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WASHING MACHINE SERVICE MANUAL

CAUTION

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

MODEL: WD-10120(5)FD FWD-12120(5)FD

WD-10121(6)FD FWD-14120(5)FD

WD-12120(5)FD FWD-16120(5)FD

WD-12121(6)FD DWD-12120(5)FD

WD-14120(5)FD DWD-14120(5)FD WD-14121(6)FD DWD-16120(5)FD

WD-16120(5)FD

WD-16121(6)FD



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1. SPECIFICATION

| ITEM | | WD-10120(5)FD / WD-12120(5)FD / WD-14120(5)FD / WD-16120(5)FD WD-10121(6)FD / WD-12121(6)FD / WD-14121(6)FD / WD-16121(6)FD FWD-12120(5)FD / FWD-14120(5)FD / FWD-16120(5)FD DWD-12120(5)FD / DWD-14120(5)FD / DWD-16120(5)FD |
|-------------------------------|--------------|---|
| POWER | SUPPLY | 220-240V~, 50Hz |
| PRODUCT | WEIGHT | 65kg |
| | WASHING | 230W |
| ELECTRICITY | SPIN | 440W |
| CONSUMPTION | DRAIN MOTOR | 38W |
| | WASH HEATER | 2000W |
| | WASH | 45rpm |
| | | 1600 rpm : No spin/400/800/1200/1600 rpm |
| REVOLUTION SPEED | 0.500 | 1400 rpm : No spin/400/800/1000/1400 rpm |
| OI EED | SPIN | 1200 rpm : No spin/400/800/1000/1200 rpm |
| | | 1000 rpm : No spin/400/600/800/1000 rpm |
| OPERATION WATER PRESSURE | | 0.3-10kgf/ _{ℂℿ} (30-1000kPa) |
| CONTROL TYPE | | Electronic |
| WASH CAPACITY | | 7kg |
| WASH CA | APACITY | Synthetic (3.5kg), Delicate (3.0kg), Wool (2.0kg) |
| DIMEN | SION | 600mm(W) ×600mm(D) ×850mm(H) |
| | | Cotton-Eco, Cotton, Synthetic, |
| WASH PRO | JGRAM | Delicate, Wool, Hand Wash, Quick 30 |
| RINS | SE | Super, Normal, Hold |
| DOOR SWI | TCH TYPE | Bi-Metal type |
| WATER L | _EVEL | 9 steps (by sensor) |
| RESERVATION | | From 3 hours to 19 hours |
| SENSING OF THE LA | UNDRY AMOUNT | Adapted |
| FUZZY LOGIC | | Adapted |
| DISPLAY OF THE REMAINING TIME | | Adapted |
| ERROR DIA | GNOSIS | 9 items |
| POWER AUTO OFF | | Adapted |
| CHILD LOCK | | Adapted |
| AUTO RESTART | | Adapted |
| RAPID | | Adapted |

2. FEATURES & TECHNICAL EXPLANATION

2-1.FEATURES



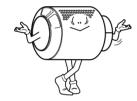
■ Jumbo drum

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



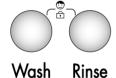
■ More economical by Intelligent Wash System

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.

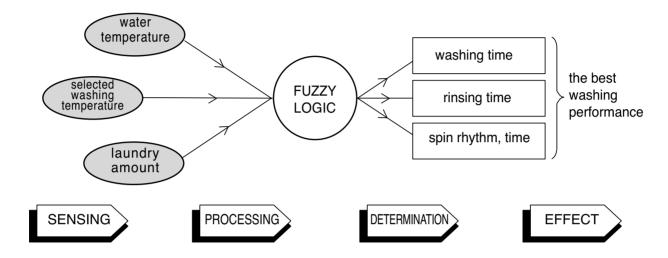


Auto Restart

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.

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.



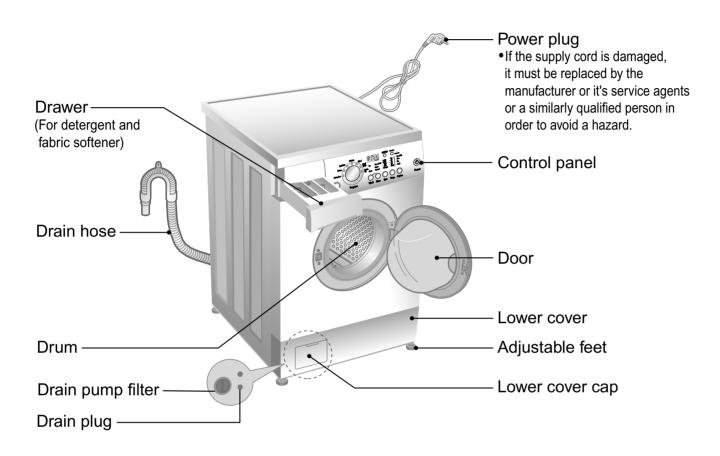
2-3.WATER LEVEL CONTROL

- 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.

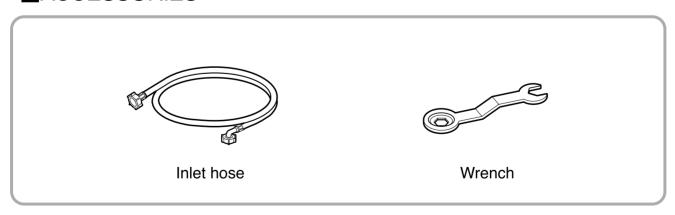
2-4.THE DOOR CAN NOT BE OPENED

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.

