

# WASHING MACHINE SERVICE MANUAL

#### **CAUTION**

READ THIS MANUAL CAREFULLY TO DIAGNOSE TROUBLES CORRECTLY BEFORE OFFERING SERVICE.

MODEL: WD-14311(6)RD/WD-1481RD

WD-12311(6)RD

WD-14312(7)RD/WD-14310(5)RD

WD-12312(7)RD/WD-12310(5)RD

WD-10PFD, 10PFP

**WD-14311RDA** 

WD-1485RD/WD-1488RD

AWD-14312(7)RD

AWD-12312(7)RD



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# 1. SPECIFICATION

IT	EM	WD-1481RD/WD-14311RDA, WD-14311(6)RD/WD-12311(6)RD/ WD-14312(7)RD/WD-12312(7)RD/ WD-14310(5)RD/WD-12310(5)RD/ AWD-14312(7)RD/AWD-12312(7)RD	WD-1485RD	WD-1488RD	WD-10PFD, 10PFP WD-14311RD
POWER	SUPPLY	,	)V~, 50Hz	•	110V~, 60Hz
PRODUCT	Γ WEIGHT	66kg			
WASHING		140W			
ELECTRICITY	SPIN	300W			
	FAN MOTOR	25W			
CONSUMPTION	DRAIN MOTOR	40W			
	WASH HEATER	2000W	210	00W	1200W
	DRY HEATER	150	00W		1000W
	WASH		45rpm		
REVOLUTION		WD-1481RD/WD-14311RDA/WD-	14311(6)RD/WD-1	4312(7)RD/	400/000/4000/4400
SPEED	SPIN	WD-14310(5)RD/AWD-14312(7)RD/WD-10PFD/WD-10PFP/WD-1488RD			400/800/1000/1400 rpm
		WD-12311(6)RD/WD-12312(7)RD/WD-	-12310(5)RD/AWD-12	2312(7)RD	400/800/1000/1200 rpm
OPERATION WA	TER PRESSURE	0.3-10kgf/cm² (30-1000kPa) 0.3-10kgf/cm² (30-800kPa		0.3-10kgf/cm² (30-800kPa)	0.3-10kgf/cm² (30-1000kPa)
CONTR	ROL TYPE	Electronic			
WASH C	APACITY	8kg/8.5kg/10.1kg(Cotton)			10kg/10.1kg
DRY CAPACITY		4kg/4.2kg/10.1kg(Cotton) 6kg/10.1kg			6kg/10.1kg
DIMENSION		600mm(W) × 645mm(D) × 850mm(H)			
WASH PROGRAM		Cotton, Cotton-Eco, Synthetic, Delicate, Wool/Silk, Hand Wash, Quick 30, Duvet, Drain			
RIN	ISE	Normal / Rinse+ / Rinse++ / Normal+Hold / Rinse++Hold			
DOOR SW	/ITCH TYPE	Bi-Metal type			
WATER	LEVEL	10 steps (by sensor)			
RESER	VATION	From 3 hours to 19 hours			
SENSING OF THE LAUNDRY AMOUNT		Adapted			
FUZZY LOGIC		Adapted			
DISPLAY OF THE REMAINING TIME		Adapted			
ERROR DIAGNOSIS		10 items			
POWER AUTO OFF		Adapted			
CHILD LOCK		Adapted			
AUTO RESTART		Adapted			
TIME SAVE			Adapted		

# 2. FEATURES & TECHNICAL EXPLANATION

#### 2-1.FEATURES



#### Automatic process from washing to drying.

Automatic process from washing to drying can be selected easily.

Washing capacity: 8kg/8.5kg/10.1kg(Cotton)/10kg Drying capacity: 4kg/4.2kg/10.1kg(Cotton)/6kg



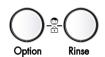
#### More economical by Intelligent Wash System

Intelligent Wash System detects the amount of load and water temperature, and then determines the optimum water level and washing time to minimize energy and water consumption.



#### **Direct Drive system**

The advanced Brushless DC motor rotates the Drum directly without belt and pulley.



#### Child-Lock

The Child-Lock system has been developed to prevent children from pressing any button to change the program during operation.



#### Low noise speed control system

By sensing the amount of load and balance, evenly distributes load to minimize the spinning noise level.

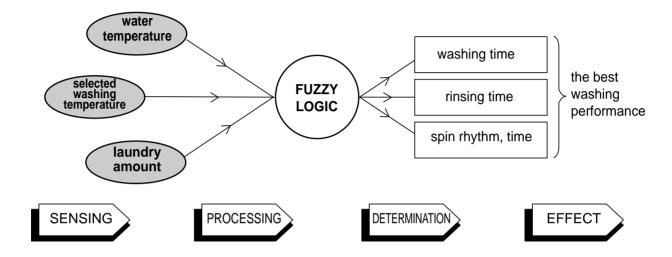


#### **Auto Restart**

Although the washing machine is turned off by a power failure, it restarts automatically in its stopped process when power is supplied again. And it will be the same when the machine unplugged in operation is plugged in again.

#### 2-2.DETERMINE WASHING TIME BY FUZZY LOGIC

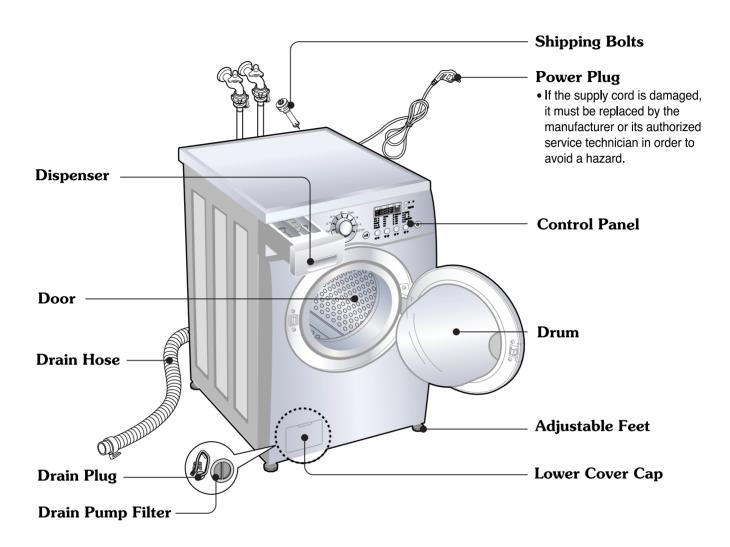
To get the best washing performance optimal time is determined by sensing of water temperature, selected washing temperature and laundry amount.



