



## Service Information

### DISHWASHERS WASHER

### AWG812PROUK

7599 915 45632

Last Modification: 23/07/20

Creation Date: 23/07/20

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This document is only intended for qualified technicians who are aware of the respective safety regulations.  
Subject to modifications

## Spare Part List

Pos	12NC	Description
A1310	4810 105 64917	Lock
A1400	4810 107 65495	Door glass
A1430	4810 105 64934	Door frame inner
A1433	4810 106 25218	Glassdoor frame silver
A1440	4810 105 64915	Frame door glas
A1441	4810 714 28351	Fixation
A1600	4810 107 21766	Front OMNIA
A1601	4810 105 64940	Plinth
A1603	4810 106 85844	Support Front panel
A1610	4810 106 97252	Panel rear
A1630	4810 105 79199	Table top
A1800	4810 107 03007	Cabinet
A1810	4801 111 02361	Shock absorber Eureka
A1811	4812 401 18413	Holder Shock absorber
A1820	4810 107 14311	Counter weight upper, OMNIA
A1821	4801 111 00194	Counter weight front, Eureka 64 I
A1822	4812 310 39249	Mounting kit Counter weight
A1830	4810 105 83233	Support control board
A1840	4810 106 08489	Drip Tray aquastop 515
A1850	4810 106 44894	Foot M10x39mm
A1880	4810 105 64919	Hinge
A1881	4810 105 64921	Bushing Hinge
A1910	4810 108 40596	Door bellow D320,D345,68,silic.
A1911	4801 111 00191	Ring Bellow-Tub, Eureka 490
A2000	4810 108 43984	Wash unit 58L,D490,H6,1400,DD
A2230	4810 105 97314	drum lifter 55-58 I
A3010	4880 005 18017	Control panel +handle
A3011	4810 107 78836	HANDLE WH LOGO CHROMED GOLD RING
A3310	4810 107 07427	Knob inner
A3311	4810 107 16349	Knob outer
A3500	4810 107 30156	Module
A4001	4810 107 01109	Stator TM2
A4002	4810 107 06381	Rotor TM2-TM9
A4210	4810 105 03697	Interf.filter
A4300	4810 105 85015	Pump
A4510	4810 105 57232	Heating element
A4900	4810 107 28770	Mains cable UK (short)
A4910	4812 321 28367	Strain relief.
A5210	4810 108 34374	Control unit ETNA, progr.
A5211	4810 106 21592	Control unit ETNA, full, basic
A5710	4810 106 23017	Valve magnet double 5.5
A5810	4810 105 22350	Pressostat
A6310	4801 111 00338	Switch Micro
A6311	4812 360 58112	Floater Kit BK,WH.
A6330	4810 106 02648	Door lock
A6331	4810 105 90587	Cable Door lock
A6800	4810 105 80651	Cover detergent box
A6800	4810 105 80618	Dispenser - SB 481271240404
A6801	4810 105 80672	Drawer
A6803	4810 105 80677	Siphon