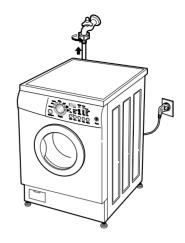
■ STANDARD INSTALLATION

The appliance should be installed as follows.

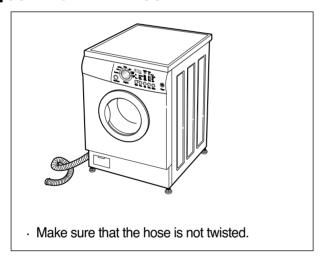
| REMOVE THE TRANSIT IN | STALL THE APPLIANCE | ADJUST THE |
|--|-----------------------|--|
| BOLTS ON | FLAT AND FIRM SURFACE | HORIZONTAL |
| Remove the transit bolts (4EA: ①) with supplied spanner. Keep the transit bolts and spanner for future use. Insert the 4 caps provided into the hole | | Turn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

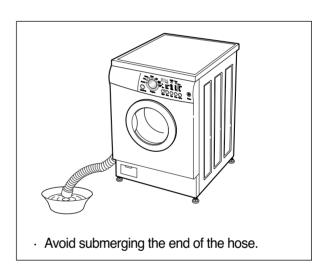
■ HOW TO CONNECT INLET HOSE

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



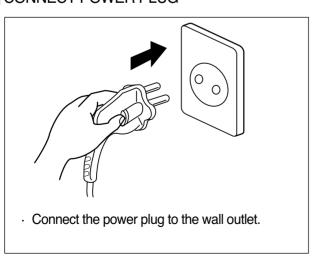
■ CONNECT DRAIN HOSE

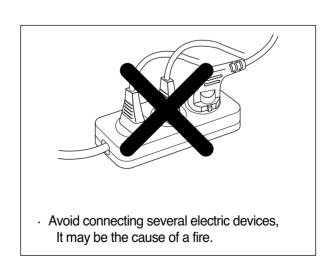




** The drain hose should be placed under 100cm from the floor.

■ CONNECT POWER PLUG





7 TEST OPERATION



- Connect the power plug to the outlet.
- Connect the inlet hose.

2 Press the power button.



Power

Press the Start/Pause button.



Start/Pause

• In case of coloureds program.

6 Check the water heating.



 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.

- 7 Check drain and spin
- 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

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

Water removal



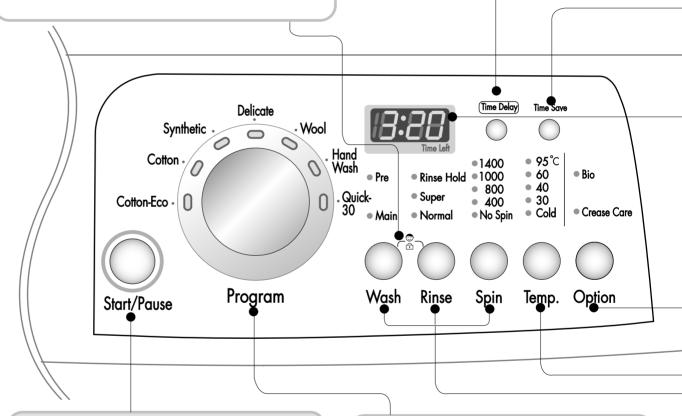
 If SVC is needed during check, remove the remaining water by pulling out the hose cap.

Child lock

- Once Child-Lock is set, and canceled by pressing both [Wash] and [Rinse] simutaneusly once Child lock is set. Once Chold Lock is set, all buttons are iroperable.
- The Child-Lock system can be set at any time even including during Power-Off, on Pause and operation.
 It is automatically cancelled when an operational error occurs and when the cycle ends.
- When power is off, the LED indicates [, ,] only. During operation, or when the programme is paused the LED will indicate [, ,] and the remaining time.

Delay finish

- Press the button when reservation washing is needed.
- When the button is pressed, [☐: ☐☐] is displayed.
 - A maximum delay of $[: \subseteq : \subseteq : \subseteq]$ hours can be set.
- Each press advances time delay by one hour.
- Use ON/OFF button to cancel [Time delay].



Start/Pause button

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

Wash program selector

- 7 programs can be selected depending on the type of the laundry.
- By turning the dial,
 [Cotton Synthetic Delicate Wool Hand Wash — Quick 30 — Cotton-Eco] can be selected

Time Save

- This option can be used to reduce the time of a wash program.
- This function in not available with Quick 30 program.

LED display

- Display the remaining time (Hour : Minute) to finish.
- In case of abnormal operation, error indications are displayed. (FE, FE, JE, LE, LE, LE, LE, LE, LE, LE, LE)
- · See trouble shooting guide.



Power

ON/OFF button

• Press the button to turn power on and off.

Option

- Bio: If you want to elimenate protein stains (milk, blood, chocolate ...), you may select Bio by pressing the option button. [You can select Bio when temperature is higher than 60°C in Cotton and Synthetic.]
- Crease Care: If you want to prevent Crease, select this button with spin speed.

