



Front-Loading

End User Service Manual

Note: All pictures and figures shown in this manual are for illustration purpose only and may not be an exact representation of the product. Actual products may vary based on model configuration.

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Before repairing your product, please read this service manual for end-user carefully.

1 DISCLAIMER

This Service Manual is intended to support the end-user in repairing their appliance. It contains information on replacing certain spare parts, including hazard prevention and operation procedure.

For repairs, especially those involving electrical or mechanically complex components, it is recommended to consult a qualified repair service (e.g., a professional repairer, certified dealer or an authorized customer service center). Spare parts and information on repair and maintenance may be intended for professional repair services only. The manufacturer is not liable for damage caused by an unauthorized person. Failure to comply with these instructions will void the warranty.

1.1. GENERAL INSTRUCTIONS

- Carefully reading will protect you and prevent damage to your appliance. An improper repair or troubleshooting can cause personal injuries and damage to your product or your property.
- Use original manufacturer's spare parts.
- At least two people should work when working with heavy products.
- Although every care has been taken to ensure this appliance has no burrs or sharp edges, we recommend that you wear protective gloves when installing and moving this appliance.
- Keep children away from the operating area to prevent accidental contact with internal mechanical components.

1.2. HAZARD PREVENTION AND PROTECTION MEASURES

- When replacing low-voltage components safety procedures must also be strictly followed.
- Do not modify any kind of circuit, which is not described in service manual for end-user.
- Do not touch electrical components with wet hands and avoid touching electronic modules/connectors with bare hands.
- Wait for the appliance and surfaces to cool down before servicing. If needed, only empty the water from the pump outlet once it has cooled down.
- Completely remove any dust or foreign material from the housing, wiring and connection parts. This will prevent a risk of fire due to tracking and shorts in advance.
- Keep all the labels on the product intact. Do not tear or alter them.

1 PRECAUTIONS

1.3. OPERATION PROCEDURES

Before Servicing

- Always disconnect the appliance by removing the power supply plug out of the socket.
- Always pull at the power plug, not at the power cord. Never pull out power plug with wet hands.
- Always close the water tap before servicing.
- Check the power cord, plug and socket. If damaged, contact our authorized customer service center for replacement. Failing to do so may result in electric shock or fire.

While Servicing

- If you need to place the unit on its back for servicing purposes, place a support on the floor and lay it down carefully so its side is on the floor. Do not lay it down on its front.
- When connecting wires, ensure that the wiring cannot be damaged by any sharp edges or moving parts. Check that they are properly connected.
- Do not touch moving mechanical parts.

After Servicing

- Confirm that the wiring is firmly connected and there is no damage.
- After servicing, do not operate your appliance unless all enclosure panels are properly in place.
- Place the appliance back to original area and ensure that it's well-ventilated.

2 EXPLANATION OF SYMBOLS

Using the following pictograms aims to more prominently remind customers to pay attention.

SYMBOL	MEANING
	DANGER This symbol indicates that there are dangers to life and health of persons due to extremely flammable gas.
	WARNING OF ELECTRICAL VOLTAGE This symbol indicates that there is a danger to life and health of persons due to voltage.
	WARNING The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in death or serious injury.
	CAUTION The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.
	NOTE The signal word indicates important information (e.g. damage to property), but not danger.
	OBSERVE INSTRUCTIONS This symbol indicates that a service technician should only operate and maintain this appliance in accordance with the operating instructions.

3 RECOMMENDED TOOLS AND AUXILIARY MATERIALS

Some or all of these tools may be required. It is recommended to use insulated screwdrivers and anti-static gloves.

If you don't have the tools shown in the diagram at home, you can substitute similar tools instead.

No.	Tool	Illustration
1	Screwdriver	
2	Hex Wrench center hinge screw: 4mm door handle screws: 2.5mm, 3mm	
3	Pliers	
4	Wrench	
5	Spirit Level / Ruler	
6	Personal Protection Equipment	
7	Electric Screwdriver	

4 SELF-REPAIR

If spare parts for self-repair are necessary, please contact our authorized customer service center. The respective hotlines are noted in the warranty card, provided with the product.

4.1 Replace Door



CAUTION:

Wear gloves to protect your hands.

Working Step

Illustration

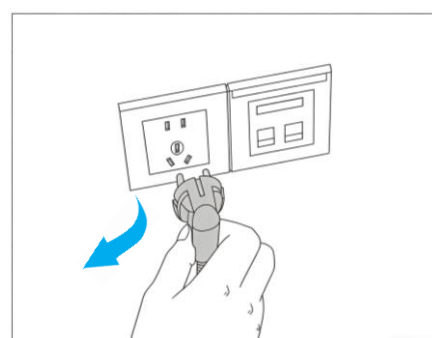
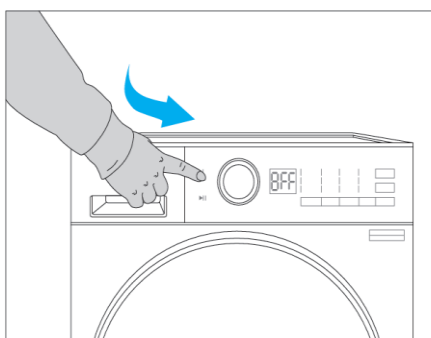
Step 1

Turn off the power and unplug the appliance.

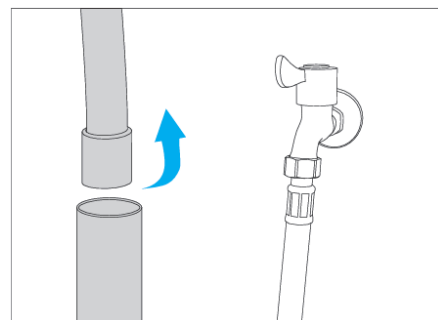
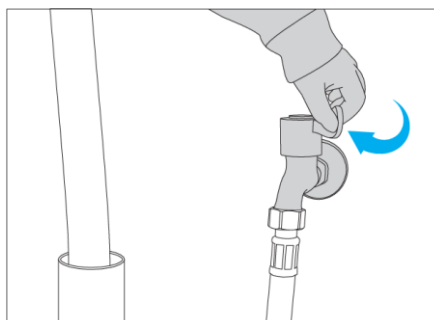


WARNING OF ELECTRICAL VOLTAGE:

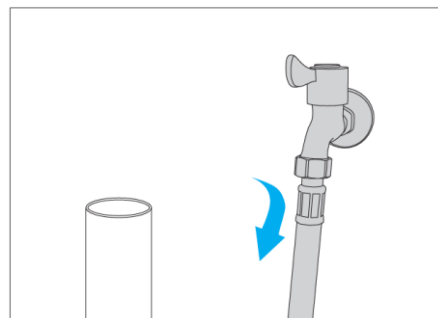
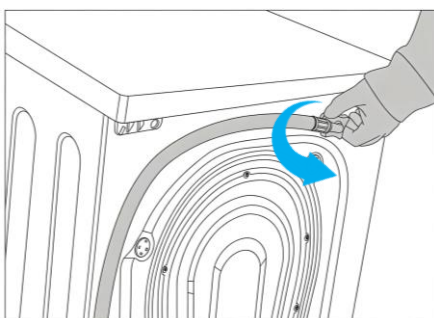
Please make sure to disconnect the power supply to avoid injury caused by electric voltage.



Close the tap and take out the drain hose from the drain pipe.



Disconnect the water inlet hose.



4.1 Replace Door



CAUTION:

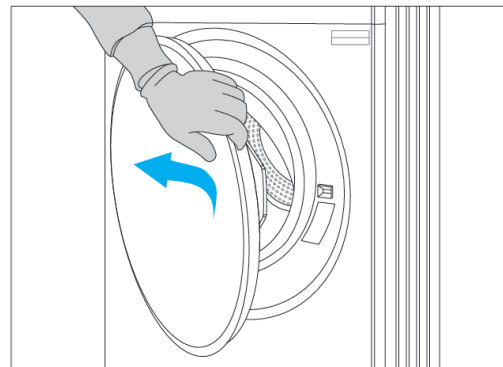
Wear gloves to protect your hands.

Working Step

Illustration

Step 2

Open the door of appliance.



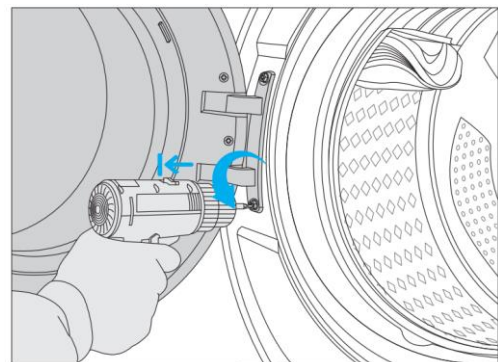
Step 3

Remove the two screws of the door by a screwdriver.



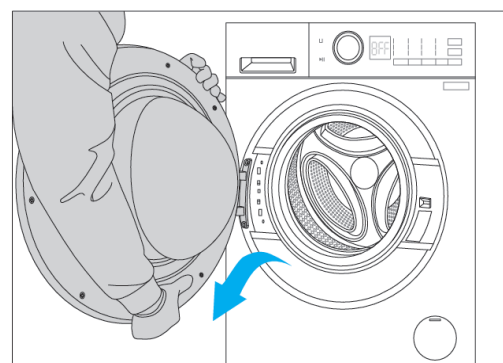
NOTE:

An electric screwdriver with a long bit holder or a ratchet is required.

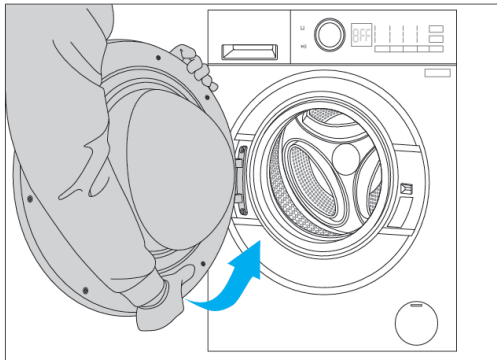
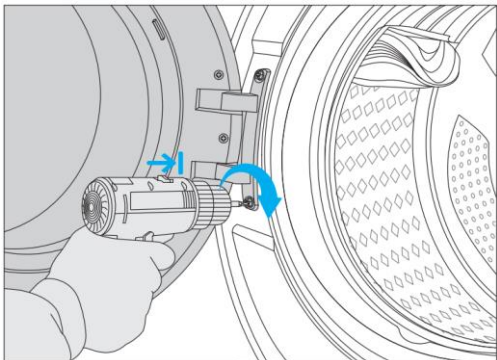
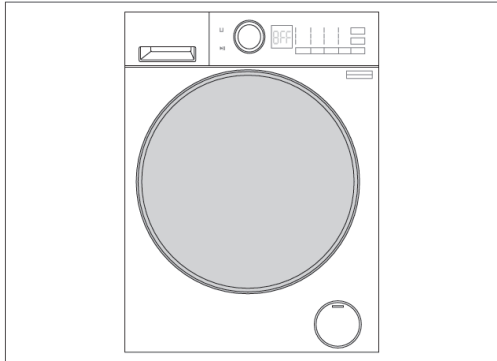


Step 4

Pull the door assembly upward.



4.1 Replace Door

Working Step	Illustration
Step 5 Remove the door from appliance.	
Step 6 Install the new door on the appliance and fix it downward at the same time.	
Step 7 Screw the door on the appliance by the support of a screwdriver.	
Step 8 Close the door of appliance.  NOTE: Ensure that the door plunger is properly in place.	

4.2 Replace Door Hinge and Door Plunger

**CAUTION:**

Wear gloves to protect your hands.

Working Step

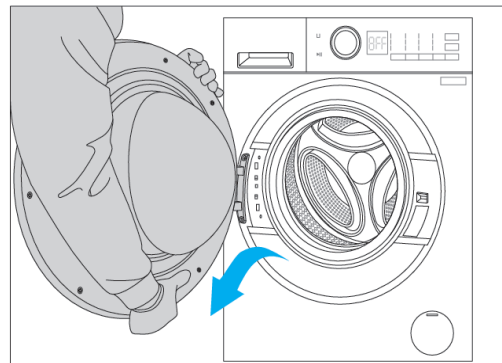
Illustration

Step 1

Follow the step 1 of 4.1 instruction to ensure safety.