#### 2-3.WATER LEVEL CONTROL

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

# 3. PARTS IDENTIFICATION



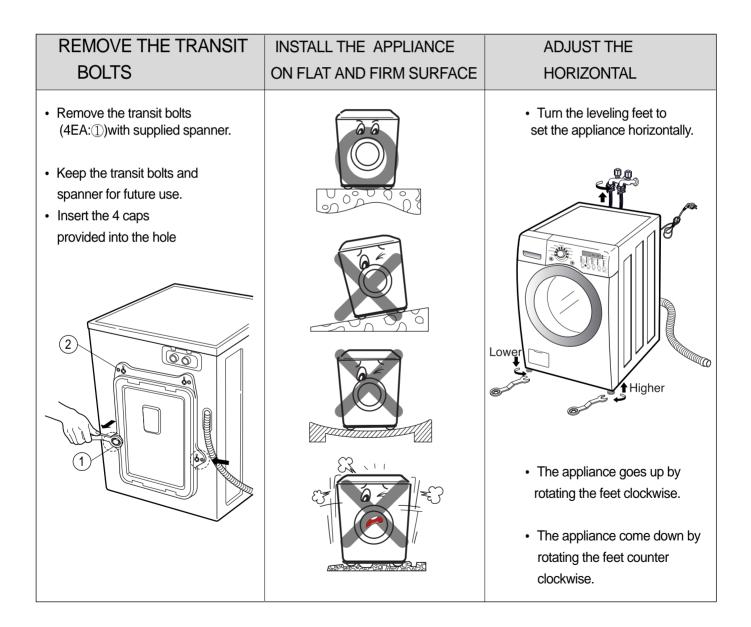
# ACCESSORIES



# 4. INSTALLATION

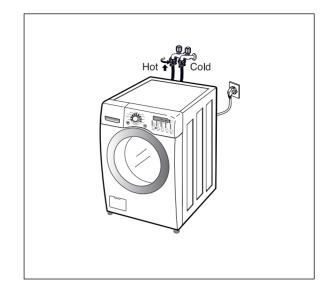
- 1 Before servicing ask troubles of customers
- 2 Check the adjustment(power supply is 220-240V~, remove the transit bolts....)
- 3 Check the troubles referring to the trouble shooting.
- 4 Decide service steps referring to disassembly instructions.
- 5 And then, service and repair.
- 6 After servicing, operate the appliance whether it works O·K or NOT.
- STANDARD INSTALLATION

The appliance should be installed as follows.

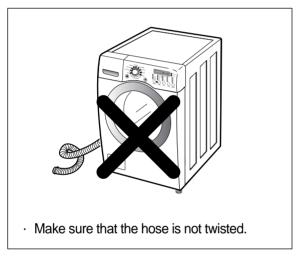


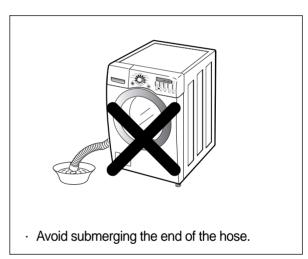
#### ■ HOW TO CONNECT INLET HOSE

- Check that the rubber packing is inside of the valve connector.
- Connect the inlet hose firmly to prevent leak.



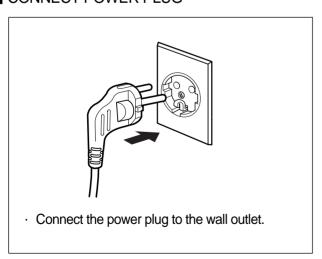
#### **■ CONNECT DRAIN HOSE**

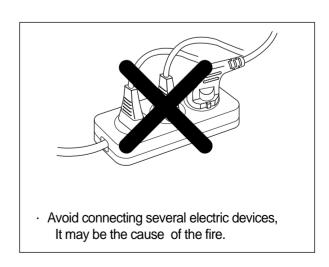




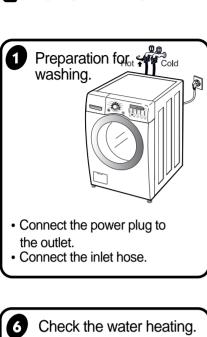
\* The drain hose should be placed under 100cm from the floor.

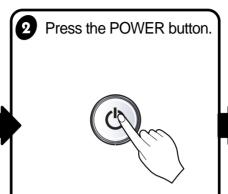
#### **■** CONNECT POWER PLUG

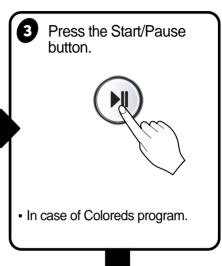


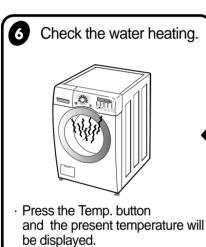


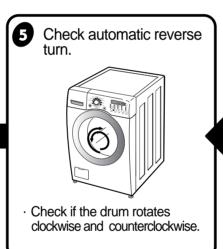
#### **7** TEST OPERATION

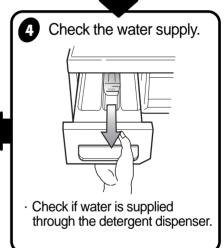


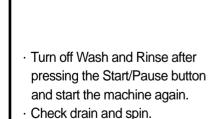




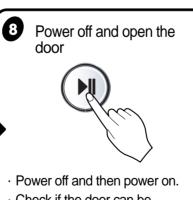








Check drain and spin



9 Water removal · If SVC is needed during check, remove

#### POWER button

 Use this button to turn the power On/Off.

#### • EST.TIME REMAINING

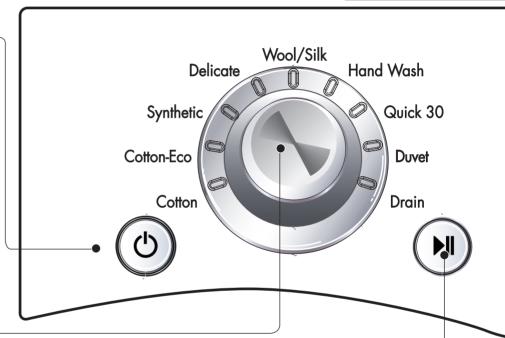
- This display shows:
  - a) the estimated time remaining in the cycle when operating.
- b) an error code when an error has been detected.

#### CHILD LOC

- Use this option to pre Press and hold PRE lock/unlock control.
- When Child lock is so buttons are disabled can lock the washer

### CYCLE SELECTOR knob

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



# START/PAUSE button

 Use this button to Start/ Stop the washer.

# OPTION button

- **Pre Wash**: Use this option for loads that need pretreatment. It add 16 minutes prewash and drain.
- Rinse+Spin: Use this option to rinse and then spin.
- **Soak**: Use this mode to wash normal clothes or think and heavy clothes which are excessively dirty.
- Spin Only: When you want Spin only, select this option.
- Dry Only: When you want Dry only, select this option.

#### K

event unwanted use of the washer.
WASH button for 3 seconds to

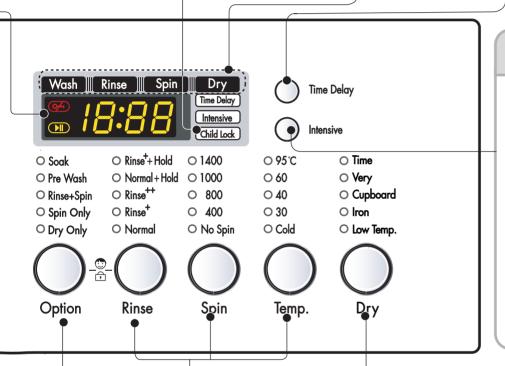
et, CHILD LOCK lights and all except the Power (b) button. You while it is operating.

# • STATUS INDICATOR

 These lights show which portion of the cycle the washer is operating.

#### • TIME DELAY

 Allows the start of any cycle to be delayed for 3~19 hours.



#### INTENSIVE

- If the laundry is heavily soiled "Intenive" option is effective.
- By selecting the Intensive option, the wash time may be extended, depending on the program selected.
- To use this option press the Intensive button once before the wash program is started.

