

1		2		3		4	
A		X08063724					
B							
C		技术要求					
D		1. 材料：70g胶版纸，正反面印刷； 2. 印刷为黑白色单色印刷； 3. 所有印刷内容正确、清晰，不得有漏印、误印，无印刷缺陷； 4. 幅面：（210±3）X（145±3），（单位：mm）； 5. 未注公差按照GB/T 1804-m； 6. 颜色及整体效果必须经过研发部确认后方能生产，产品检验以封样件为准； 7. 符合RoHS现行标准要求 and REACH指令。 8. 说明书警示语部分的文字大写字母高度必须大于3mm。					
2452867 英文							
借(通)用件登记		升版原因： P17内容更改					
旧底图总号							
底图总号							
		版本号	D	更改单编号	XECN015131	重量	比例
出图审查		设计	张艳杰 2025.4.10	会签			1:1
		审核	刘松 2025.4.10	会签		第1页 共31页	
日期		工艺	冯超 2025.4.10			图形识别符号	
		标准化	程木聪 2025.4.10	批准	崔维明 2025.4.10		
1		2		3		4	

Hisense

life reimagined

USER'S OPERATION MANUAL

Before operating this unit, please read this manual thoroughly, and retain for future reference.

WT3I1823U*

EN

English

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Safety information

1. The manufacturer reserves the right for any modifications on the product which might be deemed necessary or useful without informing about it in this IFU.
2. Before operating your new washing machine, please read this instruction carefully, and keep it for future reference. If you have lost it accidentally, ask customer service for e-copy or hard copy.
3. Please make sure the socket is grounded securely, the water source connection is reliable.
4. This appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
5. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
6. Children should be supervised to ensure that they do not play with the appliance.
7. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
8. The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
9. For appliances with ventilation openings in the base, that a carpet must not obstruct the openings.

Safety information

10. Children of less than 3 years should be kept away unless continuously supervised.
11. The maximum permissible inlet water pressure, 0.8 MPa, for appliances intended to be connected to the water mains. The minimum permissible inlet water pressure, 0.03 MPa, if this is necessary for the correct operation of the appliance.
12. The maximum washing capacity is 18 kg.
13. For private domestic use only.
14. This appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments;
 - areas for communal use in blocks of flats or in launderettes.

Specifications

Type	Top loading washing machine
Model	WT3I1823U*
Rated voltage frequency	220-240 V~50 Hz
Rated washing/spinning capacity	18.0 kg
Water inlet pressure	0.03-0.8 MPa
Rated input power	900 W
Weight (Net)	50 kg
Dimensions (WxDxH)	650 mm x 685 mm x 1095 mm

Attention:

1. Asterisk (*) means different color schemes and can be varied (A-Z).
2. The design and specifications are subject to change without notice for quality improvement purposes.

Safety precautions

Your safety and the safety of others are very important.

We have provided many safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING". These words mean:



DANGER

You can be killed or seriously injured if you don't immediately follow instructions.



WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of fire, electric shock or injury to persons when using your washing machine, follow basic precautions, including the following:

- Do not remove the ground wire.
- Plug into a grounded outlet.
- Do not use extension cords.
- Unplug or disconnect power before cleaning or servicing.
- After cleaning or service, replace all parts and panels before operating.
- Use non-flammable cleaning products.
- Keep flammable products, such as gasoline, away from washing machine.
- Use two or more people to move or install washing machine.
- Do not repair or replace any part of the washing machine or attempt any servicing unless specifically recommended in this manual.
- For service, contact the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

Safety precautions

SAFETY WARNING

Safety Warning

1. Do not place heavy objects on washer.
2. Use two or more people to move or install washing machine.
3. Water temperatures should not exceed 55 °C.
4. Washing machine should be plugged into a matching outlet.
5. Do not allow children to play on or in the washer.
6. If power cord is damaged, it must be replaced by the manufacturer or its service agent or similarly qualified person.
7. The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.

Risk of Clothing Damage

1. Do not wash waterproof clothing (raincoats, pillows, sleeping bags).
2. Washer is for domestic use only.
3. Always read and follow fabric care labels instructions to avoid damage to your garments.

Explosive Damage

1. Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gas, dry-cleaning solvents or other flammable or explosive substances.
2. Do not operate washer if there is a gas leak.

Risk of Injury

1. Keep packaging materials away from children.
2. The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
3. Do not allow children to play with washing machine.
Keep pets away from washing machine.
4. Do not reach into the washing machine if the drum, or agitator is moving.