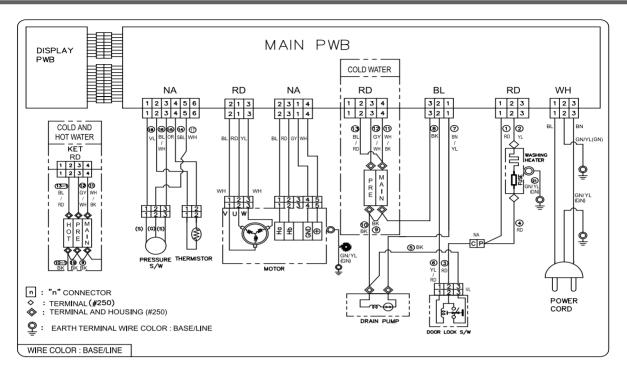
For manual wash, rinse and spin

- Use these buttons to change washing method, rinse times, spinning speed.
- When lamp is off, no selection has been made.
- Prewashing is available for Cotton, Cotton-Eco, Synthetic program.

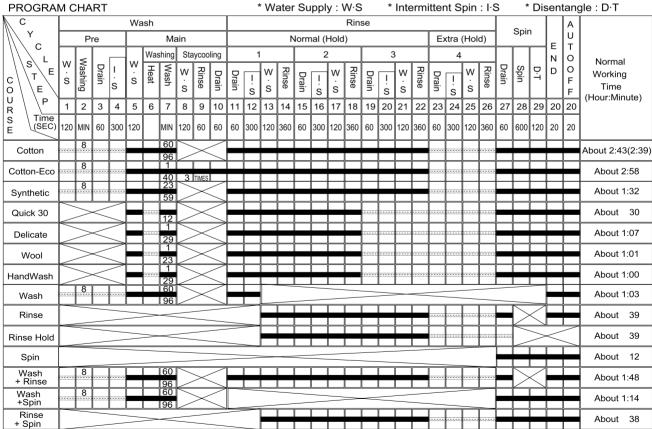
Water temperature selector

- Press the button to select water temperature.
- The water temperature is selected [Cold - 30°C - 40°C - 60°C - 95°C] during cotton program.
- 95°C is selected only for cotton program.
- By pressing the button during operating the washer, the present temperature is displayed.

6. WIRING DIAGRAM / PROGRAM CHART



* () WD-10120(5)FD / WD-12120(5)FD / FWD-12120(5)FD / DWD-12120(5)FD / WD-12121(6)FD



^{*} Basic Cycle

* Optional Cycle

^{*} Pre-Setting Time : Water Supply - 120 sec.

Drain - 60 sec.

* ~ Time for varies as the temperature or the amount of laundry.

^{*} Basic time is minute in washing chart

^{*} The actual program time can be varied with the load amount, water temperature or ambient temperature

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.

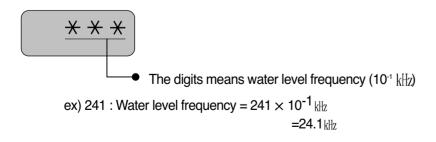
- ① Pressing Rinse, and Spin button simultaneously.
- ② Power supply on with pressing upper two button. Then buzzer sound twice.
- ③ Press the Start/Pause button as follows.

[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 40~52) | |
| 2 times | Low speed Spin | Drum rpm (About 55~65) | |
| 3 times | High speed Spin | Drum rpm (About 95~140) | |
| 4 times | Inlet valve for prewash operation | Water level frequency (25~65) | |
| 5 times | Inlet valve for mainwash operation | Water level frequency (25~65) | |
| 5 unes | 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 40~52) | |
| 8 times | Heater is in operation for 3 sec. | Water temperature | |
| 9 times | Draining pump operation | Water level frequency | |
| 10 times | Auto off operation | | |

7-3.HOW TO KNOW THE WATER LEVEL FREQUENCY

* Press the Rinse and Spin button simultaneously.



7-4.ERROR DISPLAY.

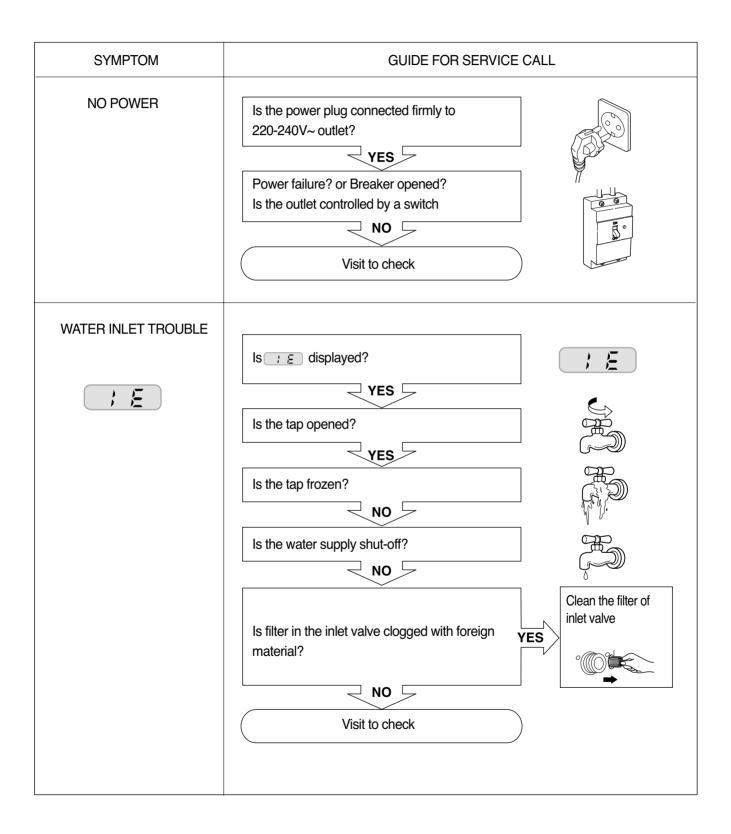
- If you press the Start/Pause button when an error in displayed, any error except $P \in \mathbb{R}$ will disappear and the machine will change into pause status.
- In case of PE, LE, dE, if the error is not resolved within 20 sec. In the case of other errors, if the error is not resolved within 4 min.,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