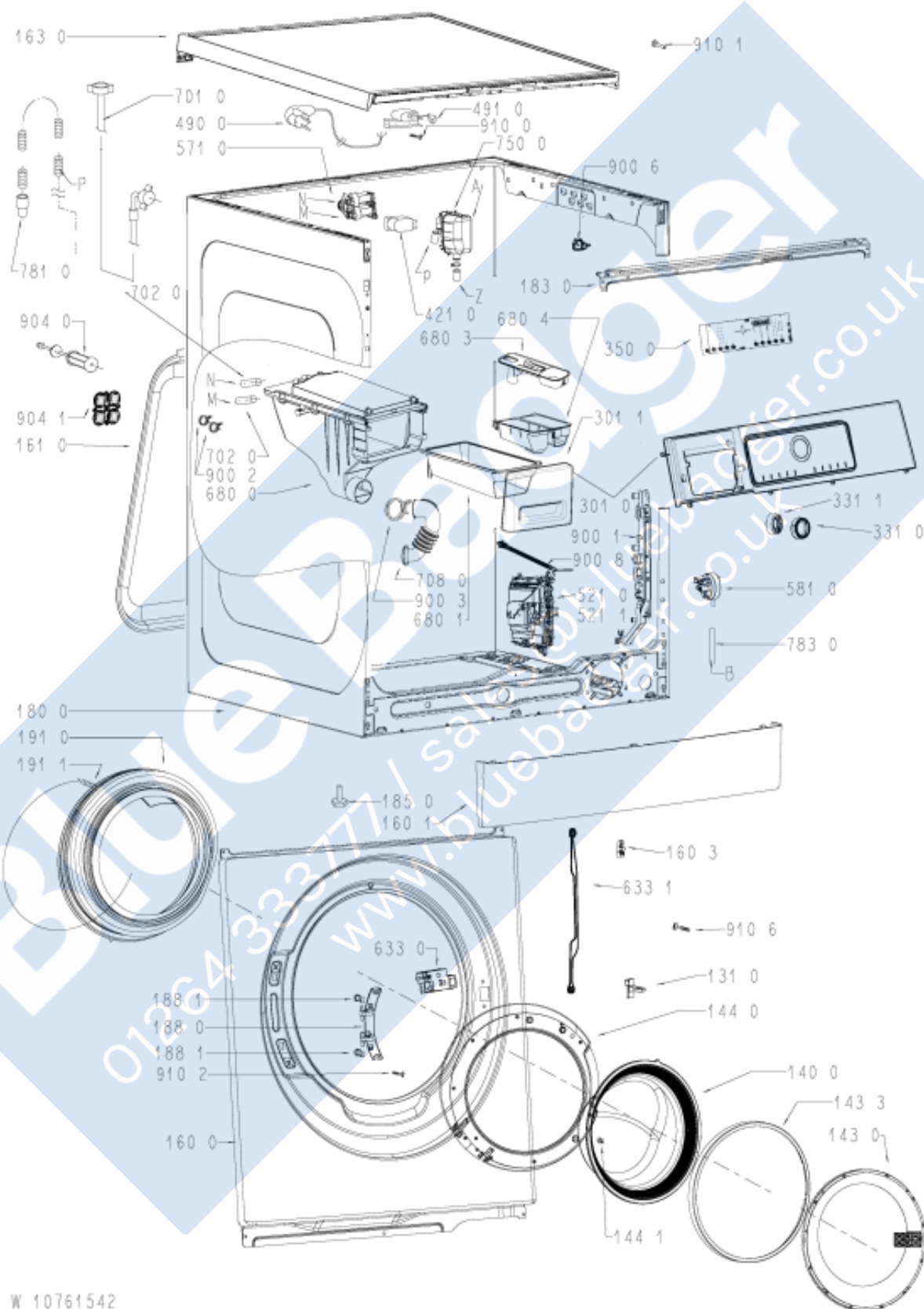
Pos	12NC	Description
A6804	4810 105 80674	Drawer
A6910	4812 282 19485	Sensor NTC
A7010	4812 530 28781	HYDRO-SECURITY 4m 90# 10 BAR straight
A7010	4819 530 28926	Hose inlet 2.5 m (Eltek)
A7010	4812 530 29256	Hose inlet 1.5 m (Eltek)
A7020	4810 107 31143	Hose valve-dispenser
A7080	4812 530 49392	Bend disp.-tub Eureka
A7500	4810 104 67662	Chamber expand.
A7540	4812 530 29495	Drainhose tub-pump Eureka
A7541	4812 530 28832	Lock eco
A7551	4810 105 96633	Steam hose
A7630	4810 105 85335	Pump filter.
A7810	4801 111 00342	Hose draining external
A7811	4810 107 35354	Hose int.pump-tank
A7830	4812 530 29497	Hose Pressostat
A7850	4801 111 05006	Hose
A9001	4810 107 31037	Bracket Eureka
A9002	4810 713 04027	Clamp hose
A9003	4801 111 04423	Clamp hose
A9004	4812 401 18414	Clamp hose.
A9005	4819 401 18529	Clamp hose
A9006	4812 401 18446	Cable clamp
A9008	4812 290 88048	Cable clamp
A9040	4810 107 52826	Spacer 65 mm
A9041	4801 111 03932	Cover Kit 4x
A9049	4801 111 01846	Silent bloc
A9100	4812 502 38152	Screw 4.8x19
A9101	4812 502 48344	Screw
A9102	4810 106 92495	Screw M5-0.x16 FL 6L
A9104	4810 106 55372	Screw M8x23
A9106	4810 212 01061	Screw ST H T 3 Z P4X18.5
A9107	4810 107 80181	Screw M6x32
A9300	4810 108 16226	Spring suspens.
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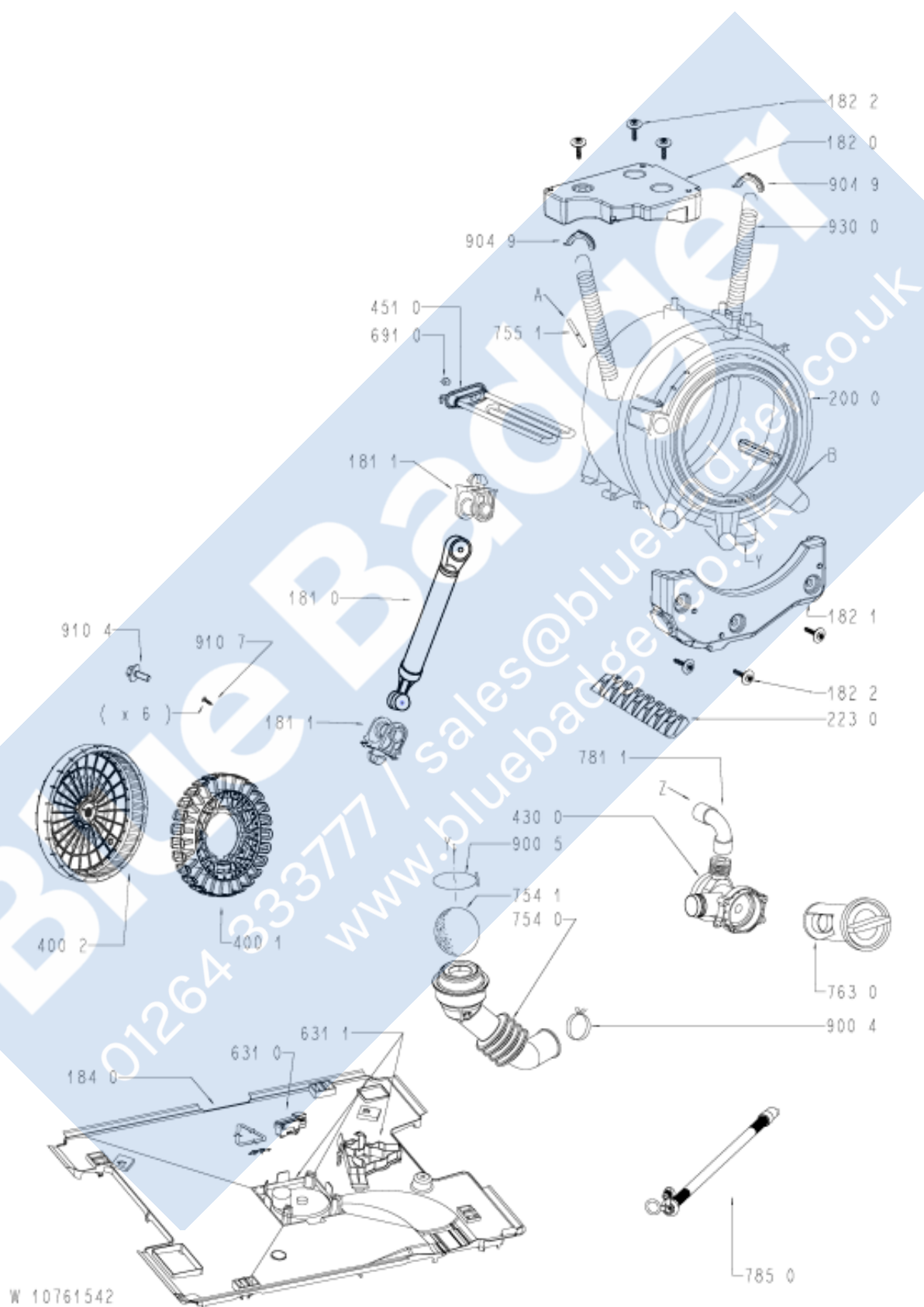
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B9005	<b>4819 401 18529</b>	Clamp hose
B9006	<b>4812 401 18446</b>	Cable clamp
B9008	<b>4812 290 88048</b>	Cable clamp
B9040	<b>4810 107 52826</b>	Spacer 65 mm
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B9107	<b>4810 107 80181</b>	Screw M6x32
B9300	<b>4810 108 16226</b>	Spring suspens.

## Exploded View



W 10761542

## Exploded View



## Technical Data

### Technical Data

#### Dimensions + Weight

Product dimensions	
Height	85.0 cm
Width	59.5 cm
Depth	64.0 cm
Weight	
net	85 kg

#### Electrical base data

Voltage	220 - 230 V
Frequency	50 Hz
Fuse	10 A
Power Consumption	~1.8 kW

#### Drum data

Volume	58 l
Wash speed	54 rpm
Spinning	
max.	1400 rpm

#### Pressostat

Level1	11 - 14
Overflow	11 - 16

#### Door lock

Kind of switch	Switch with Solenoid
Nominal voltage	220 - 230 (90 - 264) V
Locking time	~20 ms
Unlock time	~20 ms

#### Inlet valve

Nominal voltage	220 - 240 V
Frequency	50 Hz
Rated flow	(1.5 - 5 bar) 5.5 l/min
Pressure range	0.3 - 10 bar
Nominal resistance	(20 °C) 3.8 kΩ

#### Switch aquastop

Nominal voltage	5 V
Nominal current	1 mA

#### Drain pump

Nominal voltage	220 - 230 V
Total power	30 W
Frequency	50 Hz
Resistor (coil)	160 Ω
Capacity	(0.55 - 1 m) 14 ± 2 l/min

## Heating element

Nominal voltage	220 - 230 V
Total power	1850 W
Resistance (20 °C)	28.8 Ω
Leakage current	< 0.8 mA
NTC sensor	
Resistance NTC	

0 °C	35.9	kΩ
30 °C	9.8	kΩ
40 °C	6.6	kΩ
50 °C	4.6	kΩ
60 °C	3.2	kΩ
70 °C	2.3	kΩ
95 °C	1.1	kΩ

