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# WASHING MACHINE SERVICE MANUAL

#### **CAUTION**

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

MODEL: WD(M)-16220(5)FD/16220(5)FDB(N)

WD(M)-14220(5)FD/14220(5)FDB(N) WD(M)-12220(5)FD/12220(5)FDB(N) WD(M)-10220(5)FD/10220(5)FDB(N)

WD-16222FD/16221FD WD(M)-11(3,5)220(5)FD



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## 1. SPECIFICATION

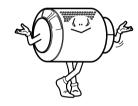
П	ГЕМ	WD(M)-16220(5)FD/16220(5)FDB(N) WD(M)-14220(5)FD/14220(5)FDB(N) WD(M)-15220(5)FD	WD(M)-12220(5)FD/12220(5)FDB(N) WD(M)-10220(5)FD/10220(5)FDB(N) WD-16222FD/16221FD				
POWER	SUPPLY	220-240V~, 50Hz					
PRODUC	T WEIGHT	65kg					
	WASHING	230	DW .				
ELECTRICITY	SPIN (1400rpm)	440	DW W				
CONSUMPTION	DRAIN MOTOR	38	W				
	WASH HEATER	200	oW				
	WASH	45r	pm				
DEVOLUTION		1600 rpm : 400/800	)/1200/1600 rpm				
REVOLUTION SPEED		1500 rpm : 400/800	)/1200/1500 rpm				
	SPIN	1400 rpm : 400/800/1000/1400 rpm					
		1200 rpm : 400/800/1000/1200 rpm					
		1000 rpm : 400/600/800/1000 rpm					
OPERATION WA	TER PRESSURE	0.3-10kgf/cm² (30-1000kPa)					
CONTR	OL TYPE	Electronic					
W/4 O L L C	A DA OLTV	Refer to the Rating Label					
WASH C	CAPACITY	Synthetic (3.5kg), Wool/Silk (2kg), Hand Wash (2kg), Delicate (3kg), Quick 30(5kg)					
DIME	NSION	$600$ mm(W) $\times 600$ mm(D) $\times 850$ mm(H)					
WASH P	ROGRAM	Cotton, Synthetic, Wool/Silk, Hand Wash, Delicate, Quick 30					
RII	NSE	Super, Normal, Rinse Hold					
DOOR SV	VITCH TYPE	Bi-Metal type					
WATER	RLEVEL	9 steps (by sensor)					
RESER	RVATION	From 3 hours to 19 hours					
SENSING OF THE	LAUNDRY AMOUNT	Adapted					
FUZZY	'LOGIC	Adapted					
DISPLAY OF THE	REMAINING TIME	Adapted					
ERROR D	IAGNOSIS	9 items					
POWER A	AUTO OFF	Adapted					
CHILD	LOCK	Adapted					
AUTO F	RESTART	Adapted					
RA	PID	Ada	pted				

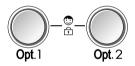
## 2. FEATURES & TECHNICAL EXPLANATION

#### 2-1.FEATURES















#### **■** Jumbo drum

LG's jumbo drum can wash about 40% more load than conventional washing machine. A bigger drum improves the wash performance.

#### **■** 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, automatical distributes load evenly to minimize the spinning noise level.

#### Auto Restart

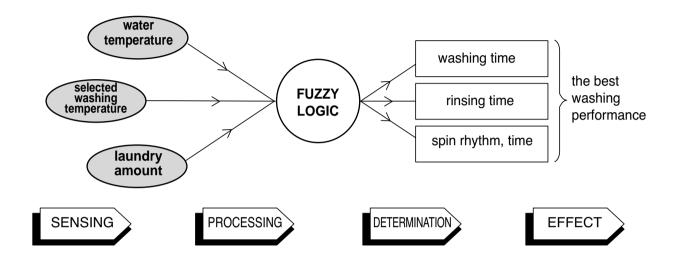
Although the washing machine is turned off by a power failure, it restarts automatically where it stopped when power is supplied again. And it will be the same the machine is unplugged and is plugged in again.

#### ■ Water circulation

Spray detergent solution and water onto the load over and over. Clothes are soaked more quickly and thoroughly during wash cycle. The detergent suds can be removed more easily by the water shower during rinse cycle. The water circulation system uses both water and detergent more efficiently.

#### 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.



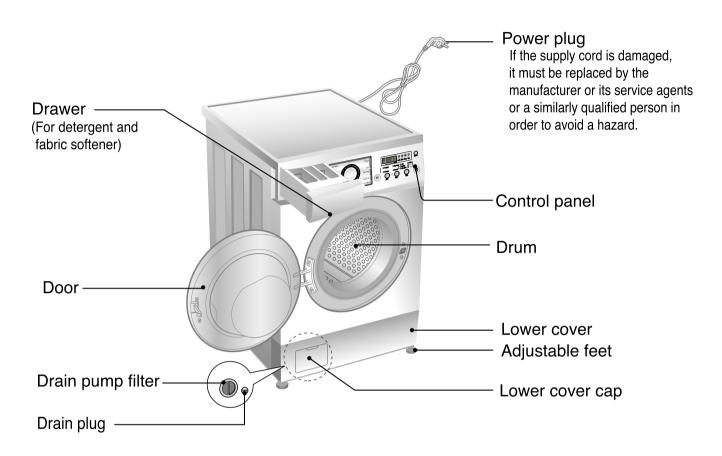
#### 2-3.WATER LEVEL CONTROL

- 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 the washing program proceeds.
- Spinning does not proceed until the water in the tub reduces a certain level.

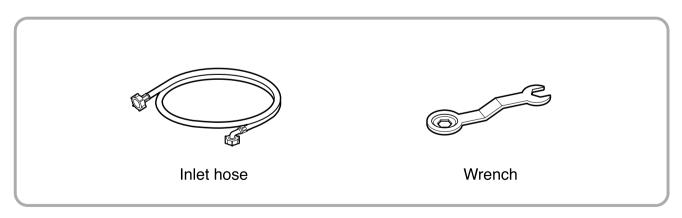
#### 2-4.THE DOOR CAN NOT BE OPENED

While program is operating.