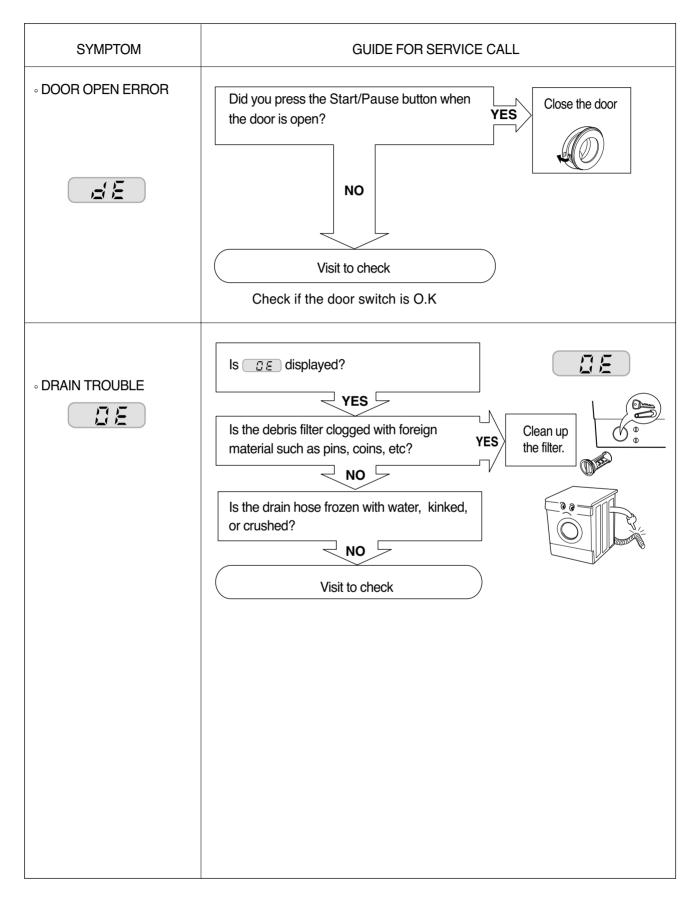
| | T | T | |
|---|---------------------------------|----------|--|
| | ERROR | SYMPTOM | CAUSE |
| 1 | WATER INLET ERROR | ; | Water has not reached to the pre-set level within 8 min. since inlet valve operated, or water has not reached to the normal level within 25 min. |
| 2 | IMBALANCE ERROR | LIE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

| | ERROR | SYMPTOM | CAUSE |
|---|------------------|---------|---|
| 8 | CURRENT ERROR | | 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