Step 2 to Step 5

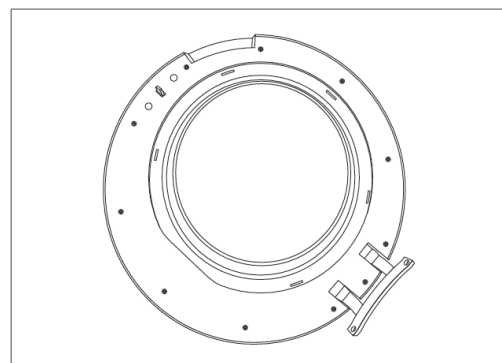
Follow instruction Chapter 4.1 Replacing Door.

**Step 6**

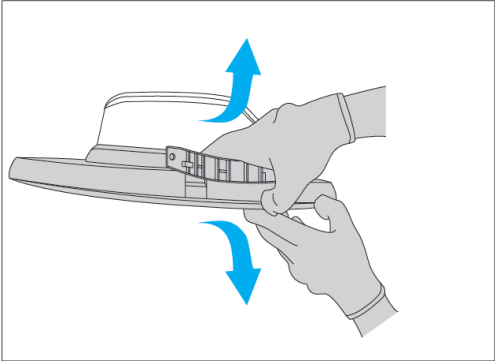
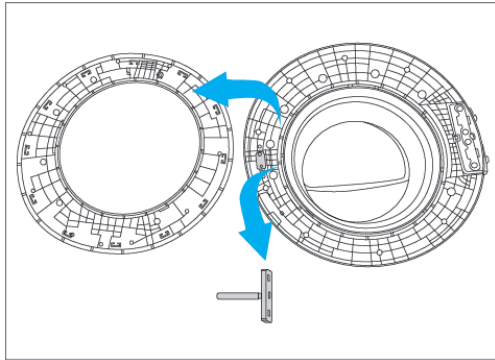
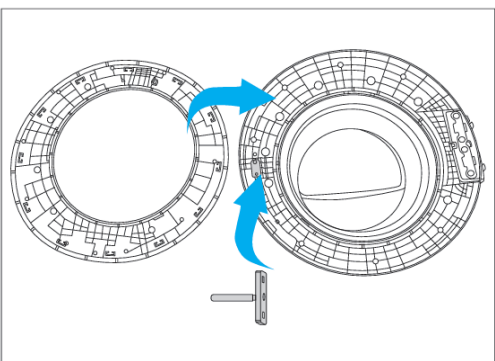
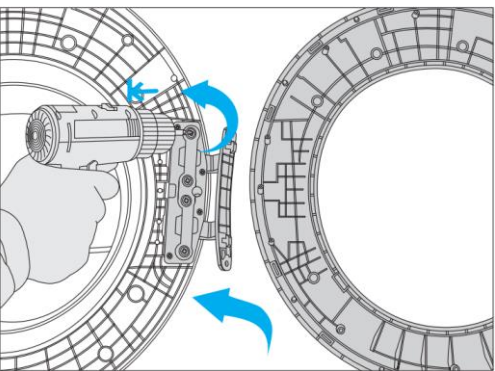
Remove all the screws of the door by a screwdriver.

**NOTE:**

Place a support on the floor and lay the door down carefully so its front side is not getting scratched.



4.2 Replace Door Hinge and Door Plunger

Working Step	Illustration
Step 7 Remove the protect cover.	
Step 8 Remove the broken door plunge.	
Step 9 Install the door new plunge.  NOTE: Please pay attention to the installation direction.	
Step 10 Remove all the screws of the door hinge by a screwdriver.	

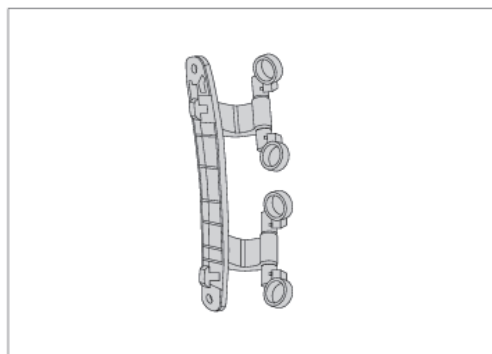
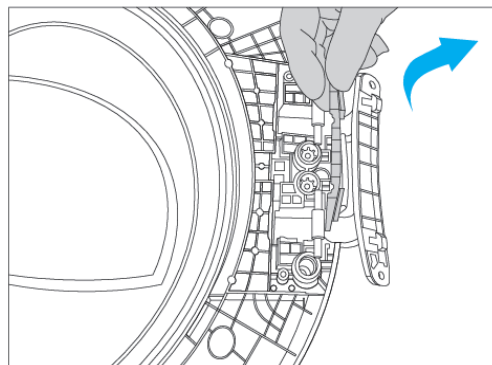
4.2 Replace Door Hinge and Door Plunger

Working Step

Illustration

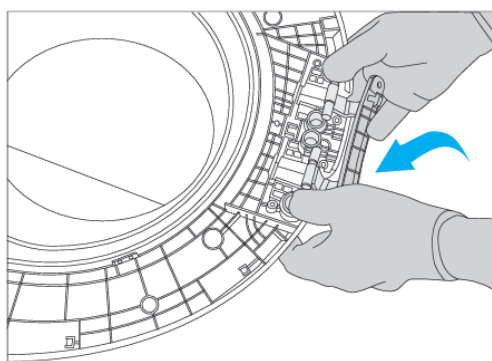
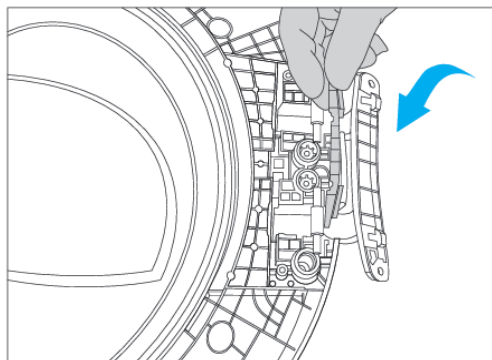
Step 11

Remove the broken door hinge.