WARNING



Electric Shock Hazard

Connect to a grounded outlet.
Do not remove ground.
Do not use adapters except those certified and provided by the manufacturer.
Do not use an extension cord.
Failure to follow these instructions can result in death, fire, or electric shock.

WARNING



Risk of Fire

Do not wash items that have been dampened with gasoline, or any product that releases vapors or gases that can ignite and explode.
Failure to follow these instructions can result in death or fire.

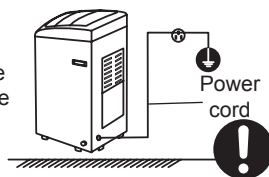
Safety precautions

Meaning and description of the symbols

Warning mark 	Contents marked with that symbol are related to the safety of the product and the personal safety of the users. Failure to comply with the instruction could cause damage of the machine or injure the personal safety of the user.
Forbidding mark 	Contents marked with that symbol are actions forbidden to perform. Failure to comply with the instruction could result in damage of the machine or injure the personal safety of the user.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.

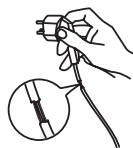
Washing machine should be plugged into a matching outlet. Be sure to use three-phase power receptacle. Ensure that the earthing prong of the power receptacle is earthed reliably. Use leakage protect or if possible.



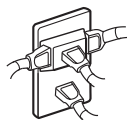
In normal usage of the washing machine, the power plug shall be ready to be disconnected or plugged with hand. Be sure to disconnect the plug and close the water faucet in following cases: power failure, delivering the washer, setting the Washing machine idle or cleaning the washer. Do not plug or pull the power plug with wet hand. Do not use an extension cord.



Do not bend, stretch, twist, bind the power cord by force, or reform it. Do not press or clamp it with heavy items. If the power cord and power plug are damaged, or the receptacle is loose, be sure to have it replaced by the technicians of our special shop or our agent, or Hisense service department for the sake of avoiding any risk. Keep the prong of the power plug clean. If dust is found on the power plug, please wipe it off with dry cloth.



Do not let the washing machine share one receptacle with other electric appliances. If the power plug is damaged, or the connection into the power inlet is loose, do not use it any more.



Safety precautions

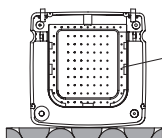
Do not place the washing machine in a humid or damp environment like a bathroom. Do not use corrosive cleaning products to clean the washer. Use only a soft damp cloth.



Do not use water with temperature higher than 55 °C inside the tub.



Do not position the washing machine on a carpet.



The ventilation holes at the bottom



Do not wash water-proof laundries like the raincoat, bike covers, down textiles etc. to avoid abnormal vibrations in spinning and damaging the laundries.



Do not put hand into the rotating tub. It is dangerous even if the rotation speed is slow. Take special care of the children. Keep children away from the washing machine to avoid them climbing on it.



Do not decompose, repair or alter the machine by yourself.



Do not put any hot or heavy items (such as the kettle with hot water) on the washing machine.



Do not wash laundries with volatile materials (such as thinner, petrol etc.).



