

# SAMSUNG

Model: WF56H9100



## Fast Track Troubleshooting

**IMPORTANT SAFETY NOTICE – “For Technicians Only”** This service data sheet is intended for use by persons having electrical, electronic, and mechanical experience and knowledge at a level generally considered acceptable in the appliance repair trade. Any attempt to repair a major appliance may result in personal injury and property damage. The manufacturer or seller cannot be responsible, nor assume any liability for injury or damage of any kind arising from the use of this data sheet.

### Bulletins:

Publication #Dr WF56H9100 Production Date 6/16/14

#### Support Information:

HELP: 1-888-751-4086 (Tech Sup. – ASC/SSD) - 1-866-894-0637 (Tech Sup. - FE/ME)

GSPN: <http://gspn3.samsungcsportal.com/main.jsp>

PLUS ONE: <http://my.plus1solutions.net/clientPortals/samsung>

## QUICK TEST MODE: WITH POWER OFF - PRESS: Spin + Soil + POWER

| TEST | FUNCTION                   | PRESS                                                                                   |
|------|----------------------------|-----------------------------------------------------------------------------------------|
| 1    | Water Valve Test           | TEMP<br><b>**Door Lock Must be Activated 1<sup>st</sup> before running Component **</b> |
| 2    | Door Lock                  | Spin                                                                                    |
| 3    | Heater                     | Super Speed                                                                             |
| 4    | Drain Pump / Bubble Pump   | Soil Level                                                                              |
| 5    | <b>EEPROM MEMORY CLEAR</b> | <b>When you Enter Quick Test Mode Memory will be clear</b>                              |

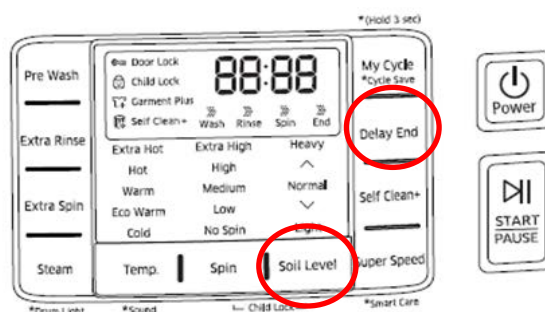
**\*\*Test Mode\*\* With the Power Off**



## SERVICE MODE: WITH POWER ON - PRESS: Soil Level + Delay End

| TEST | FUNCTION                                                                   | PRESS                                                                             |
|------|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 1    | Cycle Count                                                                | Temp                                                                              |
| 2    | Version                                                                    | SOIL Level                                                                        |
| 3    | <b>Board Input Test</b> (Move Jog dial to check LED) (See Chart at bottom) | Delay End                                                                         |
| 4    | <b>DIAGNOSTIC ERROR CODE CHECK</b> (See Below)                             | SPIN - (“d” will start flashing) Turn dial either clockwise (c.w) or counter c.w. |
| 5    | <b>SPIN TEST (RPM)</b> (ref: NB***)                                        | Delay End+ Temp for 3sec. (To Pause: press - START/PAUSE)                         |

**\*\*With the Power On\*\***



NB\*\*\* Spin Test will NOT test Hall Sensor in this mode. NOTE: ALWAYS remember to offset counter weight when spin testing an empty machine

FACT: It is NORMAL for this unit to be unbalanced until 350-400 RPM – counter weights will only align correctly after this RPM is reached

#### Service mode Option 3: Board Input Test Chart

| LED     | 1 <sup>st</sup> LED is on | 2 <sup>nd</sup> LED is on | 3 <sup>rd</sup> LED is on       | 4 <sup>th</sup> LED is on                 | 5 <sup>th</sup> LED is on |
|---------|---------------------------|---------------------------|---------------------------------|-------------------------------------------|---------------------------|
| Display | Water temp. (°C)          | Water temp. (°F)          | Door status (OP:open, CL:close) | Door lock S/W status (UL:unlock, LD:lock) | Water Frequency           |

