



Website : <http://biz.lgservice.com>

WASHING MACHINE SERVICE MANUAL

▲ CAUTION

READ THIS MANUAL CAREFULLY TO DIAGNOSE
PROBLEMS CORRECTLY BEFORE SERVICING THE UNIT.

MODEL: WM3575C *

CONTENTS

1. Specifications	3
2. Features and Technical Explanation	4-6
3. Parts Identification	7
4. Installation and Test	8-10
5. Operation	11-17
5-1. Control Panel Features	11-13
5-2. Cycle Guide	14
5-3. Special Functions	15
5-4. Explanation of Each Process	16-17
6. Test Mode	18
6-1. Safety Caution	18
6-2. Load Test Mode	18
6-3. How To Read the Display in Load Test Mode	18
7. Troubleshooting	19
7-1. Safety Caution	19
7-2. Error Mode Summary	19-20
7-3. Troubleshooting With Error	21-27
7-4. Troubleshooting Else	28-32
7-5. Before using the Tag On function	33
8. Component Testing Information	34
8-1. Filter Assembly (Line Filter)	34
8-2. Door Lock Switch Assembly	35-36
8-3. Stator Assembly	37-39
8-4. Pump Motor Assembly	40
8-5. Inlet Valve Assembly	41
8-6. Heater Assembly	42
8-7. Thermistor Assembly	43-44
9. Disassembly Instructions	45-53
10. Exploded View	54-56
10-1. Cabinet and Control Panel Assembly	54
10-2. Drum and Tub Assembly	55
10-3. Dispenser Assembly	56
11. Wiring Diagram	57

1. SPECIFICATIONS

I T E M		WM3575CW
COLOR		Blue White, VCM
POWER SUPPLY		AC 120 V, 60 Hz
PRODUCT WEIGHT		202.8lb (92kg)
ELECTRIC POWER CONSUMPTION	WASHING	240 W
	DRAIN MOTOR	80 W
REVOLUTION SPEED	WASH	46 rpm
	SPIN	0-1,300 rpm
CYCLES		12
WASH/RINSE TEMPERATURES		5
SPIN SPEEDS		5
OPTIONS		Pre Wash, Delay Wash, CustomPG M, Fresh Care, PG MSave, TurboWash, Cold Wash, Extra Rinse, Rinse+Spin
WATER CIRCULATION		Incorporated
OPERATIONAL WATER PRESSURE		14.5 – 142 PSI(100 – 980kPa)
CONTROL TYPE		Electronic
WASH CAPACITY [cu.ft.]		(4.5 DOE)
DIMENSIONS		27" (W) X 29 ³ / ₄ " (D) X 38 ¹ / ₁₆ " (H), 51" (D, door open)
DELAY WASH		up to 19 hours
DOOR SWITCH TYPE		PTC + Solenoid
WATER LEVEL		10 steps (by sensor)
LAUNDRY LOAD SENSING		Incorporated
ERROR DIAGNOSIS		Incorporated
AUTO POWER OFF		Incorporated
CHILD LOCK		Incorporated
SMART		NFC (Tag On function) Smart Diagnosis function (3.0)

⚠ WARNING

To reduce the risk of injury to persons, adhere to all industry recommended safety procedures including the use of long sleeved gloves and safety glasses. Failure to follow all of the safety warnings in this manual could result in property damage, injury to persons or death.

2. FEATURES & TECHNICAL EXPLANATION

2-1. FEATURES



■ Ultra Capacity

The larger drum enables not just higher head drop and stronger centrifugal force, but also less tangling and wrinkling of the laundry. Heavier loads, such as king size comforters, blankets, and curtains, can be washed.



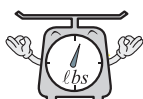
■ Direct Drive System

The advanced brushless DC motor directly drives the drum without belt and pulley.



■ Tilted Drum and Extra Large Door Opening

Tilted drum and extra large opening make it possible to load and unload clothing more easily.



■ Automatic Wash Load Detection

Automatically detects the load and optimizes the washing time.



■ Child Lock

The child lock prevents children from pressing any button to change the settings during operation.



■ SMART DIAGNOSIS™

Should you experience any technical difficulty with your washing machine, is capable of producing multiple distinct different motions for optimal washing performance with very little noise and vibration. The motor assembly also contains fewer moving parts, thus resulting in fewer repairs.

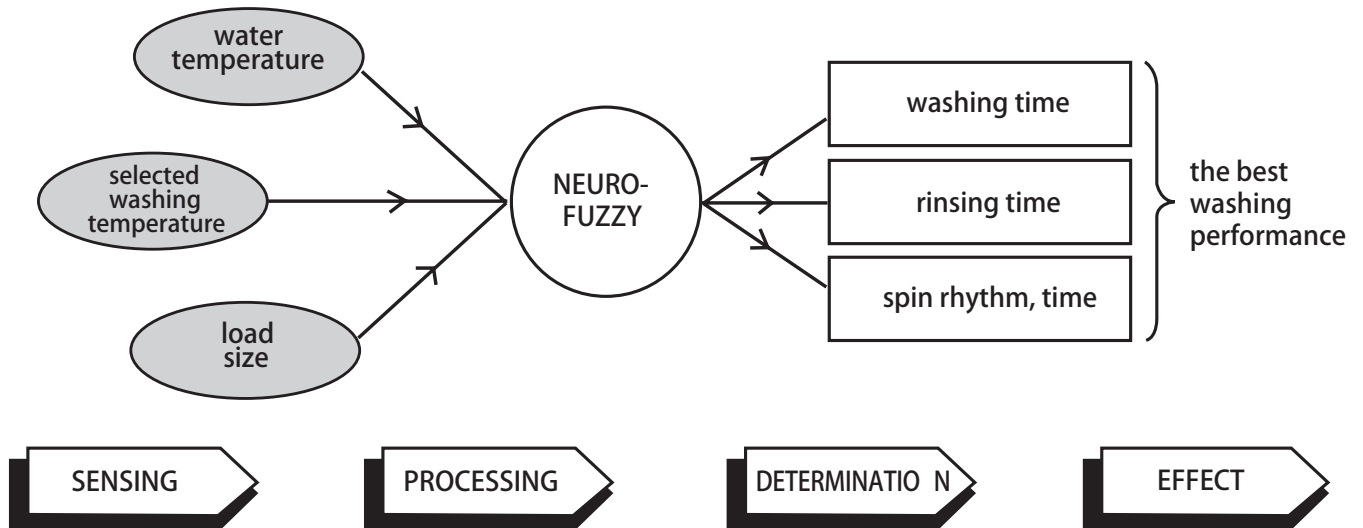


■ NFC (Tag On Function)

This feature uses LG Smart Diagnosis™, Cycle Download, and Laundry Stats when you touch the LG appliance's Tag On logo with your NFC equipped smartphone.

2-2. NEURO FUZZY WASHING TIME OPTIMIZATION

To get the best washing performance, optimal time is determined by the water temperature, the selected washing temperature, and the size of the load.



2-3. WATER LEVEL CONTROL

- This model incorporates a pressure sensor which can sense the water level in the tub.
- The water supply is stopped when the water level reaches the preset level, the washing program then proceeds.
- Spinning does not proceed until the water in the tub drains to a certain level.

2-4. DOOR CONTROL

- The door can be opened by pulling the door handle whenever washer is not in operation.
- When the cycle is completed, the DOOR LOCKED light will turn off.
- If a power failure has occurred while in operation, the door will unlock after 5 minutes.
- Clicking sounds can be heard when the door is locked/unlocked.

2-5. THE DOOR CAN NOT BE OPENED

- While program is operating.
- When a power failed and power plug is taken out in operation.
- While Door Lock lights turn on.
- While the motor is in the process of inertial rotating, through the operation is paused.

2-6. CHILD LOCK

- Use this option to prevent unwanted use of the washer. Press and hold Pre Wash button for 3 seconds to lock/unlock control.
- When child lock is set, CHILD LOCK lights and all buttons are disabled except the POWER  button. You can lock the controls of the washer while washing.
- CHILD LOCK lasts after the end of cycle. If you want to deactivate this function, Press and hold the Pre Wash button for 3 seconds.

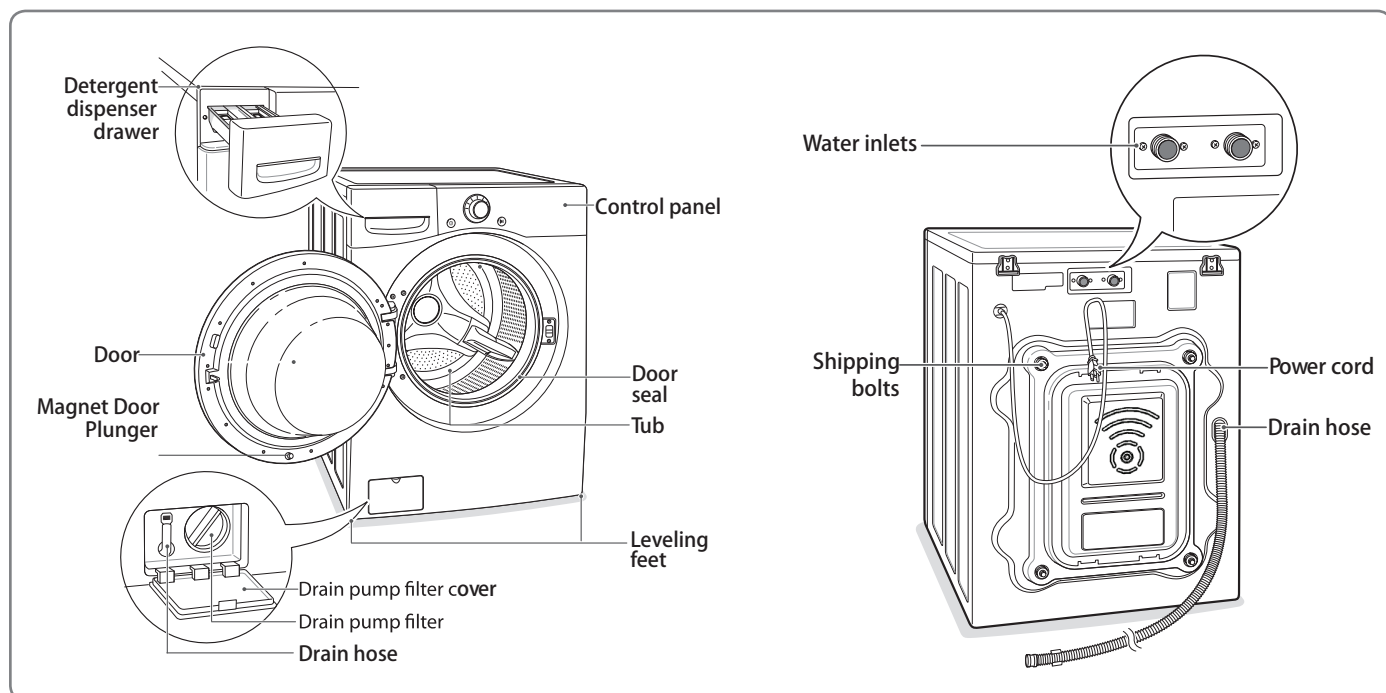
2-7. NFC (Tag On Function)

- The Tag On function can only be used with smart phones equipped with the NFC function and based on the Android operating system (OS).
- Position your smart phone so that the NFC antenna on the back of your smart phone matches the position of the Tag On icon on the appliance .
- NFC reading performance of your smart phone must be higher than a certain level for using this function.

3. PARTS IDENTIFICATION

Parts and Accessories

Parts



Accessories

Included Accessories



Non skid pads



Caps for covering shipping bolt holes



Wrench



Tie strap



Elbow bracket
(for securing drain hose)

Optional Accessories



Pedestal
(sold separately)



Stacking Kit
(sold separately)

Required Accessory (sold separately)



Hot/cold water hoses

• Required accessory is sold separately. It can be ordered through LG Website.

US: www.lg.com/us

Part Number

- 5215FD3715U : Hot water hose
- 5215FD3715V : Cold water hose

NOTE

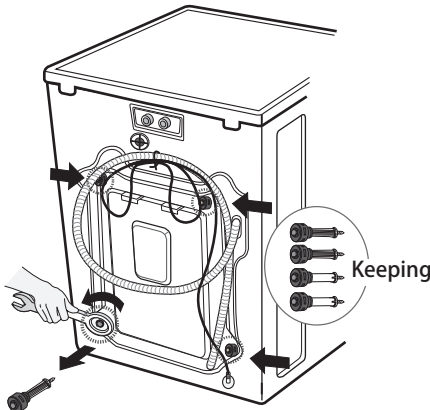
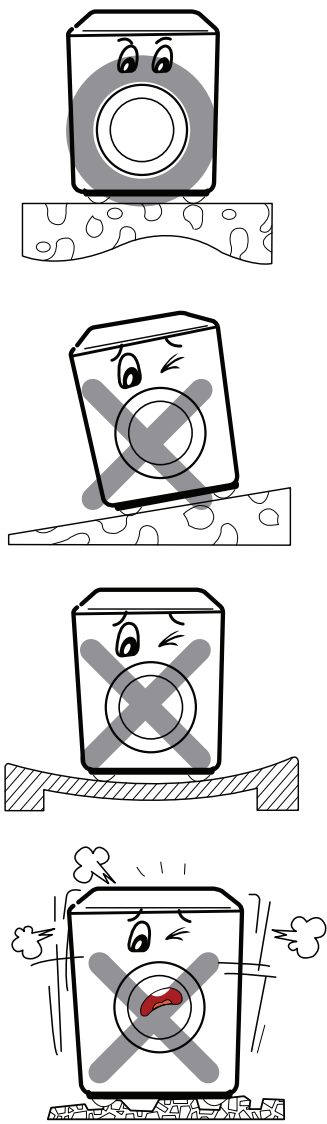
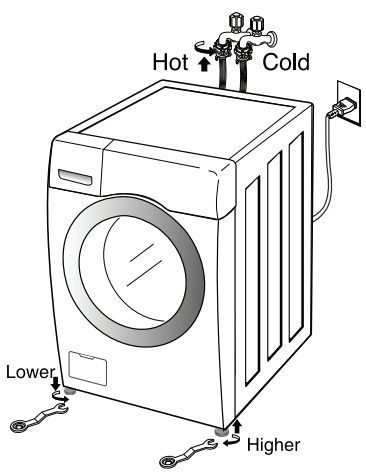
- Contact LG Customer Service at 1-800-243-0000 (1-888-542-2623 in Canada) if any accessories are missing.
- For your safety and for extended product life, use only authorized components. The manufacturer is not responsible for product malfunction or accidents caused by the use of separately purchased unauthorized components or parts.
- The images in this guide may be different from the actual components and accessories, which are subject to change by the manufacturer without prior notice for product improvement purposes.

4. INSTALLATION & TEST

- 1 Before servicing, ask the customer what the trouble is.
- 2 When installing or repairing the washer, put on long gloves and safety glasses.
- 3 Check the setup (power supply is 120 VAC, remove the transit bolts, level the washer, etc.)
- 4 Check with the troubleshooting guide.
- 5 Plan your service method by referring to the disassembly instructions.
- 6 Service the unit.
- 7 After servicing, operate the appliance to see whether it functions correctly.

■ STANDARD INSTALLATION

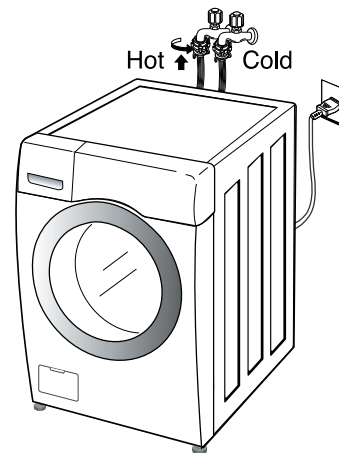
The appliance should be installed as follows:

REMOVE THE SHIPPING BOLTS	INSTALL THE APPLIANCE ON A FLAT AND FIRM SURFACE	ADJUST THE LEVELING
- Remove the 4 shipping bolts with the supplied wrench. ※ Remove the lower bolts first. It is easier that way. - Keep the shipping bolts and spanner for future use. - Insert the 4 caps (provided) into the hole. 		- Turn the leveling feet to adjust the appliance.  - Turn clockwise to raise; counterclockwise to lower.

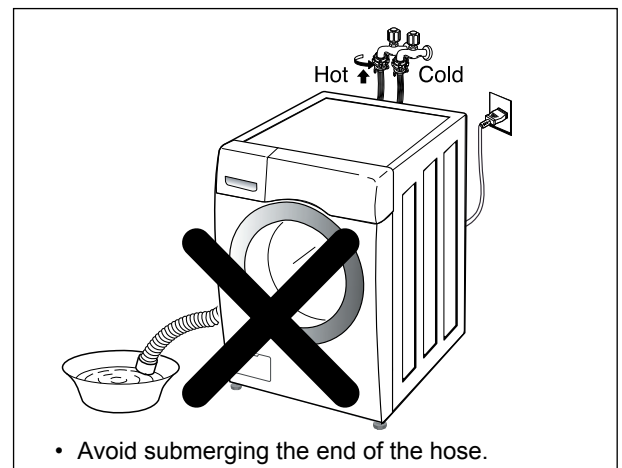
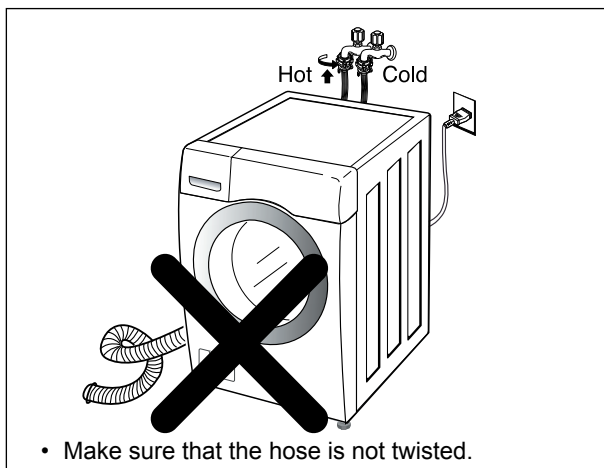
■ HOW TO CONNECT THE INLET HOSE

- Verify that the rubber washer is inside of the valve connector.
- Tighten the inlet hose securely to prevent leaks.
- Install the inlet hose to correct temperature water tap.