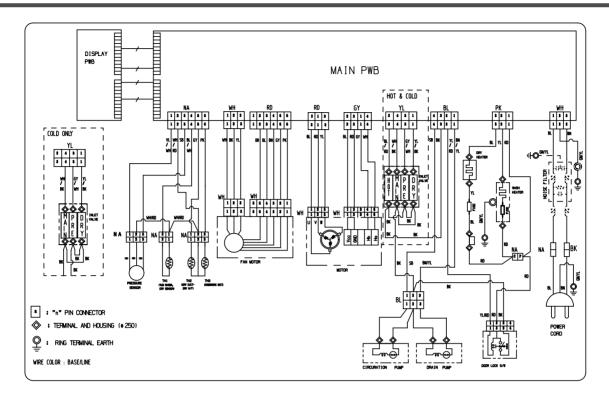
### • Rinse, Spin, Temp. Button

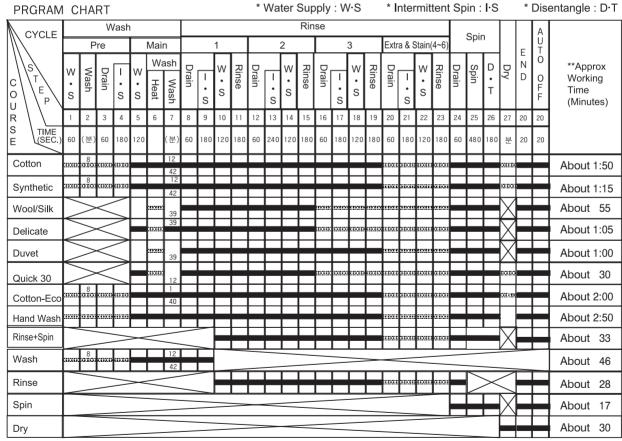
- Select a water temperature based on the type of load you are washing.
- To change the spin speed, press the Spin Speed button repeatedly to cycle through available options.
- To change the soil level, press the Soil Level button repeatedly until the desired setting is on.

#### • DRY Button

- Dry programs selected by pressing the Dry button.
- By pressing the button [Cupboard Very Time -Low Temp. - Iron] can be selected.

# 6. WIRING DIAGRAM / PROGRAM CHART





<sup>\*</sup> Basic Cycle

\* Pre-Setting Time : Water Supply - 120 sec.
Drain - 60 sec.

<sup>\*</sup> Wash time is in minutes.

<sup>\*\*</sup> The total working time will vary with the load size, water temperature and ambient temperature.

## 7. TROUBLE SHOOTING

#### 7-1.BEFORE SVC CHECKING

- Be careful of electric shock or disconnecting the parts while trouble shooting.
- Voltage of each terminal in 220-240V~ and DC while applying an electric current.

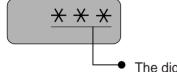
#### 7-2.QC TEST MODE.

- ① Pressing Rinse, and Spin button simultaneously.
- ② Press the Power (b) button, while the above condition.
- (3) Press the Start/Pause button as follows.

Number of times the Start/Pause button is pressed	Check Point	Display Status
None	Turns on all lamps and locks the door.	
1 time	Tumble clockwise.	rpm (40~50)
2 times	Low speed Spin.	rpm (600~650)
3 times	High speed Spin.	rpm (1300~1350)
4 times	Inlet valve for prewash turns on.	Water level frequency (25~65)
5 times	Inlet valve for main wash turns on.	Water level frequency (25~65)
6 times	Inlet valve for hot water turns on.	Water level frequency (25~65)
7 times	Inlet valve for dry water turns on.	Water level frequency (25~65)
8 times	Tumble counterclockwise.	rpm (40~50)
9 times	Heater turns on for 3 sec.	Water temperature
10 times	Circulation pump turns on.	Water level frequency (25~65)
11 times	Drain pump turns on.	Water level frequency (25~65)
12 times	Power off and unlock the door.	Turn off all lamps.

#### 7-3.HOW TO KNOW THE WATER LEVEL FREQUENCY

\* Press the Rinse and Spin button simultaneously.



The digits means water level frequency(10<sup>-1</sup> kHz)

ex) 241 : Water level frequency =  $241 \times 10^{-1}$  kHz = 24.1 kHz

# 7-4.HOW TO KNOW TO TEMPERATURE OF EACH THERMISTOR AT OPERATING CONDITION.

- Thermistor in tub: Press the [Temp.] button.
- Thermistor in dry duct : Press the [Dry] button.
- Thermistor in condensing duct : Press the [Intensive] and [Spin] button simultaneously.

#### 7-5.ERROR DISPLAY.

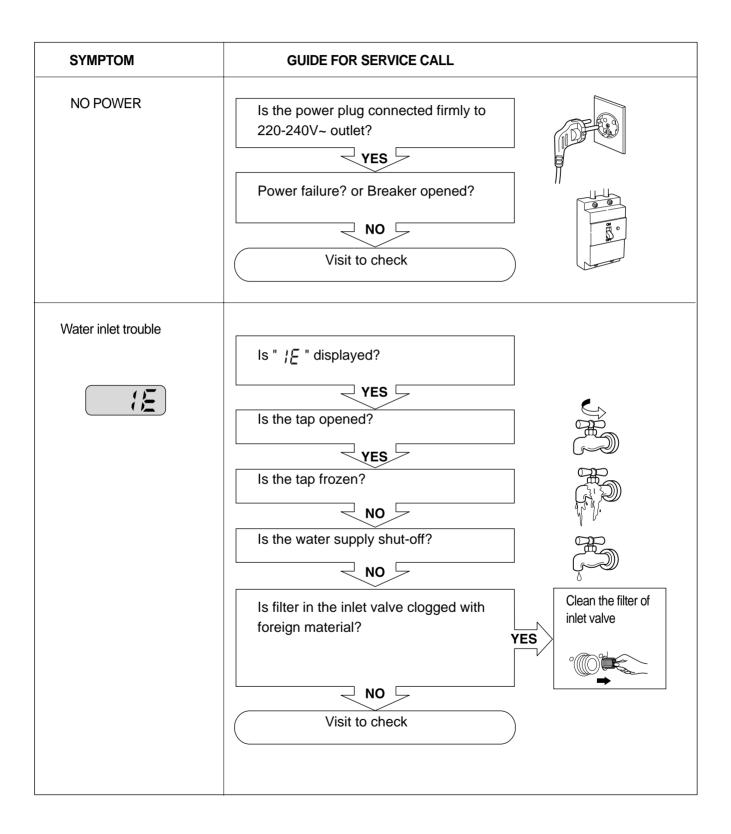
- If you press the Start/Pause button in error condition, any error except 'PE' will disappear and the machine will change into pause status.
- In case of <code>"PE\_"</code>, <code>"EE"</code>, <code>"EE"</code>, if the error is not resolved within 20 sec., and in case of other errors, if the error is not resolved within 4 min., power will be turned off automatically and the error only will be blinked. But in case of <code>"FE"</code>, power will not be turned off.

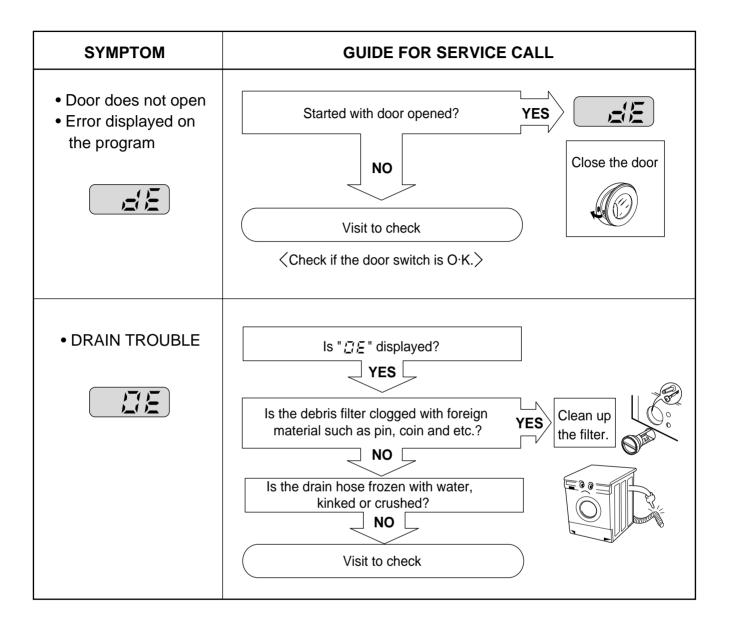
	ERROR	SYMPTOM	CAUSE	
1	WATER INLET ERROR	( SE	Not reached to the water level(246)within 8 minutes after water supplied or not reached to the preset water level within 25 minutes.	
2	DRAIN ERROR		Not fully drained within 10 minutes.	
3	OVERFLOW ERROR	FE	Water is over flowing(over 8 level).  If FE is displayed, drain pump operates to drain water automatically.	
4	SENSOR PRESSURE S/W ERROR	FE	The sensor pressure switch is out of order.	
5	DOOR OPEN ERROR		<ul> <li>In case of operating the reservation function or the other function with door opened. Close the door, then the error display is resolved.</li> <li>The door switch is out of order.</li> </ul>	
6	IMBALANCE ERROR	LIE	<ul><li>The appliance is tilted.</li><li>Laundry is gatherd to one side.</li></ul>	
7	HEATING ERROR	EE	The THERMISTOR is out of order.	