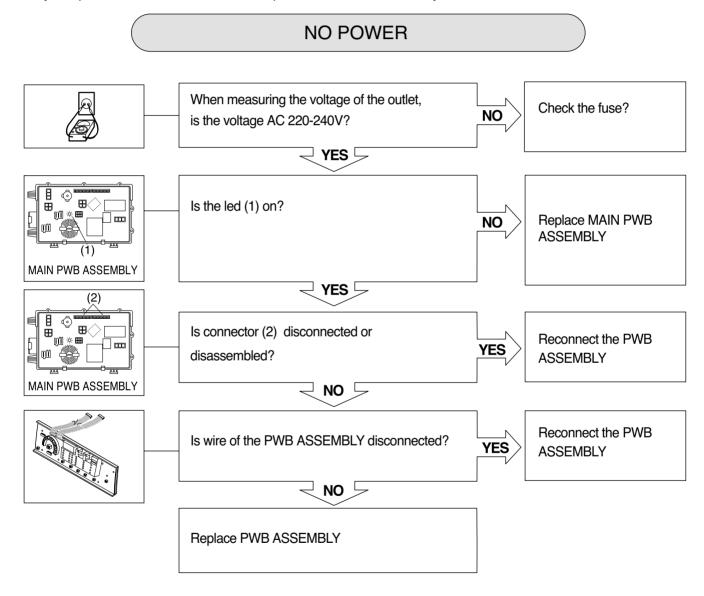


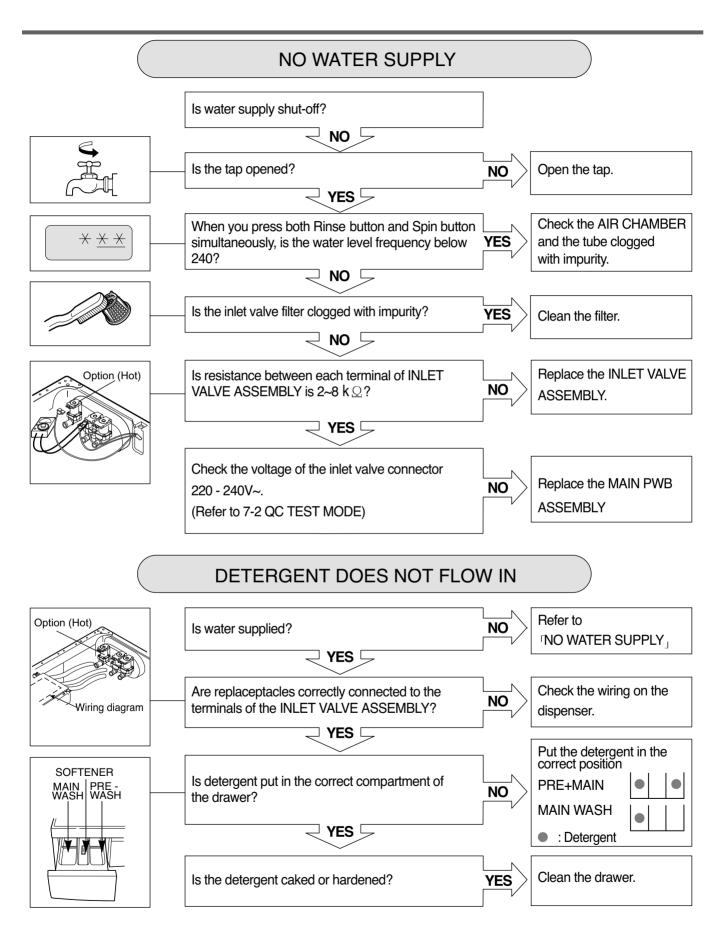
| SYMPTOM | GUIDE FOR SERVICE CA | ALL |
|---|---|-----------------------------------|
| Suds overflow from the appliance. (In this condition, wash and spin do not operate normally) | Is low-sudsing detergent for the drum washing machine used? YES Is the proper amount of detergent used as recommended? | 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 remas drain, water input, and pause will operate 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

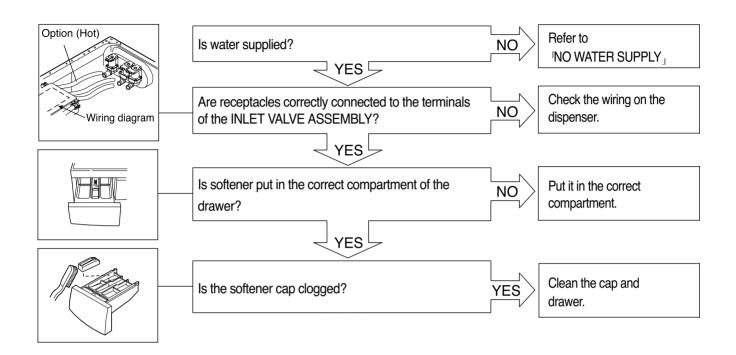
CAUTION

- 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.