## 3. PARTS IDENTIFICATION



## **ACCESSORIES**



## 4. INSTALLATION

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

#### ■ STANDARD INSTALLATION

The appliance should be installed as follows.

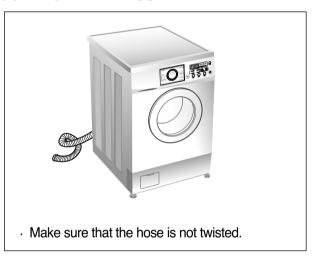
REMOVE THE TRANSIT	INSTALL THE APPLIANCE	ADJUST THE
BOLTS	ON FLAT AND FIRM SURFACE	HORIZONTAL
Remove the transit bolts (4EA:①) with supplied spanner.  Keep the transit bolts and spanner for future use.  Insert the provided 4 caps into the hole		<ul> <li>Turn the leveling feet to set the appliance horizontally.</li> <li>High</li> <li>The appliance goes up by rotating the feet clockwise.</li> <li>The appliance comes down by rotating the feet counterclockwise.</li> </ul>

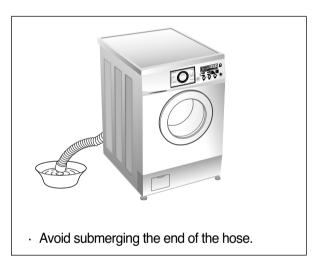
#### ■ HOW TO CONNECT INLET HOSE

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



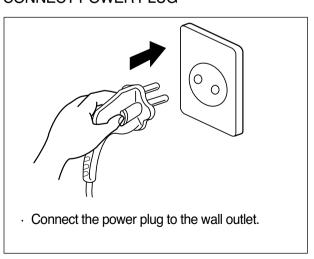
#### **■ CONNECT DRAIN HOSE**

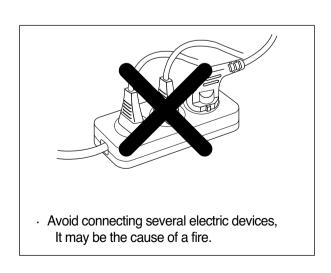




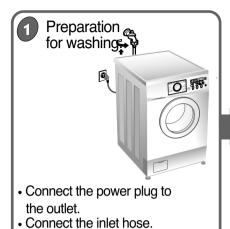
\* The drain hose should be placed under 100cm from the floor.

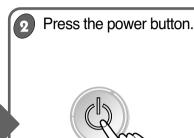
#### **■ CONNECT POWER PLUG**





#### **7 TEST OPERATION**





Press the Start/Pause button.

• In case of coloureds program.



Press the **Temp.** button and the present temperature will be displayed.

Check automatic reverse turn.



· Check if the drum rotates clockwise and counterclockwise.

4 Check the water supply.



· Check if water is supplied through the detergent dispenser.



- Turn off Wash and Rinse after pressing the Start/Pause button and start the machine again.
- · Check drain and spin.

Power off and open the door



- · Power off and then power on.
- · Check if the door can be opened after 3 minutes.

Water removal



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

#### Wash program selector

- 8 program can be set depending on the type of the laundry.
- If the power button is pressed, Cotton program is automatically set.
- By turning the dial, [Cotton-Synthetic -Woo/Silk-Hand Wash -Drain-Rinse+Spin-Quick 30-Delicate ]can be selected. (The opposite is possible)

#### **LED** display

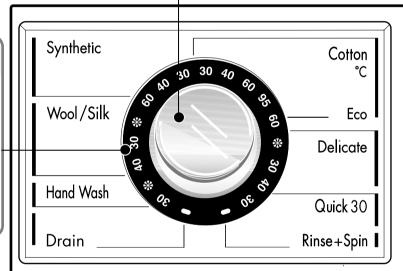
- Display the estimated remaining time (Hour : Minute) to finish.
- In case of abnormal operation, error indications are displayed.

( IE, DE, UE, JE, EE, FE, PE, CE, LE, )

• See troubleshooting guide.

#### Water temperature selector

- Press the button to select water temperature.
- 95°C is selected for Cotton only.
- By pressing the button while operating the washer, the present temperature is displayed.





#### Start/Pause button

- Use the button to start or pause wash cycle.
- The power turns off automatically 4 minutes after the pause button is pressed.

#### Option1

#### Pre Wash

- If the laundry is heavily soiled, "Pre Wash" course is effective.
- Pre Wash is available in Cotton and Synthetic Program.

#### Crease Care

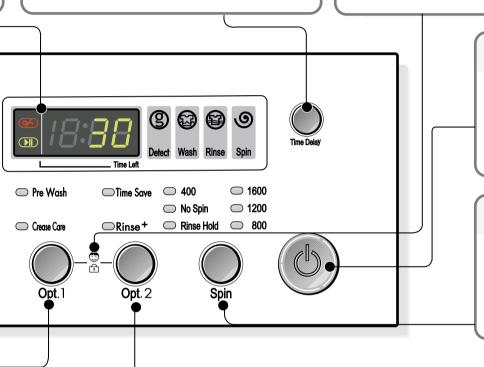
• If you want to prevent crease, select this button with spin

#### Time Delay

- Press the button when delayed washing is needed.
- When the button is pressed, ∃:□□ is displayed, maximum delay of '9:□□ hours can be set.
- Each press advances time delay by the hour.
- Use [Power] button to cancel [Time Delay]
- [Time Delay] means the time required from the present to the completion of washing.

#### Child - Lock

- Child Lock system can be set and canceled by pressing and holding both [Option1] and [Option 2] button simultaneously more than 2 seconds.
- Once Child Lock is set, all buttons are inoperable except power button.
- **Child Lock** system can be set anytime even during Power-off and operation.
- It is automatically cancelled when an operational error occur.



#### Power button

- Press the button to turn power on and off.
- Press the button to cancel the delay finish.

#### Spin button

 By pressing the Spin button the spin speed can be chosen.

#### Option2

#### Time Save

- By selecting the Time Save option, the wash time may be reduced, depending on the program selected.
- This option is available with Cotton, Synthetic program.

