

Hisense

USER'S OPERATION MANUAL

Hisense

**Before operating this unit, please read this manual thoroughly,
and retain for future reference**

INSTRUCTIONS FOR USE

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TROUBLESHOOTING GUIDE

Depending on the model, your washing machine is equipped with various automatic safety functions. This enables faults to be detected in good time and the safety system can then react appropriately. These faults are frequently so minor that they can be resolved within a few minutes.

The washing machine will not start, no indicator lamps are on.

Check whether:

- the mains plug is inserted into the socket
- the wall socket is functioning correctly (use a table lamp or similar appliance to test it).

The washing machine will not start... and the “Start/Pause” indicator lamp flashes.

Check whether:

- the door is properly closed (child safety);
- the “**Start/Pause**” button has been pressed;
- the “Water tap closed” indication lights up. Open the water tap and press the “**Start/Pause**” button.

The appliance stops during the programme (varies depending on model)

Check whether:

- the door has been opened and the “**Start/Pause**” indicator lamp is flashing. Close the door and press the “**Start/Pause**” button again.
- Check if there is too much foam inside, machine enters kill-foam routine. The machine will run again automatically after a period.
- the washing machine’s safety system has been activated (see “Fault description table”).

Residue from detergent and additives left in the detergent drawer at end of wash.

Check whether:

- the cover grid of the softener chamber and the separator of the main wash chamber are correctly installed in the detergent dispenser and all parts are

- clean (see “Care And Maintenance”);
- sufficient water is entering. The mesh filters of the water supply could be blocked (see “Care and Maintenance”);
- the position of the separator in the main wash chamber is adapted to the use of powder or liquid detergent (see “Detergent and Additives”).

Machine vibrates during spin cycle.

Check whether:

- the washing machine is level and standing firmly on all four feet;
- the transport bolts have been removed. Before using the machine, it is imperative that the transport bolts are removed.

Final spin results are poor.

The washing machine has an imbalance detection and correction system. If individual heavy items are loaded (e.g. bathrobes), this system may reduce the spin speed automatically or even interrupt the spin completely if it detects too great an imbalance even after several spin starts, in order to protect the washing machine.

- If the laundry is still too wet at the end of the cycle, remove some articles of laundry and repeat the spin cycle.
- Excessive foam formation may prevent spinning. Use the correct amount of detergent.
- Check that the spin speed selector has not been set to “0”.

If your washing machine has a time display: the programme time initially displayed is lengthened / shortened by a period of time:

This is a normal capacity of the washing machine to adapt to factors that can have an effect on the wash programme time, e.g.:

- excess foam formation;
- load imbalance due to heavy items of laundry;
- prolonged heating time due to reduced inlet water temperature;

Because of influences like these, the time remaining in the programme run is recalculated, and updated if necessary. In addition, during the filling phase, the washing machine determines the load and if necessary adjusts the initial programme time displayed accordingly. During such update periods, an animation appears on the time display.

Hot / Cold fill fault - For Models with Dual Inlets

If you wish to connect hot and cold water supply (Fig.1):

1. Fix the red marked inlet hose to the hot water tap and to the inlet valve with the red filter on the rear side of machine.
2. Fix the other inlet hose to the cold water tap and to the inlet valve with the blue filter on the rear side of the machine.

Make sure:

- a) The connections are tightly fixed
- b) Do not invert their position (for example: cold fill into hot inlet valve and vice versa).

If you wish to connect only the cold fill follow the below instructions (Fig. 2):

1. You will need a Y-piece connector. This can be purchased from local hardware or plumbing supplier.
2. Fix the Y-piece connector to the cold fill tap.
3. Connect the two inlet valves present on the rear part of the machine to the Y-piece connector using the hoses provided.

For Models with Single Inlet

Fix the inlet hose to the cold water tap and to the inlet valve on the rear side of the machine as (Fig. 3).

Ensure that:

All connections are tightly fixed.

Do not allow children to operate, crawl on, be near or inside your washer.

Note that during the wash cycles, the surface temperature of the porthole door may increase.

Close supervision of children is necessary when the appliance is used near children.