## Motor

Type	DD - TM2
Resistance contacts	(25 °C)
Stator	9.4 Ω ± 0.46 Ω

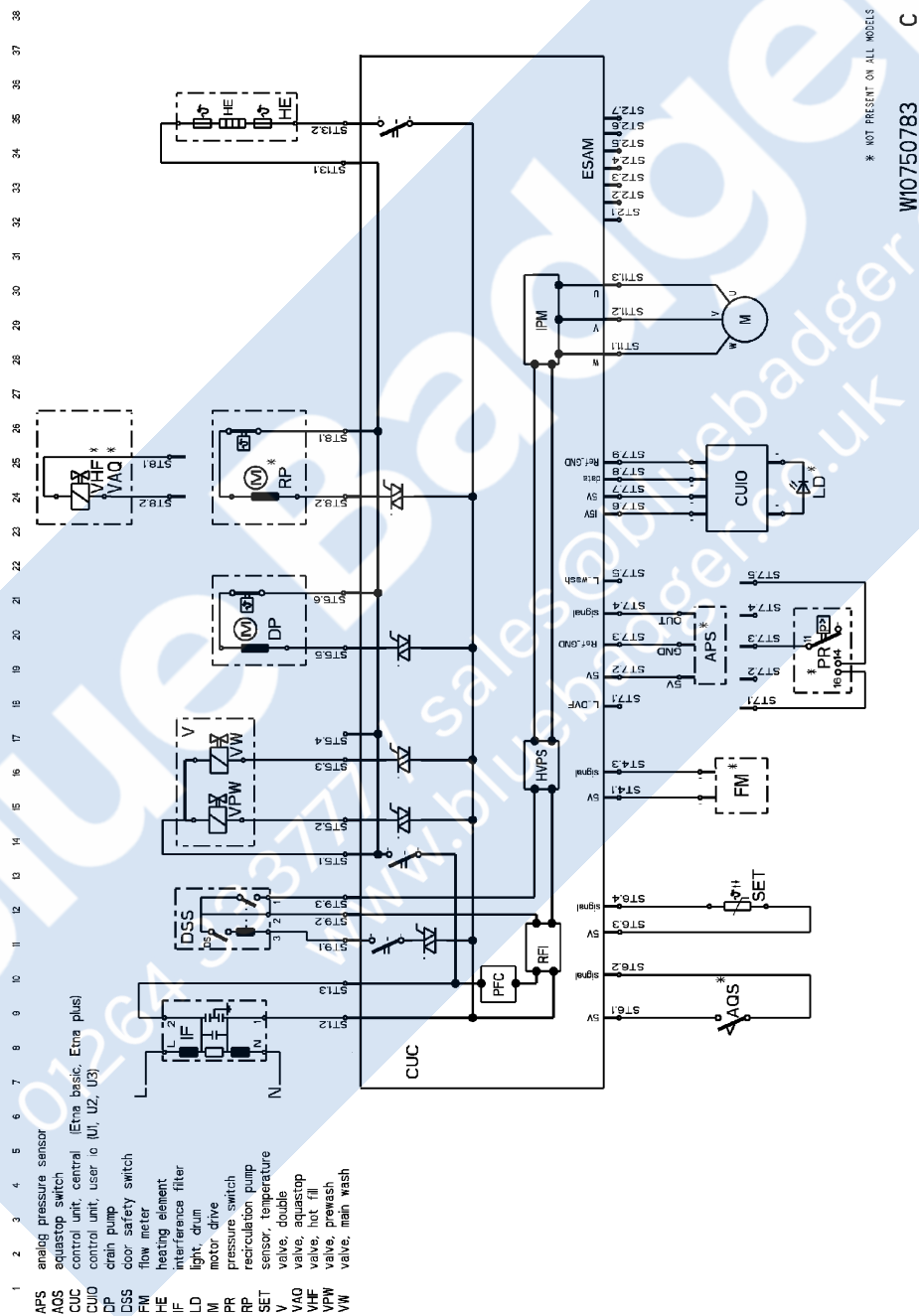
## Control unit

Type	ETNA
Nominal voltage	220 - 230 V
Frequency	50 Hz
Output control unit	

Output	Connector position	Test points	
BPM o DD	ST11.1-ST11.3		
Pressostat DPS	ST7.1-ST7.3-ST7.5		
Pressostat APS	ST7.2-ST7.3-ST7.4	ST7.2-ST7.3	5 Vdc (2.5 Vdc average)
NTC	ST6.3-ST6.4		
Doorlock	ST9.1-ST9.3	ST9.1-ST9.2	230 V
Heating Element	ST13.1-ST13.1	ST13.1-ST13.1	230 V
Flow meter	ST4.3-ST4.2		5 Vdc
Valve cold mainwash	ST5.3-ST5.4	ST5.3-ST5.4	> 170
Valve hot/Rec. Pump	ST8.1-ST8.2	ST8.1-ST8.2	> 170 V
Valve cold prewash	ST5.1-ST5.2	ST5.1-ST5.2	> 170 V
Drain pump	ST5.5-ST5.6	ST5.5-ST5.6	230 V
Aquastop	ST6.1-ST6.2	ST6.1-ST6.2	5 Vdc
User interface WIDE	ST7.6-ST7.9	ST7.7-ST7.9	5 V
eSam	ST2.1-ST2.7		