#### Rinse+

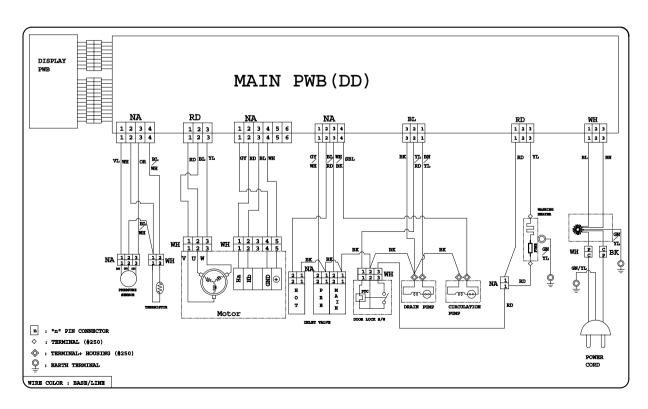
• If you wish to rinse more, the Rinse+ option will remove any trace of detergents.

## 6. WIRING DIAGRAM / PROGRAM CHART

			* Water Supply : W·S * Intermittent S								oin	: I·S	;	*	Dise	entangle : D·T																	
/c			Washing			Rinse										Spin				Α													
	Y		P	re				Ma	ain		Normal							F	Rins	se +	-	Орш			Е	U							
\\	/c	w	<b> </b>			w	Was	shing	Sta	ycool	ling		1				2	2			3	3			4						N	ö	Normal
c/ C/	S E	S S	Washing	Drain	  -   S	S S	Heating	Washing	8 · s	Rinsing	Drain	Drain	I S	8 · s	Rinsing	Drain	  -   S	\ S	Rinsing	Drain	- S	8 · s	Rinsing	Drain	S	W S	Rinsing	Drain	Spin	D·Τ	D	O F F	Working Time (Hour:Minute)
	\ \ P	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	20	20	(Flour.iviiilate)
U R S E	Time (SEC)	120	MIN	60	240	120		MIN	120	60	60	60	240	120	360	60	240	120	360	60	240	120	360	60	240	120	360	60	480	120	20	20	
Cot	ton(BIG)		8					42 87		><																							About 2:45
Cott	ON(Small)		8					42		$\sim$																							About 2:41
	nthetic			$\leq$				47 26 51		$\sim$	$\geq$																						About 1:39
De	elicate		>	<				4 18		><	<u>_</u>																						About 1:03
Wo	ol/Silk		>	<				18		><	<	┝		H		┢										*****	-					H	About 1:01
Har	ndwash		>	<				4 24		><														****									About 55
C	Quick		>	<		_				$\times$	$\setminus$		•			┝	•																About 30
	insing Spin										About 23																						
	Orain			Ab									About 1																				

Basic Cycle Optional Cycle

- \* Basic time is minute in washing chart
  \* The actual program time can be varied with the load amount, water temperature or ambient temperature



<sup>\*</sup> Pre-Setting Time : Water Supply - 120 sec.

Drain - 60 sec.

<sup>\* ~</sup> Time for varies as the temperature or the amount of laundry

## 7. TROUBLESHOOTING

#### 7-1.BEFORE PERFORMING SERVICE

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

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

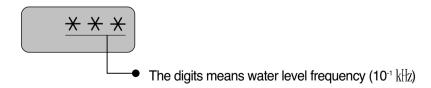
- ① Pressing Option1, and Spin button simultaneously.
- ② Power supply on with pressing upper two button. Then buzzer sound twice.
- (3) Press the Start/Pause button as follows.

[Press the Start/Pause button more 4 times until stop spinning]

Pressing number of [Start/Pause] button	Checking Point	Display Status		
None	All lamps turn on			
1 time	Clockwise spin (right)	Drum rpm (About 40~50)		
2 times	Low speed Spin	Drum rpm (About 53~65)		
3 times	High speed Spin	Drum rpm (About 140~160)		
4 times	Inlet valve for prewash operation	Water level frequency (25~65)		
F Aires a a	Inlet valve for mainwash operation	Water level frequency (25~65)		
5 times	Hot inlet valve in case of hot water fill			
6 times	Inlet valve for mainwash operation	Water level frequency (25~65)		
7 times	Counterclockwise spin (left)	Drum rpm (About 40~50)		
8 times	Heater is in operation for 3 sec.	Water temperature		
9 times	Circulation pump operation	Water level frequency		
10 times	Draining pump operation	Water level frequency		
11 times	Auto off operation			

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

\* Press the Rinse and Spin button simultaneously.



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

## 7-4.ERROR DISPLAY.

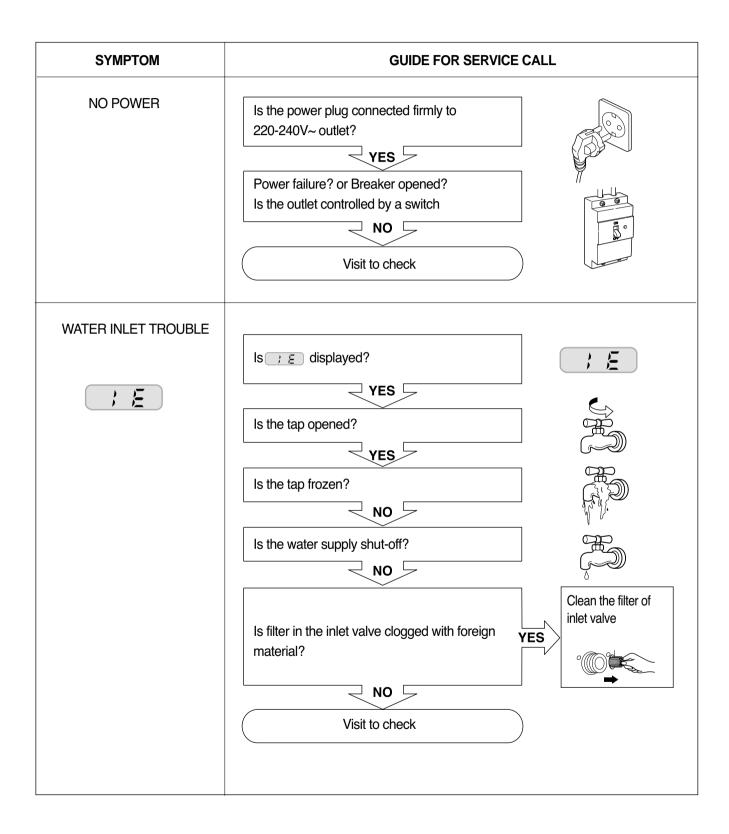
- If you press the Start/Pause button when an error in displayed, any error except  $P \in \mathbb{R}$  will disappear and the machine will change into pause status.
- In case of PE, EE, dE, if the error is not resolved within 20 sec. In the case of other errors, if the error is not resolved within 4 min., power will be turned off automatically and the error only will be blinked. But in the case of FE, power will not be turned off.