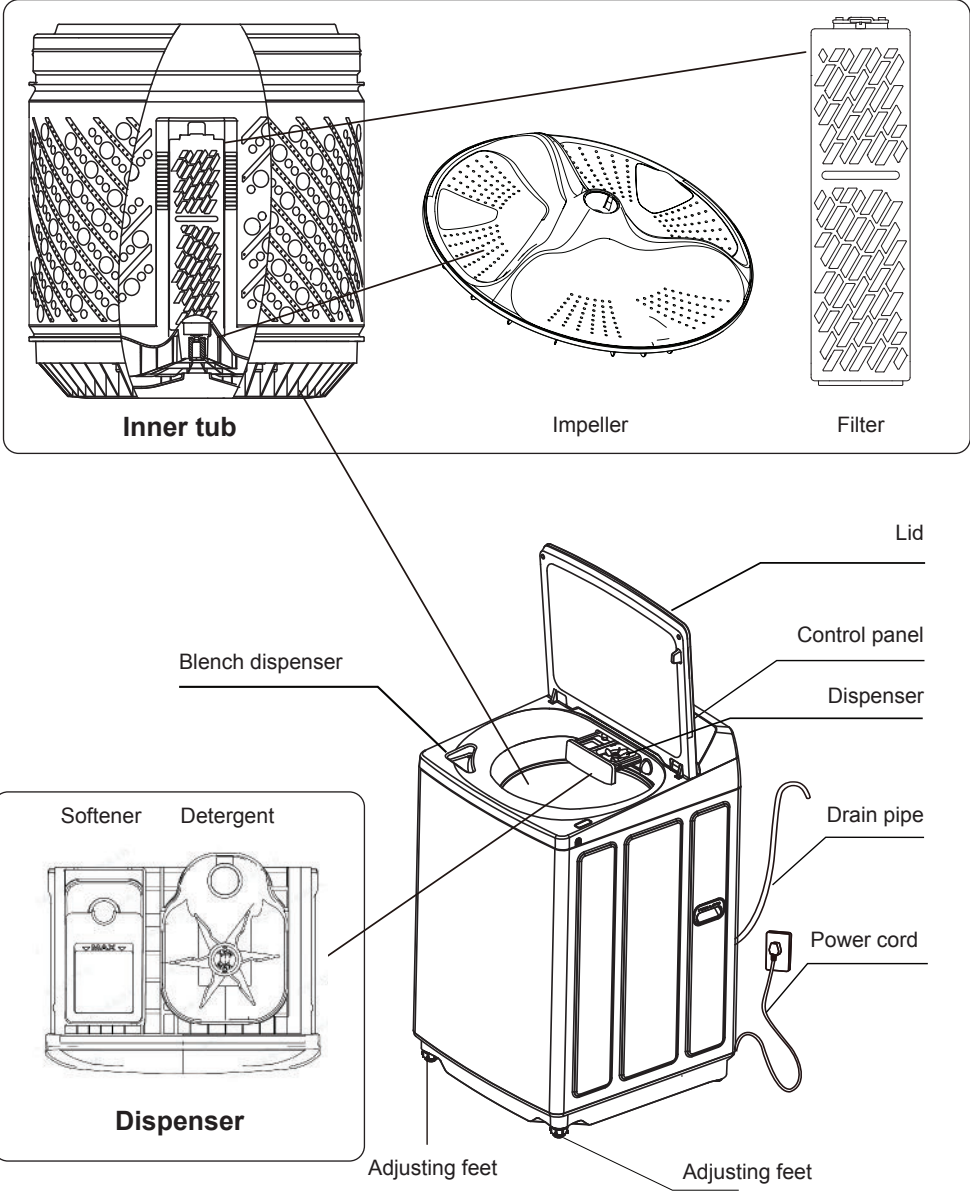
The handicapped or children shall not use the washing machine without care.



Keep the washing machine away from direct sunlight and heat source like the heater.



Parts included



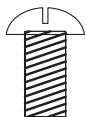
Packing list

Fig. 1
Inlet Hose



2 pieces (cold water&hot
water)

Fig. 2
Screw



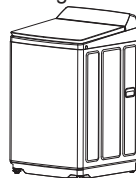
3 pieces

Fig. 3
Insulation Panel



1 piece

Fig. 4
Washing Machine



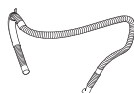
1 set

Fig. 5
User Mannual



1 set

Fig. 6
Drain Hose



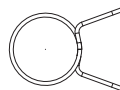
1 piece

Fig. 7
"U" Bend



1 piece

Fig. 8
Pipe Clamp



1 piece

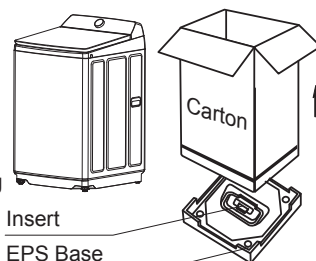
Installation and adjustment

Please install and adjust the machine according to the requirement of the manual, which is very important for you to operate the machine safely and properly.

- Remove the packaging, take out the Insulation panel, the EPS Base, the insert, etc.
- Open the lid of the washing machine, take out the Accessories in the tub of the washing machine.

Note:

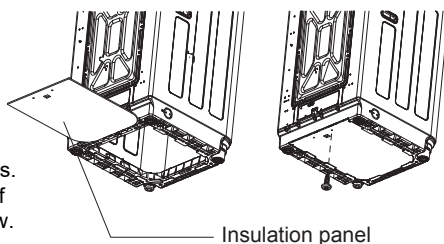
The insert in the EPS Base is not a part of the washing machine, it's usage is fixing the washing machine in the transportation. Test the washing machine or washing on the EPS Base is strictly prohibited.



