

# TROUBLESHOOTING

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

## Before Calling for Service

### Error Messages

Problem	Possible Cause & Solution
<b>UE</b> <b>UNBALANCE ERROR</b>	<b>The load is too small.</b> <ul style="list-style-type: none"> <li>• Add additional items to allow the washer to balance the load.</li> </ul>
	<b>Heavy articles are mixed with lighter items.</b> <ul style="list-style-type: none"> <li>• Always try to wash articles of somewhat similar weight to allow the washer to evenly distribute the weight of the load for spinning.</li> </ul>
	<b>The load is out of balance.</b> <ul style="list-style-type: none"> <li>• Manually redistribute the load if articles have become tangled, preventing the automatic rebalancing from working properly.</li> </ul>
<b>IE</b> <b>INLET ERROR</b>	<b>Water supply faucets are not fully open.</b> <ul style="list-style-type: none"> <li>• Make sure that the water faucets are fully open.</li> </ul>
	<b>Water inlet hoses are kinked, pinched, or crushed.</b> <ul style="list-style-type: none"> <li>• Make sure that the hoses are not kinked, pinched or crushed behind or under the washer. Be careful when moving the washer during cleaning or maintenance.</li> </ul>
	<b>Water inlet filters are clogged.</b> <ul style="list-style-type: none"> <li>• Clean the inlet filters. See <b>MAINTENANCE</b>.</li> </ul>
	<b>Water supply pressure to faucet or house is too low.</b> <ul style="list-style-type: none"> <li>• Check another faucet in the house to make sure that household water pressure is adequate and flow is not restricted.</li> <li>• Disconnect the water inlet hoses from the washer and run a few gallons of water through the hoses to flush out any dirt.</li> <li>• If flow is too low, contact a plumber to have the water supply lines repaired.</li> </ul>
	<b>Water supply connected with leak-limiting hoses.</b> <ul style="list-style-type: none"> <li>• The use of hoses designed to limit leaks is not recommended. Leak-limiting hoses can trip falsely and prevent the washer from filling.</li> </ul>
	<b>The end of the drain hose is lower than 29.5 inches (75 cm) above the bottom of the washer.</b> <ul style="list-style-type: none"> <li>• Move the end of the drain hose so that it is higher than 29.5 inches (75 cm) above the bottom of the washer.</li> </ul>
<b>OE</b> <b>WATER OUTLET ERROR</b>	<b>Drain hose is kinked, pinched, or clogged.</b> <ul style="list-style-type: none"> <li>• Make sure that the drain hose is free of clogs or kinks and is not pinched behind or under the washer.</li> </ul>
	<b>The end of the drain hose is more than 96 inches (2.4 m) above the bottom of the washer.</b> <ul style="list-style-type: none"> <li>• Move the end of the drain hose so that it is lower than <b>96 inches (2.4 m)</b>.</li> </ul>