## Circuit Diagram

### Circuit Diagram



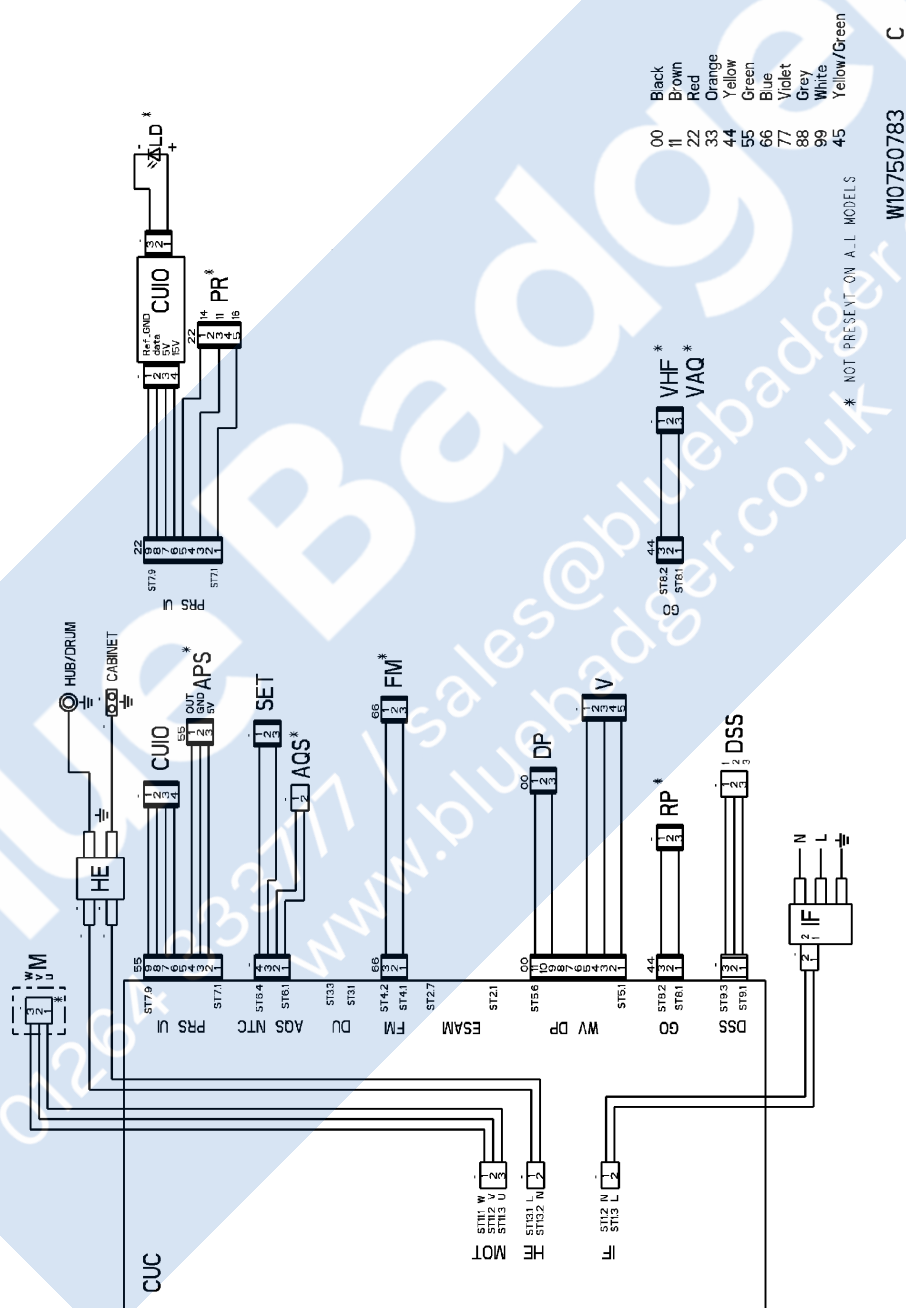


## Legend

APS	analog pressure sensor
AQS	aquastop switch
CUC	control unit, central (Etna basic, Etna plus)
CUIO	control unit, user interface (U1, U2, U3)
DP	drain pump
DSS	door safety switch
FM	flow meter
HE	heating element
IF	interference filter
LD	light, drum
M	motor drive
PR	pressure switch
RP	recirculation pump
SET	sensor, temperature
V	valve, double
VAQ	valve, aquastop
VHF	valve, hot fill
VPW	valve, prewash
VW	valve, main wash

## Wiring Diagram

### Wiring Diagram



## Legend

00	black
11	brown
22	red
33	orange
44	yellow
55	green
66	blue
77	violet
88	grey
99	white
45	yellow/green

**Blue Badger**  
01264 333777 / sales@bluebadger.co.uk  
www.bluebadger.co.uk

## Testprogram

### Testprogram

Service Test Program: Etna &amp; Havana

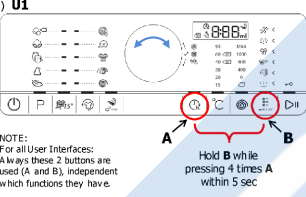
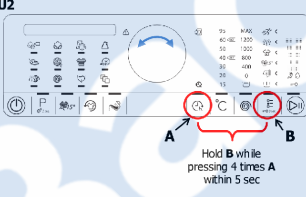
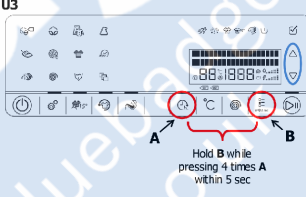
W10758662

Rev.: A / EN 780072  
04.12.14**IMPORTANT: Electrostatic Discharge (ESD) Sensitive Electronics**

ESD problems are present everywhere. ESD may damage or weaken the electronic control assembly. The new control assembly may appear to work well after repair is finished, but failure may occur at a later date due to ESD stress.

- Use an anti-static wrist strap. Connect wrist strap to unpainted metal in the appliance or water tap – OR – Touch your finger repeatedly to unpainted metal in the appliance or water tap.
- Before removing the part from its package, touch the anti-static bag to unpainted metal in the appliance or water tap.
- Avoid touching electronic parts or terminal contacts; handle electronic control assembly by edges only.
- When repackaging failed electronic control assembly in anti-static bag, observe above instructions.

**Starting Whirlpool Service Test Program for Etna and Havana:****Attention: Use test program only without laundry!**

1) Appliance must be in stand-by: The appliance is plugged to the power supply, the User Interface is dark and the Control Unit is in deep sleep mode.		
2) Close the door.		
3) Press the Power button to switch the appliance on. In the first 60 seconds after switch on, before doing any other operation on the User Interface:		
4) Press button A and button B four times consecutively at the same time within 5 seconds (NOTE: It is recommended to first press and hold button B and then press four times button A)		
<b>5) U1</b>  <b>NOTE:</b> For all User Interfaces: Always these 2 buttons are used (A and B), independent which functions they have.	<b>U2</b>  <b>NOTE:</b> For all User Interfaces: Always these 2 buttons are used (A and B), independent which functions they have.	<b>U3</b>  <b>NOTE:</b> For all User Interfaces: Always these 2 buttons are used (A and B), independent which functions they have.
Display will show "CS" ("Check Service" = Service Test Program) or "CF" ("Check Factory" = Factory Test Program)	Display will show "Service Test" or "Factory Test"	Display will show "Service Test" or "Factory Test"
If "CF" ("Check Factory") is shown, turn the rotary encoder change to "CS" ("Check Service").	If "Factory Test" is shown, turn the rotary encoder to change to "Service Test"	If "Factory Test" is shown, use the "up" / "down" buttons to change to "Service Test".
6) Press Start button within 5 sec. to run the Service Test program.		
7) The last failure code is shown on the display. Press the Start button to advance. (If no failure code is stored, "F - -" is shown) The 2nd to last failure code is shown on the display. Press the Start button to advance. (If no failure code is stored, "F - -" is shown) The 3rd to last failure code is shown on the display. Press the Start button to start the Test Program. (If no failure code is stored, "F - -" is shown)		
<b>NOTE:</b> If during step 4) for either of the buttons A or B the option / function gets activated (instead of doing the test program entry sequence), switch the appliance off to reset the option, respectively reset the keylock by holding the keylock button again until key symbol switches off.		
<b>NOTE:</b> If one of the timeouts has elapsed without completing the entry sequence, switch the appliance off (the appliance returns to stand-by mode). Then re-start described procedure.		

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## Service Test Program: Etna &amp; Havana

W10758662

Rev.: A / BN 780072  
04.12.14

NOTE: When the appliance is in failure mode: Press Power button for at least 3 seconds to reset the appliance. At the end of the reset procedure the appliance goes by itself to stand-by mode.  
NOTE: Don't select the factory test program ("CF"), because some checks require the factory environment (e.g. WIFI connection to the factory router).  
NOTE: To exit test program before it ended by itself: turn the knob (or press "start" if you are already in C4). Wait until the door is unlocked, before switching off the appliance.

