

# Service Bulletin

Product : Washing Machine

Bulletin # : DFZ202400065

Release Date : 2024.07.18

## [SVC Guide] FX HP washer/dryer for long drying time or not drying properly

Bulletin Type : SVC Notice  Parts  Others

Applicable only with symptoms

with every repair

Applicable for Serial Number : 311KW ~ 404KW

Applicable for models :

Model	FX HP Washer/Dryer Model		
Buyer Model Name	WM6998HBA.ABLEEUS	WM6998HVA.ASSEEUS	WM6998HWA.ABWEEUS
Factory Model Name	F3Q8CXK2E.ABLEEUS	F3Q8CXK1T.ASSEEUS	F3Q8CXK1W.ABWEEUS

Parts Name	P/No.	Model	Counter Measure	SVC Loc.
PCB Assembly,Main	EBR38539206	ALL	Change to the new Parts	A450
PCB Assembly,Display	EBR33166415	ALL	Change to the new Parts	F110
Knob Assembly	AEZ75994961	WM6998HBA	Change to the new Parts	F215
Knob Assembly	AEZ75994984	WM6998HVA WM6998HWA	Change to the new Parts	F215

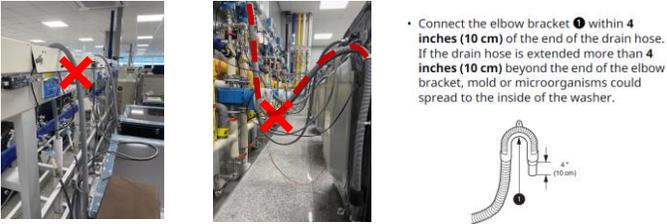
Symptoms	Long drying time Not drying properly	Picture	
Cause	<ol style="list-style-type: none"> <li>1. If the condenser or filter is clogged with lint, drying time may be prolonged or drying may not be possible. This is because the drying channel is not formed properly.</li> <li>2. If the drain pump filter is clogged or the drain hose is hung too high, drying may not occur properly. This is because the condensation that forms during drying does not drain.</li> </ol>		
Countermeasure	<ol style="list-style-type: none"> <li>1. Clean the Lint filter, Condenser and Drain pump filter</li> <li>2. To maintain optimal drying performance, install the drain hose at a height of 1.6 m or less.</li> <li>3. Connect the ThinQ app to the product using the customer's smartphone.</li> <li>4. If the ThinQ app can't be connected, replace all three PCBs together.</li> </ol>		

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Problem	Customer claim	To do																								
Long drying time or Not drying properly	It takes longer than the initial display time	<p><b>1. Check the Lint filter, Condenser and Drain pump filter.</b> If there are too many foreign substances, the drying passage may be clogged, which may prolong drying time or prevent drying completely.</p> 																								
	The display time stops at 4/6 minutes and drying does not finish.																									
	The laundry doesn't dry properly.	<p><b>2. Check the height of the end of drain hose and if a U shape is formed in the drain hose.</b> To maintain optimal drying performance, install the drain hose at a height of 1.6 m or less. Connect the drain hose to the drain pipe without a U-trap, and cut the end of the hose so that only 10cm remains as shown in the picture below</p>  <p>• Connect the elbow bracket ① within <b>4 inches (10 cm)</b> of the end of the drain hose. If the drain hose is extended more than <b>4 inches (10 cm)</b> beyond the end of the elbow bracket, mold or microorganisms could spread to the inside of the washer.</p>																								
	The laundry are wet in some places.	<p><b>3. Connect the ThinQ app to the product using the customer's smartphone.</b> ※ Please refer to page 4-14 for information on how to connect ThinQ and update PGM.</p>																								
	At the last stage of drying, water comes out and it gets wet.	<p><b>4. If the ThinQ app can't be connected, replace all three PCBs together.</b></p> <table border="1"> <thead> <tr> <th>Parts Name</th> <th>P/No.</th> <th>Model</th> <th>Counter Measure</th> <th>SVC Loc.</th> </tr> </thead> <tbody> <tr> <td>PCB Assembly_Main</td> <td>EBR38539206</td> <td>ALL</td> <td>Change to the new Parts</td> <td>A450</td> </tr> <tr> <td>PCB Assembly_Display</td> <td>EBR33166415</td> <td>ALL</td> <td>Change to the new Parts</td> <td>F110</td> </tr> <tr> <td>Knob Assembly</td> <td>AEZ75994961</td> <td>WM6998HBA</td> <td>Change to the new Parts</td> <td>F215</td> </tr> <tr> <td>Knob Assembly</td> <td>AEZ75994984</td> <td>WM6998HVA</td> <td>Change to the new Parts</td> <td>F215</td> </tr> </tbody> </table>	Parts Name	P/No.	Model	Counter Measure	SVC Loc.	PCB Assembly_Main	EBR38539206	ALL	Change to the new Parts	A450	PCB Assembly_Display	EBR33166415	ALL	Change to the new Parts	F110	Knob Assembly	AEZ75994961	WM6998HBA	Change to the new Parts	F215	Knob Assembly	AEZ75994984	WM6998HVA	Change to the new Parts
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	Not heating	<p><b>While running the drying cycle, check whether the temperature at the top of the top plate becomes hot.</b> If the duct temperature remains at room temperature, replace the duct assembly due to defective refrigerant leakage or pipe blockage.</p>																								

※ If there is a change in the temperature of the duct during the drying process, it is not a defect in the duct assembly, so parts should not be replaced unconditionally.

