













# 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
	<p>Item of clothing has gathered on one side of the tub.</p> <ul style="list-style-type: none"> <li>• There are not enough items in the machine.</li> <li>• Have your items gathered in one area, or is the load too small?</li> <li>• Did you wash a stuffed animal, a mat, or knitwear?</li> <li>• Did you wash two different blankets together?</li> </ul>	<ul style="list-style-type: none"> <li>• Rearrange items to help balance the load.</li> <li>• 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.</li> <li>• Put one blanket in at a time.</li> </ul>
	<p>Water is not supplied or the water pressure is low</p> <ul style="list-style-type: none"> <li>• Is the faucet turned off?</li> <li>• Is the water supply stopped or the faucet frozen?</li> <li>• Is the water pressure low or is an inlet filter clogged?</li> <li>• Is the water line properly connected with the cold water inlet?</li> <li>• Is the water line pinched or bent?</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on the faucets.</li> <li>• If a faucet is frozen, thaw it with warm water.</li> <li>• If the inlet filter is clogged, clean it. (see page 32)</li> <li>• Connect the water line properly with the cold water inlet. (see page 14)</li> <li>• Check that the water lines are not pinched or bent. Take extra care that water lines are not twisted or pinched by other objects.</li> </ul>
	<p>Water line leaks in connection</p> <ul style="list-style-type: none"> <li>• Are the water lines connected with the faucets properly?</li> </ul>	
  	<p>The tub does not rotate</p> <ul style="list-style-type: none"> <li>• Is the door secured?</li> </ul>	<ul style="list-style-type: none"> <li>• Close and secure the door. If the message keeps appearing, unplug the power and contact your nearest LG service center.</li> </ul>
	<p>The washing machine drains slowly or not at all</p> <ul style="list-style-type: none"> <li>• Is the drain hose installed over 3 1/4 feet (1 m) beyond the end of the elbow bracket?</li> <li>• Is the drain hose pinched or clogged inside?</li> <li>• Is the drain hose frozen?</li> <li>• Is the drain hose clogged with foreign objects?</li> </ul>	<ul style="list-style-type: none"> <li>• Lower the drain hose within 3 feet below the end of the elbow bracket.</li> <li>• Place the drain hose on a smooth surface to prevent bending.</li> <li>• If the drain hoses are frozen, thaw them in warm water.</li> <li>• Open the drain pump plug cap and remove the dirt.</li> </ul>
	<p>A power failure has occurred.</p>	
	<p>Control Error.</p>	<ul style="list-style-type: none"> <li>• Unplug the power cord and contact your nearest LG service center.</li> </ul>
	<p>The water supply does not stop</p> <ul style="list-style-type: none"> <li>• Do the water supply and the drain keep repeating in turn?</li> </ul>	<ul style="list-style-type: none"> <li>• Unplug the power cord and contact your nearest LG service center</li> </ul>
	<p>The water level is not controlled</p> <ul style="list-style-type: none"> <li>• Is the water level too low or high compared with the size of the load?</li> </ul>	
	<p>Check water supply.</p>	<ul style="list-style-type: none"> <li>• Turn the faucet on. If "dHE" error code persists, unplug power plug and call for service.</li> </ul>

Message	Possible Causes	Solutions
	<p>The tub does not rotate</p> <ul style="list-style-type: none"> <li>Is the washing machine overloaded?</li> </ul>	<ul style="list-style-type: none"> <li>Rearrange the load size and restart the washing machine.</li> <li>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.</li> </ul>
	<ul style="list-style-type: none"> <li>To clean up the tub, please run the TUB CLEAN cycle.</li> </ul>	<ul style="list-style-type: none"> <li>Please empty the tub and insert bleach into the detergent dispenser and select the Tub Clean cycle.</li> <li>If you want to skip the Tub Clean, turn the CYCLE SELECTOR KNOB or push the option buttons to select a cycle. The message will keep appearing until a few wash cycles have been completed, then it will disappear until the next scheduled time to clean the tub.</li> </ul>
	<ul style="list-style-type: none"> <li>Water lines are frozen.</li> <li>Drain line or pump is frozen.</li> </ul>	<ul style="list-style-type: none"> <li>Unfreeze the water outlet hose and drain pump by pouring hot water into the washer. Close the door/lid and wait for 1-2 hours.</li> <li>Unfreeze the water inlet line by wetting a towel in warm water and wrapping it around the frozen faucet.</li> <li>See Care in Cold Climates for further information.</li> </ul>

## Before Calling for Service

Check the following before calling for service.