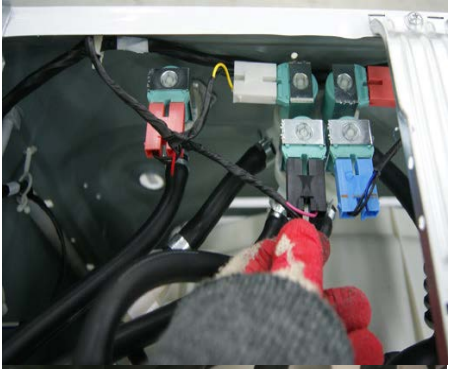
✓ Use the Board input test under service mode to test water temp, during normal wash operation.

#### Service mode Option 4:

##### DIAGNOSTIC ERROR CODE CHECK

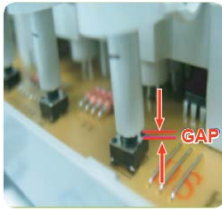
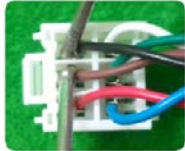
- Activate the SERVICE MODE first (ref: above).
- Press the SPIN key to start DIAGNOSTIC CODE check mode. “d” will start flashing.
- To cycle through the diagnostic codes (d1, d2, d3, etc.), turn the rotary cycle selector (knob) either clockwise or counter clockwise.
- When turning the rotary selector key (knob) in one direction, it shows diagnostic codes from the latest (d1).
- Now when turning the knob in the opposite direction it shows the diagnostic codes in the reverse order. E.g. When it stops at “d5” and then turn backwards, it shows from “d4” to “d”. (Refer to Diag. Code interpretation).

# Components Check

| Door Lock S/W                                                                                                                                                                                                                                            | Water Level Sensor                                                                                                                                                                                                                    | Water Valve                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                          |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                 |
| <ol style="list-style-type: none"> <li>1. Check the door switch resistance.</li> <li>2. Check the resistance after the power is off.</li> <li>3. The resistance across No.1 and No.3 of the Door Lock Switch must be approximately 40 to 57Ω.</li> </ol> | <ol style="list-style-type: none"> <li>1. Check the water level sensor frequency.</li> <li>2. Check it after the water level sensor and the connector are connected.</li> <li>3. Frequency: Approx. 26.4 kHz with no load.</li> </ol> | <ol style="list-style-type: none"> <li>1. Check the resistance for the water supply valve.<br/>Resistance: 1.0K to 1.2K ohms</li> <li>2. Check whether there is foreign material in the water supply valve diaphragm.</li> <li>3. If above test is ok, activate the "water valve test" and check the voltage of each valve for 110V. If voltage is NG change main pcb.</li> </ol> |

| Drain Motor                                                                              | Drum Motor                                                                                                         |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
|       |                                 |
| <p>Resistance : Approximately 174Ω between the terminals for the Water Supply Valve.</p> | <p>Plug out the connector and read resistances at any two of the three terminals on Motor<br/>: Should be 15 Ω</p> |