Otherwise, it cause drips on the drawer panel handle and drawer panel.

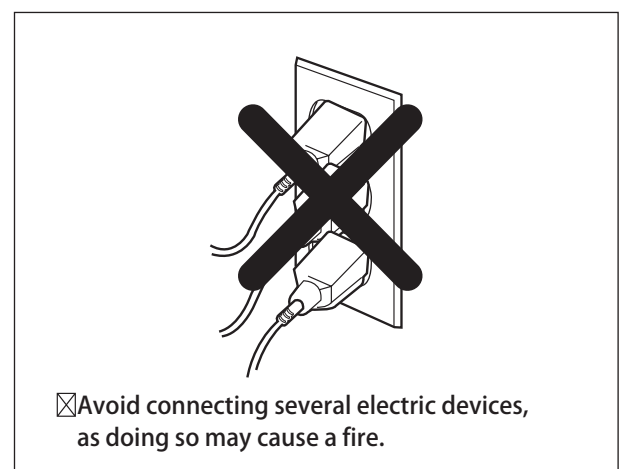
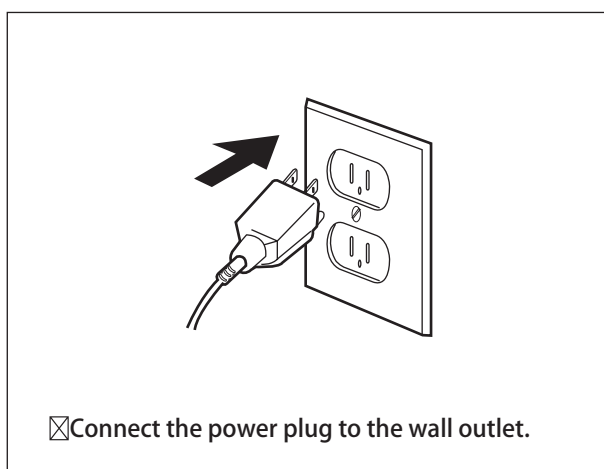


■ CONNECT THE DRAIN HOSE



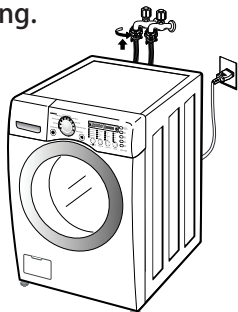
※ The end of the drain hose should be placed less than 96" from the floor.

■ CONNECT POWER PLUG



7 TEST OPERATION

1 Preparation for washing.



- ☑ Connect the power plug to the outlet.
- ☑ Connect the inlet hoses.

2 Press the POWER button.



3 Press the START/PAUSE button.



- ☑ Listen for a click to determine if the door has locked.



6 Check the water heating function.



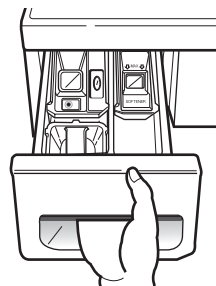
- ☑ Press the WASH/RINSE button and the present temperature will be displayed.

5 Check the automatic reverse rotation.



- ☑ Check if the drum rotates clockwise and counterclockwise.

4 Check the water supply.



- ☑ Check if water is supplied through the detergent dispenser.



7 Check the drain and spin functions.

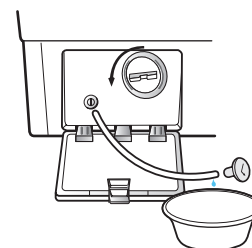
- ☑ Power off and the power on.
- ☑ Press the SPIN SPEED button.
- ☑ Press the START/PAUSE button.
- ☑ Check the spin and drain functions.

8 Press the START/PAUSE button.



- ☑ Listen for a click to determine if the door is unlocking.

9 Water removal

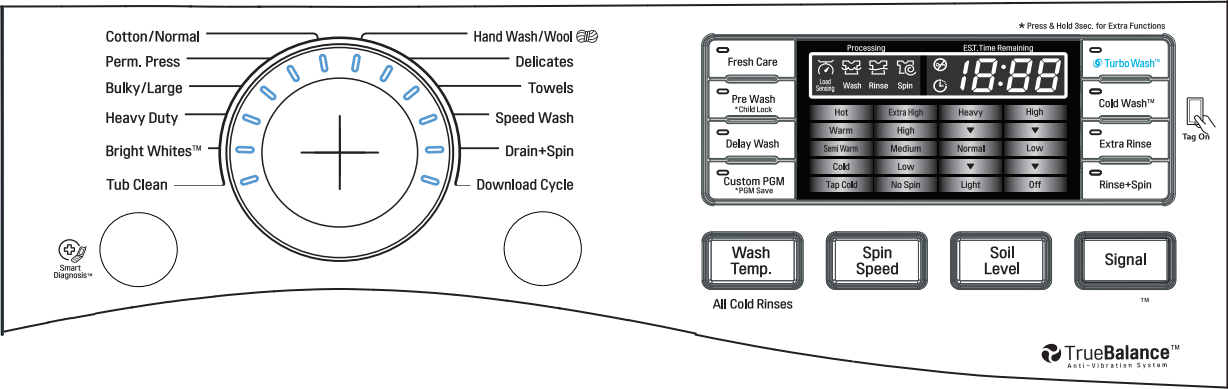


- ☑ If SERVICE is needed during check, remove the remaining water by pulling out the hose cap.

5. OPERATION

5-1. CONTROL PANEL FEATURES

■ WM3575CW

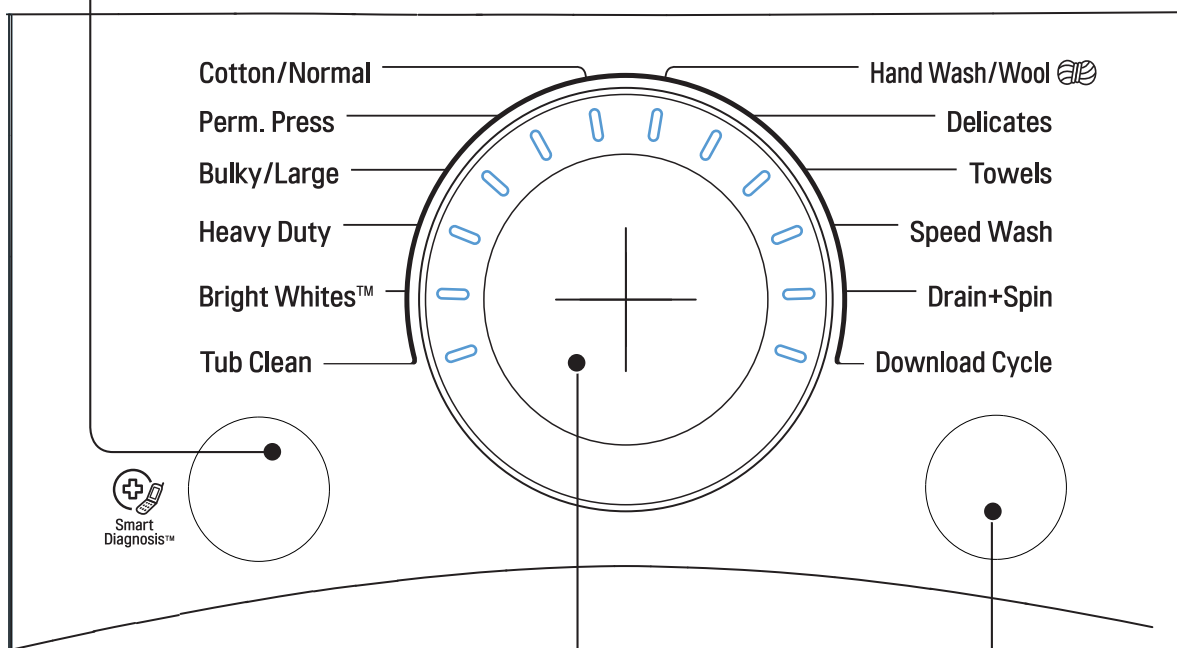


Power Button

☒ Use this button to turn the power On/Off.

Status Indicator

☒ It shows elapsed time of the cycle the washer is operating.



Cycle Selector Knob

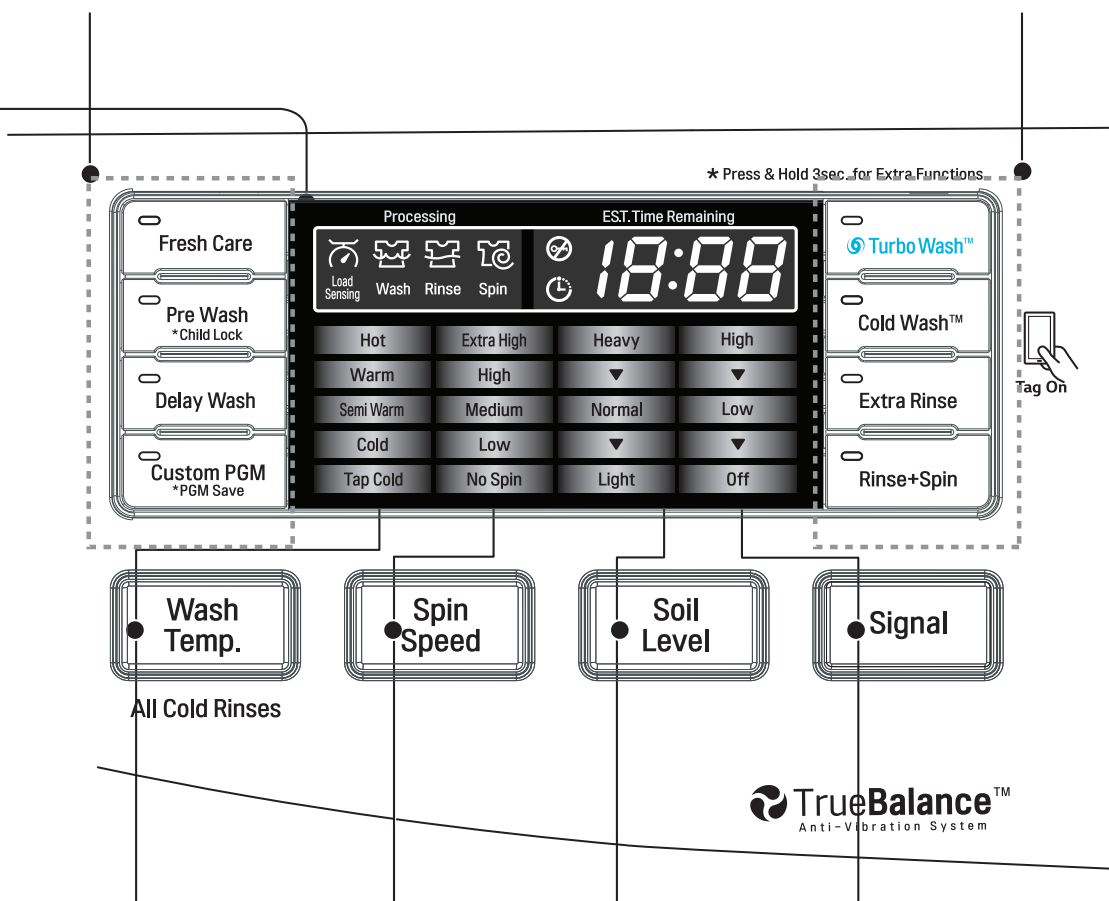
☒ Rotate the Cycle selector knob to select the cycle designed for different types of fabric and soil levels.

Start/Pause

☒ Use this button to Start/Stop the washer.

Option Button

- ☒ **PRE-WASH** : Use the PREWASH button to select to wash temporary before to start the course which you chosen.
- ☒ **DELAY WASH** : Once you have selected the cycle and other settings, press this button to delay the start of the wash cycle.
- ☒ **CUSTOM PGM** : Use the CUSTOM PGM button to select the course that you has been saved by PGM SAVE.
- ☒ **TURBO WASH** : Use This option save time.
- ☒ **COLDWASH™** : Use this function to wash without hot water and heating.
- ☒ **EXTRA RINSE** : This option will add an extra rinse cycle to the selected cycle.
- ☒ **RINSE+SPIN** : Use this option to rinse detergent from load.
- ☒ **CHILD LOCK** : Use this option to prevent unwanted use of the washer or to keep cycle settings from being changed while the washer is operating.



Wash Temp., Spin speed, Soil Level, Signal Button

- ☒ Select a water temperature based on the type of load you are washing.
- ☒ To change the spin speed, press the Spin Speed button repeatedly to cycle through available options.
- ☒ To change the soil level, press the Soil Level button repeatedly until the desired setting is on.
- ☒ Press repeatedly to adjust the volume of the Signal.

5-2. Cycle Guide

The cycle guide below shows the options and recommended fabric types for each cycle.

● = Available option

CYCLE	FABRIC TYPE	DISPLAY TIME(MIN)	BASIC OPTION (★=DEFAULT)			ADDITIONAL OPTIONS				
			Wash Temp.	Spin Speed	Soil Level	Pre-Wash	Extra Rinse	Cold Wash™	Turbo Wash™	Fresh Care
Tub Clean	This cycle is designed to remove a mildewy	89								
Bright Whites™	White Fabrics	66 - 76	Hot ★ Warm Semi Warm Cold Tap Cold	Extra High High ★ Medium Low No Spin	Heavy Normal ★ Light	●	●		●	●
Heavy Duty	Heavy soiled Cotton Fabrics	74 - 131	Hot Warm ★ Semi Warm Cold Tap Cold	Extra High ★ High Medium Low	Heavy ★ Normal Light	●	●	●	●	●
Bulky/Large	Large items such as blankets and comforters	56	Hot Warm ★ Semi Warm Cold Tap Cold	Medium ★ Low No Spin	Heavy Normal ★ Light	●	●	●	●	●
Perm.Press	Dress shirts/pants, wrinkle-free clothing, poly/cotton blend clothing, tablecloths	33 - 47	Hot Warm ★ Semi Warm Cold Tap Cold	High Medium ★ Low	Heavy Normal ★ Light	●	●	●	●	●
Cotton/Normal	Cotton, linen, towels, shirts, sheets, jeans, mixed loads	26 - 53	Hot Warm ★ Semi Warm Cold Tap Cold	Extra High High ★ Medium Low	Heavy Normal ★ Light	●	●	●	●	●
Hand wash/Wool	Items labeled "hand-washable"	55	Warm ★ Semi Warm Cold Tap Cold	low ★ No Spin	Normal ★ Light			●		●
Delicates	Dress shirts/ blouses, nylons, sheer or lacy garments	41	Warm Semi Warm Cold ★ Tap Cold	Medium ★ Low No Spin	Heavy Normal ★ Light	●	●	●		●
Towels	Towels	55 - 65	Hot Warm ★ Semi Warm Cold Tap Cold	Extra High ★ High Medium Low No Spin	Heavy Normal ★ Light	●	●	●	●	●
Speed Wash	Lightly soiled clothing and small loads	15	Hot ★ Warm Semi Warm Cold Tap Cold	Extra High ★ High Medium Low No Spin	Heavy Normal Light ★		●	●	●	●
Drain+Spin	Drain, Spin Only	16		Extra High High ★ Medium Low No Spin						●

- Cycle time depends on water pressure, type and amount of load and chosen additional options.
- To protect your garments, not every wash/rinse temperature, spin speed, soil level, or option is available with every cycle.
- If the TURBOWASH™ option is on, you cannot select "No Spin" as your SPIN SPEED.
- The Turbo Wash™ option is selected by default for the Cotton/Normal, Heavy Duty and Perm. Press cycles and cannot be deactivated for these cycles.

5-3. SPECIAL FUNCTIONS

The option buttons also activate special functions, including CHILD LOCK, LOAD SIZE, TUB CLEAN, and SIGNAL ON/OFF. Press and hold the option button marked with the special function for 3 seconds to activate.

CHILD LOCK



Use this option to prevent unwanted use of the washer or to keep cycle settings from being changed while the washer is operating. Press and hold the PRE WASH button for 3 seconds to activate or deactivate The child lock function The child lock indicator will be shown in the display. And all buttons are disabled except the ON/OFF button

NOTE: CHILD LOCK lasts after the end of cycle. If you want to deactivate this function, Press and hold the PRE WASH button for 3 seconds.

5-4. Explanation of each process

No.	s s e c o r P	n o i t a n a l p x E
1.	Stay	☒ Electrical power is supplied. ☒ Washer is ready to work and the micom is in the active mode.
2.	Water supply	☒ After loading laundry and selecting a course and a cycle, water is supplied and drum rotates. ☒ When a user selects Pre-wash course, water is supplied through pre wash valve.
3.	Soaking and washing laundry	☒ To get laundry wet, drum rotates clockwise and counterclockwise. ☒ If water amount is insufficient at this time, the Inlet valve will supply water again.
4.	Heating and washing	☒ The heater heats the water in drum to the selected water temperature and drum rotates for washing.
5.	Washing and heating	☒ When the water temperature reaches to the selected temperature, the heating stops and only the drum rotates.
6.	/ washing	☒ If water temperature becomes lower than selected because of re-supplied water, the heating starts again.
7.	Washing	☒ Fuzzy logic decides washing time according to the laundry load, water temperature, and other factors.
8.	Drainage	☒ A pump motor drains the water from the drum. ☒ After sensing drained water amount by water level frequency, spin starts. ☒ When a heating course is selected, stay cooling process is performed to decrease the water temperature gradually to prevent laundry from being damaged and for safety reasons.
9.	Untangling (Sensing eccentricity)	☒ It balances laundry load and senses the eccentricity of the load, to only allow spinning without vibration. ☒ If the eccentricity is worse than the allowed level, it repeats the disentangling process. When the repeated time is more than allowed level, it displays UE. ☒ If the eccentricity is good, the intermittent spin starts. ☒ During this process, the drain pump works for drainage intermittently.