Step	Icon	Description of the Program Flow	Checks performed
C0	U1 	U2 / U3  The door is locked. The CUC is performing the SelfTest.	CUC detects: • F02, F05, F07, F08, F13, F20, F21, F24, F26, F27, F29, F36, F60
C1	U1 	U2 / U3  Fill 6 seconds hot valve (only if hot fill appliance) Fill 6 seconds in prewash (PW) Fill 6 seconds in main wash (MW) Fill 16 seconds in PW + MW (Softener) Fill by PW + MW to LevelWash Motor movement	Technician: • Check the valve activation • Check the dispensing into the dispenser • Check the pressure switch (if available) CUC detects: F01, F36, F06, F07, F10
C2	U1 	U2 / U3  The Heating Element is switched ON. Motor is idle. Display shows measured temperature, e.g. "20C" = 20°C	Technician: • Check heating element activation • Check that temperature measurement is correct (cold water) NOTE: The heating time is very short, no temperature increase visible. CUC detects: F06, F07, F27
C3	U1 	U2 / U3  The recirculation pump is switched ON for 10s (if available). The DrainPump is switched ON until the LevelWash = OFF + 8" Motor is reversing.	Technician: • Check recirculation pump activation (if available) • Check drain pump activation • Check pressure switch operation (if available) • Check if the Motor is reversing CUC detects: F03, F06, F07, F15, F26, F27
C4	U1 	U2 / U3  The unbalance and load amount is measured. The display shows the amount of measured unbalance in kg. Example: "0:03" = 0.03kg = 30gr of unbalance. The motor is driven to maximum speed. Drain pump is ON.	Technician: • Check, if the motor is running at max. speed • Check, what unbalance is displayed • Check drain pump activation CUC detects: • F06, F07, F28, F34
C5	U1 	U2 / U3  Motor is switched OFF (braking). Door is unlocked. Washer Machine is OFF.	Technician: • Check, if the door is unlocked • Check, if appliance is switched off CUC detects: • F13, F29 (FdL)

During test program all the LEDs of U1 are switched on, except the Display (it shows the test program sequence) and "door open/Door unlocked"- LED.

**Rapid advance** (Recommendation is to **not** skip steps of the test program):

There are limited possibilities to skip steps. Only C2 (heating) and C4 (spinning) can be skipped. To skip them: press start

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## Error Codes

## Error Codes

<b>Etna &amp; Havana</b> Service Document – Failure Codes & Display Description	<b>W10758657</b> Rev.: C / EN 785792 17.02.15
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**Failure Codes**Please re-program **always** the CUC Software!








New software revisions include improvements which can prevent additional future calls for the customer.

<b>Failure Indication</b>		<b>Explanation and Recommended Procedure</b>
<b>Icon Display</b>	<b>Text Display</b>	
Appliance "dead"	no indication at all	Check, if appliance is properly connected to power supply. Check harness connection to CUC and RFI Filter. If this is ok, see F60: Control Unit Failure
(Icon Door open is flashing or ON) 	<b>During normal program execution</b>  Remaining Time  <b>In Test program</b>  <b>F29</b>	<b>Door Lock failure</b> If the CUC is not able to lock the Door of the washer after program start or if the CUC is not able to detect that the door is locked -several re-trials are done-, the CUC goes to selection mode (LED of start/pause button is flashing). <b>Potential Causes</b> <ul style="list-style-type: none"><li>• Mechanical issue with door / door hook / doorlock interface / hinge / below</li><li>• Door is not completely closed =&gt; Press firmly on the door frame in the area of the doorlock</li></ul> <i>For information:</i> In selection mode, the start LED is only flashing in case of closed door contact. If start LED does not flash, the door contact in the door lock is open. Press firmly on door frame in area of doorlock. Does start LED flash now? <ul style="list-style-type: none"><li>• doorlock issue – check points from F29</li></ul>
<b>During normal program execution</b>   <b>During Service Test</b>  U1  U2 / U3 	<b>During normal program execution</b>  Remaining Time  <b>During Service Test</b>  <b>F01</b>	<b>No water detected entering machine or Pressure switch trip / APS level not detected.</b> If after ca. 9 minutes the control has not detected that water is entering the machine, the valves are turned off and the LED Water Tap is switched ON. The appliance performs a 5 minutes draining to not run in overflowing in case the water tap was open, but the pressure switch / sensor could not detect it and a 2 <sup>nd</sup> filling trial is performed (when customer presses start again). The Control is in Pause Mode. Press Start button to restart the program. If water is filling, the program will run. <b>Potential Causes</b> <b>If there is no water in the wash unit:</b> <ul style="list-style-type: none"><li>• Make sure that the water tap is fully turned open.</li><li>• In case of Hotfill make sure that both water taps are fully turned open.</li><li>• Check for plugged or kinked inlet hoses or plugged inlet valve filters</li><li>• Frozen water in inlet hose leads to this failure</li><li>• Check harness connections on valves and CUC</li><li>• Verify inlet valve operation</li></ul> <b>If there is water in the wash unit:</b> <ul style="list-style-type: none"><li>• Check, if Pressure hose is in good condition and properly connected to tub and pressure switch / APS</li><li>• Verify there is not a siphon problem</li><li>• Verify wire harness connections to Inlet Valves, Pressure Switch / APS (Analog Pressure Sensor), and Control Unit (CUC). An open harness connection between Pressure Switch and CUC cannot be detected anymore. This leads now to F01.</li><li>• An open harness connection between APS and CUC leads to F36.</li><li>• Check all hoses for possible leaks</li><li>• Verify pressure switch function</li><li>• Verify CUC operation</li><li>• Verify air trap</li></ul> <i>If F01 in Test program: wrong Flow meter signal or no Flow meter signal can be the cause.</i> <ul style="list-style-type: none"><li>• Check wire harness connections to Flow meter and CUC.</li><li>• During wash program execution wrong or missing flow meter pulses do not lead to a failure. During program execution the CUC switches to the time-controlled filling of the appliances without flow meter.</li></ul>

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<p><b>U1</b></p>  <p><b>U2 / U3</b></p> 	<b>F02</b>	<p><b>Aquastop Failure</b></p> <p>If the Aquastop contact on the bottom tray of the appliance is closed for more than 10 seconds, an Aquastop Failure will be detected. In an Aquastop condition, the drain pump will operate 5 minutes. Afterwards the drain pump is off and the door unlocked.</p> <p><b>Potential Causes</b></p> <p><b>If there is water in the bottom tray of the appliance:</b></p> <ul style="list-style-type: none"> <li>Check all hoses for any leakage</li> <li>Check if there was an oversuds due to too much detergent used</li> <li>Check the wash unit for any leakage</li> <li>Check for traces of dispenser leakage</li> <li>Check also for traces of small leakages in the aquastop tray or elsewhere in the appliance</li> </ul> <p><b>If there is no water in the Bottom tray</b></p> <ul style="list-style-type: none"> <li>Check if the Aquastop Switch has a short circuit</li> <li>Check if the Aquastop wiring is properly connected</li> <li>Verify CUC operation</li> </ul>
<p><b>During normal program execution</b></p>  <p><b>During Service Test</b></p> <p><b>U1</b></p>  <p><b>U2 / U3</b></p> 	<p><b>During normal program execution</b></p> <p>Remaining Time</p> <p><b>During Service Test</b></p> <p><b>F03</b></p>	<p><b>Long Drain</b></p> <p>If the drain time exceeds the drain timeout before reaching the "Level empty" of Pressure Switch or APS, the LED Pump Filter is turned ON. The timeout is 4 minutes.</p> <p>The Control is in Pause Mode. Press Start button to continue the program. If water can be drained out, the program will continue.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check the drain hose and make sure it is not plugged or kinked.</li> <li>In case of recirculation pump, check also that the recirculation hose is not plugged or kinked.</li> <li>Frozen water in outlet hose or drain pump leads to this failure</li> <li>Check the drain pump filter for foreign objects (Filter and Impeller, in case of recirculation pump: check always both impellers)</li> <li>Check the electrical connections at the pump and CUC and make sure the pump is running.</li> <li>In case of recirculation pump: check connection of both pumps (also on CUC) and make sure that both pumps are running.</li> <li>Check the electrical resistance of the Drain Pump.</li> <li>In case of recirculation pump: of both pumps</li> <li>Verify CUC operation</li> <li>This failure can also be generated by too much foam in wash phase see also F18 (Foam) description</li> <li>Check for Eco-Ball blockage</li> <li>In case of APS (Analog Pressure Sensor):</li> </ul> <p>After checking all points above and confirmation that the appliance is draining well (proper flow rate, not reduced flow): A too high zero-offset of the APS is also causing this failure. The APS does not reach "Level empty" anymore.</p>
<p><b>U1</b></p>  <p><b>U2 / U3</b></p> 	<b>F04</b>	<p><b>Too Long Heat Time</b></p> <p>If the water temperature is not increasing over 35°C during 50 minutes of the first heating step in the program, the program is finished without further heating.</p> <p>This failure is handled as delayed failure. Only at the 10<sup>th</sup> occurrence the customer is notified.</p> <p>Reprogram CUC in case of F04 to clear the failure counter otherwise the failure will remain.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check the electrical resistance of the Heater</li> <li>Check Wire Harness connections to the Heater, NTC, and Control Unit (CUC)</li> <li>Check the electrical resistance of the NTC (failure can also occur, when NTC resistance is not changing with temperature)</li> <li>Check CUC operation</li> </ul>