# **How to update SW through ThinQ app**

# The procedure for updating SW

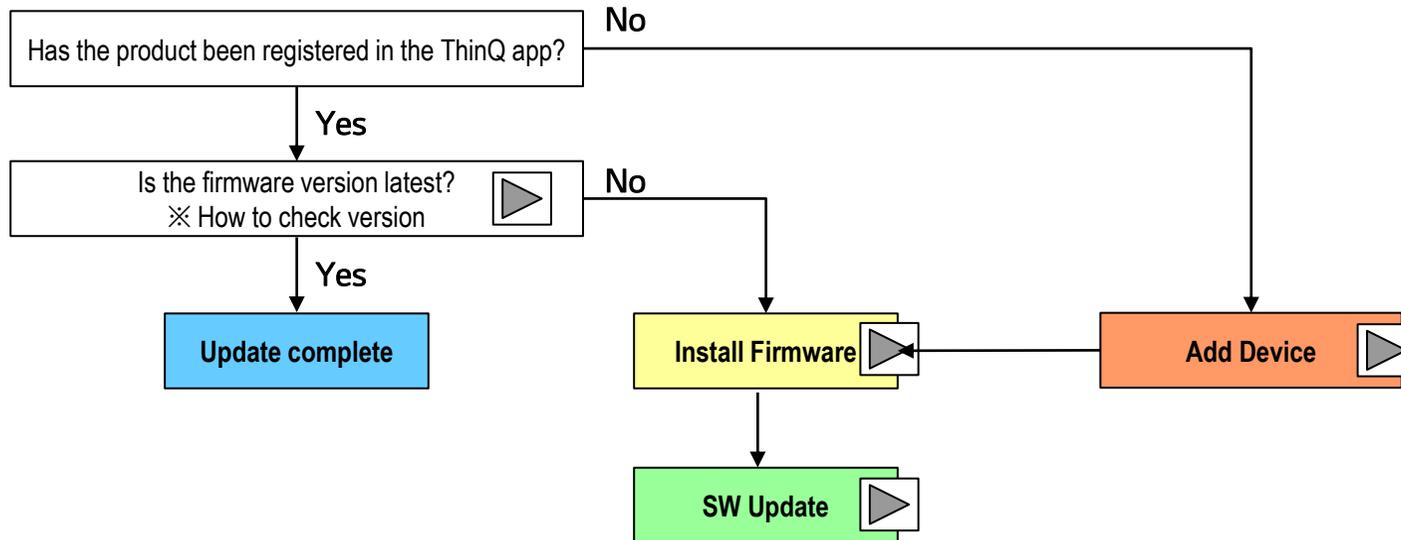
LGE Internal Use Only

If you have set up automatic downloading, it is an easy process to just update the SW  
However, to minimize customer inconvenience, we ask for your understanding that this may be a bit complicated as we have guided you through a forced download.

This is the procedure for updating SW.



Please check the items below and proceed in order from the indicated parts.