	ERROR	SYMPTOM	CAUSE
8	CURRENT ERROR	<u> </u>	<ul> <li>• MAIN PWB ASSEMBLY is out of order</li> <li>☑ Replace the MAIN PWB ASSEMBLY</li> <li>• Winding in the STATOR ASSEMBLY is short-circuited.</li> <li>☑ Replace the STATOR ASSEMBLY</li> <li>• "¿¿¿ " is dispplayed during a high spin</li> <li>☑ Replace the LEAD WIRE ASSEMBLY (MOTOR)</li> </ul>
9	MOTOR ERROR	LE	The connector in the LEAD WIRE ASSEMBLY is not connected to the connector of STATOR ASSEMBLY Reconnect or repair the connector The hall sensor is out of order/defective. Replace the STATOR ASSEMBLY
10	DRY HEATOR ERROR	<u>, 3; 4; E</u>	<ul> <li>The Dry Heater is out of order</li> <li>Replace the Dry Heater</li> <li>The Connector of the Dry Heater is not connected properly to the connector in the Main PWB ASSEMBLY</li> <li>Reconnect or repair the connector</li> <li>The Dry fan motor is out of order</li> <li>Replace the fan Motor.</li> </ul>

# 8. ERROR DIAGNOSIS AND CHECK LIST

#### 8-1.DIAGNOSIS AND ANSWER FOR ABNORMAL OPERATION



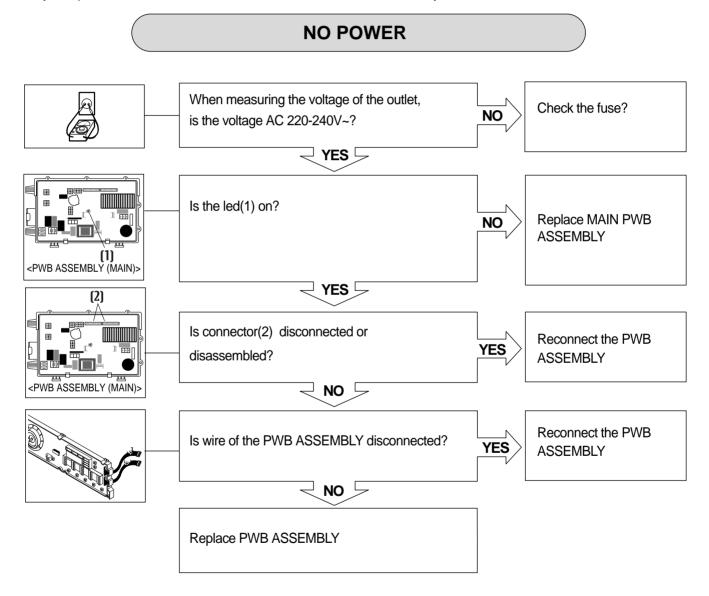


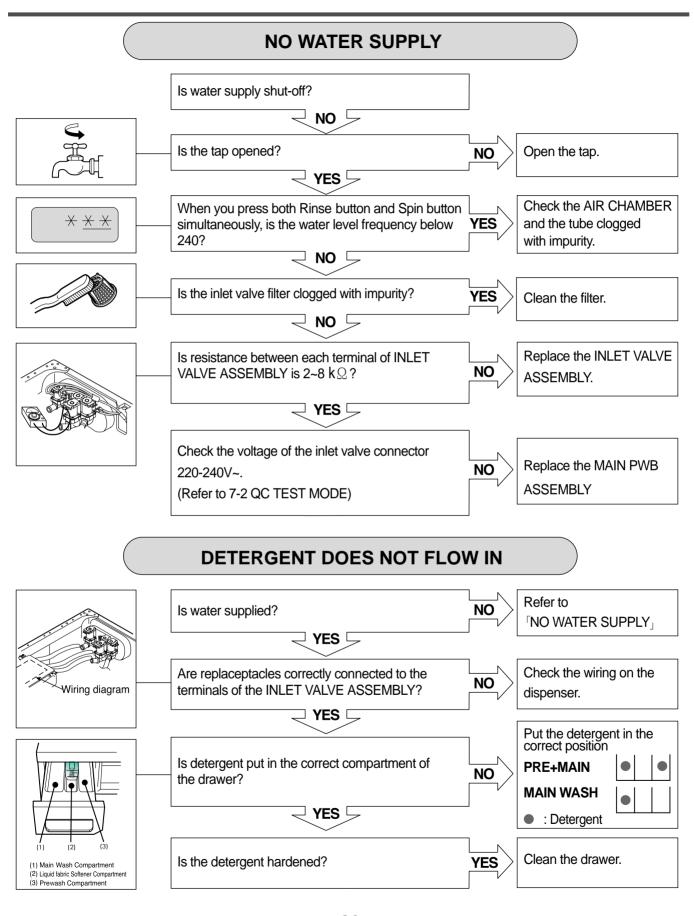
SYMPTOM	GUIDE FOR SERVICE CALL
<ul> <li>Suds overflow from the appliance.</li> <li>(In this condition, wash and spin do not operate</li> </ul>	Is low-sudsing detergent for the drum washing machine used?  YES  LOW-SUDSING
normally)	Is the proper amount of detergent used as recommended?
	Recommend to reduce the using amount of detergent.
	<ul> <li>* This appliance has the automatic suds sensing function which operates under much suds condition for good rinse and preventing overflow.</li> <li>* When much suds are sensed, suds removing function such as drain, water input and pause will operate without rotating the drum.</li> </ul>
No effect of softener	Is softener put in the correct compartment of the drawer?  Detergent for Fabric softener (\LLI) (\&)
	Is the drawer closed during wash?
	Is the softener cap clogged?  Detergent for pre wash
	YES (LL)
	Explain how to use softener < Clean the compartment for softener >
FE EHE FE LE	Visit to check

#### 8-2. FAULT DIAGNOSIS AND TROUBLE SHOOTING

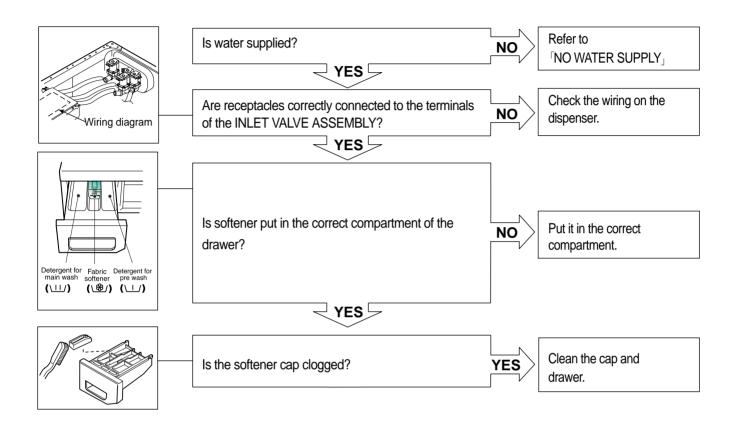
#### CAUTION

- 1. Be careful of electric shock or disconnecting the parts while trouble shooting.
- 2. First of all, check the connection of each part terminal with wiring diagram.
- 3. If you replace the MAIN PWB ASSEMBLY, Put in the connectors correctly.