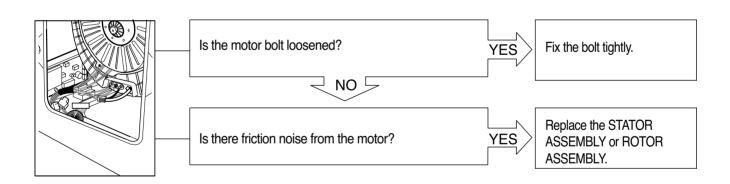




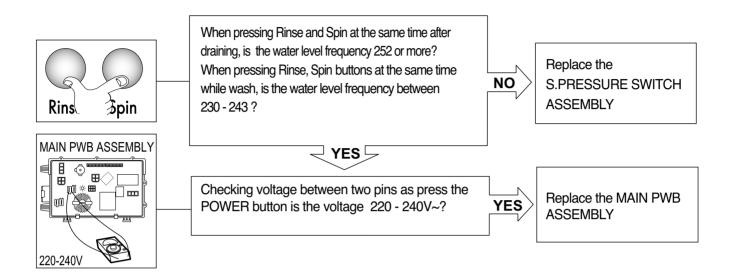
SOFTENER DOES NOT FLOW IN



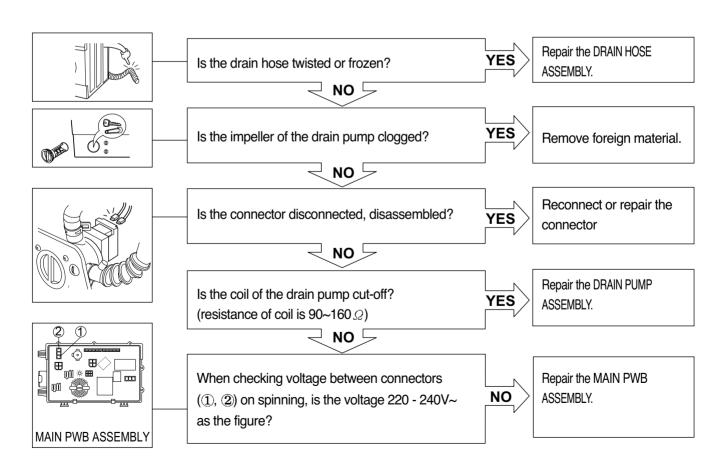
ABNORMAL SOUND

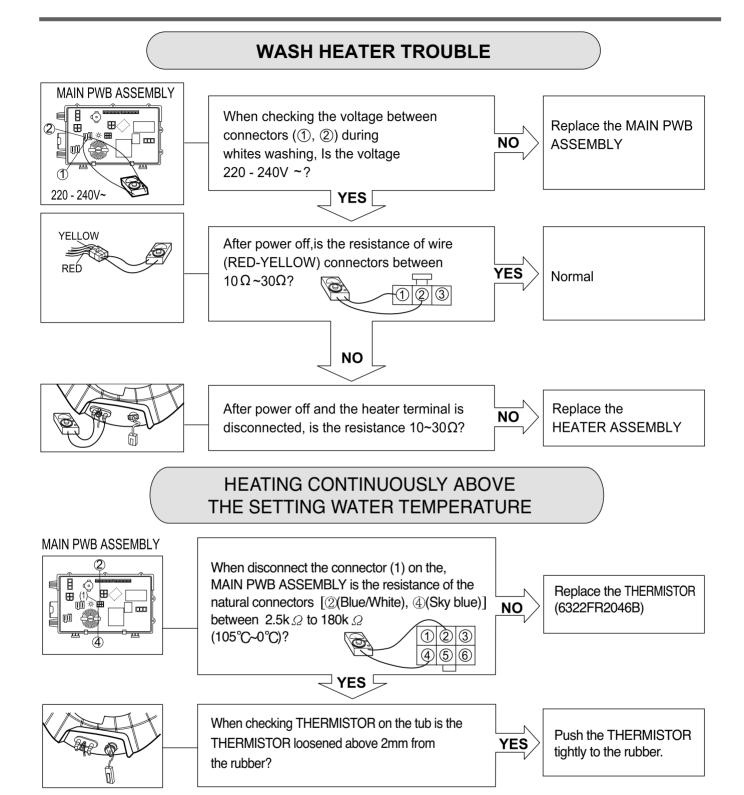


HEATING WITHOUT WATER

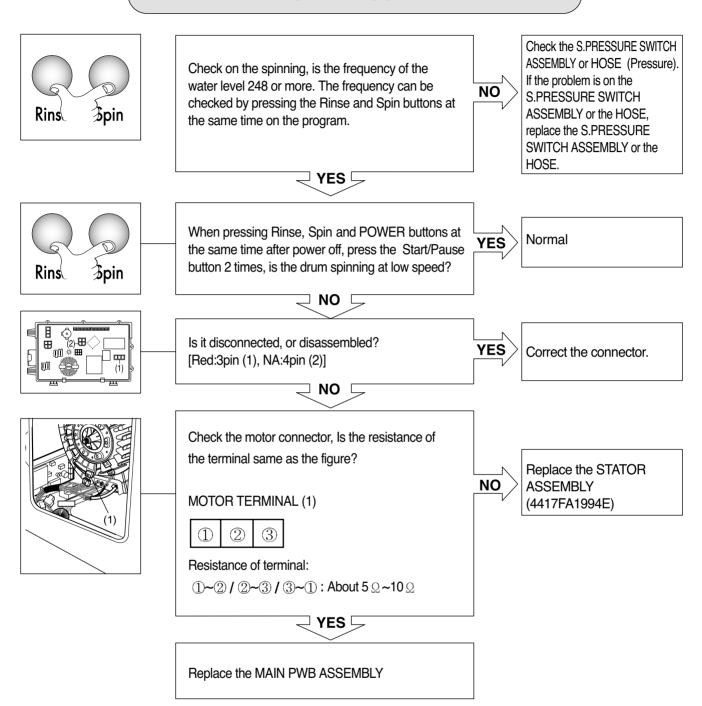


DRAIN MALFUNCTIONING





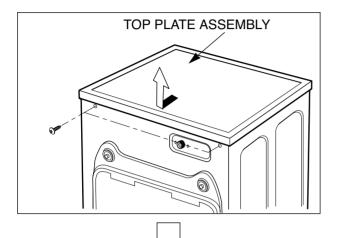




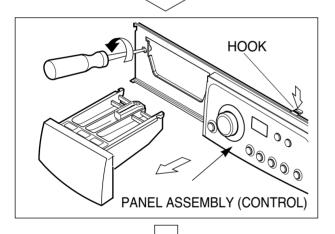
9. DISASSEMBLY INSTRUCTIONS

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

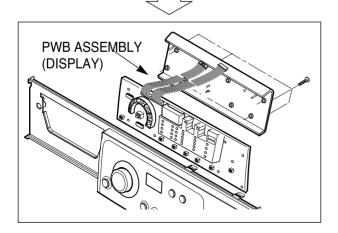
CONTROL PANEL ASSEMBLY



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

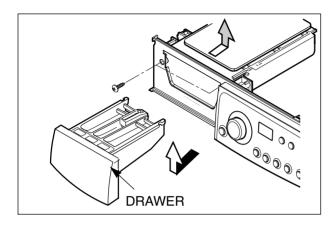


- ① Disconnect the ASSEMBLY connector.
- 2) Pull out the drawer and unscrew 3 screws.
- ③ Push 2 upper hooks down and pull the control panel.

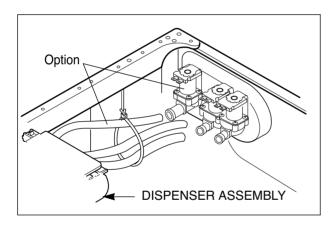


① Disconnect the PWB ASSEMBLY from the control panel by unscrewing 9 screws.