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 <b>U1</b> <b>U2 / U3</b> 	<b>F05</b>	<p><b>Water Temperature Sensor Error</b></p> <p>If the water temperature sensor (NTC) value is out of range, the program runs without heating. If the NTC value is in range, but there is not at least a change in NTC value of +2°C during heating or -2°C in case of re-fills during heating detected, the program continues without additional heating.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check the NTC resistance</li> <li>Check connections to the NTC and CUC</li> </ul> <p>This failure is handled as delayed failure. Only at the 10<sup>th</sup> occurrence the customer is notified.</p> <p>During the time until the failure is declared there might be calls like: "poor wash performance / does not heating".</p> <p>Reprogram CUC in case of F05 otherwise the failure will remain.</p>
<p>Only during Service Test</p>  <b>U1</b> <b>U2 / U3</b> 	<p>Only during Service Test</p> <b>F06</b>	<p><b>Blocked drum / Overload of motor</b></p> <p>The control unit is not able to move the motor or it is very hard to move the motor. There are many re-trials to run the motor. The program continues and finishes without motor movement or with reduced motor movement.</p> <p>This failure is handled as hidden failure. The customer is not notified.</p> <p>This will lead to calls "drum not moving / drum not properly moving / poor wash performance / poor rinse performance / no spinning / laundry very wet".</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check wire harness and connections between the Motor and CUC</li> <li>Check drum for blockage (make the check slowly and only for short time, the drum will be braked, if you rotate the drum for several seconds and / or if you do it fast)</li> <li>instruct customer for trapped laundry</li> <li>Check resistances of the Motor windings</li> <li>Check if the correct motor is mounted</li> <li>In case of Direct Drive Motor: Check if the correct combination of stator and rotor is mounted</li> </ul>
 <b>U1</b> <b>U2 / U3</b> 	<b>F07</b>	<p><b>Motor Control internal Failure</b></p> <p>The CUC may have detected a hardware damage.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check CUC by running Test Program: if failure occurs exchange CUC</li> <li>Motor or Motor Control over-temperature detection can be also included in F07. In this case it is not displayed to the customer. Anyhow see points from F10.</li> <li>Check wire harness and connections between Motor and CUC</li> <li>Check if the correct motor is mounted</li> <li>In case of Direct Drive Motor: Check if the correct combination of stator and rotor is mounted</li> </ul>
 <b>U1</b> <b>U2 / U3</b> 	<b>F08</b>	<p><b>Incorrect Heating</b></p> <p>The main control has detected a heater circuit failure. These failure modes are checked before the program starts and at the end of the program. The program is running without heating.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check the resistance of the heater connectors (L and N) to PE</li> <li>Check the resistance of the heater (L to N)</li> <li>Check the connectors to the heater and CUC and check wires</li> <li>Check the CUC</li> </ul> <p>This failure is handled as delayed failure. Only at the 10<sup>th</sup> occurrence the customer is notified.</p> <p>During the time until the failure is declared there might be calls like: "poor wash performance / does not heating".</p> <p>Reprogram CUC in case of F08 otherwise the failure will remain.</p>









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<p><b>Only during Service Test</b></p> <p><b>U1</b></p>  <p><b>U2 / U3</b></p> 	<p><b>F10</b></p>	<p><b>Drum Overload (over-temperature)</b></p> <p>The CUC has detected a too high temperature. This failure is not declared to the customer. The program continues with reduced or no motor movement.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• This failure is normally not visible in the Test program or at a short time of motor running, because it is an effect of long running motor under heavy load</li> <li>• Check for missing motor movements</li> <li>• Check for drum blockage (make the check slowly and only for short time, the drum will be braked, if you rotate the drum for several seconds and / or if you do it fast).</li> <li>• Also laundry can block the drum.</li> <li>• Check for noise or friction during the drum rotation.</li> <li>• Check if the machine was overloaded.</li> <li>• Check for several consecutive and/or long programs.</li> <li>• Check the ambient temperature -&gt; instruct the customer.</li> <li>• Check built in conditions before service visit -&gt; instruct the customer.</li> </ul> <p><b>If the failure is permanent</b></p> <ul style="list-style-type: none"> <li>• Check motor for defect (see F06)</li> <li>• Check if CUC is defect</li> </ul>
<p>(Eventually Icon Door open is ON)</p> <p><b>U1</b></p>  <p><b>U2 / U3</b></p> 	<p><b>F13</b></p>	<p><b>CUC Failure on Doorlock control circuit</b></p> <p>If CUC detects a defect of the doorlock triac or doorlock relay, F13 is displayed. This check is done at start of program and at the end of the program.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• Check the wiring / harness between the CUC and the Door Lock</li> <li>• Check if the door contact of the doorlock is closed in case of closed door.</li> <li>• Check if doorlock can lock and unlock</li> <li>• Check points for F29 / FdL</li> <li>• CUC defect</li> </ul>
<p><b>Only during service test</b></p> <p><b>U1</b></p>  <p><b>U2 / U3</b></p> 	<p><b>F15</b></p>	<p><b>Drum Up Circuit Missing ( only for TOPLOADERS with DRUM UP Circuit )</b></p> <p>If the CUC is not detecting the Drum Up switch closing during Motor rotation this failure is displayed. This failure is ONLY detected during the Service Program</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• Check the position of the electromagnetic device</li> <li>• Check the position of the reed sensor</li> <li>• Check the resistance of the reed sensor</li> <li>• Check the wiring connection between the reed sensor and the CUC</li> </ul>
<p><b>U1:</b></p> <p><b>Fod</b></p> <p><b>U2 / U3:</b></p> <p><b>"Over-foaming"</b></p> 	<p><b>F18</b></p> <p>or</p> <p><b>Fod</b></p>	<p><b>Foam detected during the Wash Program</b></p> <p>If the CUC is not able to drain out the water after washing or not able to spin after several trials, this alarm Code is displayed</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• Customer used too much detergent</li> <li>• Check if there is any problem with the pump hoses</li> <li>• Check drain pump for foreign objects.</li> <li>• Check the electrical resistance of the pump</li> <li>• Check pressure switch function (if available)</li> <li>• Check, if Pressure Hose is in good condition and properly connected to Tub and Pressure switch / APS</li> <li>• Verify there is not a siphon problem</li> <li>• Verify the air trap</li> <li>• Check all points from F03</li> </ul>