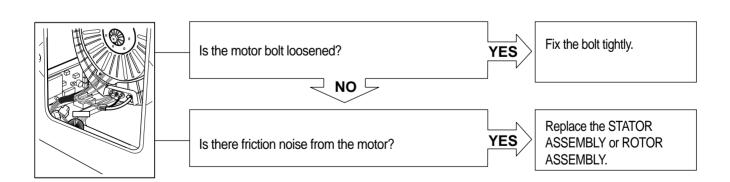




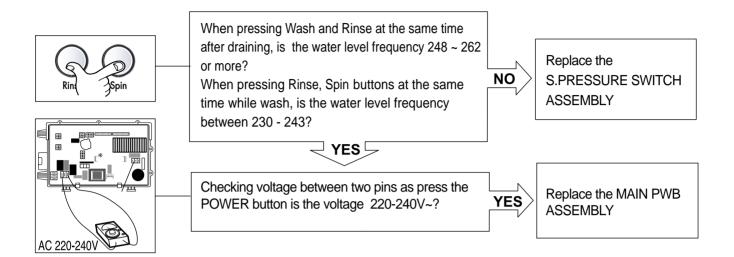
#### SOFTENER DOES NOT FLOW IN



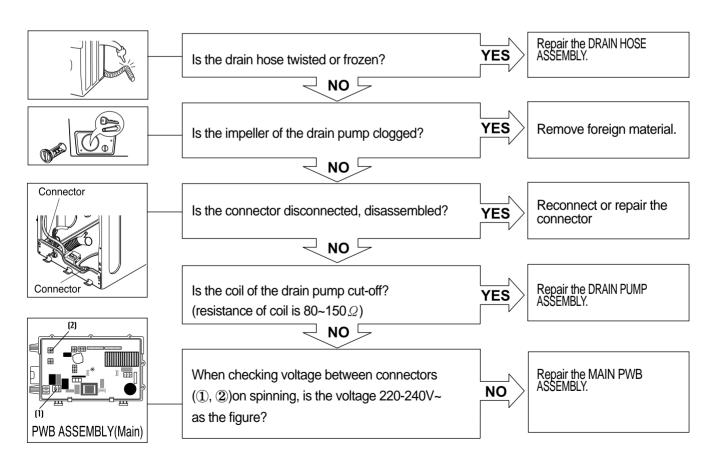
#### **ABNORMAL SOUND**



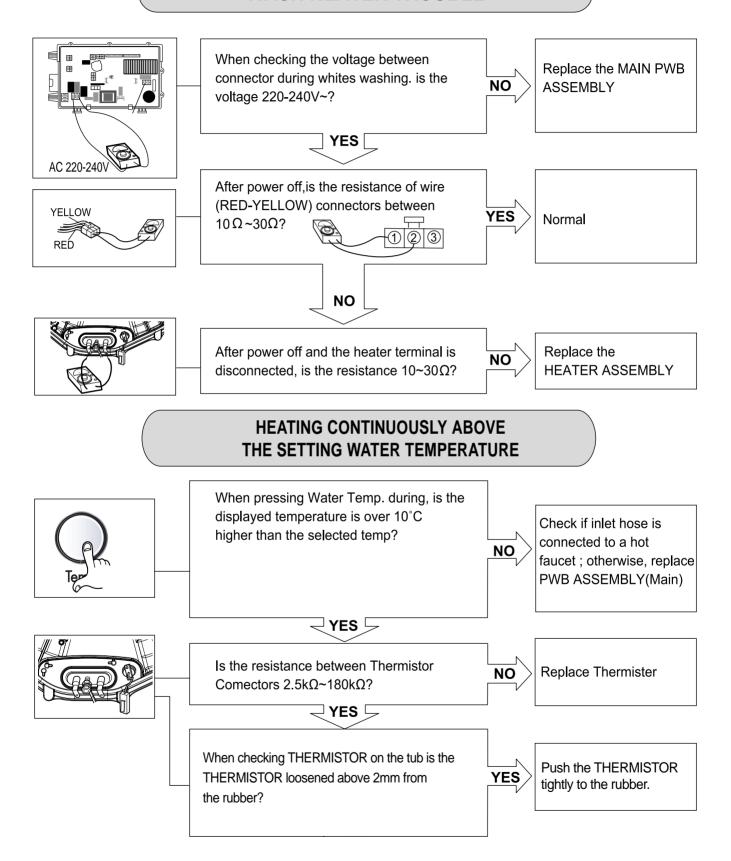
#### **HEATING WITHOUT WATER**



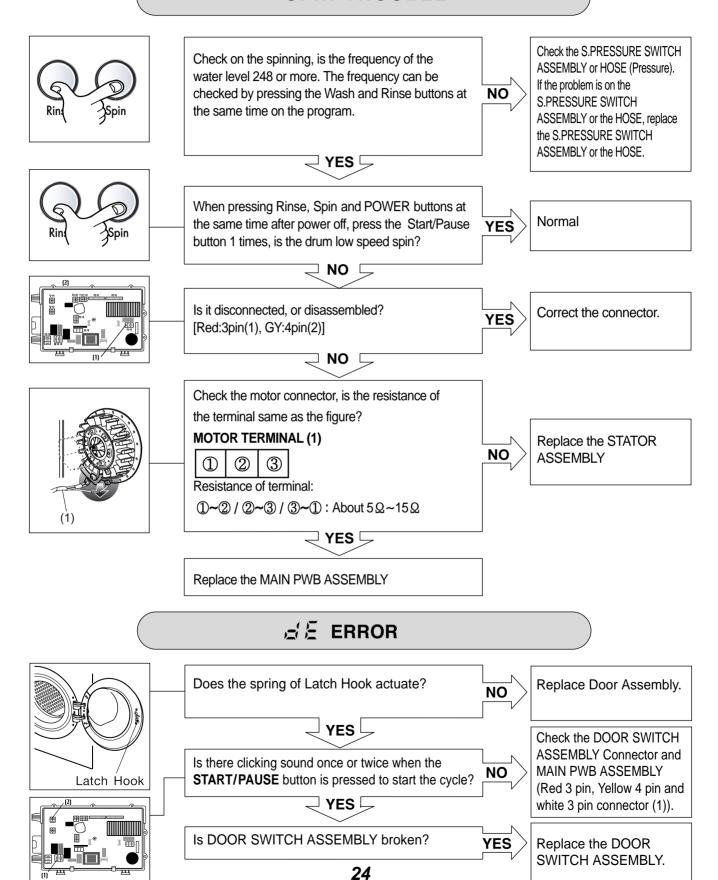
#### DRAIN MALFUNCTIONING



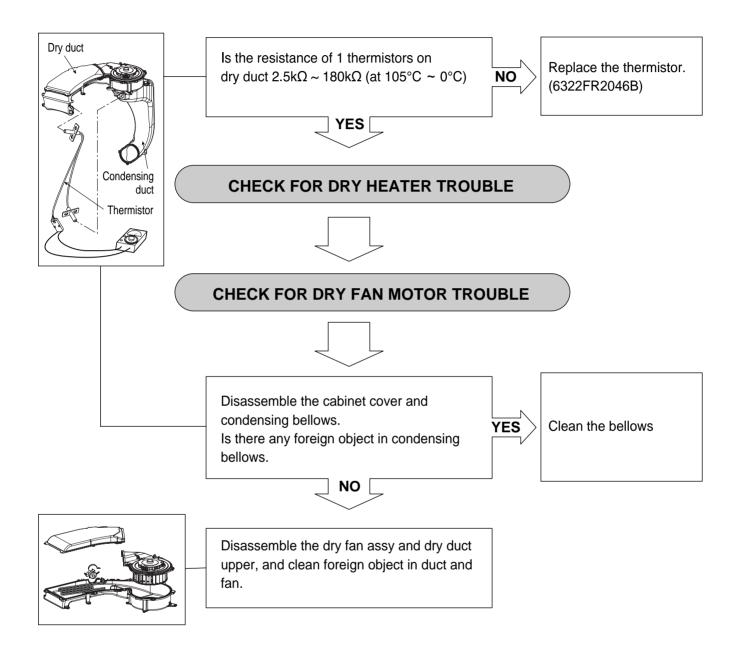
#### **WASH HEATER TROUBLE**



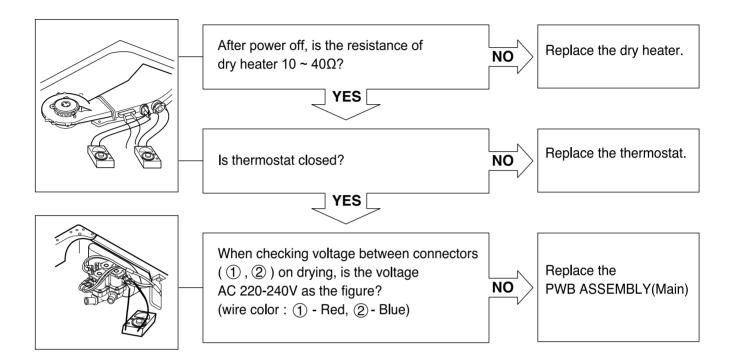




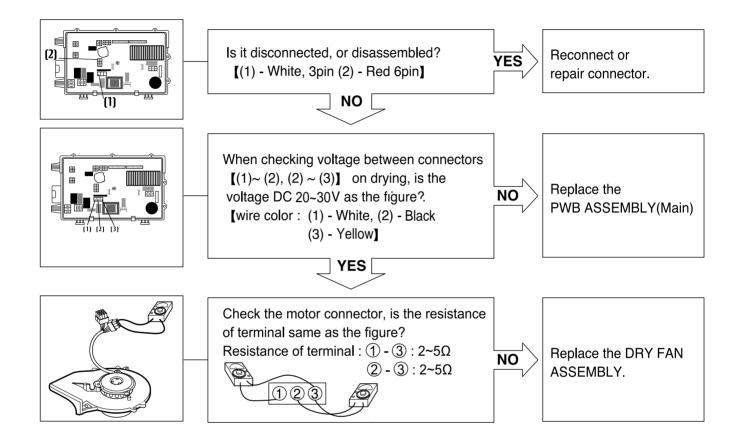
#### [dHE] ERROR DISPLAY



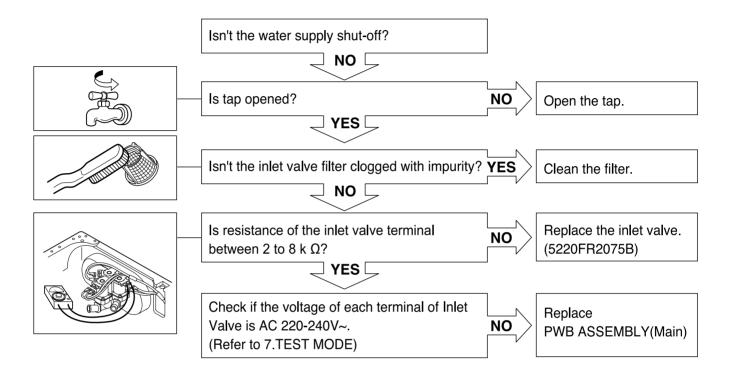
#### **DRY HEATER TROUBLE**



#### **DRY FAN MOTOR TROUBLE**



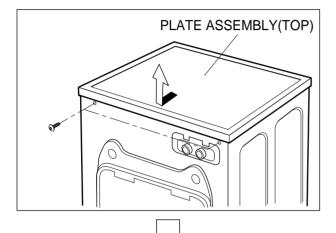
#### LOT OF VAPOR IN DRAWER WHEN DRYING



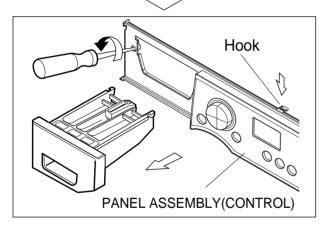
# 9. DISASSEMBLY INSTRUCTIONS

\* Disassemble and repair the parts after pulling out power cord from the outlet.

#### **CONTROL PANEL**

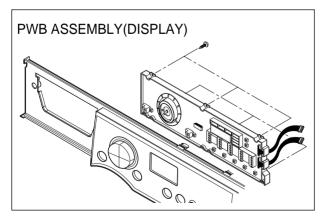


- 1 Unscrew the screws on the top plate.
- ② The plate assembly(Top) is pulled back and then upward to arrow direction.