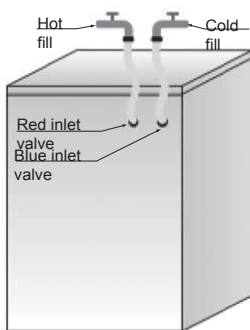


Fig.1

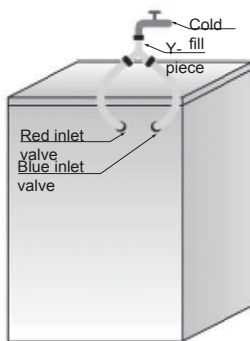


Fig.2

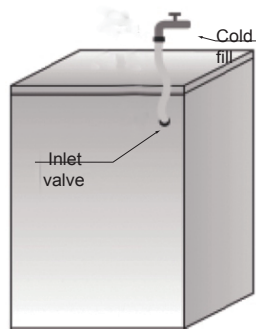


Fig.3

Fault Code List	
Displayed on Display Window	Fault Description
"F01"	Water inflow fault
"F03"	Drainage fault
"F13"	Door lock fault
"F14"	Door unlock fault
"F24"	Overflow or too much foam.
else fault code, "F04-F98"	Electronic module fault.
"Unb"	Unbalance alarm

a. "F01" displayed on screen

The machine is not fed with water or insufficient water. Check:

- Faucet is fully open and has enough water pressure.
- Water inlet pipe is knotted or not.
- Filtering net of water inlet pipe is blocked or not (refer to maintenance and repair).
- Water pipe is frozen or not.

Press "Start/Pause" key after fault is removed.

If fault occurs again, please contact with after-sale service (refer to after-sale service.).

b. "F03" displayed on screen

The washer is not emptied. The washer stops the program being executed. Shut down the machine and disconnect power supply. Check:

- Drain pipe is knotted or not.
- Filter in drain pump is blocked or not (refer to the cleaning of filter in drain pump)

IMPORTANT: Ensure that the water has cooled before draining the appliance.

- the drain hose is frozen up.

Plug in the appliance again.

Select and start the "Spin" programme or push the "Start/Pause" button for at least 3 seconds and restart the desired programme.

If the fault occurs again, please contact After-Sales Service (see "After-Sales Service").

C. Fault code

The washer stops when the program is running. The display window shows fault code “F13”, “F14”, “F24”, else fault codes from “F04” to “F98” or “Unb”.

If fault code “F13” is shown

Door lock is abnormal. Start program for 20 sec and unlock the washer door (PTC) to check whether the door is closed.

Open or close it again.

After fault is removed, press “Start/Pause” key. If fault occurs again, disconnect power supply and contact with after-sale service.

If fault code “F14” is shown

Door open fault.

Action: Press “Start/Pause” button. The washing machine will try to open the door.

The alarm will not be removed until the door is unlocked. Or, turn the nub to Off for 3 seconds to turn off the machine. Choose the desired programme to start the machine. The alarm will be removed.

If fault code “F24” is shown

Water level reaches overflow level.

Remove it by pressing “Start/Pause” key and feed water.

Select and start required program. If fault occurs again, disconnect power supply and contact with after-sale service.

If else fault code “F04” to “F98” is shown

Electronic module fails.

Turn the nub to Off for 3 seconds to turn off the machine.

After fault is removed, press “Start/Pause” key. If fault occurs again, disconnect power supply and contact with after-sale service.

If fault code “Unb” is shown

Unbalance alarm shall be solved by the following methods

1. Laundry winding

Turn the knob to “off” for 3 seconds for shutdown, open the door, shake the clothes and put them back into the washing machine, then select the single dewatering program to dry again.

2. Too light-weighted laundry

Turn the knob to “off” for 3 seconds for shutdown, open the door, put in one or two towels, and then select the single dewatering program to dry again.

Before contacting After-Sales Service:

- 1 Try to remedy the problem yourself (see “Troubleshooting Guide”).
- 2 Restart the programme to check whether the problem has solved itself.
- 3 If the washing machine continues to function incorrectly, call After-Sales Service.

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