No.	s s	e c o r P n o i t a n a l p x E
10	Intermittent spin	☒ To reach the correct set speed, the motor rotates clockwise and counterclockwise directions after spin process starts. ☒ If the water level frequency is lower than 23.0 kHz, a washer senses suds and starts suds removal process.
11	Rinse spin	☒ In this process, the remaining water during washing process is extracted and the selected speed is kept. ☒ Removing suds process is in active mode at this cycle.
12	Remaining spin	☒ After spin finishes, the drum rotates by remaining spin power until it stops. Motor power is off. ☒ This process is overlapped with next process.
13	Rinse water supply	☒ Water supply for rinse process.
14	Rinse	☒ Rinsing process.
15	Last drainage	☒ After spin finishes and power is not supplied to motor, the drum rotates by remaining spin power. ☒ If rinse hold is selected, the drainage is not proceeded after rinse finishes.
16	Disentangling	☒ The same as item 9.
17	Intermittent spin	☒ The same as item 10.
18	Main spin1	☒ The same as item 11.
19	Main spin2	☒ At the end of a main spin, the spin speed will reach the selected rpm.
20	Remaining spin	☒ The same with item 12.
21	Disentangling	☒ After spin finishes, disentangling starts to remove unbalanced laundry.
22	End	☒ After 'end' signal is displayed, it stays for 8 seconds and power is automatically turned off. (Auto type door switch) ☒ After door switch is off, end signal is displayed in the case of manual type and it takes around 2 minute to turn off door switch.

6. TEST MODE

6-1. SAFETY CAUTION

- There can be live AC and DC voltage on some terminals on the main board, even when the machine is turned off. Be cautious to avoid electric shock when disconnecting parts while troubleshooting. (Wear Static Discharge gloves when working.)
- After cutting off the power when changing the PWB disconnecting, or reassembling.
- Be careful static when handling the PWB assembly, and use Electro Static Discharge plastic pack when shipping or storing it.

6-2. LOAD TEST MODE

The washer must be empty and the controls must be in the off state.

1. Hold the **SPIN SPEED** and **SOIL LEVEL** and then press the POWER button.
2. Then buzzer will sound twice.
3. Press the Start/Pause  button repeatedly to cycle through the test modes.

Number of times the Start/Pause button is pressed	Check Point	Display Status
None	Turns on all lamps and locks the door.	LOAD TEST MODE
1 time	Tumble clockwise.	Rpm (45~50)
2 times	Low speed spin.	Rpm (55~60)
3 times	High speed spin.	Rpm (110~115)
4 times	Inlet valve for prewash turns on.	Water level frequency (0~255)
5 times	Inlet valve for main wash turns on.	Water level frequency (0~255)
6 times	Inlet valve for hot water turns on.	Water level frequency (0~255)
7 times	Inlet valve for bleach turns on.	Water level frequency (0~255)
8 times	Tumble counterclockwise.	rpm (42~50)
9 times	Circulation pump turns on.	Water level frequency (25~65)
10 times	Drain pump turns on.	Water level frequency (25~65)
11 times	off	—

6-3. HOW TO CHECK THE WATER LEVEL FREQUENCY

Press and hold the **WASH/RINSE** and **DELAY WASH** button simultaneously.



● The digits indicate the water level frequency (x.1 kHz).
So, for example a display indicating 241: a Water level frequency of 241 x.1 kHz
= 24.1 kHz

7. TROUBLESHOOTING

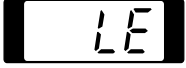
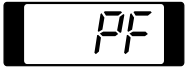
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- After cutting off the power when changing the PWB assembly, disconnecting, or reassembling.
- Be careful static when handling the PWB assembly, and use Electro Static Discharge plastic pack when shipping or storing it.

7-2. ERROR MODE SUMMARY

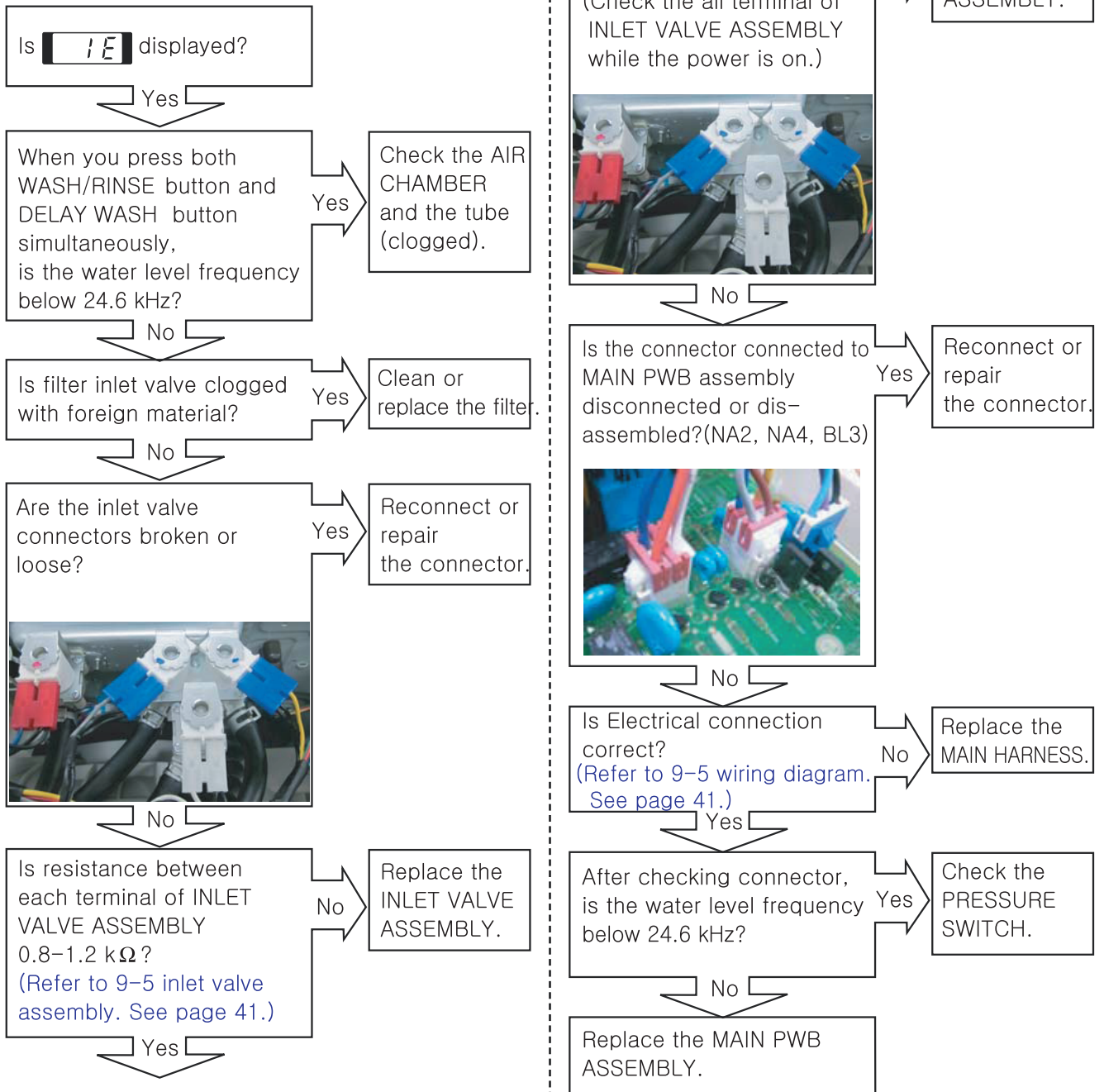
- If you press the START/PAUSE button when an error is displayed, any error except **PE** will disappear and the machine will go into the pause status.
- In case of **PE**, **LE**, **dE1**, **dE2** if the error is not resolved within 20 seconds, or the in case of other errors, if the error is not resolved within 4 minutes, power will be turned off automatically and the error code will blink. But in the case **FE**, power will not be turned off.

	ERROR	SYMPTOM	CAUSE
1	WATER INLET ERROR	IE	• Correct water level (24.6kHz) is not reached within 8 minutes after water is supplied or it does not reach the preset water level within 20 minutes.
2	UNBALANCE ERROR	UE	• The load is too small. • The appliance is tilted. • Laundry is gathered to one side. • Non-distributable things are put into the drum.
3	DRAIN ERROR	DE	• Not fully drained within 10 minutes.
4	OVERFLOW ERROR	FE	• Water is overflowing. (water level frequency is over 21.3kHz). ※ If FE is displayed, the drain pump will operate to drain the water automatically.
5	PRESSURE SENSOR ERROR	PE	• The PRESSURE SENSOR ASSEMBLY is out of order. • When water level frequency is consistently below 10 kHz or over 30 kHz.
6	DOOR OPEN ERROR	dE1 dE2	• Door not all the way closed. • Loose electrical connections at door switch and PWB Assembly. • The DOOR SWITCH ASSEMBLY is out of order.
7	HEATING ERROR	LE	• The THERMISTOR is out of order.

	ERROR	SYMPTOM	CAUSE
8	LOCKED MOTOR ERROR		☒The connector (3-pin, male, white) in the MOTOR HARNESS is not connected to the connector (3-pin, female, white) of STATOR ASSEMBLY. ☒The electric contact between the connectors (3-pin, male, white) in the MOTOR HARNESS and 4-pin, female, white connector in the MAIN PWB ASSEMBLY is bad or unstable. ☒The MOTOR HARNESS between the STATOR ASSEMBLY and MAIN PWB ASSEMBLY is cut (open circuited). ☒The hall sensor is out of order/defective.
9	EEPROM ERROR		☒EEPROM is out of order. ※ Displayed only when the START/PAUSE button is first pressed in the Load Test Mode.
10	POWER FAILURE		machine is working, the power is supplied rapidly.
11	NFC MODULE ERROR		☒The NFC HARNESS between the NFC PCB ASSEMBLY and DISPLAY PCB ASSEMBLY is cut or not connected(open circuited). ☒The NFC PCB ASSEMBLY is bad or out of order(short circuited). ☒The NFC EEPROM is out of order. ※ nE is displayed only in the first screen of the Test Mode.
12	NFC VERSION ERROR		☒NFC version is not matched. → It needs to be exchanged. ※ nU is displayed only in the first screen of the Test Mode.

7-3. TROUBLESHOOTING WITH ERROR

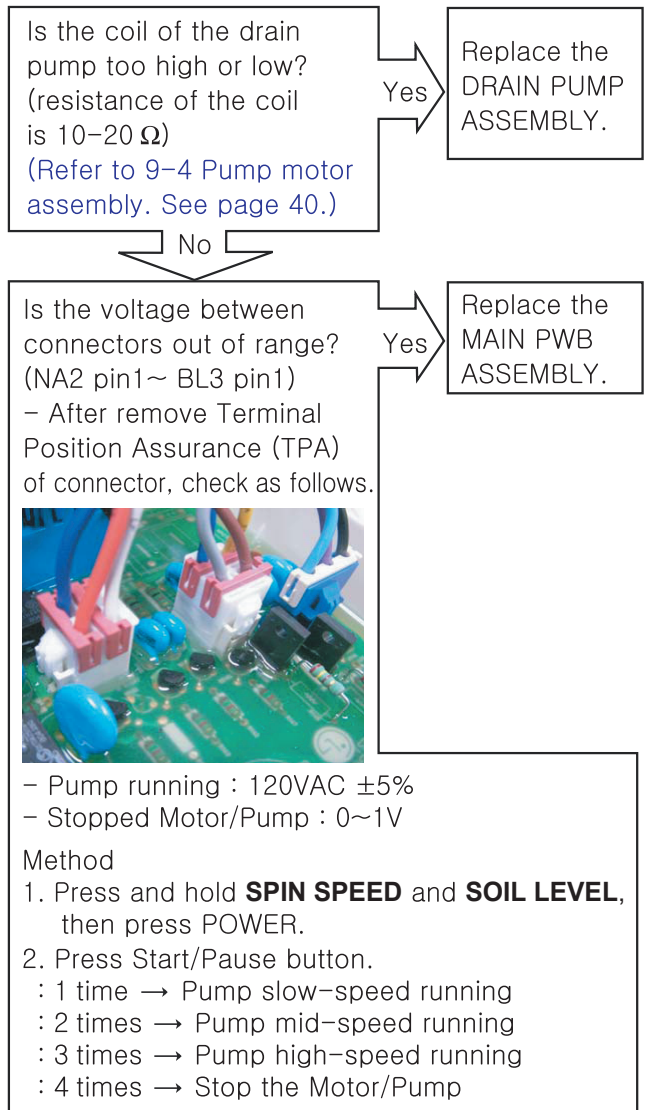
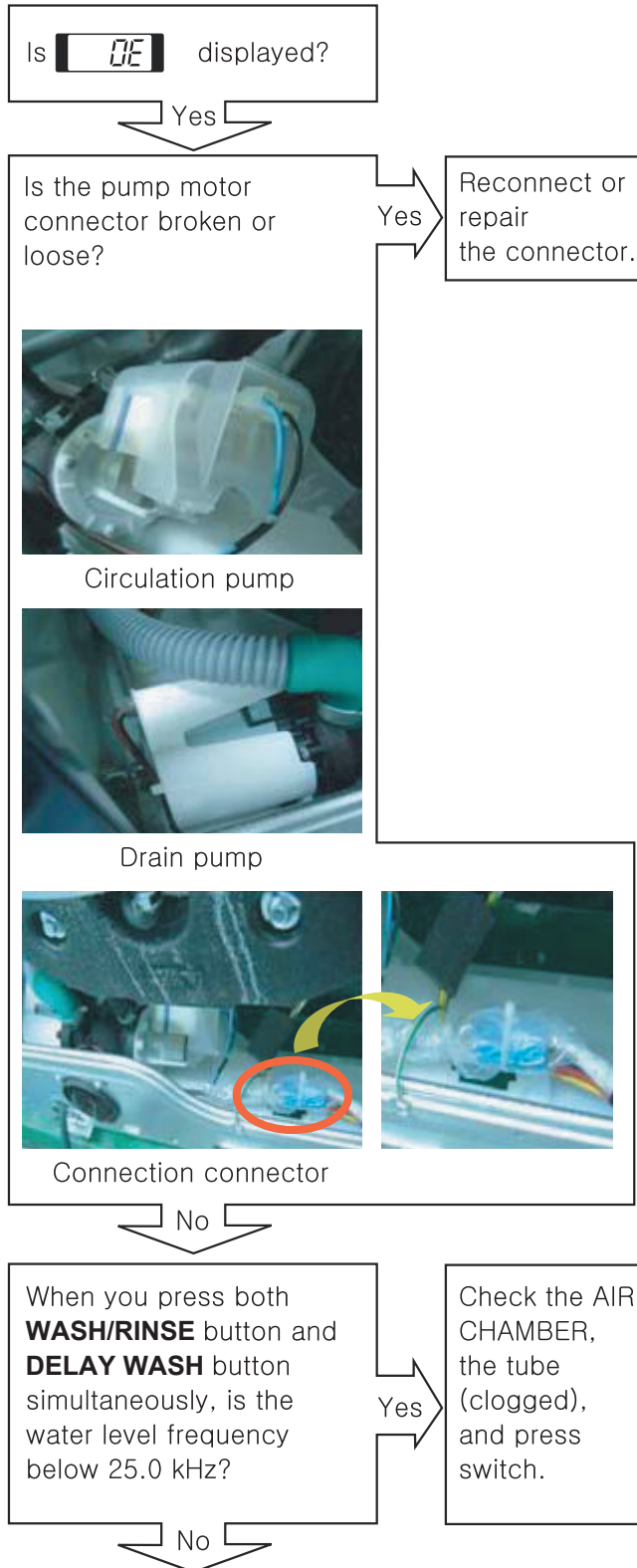
INLET VALVE ERROR



[Note] Installation safety check list

- 1) No water tap leakage
- 2) No water tap freeze
- 3) No entanglement of water supply hose
- 4) No water shortage
- 5) No shrinkage on water supply hose due to a possible misuse of hot and cold water
- 6) No water supply hose leakage

DRAIN ERROR



[Note] Installation check list

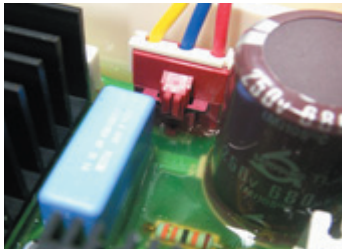
- 1) The drainage hose must not stay in a lower position.
- 2) The drainage hose must not be bent or clogged in any way due to the surrounding physical configuration.
- 3) The drainage hose must not get frozen at all times.
- 4) The drainage pump must not have any improper substance or material inside that may cause a machine breakdown.

LOCKED MOTOR ERROR

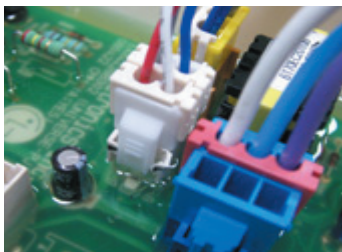
Is  LE ERROR displayed?

Yes

Check the connectors below
Is the connector disconnected or disassembled?
(motor hall sensor connector, motor drive connector).
- part of main PW B assembly (NA1, RD4)



Motor Drive



Hall sensor

- part of wire



Motor Drive Hall Sensor

Reconnect the connector.
(connector / wire / motor)

- part of motor



Motor

Yes

Is rotor magnet cracked?



Magnet

Yes

Replace the ROTOR.

No

Is the resistance values in the range of 5 to 15 Ω ?
(U-V, V-W, W-V)
:U=1, V=2, W=3)
- After pull out the RD4 connector, check the terminal of the connector in wire. (Red 3P, male)

No

Replace the STATOR.



Yes

Is hall sensor out of order? (Refer to 9-3 Stator assembly/Hall sensor.)

Yes

Replace the Hall sensor.