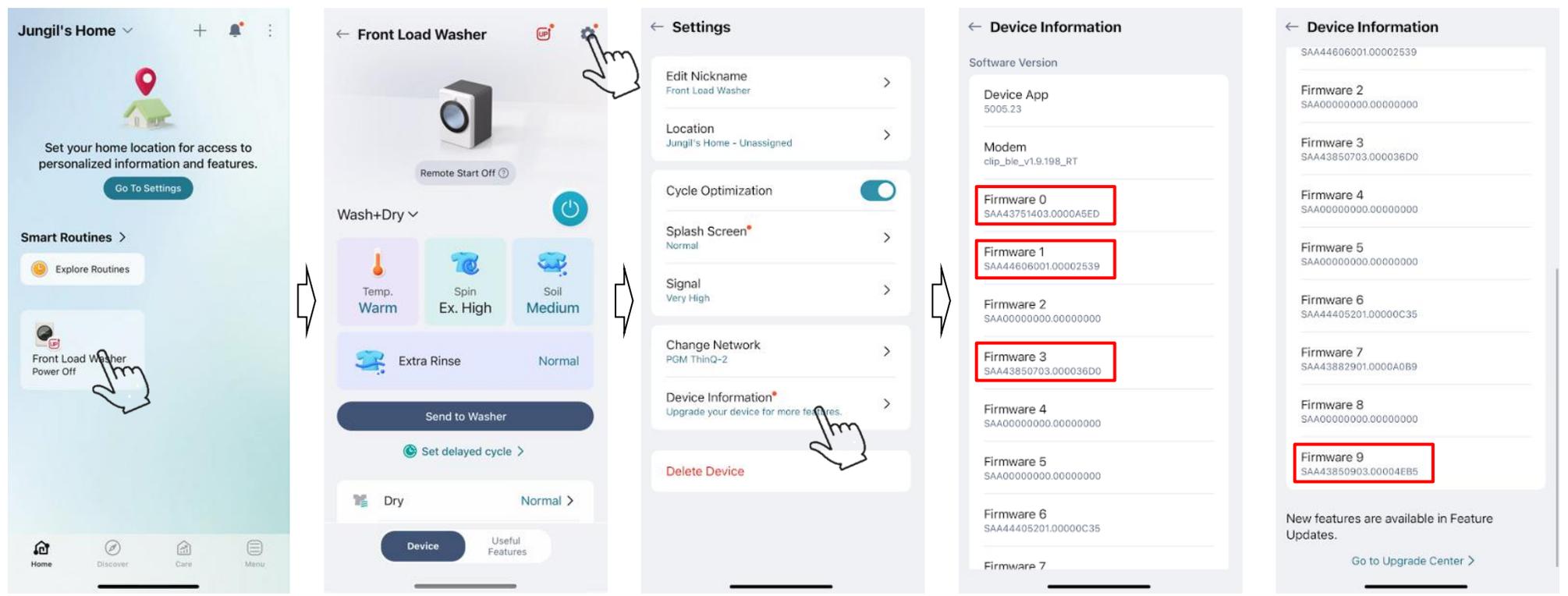
# 1. Check Firmware Version

LGE Internal Use Only



If the product has not been registered in the ThinQ app, please register the product first. (Go to step 2, Add device.)

For customers who have already registered the product in the ThinQ app, please check the firmware version. If the firmware version is not the final version as shown below, proceed with the update according to the following procedure.



Firmware0 : SAA43751403.0000B380  
Firmware1 : SAA44606001.00000B2C  
Firmware3 : SAA43850703.0000261C  
Firmware9 : SAA43850903.0000F37E

# 2. Add device (1)



Open the ThinQ app and proceed with product registration.

※ Please follow the instructions with the product turned on.

※ The QR code location can be checked by opening the door.

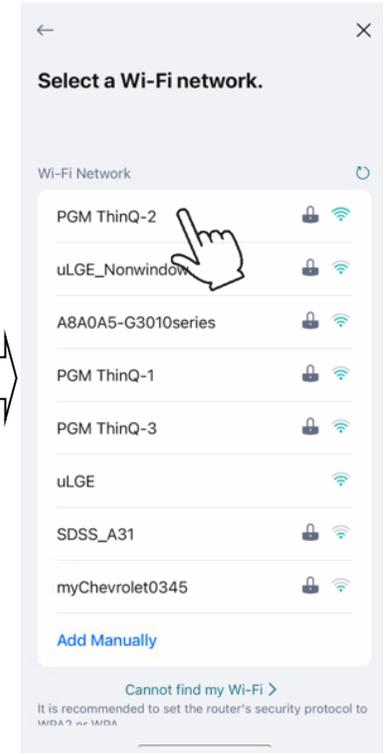
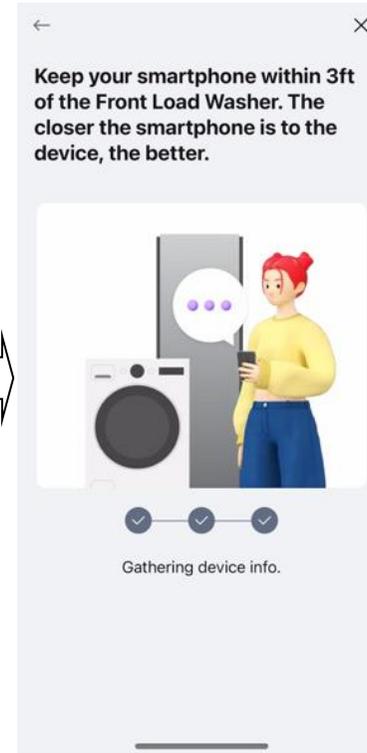
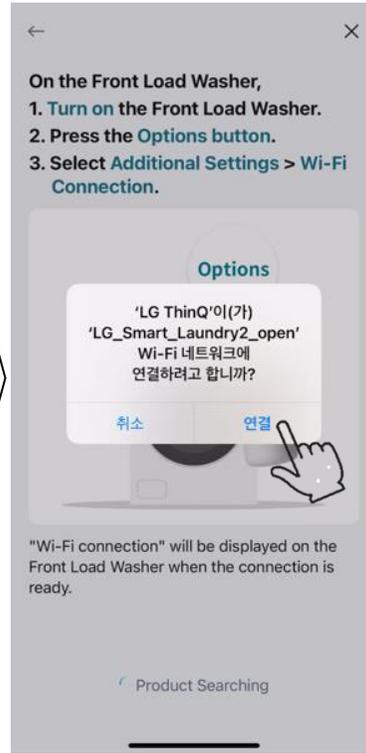
# 2. Add device (2)



