

Customer Error Codes On All Digital Display Frontload Washers

MODEL/SERIAL # All Front Load Washers with a Digital Display window.

PROBLEM The customer sees what appears to be an error code in the digital display window. When calling for assistance, servicer cannot find code in the tech data sheets or service manual.

CAUSE Washer is signaling the customer there is a fault in the cycle operation.

SOLUTION If the washer stops, an error code flashes and the signal beeps periodically, press the Cancel or Pause/Cancel button. Consult the Error Code Chart below and have the customer read the "Avoid Service Checklist" in the Owner's Guide for the possible cause and solution. If the customer cannot make the correction, service will have to recall the exact error code in the service mode.

NOTE

These customer error codes are not included in the error code chart on the technical data sheet located inside the washer.

Error Code	Error	Possible Causes	Solutions
1 Beep / E10	Water doesn't enter	Water supply to the home is interrupted. Water pressure is too low. Water may not be turned on or faucet may not be fully opened. Hoses are kinked. Drain pipe is below minimum height of 24".	Check to see if water flows adequately from other faucets in the home; wait for service to be restored. Avoid running water in other areas of the home when doing laundry. Fully open supply faucets to washer. Straighten hoses. Raise height of bend in drain hose to a minimum of 24".
1 Beep / E10	Water leaks	Hose connections are loose. Household drain is clogged. Oversudsing.	Tighten inlet hose connections at faucets and washer. Unclog household drain. Use high efficiency detergent in amount recommended on label.
2 Beeps / E20	Water doesn't drain	Drain hose is kinked. Household drain is clogged.	Straighten hoses. Unclog household drain.
3 Beeps / E30	Drum Overfilled	Inlet valve, pressure switch or control board failure	Do not open door, select Drain/Spin to remove water, restart cycle.
4 Beeps / E40	Door is open	Washer will not operate if the door is open.	Close washer door.
5 Beeps / E50	Motor is overheated	Washer motor stops if overheated.	Wait 30 minutes for motor to cool down.
7 Beeps / E70	Cold water doesn't enter washer	Cold water hose is connected to wrong faucet. Cold water faucet is not turned on.	Connect hose to cold water faucet and cold water inlet on washer. Be sure cold water faucet is fully opened.
15 Beeps / EF0	Oversudsing	A high efficiency detergent was not used. Too much detergent was added.	Use only a high efficiency detergent. Follow manufacturer's recommendation for dosage. Amount may need to be adjusted for water temperature, water hardness, load size and soil level.
15 Beeps / EF0	Hot water doesn't enter washer	Hot water hose is connected to the wrong faucet. Hot water faucet is not turned on	Connect hot water hose to hot water faucet and hot inlet on washer. Be sure hot water faucet is fully opened.