

# TROUBLESHOOTING

## FAQS: FREQUENTLY ASKED QUESTIONS

**Q: Can the pedestal washer and the front-loading washer be run at the same time?**

**A:** Yes. The pedestal washer is designed to operate simultaneously under LG manufactured front-loading washers produced after 2009. It is not designed for operation under LG toploading washers, LG dryers, non-LG manufactured appliances, or as a standalone unit. For more information regarding compatibility, visit the LG website at [www.lg.com/us/twinwash](http://www.lg.com/us/twinwash).

**Q: How much clothing can be loaded in the pedestal washer?**

**A:** The tub is designed to hold a maximum of 4 lb. (One thick bath towel weighs about one pound when dry.) Do not overload the washer tub. The clothing should fit loosely into the tub and the lid should close easily.

**Q: How much detergent, softener, or bleach should be used per load?  
How/when is it added to the machine?**

**A: Detergent:**

- The pedestal washer requires very little detergent. Most normal loads only require 1 tsp (5 g) of HE detergent. Use a maximum of 2 tsp (10 g) of HE detergent. Do not use a full detergent pod.
- Pour the detergent in the measuring device/dispenser provided with the machine. Place the dispenser in the tub with the clothing before beginning the cycle.
- If the dispenser is missing, place the 1–2 tsp. (5–10 g) detergent directly into the tub.
- For more information, see **Detergent and Dispenser Use**.

**Fabric Softener:**

- Use  $\frac{1}{4}$  the amount recommended by the manufacturer for a normal load. Use the dispenser provided with the machine. For instructions, see **Using Fabric Softener**.

**Bleach:**

- Do not use liquid or powdered bleach to launder items in the pedestal washer. To safely and effectively launder items using bleach, use the bleach dispenser in the front-loading washer.

**Q: Can I slide the drawer out while the cycle is running?**

**A:** No. The drawer locks for safety during operation. Pause the cycle to open the drawer.

**Q: What if I want to add an item after I've started the cycle?**

**A:** Press the Start/Pause button to pause the cycle. After the drawer unlocks, add the item and press Start/Pause to restart the cycle. Wash performance may be affected if the item is added after the first few minutes.

**Q: How do I dry out the tub after the cycle is finished?  
How do I keep the tub free from mildew and odors?**

**A:** For best care, wipe the lid and tub dry with a soft cloth or towel after use. Leave the drawer and the lid open to allow maximum air circulation after use. Run the Tub Clean cycle once a month or more frequently as needed. TCL is displayed after every 30 cycles as a reminder.

## NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while the washer is operating. They are normal.

### CLICKING:

Lid lock relay when the lid locks and unlocks.

### SPRAYING OR HISSING:

Water spraying or circulating during the cycle.

### HUMMING OR GURGLING:

Drain pump is pumping water from the washer at times during a cycle.

### WATER SLOSHING SOUND:

A liquid in the balance ring around the wash basket helps the basket spin smoothly.

### SOUND OF WATER BEING ADDED AFTER THE WASHER HAS ALREADY BEEN IN OPERATION

- The washer adapts to the load size and type to add more water to the cycle as needed.
- The wash load may be unbalanced. If the washer senses that the load is unbalanced, it will stop and refill to redistribute the load.
- The washer may be diluting laundry additives to add to the wash load.

## BEFORE CALLING FOR SERVICE

Your washing machine is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your washer does not function properly or does not function at all, check the following before you call for service:

Problem	Possible Cause	Solutions
Rattling and clanking noise	Foreign objects, such as keys, coins, or safety pins may be in tub.	Stop washer, check tub for foreign objects. If noise continues after washer is restarted, call for service.
Thumping sound	Heavy wash loads may produce a thumping sound. Wash load may be out of balance.	This is normal. If sound continues, washer is probably out of balance. Stop and redistribute wash load. Pause the cycle and redistribute the load after the lid unlocks.
Vibrating noise	Packaging materials were not removed. Wash load may be unevenly distributed in the tub. Not all leveling feet are resting firmly and evenly on the floor. Floor not rigid enough.	See the Unpacking and Removing Shipping Material section in the installation requirements section. Pause the cycle and redistribute the load after the lid unlocks. See Leveling the Washer in the Installation Instructions section. Make sure that the floor is solid and does not flex. See Flooring in the Installation Requirements section.
Water leaking	Inlet hose connection is loose at faucet, washer, or Y-connector.  House drain pipes are clogged.  Drain hose has come out of drain connector or is not inserted far enough.  Load is too large for the tub.	Check hoses and Y-connectors for leaks, cracks and splits.  Check and tighten hose connections.  The washer pumps out water very rapidly. Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber to repair drain pipe.  Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 1-2 inches past the flange.  Reduce the load or use the full-size washing machine. Use the BULKY/BEDDING cycle on the front-loading washer for large or bulky items.  Stop the washer and check the load. Make sure the load fits loosely in the tub and the lid closes easily.