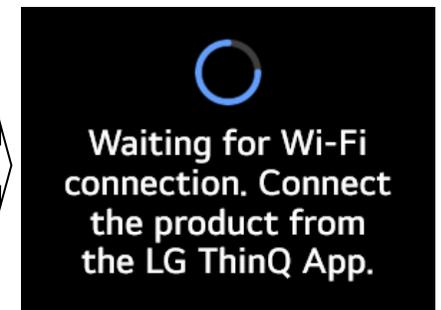
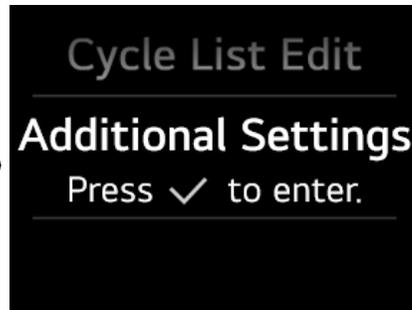
※ When selecting Add device without QR



※ Please follow the instructions



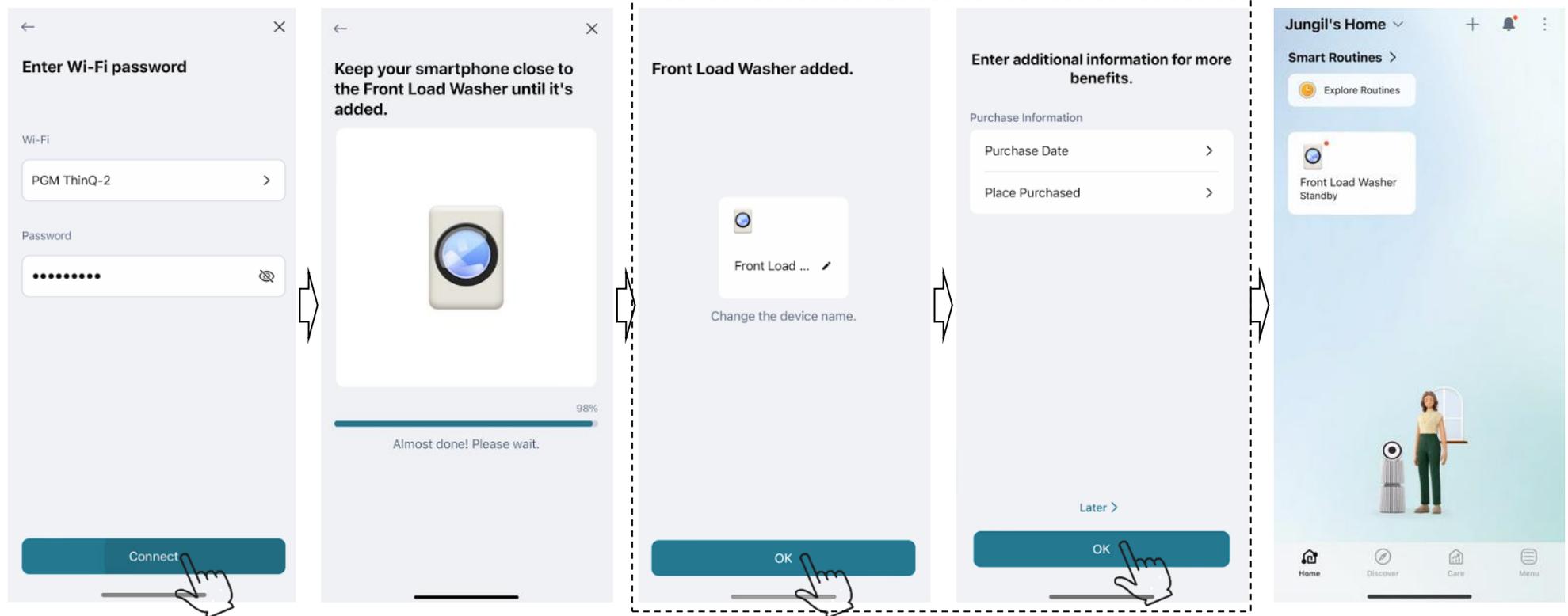
On the Front Load Washer



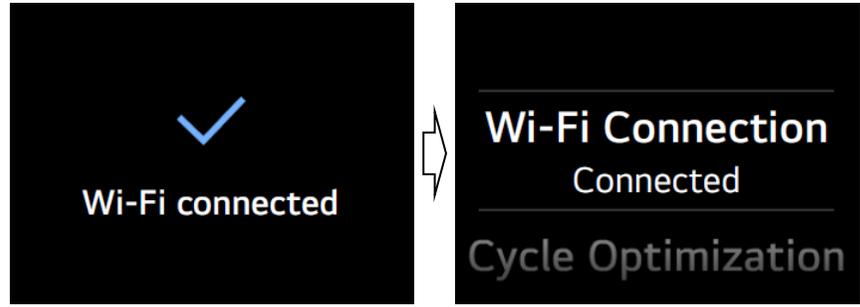
# 2. Add device (3)



Once you complete product registration, you can see that the product has been registered on the first screen as shown below.