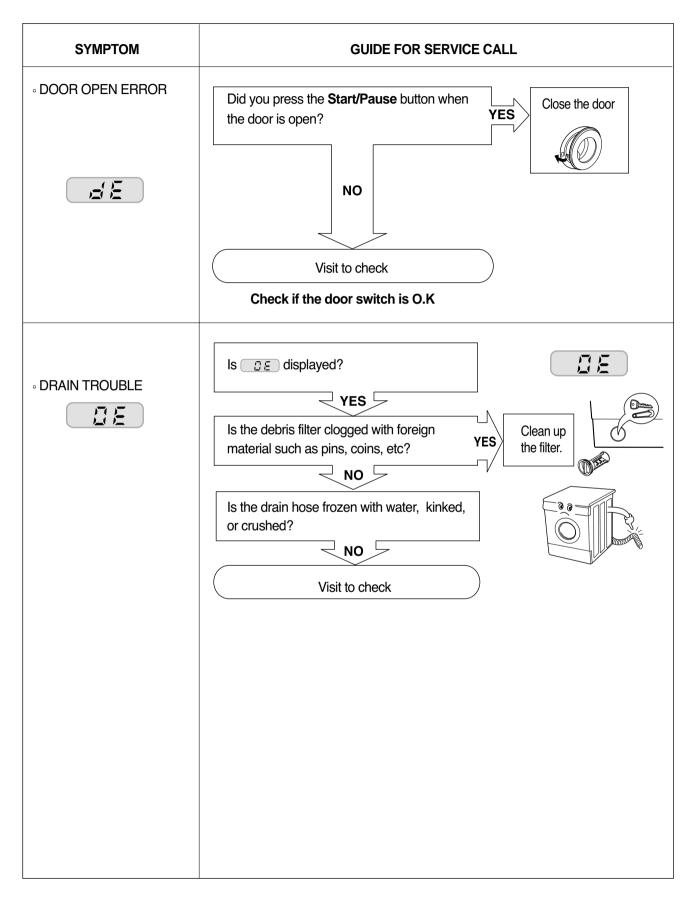
	ERROR	SYMPTOM	CAUSE
1	WATER INLET		O Water has not reached to the pre-set level within 8 min. since
	ERROR		inlet valve operated, or water has not reached to the normal
			level within 25 min.
			○ Load is too small.
2	IMBALANCE		○ The appliance is tilted.
	ERROR		<ul> <li>Laundry is gathered to one side.</li> </ul>
			<ul> <li>Non-distributable things are put into the drum.</li> </ul>
3	DRAIN ERROR	SE	○ Water has not drained enough within 10 min.
4	OVERFLOW	FE	<ul> <li>Water is automatically being pumped out because too much</li> </ul>
	ERROR	, <u>, , , , , , , , , , , , , , , , , , </u>	water is in the tub.
5	SENSOR		
	PRESSURE	<b>F</b> ' <b>E</b>	<ul> <li>The sensor pressure switch is out of order.</li> </ul>
		7 /2	
	S/W ERROR		
6	DOOR OPEN		○ The Start/Pause button is pressed with the door open.
"	ERROR	<u>, =                                   </u>	O The door switch is out of order.
7	HEATING		
	ERROR	EE	○ The THERMISTOR is out of order.
		<u></u>	

	ERROR	SYMPTOM	CAUSE
8	CURRENT ERROR	<u>E</u>	MAIN PWB ASSEMBLY is out of order     Replace the MAIN PWB ASSEMBLY     Winding in the STATOR ASSEMBLY is short-circuited.     Replace the STATOR ASSEMBLY
9	LOCK ERROR	LE	The connector (3-pin, male, white) in the LEAD WIRE ASSEMBLY is not connected to the connector (3-pin, female, white) of STATOR ASSEMBLY.  Reconnect or repair the connector  The electric contact between the connectors [3-pin, male, white in the LEAD WIRE ASSEMBLY and 4-pin, female, natural in the MAIN PWB ASSEMBLY is bad or unstable.  Reconnect or repair the contact in the connector  The LEAD WIRE ASSEMBLY between the STATOR ASSEMBLY and MAIN PWB ASSEMBLY is cut (open circuited).  Repair the damaged (open-circuited) the LEAD WIRE ASSEMBLY  The hall sensor is out of order/defective.  Replace the STATOR ASSEMBLY