- 3 The cover(Inner) is disassembled.



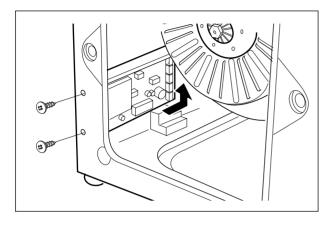
- The PWB assembly(Display) connectors are disconnected.
- 2 Pull out drawer, three screws are unscrewed.
- 3 Push two upper hooks and pull the control panel forward.





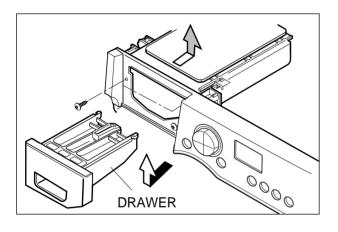
- ① The PWB assembly(Display) is disconnected.
- When 6 screws are unscrewed on the PWB insulator and the PWB assembly(Display) is disassembled from the PWB insulator.

#### **PWB ASSEMBLY(MAIN)**

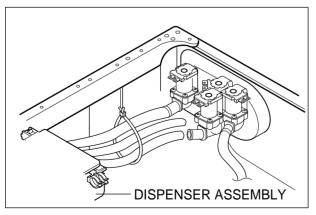


- ① The back cover is removed.
- 2 Two screws are unscrewed.
- 3 Disconnect connector from the wiring.
- ④ Pull the PWB assembly (Main) to arrow direction.

#### **DISPENSER ASSEMBLY**

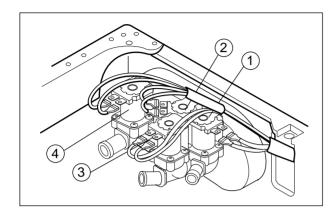


- ① The plate assembly(Top)and the cover(Inner)are disassembled.
- 2 Pull the drawer to arrow direction.
- 3 Two screws are unscrewed.



- ① The hose clamps and the hose are disassembled.
- ② The ventilation bellows are disassembled on the tub.