| Error Type                                | Error Mode | Causes                                                                                                                                                                                                                                                         | Corrective Actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description of Photo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Water Level Sensor                        | 1E         | <ul style="list-style-type: none"> <li>Water level sensor fault.</li> <li>Incorrect connections of the water level sensor terminal.</li> <li>The hose part for the water level sensor is folded.</li> <li>Main PCB fault.</li> </ul>                           | <ul style="list-style-type: none"> <li>Check the water level sensor terminal connections and contacts.</li> <li>An error occurs if an incorrect water level sensor is used. Make sure to check the material code. (Abnormal operation)</li> <li>If the water level sensor is faulty, replace it.</li> <li>If the error persists despite taking the action above, replace the PBA.</li> </ul>                                                                                                           | <p>► Check the water level sensor frequency.</p> <ol style="list-style-type: none"> <li>Check it after the water level sensor and the connector are connected.<br/>Checking Part : Blue Color Wire <b>Orange</b> Color Wire</li> <li>Frequency: Approx. 26.4 KHz without water (Min 25.9KHz)</li> </ol>                                                                                                                                                                                                                                                                          |
| Washing Motor Error and Hall Sensor Error | 3E         | <ul style="list-style-type: none"> <li>Washing motor fault</li> <li>Washing motor hall sensor fault</li> <li>Incorrect connections of the washing motor/hall sensor connector</li> <li>Washing motor rotor and stator fault</li> <li>Main PCB fault</li> </ul> | <ul style="list-style-type: none"> <li>Check the motor connector terminal connections and contacts.</li> <li>3E is displayed because overloading occurs due to too much laundry.</li> <li>If the hall sensor terminal is faulty, replace the hall sensor.</li> <li>Check whether the stator of the motor cover is damaged.</li> <li>Check for coil disconnections due to foreign material.</li> <li>If the PBA control circuit is faulty, replace the PBA.</li> </ul>                                  | <p>► Check the motor Winding Coil</p> <ul style="list-style-type: none"> <li>Plug out the connector and read resistances at any two of the three terminals on Motor : Should be 19.3Ω (at 25oC)</li> </ul>  <p>► Check the motor Hall Sensor</p> <ul style="list-style-type: none"> <li>Check the resistance on the main PCB motor (Between pins 2 and 4, 3 and 4 of the four (4) pins)</li> <li>Resistance : Approx. 2 to 4 MΩ</li> <li>Check the voltage when the power is on.</li> </ul>  |
| Water Supply Error                        | 4E         | <ul style="list-style-type: none"> <li>Water supply value fault</li> <li>Main PCB fault</li> <li>Freezing in the winter season</li> </ul>                                                                                                                      | <ul style="list-style-type: none"> <li>If the water supply valve has a wire disconnected, replace it.</li> <li>Check whether the water supply valve is clogged with foreign material and whether water is supplied continually.</li> <li>Check whether no water is supplied because of freezing in the winter season.</li> <li>If the PBA relay operates abnormally, replace the PBA</li> </ul>                                                                                                        | <ol style="list-style-type: none"> <li>Check the resistance for the water supply valve.<br/>Resistance : 0.9KΩ to 1.1KΩ between the terminals of the Water Supply Valve.</li> <li>Check whether there is foreign material in the Water supply valve filter.</li> </ol>                                                                                                                                                                                                                                                                                                          |
| Drain Error                               | 5E         | <ul style="list-style-type: none"> <li>Freezing in the winter season</li> <li>Foreign materials in the drain pump</li> <li>Poor physical connection</li> <li>Drain pump fault</li> <li>Main PCB fault</li> </ul>                                               | <ul style="list-style-type: none"> <li>If the drain pump revolutions are restrained due to freezing in the winter season, check the method to remove the freezing and remove as directed.</li> <li>Check whether the revolutions of the drain pump motor are restrained by foreign material, and remove as directed.</li> <li>Check the wire connectors on Main PCB and Drain Pump ASSY. The connector or wire may have poor physical connection.</li> <li>Check the drain pump resistance.</li> </ul> | <p>Check the drain pump resistance.<br/>(Resistance : 13.5 ~ 16.5Ω)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

