Troubleshooting

Hotpoint

GB

Your washer dryer could fail to work. Before contacting the Technical Assistance Centre (see "Assistance"), make sure that the problem cannot be not solved easily using the following list.

Problem:	Possible causes / Solutions:
The machine does not switch on.	• The appliance is not plugged into the socket fully, or not enough to make contact. • There is no power to the socket, or the fuse has blown in the mains plug.
The wash cycle does not start.	• The door is not closed properly. • The ON/OFF button has not been pressed. • The START/PAUSE button has not been pressed. • The water tap has not been turned on to allow water to flow into the machine. • The 'DELAY TIMER' has been selected. • The 'CHILD LOCK' is activated (see 'The machine just 'beeps' when a programme or option is selected' below).
The machine does not dry.	• Check the 2 sections above. • The 'DRY' button has been pressed to exclude drying.
The clothes are too hot when the drying cycle is finished.	• A cooling-down period is always added to the end of each drying cycle. If the clothes appear too hot to handle leave the door open to allow to cool further before removing from the machine.
The machine does not fill with water or 'No Water, Check Supply' is shown in the display window.	• The water inlet hose is kinked. • The water inlet hose is not connected to the water supply. • The water pressure is too low. • The water tap has not been turned on to allow water to flow into the machine. • There is no water supply to the house. • The inlet valve filter is blocked. • The START/PAUSE button has not been pressed.
The machine continuously fills with water and continually drains away or Water left in the drum or Stuck on wash.	• The top of the drain hose is too low - It must be fitted at a height between 65 and 100 cm from the floor *(see "Installation")*. • The drain hose is connected incorrectly to the sink trap allowing water to run into the machine, the drain hose must be positioned higher than the bottom of the sink to prevent water flowing down the drain hose. • The end of the drain hose has been pushed too far down the standpipe, the 'U' bracket should be fitted 100 mm from the end of the drain hose.
The machine does not drain or spin - 'START/PAUSE' flashing orange.	• The Pump filter is blocked - *(see Care & Maintenance).* • The drain hose is kinked. • New Installation - The blanking cap or spigot has not been removed if connected under a sink. • The drain hose or sink trap is blocked.
The machine does spin.	• The spin speed is set to "OFF".
The machine does not drain or spin - 'REDUCED CREASES' & 'START/PAUSE' flashing orange and message in display.	• The 'REDUCED CREASES' option is enabled, at the end of the program the machine drum will rotate slowly and 'END OF CYCLE' will appear in the display. To complete the program press either the 'REDUCED CREASES' or the 'EASY IRON' buttons *(see Wash Cycles & Functions).* • The 'SILK/CURTAINS' program is selected, at the end of the program it will not drain and 'RINSE HOLD' will appear in the display. To complete the program press either the 'START/PAUSE' or 'REDUCED CREASES' buttons *(see Wash Cycles & Functions).*
The wash programme takes too long.	• Programme times will vary due to water pressure, the incoming water temperature and if the wash load goes out of balance. This will increase the programme time accordingly *(see 'The machine wont spin properly' below)* - (Most Common Cause!).
The Display sticks at one 'time to end' for more than 1 Minute or the Display changes the estimated 'Time to End' during the programme.	• The display time is for guidance only - ***it is not a precise time to finish and may vary.***

The machine vibrates a lot during the spin cycle.	• The feet have not been adjusted, enabling the machine to rock. • New Installation - Either the Transit Bolts including the plastic spacers, or the Polystyrene Packaging have not been removed when installing the machine. • The machine is trapped between cabinets and/or walls. • The load is in a slight out of balance condition and machine is spinning, but at a lower speed.
The machine is noisy.	• There will always be some motor, pump and drum noise during spin.
The machine wont spin properly.	• Out of Balance detected when attempting to go into a spin cycle - If this happens the machine will continue to try to repeat the distribution of the load required before the machine will go into higher spin speeds - This will increase the programme time accordingly. This is a safety feature to prevent damage. Out of Balance can be caused by washing a single heavy item (eg duvet, quilt, etc). - Try the programme again using a different load.
The machine leaks from the dispenser.	• The dispenser drawer is blocked with detergent and requires cleaning. • The water pressure is too high and requires turning down - turn down the tap on the water supply pipe slightly and try again. • The machine is tilting forwards - It must be level when in its final position.
The machine leaks (other than dispenser).	• The fill hose is loose, check both the cabinet and tap ends. • The fill hose is tight but still leaks, if so replace the rubber washers, or the fill hose is missing the rubber washer. • The drain hose is not fixed in properly.
The machine is locked and an error code appears on the display (eg F-01, F-..).	• Switch off the machine and unplug it, wait for approximately 1 minute and then switch it back on again If the problem persists contact the Technical Assistance Service.
The machine smells.	• The machine requires a service wash. Run a 90 degree wash cycle with detergent and no laundry.
The machine door cannot be opened.	• The door will not open until the door lock indicator light goes out shortly after the program has finished. • If there is no power to the machine you need to perform the manual unlocking procedure *(see Precautions & Tips).*
Door Seal damaged at the bottom.	• The door seal has drainage holes at the bottom - This is normal.
The water level is too low when the machine is washing.	• The water level is correct if it can be seen at the bottom of the door.
The word 'DEMO ON' appears intermittently in the display window and the drum slowly turns.	• To exit, switch machine off, then press and hold 'ON/OFF' and 'START/PAUSE' buttons simultaneously for 3 seconds. Note the machine will need the language resetting.
The machine just 'beeps' when a programme or option is selected (Child Lock Symbol is lit).	• Deactivate the Child Lock feature by pressing and holding in the 'CHILD LOCK' button for 2 seconds.
There is too much foam.	• The detergent is not suitable for machine washing (it should display the text 'for washing machines' or 'hand and machine wash' or the like). • Too much detergent was used - less detergent is required in soft water.
After completing the programme, or before starting a programme, the machine has turned itself off (no lights).	• To comply with new energy saving regulations the machine is fitted with an automatic standby system. Press 'ON/OFF' button for 3 seconds to activate the machine, it can then either be switched off or a new programme selected.
General.	• Your washing machine contains sensors that monitor progress during the wash cycle (eg: Water Levels, Temperatures, Out of Balance loads, Wash time/progress). Normally, if your machine successfully completes the cycle, there is unlikely to be anything wrong!

Remember, you will be charged for a service call for problems caused by incorrect installation, as listed above.
Not emptying contents from pockets may cause pump or drain blockages, or may damage the machine.
Do not wash items which do not have a wash label, or wash items that are not intended as machine washable.