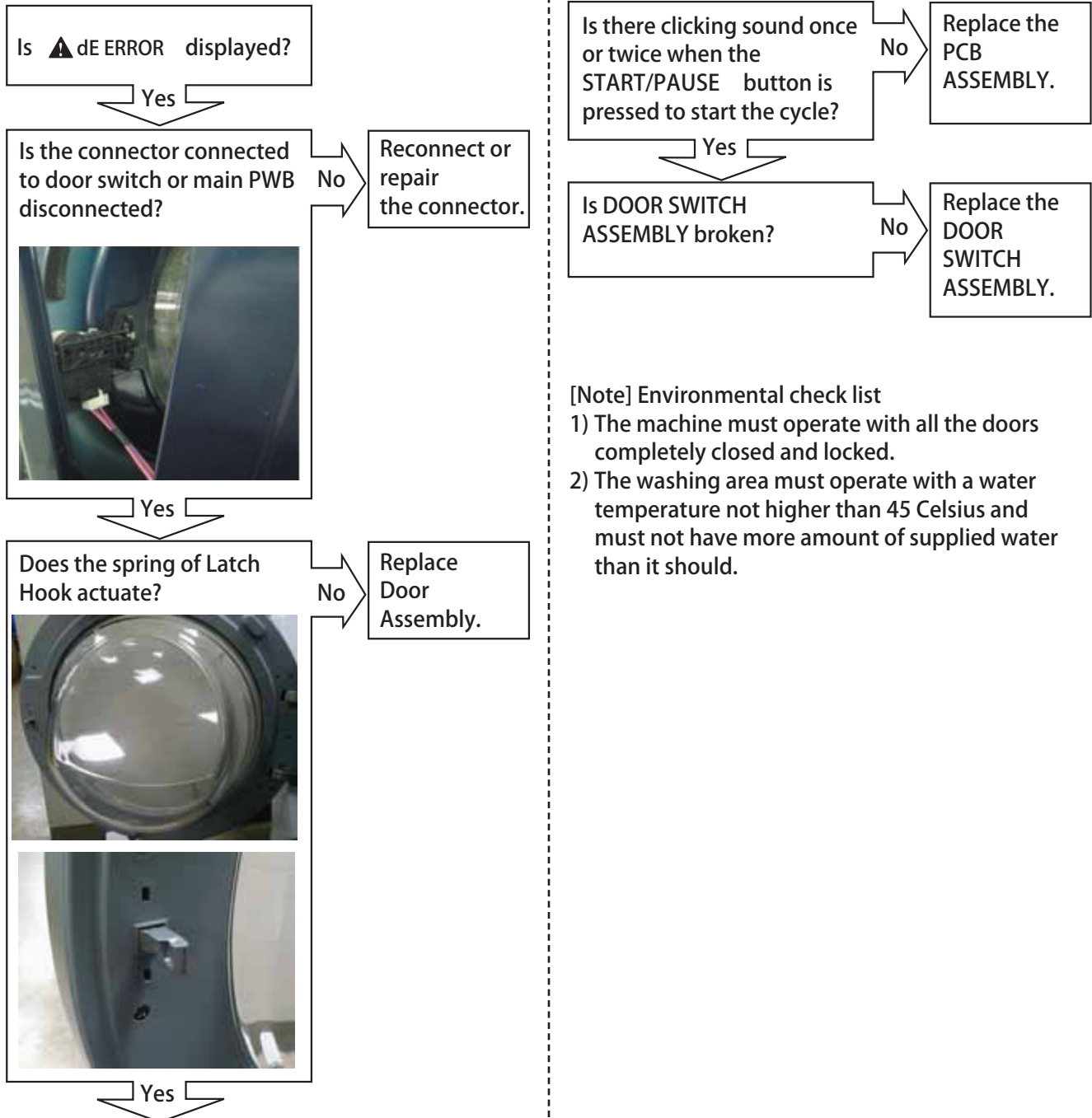
No

Check the IPM in the controller

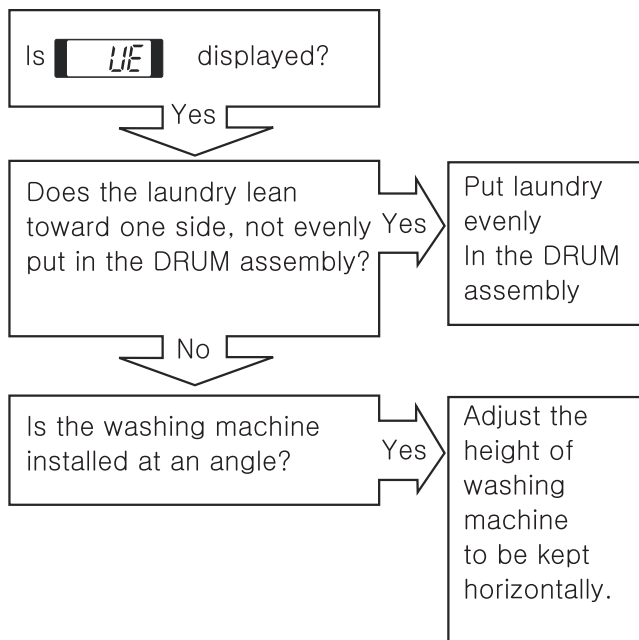
No

Replace the MAIN PWB ASSEMBLY.

DOOR OPEN ERROR



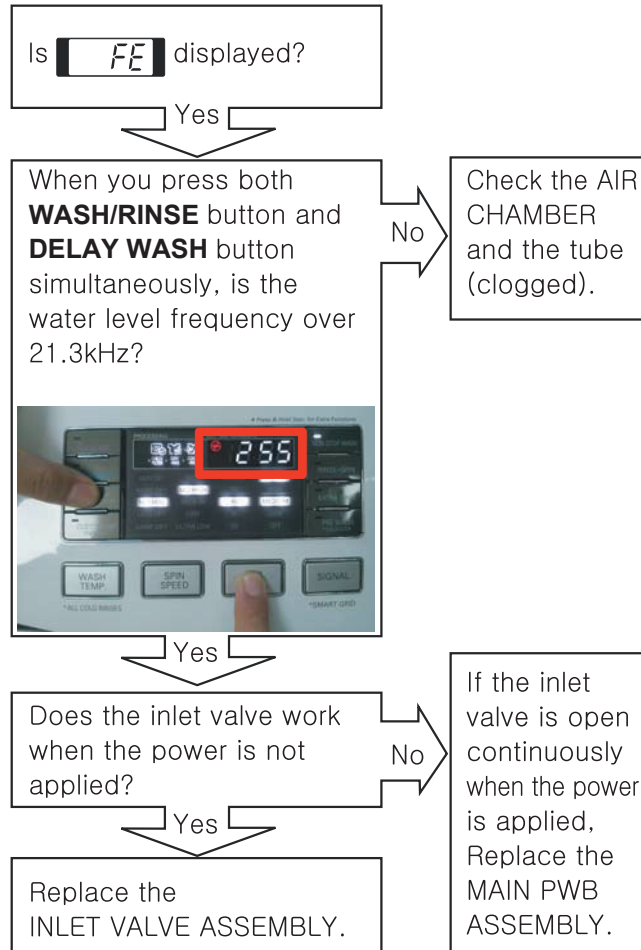
UNBALANCE ERROR



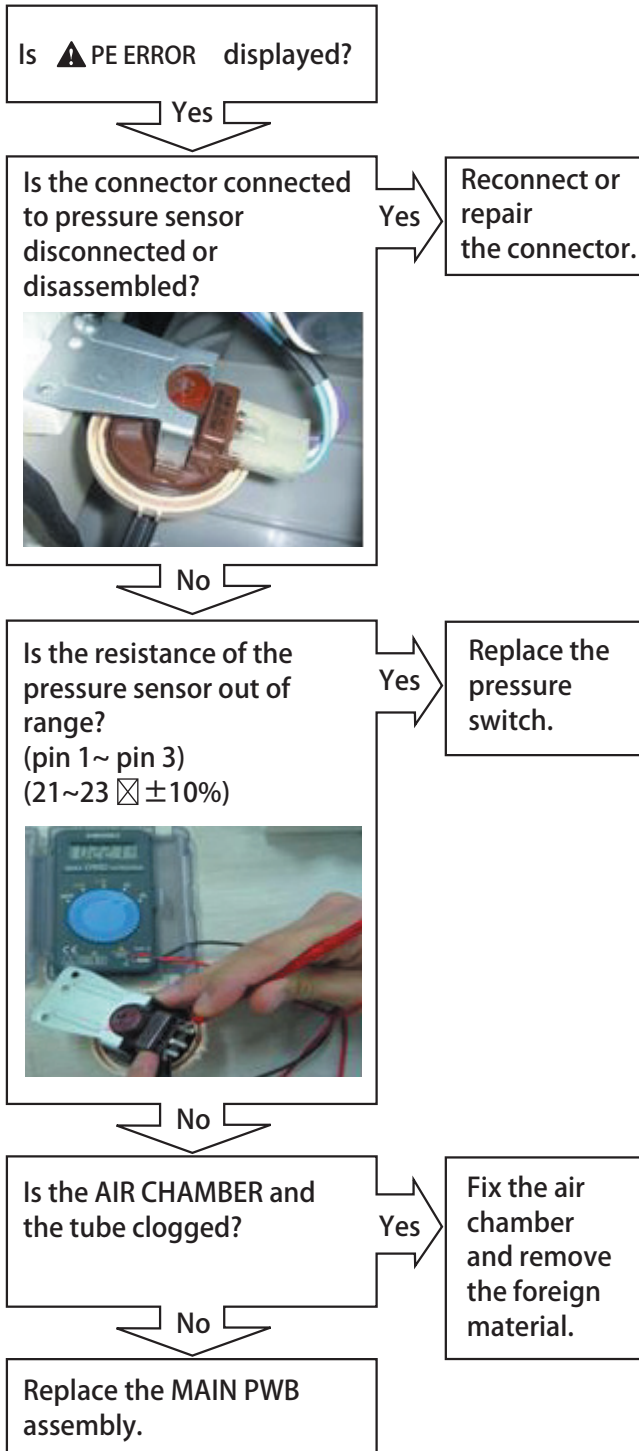
[Note] Installation check list

- 1) Remove the transit bolts. (4)
- 2) Confirmation on the material to see if it is capable of handling two different types of blanket materials.

OVER FLOW ERROR



PRESSURE SENSOR ERROR



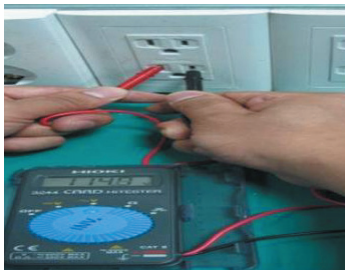
7-4. TROUBLESHOOTING ELSE

⚠ CAUTION

1. Be careful of electric shock if disconnecting parts while troubleshooting.
2. First of all, check the connection of each electrical terminal with the wiring diagram.
3. If you replace the MAIN PWB ASSEMBLY, reinsert the connectors correctly.

NO POWER

Is the supplied voltage
120V AC?(+10%, -15%)



No

Check the
fuse or reset
the circuit
breaker.

Yes

Is the current rating of
multi-outlet power strip
enough?
(Avoid connecting several
electric devices.)

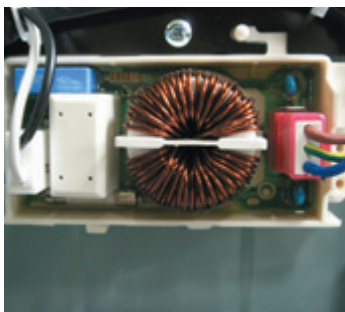


No

Alternate with
explanation.

Yes

Is the connector connected
to PCB/Noise filter
disconnected or
disassembled?

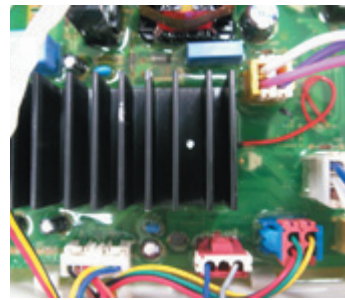


No

Reconnect
or repair
the connector.

Yes

Is LED on while the power
is on?

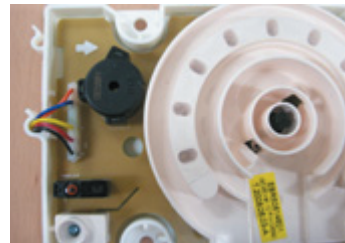


No

Replace the
MAIN PWB
ASSEMBLY.

Yes

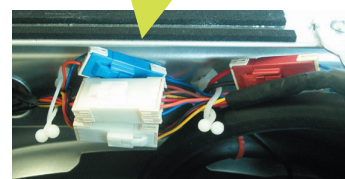
Is five pin wire of
display PWB broken?



Display PWB

No

Replace the
DISPLAY
PWB
ASSEMBLY.



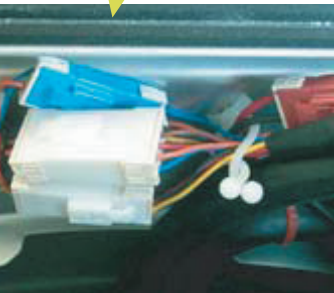
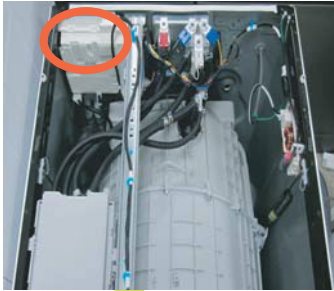
Connecting connector
MAIN PWB~ Display PWB

BUTTON DOESN'T WORK

Are the connectors to the MAIN board and DISPLAY board damaged or broken?

Yes

Reconnect or Repair the connector.



No

Is the button of panel stuck?

Yes

Repair the button.



No

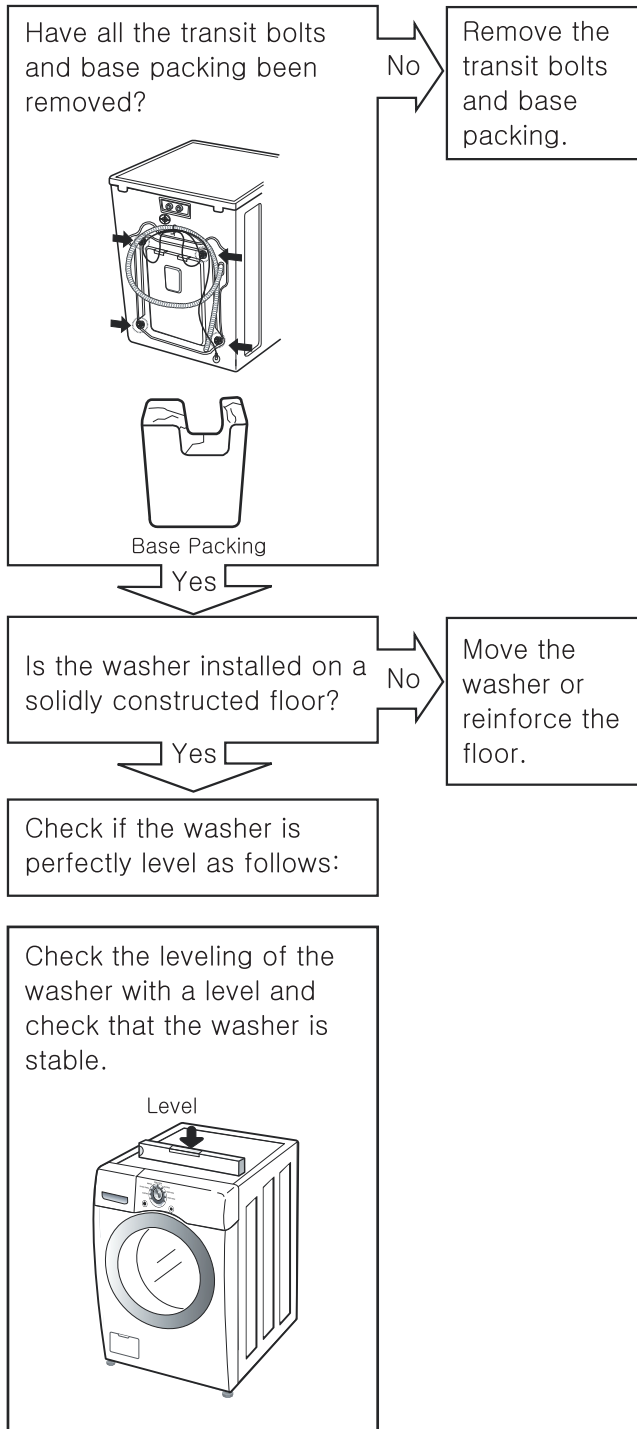
Is the display PCB broken? (check the buzzer sound and LED light while push the button.)

Yes

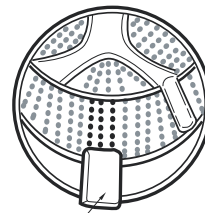
Replace the DISPLAY PWB ASSEMBLY.



VIBRATION & NOISE IN SPIN



Put an unbalance part (rubber) inside of drum and start QC test mode and run in high spin.
(Refer to section 7.2, page 19.)
When the machine is spinning in high speed, verify that it is stable.