## 8. ERROR DIAGNOSIS AND CHECK LIST

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



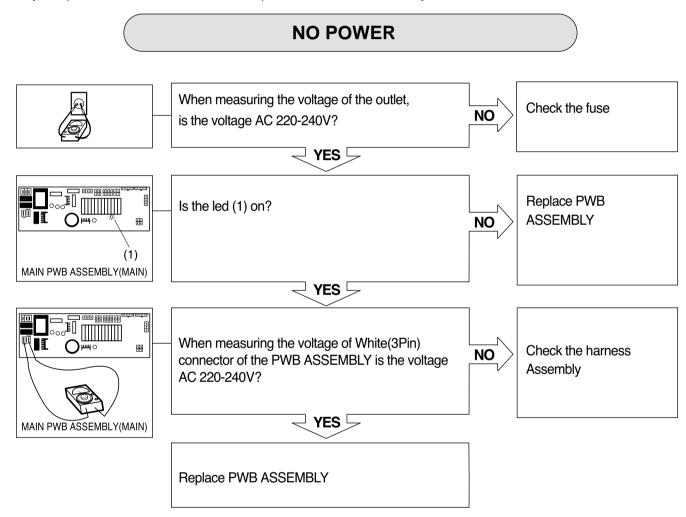


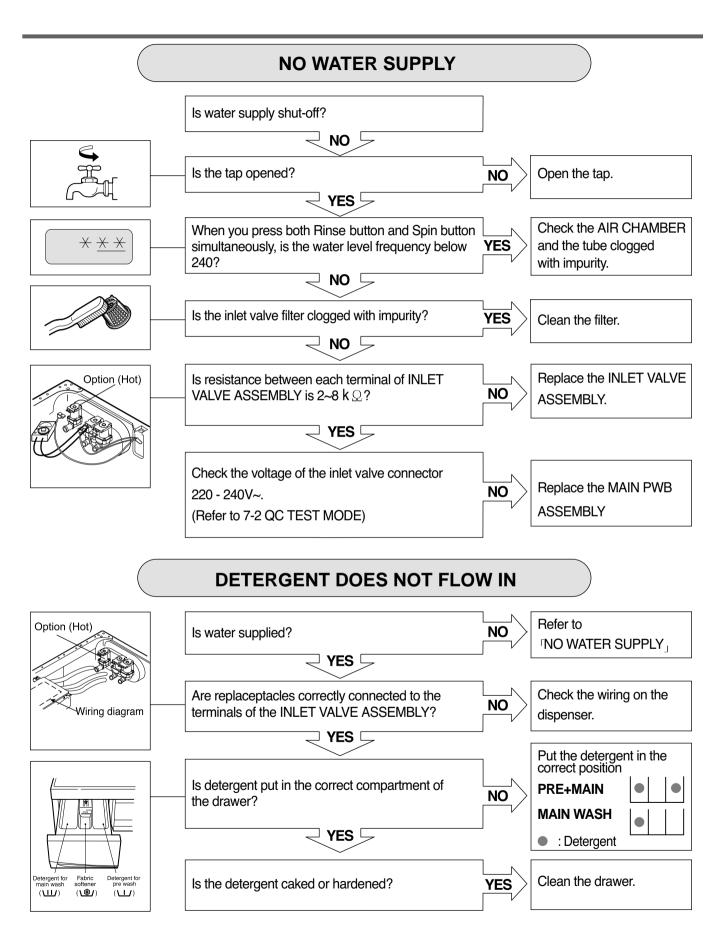
SYMPTOM	GUIDE FOR SERVICE CA	ALL
<ul> <li>Suds overflow from the appliance.</li> <li>(In this condition, wash and spin do not operate normally)</li> </ul>	Is low-sudsing detergent for the drum washing machine used?  YES  Is the proper amount of detergent used as recommended?  YES	LOW-SUDSING DETERGENT
	Recommend to reduce the amount of detergent.  * This appliance has the automatic suds sens operates under much suds condition for good preventing overflow.  * When much suds are sensed, the suds remass drain, water input, and pause will operated drum.	od rinse and noving function such
• No effect of softener	Is softener put in the correct compartment of the drawer?  YES  Is the drawer closed during wash?  YES  Is the softener cap clogged?  YES  Explain how to use softener  Clean the compartment for softener	Compartment for softener
FE FE LE	Visit to check	

#### 8-2.FAULT DIAGNOSIS AND TROUBLESHOOTING

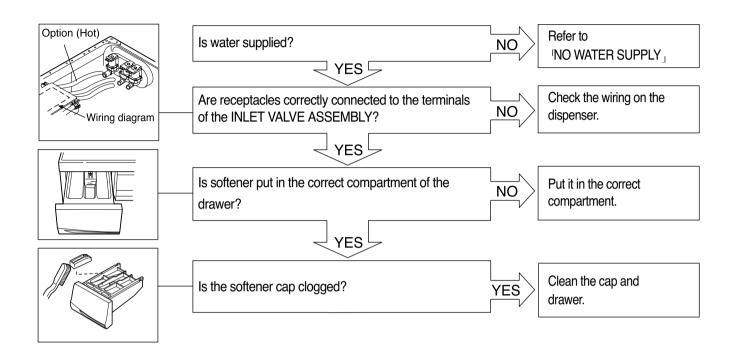
## CAUTION

- 1. Be careful of electric shock or disconnecting the parts while troubleshooting.
- 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.