|                                    |           |                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication Error                | AE        | <ul style="list-style-type: none"> <li>The signals between the sub and main PBAs are not sensed.</li> <li>Incorrect wire connections between the sub and main PBAs.</li> </ul> | <ul style="list-style-type: none"> <li>Check the wire connections and terminal contacts between the sub and main PBAs.</li> <li>Check for disconnected wires.</li> <li>Check whether the sub PBA is short-circuited because of moisture.</li> <li>If the main PBA's communication circuit is faulty, replace it.</li> </ul>                                                                                                                                                                                                                           | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Switch Error<br>(Main Relay Error) | bE2       | <ul style="list-style-type: none"> <li>The Power button is continually pressed.</li> <li>A button other than the Power button is continually pressed.</li> </ul>               | <ul style="list-style-type: none"> <li>Check whether either the Power switch or a tact switch is continually pressed.</li> <li>Check whether the service PBA holding screws are fastened too tight. If they are fastened too tight, loosen them a little.</li> <li>If the main PBA switching IC on/off error has occurred, replace the main PBA.</li> <li>The "bE2" error occurs if the main relay connections are incorrect. Check the connections. If there is no error in the connections, replace the main PBA.</li> </ul>                        | <p>Check the contact between the control panel buttons and their corresponding tact switch.</p> <p>- There must be a gap between a control panel button and its corresponding micro switch.</p> <p>Otherwise, an error occurs after approx. 30 seconds has passed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Door Error                         | dE1<br>dE | <ul style="list-style-type: none"> <li>Door-Lock SW fault</li> <li>Reed SW fault</li> <li>Main PCB fault</li> </ul>                                                            | <ul style="list-style-type: none"> <li>Check the Door-Lock SW terminal connections and contacts.</li> <li>Bring the probe of tester into contact with two terminals of Door-Lock SW.[dE Error] In state of Door Close, Check Reed SW Resistance.[dE1 Error] In state of Door Unlock, Check Motor Resistance. And In state of Door Lock, Check Door Lock Contact Resistance.[dE1 Error] In state of Door Unlock, Check Motor Resistance and Door Unlock Contact Resistance.</li> <li>If Resistance is satisfied with Spec, Replace the PBA.</li> </ul> |  <ol style="list-style-type: none"> <li>Check the resistance for Reed SW (Checking Part : White-Green Wire) <ul style="list-style-type: none"> <li>Resistance: Approx 0.2Ω between the terminals of Reed SW.</li> </ul> </li> </ol>  <ol style="list-style-type: none"> <li>Check the resistance for Motor (Checking Part : Black-Brown Wire) <ul style="list-style-type: none"> <li>Resistance: 33Ω to 46Ω between the terminals of Motor.</li> </ul> </li> </ol>  <ol style="list-style-type: none"> <li>Check the resistance for Lock/Unlock Contact (Checking Part : Lock White-Red Wire Unlock White-Blue Wire) <ul style="list-style-type: none"> <li>Resistance: Resistance: Approx 0.2Ω between the terminals of Contact.</li> <li><input checked="" type="checkbox"/> Check the Door Lock/Unlock state.</li> </ul> </li> </ol> <p>Lock</p> <p>Unlock</p> |

| Error Type               | Error Mode | Causes                                                                                                                                                                                                        | Corrective Actions                                                                                                                                                                                                                                                                                                                                                                     | Description of Photo                                                                                                                                                    |
|--------------------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Water Leakage Error      | LE         | <ul style="list-style-type: none"> <li>• Check for any leakage.</li> <li>• Foreign material in the DV case</li> <li>• Fault of a hose or incorrect part engagement in the product.</li> </ul>                 | <ul style="list-style-type: none"> <li>• Check for any leakage on the base, Hose, Valve and Tub connections and take any required action.</li> <li>• During natural draining, this error occurs when the drain bellows are clogged with foreign material. Remove the foreign material.</li> <li>• Check the drain motor operation. Replace if it does not operate normally.</li> </ul> |                                                                                       |
| Overflow Error           | OE         | <ul style="list-style-type: none"> <li>• Water level sensor fault</li> <li>• Freezing in the winter season</li> </ul>                                                                                         | <ul style="list-style-type: none"> <li>• If the water level sensor has a functional error, replace it.</li> <li>• Check the hose. This error occurs if it is torn or has a hole.</li> <li>• This error occurs if water is frozen in the winter season. Use hair dryer to defrost hose. Consider relocating the unit to warmer location.</li> </ul>                                     |                                                                                       |
| Temperature Sensor Error | tE         | <ul style="list-style-type: none"> <li>• Washing temperature sensor fault</li> <li>• Faulty and incorrect connections of sensor</li> <li>• Main PCB Fault</li> <li>• Freezing in the winter season</li> </ul> | <ul style="list-style-type: none"> <li>• Check the connections of the temperature sensor.</li> <li>• If the temperature sensor has a functional error, replace it.</li> </ul>                                                                                                                                                                                                          | <p>Check the thermistor resistance<br/>(Resistance at 20~30°C: 66.187~36.941kΩ)</p>  |
| Unbalance Error          | UE         | <ul style="list-style-type: none"> <li>• Motor hall sensor fault</li> <li>• Caused by the laundry contents</li> </ul>                                                                                         | <ul style="list-style-type: none"> <li>• Check the type of laundry. Check whether it may cause an unbalanced situation.</li> <li>• Educate the consumer in this case is to press pause reposition the load or remove a few items. Press start to continue and complete the wash cycle.</li> </ul>                                                                                      | -                                                                                                                                                                       |

