times</td>
<td>Inlet valve for steam turns on.</td>
<td>Water level frequency (25–65)</td>
</tr>
<tr>
<td>8 times</td>
<td>Inlet valve for bleach turns on.</td>
<td>Water level frequency (25–65)</td>
</tr>
<tr>
<td>9 times</td>
<td>Tumble counterclockwise.</td>
<td>rpm (42–50)</td>
</tr>
<tr>
<td>10 times</td>
<td>Heater turns on for 3 sec.</td>
<td>Water temperature</td>
</tr>
<tr>
<td>11 times</td>
<td>Circulation pump turns on.</td>
<td>Water level frequency (25–65)</td>
</tr>
<tr>
<td>12 times</td>
<td>Drain pump turns on.</td>
<td>Water level frequency (25–65)</td>
</tr>
<tr>
<td>13 times</td>
<td>Water level Sensor for Steam</td>
<td>Water level frequency of TSG (0–255)</td>
</tr>
<tr>
<td>14 times</td>
<td>Steam Heater turns on for 1.2 sec.</td>
<td>TSG temperature</td>
</tr>
<tr>
<td>15 times</td>
<td>Off</td>
<td>-</td>
</tr>
</tbody>
</table>

7-3. HOW TO CHECK THE WATER LEVEL FREQUENCY

- Press the WASH/RINSE and DELAY WASH button simultaneously.

The digits indicate the water level frequency (x. 1 kHz).

So, for example a display indicating 241: a Water level frequency of 241 x.1 kHz

= 24.1 kHz
7-5. ERROR DISPLAY

* If you press the START/PAUSE button when an error is displayed, any error except \( \mathcal{E}E \) will disappear and the machine will go into the pause status.
* In case of \( \mathcal{E}E \), \( \mathcal{E}E \), \( \mathcal{E}E \) if the error is not resolved within 20 sec., or the in case of other errors, if the error is not resolved within 4 min., power will be turned off automatically and the error code will blink. But in the case of \( \mathcal{E}E \), power will not be turned off.

<table>
<thead>
<tr>
<th>ERROR</th>
<th>SYMPTOM</th>
<th>CAUSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 WATER INLET ERROR</td>
<td>![IE]</td>
<td>• Correct water level (246) is not reached within 8 minutes after water is supplied or it does not reach the preset water level within 25 minutes.</td>
</tr>
<tr>
<td>2 IMBALANCE ERROR</td>
<td>![UE]</td>
<td>• The load is too small.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The appliance is tilted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Laundry is gathered to one side.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Non distributable things are put into the drum.</td>
</tr>
<tr>
<td>3 DRAIN ERROR</td>
<td>![OE]</td>
<td>• Not fully drained within 10 minutes.</td>
</tr>
<tr>
<td>4 OVER FLOW ERROR</td>
<td>![FE]</td>
<td>• Water is overflowing (water level frequency is over 213).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>※ If ( \mathcal{E}E ) is displayed, the drain pump will operate to drain the water automatically.</td>
</tr>
<tr>
<td>5 PRESSURE SENSOR ERROR</td>
<td>![PE]</td>
<td>• The SENSOR SWITCH ASSEMBLY is out of order.</td>
</tr>
<tr>
<td>6 DOOR OPEN ERROR</td>
<td>![dE]</td>
<td>• Door not all the way closed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Loose electrical connections at Door switch and PWB Assembly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The DOOR SWITCH ASSEMBLY is out of order.</td>
</tr>
<tr>
<td>7 HEATING ERROR</td>
<td>![fE]</td>
<td>• The THERMISTOR is out order.</td>
</tr>
<tr>
<td>ERROR</td>
<td>SYMPTOM</td>
<td>CAUSE</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>8</td>
<td>LOCKED MOTOR ERROR</td>
<td>- The connector (3-pin, male, white) in the MOTOR HARNESS is not connected to the connector (3-pin, female, white) of STATOR ASSEMBLY. &lt;br&gt;- The electric contact between the connectors (3-pin, male, white) in the MOTOR HARNESS and 4-pin, female, white connector in the MAIN PWB ASSEMBLY is bad or unstable. &lt;br&gt;- The MOTOR HARNESS between the STATOR ASSEMBLY and MAIN PWB ASSEMBLY is cut (open circuited). &lt;br&gt;- The hall sensor is out of order/defective.</td>
</tr>
<tr>
<td>9</td>
<td>EEPROM ERROR</td>
<td>- EEPROM is out of order.  &lt;br&gt;※ Displayed only when the START/PAUSE button is first pressed in the QC Test Mode.</td>
</tr>
<tr>
<td>10</td>
<td>POWER FAILURE</td>
<td>- The washer experienced a power failure.</td>
</tr>
</tbody>
</table>
### 8. ERROR DIAGNOSIS AND CHECK LIST