Step 12

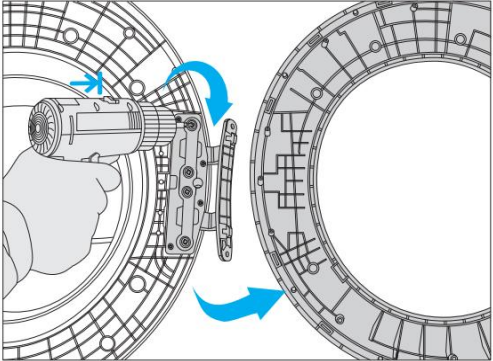
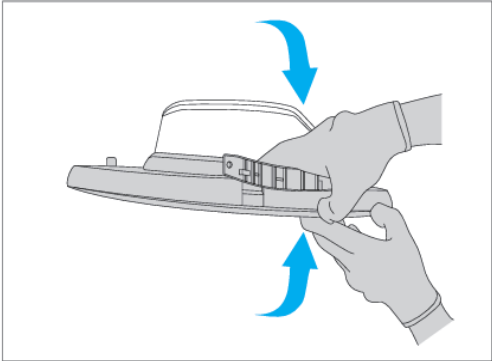
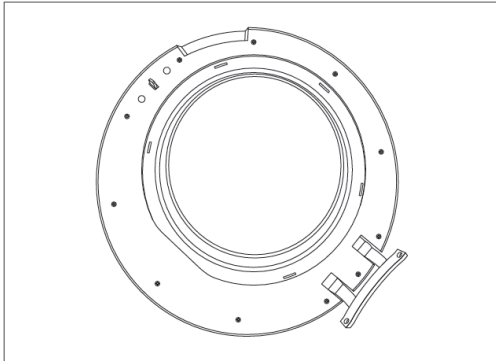
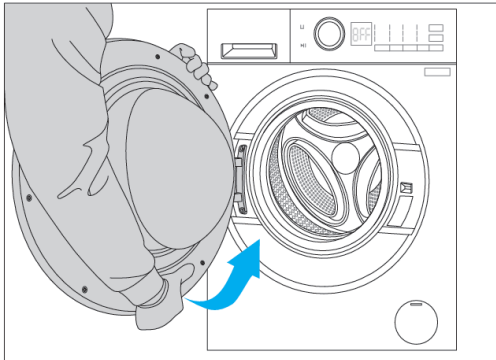
Install the new door hinge.



NOTE:

Please pay attention to the installation direction.

4.2 Replace Door Hinge and Door Plunger

Working Step	Illustration
Step 13 Install all the screws of door hinge by a screwdriver.	
Step 14 Install protect cover.  NOTE: Ensure that all plastic noses of the protect cover in a proper place.	
Step 15 Install all the screws of the door by a screwdriver.	
Step 16 Install the door on the appliance and fix it downward at the same time.	

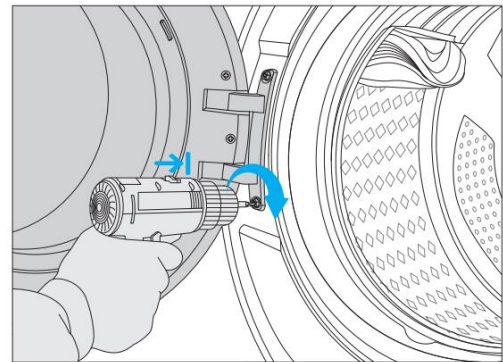
4.2 Replace Door Hinge and Door Plunger

Working Step

Illustration

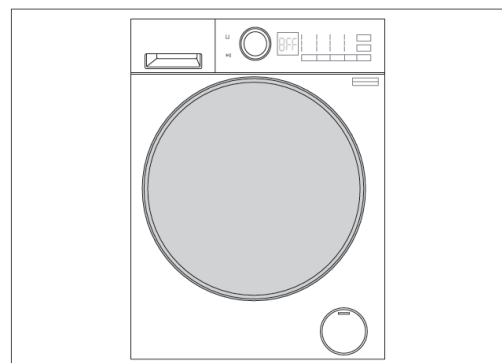
Step 17

Screw the door on the appliances.



Step 18

Close the door of appliance.



NOTE:

Ensure that the door plunger is properly in place.

4.3 Replace Door Gasket Clamp

**CAUTION:**

Wear gloves to protect your hands and be aware not to get your finger caught.

Working Step

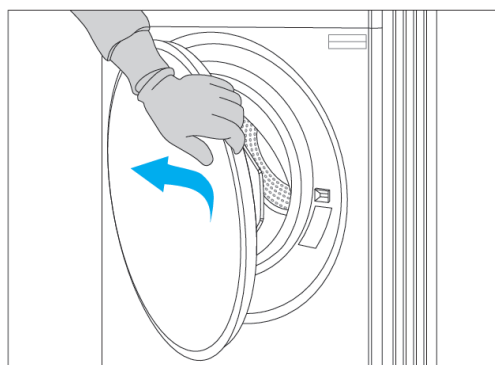
Illustration

Step 1

Follow the step 1 of 4.1 instruction to ensure safety.

Step 2

Open the door of appliance.

**Step 3**

Peel off the gasket to find the spring of the clamp



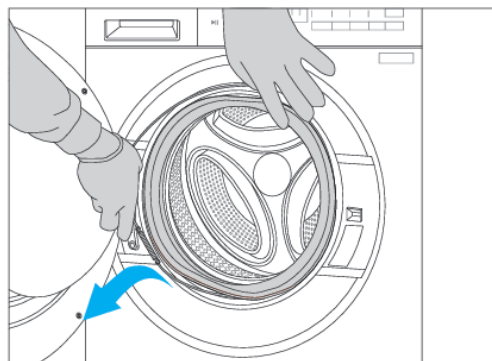
4.3 Replace Door Gasket Clamp

Working Step

Illustration

Step 4

Stretch the spring and pull the clamp out of original position.



Step 5

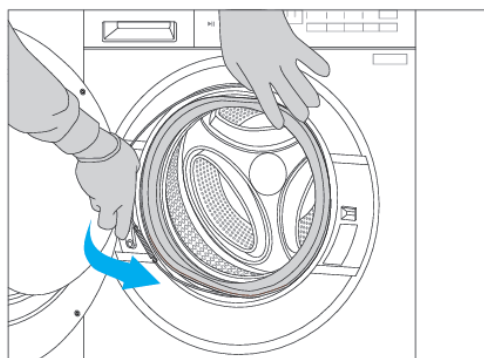
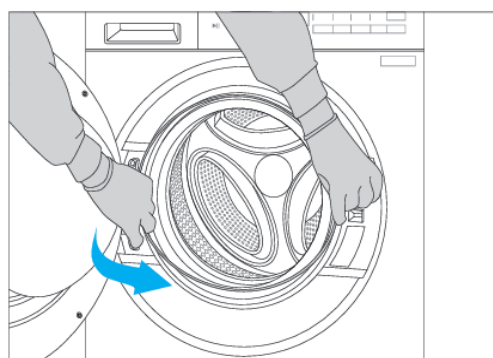
Align the gasket with the new clamp and fix it around the gasket by stretching the spring.