# Additional Error codes

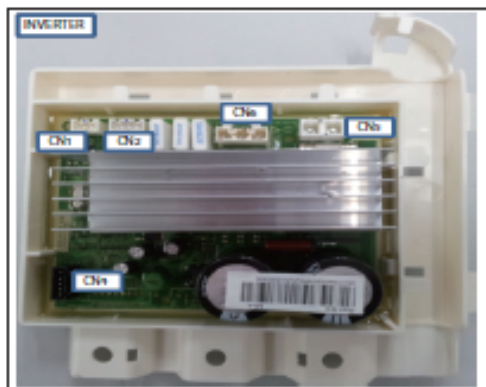
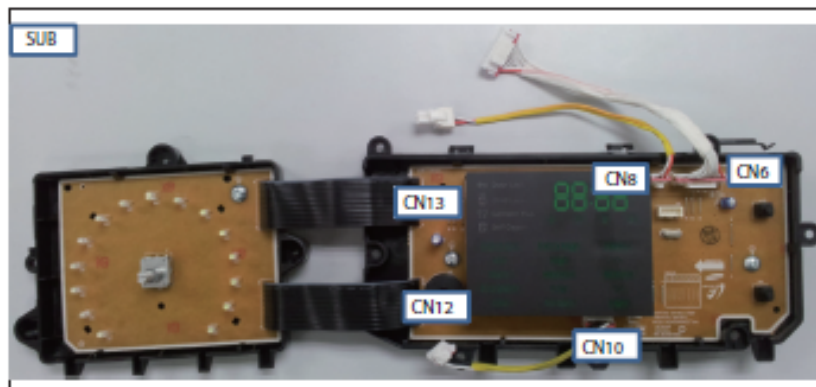
|    |                   |                                                                    |                                                                  |
|----|-------------------|--------------------------------------------------------------------|------------------------------------------------------------------|
| 14 | 9E1/9E2           | High/Low voltage detected.                                         | Restart the cycle. If the code reappears, call customer service. |
| 15 | AE                | A Communication error between the SUB(Sensor) PBA and the MAIN PBA | Call customer service.                                           |
| 16 | AE4               | A Communication error between the WIFI PBA and the MAIN PBA        | Call customer service.                                           |
| 17 | AE3               | A Communication error between the DR Module and the MAIN PBA       | Call customer service.                                           |
| 18 | AE5               | A Communication error between the LCD PBA and the MAIN PBA         | Call customer service.                                           |
| 19 | AE6               | A Communication error between the Inverter PBA and the Main PBA    | Call customer service.                                           |
| 20 | 8E                | A MEMS sensor problem.                                             | Call customer service.                                           |
| 21 | SF1<br>SF2<br>SF3 | A system error                                                     | Call customer service.                                           |

|                         |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                          |                   |
|-------------------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Foaming Detected        | SUdS<br>Sd        | <ul style="list-style-type: none"><li>- This occurs when too much foaming is detected. It is also displayed while foaming is removed. When the removal is finished, the normal cycle proceeds.</li></ul> "Sud" or "SUdS" is displayed when too much foaming is detected and "End" is displayed when the removal of the foaming is finished.<br>(This is one of the normal operations. It is an error for preventing non-sensing faults.) |                   |
| Mems PBA Error Detected | 8E1<br>8E2<br>8E  | <ul style="list-style-type: none"><li>- Error detected in the Mems PBA or data error detected. Check the wire connections.</li></ul> Replace if necessary.<br>1. Check the wire connections.<br>2. Replace the Mems PBA.                                                                                                                                                                                                                 |                   |
| System Error            | SF1<br>SF2<br>SF3 | <ul style="list-style-type: none"><li>- Micro Controller Operation Fail.</li></ul>                                                                                                                                                                                                                                                                                                                                                       | Replace Assy PCB. |