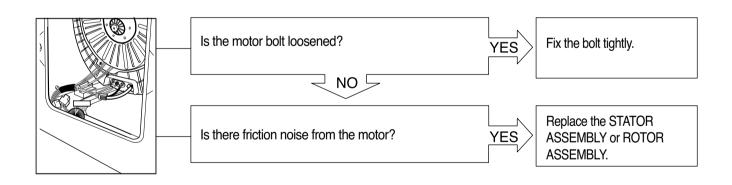




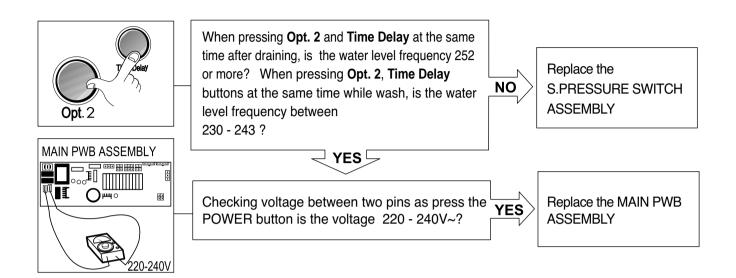
#### SOFTENER DOES NOT FLOW IN



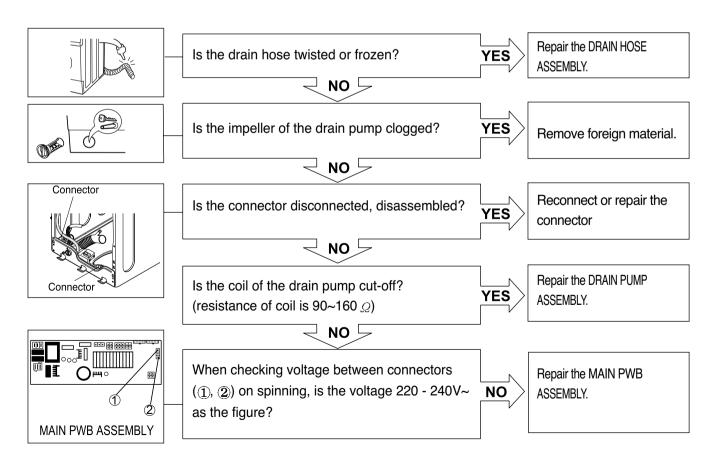
#### **ABNORMAL SOUND**



#### **HEATING WITHOUT WATER**



#### **DRAIN MALFUNCTIONING**

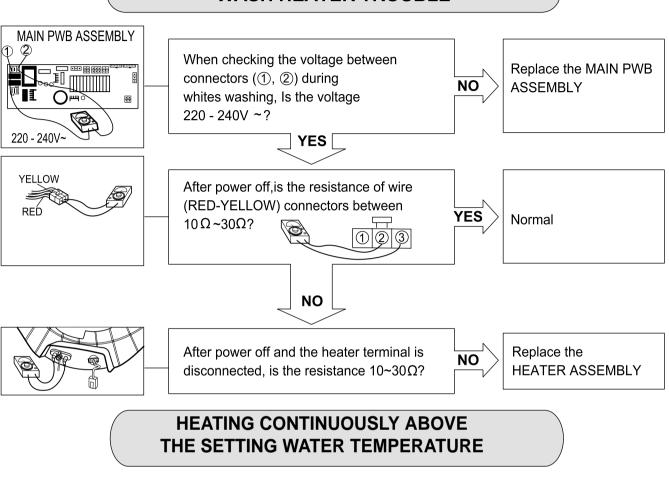


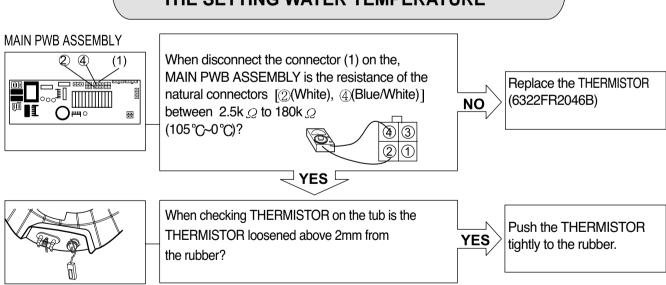
#### **WILL NOT CIRCULATE WATER** Is the impeller of the drain pump clogged? Remove foreign material. YES Hose Connector Hose (Gray) NO YES Remove foreign material. Are the Hose Connector and/or Hose clogged? NO Reconnect or repair Is the connector disconnected, disassembled? YES the connector. Connector NO Connector Is the coil of the right side of drain pump open Replace PUMP MOTOR YES or short circuited? (Coil R is $18-30\Omega$ ) ASSEMBLY. NO When checking voltage between the Replace the MAIN PWB NO connectors during spin, is the voltage ASSEMBLY.

220-240V~ as the figure?

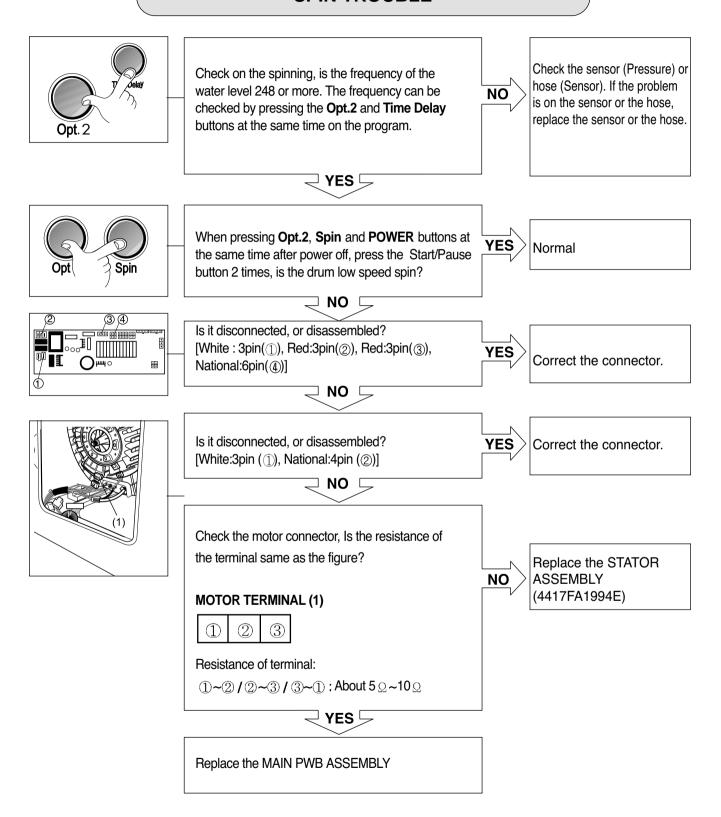
MAIN PWB ASSEMBLY







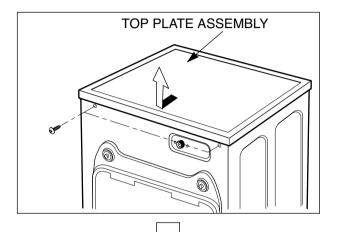
#### **SPIN TROUBLE**



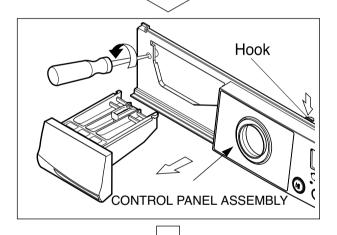
## 9. DISASSEMBLY INSTRUCTIONS

\* Be sure to unplug the machine out of the outlet before disassembling and repairing the parts.

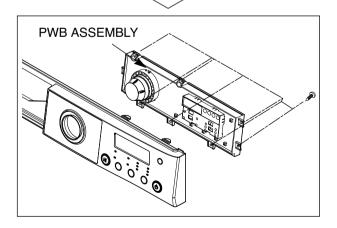
#### **CONTROL PANEL ASSEMBLY**



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

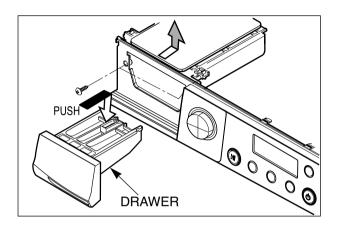


- (1) Disconnect the ASSEMBLY connector.
- 2 Pull out the drawer and unscrew 2 screws.
- ③ Push 2 upper hooks down and pull the control panel.