**NOTE :**

Be careful not to deform the gasket during assembly.

**CAUTION :**

Be aware not to get your finger caught.

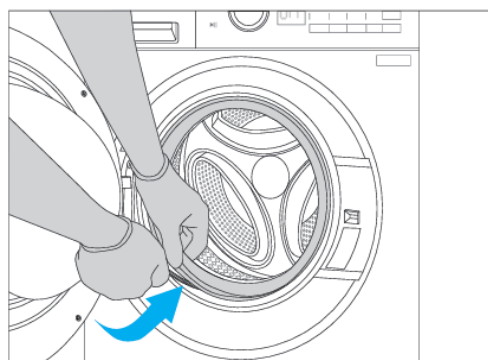


Step 6

The spring should be fixed at the correct position.

**NOTE :**

Be aware the new gasket is properly fixed at the front panel.



4.4 Replace Detergent Dispenser Drawer and Box

Working Step

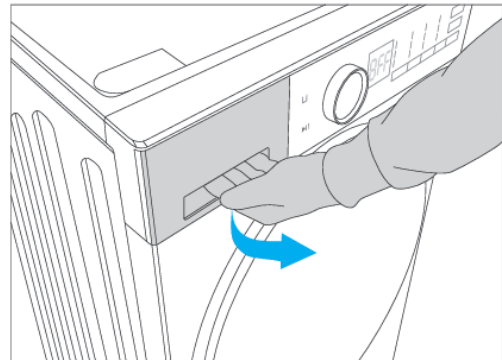
Illustration

Step 1

Follow the step 1 of 4.1 instruction to ensure safety.

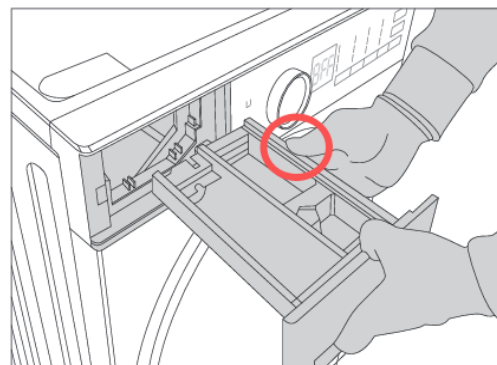
Step 2

Pull the detergent dispenser out.



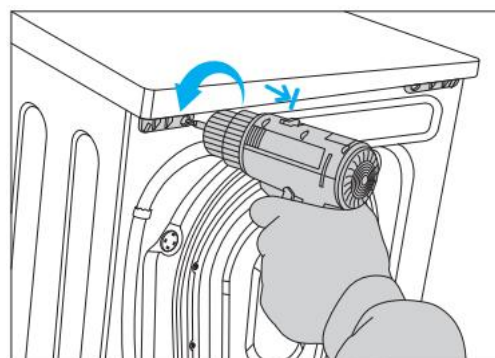
Step 3

Press the button to release it.



Step 4

Remove 2 screws of top cover.



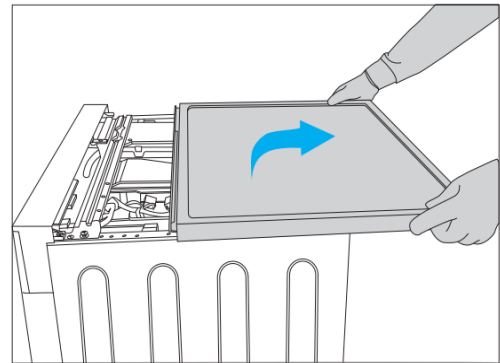
4.4 Replace Detergent Dispenser Drawer and Box

Working Step

Illustration

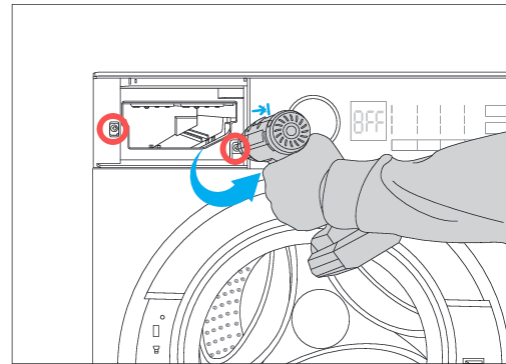
Step 5

Slide the top cover and remove it.



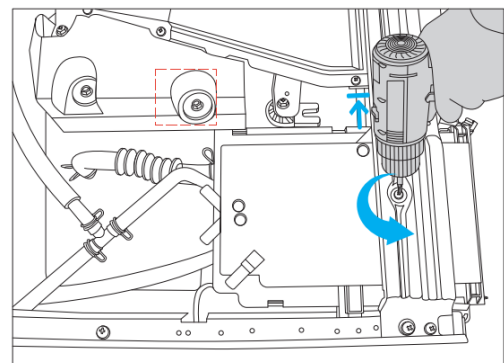
Step 6

Remove 2 screws of the control panel at the location of detergent box.



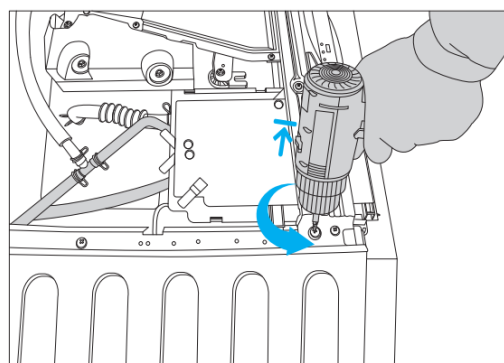
Step 7

Remove the screw between the top bracket and detergent box.



Step 8

Unscrew the top bracket and remove it.



