

Washing Machine Not Working? Try These Checks First

Before you book a repair, a couple of quick checks can sometimes solve the problem in minutes — or at least help our engineer diagnose it faster.



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4 Things To Check Yourself First

These simple checks take a couple of minutes and could save you a call-out — or help our engineer diagnose the fault faster if you do book a repair.

1 Clear The Drain Filter

Most washing machines have a drain filter behind a small flap at the bottom-front of the machine. Coins, hairpins and fluff collect here and are a very common cause of a machine not draining or spinning.

2 Check Pockets Are Empty

Tissues, coins and small items left in pockets can jam the pump or drum, cause noise, or trigger an error code. Always check pockets before starting a wash.

3 Check The Load Is Balanced

A heavy, bunched-up load (like one duvet or a few towels) can throw the machine off balance and stop it spinning properly. Try redistributing the load evenly around the drum.

4

Check The Door Is Closing Fully

Most machines have a safety interlock and won't start — or will stop mid-cycle — if the door isn't closing and latching properly. Check nothing (like clothing) is trapped in the seal.

Still not working after these checks? That's completely normal — it just means the fault needs a proper diagnosis. Give us a call with the brand, model and what you've already tried.