

# Frequently Asked Questions

## Appliance

### Washing Machine

#### **Q1: How to remove transportation bolt in my washing machine model NA-148VB6?**

A1: Please follow below steps:

Removal of Transportation Screw:

1. Transportation screws, which are located at the back side of the machine, must be removed before running the machine.
2. Loosen the screws by turning them anticlockwise with a suitable spanner
3. Pull out the screws and rubber washers.
4. The holes where the transport screws have been removed should be covered with the plastic transport caps found in the accessories bag.
5. The transportation screws that have been removed from the machine must be re-used in any future transporting of the machine.

#### **Q2: What is the reason for the error E03 shown in my washing machine?**

A2: Error E03 is related to drain pump.

Reasons:

The drain hose is obstructed or bent → Check the drain hose.

The pump filter is obstructed → Clean the pump filter.

Drain pump problem (service required).

#### **Q3: My washing machine NA-127VB3 was making sound while spinning and it finally stopped working what is the reason!**

A3: The reason behind could be The rear tub group and drum group could be damaged due to overload, however its recommended to take care while putting wash load.