Install the insulation panel

- After opening the package, please lean the washing machine forward gently, then put the insulation panel into the socket of the Base.
- Fasten the insulation panel to the Base with a screw by a cross screwdriver.

There are three screws in the accessories. Two screws are used for the rodent-proof board, and the other one is a spare screw.

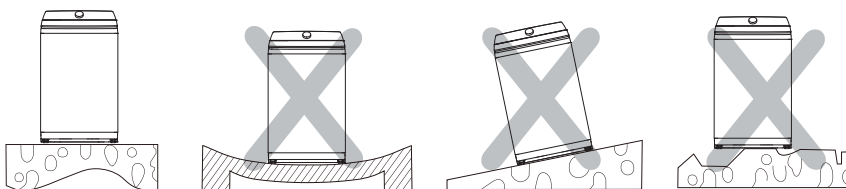
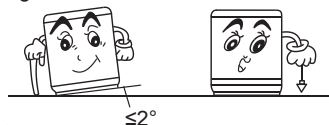


Adjust the installation position

The largest allowable slope of the shank base of the machine is 2° . The slanting or rough ground will result in unstable running or stoppage of the machine. Please adjust it with following methods:

● Confirm it's horizontal

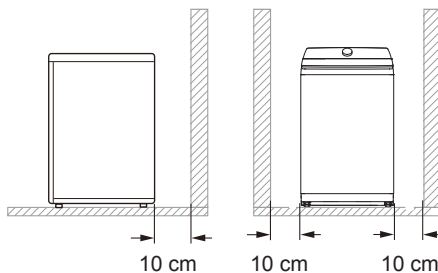
Use a thread tied with plumb to check if it is horizontal.



Installation and adjustment

Adjust the installation position

The washing machine should be kept 10 cm away from the surrounding wall to prevent hazards.



Adjust the installation position

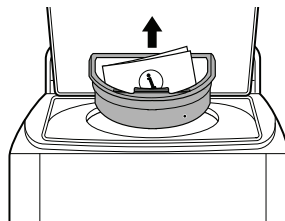
• Adjust the adjustable foot

1. To twist the adjustable foot, please first lift up the side of the foot slightly. Twist the adjustable foot clockwise until the washing machine is stable.
2. Fasten the nut counter clockwise after adjustment.



Take out the foam

Attention: you can keep the foam to prevent the subsequent need to move machine can continue to use it as protection.



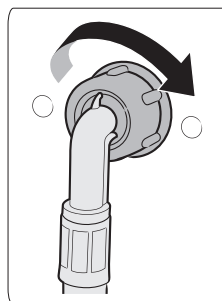
Installation of the inlet hose

Confirm the suitable faucet and water requirement

An adequate water supply must be provided with water pressure between 0.03 MPa to 0.8 MPa. For proper operations the water temperatures must be between 5 °C and 55 °C. Length of front end must be greater than 10 mm. Use of a horizontal faucet with a right angle opening is recommended.

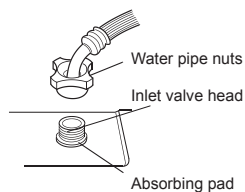


1. Connect one end of the pipe to the faucet and the other end to the water valve of the washing machine;
2. The hot water pipe is connected to the red hot water valve of the machine and the cold water pipe is connected to the blue water valve of the machine;
3. Check that the connection is secure;
4. Check that the water supply hoses are not bent or tangled. Turn on water faucets to check for leaks connection.



Note:

Do not remove absorbing pad and check if it falls off or be damaged or not every time washing machine is going to be used. If yes, contact Hisense service department immediately.



Installation of the drain hose

Installing the drain hose

1. Connect the drain hose to the drain hose joint at the back of the washing machine.

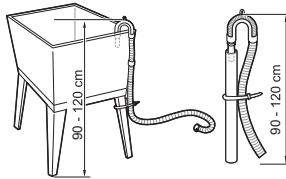
Make sure to connect them firmly using the Pipe Clamp.

2. Install the Drain Hose with the U-Bend to a standpipe or basin.

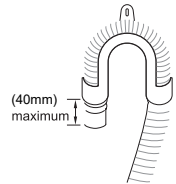
The drain hose must not be placed higher than 120 cm above the floor, otherwise water in the appliance may not drain or may drain slowly.

The drain hose must not be placed lower than 90 cm above the floor, otherwise water in the appliance may flow away when water-filling, lead to E4 Error .