#### 8-1. DIAGNOSIS AND SOLUTION FOR ABNORMAL OPERATION

<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>GUIDE FOR SERVICE CALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>No power</td>
<td>Is the power plug connected firmly to 120 V AC outlet?</td>
</tr>
<tr>
<td></td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td></td>
<td>Power failure? or Breaker opened? Is the outlet controlled by a switch?</td>
</tr>
<tr>
<td></td>
<td><strong>NO</strong></td>
</tr>
<tr>
<td></td>
<td>Visit to service</td>
</tr>
</tbody>
</table>

<p>| Water inlet trouble   | Is displayed?          |
|                       | <strong>YES</strong>                |
|                       | Is the tap opened?     |
|                       | <strong>YES</strong>                |
|                       | Is the tap frozen?     |
|                       | <strong>NO</strong>                 |
|                       | Is the water supply shut-off? |
|                       | <strong>NO</strong>                 |
|                       | Is filter in the inlet valve clogged with foreign material? |
|                       | Clean the filter of inlet valve. |
|                       | <strong>YES</strong>                |
|                       |                       |
|                       |                       |
|                       | <strong>NO</strong>                 |
|                       | Visit to service       |</p>
<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>GUIDE FOR SERVICE CALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door error</td>
<td>Started with door opened?</td>
</tr>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>Close the door.</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Was the load too large?</td>
</tr>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>Avoid overloading.</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Clicking sound is heard once or twice, when the START/PAUSE button is pressed to start the cycle?</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Visit to service.</td>
</tr>
<tr>
<td></td>
<td>Check if the door switch is OK.</td>
</tr>
<tr>
<td>Drain trouble</td>
<td>Is displayed?</td>
</tr>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>Clean up the filter</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Is the drain pump filter clogged with foreign material such as pins, coins, etc?</td>
</tr>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>Visit to service.</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Is the drain hose frozen kinked, or crushed?</td>
</tr>
<tr>
<td></td>
<td>NO</td>
</tr>
<tr>
<td>SYMPTOM</td>
<td>GUIDE FOR SERVICE CALL</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Suds overflow from the appliance.</td>
<td>(In this condition, wash and spin do not operate normally)</td>
</tr>
<tr>
<td></td>
<td>Is a HE (High Efficiency) detergent used?</td>
</tr>
<tr>
<td></td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td></td>
<td>Is the proper amount of detergent used as recommended?</td>
</tr>
<tr>
<td></td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td></td>
<td>Recommend to reduce the amount of detergent.</td>
</tr>
<tr>
<td></td>
<td>✤ This appliance has an automatic suds sensing function which prevent overflow.</td>
</tr>
<tr>
<td></td>
<td>✤ When excessive suds are sensed, the suds removing implementations such as drain, water input, pause will operate, without rotating the drum.</td>
</tr>
<tr>
<td>No softening effect</td>
<td>Is softener put in the correct compartment of the dispenser?</td>
</tr>
<tr>
<td></td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td></td>
<td>Is the softener cap clogged?</td>
</tr>
<tr>
<td></td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td></td>
<td>Explain proper use of softener.</td>
</tr>
<tr>
<td></td>
<td><strong>Clean the compartment for softener</strong></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Visit to service.</strong></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8-2. FAULT DIAGNOSIS AND TROUBLESHOOTING

1. Be careful of electric shock if disconnecting parts while troubleshooting.
2. First of all, check the connection of each electrical terminal with the wiring diagram.
3. If you replace the MAIN PWB ASSEMBLY, reinsert the connectors correctly.