Problem	Possible Cause & Solution
<b>CL</b> <b>CONTROL LOCK FUNCTION</b>	<p><b>The control lock function is on to prevent anyone from changing cycles or operating the washer.</b></p> <ul style="list-style-type: none"> <li>• Turn off the control lock function in the control panel. See <b>Control Lock</b> under <b>Options and Extra Functions</b>.</li> </ul>
<b>dr</b> <b>DRAIN FEATURE</b>	<p><b>Special drain feature</b></p> <ul style="list-style-type: none"> <li>• If the washer is paused during a cycle for more than 4 minutes, the cycle will be canceled and any water remaining in the tub will be drained.</li> <li>• This is not an error code. It indicates that the drain function is operating.</li> </ul>
<b>dE</b> <b>LID ERROR</b>	<p><b>Lid is not closed properly.</b></p> <ul style="list-style-type: none"> <li>• Close the lid properly.</li> <li>• If the lid is closed and this error message is still displayed, call for service.</li> </ul>
<b>dL</b> <b>LID LOCK ERROR</b>	<p><b>Lid is not locked properly.</b></p> <ul style="list-style-type: none"> <li>• Make sure that the lid is closed properly and press the <b>Start/Pause</b> button. You can hear the locking sound to lock the lid in the beginning of the cycle. The washer will not operate unless the lid is locked.</li> <li>• Make sure that nothing is caught under the lid, including shipping material or clothing.</li> <li>• Make sure that the latch mechanism is fully retracted. Make sure that the latch mechanism is fully retracted.</li> <li>• If the lid is closed and this error message is still displayed, call for service.</li> </ul>
<b>LE l</b> <b>FOREIGN OBJECT ERROR</b>	<p><b>Foreign objects such as coins, pins, clips, etc., are caught between the pulsator and the inner tub.</b></p> <ul style="list-style-type: none"> <li>• Turn the washer off then on again. Press the <b>Spin</b> button without selecting a cycle to drain and spin the load.</li> <li>• When the <b>Spin</b> cycle is completed, empty the tub and find and remove any objects caught in the pulsator.</li> <li>• Always check pockets, etc., before washing to prevent error codes or damage to the washer or clothing.</li> <li>• For some models, LE is displayed first, then the l is displayed.</li> </ul>
<b>EcL</b> <b>TUB CLEAN ALARM</b>	<p><b>It is time to run the Tub Clean cycle.</b></p> <ul style="list-style-type: none"> <li>• This is not an error code. It indicates that the <b>Tub Clean</b> cycle is running or needs to be run to clean the washer tub.</li> <li>• For some models, Ec is displayed first, then the L is displayed.</li> </ul>
<b>ub</b> <b>UNBALANCE DETECTION</b>	<p><b>The washer has detected an out of balance load.</b></p> <ul style="list-style-type: none"> <li>• This display is for your information only, and no action is required. If the washer detects a load that is too far out of balance to spin, it will display this code while it is attempting to rebalance the load. The washer will add water and try to redistribute the load automatically.</li> <li>• As a result, the cycle will take longer than initially estimated.</li> </ul>
<b>EE</b> <b>TEMPERATURE SENSOR ERROR</b>	<p><b>Control error</b></p> <ul style="list-style-type: none"> <li>• Unplug the washer and wait 60 minutes. Reconnect power and try again.</li> <li>• If the error code is still displayed, call for service.</li> </ul>
<b>FE</b> <b>OVERFLOW ERROR</b>	<p><b>Water level is too high due to a faulty water valve.</b></p> <ul style="list-style-type: none"> <li>• Close the water faucets, unplug the washer, and call for service.</li> </ul>
<b>PE</b> <b>PRESSURE SENSOR ERROR</b>	<p><b>The water level sensor is not working correctly.</b></p> <ul style="list-style-type: none"> <li>• Close the water faucets, unplug the washer, and call for service.</li> </ul>

Problem	Possible Cause & Solution
<b>LE</b> <b>MOTOR LOCKED ERROR</b>	<b>A motor error has occurred.</b> <ul style="list-style-type: none"> <li>• Allow the washer to stand for 30 minutes and then restart the cycle.</li> <li>• If the error code is still displayed, call for service.</li> </ul>
<b>Eb</b> <b>CLUTCH ERROR</b>	<b>Clutch error</b> <ul style="list-style-type: none"> <li>• Mechanical failure</li> <li>• Unplug the washer and call for service.</li> </ul>
<b>P5</b> <b>SUPPLY VOLTAGE ERROR</b>	<b>Supply voltage is not correct.</b> <ul style="list-style-type: none"> <li>• Please call LG service center. You can find your local LG service center phone number on the back cover page.</li> </ul>

## Noises

Problem	Possible Cause & Solution
<b>Clicking</b>	<b>Lid lock sounds when the lid locks or unlocks.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Spraying or hissing</b>	<b>Water spraying or circulating during the cycle</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Humming or Gurgling</b>	<b>Drain pump is pumping water from the washer at times during a cycle.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Water sloshing</b>	<b>A liquid in the balance ring around the pulsator helps the basket spin smoothly.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Water being added after the washer has already begun to operate</b>	<b>The washer adapts to the load size and type to add more water to the cycle as needed.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
	<b>The wash load may be unbalanced. If the washer senses that the load is unbalanced, it will stop and refill to redistribute the load.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
	<b>The washer may be diluting laundry additives to add to the wash load.</b> <ul style="list-style-type: none"> <li>• Normal operation</li> </ul>
<b>Rattling and clanking noise</b>	<b>Foreign objects, such as keys, coins, or safety pins may be in tub or pump.</b> <ul style="list-style-type: none"> <li>• Stop the washer, check the tub and the drain filter for foreign objects.</li> <li>• If noise continues after the washer is restarted, call for service.</li> </ul>
<b>Thumping sound</b>	<b>Heavy wash loads may produce a thumping sound.</b> <ul style="list-style-type: none"> <li>• This is normal, but if the sound continues, the washer is probably out of balance. Stop and redistribute wash load.</li> </ul>
	<b>Wash load may be out of balance.</b> <ul style="list-style-type: none"> <li>• Pause the cycle and redistribute the load after the lid unlocks.</li> </ul>

