

# Troubleshooting

Error Digital Display Information	Error Reason	How to fix
E1 – Water Inlet Fault	<ul style="list-style-type: none"> <li>● Incoming water has taken over 20 minutes to reach water level.</li> <li>● The Inlet Valve is blocked or obstructed.</li> <li>● The Water supply is cut off or the stopcock is open.</li> </ul>	<ul style="list-style-type: none"> <li>● Check the reason for low water pressure, open and close the cover 1 time to restart operation.</li> <li>● Remove the blockage from the inlet valve, once done open and close the cover 1 time to restart operation.</li> <li>● Turn on the water supply or stopcock , once done open and close the cover 1 time to restart operation.</li> </ul>
E2 – Drainage Fault	<ul style="list-style-type: none"> <li>● Water drainage has taken over 5 minutes.</li> <li>● Drain valve blocked, damaged or faulty.</li> <li>● Drain pipe is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>● Reposition the drain pipe for a more smooth water drainage, once done open and close the cover 1 time to restart operation.</li> <li>● Remove the blockage from the drain valve, once done open and close the cover 1 time to restart operation.</li> </ul>
E3- Top Cover Fault	<ul style="list-style-type: none"> <li>● The cover is open during use.</li> </ul>	<ul style="list-style-type: none"> <li>● Close the cover.</li> </ul>
E4 – Spin Fault	<ul style="list-style-type: none"> <li>● Clothes are not level or balanced.</li> <li>● The machine is standing at an incline.</li> </ul>	<ul style="list-style-type: none"> <li>● Reposition the clothes in the tub so they are balanced and level and close the cover.</li> <li>● Place the washing machine on a level surface, once done please open and close the cover.</li> </ul>
E5 – Water Level Fault	<ul style="list-style-type: none"> <li>● Water level sensor fault.</li> <li>● Water Leakage.</li> <li>● Harness contact is loose.</li> <li>● Airway tube is loose.</li> </ul>	<ul style="list-style-type: none"> <li>● Unplug the machine, wait 10 seconds and replug the machine. If issue continues set water level to normal and restart the machine.</li> </ul>
E6 – Child Protection	<ul style="list-style-type: none"> <li>● Machine is Child locked but the cover has been opened.</li> </ul>	<ul style="list-style-type: none"> <li>● Ensure that your child is a safe distance from the machine and close the cover.</li> </ul>
Remarks	If unsolved the problem after use above methods, please contact maintenance dept and processional maintenance personnel, customer can not assemble or disassemble.	