**NO POWER**

1. Is the supplied voltage 120V AC?
   - **YES**
   - Is the voltage between the 2 FILTER ASSEMBLY connectors 120V AC?
     - **YES**
     - Is the LED(1) on?
       - **YES**
       - Are the connectors(2) on the PWB loose?
         - **YES**
         - Is wire of the DISPLAY PWB ASSEMBLY broken?
           - **YES**
           - Replace DISPLAY PWB ASSEMBLY or repair wire.
         - **NO**
         - Reconnect.
     - **NO**
     - Replace MAIN PWB ASSEMBLY.
   - **NO**
   - Check the fuse or reset the circuit breaker.

2. **NO**
   - Is the voltage between the 2 FILTER ASSEMBLY connectors 120V AC?
     - **YES**
     - Replace the FILTER ASSEMBLY (CIRC).
     - **NO**
   - Replace MAIN PWB ASSEMBLY.

3. **NO**
   - Is the voltage between the 2 FILTER ASSEMBLY connectors 120V AC?
     - **YES**
     - Replace the MAIN PWB ASSEMBLY.
Have all the transit bolts and base packing been removed? NO

Remove the transit bolts and Base packing.

Is the washer installed on a solidly constructed floor? NO

Move the washer or reinforce the floor.

YES

Check if the washer is perfectly level as follows:

Check the leveling of the washer with a Level and check that the washer is stable.

Put an unbalance part (rubber) inside of drum and start QC test mode and run in high spin (Refer to section 7-2). When the machine is spinning in high speed, verify that it is stable.

If you do not have the unbalance part, put 4.5 to 6.5 lbs (2 to 3 kg) of clothing. Once loaded, press power, Rinse+Spin and the start/pause button in sequence. When the machine is spinning in high speed, verify that it is stable.

YES

If it is not stable, adjust feet accordingly. After the washer is level, tighten the lock nuts up against of the base of the washer. All lock nuts must be tightened.
**NO WATER SUPPLY**

Is water supply shut-off?

- **NO**
  - Is the tap opened?
    - **NO**
      - Open the tap.
    - **YES**
      - When you press both WASH/RINSE button and DELAY WASH button simultaneously, is the water level frequency below 246?
        - **NO**
          - Is the inlet valve filter clogged?
            - **NO**
              - Is water supplied?
                - **NO**
                  - Are receptacles correctly connected to the terminals of the INLET VALVE ASSEMBLY?
                    - **NO**
                      - Has detergent been put in the correct compartment of the dispenser?
                        - **NO**
                          - Is the detergent caked or hardened?
                            - **YES**
                              - Clean the dispenser.
                            - **NO**
                              - Verify the voltage of the inlet valve connector is 120V AC.
                                (Refer to 7-2 QC TEST MODE)
                        - **YES**
                          - Replace the INLET VALVE ASSEMBLY.
                    - **YES**
                      - Check electrical connection. Replace the MAIN PWB ASSEMBLY.
                - **YES**
                  - Refer to [NO WATER SUPPLY](#).
            - **YES**
              - Check the wiring.
        - **YES**
          - Is resistance between each terminal of INLET VALVE ASSEMBLY 0.8-1.2kΩ?
            - **NO**
              - Verify the voltage of the inlet valve connector is 120V AC.
                (Refer to 7-2 QC TEST MODE)
            - **YES**
              - Replace the INLET VALVE ASSEMBLY.

**DETERGENT DOES NOT FLOW IN**

Is water supplied?

- **NO**
  - Refer to [NO WATER SUPPLY](#).
- **YES**
  - Are receptacles correctly connected to the terminals of the INLET VALVE ASSEMBLY?
    - **NO**
      - Put the detergent in the correct place.
        - Pre-wash
          - Main wash
          - ⬤: Detergent
    - **YES**
      - Has detergent been put in the correct compartment of the dispenser?
        - **NO**
          - Is the detergent caked or hardened?
            - **YES**
              - Clean the dispenser.
            - **NO**
              - Refer to [NO WATER SUPPLY](#).
        - **YES**
          - Check the wiring.