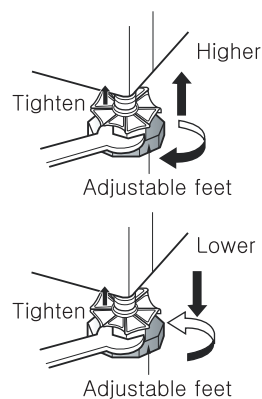


Unbalance Part

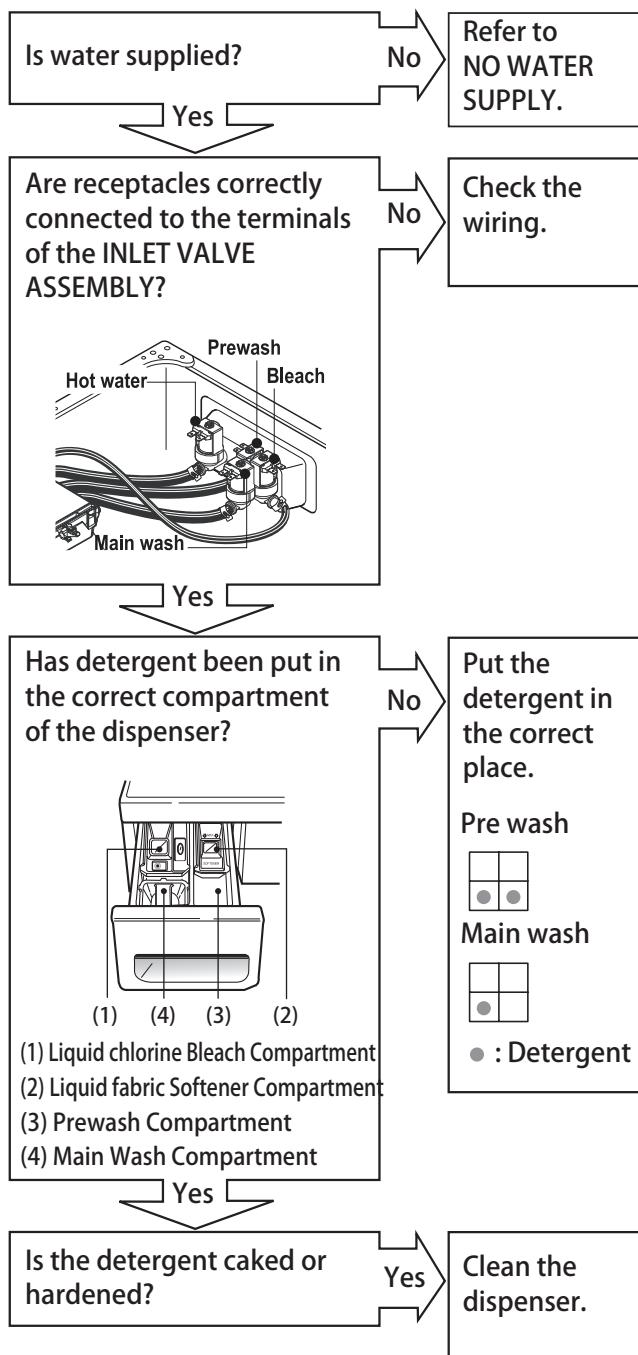
If you do not have the unbalance part, put 4.5 to 6.5 lbs (2 to 3 kg) of clothing. Once loaded, press power, Rinse+Spin and the start/pause button in sequence.
When the machine is spinning in high speed, verify that it is stable.

Yes →

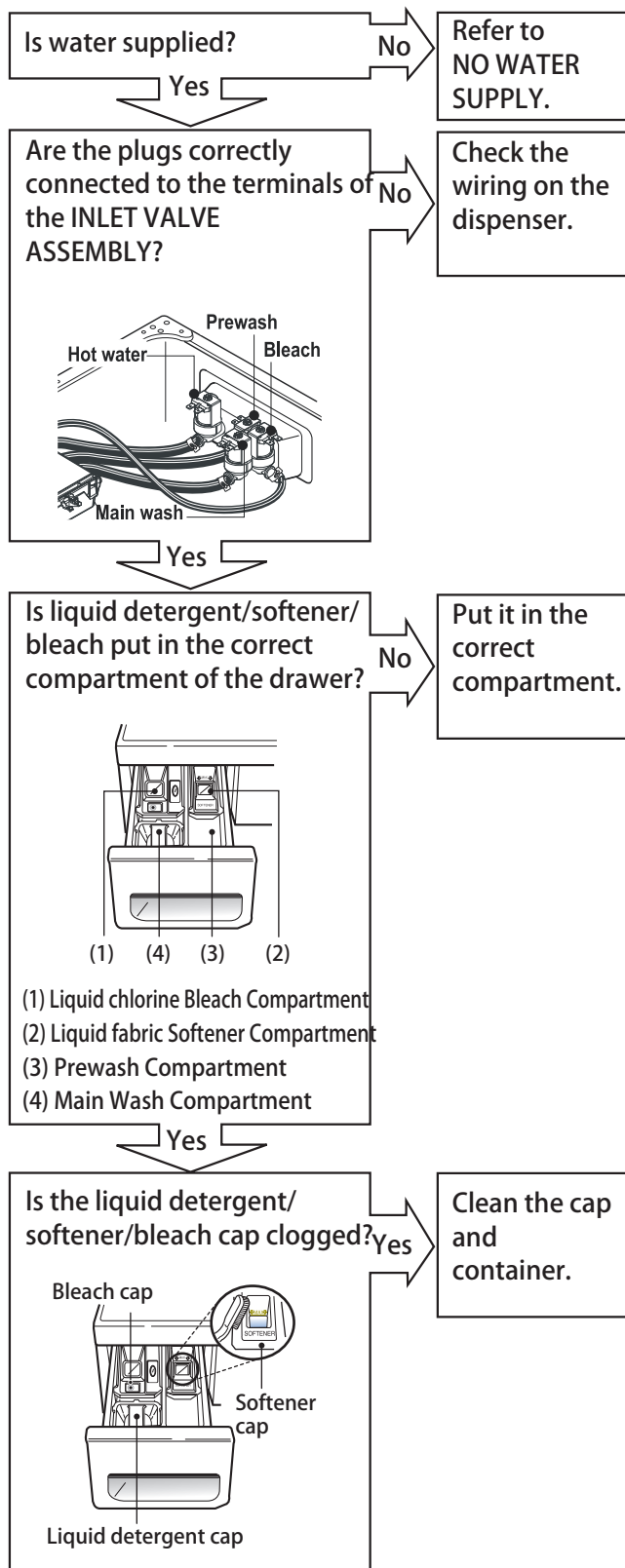
If it is not stable, adjust feet accordingly. After the washer is level, tighten the lock nuts up against of the base of the washer. All lock nuts must be tightened.



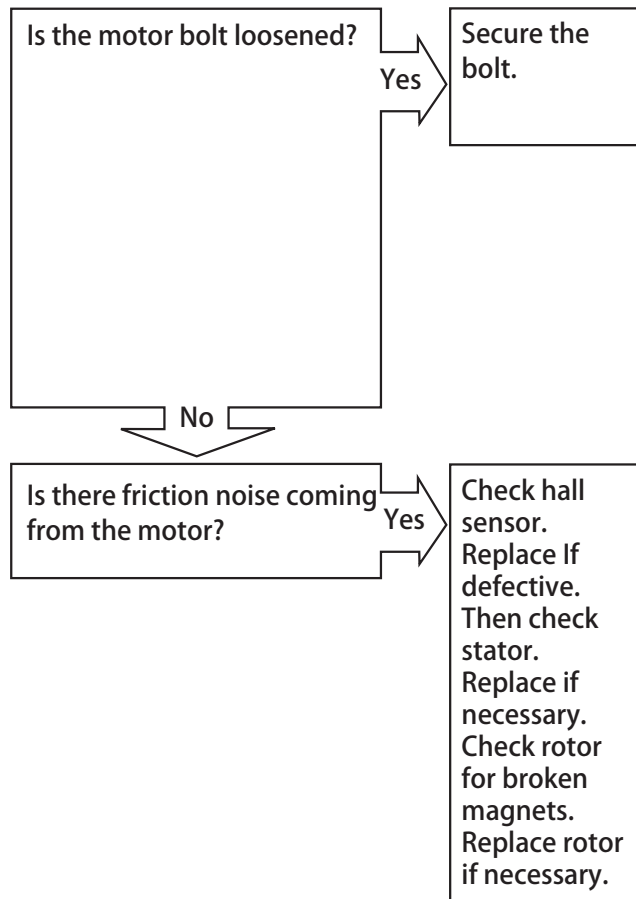
DETERGENT DOES NOT FLOW IN



LIQUID DETERGENT/SOFTENER/ BLEACH DOES NOT FLOW IN



ABNORMAL SOUND



7-5. Before using the Tag On function

The Tag On function allows you to conveniently use the LG Smart Diagnosis™, Cycle Download, and Laundry Stats features to communicate with your appliance right from your own smart phone.

- 1 Download the LG Smart Laundry&DW App to your smart phone.
- 2 Turn on the NFC (Near Field Communication) function in your smart phone.

The Tag On function can only be used with most smart phones equipped with the NFC function and based on the Android operating system (OS).

■ Turning on the NFC function of the smart phone

- 1 Enter the "Settings" menu of the smart phone and select "Share & Connect" under "WIRELESS & NETWORKS".



- 2 Set "NFC" and "Direct Android Beam" to ON and select "NFC".



- 3 Check "Use Read and Write/P2P receive".

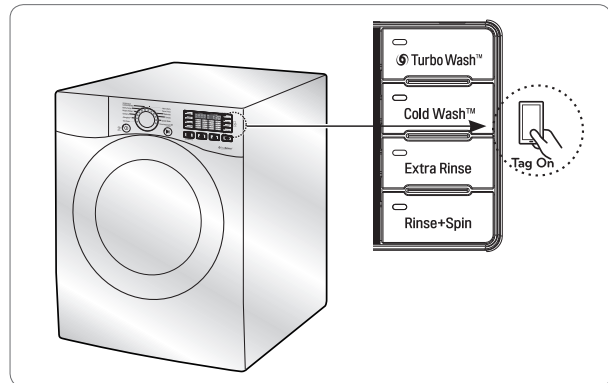


! NOTE

- Depending on the smart phone manufacturer and Android OS version, the NFC activation process may differ. Refer to the manual of your smart phone for details.

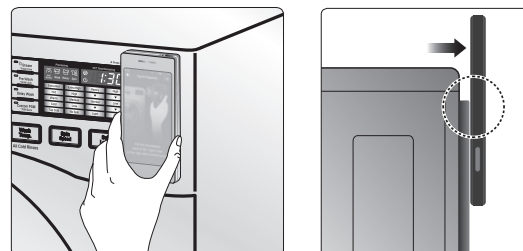
■ The Tag On guide

- Tag On position



Look for the Tag On icon next to the LED screen on the control panel. This is where you position your smart phone when using the Tag On function with the LG Smart Diagnosis™, Cycle Download, and Laundry Stats features of the LG Smart Laundry&DW application.

When you use the Tag On function, position your smart phone so that the NFC antenna on the back of your smart phone matches the position of the Tag On icon on the appliance. If you do not know the position of your NFC antenna, move your smart phone very slightly in a circular motion until the application verifies the connection.



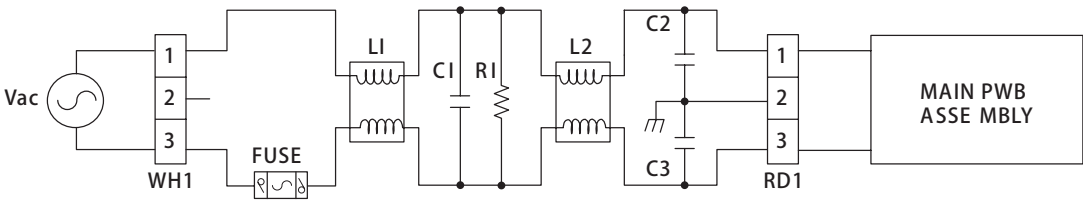
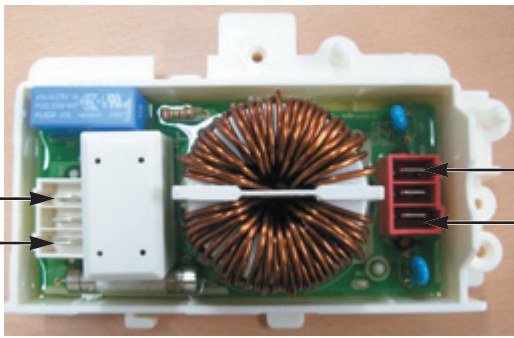
Because of the characteristics of NFC, if the transmission distance is too far, or if there is a metal sticker or a thick case on the phone, transmission will not be good. In some cases, NFC-equipped phones may be unable to transmit successfully.

Press [?] in the LG Smart Laundry&DW app for a more detailed guide on how to use the Tag On function.

8. COMPONENT TESTING INFORMATION

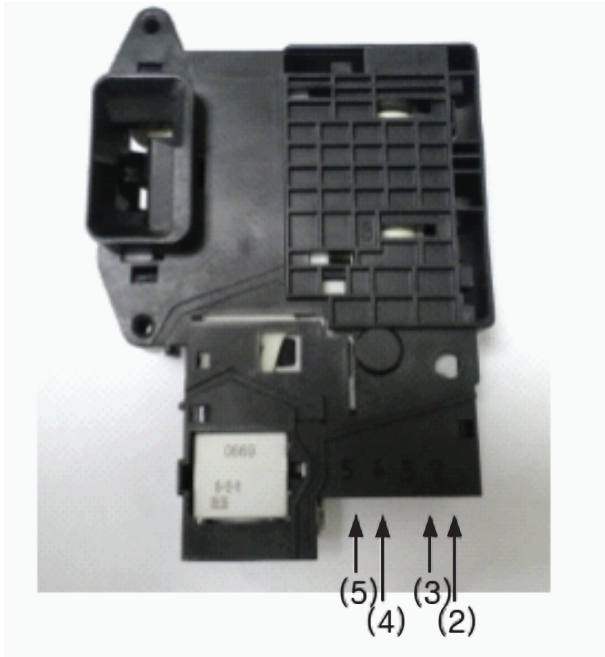
⚠ WARNING When Resistance (Ohm) checking the Component, be sure to turn the power off, and do voltage discharge sufficiently.

8-1. FILTER ASSEMBLY (LINE FILTER)

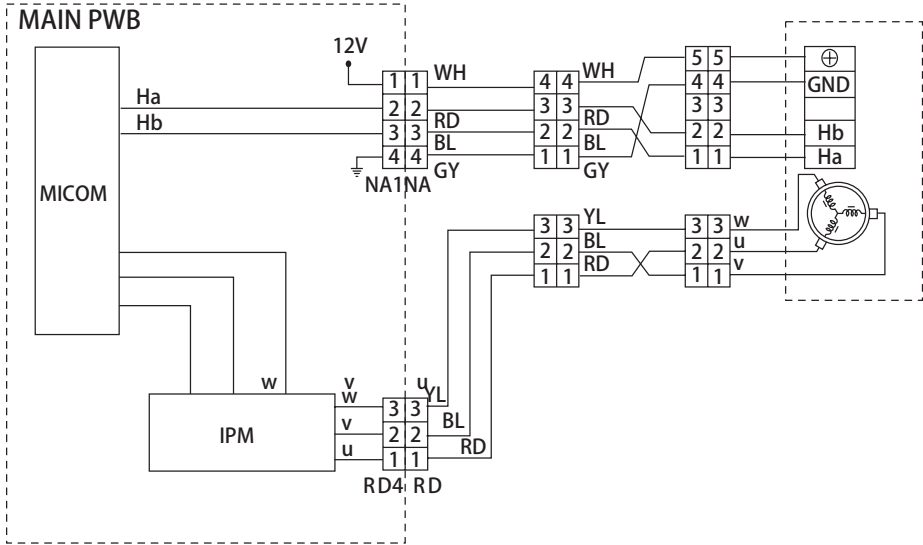
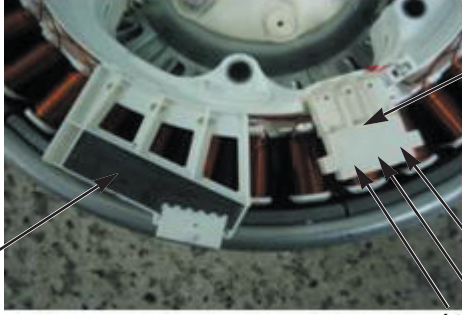
Wiring diagram	Circuit in the MAIN PWB / Wiring Diagram 						
Test points and Result	 <table><tr><th>Test Points</th><th>Result</th></tr><tr><td>WH (1) to RD (3)</td><td>0 ☒</td></tr><tr><td>WH (3) to RD (1)</td><td>0 ☒</td></tr></table>	Test Points	Result	WH (1) to RD (3)	0 ☒	WH (3) to RD (1)	0 ☒
Test Points	Result						
WH (1) to RD (3)	0 ☒						
WH (3) to RD (1)	0 ☒						

8-2. DOOR LOCK SWITCH ASSEMBLY

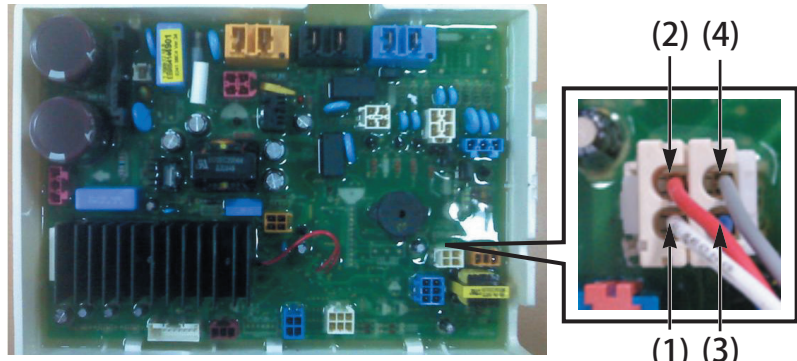
Wiring diagram	Circuit in the MAIN PWB / Wiring Diagram
Function	The door lock switch assembly consists of a heating PTC, a bimetal, a protection PTC, and a solenoid. It locks the door during the wash cycle. 1. Operation for door closing - After the system turns on, PTC heating starts up through terminals 2 and 4 authorizing the power on. - After PTC heating starts up and before solenoid operation is driven, force the system to the off position through CAM. ⇒ Door close - Authorizing one impulse through terminal 3~4 (PTC & solenoid) will make the door locked. - Door lock is detected when switches in terminal 4~5 are set closed. ⇒ CAM rotation will forcibly clear off the connection. The maximum, allowable number of impulse authorizations is 2. ⇒ Upon the third authorization of the impulse, the position of CAM goes back to the door-open position. - Authorizing the impulse occurs in 4.5 seconds upon input for max performance and two authorization processes are allowed at most. ⇒ Normal operation period of PTC heating: 1.5 – 5 seconds. (Defects from the development process.) 2. Operation for door opening - With a temporary stop, door automatically opens by CAM rotations after authorizing the impulse from the terminal, 3 ~ 4 and the power turns off – maximum of 3 times of the authorizing period. - Upon the fourth authorization of the impulse, the position of CAM goes back to the door-close position.