NOTE: Securing the drain hose correctly will protect the floor from damage due to water leakage.



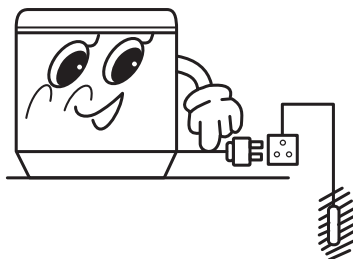
NOTE: To prevent siphoning, the drain hose should not extend more than 40mm from the end of the U-Bend .



Preparation before washing

Preparation before washing

1. Open the water faucet.
2. Confirm that the washing machine is earthed reliably. Then plug the power plug into the receptacle. The earthing terminal shall not link to gas pipeline and faucet water pipeline.
3. Before formal use, you need to run the "Tub Clean" program to clean the washing machine.



Pay attention to followings before washing

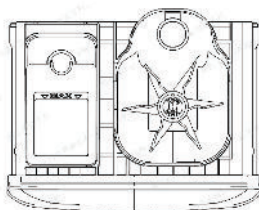
Check if the laundry has special washing requirement. According to the lable, can be divided into: 1. cottons 2. mixed fibres 3. synthetics 4. silks woods 5. rayon	Clear all pockets of loose items, this may damage the machine if not removed. 	Tie the long strips; fasten the buttons; close zippers. 	The quantity of the laundry shall not be too large. Stretch and loosen the laundry before putting them in the tub. 	It is advisable to add laundry with buttons to a slope as the buttons could cause a rattling sound whilst being washed. 
a. Check if the laundry are applicable for washing. b. Divide the laundry that are not colorfast from other laundry. c. Put those laundry difficult to absorb water into water with hand. d. For those laundry with heavy soil, please first remove the dirt like mud or dust. For the parts with heavy soil, please apply detergent on them in advance, which can make it easier to remove the soil. e. For those laundry that may get lint ball and those with long fur, turn it over before putting in. f. Do not put those laundry polluted by chemicals into the washer directly.				

Loading laundry and dispensing the detergent

How to load the laundry

- The capacity of washing and spinning refer to the largest weight of the standard laundry under dry condition that can be washed or spined in one cycle. Washing quantity for one cycle shall be less than the rated capacity. The largest capacity of this machine is 18 kg.
- The thickness, size and type of the cloth will influence the actual washing capacity. It is feasible to put in suitable amount of laundry and the laundry can be tumbled normally in washing for one cycle.
- Please do not select high water level for laundry less than 2.0 kg to avoid splashing.
- In washing the fluffy laundry like the woolen blanket, the quantity shall not exceed 2.0 kg for each cycle.
- In using water with high temperature, please pay attention to the washing temperature limit stated on the label of the laundry.

How to add the detergent or softener



Softener

Powder
or liquid
detergent

- As shown on the left figure, pull out the soap box before adding the detergent or softener.
- Either the washing powder detergent, liquid detergent of softener can be used, the softener should be added to the left chamber, the detergent should be added to the right chamber. The low foaming washing powder detergent/liquid detergent is recommended.
- The required quantity of washing powder detergent/liquid detergent will vary with the quality of the washing powder/liquid detergent and the dirtiness of the laundry.
- When the load of laundry is little, the water level should not be too high, otherwise not only the water and washing powder/detergent will be wasted, but water will spill out easily.
- When the detergent or softener is added, the height of the detergent or softener should not exceed the "MAX" mark. When the liquid detergent or washing powder detergent is agglomerated of viscous, it should be diluted with a small amount of water before being placed into the detergent box to avoid any residue of detergent or additives after washing.

How to use the washing powder

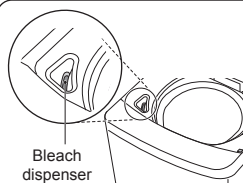
- Directly dissolved in the machine (Not applicable for Fuzzy program and Delay wash):
 1. Fill in small quantity of water.
 2. Add the washing powder. Run for 30 seconds to dissolve it completely.
 3. Put in the laundry. Select suitable water level.
- The instant dissolving of the washing powder:
 1. Prepare warm water of 30 °C and a container.
 2. Add the powder into the container while stirring to fully dissolve it.
- The powder is more likely to pollute the laundries than the detergent. Therefore please use it with suitable quantity.
- It is suggested not to use high foam detergent. Use detergent for top loaders or automatic machines only.
- Washing powder with poor quality or long time storage may be caked. Please clean the detergent box in time.