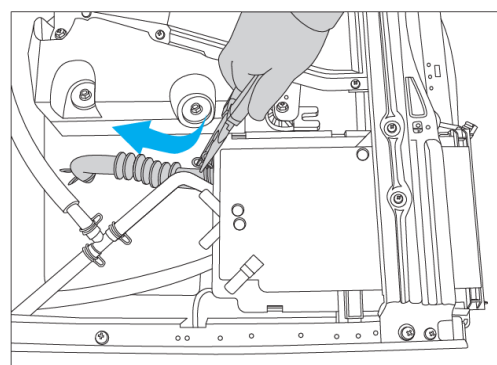
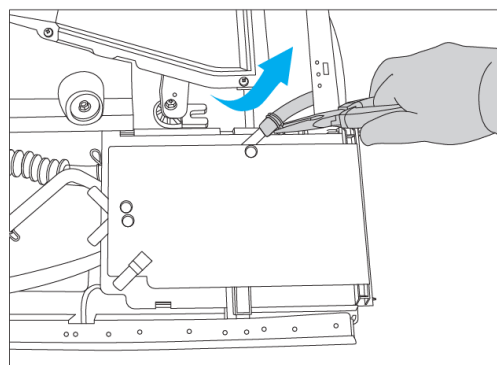
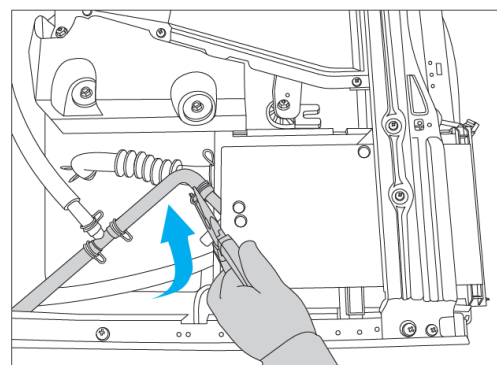
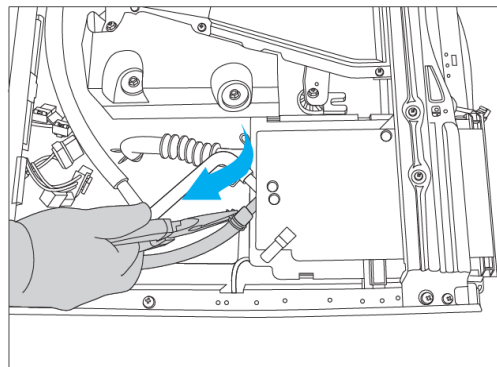
4.4 Replace Detergent Dispenser Drawer and Box

Working Step

Illustration

Step 9

Remove the 4 hoses of detergent box.



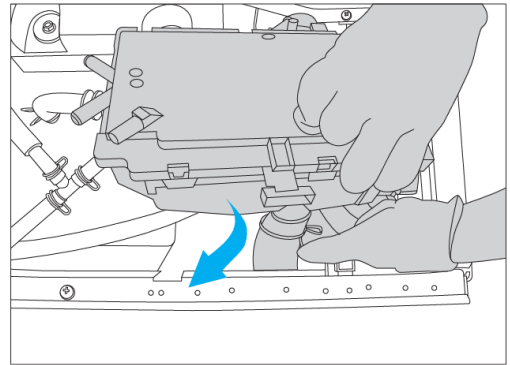
4.4 Replace Detergent Dispenser Drawer and Box

Working Step

Illustration

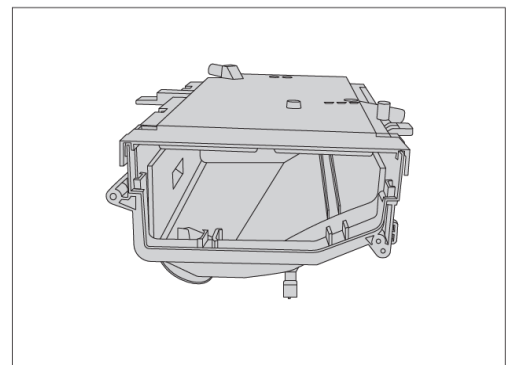
Step 10

Remove the hose from the detergent dispenser that is connected to the washing unit.



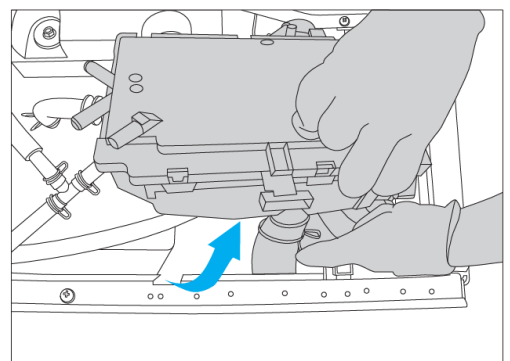
Step 11

Have the new detergent box ready for replacement.



Step 12

Reconnect the hose from the washing unit to the detergent dispenser.



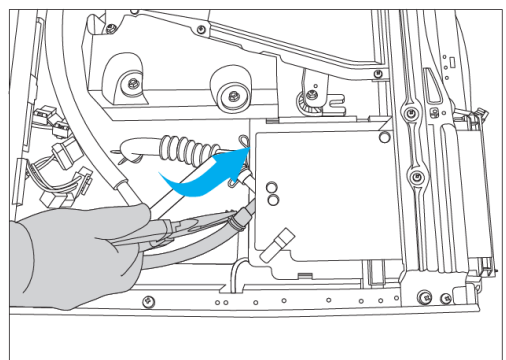
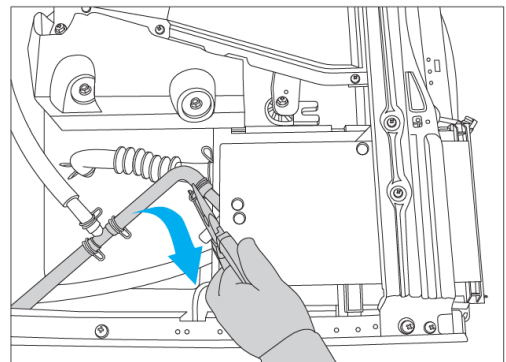
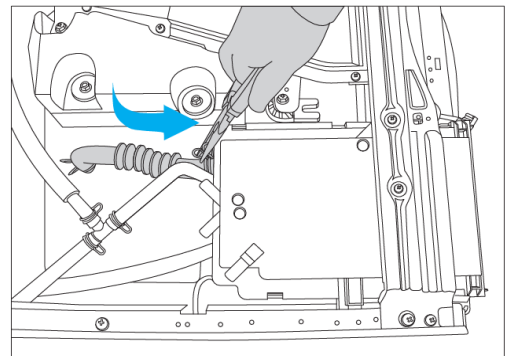
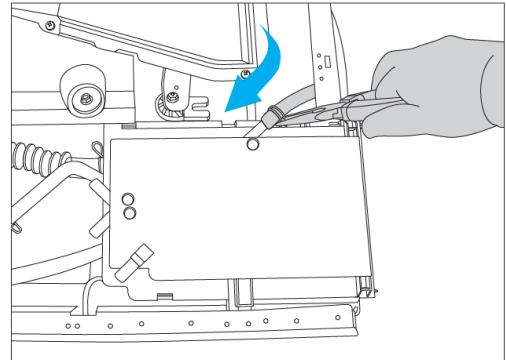
4.4 Replace Detergent Dispenser Drawer and Box