Problem	Possible Cause & Solution
Vibrating noise	<b>Packaging materials were not removed.</b> <ul style="list-style-type: none"> <li>• See <b>Unpacking and Removing Shipping Material</b> in <b>INSTALLATION</b>.</li> </ul>
	<b>Wash load may be unevenly distributed in the tub. Wash load may be unevenly distributed in the tub.</b> <ul style="list-style-type: none"> <li>• Pause the cycle and redistribute the load after the lid unlocks.</li> </ul>
	<b>Not all leveling feet are resting firmly and evenly on the floor.</b> <ul style="list-style-type: none"> <li>• See <b>Leveling the Washer</b> in <b>INSTALLATION</b>.</li> </ul>
	<b>Floor is not rigid enough.</b> <ul style="list-style-type: none"> <li>• Make sure that the floor is solid and does not flex. See <b>Flooring</b> in <b>INSTALLATION</b>.</li> </ul>
Squeaking noise	<b>Packaging materials were not removed.</b> <ul style="list-style-type: none"> <li>• See <b>Unpacking and Removing shipping Material</b> in <b>INSTALLATION</b>.</li> </ul>
Banging noise when the washer is filling with water.(Water hammer)	<b>Plumbing in the home moves or flexes when the water valves in the washer shut off.</b> <ul style="list-style-type: none"> <li>• Water hammer is not caused by a defect in the washer. Install water hammer arrestors (purchased separately at hardware or home improvement store) between the fill hose and the washer for best results.</li> </ul>
	<b>Household water supply pressure is very high.</b> <ul style="list-style-type: none"> <li>• Adjust household water supply regulator to a lower pressure or contact a plumber.</li> </ul>

## Operation

Problem	Possible Cause & Solution
Water Leaking	<b>Hoses are not connected correctly.</b> <ul style="list-style-type: none"> <li>• Check hoses and connectors for leaks, cracks, and splits.</li> <li>• Check and tighten hose connections.</li> </ul>
	<b>House drain pipes are clogged.</b> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Contact a plumber to repair drain pipe.</li> </ul>
	<b>Drain hose has come out of the drain connector or is not inserted far enough.</b> <ul style="list-style-type: none"> <li>• Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain.</li> <li>• 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.</li> </ul>
	<b>A large item such as a pillow or blanket is above the top of the tub.</b> <ul style="list-style-type: none"> <li>• Use the <b>Bedding</b> cycle for large or bulky items. Use extra care and never wash more than half a load of items that float, such as pillows.</li> <li>• Stop the washer and check the load. Make sure that the load does not crest above the top edge of the tub.</li> </ul>
	<b>Oversudsing of detergent</b> <ul style="list-style-type: none"> <li>• Oversudsing may create leaks, and may be caused by the type and amount of detergent used. HE (High-Efficiency) detergent is the only detergent recommended. The normal amount of detergent to use is 1/4 to 1/2 of the maximum amount recommended by the detergent manufacturer.</li> <li>• Always reduce the amount of detergent if the load is small or lightly soiled, or if the water is very soft.</li> <li>• Never use more than the maximum amount recommended by the detergent manufacturer.</li> </ul>

Problem	Possible Cause & Solution
<b>Excessive sudsing</b>	<p><b>Too much detergent or incorrect detergent</b></p> <ul style="list-style-type: none"> <li>• HE detergents are formulated specifically for HE (High-Efficiency) washers and contain suds reducing agents. Only use detergent with the HE (High-Efficiency) logo.</li> <li>• For detergent quantities refer to <b>Detergent Use</b> in <b>OPERATION</b>. If sudsing or detergent residue continues to be an issue, add an extra rinse.</li> </ul>
<b>Washer will not turn on.</b>	<p><b>Power cord is not properly plugged in.</b></p> <ul style="list-style-type: none"> <li>• Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60 Hz outlet.</li> </ul>
	<p><b>House fuse is blown, circuit breaker has tripped, or power outage has occurred.</b></p> <ul style="list-style-type: none"> <li>• Reset circuit breaker or replace fuse. Do not increase fuse capacity. If the problem is a circuit overload, have it corrected by a qualified election.</li> </ul>
<b>Wash cycle time is longer than usual.</b>	<p><b>The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions.</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Incomplete or no dispensing of detergent</b>	<p><b>Detergent compartments clogged from incorrect filling.</b></p> <ul style="list-style-type: none"> <li>• Make sure that detergent and additives are put into the correct dispenser compartments.</li> <li>• For all detergent types, always make sure that the dispenser drawer is fully closed before the start of the cycle.</li> </ul>
	<p><b>Too much detergent used.</b></p> <ul style="list-style-type: none"> <li>• Make sure that the suggested amount of detergent is used according to the manufacturer's recommendations. You may also dilute the detergent with water to the maximum fill line on the compartment to avoid clogging. Use only HE (High-Efficiency) detergent.</li> <li>- Always use as little detergent as possible. HE (High-Efficiency) washers need very little detergent to achieve optimum results. Using too much detergent will cause poor wash and rinse performance and may contribute to odors in the washer.</li> </ul>
	<p><b>Insufficient water supply</b></p> <ul style="list-style-type: none"> <li>• Make sure that both hot and cold water faucets are turned on all the way.</li> </ul>
	<p><b>Normal residue</b></p> <ul style="list-style-type: none"> <li>• It is normal for a small amount of detergent to remain in the dispenser. If this residue builds up, it can interfere with normal dispensing of detergents. Refer to the cleaning instructions.</li> </ul>

