

# OWNER'S MANUAL

# WASHING MACHINE



**Before beginning installation, read these instructions carefully. This will simplify installation and ensure that the product is installed correctly and safely. Leave these instructions near the product after installation for future reference.**

FH4U2TDH(0-9)N



MFL68585840  
ver.082615.00



[www.lg.com](http://www.lg.com)

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This manual is produced for a group of products and may contain images or content different from the model you purchased.

This manual is subject to revision by the manufacturer.

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# MAINTENANCE

## ⚠ WARNING

- Unplug the washing machine before cleaning to avoid the risk of electric shock. Failure to follow this warning may result in serious injury, fire, electric shock, or death.
- Never use harsh chemicals, abrasive cleaners, or solvents to clean the washing machine. They may damage the finish.

## Cleaning your Washing Machine

### Care After Wash

- After the cycle is finished, wipe the door and the inside of the door seal to remove any moisture.
- Leave the door open to dry the drum interior.
- Wipe the body of the washing machine with a dry cloth to remove any moisture.

### Cleaning the Exterior

Proper care of your washing machine can extend its life.

#### Door:

- Wash with a damp cloth on the outside and inside and then dry with a soft cloth.

#### Exterior:

- Immediately wipe off any spills.
- Wipe with a damp cloth.
- Do not press the surface or the display with sharp objects.

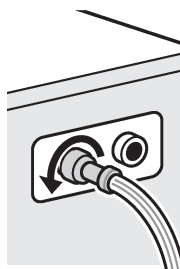
## Care and Cleaning of the Interior

- Use a towel or soft cloth to wipe around the washing machine door opening and door glass.
- Always remove items from the washing machine as soon as the cycle is complete. Leaving damp items in the washing machine can cause wrinkling, colour transfer, and odour.
- Run the Tub Clean cycle once a month (or more often if needed) to remove detergent buildup and other residue.

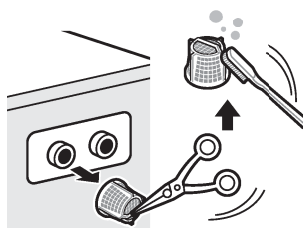
## Cleaning the Water Inlet Filter

- Turn off the stopcock if the washing machine is to be left for any length of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity.
- 'E' icon will be displayed on the control panel when water is not entering the detergent drawer.
- If water is very hard or contains traces of lime deposit, the water inlet filter may become clogged. It is therefore a good idea to clean it occasionally.

- 1 Turn off the water tap and unscrew the water inlet hose.



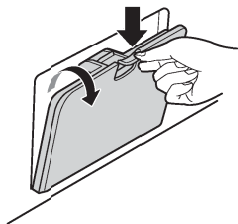
- 2 Clean the filter using a hard bristle brush.



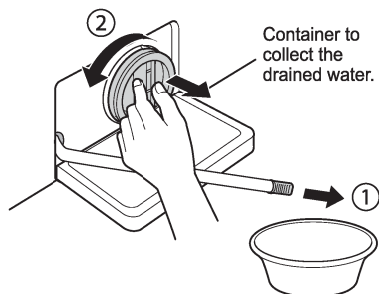
## Cleaning the Drain Pump Filter

- The drain filter collects threads and small objects left in the laundry. Check regularly that the filter is clean to ensure smooth running of your washing machine.
- Allow the water to cool down before cleaning the drain pump, carrying out emergency emptying, or opening the door in an emergency.

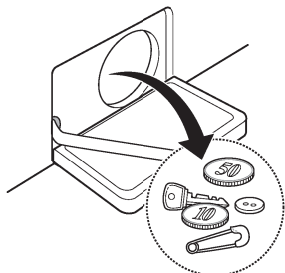
**1** Open the cover cap and pull out the hose.



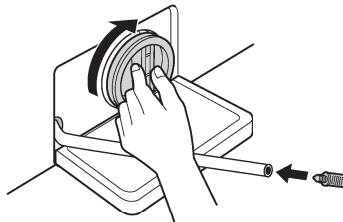
**2** Unplug the drain plug and open the filter by turning it to the left.