|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Problem</b>                                                                            | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Will Not Lock</b>                            | <ul style="list-style-type: none"><li>• Door is not aligned or closed properly.</li><li>• Perform <b>Quick Test Mode</b>.<br/>Check Door Lock.<br/>Check the output voltage of Door Lock Coil.<br/>If it reads 120V, change PCB, and if not, change Door Lock Connector. (Refer to PCB Connector Check.)</li><li>• Read Lock Switch and PCB (CN1).<br/>(Refer to PCB Connector Check.)</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Will Not Unlock</b>                                                                    | <ul style="list-style-type: none"><li>• Check if the door is being pushed out, which may keep it from unlocking.</li><li>• Door locks itself when the water level is too high (Drain the unit).</li><li>• Check the following with <b>Board Input Test Mode</b>.<br/>Water Level (frequency): Over 23.80 KHz.<br/>→ If so, refer to "Will Not Drain".<br/>Temperature (Inside Drum): Higher than 60°C/140°F.<br/>→ If so, wait until it drops.<br/>When everything is normal, check PCB connectors and Door Lock Switch.</li><li>• Drain manually after removing the plastic drain hose holder.</li><li>• Display shows <b>"LO"</b>. Turn off and on the unit.<br/>If <b>"LO"</b> keeps illuminating, check PCB and Door Lock Switch.</li><li>• Perform <b>Quick Test Mode</b>.<br/>Check Door Lock.<br/>Check the output voltage of Door Lock Coil.<br/>If it reads 120V, change Door Lock Switch, and if not, change PCB. (Refer to PCB Connector Check.)</li></ul> |
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Problem</b>                                                                            | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Will Not Spin</b>                            | <ul style="list-style-type: none"><li>• Make sure to close the door completely.</li><li>• Check for water left inside the washer. If so, go to <b>"Will Not Drain"</b>.</li><li>• Perform <b>Quick Test Mode</b> or <b>Quick Spin Test</b>.<br/>Does the washer spin? (Before the test, empty the unit inside.)<br/>If it doesn't tumble after the above, change PCB.<br/>When the problem persists, change the motor.</li><li>• Check motor windings resistance.<br/>(CN8 Pin1&amp;3 = 11.6 ohms (at ±7% 20°C/68°F),<br/>Pin1&amp;2 = 11.6ohms (at ±7% 20°C),<br/>Pin2&amp;3 = 11.6 ohms (at ±7% 20°C))</li></ul>                                                                                                                                                                                                                                                                                                            | <b>Fills with the wrong temperature water.</b>                                            | <p>Turn both faucets on fully</p> <ul style="list-style-type: none"><li>• Make sure temperature selection is correct.</li><li>• Make sure hoses are connected to correct faucets. Flush water lines.</li><li>• Check the water heater. It should be set to deliver a minimum 120°F(49°C) hot water at the tap. Also check water heater capacity and recovery rate.</li><li>• Disconnect hoses and clean screens. Hose filter screens may be plugged.</li><li>• As your Washer is filling, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.</li><li>• While your Washer is filling, you may notice just hot and/or just cold water going through the dispenser when cold or warm wash temperatures are selected. This is a normal function of the automatic temperature control feature as you Washer determines the temperature of the water.</li></ul>                               |
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Problem</b>                                                                            | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>No Key Operation</b>                         | <ul style="list-style-type: none"><li>• Each washing selection deactivates some buttons.</li><li>• Child Lock is being activated. To exit, hold down Soil Level Key and Signal Key simultaneously until it sends out a beeping sound.</li><li>• When "End" illuminates on the display, only the Power button works.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Will Not Start</b>                                                                     | <ul style="list-style-type: none"><li>• Plug the unit into the wall outlet. Check for proper voltage.</li><li>• Check fuse or reset circuit breaker.</li><li>• Push any key to turn on the washer and press the Start/Pause key to run the washer.</li><li>• Close door and push the Start/Pause key to run the washer.</li><li>• Check if washer is in a pause, soak or suds process.<br/>Wait briefly and it may start.<br/>(If the washer is in suds period, Suds will light up instead of remaining time.)</li><li>• Check for restricted drain system.<br/>(If there is electrical problem in drain system, <b>"nd"</b> error will occur after 15 minutes.)</li><li>• Check Water Supply.</li><li>• Check the line or water valve screen filter.</li><li>• Check if PCB connectors are assembled properly.</li><li>• Check if CN6 terminals on PCB are in good condition. (Refer to PCB Connector Check.)</li><li>• Replace PCB.</li></ul>                       |
