

# ERROR CODES AND EXPLANATIONS

Error Code	Unit Action Description	Possible Causes	Explanation
E1 Water is not supplied: When water in the tub didn't achieve the specified level in 30min, PCB will display "E1". Remind the timeout. Some machine is 30min or more than 30min	There is no water or water is very small	The water tap did not open	Check the tap have opened or not
		Water pressure is small, into the water is very small	Check the water pressure is smaller than usual or not
		water inlet valve is blocked, water inflow is very small	When the water pressure normal, water inflow is small or not
		Loose fill valve connected to the power cord	Reconnect the power cord to check whether can return to normal
		Loose PCB connected to the power cord	Reconnect the power cord to check whether can return to normal
		water inlet valve damage does not work	Replace the inlet valve check whether the function is OK
	Can't stop the water	PCB failure	Replace the PCB check whether the function is OK
		Water level sensor pressure pipe is loose, or water in the pipe	Check the water level sensor pressure pipe is loose or leak
		Water level sensor failure	Replace the Water level sensor check whether the function is OK
	E3 Alarm for Lid open: When the washing machine in the "spin" program, safety switch is not closed, cause the machine alarm.	Cover is opened	Cover is opened
Cover is closed		Safety switch contact undesirable	close the lid, Check safety switch contact undesirable or not
		Safety switch and power cable loose	Reconnect the power cord to check whether can return to normal
		PCB failure	Replace the PCB check whether the function is OK
E4 Alarm for unbalance:  Over tub hit the safety switch or cabinet seriously, the machine can't spin smoothly.	Machine is unbalanced	Washing machine leg is unbalanced	Check whether the machine is unbalance or rock
		clothes is unbalanced	Check whether the clothes is placed evenly
		The suspension failure	machine is balanced, but it still shaking seriously
		Safety switch beam deformation	Safety switch beam deformation

Error Code	Unit Action Description	Possible Causes	Explanation	
E2 Alarm for not draining: When water in the tub didn't drain out absolutely in 10min, PCB will display "E2" .Remind the timeout. Some machine is 15min or more than 15min	the water in the tub didn't drain out absolutely	drain-pipe is hung too high	Drain pipe is not installed correctly	
		Drain valve is blocked	Check whether there are foreign bodies blocked drain in drain valve	
		Drain valve is not fully open	Bad fit with retractor and drain valve	
		inner drain-pipe is blocked	Check that whether the drain pipe have obvious bending	
		drain-pipe is blocked	Check that whether the inner drain pipe have obvious bending	
		Drain pump filter is blocked	Remove drainage pump filter to check if there is any foreign body blocked drain pump	
		Retractor is not open	Tractor has sound but can't open the drain valve	The retractor is not running, check whether the circuit is normal
			Replace the PCB check whether the function is OK	
			Replace the retractor check whether the function is OK	
		Drain pump can't drain	drain pump has sound but can't drain normally	The drain pump is not running, check whether the circuit is normal
	Replace the drain pump check whether the function is OK			
	Replace the PCB check whether the function is OK			
	PCB failure		Replace the PCB check whether the function is OK	
	the water in the tub is drain out absolutely	Water level sensor failure	Replace the water level sensor check whether the function is OK	
PCB failure		Replace the PCB check whether the function is OK		