

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"> Item of clothing has gathered on one side of the tub. There are not enough items in the machine. Have your items gathered in one area, or is the load too small? Did you wash a stuffed animal, a mat, or knitwear? Did you wash two different blankets together? 	<ul style="list-style-type: none"> Rearrange items to help balance the load. 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. Put one blanket in at a time.
	<ul style="list-style-type: none"> Water is not supplied or the water pressure is low Is the faucet turned off? Is the water supply stopped or the faucet frozen? Is the water pressure low or is an inlet filter clogged? Is the water line properly connected with the cold water inlet? Is the water line pinched or bent? 	<ul style="list-style-type: none"> Turn on the faucets. If a faucet is frozen, thaw it with warm water. If the inlet filter is clogged, clean it. (see page 38) Connect the water line properly with the cold water inlet. (see page 16) Check that the water lines are not pinched or bent. Take extra care that water lines are not twisted or pinched by other objects.
 	<ul style="list-style-type: none"> The tub does not rotate Is the door secured? 	<ul style="list-style-type: none"> Close and secure the door. If the message keeps appearing, unplug the power and contact your nearest LG service center.
	<ul style="list-style-type: none"> The washing machine drains slowly or not at all Is the drain hose installed over 3 1/4 feet (1 m) beyond the end of the elbow bracket? Is the drain hose pinched or clogged inside? Is the drain hose frozen? Is the drain hose clogged with foreign objects? 	<ul style="list-style-type: none"> Lower the drain hose within 3 feet below the end of the elbow bracket. Place the drain hose on a smooth surface to prevent bending. If the drain hoses are frozen, thaw them in warm water. Open the drain pump plug cap and remove the dirt.
	A power failure has occurred.	<ul style="list-style-type: none"> Press  to turn off the washing machine and press it again to turn it on.
	Control Error.	<ul style="list-style-type: none"> Unplug the power cord and contact your nearest LG service center.
	<ul style="list-style-type: none"> The water supply does not stop Do the water supply and the drain keep repeating in turn? 	<ul style="list-style-type: none"> Unplug the power cord and contact your nearest LG service center
	<ul style="list-style-type: none"> The water level is not controlled Is the water level too low or high compared with the size of the load? 	<ul style="list-style-type: none"> The water level sensor is not working correctly. Unplug the power cord and contact your nearest LG service center.
	<ul style="list-style-type: none"> The tub does not rotate Is the washing machine overloaded? 	<ul style="list-style-type: none"> Rearrange the load size and restart the washing machine. 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.
	<ul style="list-style-type: none"> Time to run the Tub Clean cycle. 	<ul style="list-style-type: none"> Empty the tub, insert bleach into the detergent dispenser and select the Tub Clean cycle. 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.
	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Do not add more than the manufacturer's recommended amount of detergent.

Before calling for service

Check the following before calling for service.

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