## BEFORE CALLING FOR SERVICE (continued)

Problem	Possible Cause	Solutions
Wrinkling	Washer not unloaded promptly.  Washer overloaded.  Hot and cold water inlet hoses are reversed.	Always remove items from the washer as soon as the cycle is complete.  The washer can be fully loaded, but the tub should not be tightly packed with items. The lid of the washer should close easily.  Hot water rinse can set wrinkles in garments. Check the inlet hose connections.
Excessive sudsing	Too much detergent or incorrect detergent.	HE detergents are formulated specifically for High-Efficiency washers and contain suds-reducing agents. Only use detergent with the High-Efficiency (HE) logo. For detergent quantities refer to the How to Use section. If sudsing or detergent residue continue to be an issue, add an Extra Rinse.
Staining	Bleach or softener was added directly to the wash load in the tub. Washer was not unloaded promptly. Clothes were not properly sorted.	Always remove items from the washer as soon as possible after the cycle is complete.  Always wash dark colors separately from light colors and whites to prevent discoloration.  Never wash heavily soiled items washed with lightly soiled items.
Washer will not turn ON	Power cord is not properly plugged in. House fuse is blown, circuit breaker has tripped, or power outage has occurred.	Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60-Hz outlet.  Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.
	<b>NOTE:</b> If the washer stopped during a cycle due to a loss of power, the washer will resume the cycle where it stopped when the power is restored.	
Wash cycle time is longer than usual	The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions.	This is normal. The washer adjusts cycle time automatically to provide optimal results for the selected cycle. The time remaining shown in the display is only an estimate. Actual time may vary.
Musty or mildewy odor in washer	Incorrect or too much detergent has been used.  Inside of tub was not cleaned properly.	Use only High-Efficiency (HE) detergent in accordance with the manufacturer's instructions. This machine requires very little detergent. 1-2 teaspoons is sufficient to wash a full load.  Run the Tub clean cycle regularly.
Water leaks	Oversudsing of detergent.	Oversudsing may create leaks, and may be caused by the type and amount of detergent used. High-Efficiency detergent is the only detergent recommended. Always reduce the amount of detergent if the load is small or lightly soiled, or if your water is very soft. Never use more than the maximum amount shown in the dispenser provided.

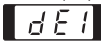
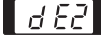
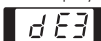
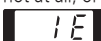
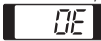
## BEFORE CALLING FOR SERVICE (continued)

Problem	Possible Cause	Solutions
Washer will not operate	<p>Control panel has powered off due to inactivity.</p> <p>Washer is unplugged.</p> <p>Water supply is turned off.</p> <p>Controls are not set properly.</p> <p>Lid or drawer is open</p> <p>Circuit breaker/fuse is tripped/blown.</p> <p>Control needs to be reset.</p> <p>START/PAUSE was not pressed after a cycle was set.</p> <p>Extremely low water pressure.</p> <p>Washer is too cold.</p>	<p>This is normal. Press the POWER button to turn the washer on.</p> <p>Make sure cord is plugged securely into a working outlet.</p> <p>Turn both hot and cold faucets fully on.</p> <p>Make sure the cycle was set correctly, close the lid and press the START/PAUSE button.</p> <p>The washer will not operate if the lid is open. Close the lid and drawer make sure that nothing is caught under the lid preventing it from closing completely.</p> <p>Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit. The washer will resume the cycle where it stopped once power is restored.</p> <p>Press the POWER button, then re-select the desired cycle and press the START/PAUSE button.</p> <p>Press the POWER button then re-select the desired cycle and press the START/PAUSE button. The washer will shut off if the START/PAUSE button is not pressed within 4 minutes.</p> <p>Check another faucet in the house to make sure that household water pressure is adequate.</p> <p>If the washer has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the POWER button. Otherwise, the display will not come on.</p>
Washer not filling properly	<p>Filter clogged.</p> <p>Inlet hoses may be kinked.</p> <p>Energy efficiency.</p> <p>Insufficient water supply.</p> <p>lid and drawer are open.</p> <p>Hot and cold inlet hoses are reversed.</p> <p>Water level is too low.</p>	<p>Make sure the inlet filters on the fill valves are not clogged. Refer to the filter cleaning instructions.</p> <p>Check that inlet hoses are not kinked or clogged.</p> <p>This is a High Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washers.</p> <p>Make sure that both hot and cold water faucets are turned on all the way.</p> <p>The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.</p> <p>Check inlet hose connections. Make sure the hot water supply is connected to the hot inlet valve, and the cold water supply is connected to the cold inlet valve.</p> <p>This is a high efficiency washer. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.</p>

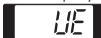
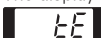
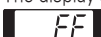
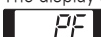
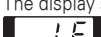
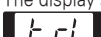
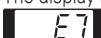
**BEFORE CALLING FOR SERVICE (continued)**