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Problem</b>                                                                            | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Excessive Suds</b>                           | <ul style="list-style-type: none"><li>• Go to <b>"Will Not Drain"</b> and <b>"Will Not Spin"</b> and check the draining.</li><li>• Check PCB and Drain Pump for any loose wire connection.</li><li>• Perform Quick Test Mode or Board Output Test to drain.</li><li>• Use HE (High-Efficiency) or low sudsing detergent specially formulated for front load washers.</li><li>• Reduce the amount of detergent for that specific load size and soil level. Keep in mind that towel creates more suds generally.</li><li>• Reduce the amount of detergent when water is soft, or laundry is small or lightly soiled.</li><li>• Do one more washing cycle with cold water and a table spoon of salt without detergent.</li></ul>                                                                                                                                                                                                 | <b>Stops</b>                                                                              | <ul style="list-style-type: none"><li>• Plug cord into live electrical outlet.<br/>Check fuse or reset circuit breaker.<br/>Close door and press the Cycle Selector dial to start your Washer. For your safety, your Washer will not tumble or spin unless the door is closed.</li><li>• Before your Washer starts to fill, it will make a series of clicking noises to check the door lock and do a quick drain.</li><li>• There may be a pause or soak period in the cycle. Wait briefly and it may start.</li><li>• Check screens on inlet hoses at the faucets for obstructions. Clean screens periodically.</li></ul>                                                                                                                                                                                                                                                                                                                                            |
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Problem</b>                                                                            | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Leaks water.</b>                             | <ul style="list-style-type: none"><li>• Make sure there is no leakage in the inlet hose connections.</li><li>• Check for rubber gasket damage due to over-tightening.</li><li>• Check standpipe for leakage. Check if the standpipe contributes the leakage. If so, the standpipe is under-capacity.<br/>In this case, make sure to seal its opening tightly.</li><li>• Check waster hose connections.<br/>(Water Supply/ Drain/ Dispenser Hose &amp; Clamp)</li><li>• Check if rubber boot is water-tight.</li><li>• Check for any kink on the water hoses.</li></ul>                                                                                                                                                                                                                                                                                                                                                        | <b>Vibrates or is too noisy</b>                                                           | <ul style="list-style-type: none"><li>• Check if the washer is leveled and the lock nuts are tightened up on the bottom plate.</li><li>• Check if all of the shipping bolts and spacers are removed from the back panel.</li><li>• Check if load is big enough and there is no unbalance.<br/>If there is not enough load, put in a few towels to balance it.</li><li>• Check if the motor is fastened enough.</li><li>• Remove various trouble contributors (such as dust coat on the floor)</li><li>• Check if Washer is touching other object.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Has detergent remains In the automatic dispenser After the wash cycle is complete.</b> | <p>Make sure your Washer is running with sufficient water pressure.</p> <p>Make sure the Detergent Selector dial is in the upper position when using granular detergent.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Problem</b>                                                                            | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Load is too wet at the End of the cycle.</b> | <ul style="list-style-type: none"><li>• Unbalance due to not enough load. Put additional load.</li><li>• Due to excessive suds by using general detergent. Use HE (High-Efficiency) or reduce its quantity.</li><li>• Low Spin Speed or Drain Only was selected.</li><li>• Go to <b>"Will Not Spin"</b>.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Has no water Or not enough water..</b>                                                 | <ul style="list-style-type: none"><li>• Perform <b>Quick Test Mode</b>.<br/>Check all of Water Valves visually.<br/>Or, check Water Valves with hands on them.<br/>When they work, you can feel vibrations. If not, no vibrations.</li><li>• Check if water taps are turned on fully.</li><li>• Check Water Valves and Water Level Sensor (Refer to PCB Connector Check)</li><li>• Check if there is any kink in inlet hoses.</li><li>• Check if inlet screens are clogged up.</li><li>• Check if water has enough pressure. If so, find out its contributors.</li><li>• Check if there is any frozen area in the unit (Drain Hose, etc)</li><li>• Measure the resistance of Water Valve Coil.<br/>(It should read 1.18K ohms. Check Pin#1 of CN5 and PIN#1,2,3,4 of CN10)</li><li>• Check Pressure S/W and PCB for loose connections.<br/>(Refer to PCB Connector Check)</li></ul>                                                                                   |
| <b>Problem</b>                                  | <b>What To Do</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Will Not Drain</b>                           | <ul style="list-style-type: none"><li>• Check for any kink on the drain hose. If any, straight it out.</li><li>• Check for any restriction in the drain hose.</li><li>• Close the door and press the Rotary Cycle Selector. For safety reasons, the washer does not tumble or spin with the door open.</li><li>• When it is freezing outside, check if it is frozen inside the drain hose.</li><li>• Check if the water level signal input is correct. Go to <b>Board Input Test Mode</b>.</li><li>• Go to <b>Quick Test Mode</b> and do Drain Pump Test.</li><li>• Check if there is any twist in the hose (the one between Tub and Drain Pump).</li><li>• Check if it reads AC 120V at the pump when a spin cycle is selected.</li><li>• Read the winding resistance of the pump motor. (14.2 ± 7% Ohms)</li><li>• Check the pump at CN1(Pin3) on PCB. It should read AC 110~120V. (Refer to PCB Connector Check)</li></ul> |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## PROBLEM CHECKING AND METHOD OF PCB