---

23
LIQUID DETERGENT/SOFTENER/BLEACH DOES NOT FLOW IN

Is water supplied? NO Refer to 'NO WATER SUPPLY'

Are the plugs correctly connected to the terminals of the INLET VALVE ASSEMBLY? NO Check the wiring on the dispenser.

Is liquid detergent/softener/bleach put in the correct compartment of the drawer? NO Put it in the correct compartment.

YES

Is the liquid detergent/softener/bleach cap clogged? YES Clean the Cap and Container.

ABNORMAL SOUND

Is the motor bolt loosened? YES Secure the bolt.

NO

Is there friction noise coming from the motor? YES Replace the STATOR ASSEMBLY or ROTOR ASSEMBLY.
HEATING WITHOUT WATER

When pressing SPIN SPEED and SOIL LEVEL at the same time after draining, is the water level frequency 255? NO

When pressing SPIN SPEED and SOIL LEVEL buttons at the same time while wash, is the water level frequency between 230 - 243? NO

YES

Check the voltage between two pins while pressing the POWER button. Is the voltage 120V AC? YES

Replace the SENSOR SWITCH ASSEMBLY.

Replace the MAIN PWB ASSEMBLY.

DRAIN MALFUNCTION

Is the drain hose twisted or frozen? YES

Repair the DRAIN HOSE ASSEMBLY.

NO

Is the impeller of the drain pump clogged? YES

Remove foreign material.

NO

Is the connector disconnected, disassembled? YES

Reconnect or repair the connector

NO

Is the coil of the drain pump too high or low? (resistance of coil is 10-20Ω) YES

Replace the DRAIN PUMP ASSEMBLY.

NO

When checking voltage between connectors during spin, is the voltage 120V AC as in the figure? NO

Replace the MAIN PWB ASSEMBLY.
WASH HEATER TROUBLE

When checking the voltage between connector during whites washing, is the voltage 120V AC?

- NO: Replace the MAIN PWB ASSEMBLY.
- YES: After power off, is the resistance of wire (BN-BL) connectores between 10Ω ~ 30Ω?

- NO: Replace the Heater Assembly.
- YES: After power off and the heater terminal is disconnected, is the resistance 10Ω ~ 30Ω?

HEATING CONTINUOUSLY ABOVE THE SETTING WATER TEMPERATURE

When pressing WASH/RINSE, is the displayed temperature over 10°C higher then the selected temperature?
- NO: Check if inlet hose is connected to a hot faucet; otherwise, replace MIAN PWB ASSEMBLY.
- YES: Is the resistance between ② and ③ of Connector (1) 2.5-180kΩ?

- NO: Check electrical connection. Replace THERMISTOR
- YES: When checking the THERMISTOR on the tub, is the THERMISTOR loose?

- YES: Push the THERMISTOR tightly to the rubber.
- NO: Replace the Heater Assembly.
WILL NOT CIRCULATE WATER

- Is the impeller of the drain pump clogged?
  - YES: Remove foreign material
  - NO

- Are the Hose Connector and/or Hose clogged?
  - YES: Remove foreign material
  - NO

- Is the connector disconnected, disassembled?
  - YES: Reconnect or repair the connector
  - NO

- Is the coil of the right side of drain pump open or short circited? (Coil R is 18~30Ω)
  - YES: Replace the PUMP MOTOR ASSEMBLY
  - NO

- When checking voltage between the connectors during spin, is the voltage 120 V AC, as the figure?
  - YES
  - NO: Replace the MAIN PWB ASSEMBLY
**SPIN TROUBLE**

Check during spin if the frequency of the water level is 248 or more.

**NO**

Check the SENSOR SWITCH ASSEMBLY or HOSE (Pressure).
If the problem is on the SENSOR SWITCH ASSEMBLY or the HOSE, replace the SENSOR SWITCH ASSEMBLY or the HOSE.

**YES**

Press the START/PAUSE button 2 times in QC Test mode, is the drum spinning at low speed?

**YES**

Normal

**NO**

Is it disconnected, or disassembled?
[Red: 3pin(1), NA: 4pin(2)]

**YES**

Correct the connection.

**NO**

Check the motor connector, Is the resistance of the terminal the same as the figure?

**NO**

Replace the STATOR ASSEMBLY.