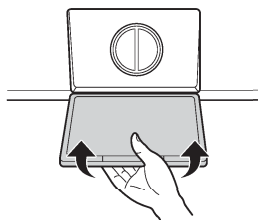
**3** Remove any extraneous matter from the pump filter.



**4** After cleaning, turn the pump filter and insert the drain plug.



**5** Close the cover cap.



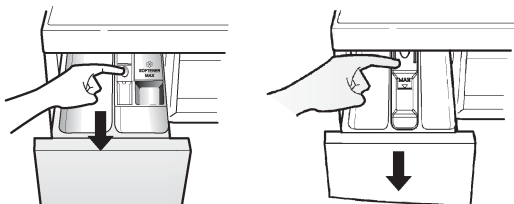
### CAUTION

- First drain using the drain hose and then open the pump filter to remove any threads or objects.
- Be careful when draining, as the water may be hot.

## Cleaning the Dispenser Drawer

Detergent and fabric softener may build up in the dispenser drawer. Remove the drawer and inserts and check for buildup once or twice a month.

- 1 Remove the detergent dispenser drawer by pulling it straight out until it stops.
  - Press down hard on the disengage button and remove the drawer.



- 2 Remove the inserts from the drawer.
  - Rinse the inserts and the drawer with warm water to remove buildup from laundry products. Use only water to clean the dispenser drawer. Dry the inserts and drawer with a soft cloth or towel.
- 3 To clean the drawer opening, use a cloth or small, non-metal brush to clean the recess.
  - Remove all residue from the upper and lower parts of the recess.
- 4 Wipe any moisture off the recess with a soft cloth or towel.
- 5 Return the inserts to the proper compartments and replace the drawer.

## Tub Clean (Optional)

Tub Clean is a special cycle to clean the inside of the washing machine.

A higher water level is used in this cycle at higher spin speed. Perform this cycle regularly.

- 1 Remove any clothing or items from the washing machine and close the door.
- 2 Open the dispenser drawer and add Anti limescale (e.g. Calgon) to the main wash compartment.
- 3 Close the dispenser drawer slowly.
- 4 Power On and then press and hold **Tub Clean** button for 3 seconds. Then 't c l' will be displayed on the display.
- 5 Press the **Start/Pause** button to start.
- 6 After the cycle is complete, leave the door open to allow the washing machine door opening, flexible gasket and door glass to dry.

### CAUTION

- If there is a child, be careful not to leave the door open for too long.

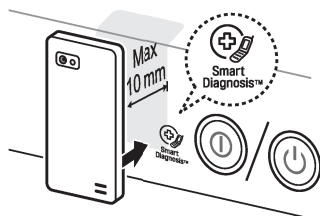
### NOTE

- Do not add any detergent to the detergent compartments. Excessive suds may generate and leak from the washing machine.

## Using the Smart Diagnosis™ Function

Use this function if you need an accurate diagnosis by an LG Electronics service centre when the product malfunctions or fails. Use this function only to contact the service representative, not during normal operation.

- 1 Press the **Power** button to turn on the washing machine. Do not press any other buttons or turn the cycle selector knob.
- 2 When instructed to do so by the call centre, place the mouthpiece of your phone close to the **Power** button.



- 3 Press and hold the **Temp.** button for 3 seconds, while holding the phone mouthpiece to the icon or **Power** button.
- 4 Keep the phone in place until the tone transmission has finished. Time remaining for data transfer is displayed.
  - For best results, do not move the phone while the tones are being transmitted.
  - If the call centre agent is not able to get an accurate recording of the data, you may be asked to try again.



- 5 Once the countdown is over and the tones have stopped, resume your conversation with the call centre agent, who will then be able to assist you using the information transmitted for analysis.

