

# 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
	<ul style="list-style-type: none"> <li>Item of clothing has gathered on one side of the tub.</li> <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>
	<ul style="list-style-type: none"> <li>Water is not supplied or the water pressure is low</li> <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>
	<ul style="list-style-type: none"> <li>Water line leaks in connection</li> <li>Are the water lines connected with the faucets properly?</li> </ul>	<ul style="list-style-type: none"> <li>Connect the water lines properly with the faucets. (see page 14)</li> </ul>
  	<ul style="list-style-type: none"> <li>The tub does not rotate</li> <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>
	<ul style="list-style-type: none"> <li>The washing machine drains slowly or not at all</li> <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>
	<ul style="list-style-type: none"> <li>A power failure has occurred.</li> </ul>	<ul style="list-style-type: none"> <li>Press the Power button to turn off the washing machine and press it again to turn it on.</li> </ul>
	<ul style="list-style-type: none"> <li>Control Error.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the power cord and contact your nearest LG service center.</li> </ul>
	<ul style="list-style-type: none"> <li>The water supply does not stop</li> <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>
	<ul style="list-style-type: none"> <li>The water level is not controlled</li> <li>Is the water level too low or high compared with the size of the load?</li> </ul>	<ul style="list-style-type: none"> <li>The water level sensor is not working correctly.</li> <li>Unplug the power cord and contact your nearest LG service center.</li> </ul>
	<ul style="list-style-type: none"> <li>The tub does not rotate</li> <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>

## 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>
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 finishes?</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>

Problem	Possible Causes	Solutions
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>
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>

Problem	Possible Causes	Solutions
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>

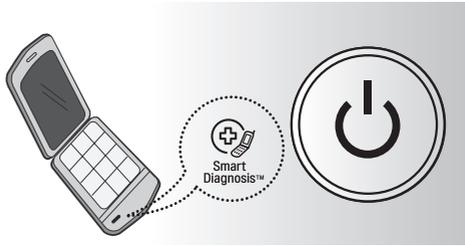
## SPECIFICATIONS

Model WM3488H*	
Description	Front-loading washing machine
Electrical requirements	120 VAC @ 60 Hz
Dimensions	60.96 cm(W) x 64.0 cm(D) x 85.09 cm(H) 114.3 cm (D, door open) 24"(W) x 25.20"(D) x 33.5"(H) / 45" (D, door open)
Capacity	2.3 cu.ft (IEC2.6 cu.ft) (Dry linen capacity 9 kg)
Net weight	73 kg (161 lbs)
Max. spin speed	1,400 rpm max
Max. water pressure	20 – 120 psi (138 – 827 kPA)

## USING SMART DIAGNOSIS™

Should you experience any problems with your washer, it has the capability of transmitting data to a smart phone using the LG Smart Laundry Application or via a telephone to the LG call center. Smart Diagnosis™ cannot be activated unless the washer is turned on by pressing the POWER button. If the washer is unable to turn on, then troubleshooting must be done without using Smart Diagnosis™.

### Audible Diagnosis



#### Smart Diagnosis™ Using a Smart Phone

1. Download the LG Smart Laundry application on your smart phone.
2. Open the LG Smart Laundry application on your smart phone. Press the right arrow button to advance to the next screen.
3. Press the RECORD button on the smart phone and then hold the mouth piece of the smart phone near the Smart Diagnosis™ logo on the Washer.
4. With the phone held in place, press and hold the Temp. button for three seconds.
5. Keep the phone in place until the tone transmission has finished. This takes about 6 seconds and the display will count down the time.
6. When the recording is complete, view the diagnosis by pressing the Next button on the phone.

#### NOTE

- Smart Diagnosis™ is a troubleshooting feature designed to assist, not replace, the traditional method of troubleshooting through service calls. The effectiveness of this feature depends upon various factors, including, but not limited to, the reception of the cellular phone being used for transmission, any external noise that may be present during the transmission, and the acoustics of the room where the machine is located. Accordingly, LG does not guarantee that Smart Diagnosis™ would accurately troubleshoot any given issue.

#### Smart Diagnosis™ Through the Call Center

1. Call the LG call center at: (LG U.S.) 1-800-243-0000 (LG Canada) 1-888-542-2623.
2. When instructed to do so by the call center agent, hold the mouthpiece of your phone over the Smart Diagnosis™ logo on the machine. Hold the phone no more than one inch (but not touching) the machine.

#### NOTE

- Do not touch any other buttons or icons on the display screen.

3. Press and hold hold the Temp button for three seconds.
4. Keep the phone in place until the tone transmission has finished. This takes about 6 seconds and the display will count down the time.
5. Once the countdown is over and the tones have stopped, resume your conversation with the call center agent, who will then be able to assist you in using the information transmitted for analysis.