














# TROUBLESHOOTING


## Checking error messages

If the following message appears on the display, check the following and take the appropriate corrective action.

Message	Possible Causes	Solutions
	<ul style="list-style-type: none"> <li>Item of clothing has gathered on one side of the tub.</li> <li>There are not enough items in the machine.</li> <li>Have your items gathered in one area, or is the load too small?</li> <li>Did you wash a stuffed animal, a mat, or knitwear?</li> <li>Did you wash two different blankets together?</li> </ul>	<ul style="list-style-type: none"> <li>Rearrange items to help balance the load.</li> <li>Stuffed animals or mats can become unbalanced during spinning and the washing machine may fail to drain. Rearrange the knitwear to help balance the load and drain it again.</li> <li>Put one blanket in at a time.</li> </ul>
	<ul style="list-style-type: none"> <li>Water is not supplied or the water pressure is low</li> <li>Is the faucet turned off?</li> <li>Is the water supply stopped or the faucet frozen?</li> <li>Is the water pressure low or is an inlet filter clogged?</li> <li>Is the water line properly connected with the cold water inlet?</li> <li>Is the water line pinched or bent?</li> </ul>	<ul style="list-style-type: none"> <li>Turn on the faucets.</li> <li>If a faucet is frozen, thaw it with warm water.</li> <li>If the inlet filter is clogged, clean it. (see page 38)</li> <li>Connect the water line properly with the cold water inlet. (see page 16)</li> <li>Check that the water lines are not pinched or bent. Take extra care that water lines are not twisted or pinched by other objects.</li> </ul>
 	<ul style="list-style-type: none"> <li>The tub does not rotate</li> <li>Is the door secured?</li> </ul>	<ul style="list-style-type: none"> <li>Close and secure the door. If the message keeps appearing, unplug the power and contact your nearest LG service center.</li> </ul>
	<ul style="list-style-type: none"> <li>The washing machine drains slowly or not at all</li> <li>Is the drain hose installed over 3 1/4 feet (1 m) beyond the end of the elbow bracket?</li> <li>Is the drain hose pinched or clogged inside?</li> <li>Is the drain hose frozen?</li> <li>Is the drain hose clogged with foreign objects?</li> </ul>	<ul style="list-style-type: none"> <li>Lower the drain hose within 3 feet below the end of the elbow bracket.</li> <li>Place the drain hose on a smooth surface to prevent bending.</li> <li>If the drain hoses are frozen, thaw them in warm water.</li> <li>Open the drain pump plug cap and remove the dirt.</li> </ul>
	A power failure has occurred.	<ul style="list-style-type: none"> <li>Press  to turn off the washing machine and press it again to turn it on.</li> </ul>
	Control Error.	<ul style="list-style-type: none"> <li>Unplug the power cord and contact your nearest LG service center.</li> </ul>
	<ul style="list-style-type: none"> <li>The water supply does not stop</li> <li>Do the water supply and the drain keep repeating in turn?</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the power cord and contact your nearest LG service center</li> </ul>
	<ul style="list-style-type: none"> <li>The water level is not controlled</li> <li>Is the water level too low or high compared with the size of the load?</li> </ul>	<ul style="list-style-type: none"> <li>The water level sensor is not working correctly.</li> <li>Unplug the power cord and contact your nearest LG service center.</li> </ul>
	<ul style="list-style-type: none"> <li>The tub does not rotate</li> <li>Is the washing machine overloaded?</li> </ul>	<ul style="list-style-type: none"> <li>Rearrange the load size and restart the washing machine.</li> <li>If the load size is big, the tub may not rotate due to an overheated motor. Allow the washing machine to stand for a while and restart the cycle. Unplug the power cord and contact your nearest LG service center if the same error message appears.</li> </ul>
	<ul style="list-style-type: none"> <li>Time to run the Tub Clean cycle.</li> </ul>	<ul style="list-style-type: none"> <li>Empty the tub, insert bleach into the detergent dispenser and select the Tub Clean cycle.</li> <li>To skip the Tub Clean cycle, turn the cycle selector knob or push option buttons to select desired cycle. The reminder message reappears for a few wash cycles then disappears until the next scheduled tub clean cycle.</li> </ul>
	<ul style="list-style-type: none"> <li>If the washing machine detects too many suds, it displays this error code and adds a Suds Reducing cycle. This adds about two hours to the cycle time. If too many suds are detected during spinning, the washing machine stops to help prevent leaking.</li> </ul>	<ul style="list-style-type: none"> <li>Do not add more than the manufacturer's recommended amount of detergent.</li> </ul>

## Before calling for service

Check the following before calling for service.