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  <b>F20</b>	<p><b>Control Board Failure</b> (or eventually Heater failure)</p> <p>The control unit has detected, that the main or the heater relay has short or open circuit or that the heater has an open circuit or reduced insulation resistance to PE.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>First check, if the heater is ok</li> <li>Check the resistance of the heater connectors (L and N) to PE</li> <li>Check the resistance of the heater (L to N)</li> <li>If heater has reduced resistance of L or N to PE =&gt; replace heater and run test program (should be no failure of CUC in this case)</li> <li>If heater has open circuit: Replace heater and CUC (relay failure on CUC)</li> <li>Check the connectors on the heater and CUC and check wires</li> </ul> <p>If heater and wires are ok:</p> <ul style="list-style-type: none"> <li>CUC is defect (relay failure on CUC).</li> </ul>
  <b>F21</b> <b>F22</b>	<p><b>User Interface Communication Error</b></p> <p>If the communication between user interface module and CUC is disturbed this Error is displayed.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check wiring connection to the User Interface.</li> <li>Check User Interface</li> <li>Check Control Unit</li> </ul>
  <b>F24</b>	<p><b>OverFlow Failure</b></p> <p>If the Overflow contact on the pressure switch is closed or the Control Unit has read the overflow level in case of APS, the drain pump is switched on for 60". The wash program continues. The overflow failure condition is reached, if the overflow contact or signal is detected the 5<sup>th</sup> time in the same wash program. In an Overflow condition, the Door will remain locked, and the Drain pump runs in interval mode.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check with customer, if program with high water level (e.g. delicate) was used with too big load =&gt; Instruct customer for small max. Loads for such cycles</li> <li>Check the drain hose and make sure it is not plugged or kinked</li> <li>Check Wire Harness connections to the Drain Pump, Pressure Switch/APS, and Control Unit</li> <li>Check the Inlet Valve for proper shut off</li> <li>Check / Clean Drain Pump Filter from foreign objects</li> <li>Check for Drain Pump Failure</li> <li>Check the Pressure switch / APS for proper operation</li> </ul>
  <b>F26</b>	<p><b>Pump Driver Failure</b></p> <p>If the CUC detects during the wash program that the triac of the pump is defective, it will display this failure.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Run Test program to check the CUC. If the failure occurs replace the CUC</li> <li>Check drain pump</li> <li>Check drain pump resistance (too low resistance and therefore over current of drain pump can damage the pump driver)</li> </ul>









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<p>Only during ServiceTest</p> <p>U1 </p> <p>U2 / U3 </p>	<p>Only during ServiceTest</p> <p><b>F27</b></p>	<p><b>Motor phase loss</b></p> <p>The CUC detected an open circuit in one of the motor phases or in the harness connection to the motor. The motor cannot turn anymore in this case. The wash program continues without motor movement or reduced motor movement.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check the harness to the motor</li> <li>Check the motor</li> <li>Check the CUC</li> </ul> <p>This failure is handled as hidden failure. The customer is not notified. This can lead to calls "drum not moving / drum not properly moving / poor wash performance / poor rinse performance / no spinning / laundry very wet".</p>
<p>Only during Service Test</p> <p>U1 </p> <p>U2 / U3 </p>	<p><b>F29</b> or <b>FdL</b></p>	<p><b>Doorlock cannot unlock, mechanical issue of doorlock blockage, ... (in test program: also Doorlock cannot lock)</b></p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check for a mechanical problem on the Door Lock system (also Door, Hinge, Bellow and Door hook)</li> <li>Check the wiring / harness between the CUC and the Door Lock</li> <li>Check if bellow is properly mounted (if doorlock was getting wet due to wrong mounted bellow, exchange doorlock)</li> <li>Press firmly on door frame in area of doorlock, try to lock/unlock doorlock</li> <li>Start test program. If the problem persists Error Code F29 or FdL will be displayed</li> <li><b>Emergency unlocking, if CUC is not able to unlock doorlock:</b> Doorlock can be unlocked by pulling the emergency release strap behind the plinth or by pushing from top (with removed table top) on the flexible part on top of the doorlock. Always drain the water before using the emergency release (by drain program or manually by opening the pump filter – wait until water has cooled down).</li> <li>If door can also not be opened by emergency unlocking: disassemble electrical box from doorlock support with small screw driver (it is snapped to the doorlock support), when partly disassembled try emergency unlocking again</li> </ul> <p><b>NOTE to locked door:</b></p> <p>In case of missing mains supply or in case of certain failures of electrical components, the door has to be kept locked. E.g. if water level and/or water temperature cannot be assured to be safe for the customer. This is a request coming from the approval standard. In this case it is not F29. In this case the locked door is not the origin of the problem, but the required reaction. Use the emergency unlocking in cases where it is not possible to unlock with the CUC.</p>
<p>Only during Service Test(?)</p> <p>U1 </p> <p>U2 / U3 </p>	<p>Only during Service Test(?)</p> <p><b>F30</b></p>	<p><b>Recirculation Pump Driver Failure or Recirculation Pump Failure(?)</b></p> <p>If the CUC detects that the triac of the recirculation pump is defective or that the recirculation pump is not running, it will display this failure.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check the recirculation pump and clean pump filter</li> <li>Check drain pump resistance (too low resistance and therefore over current of drain pump can damage the pump driver)</li> <li>Check recirculation hose for kinks or blockage</li> <li>Run Test program to check the CUC. If the failure occurs replace the CUC.</li> </ul>
<p>Only during Service Test</p> <p>U1 </p> <p>U2 / U3 </p>	<p><b>F31</b> or <b>bdd</b></p>	<p><b>Blocked Drum Detected (only for Top Loader Appliances)</b></p> <p>CUC detects problems with driving of the motor at the beginning of the program or after pause mode when Door Lock has been unlocked. (Normally when this failure occurs, the drum door opened)</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>Check if the Drum doors are properly closed</li> <li>Check the Belt position</li> <li>Check the F06 Failure Case</li> </ul>

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<p>Only during Service Test</p> <p>U1</p>  <p>U2 / U3</p> 	<p>Only during Service Test</p> <p><b>F34</b></p>	<p><b>Max. Spin Speed not reached</b></p> <p>If during the spin step C4 of the Test program, the reached spin speed is not at least 90% of the maximum spin speed, this failure code is displayed. This failure cannot happen during wash program execution.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• Check if the correct motor is mounted</li> <li>• In case of Direct Drive Motor, check if the correct combination of stator and rotor is mounted</li> <li>• Check the Belt position</li> <li>• Check the F06 Failure Case</li> </ul>
<p>For Pressure switch: Only during Service Test</p> <p>For APS: also during program execution</p> <p>U1</p>  <p>U2 / U3</p> 	<p>For Pressure switch: Only during Service Test</p> <p>For APS: also during program execution</p> <p><b>F36</b></p>	<p><b>Water Level Sensing Not Working</b></p> <p>With Pressure switch: The CUC has detected an inconsistency between flow meter pulses and wash level. Flow meter pulses are ok (water is filling), but wash level not reached until water quantity for fill failure.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• Check the resistance of the pressure switch contact.</li> <li>• Check the wire harness connections to pressure switch and CUC.</li> <li>• Check pressure hose</li> <li>• Check all points for F01 where water comes in</li> <li>• Start the Test Program. If the problem persists F36 will be displayed.</li> </ul> <p>During wash program execution this failure leads to "water tap closed" (F01).</p> <p>With APS: APS failure detected (no signal, signal out of range or failed zero calibration due to too high zero offset)</p> <ul style="list-style-type: none"> <li>• Check wire harness to APS and CUC</li> <li>• Check pressure hose</li> <li>• Check for blocked pump filter (check all points from F03)</li> <li>• Check air trap</li> <li>• Run test program. If problem persists F36 is displayed</li> </ul>
<p>Only during Service Test</p> <p>U1</p>  <p>U2 / U3</p> 	<p>Only during Service Test</p> <p><b>F42</b></p>	<p><b>Minibulk failure</b></p> <p>The CUC has detected a failure of the minibulk system.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• Check the function of the minibulk system</li> <li>• Check the reed sensors</li> <li>• Clean minibulk system (hoses, etc.)</li> <li>• Start the Test Program. If the problem persists F42 will be displayed.</li> </ul>
<p>no indication at all or U1</p>  <p>U2 / U3</p> 	<p>no indication at all or <b>F60</b></p>	<p><b>Control Board Failure / Micro processor failure</b></p> <p>An internal failure on the Micro processor has been detected.</p> <p><b>Potential Causes</b></p> <ul style="list-style-type: none"> <li>• Check CUC by running Test Program.</li> <li>• If failure occurs: exchange the CUC.</li> </ul>