Product status after product registration is completed

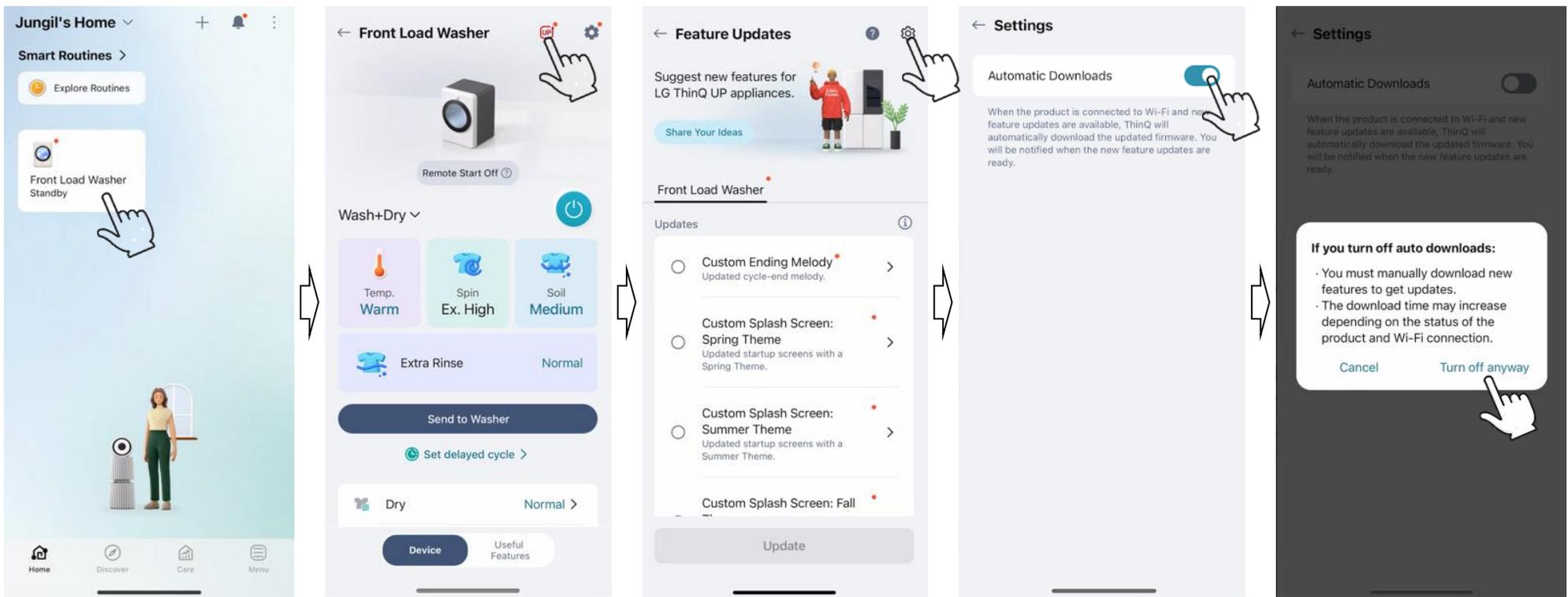


1. If you want to give your product a different name, change the name and proceed to the next step.
2. Enter the purchase date and place purchased and proceed to the next step.