Problem	Possible Cause & Solution
<b>Washer will not operate.</b>	<b>Control panel has powered off due to inactivity.</b> <ul style="list-style-type: none"> <li>This is normal. Press the <b>Power</b> button to turn on the washer.</li> </ul>
	<b>Washer is unplugged.</b> <ul style="list-style-type: none"> <li>Make sure that the power cord is plugged securely into an electrical outlet.</li> </ul>
	<b>Water supply is turned off.</b> <ul style="list-style-type: none"> <li>Turn both hot and cold faucets fully on.</li> </ul>
	<b>Controls are not set properly.</b> <ul style="list-style-type: none"> <li>Make sure that the cycle was set correctly, close the lid and press the <b>Start/Pause</b> button to start the wash cycle.</li> </ul>
	<b>Lid is open.</b> <ul style="list-style-type: none"> <li>Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.</li> </ul>
	<b>Circuit breaker/fuse is tripped/blown.</b> <ul style="list-style-type: none"> <li>Check house circuit breakers/fuses. Replace fuses or reset breaker. The washer should be on a dedicated branch circuit.</li> </ul>
	<b>Start/Pause button was not pressed after the cycle was set.</b> <ul style="list-style-type: none"> <li>Press the <b>Power</b> button then reselect the desired cycle and press the <b>Start/Pause</b> button. If the <b>Start/Pause</b> button is not pressed within a certain time, the washer will be turned off. (The time varies by model, from 4 to 60 minutes.)</li> </ul>
	<b>Extremely low water pressure.</b> <ul style="list-style-type: none"> <li>Check another faucet in the house to make sure that household water pressure is adequate.</li> </ul>
<b>Washer is not filling properly.</b>	<b>Filter is clogged.</b> <ul style="list-style-type: none"> <li>Make sure that inlet filters on the fill valves are not clogged. Refer to <b>Cleaning the Water Inlet Filters</b> in <b>MAINTENANCE</b>.</li> </ul>
	<b>Inlet hoses may be kinked.</b> <ul style="list-style-type: none"> <li>Check that inlet hoses are not kinked or clogged.</li> </ul>
	<b>Energy efficiency</b> <ul style="list-style-type: none"> <li>This is a High-Efficiency (HE) washer. As a result, the water level settings for this washer may be different than for conventional washer.</li> </ul>
	<b>Insufficient water supply</b> <ul style="list-style-type: none"> <li>Make sure that both hot and cold water faucets are turned on all the way.</li> </ul>
	<b>Washer lid is open.</b> <ul style="list-style-type: none"> <li>Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.</li> </ul>
	<b>Water level is too low.</b> <ul style="list-style-type: none"> <li>The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.</li> </ul>

Problem	Possible Cause & Solution
<b>Water in the washer does not drain or drains slowly.</b>	<b>Drain hose is kinked, pinched, or clogged.</b> <ul style="list-style-type: none"> <li>Make sure that the drain hose is free of clogs or kinks and is not pinched behind or under the washer.</li> </ul>
	<b>The end of the drain hose is more than 96 inches (2.4 m) above the bottom of the washer.</b> <ul style="list-style-type: none"> <li>Move the end of the drain hose so that it is lower than <b>96 inches (2.4 m)</b>.</li> </ul>
<b>Bleach does not dispense.</b>	<b>Bleach dispenser cover is not properly installed (on some models).</b> <ul style="list-style-type: none"> <li>Make sure that the bleach cover is properly installed and snapped into place before the beginning of the cycle.</li> </ul>
	<b>Bleach dispenser is dirty or clogged.</b> <ul style="list-style-type: none"> <li>Lift out the bleach dispenser cover and clean out the reservoir. Lint and other foreign debris that are collected inside the dispenser may prevent proper dispensing of the bleach.</li> </ul>
<b>Premature dispensing of bleach</b>	<b>Bleach dispenser filled for future load.</b> <ul style="list-style-type: none"> <li>You cannot store bleach in the dispenser for future use. The bleach will be dispensed every load.</li> </ul>
	<b>Overfilling the bleach dispenser</b> <ul style="list-style-type: none"> <li>Overfilling the bleach dispenser will cause the bleach to dispense immediately, which will damage the laundry or the washer. Always measure bleach, but never fill above the max line on the dispenser. <b>A half cup</b> of bleach is sufficient for most loads. Never use more than <b>1 cup</b> of bleach.</li> </ul>