DISPENSER ASSEMBLY

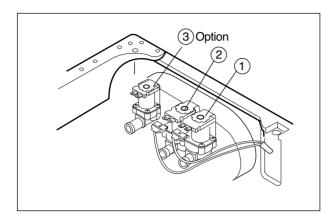


- ① Disassemble the TOP PLATE ASSEMBLY.
- ② Pull out the drawer slightly upward.
- ③ Unscrew 3 screws.



- $\ensuremath{\textcircled{1}}$ Disassemble hose clamps and hoses.
- ② Disassemble the ventilation bellows and the water inlet bellows from the tub.

INLET VALVE ASSEMBLY



- $\ensuremath{\text{\textcircled{1}}}$ Disconnect the wiring connector.
- ② Unscrew 2 screws from the back.
- *When reconnecting the connector
- * Cold only model

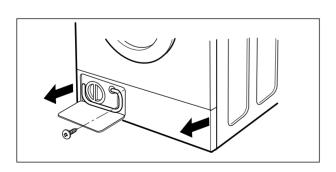
| VALVE#1 (MAIN) | Whited/Black-Black |
|----------------|---------------------|
| VALVE#2 (PRE) | Gray/ White - Black |

* Cold and Hot model

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

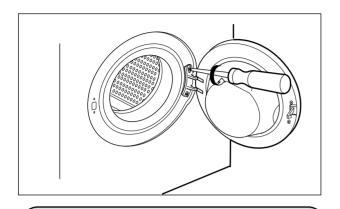
- MAIN PWB ASSEMBLY
- ① Remove the back cover.
- ② Unscrew 2 screws.
- ③ Pull the MAIN PWB ASSEMBLY as shown.

LOWER COVER



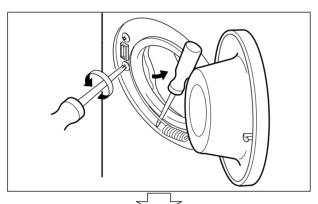
① Open the lower cover CAP by using coin and pull out the lower cover in the arrow direction after a screw is unscrewed.

DOOR ASSEMBLY

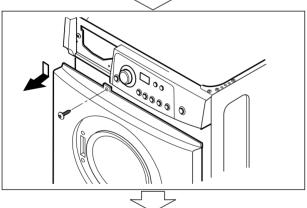


- ① Open the door completely.
- ② Remove the two screws from the hinge.
- When removing the DOOR ASSEMBLY, it is necessary to hold the BRACKET that is inner of the CABINET COVER.

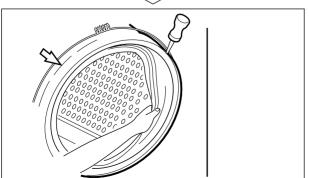
GASKET



- 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.

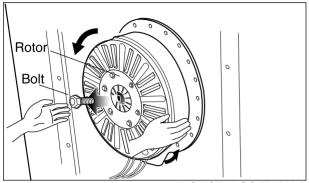


① Unscrew all the screws on the upper and lower sides of the CABINET COVER.

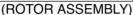


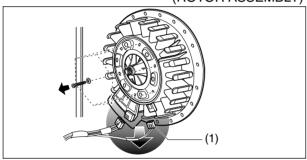
- ① Take apart the tub CLAMP ASSEMBLY
- ② Make sure that the drain hole of the GASKET is put beneath when reassembling the GASKET.
- *Refer to the arrow mark on the TUB COVER.

ROTOR ASSEMBLY, STATOR ASSEMBLY, FRICTION DAMPER ASSEMBLY



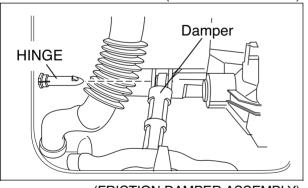
- ① Remove the BACK COVER.
- ② Unscrew the bolt to pull out the ROTOR ASSEMBLY.





- $\ensuremath{\textcircled{1}}$ Disconnect the wiring connector.
- ② Unscrew 6 bolts from the STATOR.
- ③ Remove the BODY FRAME.
- * Note: Hook of connector (1) is on the backside

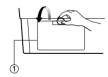




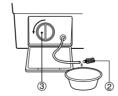
(FRICTION DAMPER ASSEMBLY)

- $\ensuremath{\textcircled{1}}$ 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



Open the lower cover cap (1) by using coin.

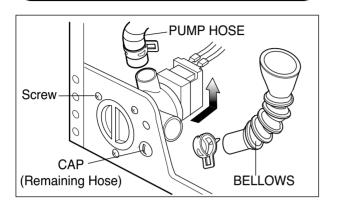


Unplug the drain plug (②), then the water flows out, At this time use a vessel to prevent water flowing on the floor. If the water does not flow any more,turn the pump filter (③) open to the left.



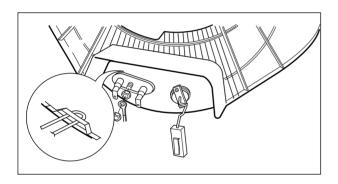
Take out any foreign material from the pump filter (③). After cleaning, turn the pump filter (③) clockwise and insert the drain plug (②) to the original place. close the lower cover cap.