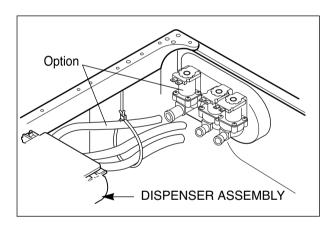


① Disconnect the PWB ASSEMBLY from the control panel by unscrewing 7 screws.

## DISPENSER ASSEMBLY

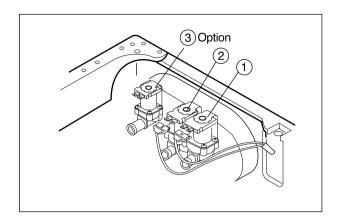


- (1) Disassemble the TOP PLATE ASSEMBLY.
- ② Pull out the drawer slightly upward.
- 3 Unscrew 2 screws.



- ① Disassemble hose clamps and hoses.
- ② Disassemble the ventilation bellows and the water inlet bellows from the tub.

## **INLET VALVE ASSEMBLY**



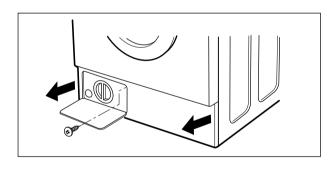
- ① Disconnect the wiring connector.
- 2 Unscrew 2 screws from the back.
- \* When reconnecting the connector
- \* Cold only model

VALVE#1 (MAIN)	Whited/Black-Black
VALVE#2 (PRE)	Gray/ White - Black

\* Cold and Hot model

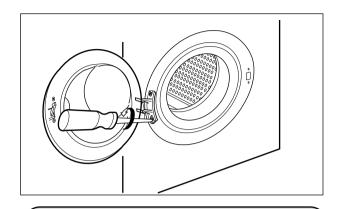
VALVE #1 (MAIN)	Whited/Black-Black
VALVE #2 (PRE)	Gray/ White - Black
VALVE #3 (HOT)	Blue/Red - Black

## **LOWER COVER**



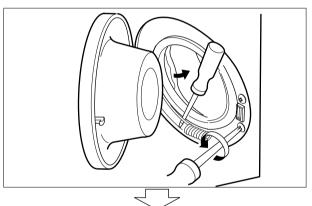
① Open the lower cover CAP by using coin and pull out the lower cover in the arrow direction after a screw is unscrewed.

#### **DOOR ASSEMBLY**

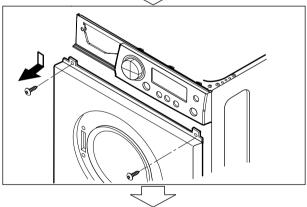


- ① Open the door completely.
- 2 Remove the two screws from the hinge.
- When removing the DOOR ASSEMBLY, it is necessary to hold the BRACKET that is inner of the CABINET COVER.

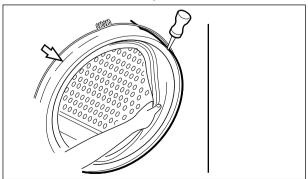
#### **GASKET**



- ① Take apart the CLAMP ASSEMBLY (cabinet).
- ② Unscrew 2 screws from the CABINET COVER.
- ③ Open the lower cover cap and unscrew 1 screw inside
- 4 Take apart the LOWER COVER.

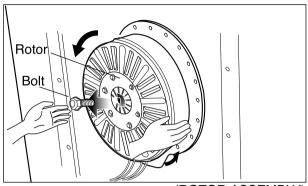


- ① Disassemble the CONTROL PANEL ASSEMBLY. (Refer to page 26)
- ② Unscrew all the screws on the upper and lower sides of the CABINET COVER.

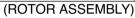


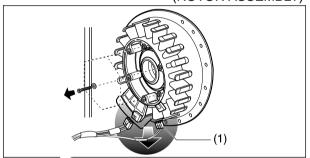
- (1) Take apart the tub CLAMP ASSEMBLY
- ② Make sure that the drain hole of the GASKET is put beneath when reassembling the GASKET.
- \*Refer to the arrow mark on the TUB COVER.

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



- ① Remove the BACK COVER.
- 2 Unscrew the bolt to pull out the ROTOR ASSEMBLY.





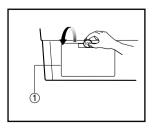
- (STATOR ASSEMBLY)
- Damper

(FRICTION DAMPER ASSEMBLY)

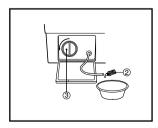
- 1) Disconnect the wiring connector.
- ② Unscrew 6 bolts from the STATOR.
- ③ Remove the BODY FRAME. (Only 1400 rpm models)
- \* Note: Hook of connector (1) is on the backside
- $\ensuremath{\textcircled{1}}$  Pull out the HINGE, pressing its snap.
- ② Do not use the pulled out HINGE again It may be taken off during operation.

#### ■ Clean the drain pump filter

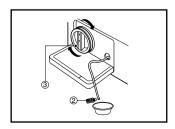
1. Open the lower cover cap (①) by using a coin. Turn the drain plug (②) to pull out the hose.



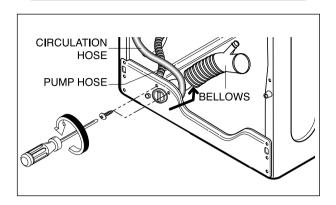
2. Unplug the drain plug (②), allowing the water to flow out. At this time use a vessel to prevent water flowing on to the floor. When water does not flow any more, turn the pump filter (③) open to the left.



3. Remove any foreign material from the pump filter (③). After cleaning, turn the pump filter (③) clockwise and insert the drain plug (②) to the original place. close the lower cover cap.