# 3. Install Firmware (1)

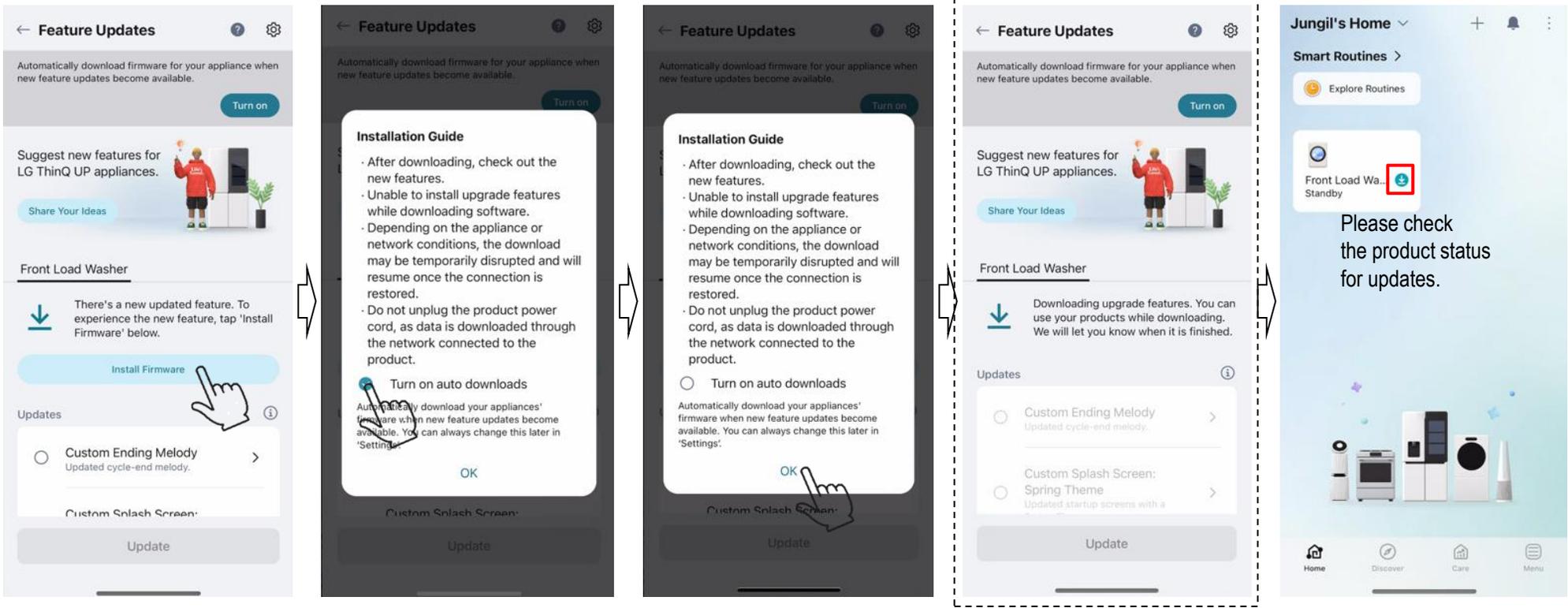


This is the procedure for manually downloading firmware.  
If the existing automatic setting is not set, please proceed to the next step.





### 3. Install Firmware (2)



- If you have proceeded to this point, please turn off the power to the washing machine.
- Downloading starts from the moment you first turn it off.

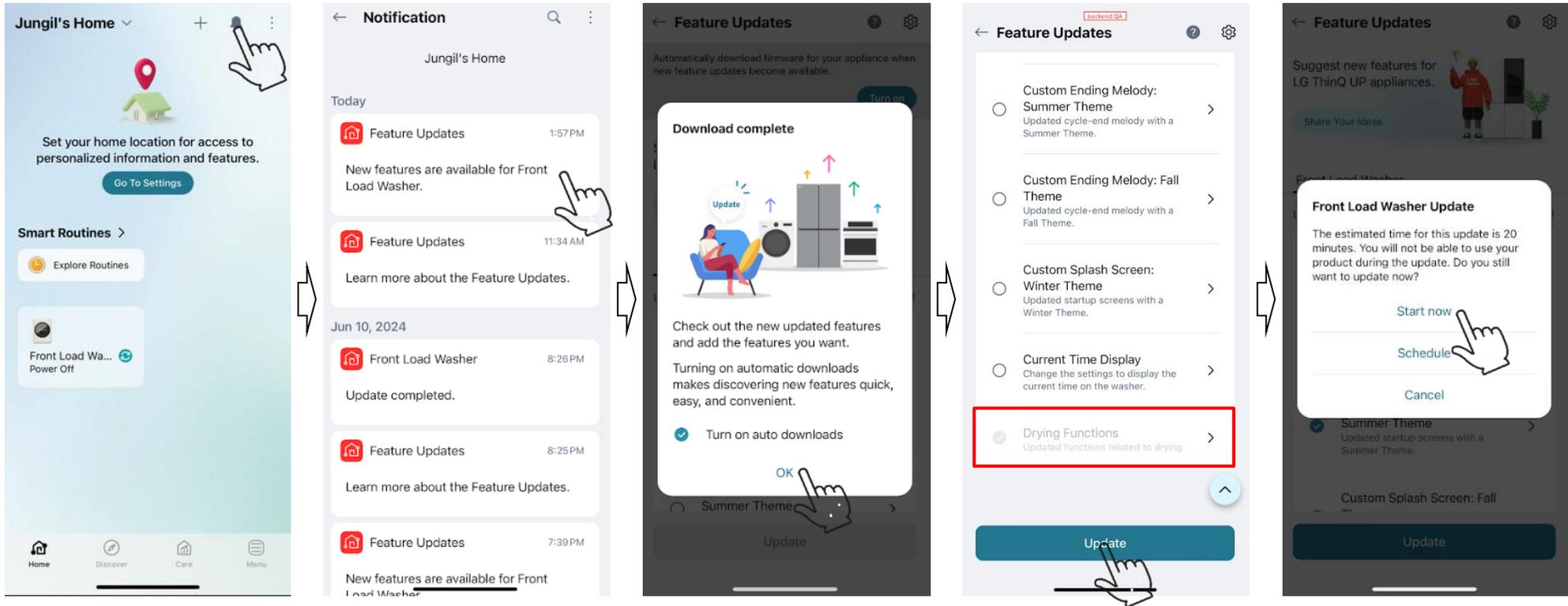
The washing machine can be used while downloading, and you will receive a push notification through the app when the download is complete.

Downloading takes about 3 hours, and the time may vary depending on the Wi-Fi environment.