- If you plug in the power cord and turn Power S/W on, memorized data is displayed.  
If any data is not displayed, check the followings.



### Door Lock Check (MAIN)

Check Voltage at Pin #2 of CN10 and Pin #3 of RY7  
When Drain Motor operates = AC 120V

### Drain Motor Check (MAIN)

Check Voltage at Pin #5 of CN10 and Pin #3 of RY7  
When Drain Motor operates = AC 120V

### CIRCLE Motor Check (MAIN)

Check Voltage at Pin #4 of CN10 and Pin #3 of RY7  
When Circulation Motor operates = AC 120V

### Water Valve Check (MAIN)

Check Voltage at Pin #10 of CN10 and Pin #3 of RY7  
When Circulation Motor operates = AC 120V

### AC Power Check (MAIN)

Check Voltage at Pin #1 of CN11 and Pin #4 of Power RY7  
Tester Check = AC 120V

### Wash Heater Relay Check (MAIN)

Check Voltage at Pin #3 of RY2 and Pin #3 of RY7  
When Heater Relay operates = AC 120V

### Hall Sensor Check (INVERTER)

Check Voltage at Pin #4 and #2 of CN2  
Tester Check = DC 0V or 1.3V  
Check Voltage at Pin #4 and #3 of CN2  
Tester Check = DC 0V or 1.3V

### Motor Check (INVERTER)

Resistance at Pin #1 and #2 of CN6 = 12Ω  
Resistance at Pin #1 and #3 of CN6 = 12Ω  
Resistance at Pin #2 and #3 of CN6 = 12Ω

SCHEMATIC DIAGRAM  
[WF9100HA]