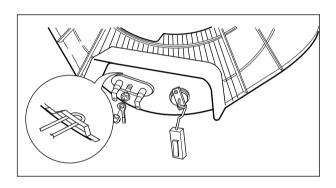


#### **DRAIN PUMP ASSEMBLY**



- (1) Remove PUMP and CIRCULATION HOSE.
- ② Remove BELLOWS...
- ③ Disconnect the wiring.
- 4 Unscrew 2 screws
- (5) Remove the DRAIN PUMP ASSEMBLY.

#### **HEATER ASSEMBLY**

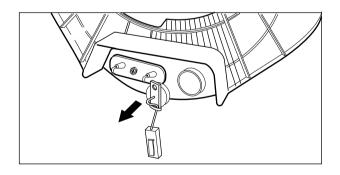


① Loosen the M6 heater nuts to pull out the HEATER ASSEMBLY.

#### CAUTION

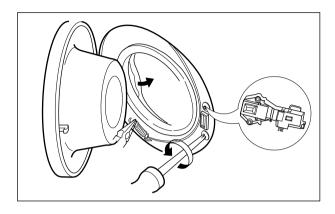
When mounting the HEATER ASSEMBLY be sure to insert the HEATER ASSEMBLY into the heater clip on the bottom of the tub.

#### **THERMISTOR**



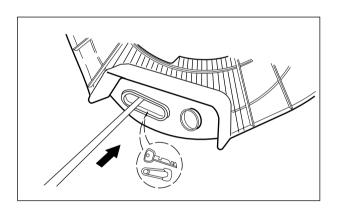
- ① Pull it out by holding the THERMISTOR bracket.
- \* If it is pulled by the wire, it may be broken.
- ② When mounting the THERMISTOR again, make sure that it is got back tight to the bushing.

## SWITCH ASSEMBLY, DOOR LOCK



- ① Take apart the CLAMP ASSEMBLY (cabinet) and release the GASKET.
- ② Unscrew 2 screws holding the DOOR SWITCH ASSEMBLY.
- ③ Disconnect the door lock from the wiring connector.

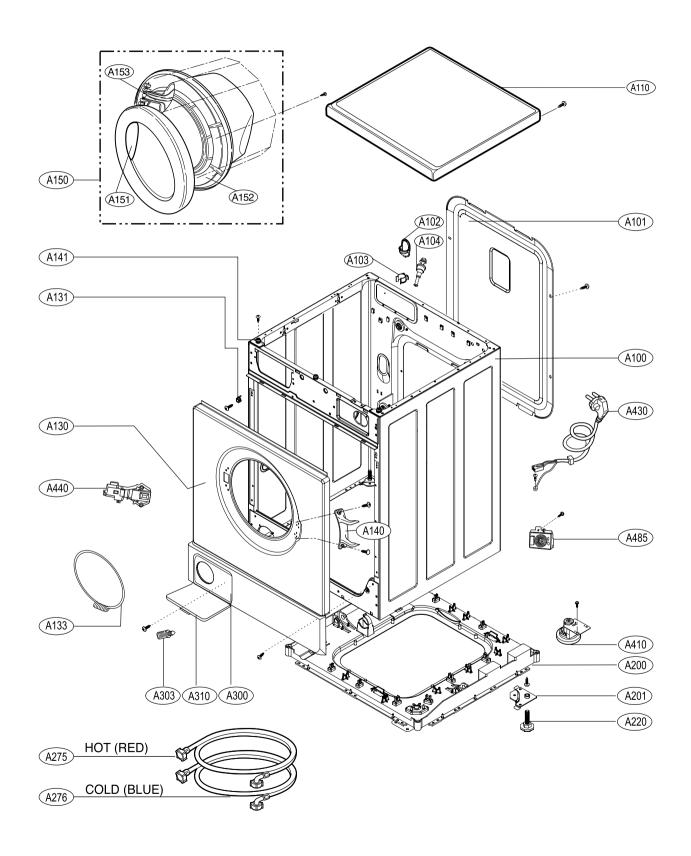
## WHEN FOREIGN MATERIAL IS STUCK BETWEEN DRUM AND TUB



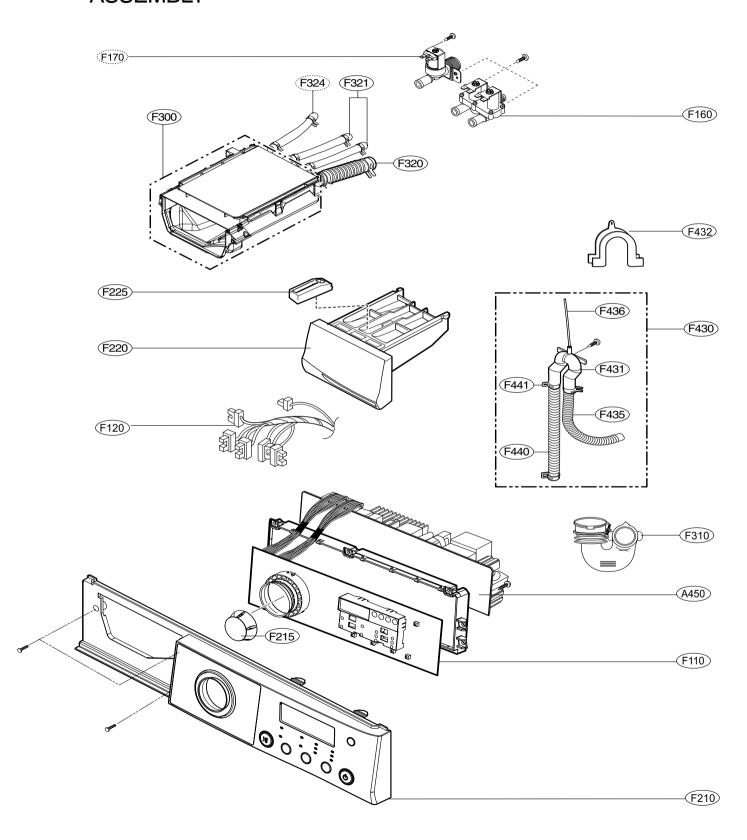
- ① Remove the HEATER ASSEMBLY.
- ② Remove the foreign material (wire, coin and others) by inserting a long bar through the hole.

## 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