DRAIN PUMP ASSEMBLY



- ① Remove PUMP HOSE.
- ② Remove BELLOWS..
- ③ Remove CAP (Remaining Hose.)
- 4 Disconnect the wiring.
- (5) Unscrew 2 screws
- (6) Remove the DRAIN PUMP ASSEMBLY.

HEATER ASSEMBLY

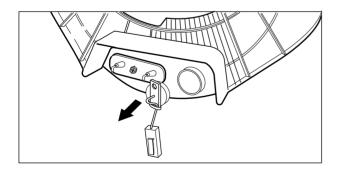


① Loosen the M6 heater nuts to pull out the HEATER ASSEMBLY.

CAUTION

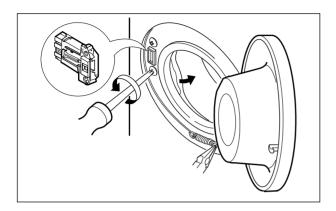
When mounting the HEATER ASSEMBLY be sure to insert the HEATER ASSEMBLY into the heater clip on the bottom of the tub.

THERMISTOR



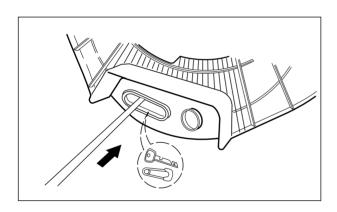
- ① Pull it out by holding the THERMISTOR bracket.
- * If it is pulled by the wire, it may be broken.
- ② When mounting the THERMISTOR again, make sure that it is got back tight to the bushing.

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.

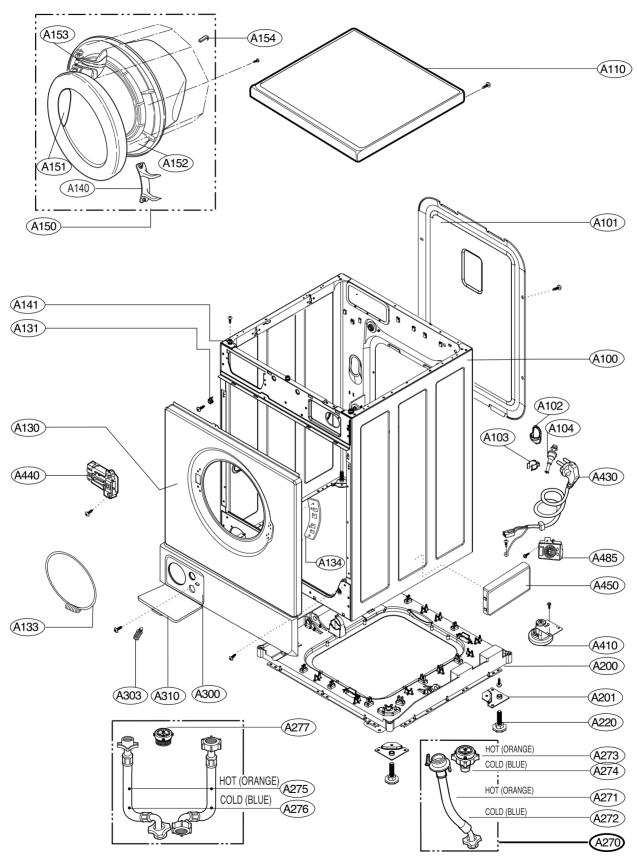
WHEN FOREIGN MATERIAL IS STUCK BETWEEN DRUM AND TUB



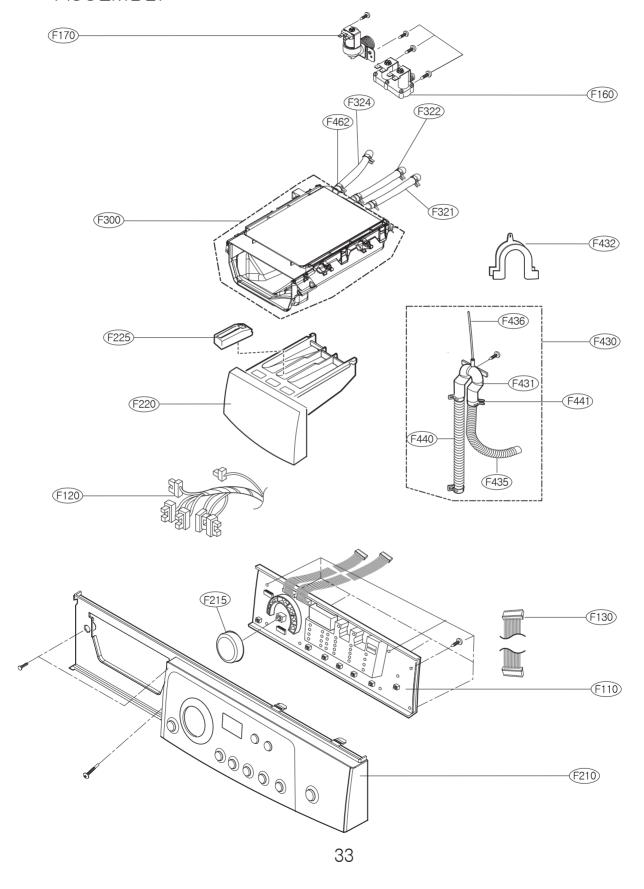
- ① Remove the HEATER ASSEMBLY.
- ② Remove the foreign material (wire, coin and others) by inserting a long bar through the hole.

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