Loading laundry and dispensing the detergent

Standard dosage of the detergent and the water quantity

laundry quantity(kg)		Water level		Water quantity		Common powder, Add 1.3g in each 1L water
12.0-18.0	▶	8 7	▶	About 123L About 109L	▶	About 159.9 g About 141.7 g
8.0-12.0	▶	6 5	▶	About 96 L About 83 L	▶	About 124.8 g About 107.9 g
4.0-8.0	▶	4 3	▶	About 65 L About 56 L	▶	About 84.5 g About 72.8 g
0-4.0	▶	2 1	▶	About 47 L About 36 L	▶	About 61.1 g About 46.8 g

How to add bleach



- Bleach needs to be placed in the shown drop port position before machine starting, avoid splashing or overfilling;
- If ues bleach powder, you need to dissolve it in water in advance before pouring it into the outlet;
- If using a chlorine bleach, dilute if with water according to the instructions in advance;

⚠ Attention

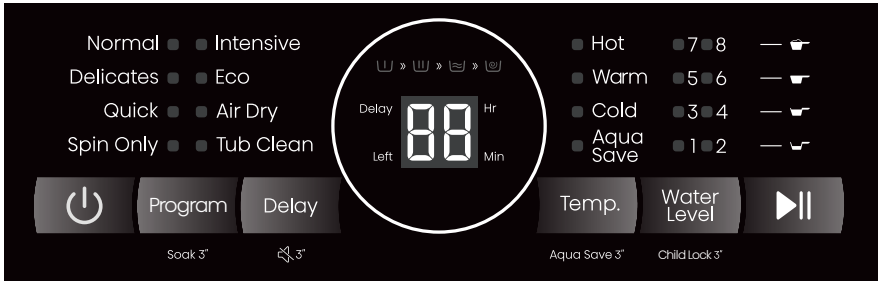
- Before using bleach, it is necessary to determine whether the clothing can be cleaned with bleach;
- Bleach dispenser is limited to bleach, do not put other items;
- Bleach should not be put into the softener and detergent dispenser;
- Before using bleach, read the bleach instruction manual carefully;
- Do not fill it up too much, or it will run everywhere.

Programs and options

Follow the steps below to program the washing machine according to your needs:

The states and meaning of lights

- The light lighting up indicates the progress of wash program selected.
- The flashing display light indicates the progress of wash.

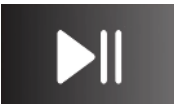


Icon	The meaning of icon	Icon	The meaning of icon
	Soak Stage		Rinse Stage
	Wash Stage		Spin Stage
	Digital tube display window		Mute



1. Power Switch

- Press the power switch to turn on the power.
- After power-on, press the power switch to turn off the power.
- If the "▶||" button is not pressed in 10 minutes after the power is turned on, the washing machine will automatically power off.



2. Start/Pause

- After power-on, press "▶||" button to start the washing machine.
- While the machine is paused, you can adjust the parameters.
- While the washing machine is running, press this button to stop it.

Programs and options

Program

Soak 3"

3. Program&Soak

(1)Program

- Choose the appropriate washing program based on the load, texture and dirtiness of laundry.

The selection sequence is as follows: Normal → Delicates → Quick → Spin Only → Intensive → Eco → Air Dry → Tub Clean.

(2)Soak

- Press "Program" for 3 seconds, soak function activated.
- Soak or not is determined according to the dirtiness of laundry.
- In quick programs, the soak process cannot be started.

Delay



4. Delay&Mute

(1)Delay

- Short press "Delay" button (no more than 3 seconds) can use this function.
- The delay time is within 24 hours. When the delay is set, the digital tube displays the reserve time, before this function is started, it can be canceled when the automatic process programming is performed again.
- After setting, press the "▶||" button to enable it. After startup, if you want to cancel, you need to shut down the machine.
- You can only regulate the water level by pressing the "Water Level" button after enabling this function.
- The indicators of all the selected parameters will be on after the pre-set function starts to work.

Real-life case:

It is 12 o'clock now, you want to finish a one-hour washing session at five o'clock, you need to set the appointment time on the machine for five hours, and the program will finish running at five o'clock.



(2)Mute

- Press "Delay" for 3 seconds, Mute function activated, and the digital tube displays been off when silent function is running.
- Press "Delay" for 3 seconds to cancel the mute function, and the digital tube displays been on.