Problem	Possible Cause	Solutions
Washer will not drain water	Kinked drain hose. Drain located higher than 96 in. (243.84 cm). above the floor.	Ensure that the drain hose is not kinked. Make sure that the drain hose is no higher than 8 ft. above the bottom of the washer and is no more than 5 ft. away from the washer.
Poor stain removal	Heavily soiled load.  Previously set stains.	The pedestal washer is designed to gently and effectively care for lightly soiled loads. Heavier soils and tougher stains may require the extra cleaning power of the Soak or Stain Care features on the front-loading washer. Articles that have previously been washed may have stains that have been set. These stains may be difficult to remove and may require hand washing or pre-treating to aid in stain removal.
Water leaks every load	Hoses not installed correctly.  Hybrid dryer drain hose not installed properly.	Check all fill and drain hose connections to ensure that they are tight and secure.  Do not insert hybrid dryer hose into Y-connector further than 3/4 in. See Connecting the Drain Hose.  Check clamps and tie straps to ensure they are secure. Install clamps and tie straps if missing. See Connecting the Drain Hose.

## ERROR CODES

Problem	Possible Cause	Solutions
The display shows:  	Drawer is not closed properly	Close the drawer and press START/PAUSE button to start the cycle.  If the drawer is closed and the drawer lock error message is displayed, call for service
The display shows: 	Lid is not closed properly	Open the drawer and make sure the latch area is free of clothing or other obstructions.  Close the lid, shut the drawer, and press START/PAUSE to start the cycle.  If the lid is closed and the lid error message is displayed, call for service
Washer fills with water slowly or not at all, or the display shows: 	Water supply faucets are not fully open.  Water line hoses are kinked, pinched, or crushed.  Water inlet filters are clogged.  Water supply pressure to faucet or house is too low.  Water supply connected with leak-limiting hoses.	Make sure that the water faucets are fully open.  Make sure that the hoses are not kinked or pinched. Be careful when moving the washer during cleaning and maintenance.  Clean the inlet filters. See Maintenance in the Care and Cleaning section.  Check another faucet in the house to make sure that household water pressure is adequate and flow is not restricted. Disconnect the inlet hose from the washer and run a few gallons of water through the hose to flush the water supply lines. If flow is too low, contact a plumber to have the water lines repaired.  Hoses designed to limit leaks can trip falsely and prevent the washer from filling. The use of leak limiting hoses is not recommended.
Washer will not turn on	Power cord is not properly plugged in.  House fuse is blown, circuit breaker has tripped, or power outage has occurred.	Make sure that the plug is plugged seruely into a grounded, 3-prong, 120-VAC, 60-Hz. outlet.  Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.
Water in the washer drains slowly or not at all, or the display shows: 	Drain hose is kinked, pinched, or clogged  Drain discharge is more than 53 " (134.6 cm) above bottom of washer.	Make sure the drain hose is free of clogs, kinks, etc., and is not pinched behind or under the washer.  Adjust or repair drain. Maximum drain height is 53 " (134.6 cm).
Washer chimes repeatedly before final rinse	This is not an error. This is an alert to allow the addition of liquid fabric softener before the final rinse..	See Using Fabric Softener, page 16, for instructions on adding liquid fabric softener to the load.  To disable or enable the fabric softener alert, press and hold Warm Water and Extra Rinse at the same time for three seconds.

## ERROR CODES (continued)

Problem	Possible Cause	Solutions
The display shows: 	If the rebalancing operation (see above) is not successful, this error will be displayed.  The load is too small.  Heavy articles are mixed with lighter items.  The load is out of balance.	The automatic attempt to rebalance the load was not successful. The cycle has been paused to allow the load to be manually adjusted.  Small loads may need additional items to be added to allow the washer to balance the loads.  The load may have heavy items loaded with lighter items. Always try to wash articles of somewhat similar weight to allow the washer to evenly distribute the weight of the load for spinning.  Manually redistribute the load if articles have become tangled preventing the automatic distribution from working properly.
The display shows: 	Control error.	Unplug the power cord and contact your nearest LG service center.
The display shows : 	Water level is too high due to a faulty water valve.	Close the water faucets, unplug the washer, and call for service.
The display shows: 	The water level sensor is not working correctly.	Close the water faucets, unplug the washer, and call for service.
The display shows: 	A motor error has occurred.	Allow the washer to stand for 30 minutes and then restart the cycle. If the LE error code persists, call for service.
The display shows: 	It is time to run the Tub Clean cycle.	Empty the tub, add a diluted solution of 1/4 cup bleach to 1 qt. water to the tub, and select the Tub Clean cycle.  To skip the Tub Clean cycle when alerted, press the cycle selector buttons. The message continues to appear for a few more wash cycles and then disappears until the next scheduled tub clean.
The display shows: 	Pedestal washer is being operated without a full-size washer.  Stacking switch is not working properly.	The pedestal washer will not operate as a standalone unit. It must be stacked under a full-size LG appliance.  The stacking switch will not operate properly if the unit is stacked under a non-LG appliance, or an LG appliance manufactured before 2009.