Working Step

Illustration

Step 13

Reconnect the 4 hoses to detergent box again.



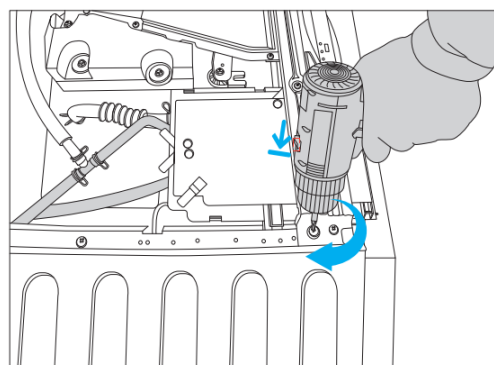
4.4 Replace Detergent Dispenser Drawer and Box

Working Step

Illustration

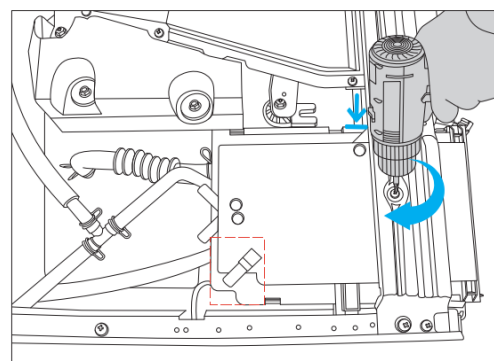
Step 14

Screw the top bracket and secure it.



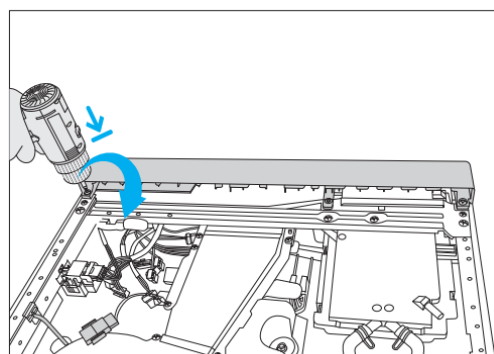
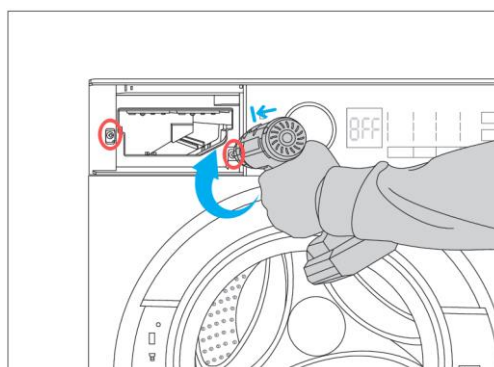
Step 15

Screw top bracket to the detergent box again.



Step 16

Screw the control panel to the detergent chamber.



NOTE :

Make sure that all screws are installed in their original positions.

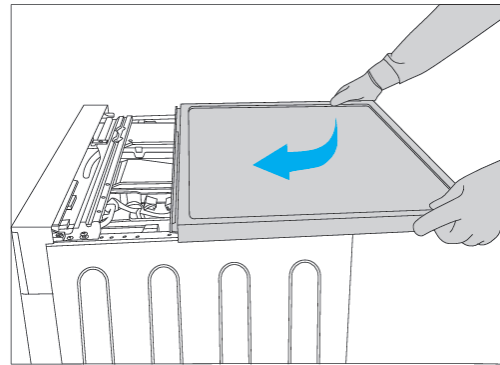
4.4 Replace Detergent Dispenser Drawer and Box

Working Step

Illustration

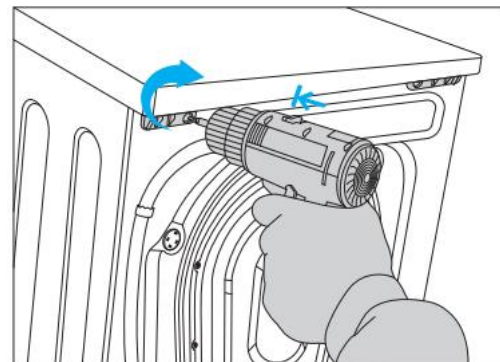
Step 17

Slide the tops cover onto the frame of the cabinet and secure it in place.



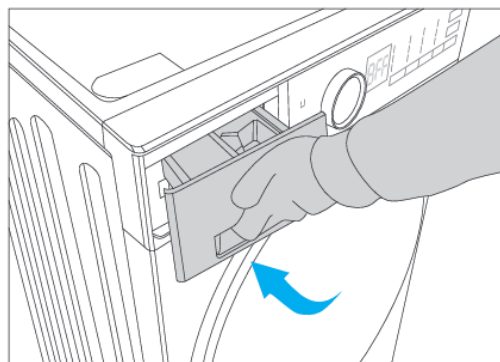
Step 18

Screw the top cover.