# 4. SW Update (1)

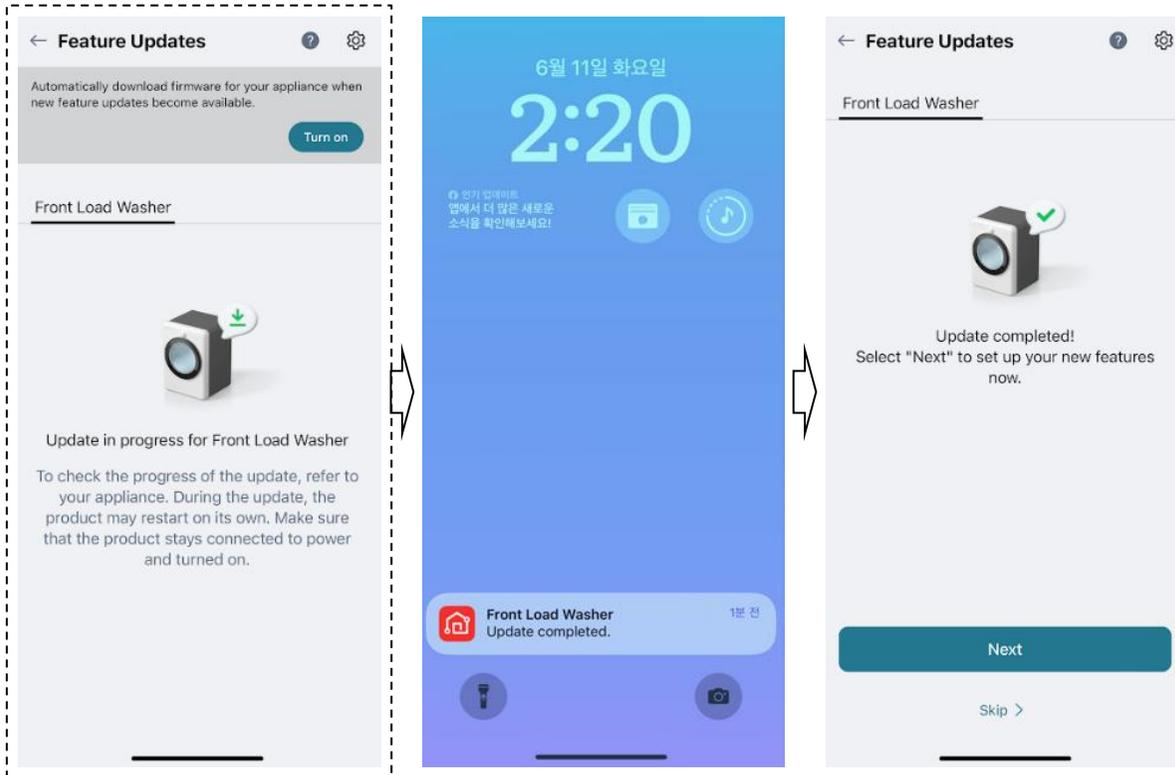


Once the firmware download is complete, proceed to the next installation step. "Drying functions" is automatically selected as a required update, so just press update.

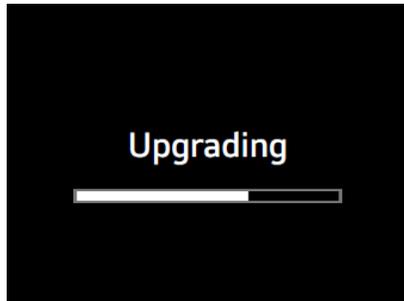




Once the program installation is complete, you can receive a completion notification through App push.



### Product status during installation



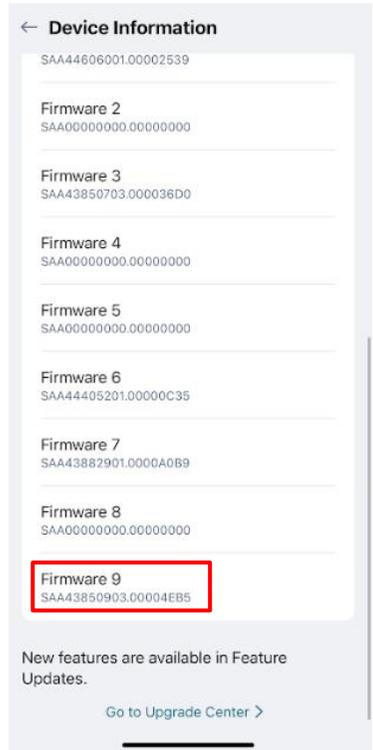
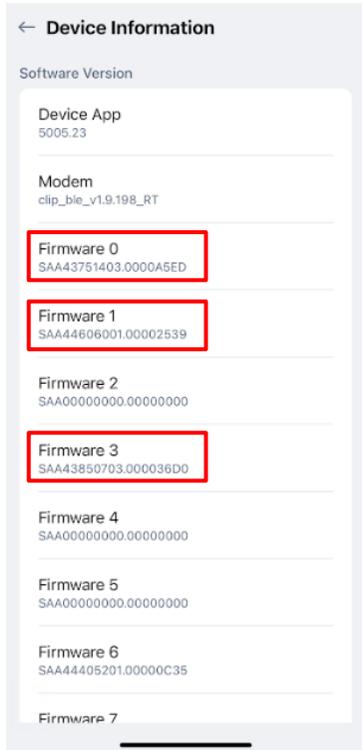
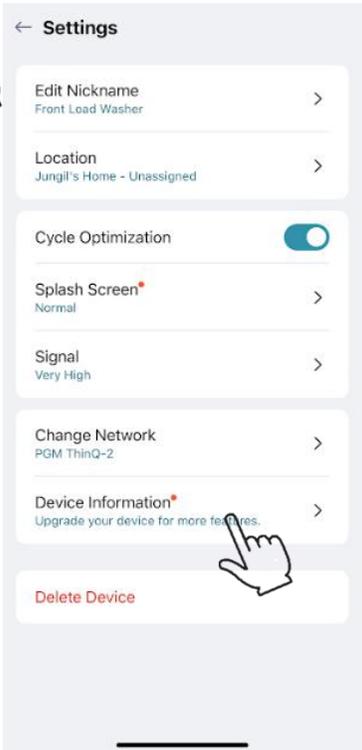
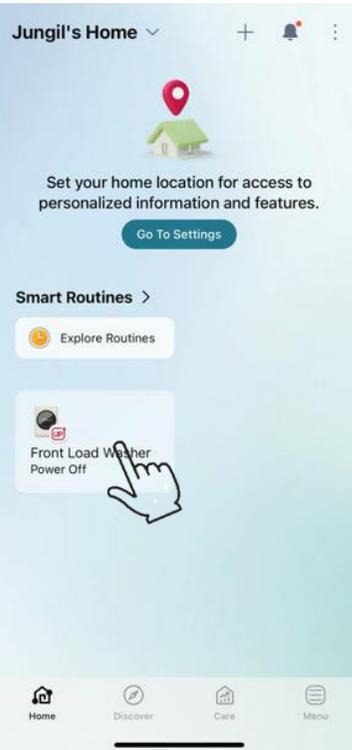
### Caution