### NOTE

- The Smart Diagnosis™ function depends on the local call quality.
- The communication performance will improve and you can receive better service if you use the home phone.
- If the Smart Diagnosis™ data transfer is poor due to poor call quality, you may not receive the best Smart Diagnosis™ service.

# TROUBLESHOOTING

- Your washing machine is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your washing machine does not function properly or does not function at all, check the following before you call for service:








## Diagnosing Problems
















Symptoms	Reason	Solution
<b>Rattling and clanking noise</b>	<b>Foreign objects such as coins or safety pins may be in drum or pump.</b>	<ul style="list-style-type: none"> <li>• Stop washing machine, check drum and drain filter.</li> <li>• If noise continues after washing machine is restarted, call your authorised service centre.</li> </ul>
<b>Thumping sound</b>	<b>Heavy wash loads may produce a thumping sound. This is usually normal.</b>	<ul style="list-style-type: none"> <li>• If sound continues, washing machine is probably out of balance. Stop and redistribute wash load.</li> </ul>
<b>Vibrating noise</b>	<b>Have all the transit bolts and tub support been removed?</b>	<ul style="list-style-type: none"> <li>• If not removed during installation, refer to Installation guide for removing transit bolts.</li> </ul>
	<b>Are all the feet resting firmly on the ground?</b>	<ul style="list-style-type: none"> <li>• Wash load may be unevenly distributed in drum. Stop washing machine and rearrange wash load.</li> </ul>
<b>Water leaks</b>	<b>Inlet hoses or drain hose are loose at tap or washing machine.</b>	<ul style="list-style-type: none"> <li>• Check and tighten hose connections.</li> </ul>
	<b>House drain pipes are clogged.</b>	<ul style="list-style-type: none"> <li>• Unclog drain pipe. Contact plumber if necessary.</li> </ul>
<b>Oversudsing</b>		<ul style="list-style-type: none"> <li>• Too much detergent or unsuitable detergent may cause excessive foaming which may result in water leaks.</li> </ul>
<b>Water does not enter washing machine or it enters slowly</b>	<b>Water supply is not adequate in that location.</b>	<ul style="list-style-type: none"> <li>• Check another tap in the house.</li> </ul>
	<b>Water supply tap is not completely open.</b>	<ul style="list-style-type: none"> <li>• Fully open tap.</li> </ul>
	<b>Water inlet hose(s) are kinked.</b>	<ul style="list-style-type: none"> <li>• Straighten hose.</li> </ul>
	<b>The filter of the inlet hose(s) clogged.</b>	<ul style="list-style-type: none"> <li>• Check the filter of the inlet hose.</li> </ul>
<b>Water in the washing machine does not drain or drains slowly</b>	<b>Drain hose is kinked or clogged.</b>	<ul style="list-style-type: none"> <li>• Clean and straighten the drain hose.</li> </ul>
	<b>The drain filter is clogged.</b>	<ul style="list-style-type: none"> <li>• Clean the drain filter.</li> </ul>

Symptoms	Reason	Solution
Washing machine does not start	Electrical power cord may not be plugged in or connection may be loose.	<ul style="list-style-type: none"> <li>• Make sure plug fits tightly in wall outlet.</li> </ul>
	House fuse blown, circuit breaker tripped, or a power outage has occurred.	<ul style="list-style-type: none"> <li>• Reset circuit breaker or replace fuse. Do not increase fuse capacity. If problem is a circuit overload, have it corrected by a qualified electrician.</li> </ul>
	Water supply tap is not turned on.	<ul style="list-style-type: none"> <li>• Turn on water supply tap.</li> </ul>
Washing machine will not spin	Check that the door is firmly shut.	<ul style="list-style-type: none"> <li>• Close the door and press the <b>Start/Pause</b> button. After pressing the <b>Start/Pause</b> button, it may take a few moments before the washing machine begins to spin. The door must be locked before spin can be achieved. Add 1 or 2 similar items to help balance the load. Rearrange load to allow proper spinning.</li> </ul>
Door does not open		<ul style="list-style-type: none"> <li>• Once washing machine has started, the door cannot be opened for safety reasons. Check if the 'Door Lock' icon is illuminated. You can safely open the door after the 'Door Lock' icon turns off.</li> </ul>
Wash cycle time delayed		<ul style="list-style-type: none"> <li>• The washing time may vary by the amount of laundry, water pressure, water temperature and other usage conditions. If an imbalance is detected or if the suds removing programme is on, the wash time will increase.</li> </ul>
Fabric softener overflow	Too much softener may cause an overflow.	<ul style="list-style-type: none"> <li>• Follow softener guidelines to ensure appropriate amount is used. Do not exceed the maximum fill line.</li> </ul>
Softeners dispensed too early		<ul style="list-style-type: none"> <li>• Close the dispenser drawer slowly. Do not open the drawer during the wash cycle.</li> </ul>
Dry problem	Does not dry	<ul style="list-style-type: none"> <li>• Do not overload. Check that the washing machine is draining properly to extract adequate water from the load. Clothes load is too small to tumble properly. Add a few towels.</li> </ul>



