

## Washing Machine Troubleshooter

Before we organise a service call for your washing machine could you please check the following:-

1. That the filter in the washing machine is not blocked and is clear/clean (for how to access the filter please read the instruction manual for the appliance, which will be in your blue housefile).
2. That the water supply to the washing machine has not been inadvertently turned off.
3. That the electricity supply to the washing machine has not been inadvertently switched off.
4. That you have read the instruction manual (especially the troubleshooting section).

*Please be aware that if the service engineer calls and finds the problem to be one of the above, the household will be charged the cost of the service call.*

We shall not take any further action unless we hear from you again.

If all the above points have been checked and found to be ok, then please email us and we'll organise for someone to call to look at the appliance as soon as possible.