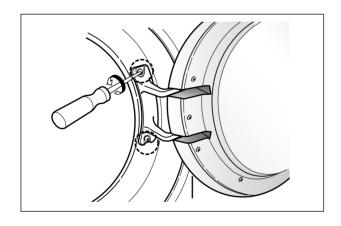
#### **INLET VALVE**



- ① Disconnect the wiring connector.
- ② Remove the valve by two screws of the valve holder.
- \* When reconnecting the connector

VALVE ① (DRY)	YL/BK - BK
VALVE ② (PRE-WASH)	GY/WH - BK
VALVE ③ (NORMAL-WASH)	WH/BK - BK BL/RD - BK
VALVE 4 (HOT)	BL/RD - BK

#### **DOOR**

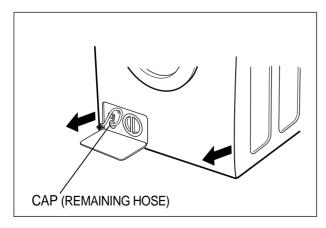


- ① Open the door completely.
- 2 Remove the two screws from the hinge.
- When removing the Door Assembly, it is necessary to hold the Bracket that is inner of the Cabinet Cover.

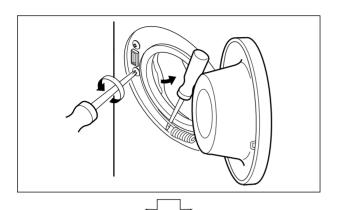
#### Removing method of remained water



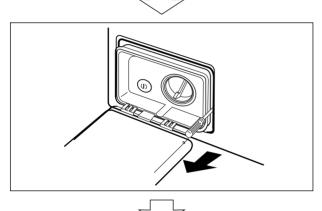
\* First, prepare a bucket to put in the remained water.



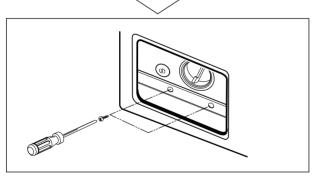
#### **GASKET ASSEMBLY**



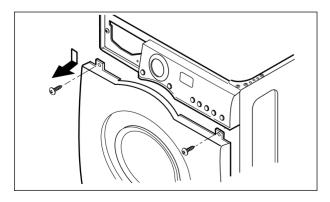
- ① The cabinet gasket clamp is released.
- ② Two screws are unscrewed from the cabinet cover.



① Pull plat(-) screwdriver or pully knife into the both sides of filter cover, and pull in out.

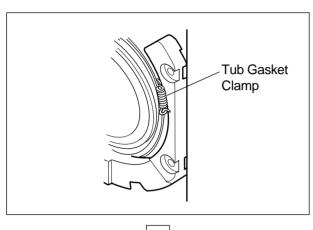


① Unscrew the screw from the lower side of the cabinet cover.

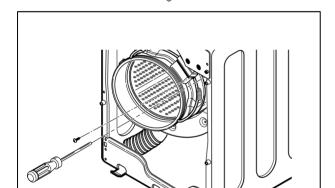


① Unscrew the 2 screw from upper of the cabinet cover.

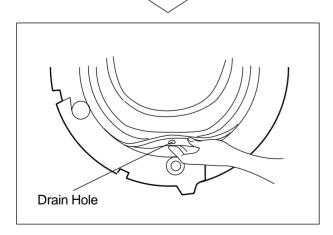




 $\ensuremath{\textcircled{1}}$  Disassemble the clamp assembly.

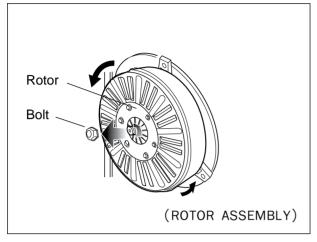


① Remove dry gasket clamp by loosening the screw.



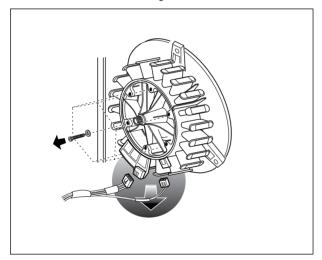
① When reassembling the gasket, put the drain hole of the gasket downward, then assemble.

#### ROTOR ASSEMBLY, STATOR ASSEMBLY, FRICTION DAMPER



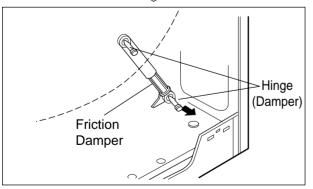
- 1) Remove the back cover.
- ② After loosening the bolt, Rotor, pull out the rotor.





- ① Remove the 6 bolt from the stator.
- ② Disconnect the 2 connectors.

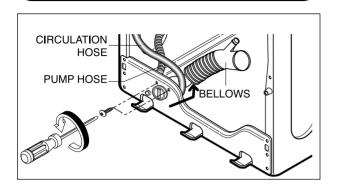




(FRICTION DAMPER)

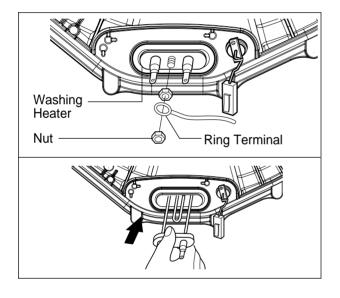
- ① Remove the hinges (Damper) at the Tub.
- ② The Hinge(Damper) at the base is pulled off pressing on the snaps at the sharp end.
- ③ The hinge at the base is pulled off. (To arrow direction)

#### **PUMP**



- ① Remove pump outlet hose.
- 2 Remove tub pump bellows.
- 3 Remove cap(Remaining Hose).
- 4 Disconnect the wiring.
- (5) Three screws are unscrewed from the cabinet.
- (6) Remove the pump to arrow direction.

#### **HEATER**

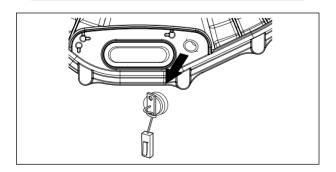


- ① Loosen the nut.
- 2 Remove washing heater by pulling out.

#### **CAUTION**

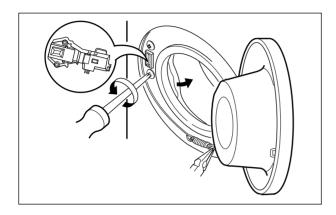
When assembling the washing heater, insert the heater to heater clip on the bottom of tub.

#### **THERMISTOR**



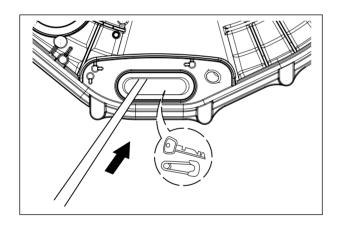
- ① Pull it out by holding the thermistor bracket.
- \* If holding the wire and pulling out it, it may be broken.

#### SWITCH ASSY, DOOR LOCK



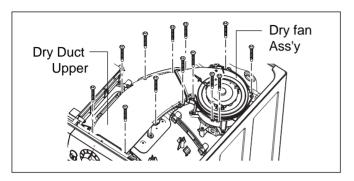
- ① The cabinet cover clamp is removed and the gasket is released.
- 2) Two screws are unscrewed.
- 3 The door lock S/W is disconnected form the wiring connector and the strap.

#### WHEN FOREIGN OBJECT STUCK BETWEEN DRUM AND TUB

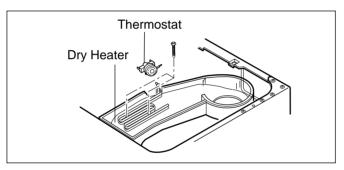


- 1 Remove washing heater.
- ② Remove the foreign object(wire,coin,etc) by inserting long bar in the hole.

#### **DRY DUCT**

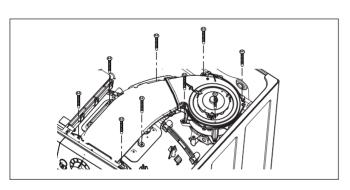


- ① Remove 6 screws and dry fan assembly.
- ② Remove 7 screws and dry duct upper.