1. The washing machine cannot be used during installation.
2. Do not disconnect the power cord during installation.
3. Product installation is completed within 20 minutes and automatically reboots.

# 5. Check firmware Version

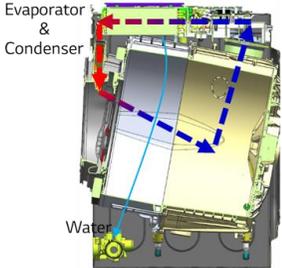
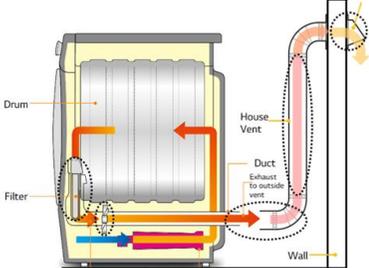


Please check the final firmware version using the procedure below.



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Firmware1 : SAA44606001.00000B2C  
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# Appendix

Problem	Customer claim	To do												
<p>Long drying time or Not drying properly</p>	<p>It takes longer than the dryer I used before.</p>	<p><b>Please respond to customers as follows.</b>            → In a heat pump (condensing type) dryer, the humid air in the drum passes through the heat exchanger at the top of the product and is changed into warm, dry air. This dry, warm air is supplied into the drum, and has the advantage of protecting the fabric because it does not blow hot air directly on the fabric.            On the other hand, the principle is that heat is generated by circulating the refrigerant in the heat exchanger, and the air becomes warm as it passes through the heat exchanger, so it is used in gas-type dryers that generate heat by igniting gas or heater-type dryers that generate heat by operating the heater. <b>Compared to others, the internal temperature rises more slowly. Due to the principle of this heat pump (condensation type), you may feel that the drying time is longer than that of the dryer you have previously used.</b></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="969 468 1313 779"> <p><b>All-in-One laundry (Washer&amp;Dryer)</b></p>  </div> <div data-bbox="1433 468 1802 779"> <p><b>Dryer</b></p>  </div> </div> <table border="0" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%;">Installation</td> <td>▪ Ventless</td> </tr> <tr> <td>Operation</td> <td>▪ Condensed through condenser.</td> </tr> <tr> <td></td> <td>▪ But All in one wash to dry</td> </tr> <tr> <td>Dry time</td> <td>▪ Dry time is longer</td> </tr> </table> <table border="0" style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 30%;">▪ Need a Vent</td> </tr> <tr> <td>▪ Wet steam exhaust to outside vent</td> </tr> <tr> <td>▪ but need to move clothes from washer to dryer.</td> </tr> <tr> <td>▪ Dry time is short</td> </tr> </table>	Installation	▪ Ventless	Operation	▪ Condensed through condenser.		▪ But All in one wash to dry	Dry time	▪ Dry time is longer	▪ Need a Vent	▪ Wet steam exhaust to outside vent	▪ but need to move clothes from washer to dryer.	▪ Dry time is short
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	<p>Drying time is longer than advertised time.</p>	<p><b>Please respond to customers as follows.</b>            → Drying time may take 2 hours under certain conditions.</p> <p style="text-align: center;"><b>Wash &amp; Dry In 2 Hours In This LG WashCombo™ All-in-One<sup>1</sup> ^</b></p> <p style="text-align: center;">Load, set and go. In under 2 hours, your clothes will be clean, fresh and dry.<sup>1</sup> With the all-in-one design you can get laundry done while you get on with your day, without having to stop what you're doing to move clothes between 2 machines. <sup>1</sup> Based on <u>independent testing in Wash+Dry cycle with Dryer on Energy Saver mode, 10 lb. DOE standard load (October 2023). Cycle time may vary depending on load type/weight.</u></p>												