

IF THIS ADVICE DOES NOT SORT YOUR PROBLEM AND YOU ARE WITHIN THE APPLIANCE TEAM PRESENT AREA, PLEASE CALL THE A TEAM ON 01773 779770 FOR A SERVICE CALL.

## **Routine Maintenance**

- Clean out the soap drawer and fabric conditioner tray periodically. If these become blocked the fabric conditioner will not be taken.
- Run through a descaler every 3-6 months depending on use and if you are in a hard water area. The way you can judge how hard your water is, is by how much limescale you get in your kettle. If you get a lot of limescale, run through a descaler every 3 months if hardly any at all, every 12 months. Bear in mind that these are only guidelines.
- If you have an accessible filter fitted, check occasionally and clean. (Refer to manufacturer's handbook).
- **Washer dryer only** - Remember that washer dryers do not dry a full load of washing. For example, most 6kg washer dryers only dry a 3kg of laundry.

## **IF THE MACHINE HAS NO POWER**

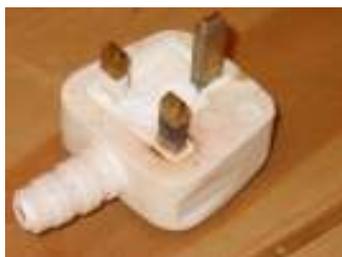
**Most modern machines have a mains light or light up when switched on. If the lights come on, there is power to the appliance and this section does not apply.**

**IMPORTANT:** If you change a fuse, you must use the correct amp for the appliance. If the appliance blows another fuse there must be a fault which is causing the fuses to blow. **Do not keep replacing the fuse.**

**SAFETY PRECAUTIONS:** It is advisable to check the condition of your plugs and sockets. Overheating of these items is a **FIRE HAZARD**. This could also be the cause of your 'no power' fault.

**Check if there is a problem with the plug or socket by following the instructions below:**

- When pulling out the plug, notice if the plug pulls out freely, as it should do. If it is tight to pull out of the socket, the plug and socket may be overheating. Always do a visual inspection. If the plug is burning on the pins, as photo below, replace.



Burnt plug pin

- If there is a sign of burning on the socket which you plug the appliance in to, call an electrician to replace and resolve the fault.
- If you replace the plug because there is not a burn sign on the socket and it burns again, get the appliance checked. If the appliance is not faulty call an electrician to check to the socket.

If the above has not helped please continue:

- Check the socket on the wall is working by plugging in a small appliance, i.e. a hairdryer.

If the hairdryer does not run:

- Check if there is an isolation switch (switch spur) above the worktop as this may have been switched off accidentally.
- The isolation switch may also have a fuse fitted that may have blown and need replacing.
- If the switch is on and the fuses are good, please contact a qualified electrician.

If the hairdryer does run:

- Check fuse in the plug of the appliance and replace with correct amp fuse.
- If plugged into an extension cable, check fuse in extension cable.
- Check that the door on the appliance is fully closed.

Safety note: if using an extension cable with an appliance, it is best to use a 13 amp 3 core heavy duty extension and be fully unwound. Do not use extension cables that are wound up. Please note that there are different types of extension cables and it is advisable to make sure that you use the correct one. The one that we have recommended above will do for most applications. Do not overload by plugging too many appliances into one cable. Always refer to manufacturer's instructions and recommendations.

## **IF THE MACHINE WILL NOT FILL WITH WATER**

- Check that the taps have not been turned off. These can be found with a red and blue hose attached to them which will lead to the washing machine.  
Note: If your machine is newer it may be cold fill only and therefore you will only have the blue hose and a cold tap. The hot tap should be blanked off. As per photo:



- Check that the hoses are not kinked (especially if the machine has been moved out and pushed back in again).



KINKED HOSES

## **IF THE MACHINE DOES NOT DRAIN THE WATER**

- If the drain hose is attached to a sink waste check that there are no blockage



Sometimes the drain hose will be into a stand pipe. If this is the case this will not be causing the problem. If the stand pipe was blocked it would leak.

- The filter may be blocked. Some washing machines, not all, have a filter fitted that is easily accessible at the front of the machine and also a small hose with a plug in to allow you to drain the water from the machine. Be advised if there is no drain plug and you remove the filter then the water will flood onto the floor. The filter will thread out or sometimes just a half turn. Please refer to manufacturer's handbook.



If a pipe like this is fitted to your machine, pull the stop from the end of the pipe, and drain the water that is left in the machine into a suitable container. This will save you getting water on your floor, when you remove the filter. Even if the machine has pumped the water out, there will always be some water left in the sump. Always refer to manufacturer's handbook.



This is an example of a typical filter being removed. Clear out and refit.

## **IF THE MACHINE DOES NOT SPIN TO SPEED**

If the clothes come out of the wash not fully dry, or as dry as you are used to, first consider what program you were using, as for instance, a wool or synthetic cycle has a reduced spin, meaning that the clothes will come out wetter.

- Check if there is a reduced spin button and it has been selected without you knowing
- Check if there is a variable spin selector fitted to your machine. The variable spin selector allows you to select a given spin speed. For example, 1400 spin can be turned down to 600 spin. Check that it is in the maximum position.

## **IF THE MACHINE 'STICKS' ON THE LAST RINSE BEFORE SPIN (FULL OF WATER)**

- It may be that the washing machine has not completed its cycle.

Check which program has been used. If using a synthetic program, on some makes and models, there is a 'rinse hold' facility built in to the program. The rinse hold facility holds the water in the machine on the last rinse with the fabric conditioner in the water. This conditions the clothes for longer which should reduce the amount of creases (these are generally on the slower spin cycles).

To get the machine to move on, you may have a rinse hold button which needs to be pressed for the cycle to continue (this button may have a different name) or you may just need to 'click' the timer knob one notch. Please refer to manufacturer's handbook in order to rectify. This is not a fault it is a feature.

- Check if the rinse hold button has been pressed or the rinse hold facility is lit up (on washing machines with a digital display).

It may be that the rinse hold button needs pressing again for the machine to continue or the timer knob needs clicking on a notch. Please refer to manufacturer's handbook as different makes and models vary.