Problem	Possible Causes	Solutions
Clicking sound	<ul style="list-style-type: none"> <li>Do you hear a sound when you close or lock and unlock the door?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal and occurs when the door is closed, locked or unlocked.</li> </ul>
Spraying or hissing sound	<ul style="list-style-type: none"> <li>Is water spraying in the tub?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal as water is spraying or circulating during the cycle.</li> </ul>
Buzzing or gushing sound	<ul style="list-style-type: none"> <li>Is the washing machine draining water?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal as the drain pump drains water from the washing machine after the cycle.</li> </ul>
Splashing sound	<ul style="list-style-type: none"> <li>Is the washing machine washing a load of laundry?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal as the load is moving up and down during the wash and rinse cycles.</li> </ul>
Rattling and clanking noise	<ul style="list-style-type: none"> <li>Are there any foreign objects such as keys, coins, or safety pins in the tub or drain filter?</li> </ul>	<ul style="list-style-type: none"> <li>Check if there are any foreign objects in the tub and drain the filter after stopping the cycle.</li> <li>Unplug the power cord and contact your nearest LG service center if the noise persists.</li> </ul>
Thumping sound	<ul style="list-style-type: none"> <li>Is the washing machine overloaded?</li> <li>Is the load out of balance?</li> </ul>	<ul style="list-style-type: none"> <li>This sound is normal and occurs when the load is out of balance. Stop the cycle and rearrange the load for balancing.</li> </ul>

Problem	Possible Causes	Solutions
Vibrating noise	<ul style="list-style-type: none"> <li>• Are the shipping bolts removed?</li> <li>• Is the load evenly distributed in the tub?</li> <li>• Is the washing machine level balanced?</li> <li>• Is the washing machine installed on a solid and smooth surface?</li> </ul>	<ul style="list-style-type: none"> <li>• See page 13, <b>Unpacking and Removing Shipping Bolts</b>, to remove the shipping bolts.</li> <li>• Stop the cycle and rearrange the load for balancing.</li> <li>• See page 16, <b>Leveling the Washer</b>, to level the washing machine.</li> <li>• Check if the floor is solid and level.</li> </ul>
Water leaking around washer	<ul style="list-style-type: none"> <li>• Is water leaking from a faucet or a water line?</li> <li>• Is a drain pipe or a drain hose clogged?</li> </ul>	<ul style="list-style-type: none"> <li>• Check the faucets or water lines. <ul style="list-style-type: none"> <li>- If the water lines are loosely connected, see page 14, <b>Connecting Water Lines</b>, to connect them properly.</li> </ul> </li> <li>• Unclog the drain pipe or drain hose. Contact a plumber if necessary.</li> </ul>
Excessive suds or failure to rinse	<ul style="list-style-type: none"> <li>• Did you use more than the recommended amount of detergent?</li> <li>• Is the soil level higher than the size of the load?</li> </ul>	<ul style="list-style-type: none"> <li>• Use the recommended amount of detergent for the load.</li> <li>• If the soil level is low, reduce the detergent quantity to less than the recommended level.</li> </ul> <p> Only use detergent with the HE (High-Efficiency) logo.</p>
Staining	<ul style="list-style-type: none"> <li>• Did you add detergent directly to the tub?</li> <li>• Did you remove the load immediately after it finished?</li> <li>• Did you sort and wash the clothes by color or soil?</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure to load detergent into the detergent dispenser drawer.</li> <li>• Remove the load immediately after it finishes.</li> <li>• Sort and separate dark colors from light or white ones, and heavily soiled items from lightly soiled ones. See page 19, <b>Sorting Laundry</b>, for details</li> </ul>
Wrinkling	<ul style="list-style-type: none"> <li>• Did you remove the load immediately after it finished?</li> <li>• Did you overload the tub?</li> <li>• Did you reverse the hot and cold water inlets?</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the load immediately after it finishes.</li> <li>• Do not overload the tub.</li> <li>• Hot water rinse can cause garments to wrinkle. Check the inlet hose connections.</li> </ul>
Power will not turn on	<ul style="list-style-type: none"> <li>• Is the power cord plugged in properly?</li> <li>• Has a house fuse blown, a circuit breaker tripped, or a power outage occurred?</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the plug is secured in a grounded 3-prong, 120 V (60 Hz) outlet.</li> <li>• Reset the circuit breaker or replace the fuse. Do not increase the fuse capacity. If the problem is a circuit overload, have it corrected by a qualified electrician.</li> </ul>
The door does not open when the cycle pauses or finishes	<ul style="list-style-type: none"> <li>• Is the temperature in the tub too high?</li> <li>• Is the water level in the washer high?</li> </ul>	<ul style="list-style-type: none"> <li>• The washing machine has a safety lock built into the door to prevent burning. Leave the door closed and wait until the door lock icon disappears from the display.</li> <li>• Allow the washer to complete the programmed cycle, or press the SPIN button.</li> </ul>
The wash cycle time is longer than usual	<ul style="list-style-type: none"> <li>• Is the washing machine overloaded? Are other options added to the wash cycle?</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal. The washing machine automatically adjusts the cycle time for the amount of laundry, water pressure, water temperature, and other operating conditions.</li> </ul>
It is musty or moldy in the tub	<ul style="list-style-type: none"> <li>• Has the incorrect detergent been used?</li> <li>• Did you clean the tub periodically?</li> </ul>	<ul style="list-style-type: none"> <li>• Use only HE (High-Efficiency) detergent recommended for a front-loading washing machine.</li> <li>• See page 30, clean the inside and outside of the washing machine periodically.</li> </ul>

