



Has your washing machine stopped spinning? Does your dryer fail to dry?

If the answer is yes, this self help guide provides simple solutions to common problems experienced with many washing machine/ tumble dryer makes and models.

However, If you continue to experience faults after checking our self help guide, report your fault on our website at condorproperties.co.uk and we'll arrange for an engineer to visit with in 5 working days.

Below are some common everyday faults, causes and solutions.

Fault	Cause	Solution/ Action
Machine won't turn on	Machine not plugged in Socket not turned on	Check plug firmly in socket Check switch on socket. Test with another appliance. If not working contact us Plug into another socket, if not working contact us.
	Fuse blown on plug	
No water in the drum	Check water is on	Test a tap. If there is no water to your property this is why. If the problem persists after the water has been restored, please contact us.
Machine not spinning	Blocked pump	Turn off machine, remove filter at base of machine. Drain & clear blockage. contact us
	Issue with motor	
Machine not draining	Blocked pump	See above contact us
	Pump failure	

If you are unable to resolve the issue, please report the fault on our website condorproperties.com

Condor Properties reserves the right to charge an administration fee for engineer call outs to preventable issues including over heating and blocked pumps.