Temp.

Aqua Save 3"

5. Temp.&Aqua Save

(1)Temp.

Short press "Temp." button (no more than 3 seconds) can use this function. Press "Temp." button repeatedly to cycle through the water temperature. Cold—Warm—Hot—Cold

(2)Aqua Save

- Long press this button (more than 3 seconds) can use this function, at the same time, the corresponding icon "Aqua Save" light.
- At the end of the last rinse run, no water is drained and the water retention tone is sounded. If no processing is done within 4 hours, the washing machine will automatically enter the next step. Press the "▶||" button to enter the next step.
- Aqua Save must be closed when there is both rinsing and spinning process.

Operating procedures

Water
Level

Child Lock 3"

6. Water Level&Child Lock

(1) Water Level

- This machine has 8 water levels for selection.
- Depending on the load of the laundry to be washed, press "Water Level" to select the appropriate water level.
- Water replenishing: After the program is started, press the "Water Level" button to replenish water until the button is released, and the water level indicator does not change during this process. The water replenishing is suitable for the soak, wash and rinse processes. When the water reaches the highest level, the water replenishing is automatically stopped.
- In addition, no water replenishing is allowed during the fuzzy function run.
- Under the child lock state, the manual water replenishing is prohibited.

(2)Child lock

- After the program is started, press the "Water Level" buttons simultaneously for 3 seconds to set or cancel the child lock. After the child lock is started, all the buttons on the panel are invalid, and the child lock is automatically canceled after the program finishes.
- Under the child lock state, if the cover is opened, the "E1" alarm will be issued, then if the cover is not covered within 5 seconds, the washing machine will automatically drain, and stop the drainage after the alarm is removed.
- After the power is turned off, the child lock is invalid.

7. Power-failure memory function

- In case of power failure during drainage or water intake, the initial time of drainage or water intake will be backed to after power-on.
- In case of power failure during presetting, soaking or washing, the latest time point memorized will be backed to after power-on.
- In case of power failure during rinsing, the initial time point of rinsing will be backed to after power-on.
- In case of power failure during spinning, the initial time point of spinning will be backed to after power-on.
- The standby, pause and warning process will not be memorized.

Wash programs

Fully Automatic Program

Wash program	Wash time (mins)	Rinse times	Spin time (mins)	Purpose of application
Normal	18	2	10	Use for normally fabric,suitable for washing dirty cotton fabric
Delicates	8	2	9	Silk and delicate clothing,dresses skirts,shirts and blouses
Quick	3	1	10	Use this function for slightly soiled garments
Spin only	0	0	12	Use for spinning clothing
Intensive	20	2	11	Wash the intensively dirty or large-size fabrics
Eco	10	1	9	Use for lightly soiled fabrics
Air Dry	0	0	36	Shorten the time to dry
Tub Clean	18	1	10	Clean the drum of the machine which can be soiled due to residue build up

- Wash and spin time are designed in the certain program.
As shown by the light of the display:
- (Flashing light) indicates the current process.
- (Error Code+Audible alarm): indicates the operation failed due to an error.

Disposal after washing

If the cabinet is dirty, wipe it with damp soft cloth:

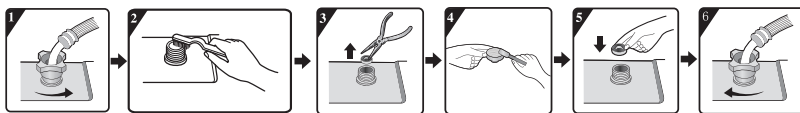
- Do not wash with water directly.
- Wipe with neutral detergent.
- Do not wipe with thinner, petrol, alcohol etc.



How to clean the inlet filter

The filter is likely to be blocked by foreign materials and influences water inlet, please clean it with brush frequently:

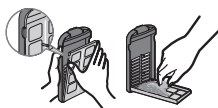
1. Turn off the power and faucet, remove the water inlet pipes;
2. Use a brush to clean the washing machine inlet;
3. Use pliers to gently remove the water valve screen;
4. Use a brush to clean the water valve screen.



How to clean the tub filter

Use filter during washing to collect thread residue and wool dregs. Clean immediately after every use as follows:

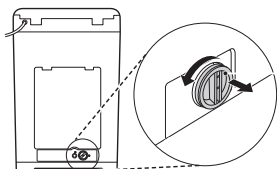
1. Place your thumb on bayonet filter screen and press it down firmly to pull out the filter screen.