Problem	Possible Causes	Solutions
Clicking sound	<ul style="list-style-type: none"> <li>Do you hear a sound when you close or lock and unlock the door?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal and occurs when the door is closed, locked or unlocked.</li> </ul>
Spraying or hissing sound	<ul style="list-style-type: none"> <li>Is water spraying in the tub?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal as water is spraying or circulating during the cycle.</li> </ul>
Buzzing or gushing sound	<ul style="list-style-type: none"> <li>Is the washing machine draining water?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal as the drain pump drains water from the washing machine after the cycle.</li> </ul>
Splashing sound	<ul style="list-style-type: none"> <li>Is the washing machine washing a load of laundry?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal as the load is moving up and down during the wash and rinse cycles.</li> </ul>
Rattling and clanking noise	<ul style="list-style-type: none"> <li>Are there any foreign objects such as keys, coins, or safety pins in the tub or drain filter?</li> </ul>	<ul style="list-style-type: none"> <li>Check if there are any foreign objects in the tub and drain the filter after stopping the cycle.</li> <li>Unplug the power cord and contact your nearest LG service center if the noise persists.</li> </ul>
Thumping sound	<ul style="list-style-type: none"> <li>Is the washing machine overloaded?</li> <li>Is the load out of balance?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal and occurs when the load is out of balance. Stop the cycle and rearrange the load for balancing.</li> </ul>
Vibrating noise	<ul style="list-style-type: none"> <li>Are the shipping bolts removed?</li> <li>Is the load evenly distributed in the tub?</li> <li>Is the washing machine level balanced?</li> <li>Is the washing machine installed on a solid and smooth surface?</li> </ul>	<ul style="list-style-type: none"> <li>See page 15, <b>Unpacking and removing shipping bolts</b> to remove the shipping bolts.</li> <li>Stop the cycle and rearrange the load for balancing.</li> <li>See page 18, <b>Leveling the washing machine</b> to level the washing machine.</li> <li>Check if the floor is solid and level.</li> </ul>
Water leaking around washer	<ul style="list-style-type: none"> <li>Does water leak from a faucet or a water line?</li> <li>Is a drain pipe or a drain hose clogged?</li> </ul>	<ul style="list-style-type: none"> <li>Check the faucets or water lines. - If the water lines are loosely connected, see page 16, <b>Connecting water lines</b> to connect them properly.</li> <li>Unclog the drain pipe or drain hose. Contact a plumber if necessary.</li> </ul>
Excessive suds or failure to rinse	<ul style="list-style-type: none"> <li>Did you use more than the recommended amount of detergent?</li> <li>Is the soil level higher than the size of the load?</li> </ul>	<ul style="list-style-type: none"> <li>Use the recommended amount of detergent for load.</li> <li>If the contamination level is low, reduce the detergent quantity to less than the recommended level.</li> </ul> <p> Only use detergent with the HE (High-Efficiency) logo.</p>
Staining	<ul style="list-style-type: none"> <li>Did you add detergent directly to the tub?</li> <li>Did you remove the load immediately after it finished?</li> <li>Did you sort and wash the clothes by color or soil?</li> </ul>	<ul style="list-style-type: none"> <li>Make sure to load detergent into the detergent dispenser.</li> <li>Remove the load immediately after it finishes.</li> <li>Sort and separate dark colors from light or white ones, and heavily soiled items from lightly soiled ones. See page 21, <b>Sorting laundry</b> for details</li> </ul>

Problem	Possible Causes	Solutions
Wrinkling	<ul style="list-style-type: none"> <li>• Did you remove the load immediately after it finished?</li> <li>• Did you overload the tub?</li> <li>• Did you reverse the hot and cold water inlets?</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the load immediately after it finishes.</li> <li>• Do not overload the tub.</li> <li>• Hot water rinse can cause garments to wrinkle. Check the inlet hose connections.</li> </ul>
Power is not turned on	<ul style="list-style-type: none"> <li>• Is the power cord plugged in properly?</li> <li>• Has a house fuse blown, a circuit breaker tripped, or a power outage occurred?</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the plug is secured in a grounded 3-prong, 120 V (60 Hz) outlet.</li> <li>• Reset the circuit breaker or replace the fuse. Do not increase the fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.</li> </ul>
The door does not open when the cycle pauses or finishes	<ul style="list-style-type: none"> <li>• Is the temperature in the tub too high?</li> <li>• Is the water level in washer high?</li> </ul>	<ul style="list-style-type: none"> <li>• The washing machine has a safety lock built into the door to prevent burning. Leave the door closed and wait until the door lock icon disappears from the display.</li> <li>• Allow the washer to complete the programmed cycle, or Press the Spin button.</li> </ul>
The wash cycle time is longer than usual	<ul style="list-style-type: none"> <li>• Is the washing machine overloaded? Are other options added to the wash cycle?</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. The washing machine automatically adjusts the cycle time for the amount of laundry, water pressure, water temperature, and other operating conditions.</li> </ul>
It is musty or moldy in the tub	<ul style="list-style-type: none"> <li>• Has the incorrect detergent been used?</li> <li>• Did you clean the tub periodically?</li> </ul>	<ul style="list-style-type: none"> <li>• Use only HE (High-Efficiency) detergent recommended for a front-loading washing machine.</li> <li>• See page 36, clean the inside and outside of the washing machine periodically.</li> </ul>
Banging noise when washer is filling with water (Water Hammer)	<ul style="list-style-type: none"> <li>• Plumbing in the home moves or flexes when the water valves in the washer shut off.</li> <li>• Household water supply pressure is very high.</li> </ul>	<ul style="list-style-type: none"> <li>• Water hammer is not caused by a defect in the washer. Install water hammer arrestors (purchased separately at hardware or home improvement store) between the fill hose and the washer for best results.</li> <li>• Adjust household water supply regulator to a lower pressure or contact a plumber to have a regulator installed.</li> </ul>

## SPECIFICATIONS

Model WM9000H*A	
Description	Front-Loading Washer
Electrical requirements	120 VAC @ 60 Hz.
Max. water pressure	20 and 120 psi (138 - 827 kPa)
Dimensions	73.7cm(W) X 85.6cm(D) X 104.5(H), 142cm (D with door open) 29" (W) X 33 3/4" (D) X 41 1/4" (H), 55 15/16" (D with door open)
Net weight	227lb (103kg)
Max. spin speed	1,300RPM