Test points																
Result	<table><tr><th>Test Points</th><th>Result</th><th>Remarks</th></tr><tr><td>(2) to (4)</td><td>700-1500 $\boxtimes$</td><td>At 77° F(25° C)</td></tr><tr><td>(3) to (4)</td><td>60-90 $\boxtimes$</td><td>At 77° F(25° C)</td></tr><tr><td>(4) to (5)</td><td>Infinity</td><td></td></tr><tr><td>(2) to (4)</td><td>120 Vac</td><td>Voltage Input</td></tr></table>	Test Points	Result	Remarks	(2) to (4)	700-1500 $\boxtimes$	At 77° F(25° C)	(3) to (4)	60-90 $\boxtimes$	At 77° F(25° C)	(4) to (5)	Infinity		(2) to (4)	120 Vac	Voltage Input
Test Points	Result	Remarks														
(2) to (4)	700-1500 $\boxtimes$	At 77° F(25° C)														
(3) to (4)	60-90 $\boxtimes$	At 77° F(25° C)														
(4) to (5)	Infinity															
(2) to (4)	120 Vac	Voltage Input														

8-3. STATOR ASSEMBLY

Wiring diagram	Circuit in the MAIN PWB / Wiring Diagram 								
Function	The Direct Drive motor can be driven from stopped to maximum speed in infinite steps in either direction. There are 36 poles on the stator; 12 permanent magnets spaced around the rotor. There are no brushes to wear out. Unlike a more traditional brushless motor, the rotor surrounds the stator rather than being attached to it.								
Test points (Windings)	 HALL SENSOR WINDINGS (1) (2) (3)								
Result (Windings)	<table><thead><tr><th>Test Points</th><th>Result</th></tr></thead><tbody><tr><td>(1) to (2)</td><td>5-15 ☒</td></tr><tr><td>(2) to (3)</td><td>5-15 ☒</td></tr><tr><td>(3) to (1)</td><td>5-15 ☒</td></tr></tbody></table>	Test Points	Result	(1) to (2)	5-15 ☒	(2) to (3)	5-15 ☒	(3) to (1)	5-15 ☒
Test Points	Result								
(1) to (2)	5-15 ☒								
(2) to (3)	5-15 ☒								
(3) to (1)	5-15 ☒								

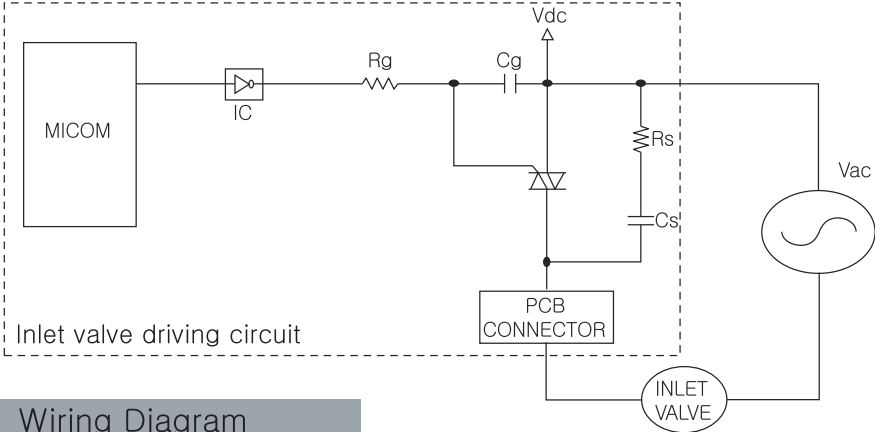
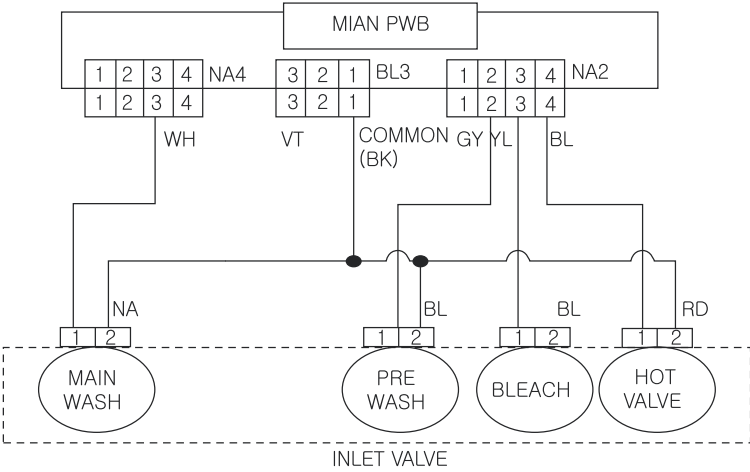
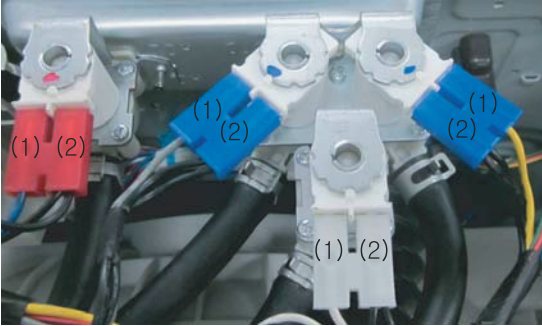
	The hall sensor determines the speed and direction of the motor. It also can read that the load is off balance when the drum speed fluctuates.
Test point and Result (Hall Sensor)	- Voltage Testing Hall Sensor at Stator If measuring voltage from the Main PCB Assembly to the Hall Sensor, use the following steps: 1. Unplug power cord. 2. Remove rear washer panel. 3. Locate Hall sensor connector on the stator behind the rotor. 4. Place meter leads on terminals 5 to 4, white to gray. 5. Plug in power cord, close door, and press power button. DO NOT PRESS START! 6. You should measure 10 to 15 V_{DC}. If 10 to 15 V_{DC} is present, control board, white wire, and gray wire are OK! If not, follow testing output voltages on control board in next section.

	7. To measure output signal voltage from the hall sensor, carefully move test leads to terminals 1 to 4, blue and gray. Slowly rotate motor rotor by hand. You should read a pulsing 10 V_{DC}. If 10 V_{DC} is measured from 1 to 4, move lead on blue wire to red wire, terminal 2. Repeat rotating motor rotor by hand. You should read a pulsing 10 V_{DC} from red to gray. 8. If pulsing 10 V_{DC} is measured from 1 to 4 and 2 to 4, hall sensor is OK! If either test netted only 9 to 10 V_{DC} without changing (no pulsing) the hall sensor is likely defective. Disconnect power by unplugging washer and ohm check hall sensor to verify failure of the hall sensor.																		
Test Point and Result (Hall Sensor)	- Voltage Testing Hall Sensor from the Main PCB Assembly  1. Unplug power cord. 2. Remove rear panel. 3. Remove washer top. 4. Remove main PCB assembly cover as shown in figure below. 5. Locate the white hall sensor 4-wire connector using wiring diagram wire colors as your guide. 6. Plug in power cord, close door, and press the button. DO NOT PRESS START! 7. Place meter leads on White & Gray wires. You should read 10 to 15 V_{DC} output from the Main PCB Assembly to the Hall sensor. If no 10 to 15 V_{DC} is measured, the control board is defective. 8. Place meters leads on Blue to Gray. Turn motor rotor slowly by hand. You should measure a pulsing 10 V_{DC}. Place meter leads on Red to Gray. Turn motor rotor slowly by hand. You should measure a pulsing 10 V_{DC}. If both tests measure a pulsing 10 V_{DC}, hall sensor and harness OK. If either or both tests measures 9 to 10 volts, but does not pulse or change, Hall sensor has failed and must be replaced. IF zero (0) voltage is measured on either test, check red blue wires for continuity. Repair or replace harness as needed. <table><tr><th>Test Points</th><th>Result</th><th>Remarks</th></tr><tr><td>(1) to (2)</td><td>8-12 kΩ</td><td></td></tr><tr><td>(1) to (3)</td><td>8-12 kΩ</td><td></td></tr><tr><td>(1) to (4)</td><td>10-15 V_{DC}</td><td>Voltage Input</td></tr><tr><td>(2) to (4)</td><td>10 V_{DC}</td><td>Pulsing Signal</td></tr><tr><td>(3) to (4)</td><td>10 V_{DC}</td><td>Pulsing Signal</td></tr></table>	Test Points	Result	Remarks	(1) to (2)	8-12 k Ω		(1) to (3)	8-12 k Ω		(1) to (4)	10-15 V _{DC}	Voltage Input	(2) to (4)	10 V _{DC}	Pulsing Signal	(3) to (4)	10 V _{DC}	Pulsing Signal
Test Points	Result	Remarks																	
(1) to (2)	8-12 k Ω																		
(1) to (3)	8-12 k Ω																		
(1) to (4)	10-15 V _{DC}	Voltage Input																	
(2) to (4)	10 V _{DC}	Pulsing Signal																	
(3) to (4)	10 V _{DC}	Pulsing Signal																	

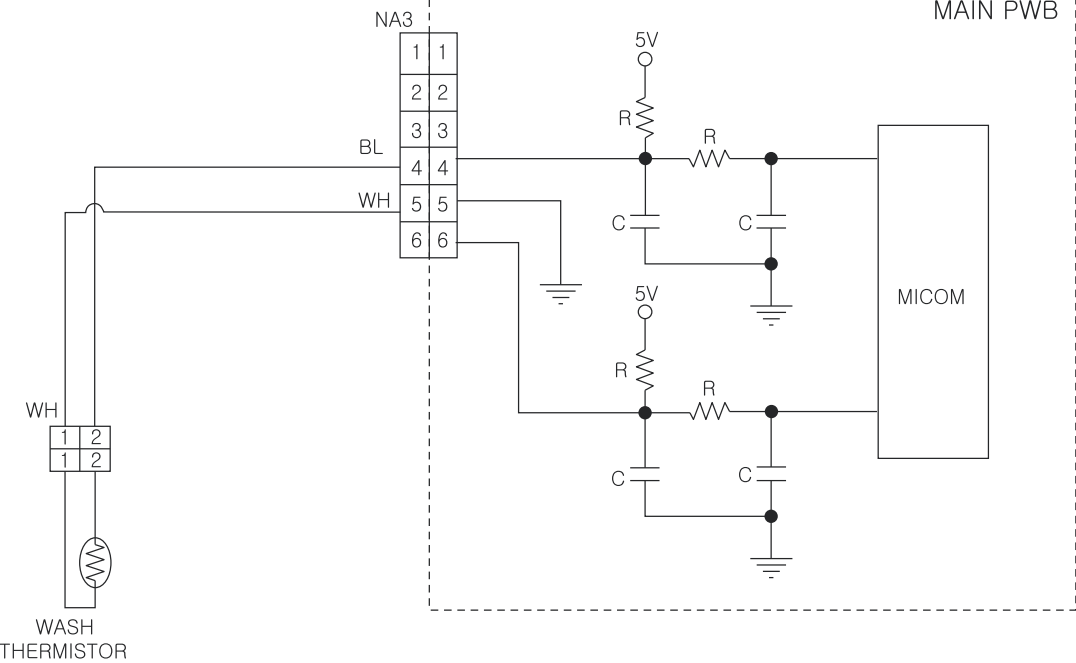
8-4. PUMP MOTOR ASSEMBLY

Wiring diagram	Circuit in the MAIN PWB Pump Driving circuit Wiring Diagram * Each circuits of loads in wiring diagram are all same.								
Object	For Drain For Circulation								
Function	Two pumpmotors are used to drain the tub and to circulate the water / detergent solution.								
Test points	Drain Pump (1)(2) Circulation Pump (1)(2)								
Result	Drain Pump <table border="1" style="margin: auto;"> <thead> <tr> <th>Test Points</th><th>Result</th></tr> </thead> <tbody> <tr> <td>(1) to (2)</td><td>10-20 Ω</td></tr> </tbody> </table> Circulation Pump <table border="1" style="margin: auto;"> <thead> <tr> <th>Test Points</th><th>Result</th></tr> </thead> <tbody> <tr> <td>(1) to (2)</td><td>18-30 Ω</td></tr> </tbody> </table>	Test Points	Result	(1) to (2)	10-20 Ω	Test Points	Result	(1) to (2)	18-30 Ω
Test Points	Result								
(1) to (2)	10-20 Ω								
Test Points	Result								
(1) to (2)	18-30 Ω								

8-5. INLET VALVE ASSEMBLY

Wiring diagram	Circuit in the MAIN PWB  Wiring Diagram 				
Function	Depending on the cycle and water temperature, the controller will energize the hot or cold water valve solenoids to regulate the selected water temperature.				
Test points and Result	Remove the connector from the valve and check the resistance.  <table border="1" data-bbox="1088 1798 1463 1906"><tr><td>Test points</td><td>(1)–(2)</td></tr><tr><td>Result</td><td>0.8–1.2k Ω</td></tr></table>	Test points	(1)–(2)	Result	0.8–1.2k Ω
Test points	(1)–(2)				
Result	0.8–1.2k Ω				

8-6. THERMISTOR ASSEMBLY

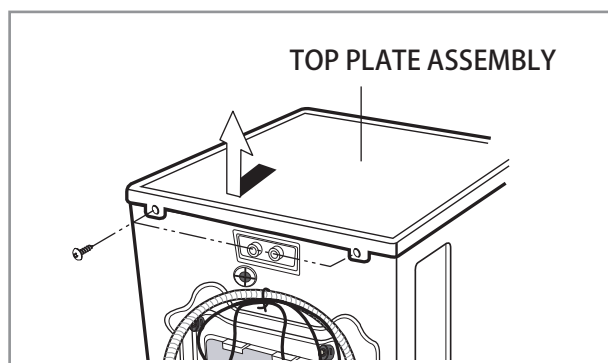
Wiring diagram	Circuit in the MAIN PCB / Wiring Diagram 
Function	The thermistor (temperature sensor) is used to monitor water temperature in the tub or steam generator.
Test points	 (1) (2) Wash Thermistor

Result	Wash Thermistor		
	Test Points	Result (tolerance $\pm 5\%$)	Remarks
	(1) to (2)	39.5 k Ω	At 86° F (30° C)
		26.1 k Ω	At 104° F (40° C)
		12.1 k Ω	At 140° F (60° C)
		8.5 k Ω	At 158° F (70° C)
		3.8 k Ω	At 203° F (95° C)
		2.8 k Ω	At 221° F (105° C)

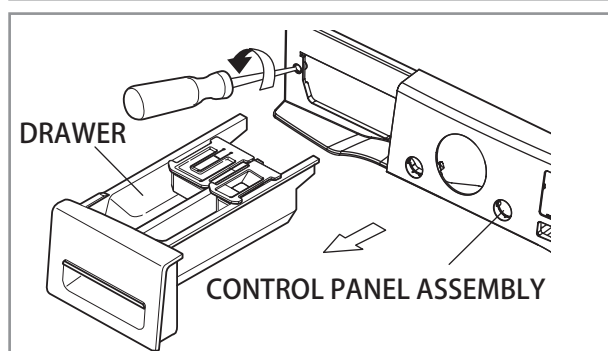
9. DISASSEMBLY INSTRUCTIONS

* Be sure to unplug the machine before disassembling and repairing the parts.

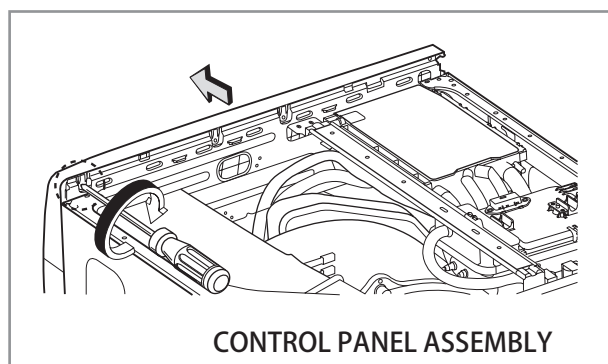
CONTROL PANEL



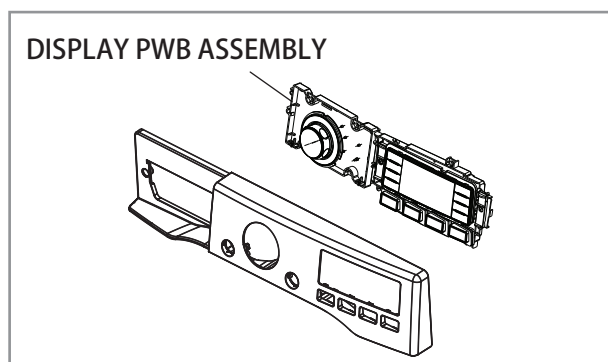
- ① Unscrew 2 screws on the back of the top plate.
- ② Pull the top plate backward and upward as shown.



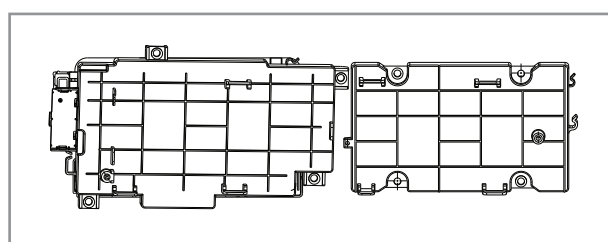
- ③ Disconnect the Display PWB assembly connector from the cabling.
- ④ Pull out the drawer and unscrew 2 screws.



- ⑤ Remove one screw.
- ⑥ Lift the side the control panel assembly and pull it out.

