





TROUBLESHOOTING

The washing machine may sometimes not work properly for certain reasons. Before calling the After-sales service, it is recommended to check to see if the problem can be easily resolved using the following list.

Anomalies:	Possible causes / Solution:
The washing machine does not turn on.	<ul style="list-style-type: none"> The plug is not inserted into the electrical outlet, or not enough to make contact. There has been a power failure. The door is not fully closed.
The wash cycle does not start.	<ul style="list-style-type: none"> The "ON/OFF"  button has not been pressed. The "Start/Pause"  button has not been pressed. The water tap is not open. A "Start Delay"  has been set.
The washing machine does not fill with water (the message "h2o" is shown on the display). "Beep" sound every 5 seconds.	<ul style="list-style-type: none"> The water intake hose is not connected to the tap. The hose is bent. The water tap is not open. The mains water supply has been shut off. There is not enough pressure.
The washing machine loads and drains water continuously.	<ul style="list-style-type: none"> The "Start/Pause"  button has not been pressed. The drain hose has not been installed at 65 to 100 cm from the ground. The end of the drain hose is immersed in water. The drain connector on the wall does not have an air vent. If the problem persists after having performed these checks, close the water tap, shut off the washing machine, and call the After-sales service. If the dwelling is located on one of the uppermost floors of a building, a siphon effect can sometimes occur, thus causing the washing machine to load and drain water continuously. Special anti-siphon valves are available on the market to prevent these types of problems.
The washing machine does not drain or does not spin.	<ul style="list-style-type: none"> The programme does not include the draining function: with certain programmes it must be activated manually. The drain hose is bent. The drain line is obstructed.
The washing machine vibrates excessively during the spin cycle.	<ul style="list-style-type: none"> At the time of installation, the drum was not properly unblocked. The washing machine is not level. The washing machine is squeezed between furniture and the wall.
The washing machine leaks water.	<ul style="list-style-type: none"> The water intake hose has not been tightened properly. The detergent dispenser is clogged. The drain hose has not been properly fastened.
The machine is locked and the display flashes, indicating an error code (e.g. F-01, F-..).	<ul style="list-style-type: none"> Shut off the machine, disconnect the plug from the outlet, and wait about 1 minute before turning it back on. If the problem persists, call the After-sales service.
Too much foam is formed.	<ul style="list-style-type: none"> The detergent is not compatible with the washing machine (it must bear the wording "for washing machines", "for hand washing and washing machines", or something similar). The dosage was excessive.
Door is locked, with or without failure indication, and the programme does not run.	<ul style="list-style-type: none"> Door is locked in case of power breakdown. Programme will continue automatically as soon as the mains is available again. Washing machine is in a standstill. Programme will continue automatically after the origin of the standstill does not persist anymore.

Regulatory documentation, standard documentation, ordering spare parts and other product information can be found:

- By visiting our website docs.whirlpool.eu and parts-selfservice.whirlpool.com

- Using QR code

- Alternatively, **contact our After-sales Service** (See phone number in the warranty booklet). When contacting our After-sales Service, please state the codes provided on your product's identification plate.

For User's Repair & Maintenance Information visit www.whirlpool.eu

The model information can be retrieved using the QR-Code reported in the energy label. The label also includes the model identifier that can be used to consult the portal of the registry at <https://eprel.ec.europa.eu>



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