Problem	Possible Causes	Solutions
Banging noise when washer is filling with water (Water Hammer)	<ul style="list-style-type: none"> <li>• Plumbing in the home moves or flexes when the water valves in the washer shut off.</li> <li>• Household water supply pressure is very high.</li> </ul>	<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> <li>• Adjust household water supply regulator to a lower pressure or contact a plumber to have a regulator installed.</li> </ul>
Strange odors coming from washer	<ul style="list-style-type: none"> <li>• Heater in dryer.</li> <li>• First time using washer</li> <li>• Buildup of dirt on gasket or drum, dirty or clogged drain pump filter, kinked or clogged drain hose</li> </ul>	<ul style="list-style-type: none"> <li>• During the initial phase of operation, lint from laundry can settle on the heater and cause odors. This is normal and will not affect performance.</li> <li>• Smell comes from the rubber attached to the washer door. It will eventually dissipate after first couple of wash cycles.</li> <li>• Periodically clean the gasket. Mold and foreign substances inside the gasket may produce mildew or musty smells.</li> <li>• Clean the drain pump filter regularly. Foreign substances on the drain pump filter may produce mildew or musty smells.</li> <li>• If the drain hose is not installed properly, the odor may be emitted because of a backflow of drainage into the tub. Make sure that the drain hose is not kinked or clogged.</li> </ul>
Odor	<ul style="list-style-type: none"> <li>• This odor is caused by the rubber attached to the washing machine.</li> <li>• If the rubber door gasket and door seal area are not cleaned regularly, odors can occur from mold or foreign substances.</li> <li>• Odors can occur if foreign substances are left in the drainage pump filter.</li> <li>• Odors can occur if the drainage hose is not properly installed, causing siphoning (water flowing back inside the washing machine).</li> <li>• Using the dry function, odors can occur from lint and other laundry matter sticking to the heater. (Dryer model only)</li> <li>• A particular odor can occur from drying wet clothes with hot air. (Dryer model only)</li> </ul>	<ul style="list-style-type: none"> <li>• It is the normal odor of new rubber and will disappear after the machine has been run a few times.</li> <li>• Be sure to clean the gasket and door seal regularly and check under the door seal for small items when unloading the washer.</li> <li>• Be sure to clean the drainage pump filter regularly.</li> <li>• When installing the drainage hose, be sure that it doesn't become kinked or blocked.</li> <li>• This is not a malfunction.</li> <li>• The odor will disappear after a short while.</li> </ul>

Problem	Possible Causes	Solutions
Your home appliance and smartphone is not connected to the Wi-Fi network.	The password for the Wi-Fi that you are trying to connect to is incorrect.	<ul style="list-style-type: none"> <li>Find the Wi-Fi network connected to your smartphone and remove it, then register your appliance on LG SmartThinQ.</li> </ul>
	Mobile data for your smartphone is turned on.	<ul style="list-style-type: none"> <li>Turn off the <b>Mobile data</b> of your smartphone and register the appliance using the Wi-Fi network.</li> </ul>
	The wireless network name (SSID) is set incorrectly.	<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>
	The router frequency is not 2.4 GHz.	<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>
	The distance between the appliance and the router is too far.	<ul style="list-style-type: none"> <li>If the distance between the appliance and the router is too far, 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>

## SPECIFICATIONS

Model WM3499H*A	
Description	Front-loading washing machine
Electrical requirements	120 VAC @ 60 Hz
Dimensions	60.96 cm(W) x 64.50 cm(D) x 85.09 cm(H) 114.90 cm (D, door open) 24"(W) x 25.40"(D) x 33.50"(H) / 45" (D, door open)
Capacity	2.3 cu.ft (IEC2.6 cu.ft) (Dry linen capacity 6 kg)
Net weight	72 kg (159 lbs)
Max. spin speed	1,400 rpm/min max
Max. water pressure	20 – 120 psi (138 – 827 kPA)