

SAMSUNG

TOP 5

Troubleshooting Tips

Your Washer

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1. Vibrates or Is Too Noisy.

- Make sure the washer is set on a level surface. If the surface isn't level, adjust the washer feet to level the appliance.
- Make sure that the shipping bolts are removed and the laundry load is balanced.



2. Does Not Drain and/or Spin.

- Check the fuse or reset the circuit breaker.
- Straighten the drain hoses. Eliminate kinked hoses.
- Close the door and press the Start/Pause button.
- Make sure the debris filter is not clogged.



3. Water Leakage from Dispenser.

- Remove the liquid detergent tray and the siphon cap.
- If your washer has an additional tray for bleach or fabric softener, remove that as well.
- Gently wash all the parts under running water until any build up is removed.



4. Has No Water or not Enough Water.

- Turn both faucets on fully and straighten the water inlet hoses.
- Make sure the door is tightly closed.
- Disconnect hoses and clean the screens. Hose filter screens may be clogged.



5. Will not start.

- Be sure the power cord is plugged into a live electrical outlet.
- Make sure the door is firmly closed and your washer is plugged in.
- Make sure the water source faucets are open and both hot and cold water hoses are installed properly (not reversed)
- Make sure the Child Lock is not activated.



* All videos play with english only.



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