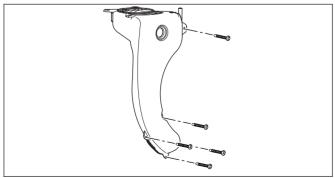


- 1) Remove 2 screws and dry heater.
- ② Remove thermostat.

#### **CONDENSING DUCT**



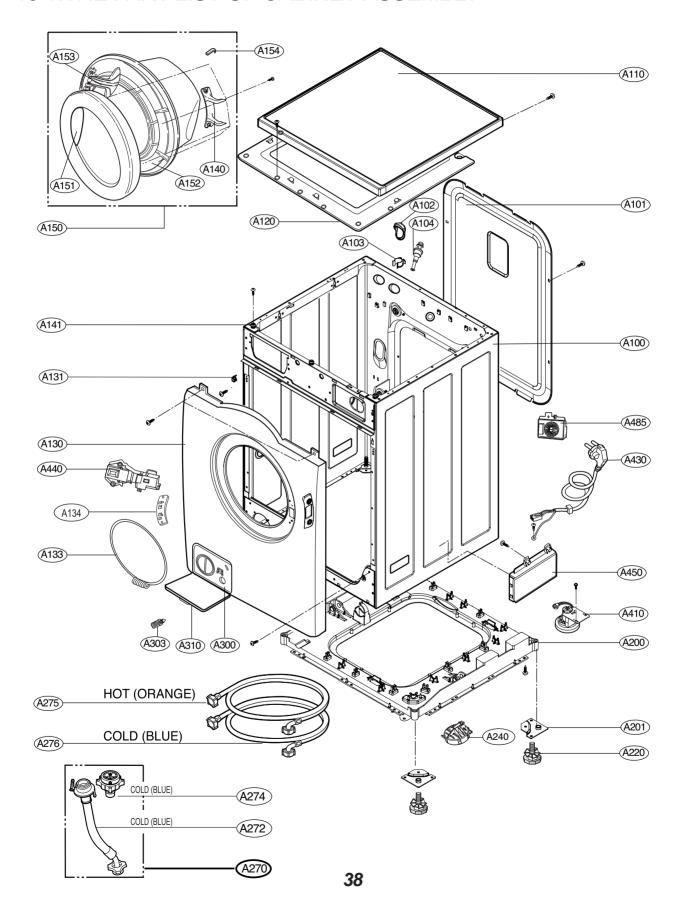
 Remove 17 screws from Dry duct upper and Dry fan Assembly.



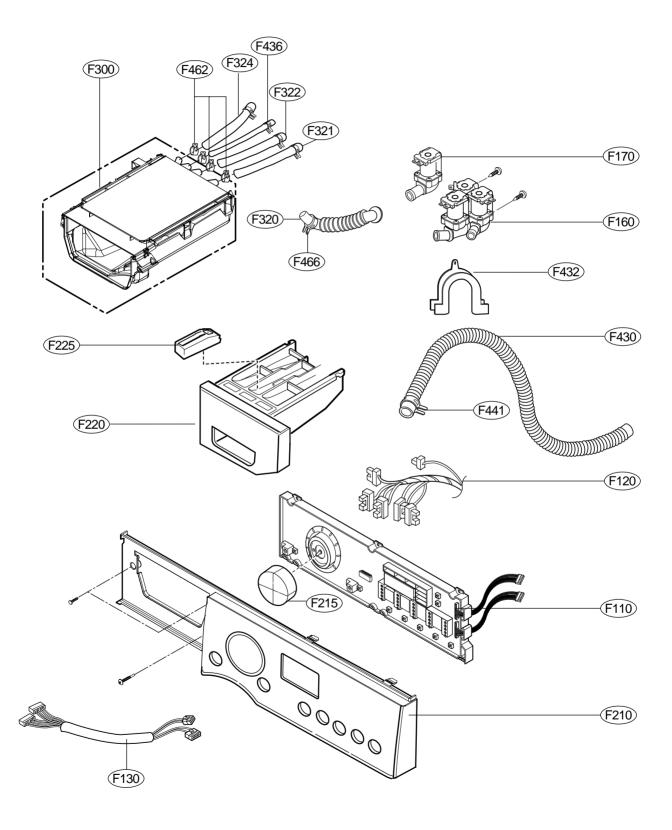
① Remove 5 screws and condensing duct.

# 10. EXPLODED VIEW AND PART LIST

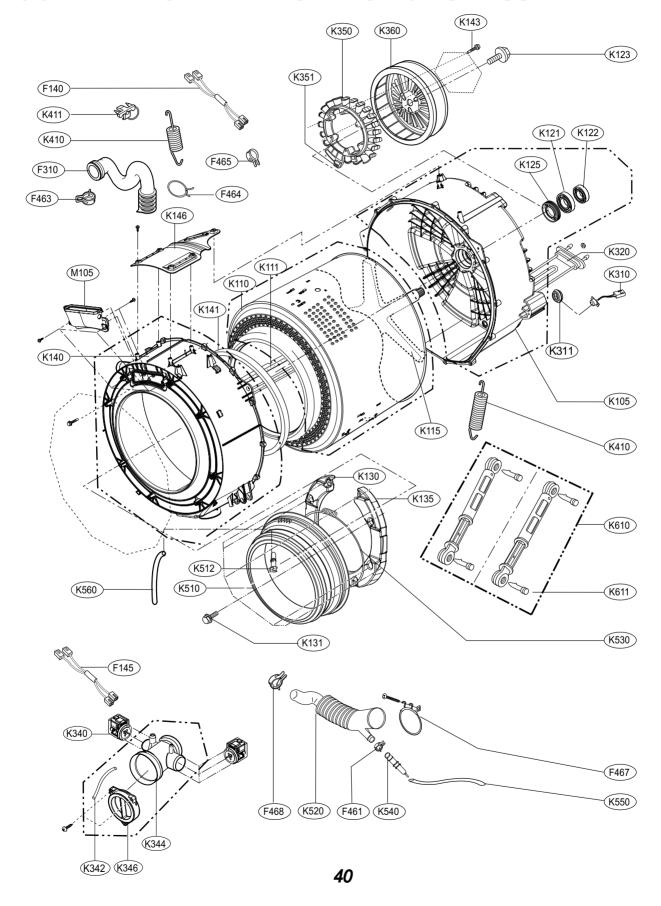
### 10-1.THE PART LIST OF CABINET ASSEMBLY



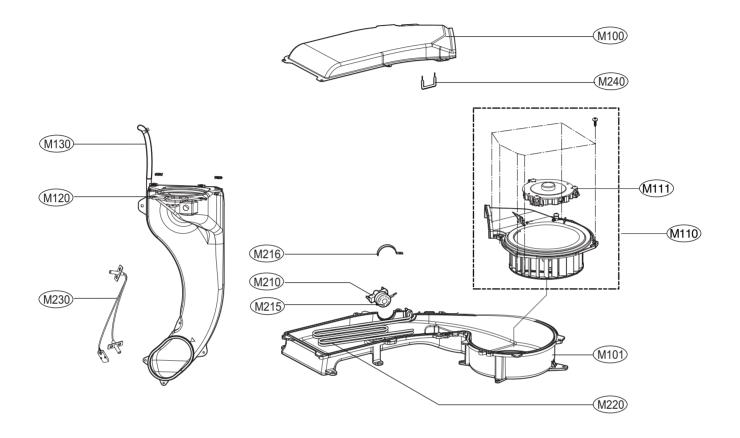
# 10-2 THE EXPLODED VIEW OF CONTROL PANEL & DISPENSER ASSEMBLY



### 10-3 THE EXPLODED VIEW OF DRUM & TUB ASSEMBLY



# 10-4 THE EXPLODED VIEW OF DRYER



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