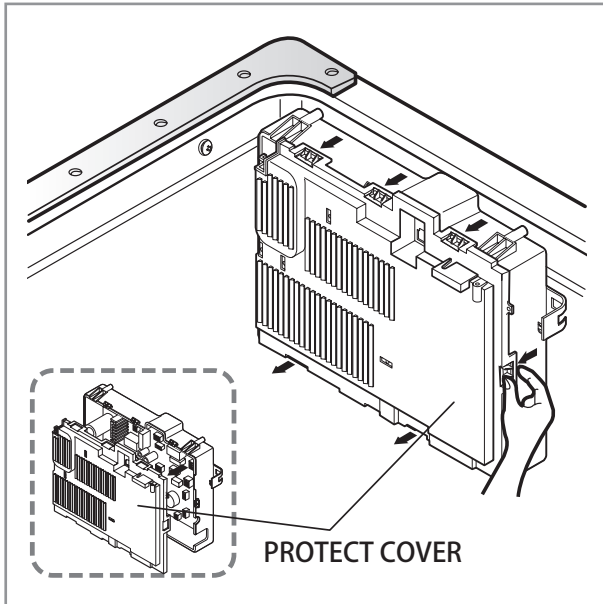


- ⑦ Unscrew the 8 screws from the control panel assembly.
- ⑧ Disassemble the display PWB assembly.

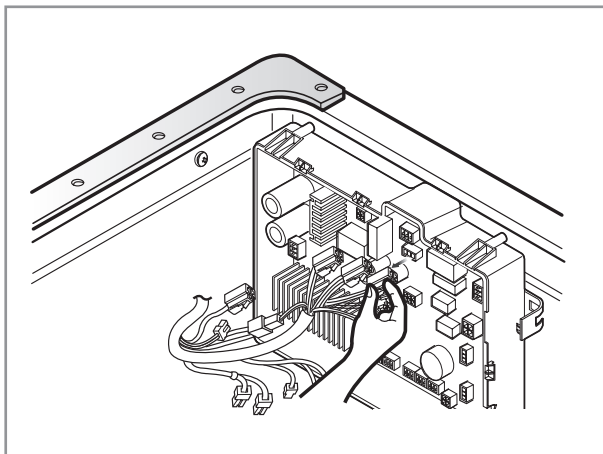


- ⑨ Disconnect the NFC connector.
- ⑩ Disassemble the NFC PCB from the PCB assembly, display

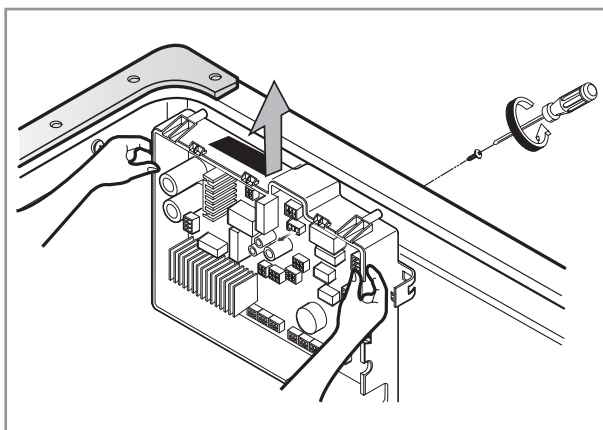
MAIN PWB ASSEMBLY



- ① Disconnect the POWER connector and the pressure switch assembly.
- ② Remove the protective cover.

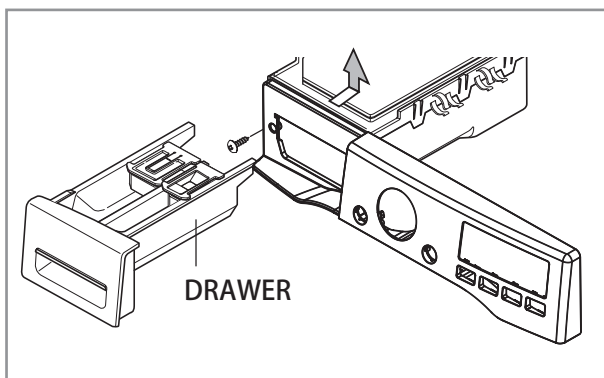


- ③ Disconnect the connectors.

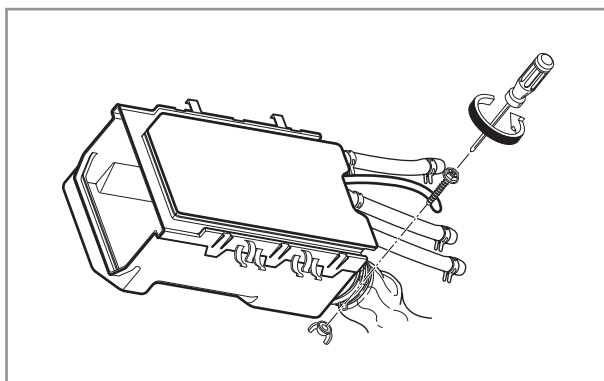


- ④ Unscrew 1 screw on the back.
- ⑤ Remove the main PWB.

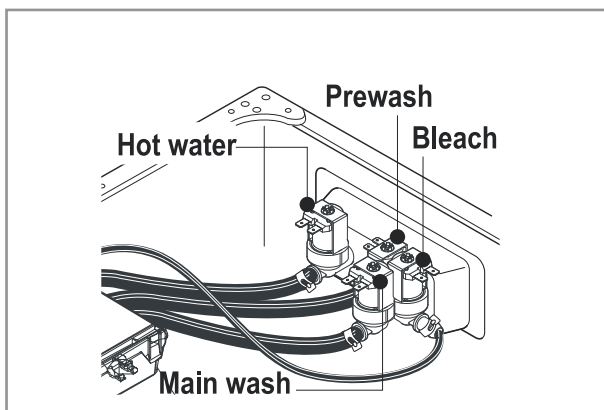
DISPENSER ASSEMBLY



- ① Disassemble the top plate assembly.
- ② Pull out the drawer.
- ③ Push out the dispenser assembly after unscrewing 2 screws.



- ④ Unscrew the clamp nut at the lower part of the dispenser.



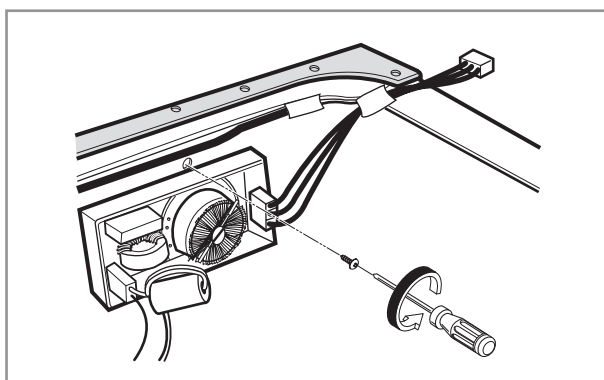
- ⑤ Disassemble the 4 connectors from the valves.

※ Wire Color

- ① Blue Housing (YL-BK)
- ② White Housing (WH-BK)
- ③ Blue Housing (GY-BK)
- ④ Red Housing (BL-BK)

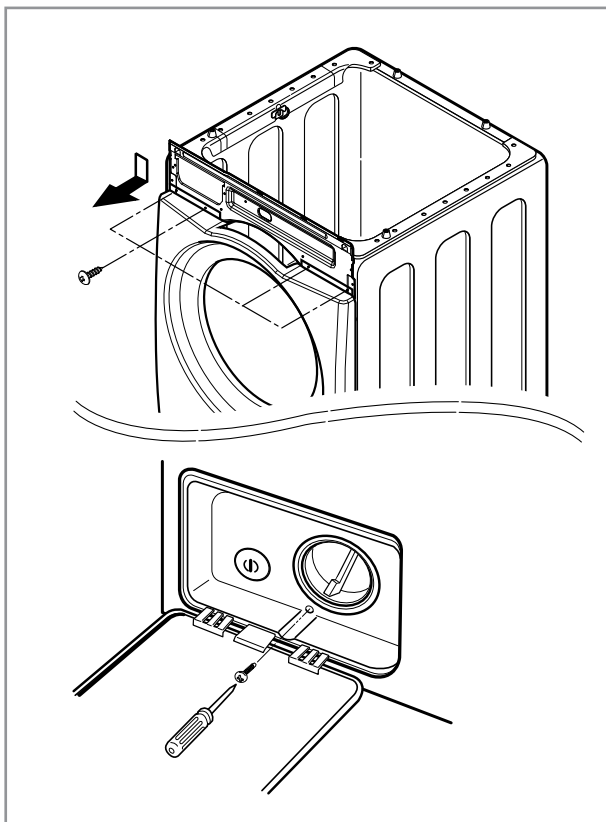
- ⑥ Unscrew 2 screws from the back of the cabinet.

NOISE FILTER

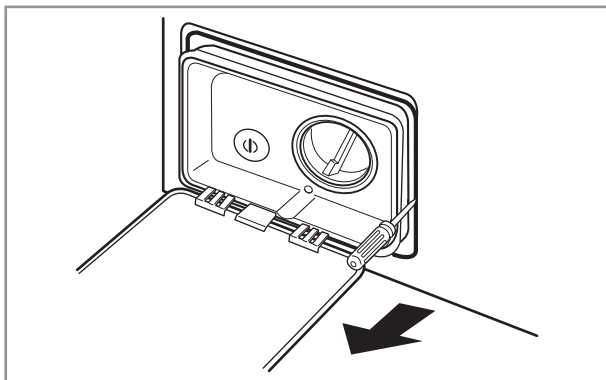


- ① Disassemble two (or three) connectors from the noise filter.
- ② Unscrew a screw from the top bracket.

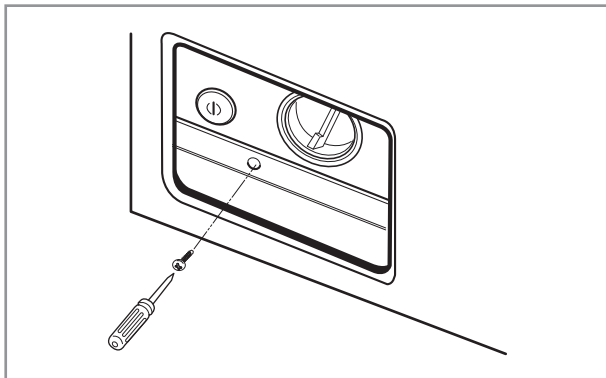
CABINET COVER



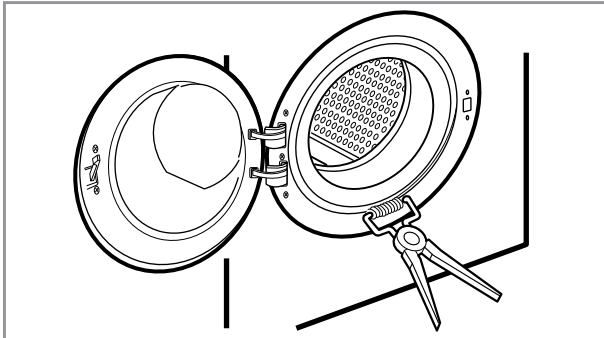
- ① Unscrew the 5 screws from upper of the cabinet cover.
- ② Unscrew the screw from the filter cover.



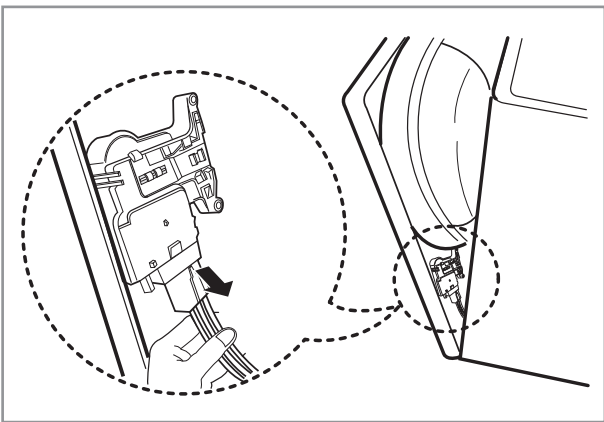
- ③ Put a flat (-) screwdriver or putty knife into the hinge slots at the bottom of the cover and pry it out.



- ④ Unscrew the screw from the lower side of the cabinet cover.

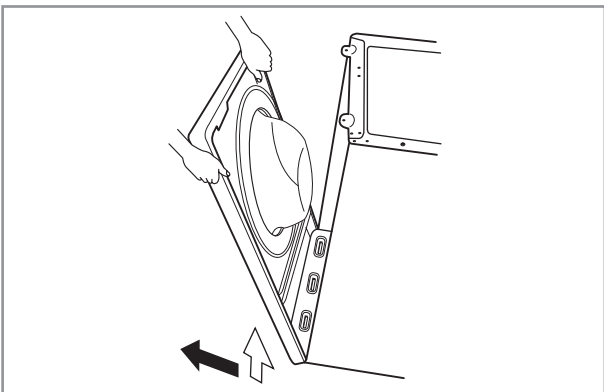


- ⑤ Open the door.
- ⑥ Disassemble the clamp assembly.

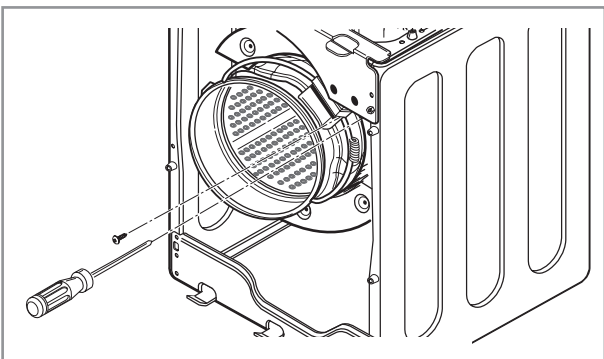


- ⑦ Tilt the cabinet cover.
- ⑧ Disconnect the door switch connector.

※ NOTE : When assembling the cabinet cover, connect the door switch connector.

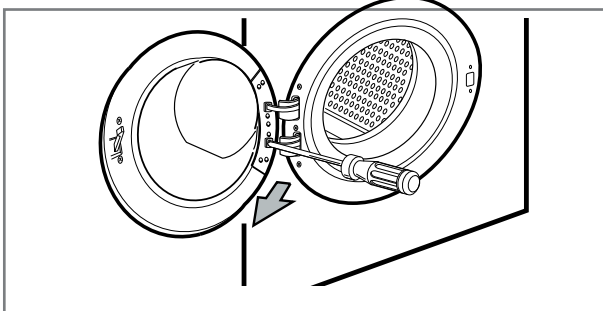
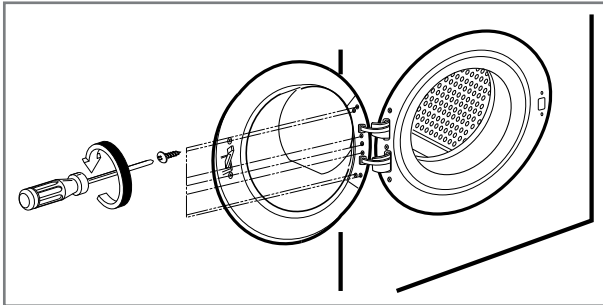


- ⑨ Lift and separate the cabinet cover.



- ⑩ Disassemble the clamp assembly.
- ⑪ Disassemble the gasket.

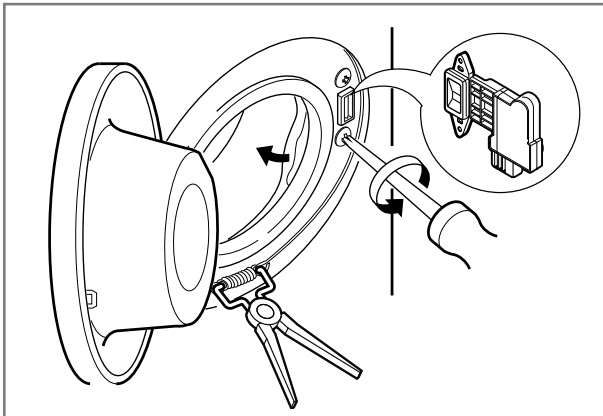
DOOR



- ① Open the door.
- ② Unscrew the 4 screws from the hinge.
(Use the 8mm tool.)

- ③ Disassemble the door upward.

DOOR LOCK SWITCH ASSEMBLY

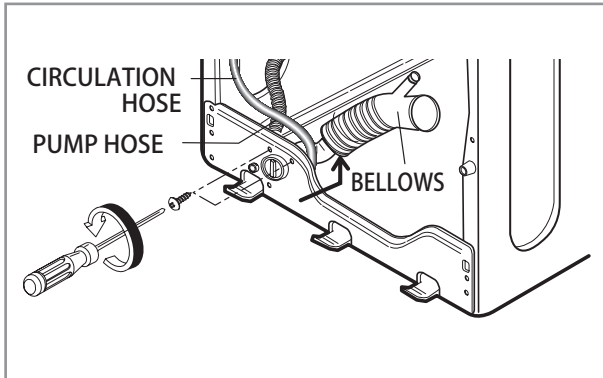


- ① Open the door and remove the gasket using the special gasket pliers.
- ② Unscrew the 2 screws.

※ NOTE

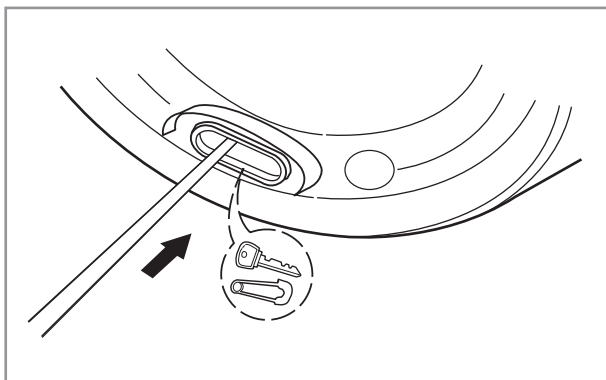
- ☑ Reconnect the connector after replacing the door switch assembly.

PUMP



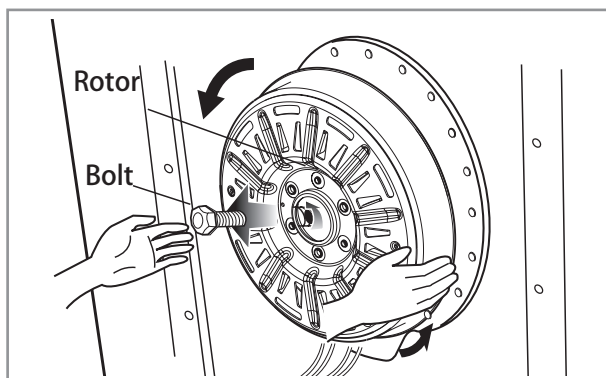
- ① Disassemble the cabinet cover.
- ② Separate the pump hose, the bellows, the circulation hose assembly from the pump assembly.
- ③ Disassemble the pump assembly.