## Performance

Problem	Possible Cause & Solution
<b>Wrinkling</b>	<b>Washer is not unloaded promptly.</b> <ul style="list-style-type: none"> <li>Always remove items from the washer as soon as the cycle is complete.</li> </ul>
	<b>Washer is overloaded.</b> <ul style="list-style-type: none"> <li>The washer can be fully loaded, but the tub should not be tightly packed with items. The lid of the washer should close easily.</li> </ul>
	<b>Hot and cold water inlet hoses are reversed.</b> <ul style="list-style-type: none"> <li>Hot water rinse can set wrinkles in garments. Check the Inlet hose connectors.</li> </ul>
<b>Staining</b>	<b>Bleach or softener dispensed too soon.</b> <ul style="list-style-type: none"> <li>Dispenser compartment was overfilled, causing the bleach or softener to dispense immediately. Always measure bleach, and never use more than <b>1 cup</b>.</li> </ul>
	<b>Bleach or softener was added directly to the wash load in the tub.</b> <ul style="list-style-type: none"> <li>Always use the dispensers to ensure that laundry products are properly dispensed at the right time in the cycle.</li> </ul>
	<b>Washer was not unloaded promptly.</b> <ul style="list-style-type: none"> <li>Always remove items from the washer as soon as possible after the cycle is completed.</li> </ul>
	<b>Clothes were not properly sorted.</b> <ul style="list-style-type: none"> <li>Always wash dark colors separately from light colors and whites to prevent discoloration.</li> <li>Never wash heavily soiled items with lightly soiled items.</li> </ul>

Problem	Possible Cause & Solution
<b>Poor stain removal</b>	<p><b>Proper options are not selected.</b></p> <ul style="list-style-type: none"> <li>• Heavier soils and tougher stains may require extra cleaning power. Select the <b>Soak</b> or <b>Stain Care</b> feature to boost the cleaning power of the selected cycle.</li> </ul>
	<p><b>Previously set stains.</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Musty or mildewy odor in the washer</b>	<p><b>Incorrect or too much detergent has been used.</b></p> <ul style="list-style-type: none"> <li>• Use only HE (High-Efficiency) detergent in accordance with the manufacturer's instructions.</li> </ul>
	<p><b>Inside of the tub was not cleaned properly.</b></p> <ul style="list-style-type: none"> <li>• Run the <b>Tub Clean</b> cycle regularly.</li> </ul>

## Wi-Fi

Problem	Possible Cause & Solution
<b>Your home appliance and smartphone are not connected to the Wi-Fi network.</b>	<p><b>The password for the Wi-Fi that you are trying to connect to is incorrect.</b></p> <ul style="list-style-type: none"> <li>• Find the Wi-Fi network connected to your smartphone and remove it, then connect your appliance on <b>LG ThinQ</b>.</li> </ul>
	<p><b>Mobile data for your smartphone is turned on.</b></p> <ul style="list-style-type: none"> <li>• Turn off the <b>Mobile data</b> of your smartphone and connect the appliance using the Wi-Fi network.</li> </ul>
	<p><b>The wireless network name (SSID) is set incorrectly.</b></p> <ul style="list-style-type: none"> <li>• The wireless network name (SSID) should be a combination of English letters and numbers. (Do not use special characters.)</li> </ul>
	<p><b>The router frequency is not 2.4 GHz.</b></p> <ul style="list-style-type: none"> <li>• Only a 2.4 GHz router frequency is supported. Set the wireless router to 2.4 GHz and connect the appliance to the wireless router. To check the router frequency, check with your Internet service provider or the router manufacturer.</li> </ul>
	<p><b>The appliance is too far from the router.</b></p> <ul style="list-style-type: none"> <li>• If the appliance is too far from the router, the signal may be weak and the connection may not be configured correctly. Move the location of the router so that it is closer to the appliance.</li> </ul>