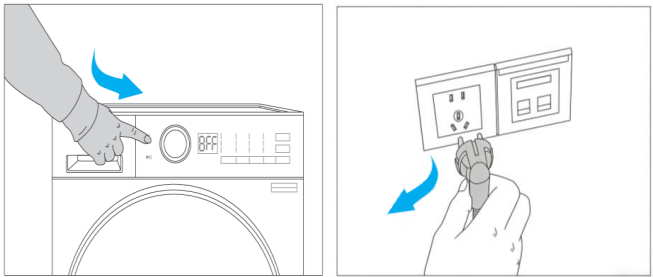
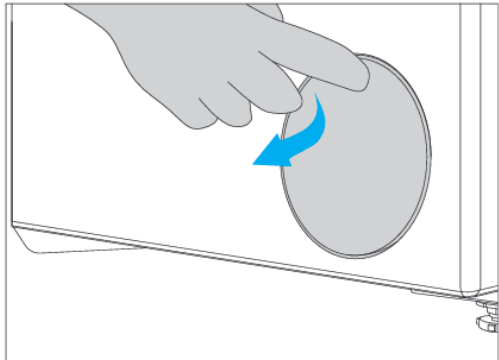
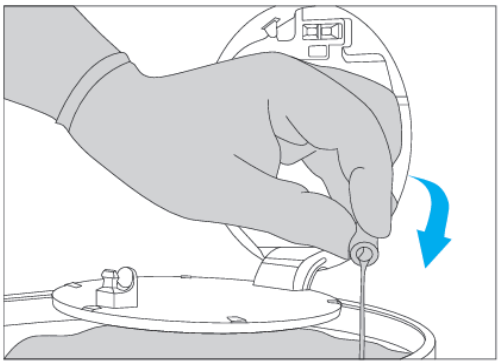
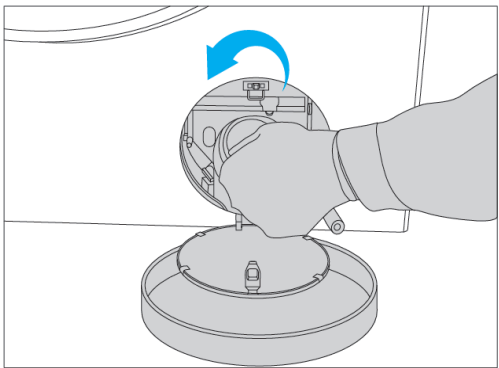


Step 19

Align the detergent dispenser box and push it to install.



4.5 Clean and Replace Drain Pump Filter

Working Step	Illustration
Step 1 Turn off the power and unplug the appliance.  WARNING OF ELECTRICAL VOLTAGE: Please make sure to disconnect the power supply to avoid injury caused by electric voltage.	
Step 2 Press the service flap against the front panel for accessing the drain pump filter.	
Step 3 Take out the emergency drain hose and pour out the water. Reinstall the cap in the correct position.  WARNING: Be aware of scalding	
Step 4 Rotate the filter counterclockwise and remove it.	

4.5 Clean and Replace Drain Pump Filter

Working Step

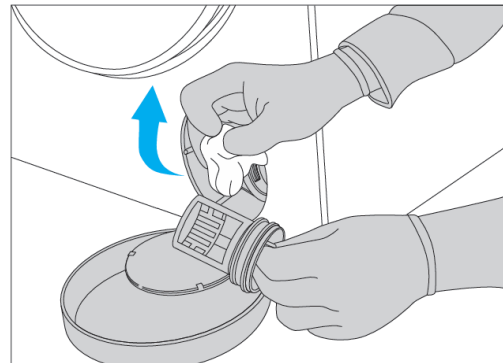
Illustration

Step 5

Remove drain pump filter and clean it.

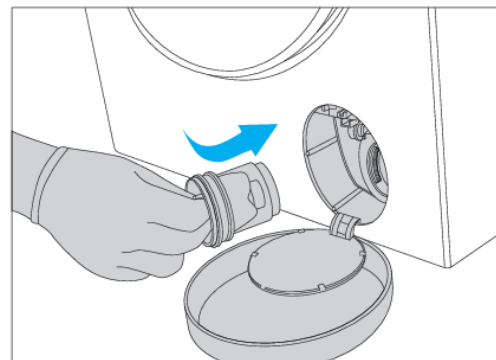
**NOTE:**

Rinsing the filter under running water. For a more thorough clean, use a soft cleaning brush.



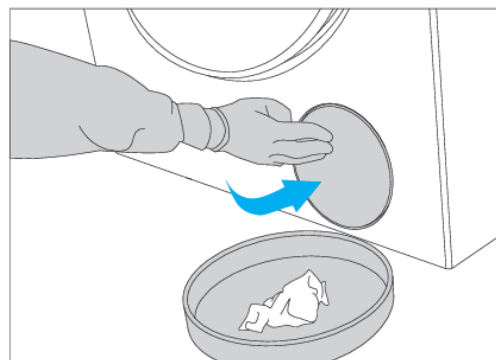
Step 6

Tighten the drain pump filter clockwise. Secure emergency drain hose to its original position.



Step 7

Close the service flap again by pressing against the front panel.

**NOTE:**

Run a rinse and spin program and make sure that there are no water leakage issues.

4.6 Remove transportation bolts

Working Step

Illustration

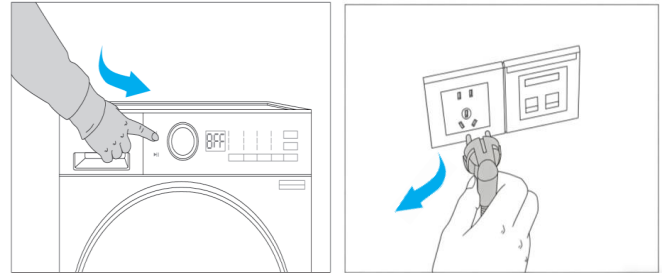
Step 1

Turn off the power and unplug the appliance.



WARNING OF ELECTRICAL VOLTAGE:

Please make sure to disconnect the power supply to avoid injury caused by electric voltage.



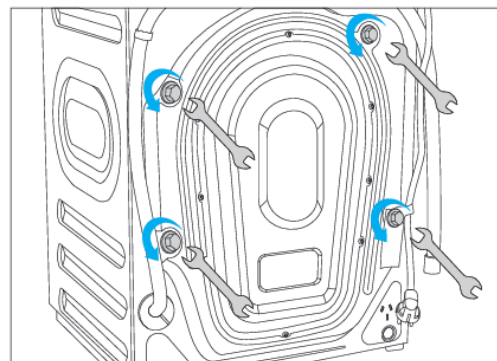
Step 2

Remove the 4 shipping bolts by using a wrench.



NOTE:

Removing the transportation bolts without high force.



Step 3

Cover the holes by the provided caps.