## Error Messages

Symptoms	Reason	Solution
 	Water supply is not adequate in area.	<ul style="list-style-type: none"> <li>• Check another tap in the house.</li> </ul>
	Water supply taps are not completely open.	<ul style="list-style-type: none"> <li>• Fully open tap.</li> </ul>
	Water inlet hose(s) are kinked.	<ul style="list-style-type: none"> <li>• Straighten hose(s).</li> </ul>
	The filter of the inlet hose(s) are clogged.	<ul style="list-style-type: none"> <li>• Check the filter of the inlet hose.</li> </ul>
	<p>If water leakage occurred in the inlet hose, indicator 'A' will become red.</p>  <ul style="list-style-type: none"> <li>• May vary depending on the model.</li> </ul>	
 	Drain hose is kinked or clogged.	<ul style="list-style-type: none"> <li>• Clean and straighten the drain hose.</li> </ul>
	The drain filter is clogged.	<ul style="list-style-type: none"> <li>• Clean the drain filter.</li> </ul>
 	Load is too small.	<ul style="list-style-type: none"> <li>• Add 1 or 2 similar items to help balance the load.</li> </ul>
	Load is out of balance.	<ul style="list-style-type: none"> <li>• Add 1 or 2 similar items to help balance the load.</li> </ul>
	<p>The appliance has an imbalance detection and correction system. If individual heavy articles are loaded (e.g. bath mat, bath robe, etc.) this system may stop spinning or even interrupt the spin cycle altogether.</p>	<ul style="list-style-type: none"> <li>• Rearrange load to allow proper spinning.</li> </ul>
	<p>If the laundry is still too wet at the end of the cycle, add smaller articles of laundry to balance the load and repeat the spin cycle.</p>	<ul style="list-style-type: none"> <li>• Rearrange load to allow proper spinning.</li> </ul>

Symptoms		Reason	Solution
	  	Ensure door is not open.	<ul style="list-style-type: none"> <li>Close the door completely.</li> <li>If 'dE, dE 1, dE 2' is not released, call for service.</li> </ul>
			<ul style="list-style-type: none"> <li>Unplug the power plug and call for service.</li> </ul>
		Water overfills due to the faulty water valve.	<ul style="list-style-type: none"> <li>Close the water tap.</li> <li>Unplug the power plug.</li> <li>Call for service.</li> </ul>
		Water level sensor has malfunctioned.	<ul style="list-style-type: none"> <li>Close the water tap.</li> <li>Unplug the power plug.</li> <li>Call for service.</li> </ul>
		Over load in motor.	<ul style="list-style-type: none"> <li>Allow the washing machine to stand for 30 minutes to allow the motor to cool, then restart the cycle.</li> </ul>
		Water leaks.	<ul style="list-style-type: none"> <li>Call for service.</li> </ul>
		Check water supply.	<ul style="list-style-type: none"> <li>Turn the tap on. If 'dHE' is not released, unplug power plug and call for service.</li> </ul>