2. Open the filter screen and remove the dirt.

3. Rinse it thoroughly with water.

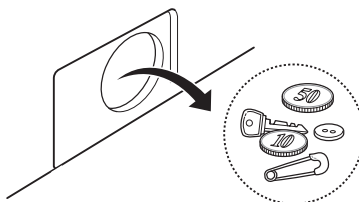
4. Close the filter screen, align bottom of the filter screen with guiding plate and then insert top of the filter screen into the guiding plate until a "click" sound is heard.


Disposal after washing

How to clean the drain pump filter



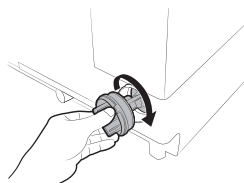
1. Put a floor-cloth or towel under the drain pump filter. Turn the filter knob anticlockwise to remove.



2. Remove foreign bodies from the drain valve.



3. Clean the filter with running water and a soft brush.



4. Reinsert the filter, and turn clockwise until it locks into position.



Attention: you need to clean it every two months!

1. After washing, close the water faucet. (If needed, inlet hose can be disconnected from the tap after ensuring that the tap has been closed properly).
2. Ensure that the water is drained from the machine after every use.
3. Be sure to pull off the power plug before maintenance.
4. Hang up the power cord and drain hose.
5. Wipe off the water drops on the surface of the washing machine and inside the tub. Open the top lid for some time (about 1 hour), then close the top lid.

Trouble shooting

Common faults



The washing machine cannot run

- Is the tap switched on?
- Is the power cord plugged into the socket correctly?
- Is the power supply on?
- Is there a sound from the fuse?
- Is the water level enough?



No water enters the machine

- Is the tap switched on?
- Whether the supply of water stops?
- Is the water inlet pipe of the connecting pipe blocked?
- Is the tap on the wall frozen?



No water is drained

- Whether the drainpipe is lowered?
- Is the drainpipe frozen?
- Is the drainpipe blocked?



Rinse and spin functions of the machine are abnormal

- Are these clothes evenly placed in the washing tub?
- Is the washing machine in a stable position and placed horizontally?
- Is the top cover of the washing machine closed?



The power supply cannot be turned off

- If the error indication is still displayed, please contact the Service Center.



Water is overflowing from the machine

- Drain
- If the error indication is still displayed, please contact the Service Center.

Trouble shooting

Common alarms

Displayed error code	Issue	Solutions
E1	Lid is not closed.	Make sure lid is closed properly. Open and close lid, then press "Start/Pause" to continue the process. The error code will clear once the lid has been closed properly.
UN	If balancing is not corrected after the second time, please distribute and balance load manually.	Open the lid, lay the clothes flat manually, then close the lid and press "Start/Pause" to continue the process.
E3	Washing machine takes too long to drain. Water has not drained from washer after 28 minutes.	Check that drain hose is installed correctly, not frozen, or clogged. See "Usage of the drain hose". Press "Start/Pause" to continue the process.
E4	Washing machine takes too long to fill.	Check the inlet hose installation, also check whether the tap is open and the water pressure is not too low. Then press 'Start/Pause' to continue the process.
E5	Water level sensor is broken.	Please contact Hisense service department.
E8	Reach the overflow water level.	In case of overflow alarm in the first two times, automatically drain water below the set water level so as to eliminate alarms; For the third time, it is necessary to eliminate through manual shutdown.
Attention	Error continues	If the problem persists please contact Hisense service department. Repairs should be done by qualified technician.

Trouble shooting

Common noises

Issue	Solutions
Clanking noise	● Foreign objects, such as keys, coins and so on may be in the tub. Stop running the machine, check whether there is foreign objects in the tub. If the noise still exists after restart, please contact the after-sales service. ● There were jeans, zippered clothes in there. Adjust the position of the clothes, do not place it on the inside of the bucket.
Vibrating noise	● The machine was placed on uneven ground. Place the machine on a flat surface. ● The machine foot is not levelled. Adjust flat feet again according to the instructions. ● The floor material is not strong enough, such as on a wooden floor. It is advised to place it on a concrete floor or floor tile. ● The clothes are not evenly distributed. Stop running and reposition the clothes.
Loud noise	● There is too much cotton and wool in the washing clothes, resulting in uneven clothing distribution. Stop running and reposition the clothes. It is recommended not to wash too many cotton clothes at once.