WHEN FOREIGN OBJECT IS STUCK BETWEEN DRUM AND TUB

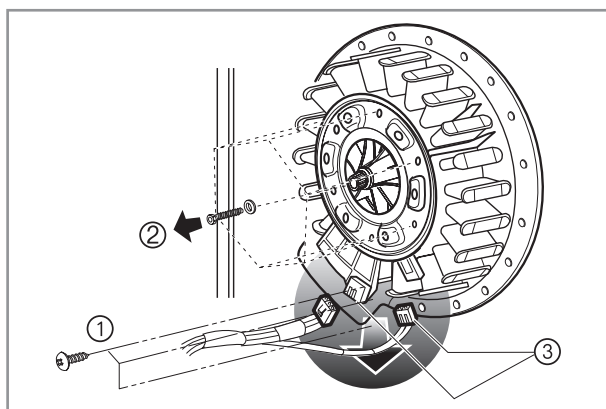


- ① Disassemble the cabinet cover.
- ② Separate the heater from the tub.
- ③ Remove any foreign objects (wire, coin, etc.) by inserting a long bar in the opening.

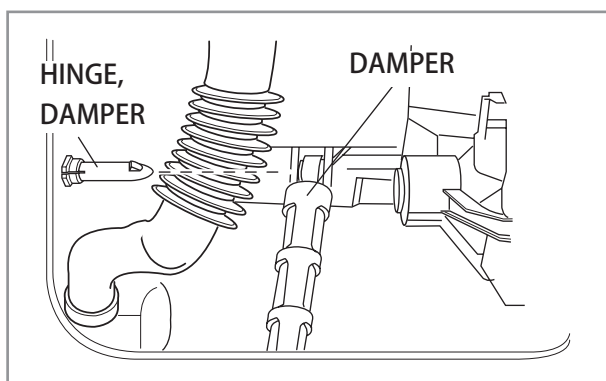
MOTOR/DAMPER



- ① Disassemble the back cover.
- ② Remove the bolt.
- ③ Pull out the rotor.



- ① Unscrew the 2 screws from the tub bracket.
- ② Remove the 6 bolts on the stator.
- ③ Unplug the 2 connectors from the stator.



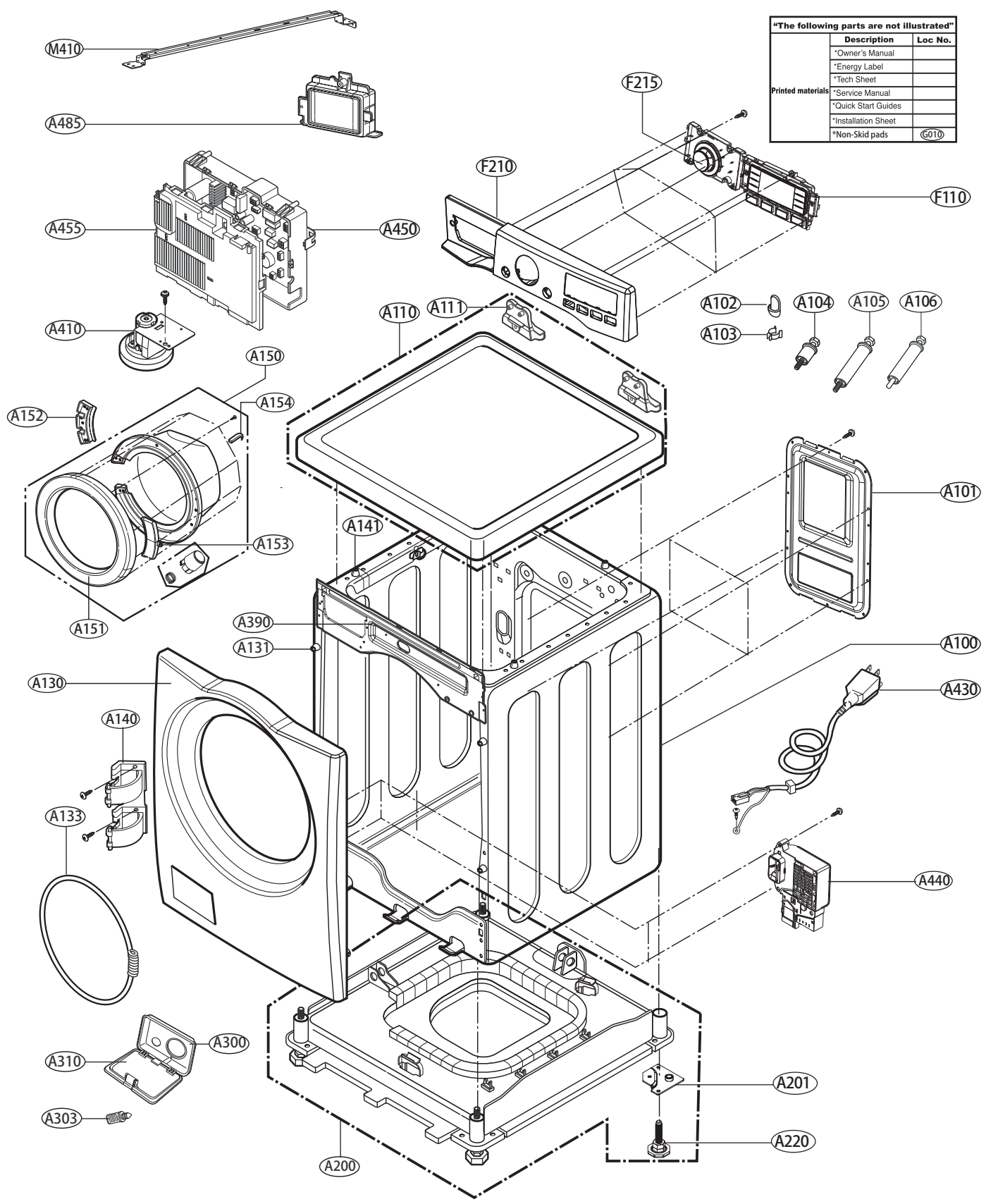
- ① Disassemble the damper hinges from the tub and base.

※ NOTE

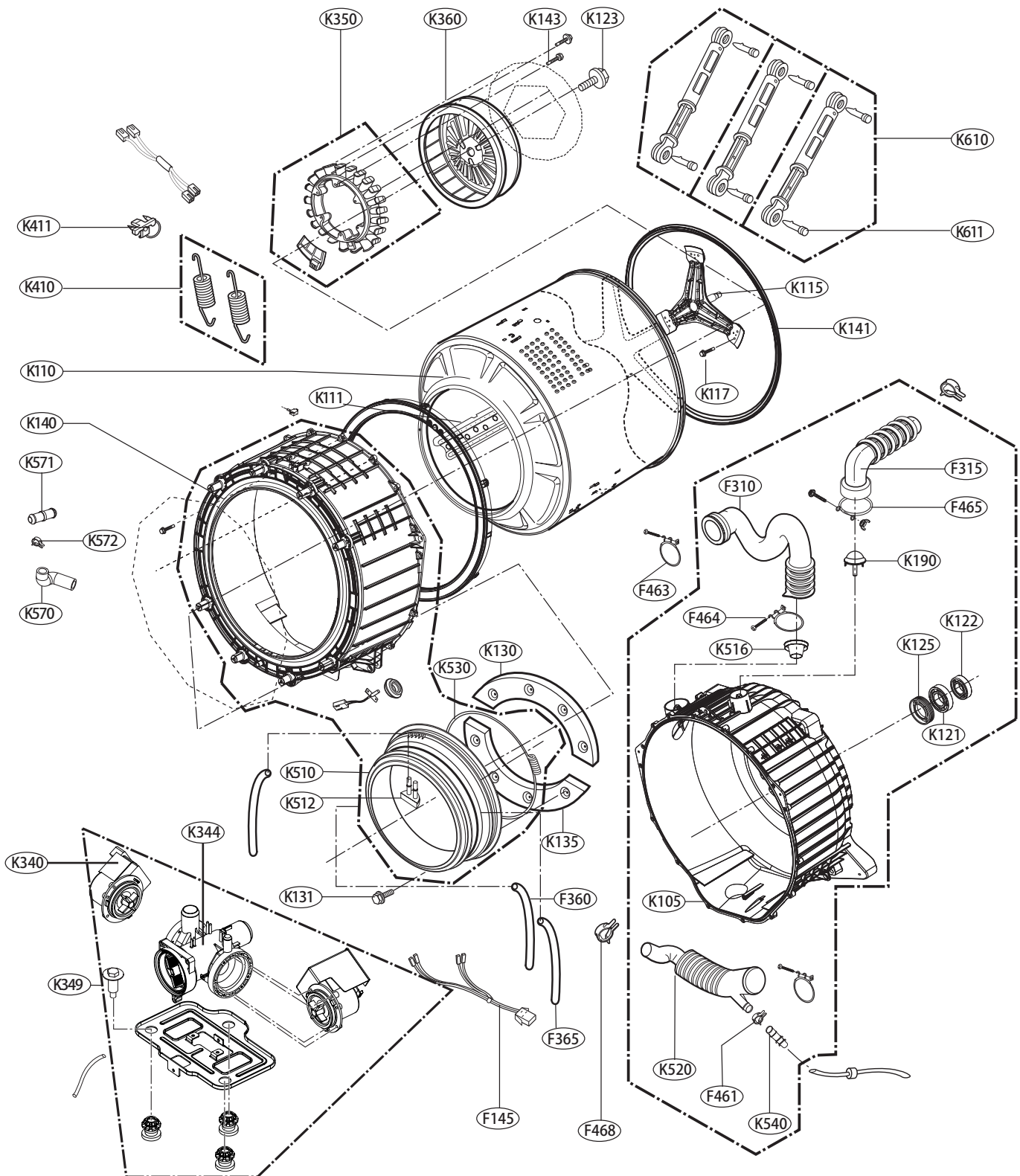
- ☑ If you pull the dampers apart, they must be replaced. If you do not separate them, they can be re-used.

10. EXPLODED VIEW

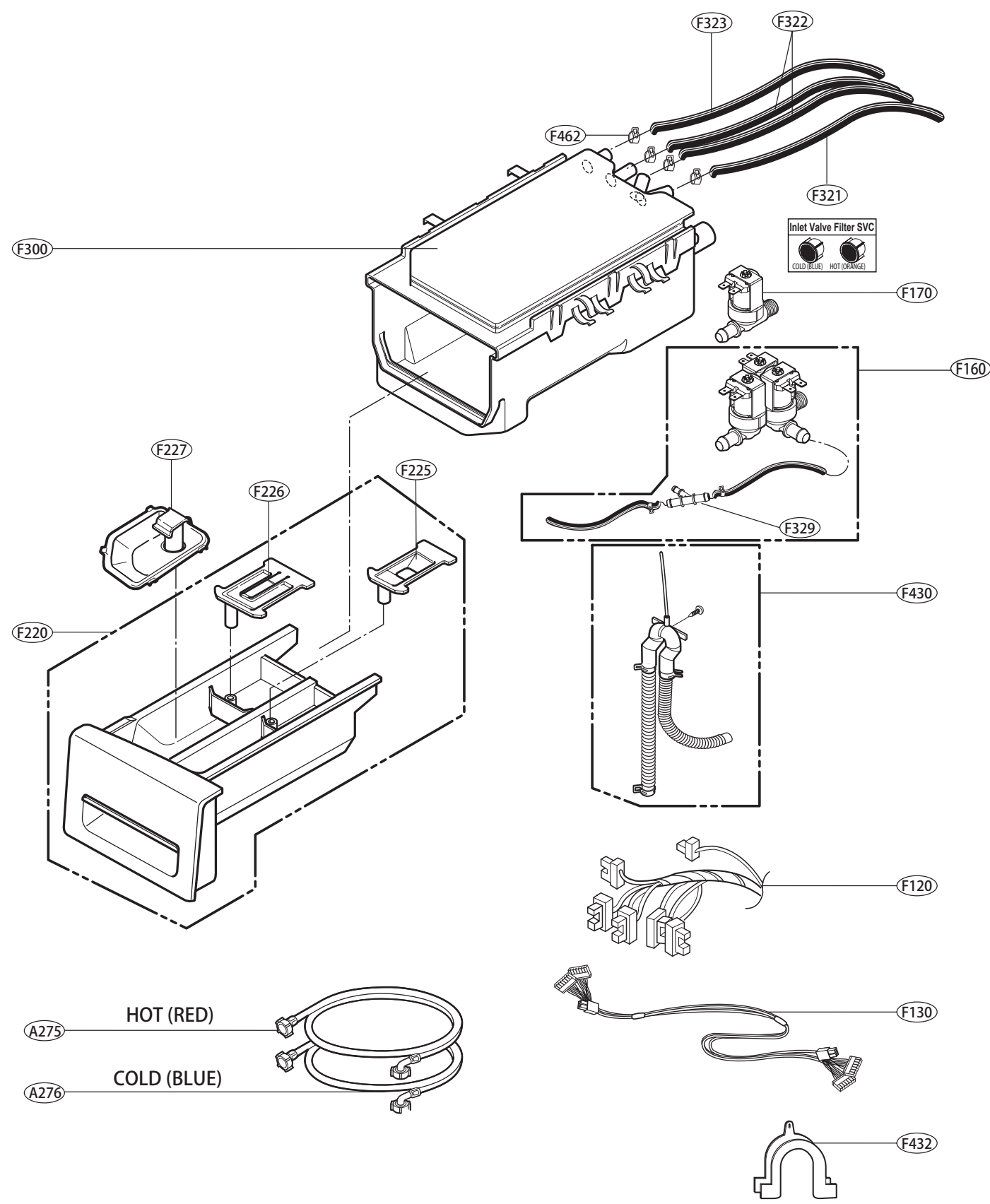
10-1. CABINET & CONTROL PANEL ASSEMBLY



10-2 . DRUM&TUB ASSEMBLY

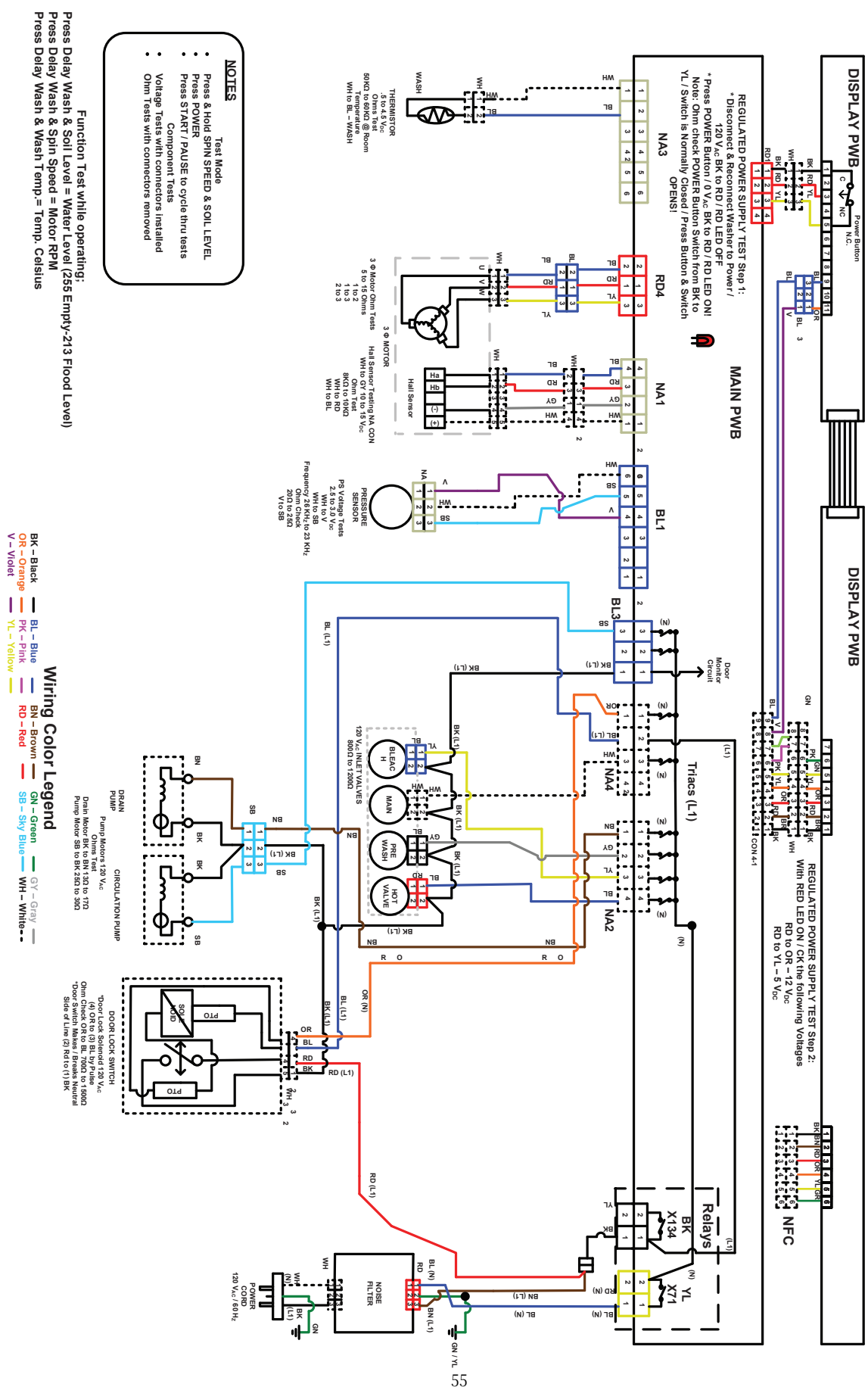


11-3. DISPENSER ASSEMBLY



11. Wiring Diagram

WM3570H*A Wiring Diagram





P/No. : MFL68588917