**YES**

Replace the MAIN PWB ASSEMBLY.

---

**dE ERROR**

Does the spring of Latch Hook actuate?

**NO**

Replace Door Assembly.

**YES**

Is there clicking sound once or twice when the START/PAUSE button is pressed to start the cycle?

**NO**

Check the DOOR SWITCH ASSEMBLY Connector and MAIN PWB ASSEMBLY (Red 4 pin and white 4 pin connector (1)).

**YES**

Replace the DOOR SWITCH ASSEMBLY.

Is DOOR SWITCH ASSEMBLY broken?

**YES**
9. DISASSEMBLY INSTRUCTIONS

Disassemble and repair the unit only after pulling out power plug from the outlet.

CONTROL PANEL ASSEMBLY

1. Unscrew 7 screws on the Rear Frame.
2. Disassemble the Rear Frame.
3. Pull the Control panel forward.
4. Disconnect connectors.
5. Unscrew 5 screws.
6. Disassemble the controller assembly.

TOP PLATE

1. Open the Lid.
2. Unscrew 4 screws.
3. Disassemble the Lid Assembly.
4. Pull down the Dispenser by pushing hooks.
5. Put a hand into the dispenser hole and hold the top plate.
6. Push backward using an opener and lift the top plate.

※ Do first left side(1).
1. Disassemble the 5 hose clamps.
2. Release the 5 hoses.

3. Unscrew the nut at the lower part of the dispenser.

4. Unscrew the 4 screws on the holder.
5. Disassemble the 5 connectors from the valves.

Wire colr : ① WH-BK ② OR-BK
③ WH-BK ④ GY-BK
⑤ BL-BK

1. Unscrew the screw from the top plate.
2. Unplug the 2 connectors.
Unscrew the 2 screws from upper side of the cabinet cover.

Unscrew the screw from filter cover.

Put a flat (-) screwdriver into the both sides of the filter cover, and pull it out.

Unscrew the 2 screws from the lower side of the cabinet cover.
5. Open the door.

6. Disassemble the clamp assembly using a flat ( - ) screwdriver.

7. Separate the clamp assembly from cabinet cover.

8. Tilt the cabinet cover.

9. Disconnect the door switch connector.

10. Lift and separate the cabinet cover.

11. Disassemble the clamp assembly using a flat ( - ) screwdriver.

12. Disassemble the Gasket.
**DOOR**

1. Open the door.
2. Unscrew the 7 screws from the hinge cover.
3. Put a flat (-) screwdriver into the opening of the hinge, and pull out the hinge cover.
4. Unscrew the screws from the door.
5. Disassemble the door upward / downward.

*Be careful! The door is heavy.*

---

**DOOR SWITCH ASSEMBLY**

1. Open the door.
2. Disassemble the clamp assembly.
3. Unscrew the 2 screws from cabinet cover.
1. Disassemble the cabinet cover.
2. Separate the pump hose, the bellows and the circulation hose assembly from the pump assembly.
3. Disassemble the pump assembly in arrow direction.

1. Disassemble the cabinet cover.
2. Separate 2 connectors from the heater.
3. Loose the nut and pull out the heater.

⚠️ CAUTION
- When assembling the heater, insert the heater into heater clip on the bottom of the tub.
- Tighten the fastening nut so the heater is secure.
WHEN FOREIGN OBJECT IS STUCK BETWEEN DRUM AND TUB

1. Disassemble the cabinet cover.
2. Separate the heater from the tub.
3. Remove any foreign objects (wire, coin, etc.) by inserting a long bar in the opening.
1. Disassemble the back cover.
2. Loosen the bolt.
3. Pull out the Rotor.

4. Unscrew the 2 screws from the tub bracket.
5. Loosen the 6 bolts on the stator.
6. Unplug the 2 connectors from the stator.

1. Disassemble the damper hinges from the tub and base.
2. Separate the dampers.

※ NOTE
- Once removed, replace the damper pin with new one.
10. EXPLODED VIEW AND PART LIST

10-1. THE PART LIST OF CABINET ASSEMBLY
10-2. DRUM & TUB ASSEMBLY
10-3. THE EXPLODED VIEW OF DRUM & TUB ASSEMBLY