**Additional safety functions:**

- 1) **Wash Level activated during selection mode:**  
The Door is locked and Drain routine is started. If Drain Pump is not defective the Door will be unlocked after Level L0 + 30 sec.  
Display status: normal indication. If Drain Pump is defective, Pump "clean filter" failure will be shown.
- 2) **Drum Speed is moving in selection mode:**  
When the drum is moving, after 4 seconds, the doorlock is activated. Display status: normal indication.
- 3) **Water High Temperature or NTC failure in selection or pause mode:**  
If NTC temperature is higher than 50°C Door Lock will be kept locked, also in NTC failure. Display status: normal indication.

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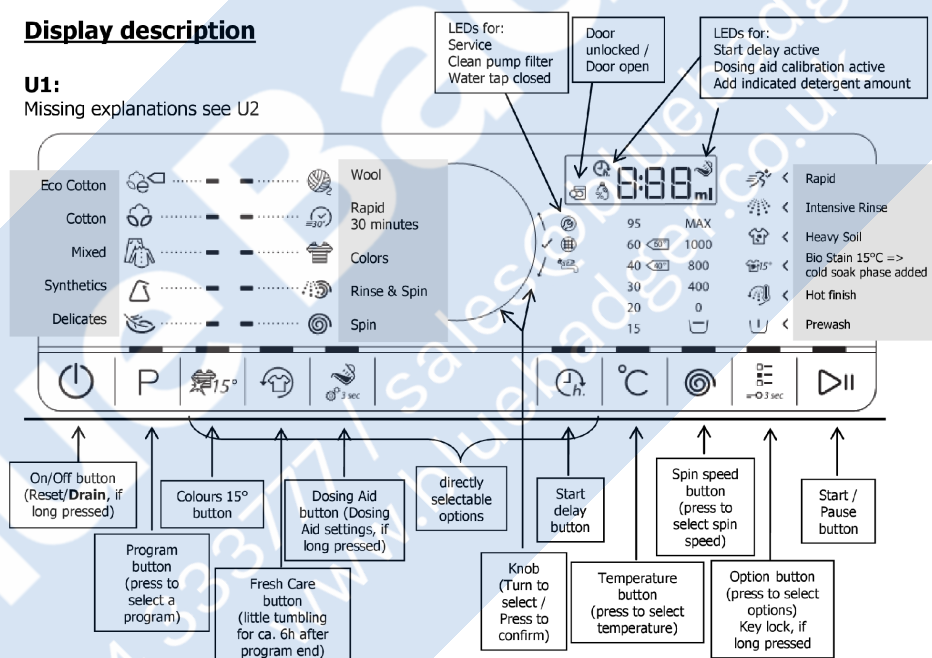
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17.02.15**Failure Translation Table**

Normally only the failure codes mentioned above should be displayed.  
In case of additional failure codes shown, please refer to table below:

Failure code	see Failure Code	Explanation
F09, F11	<b>F07</b>	Motor Control Internal Failure
F12, F19	<b>F20</b>	Control Board Failure
F14	<b>F60</b>	Control Board Failure
F23, F38, F39	<b>F36</b>	Water level sensing not working
F25	-	Only in Factory Test Program: Not all Buttons were pressed before end of Timeout
F28	<b>F06</b>	Blocked drum / Motor overload
F33	-	Only in Factory Test Program: WiFi Module can't connect to factory router
F35	<b>F01</b>	Only in Test Programs: Flow meter failure
F40	<b>F05</b>	Water Temperature Sensor Error
F41	<b>F08</b>	Incorrect heating
F44	-	Only in Factory Test Program: Inconsistent W8 numbers between CUC and UI

**Display description****U1:**

Missing explanations see U2

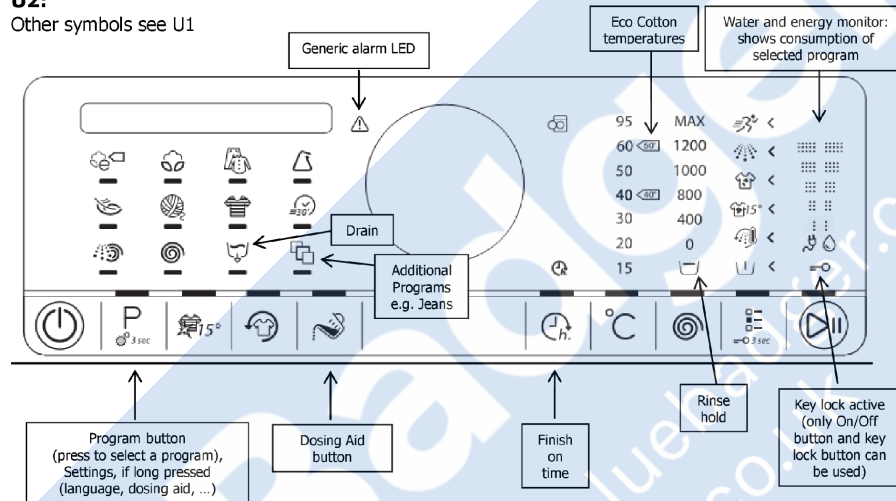


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## U2:

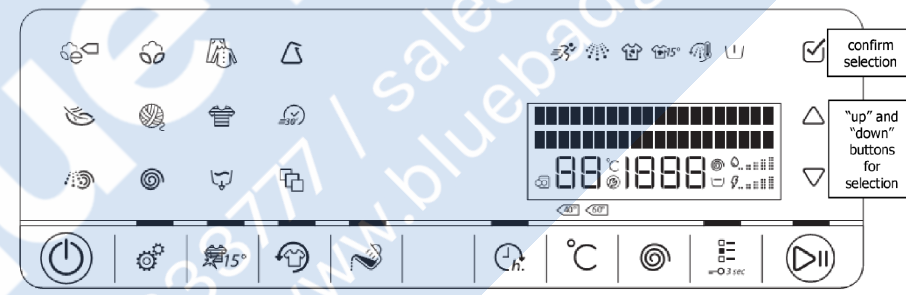
Other symbols see U1



## U3:

No bulk, no connectivity

Meaning of other symbols see U1 and U2



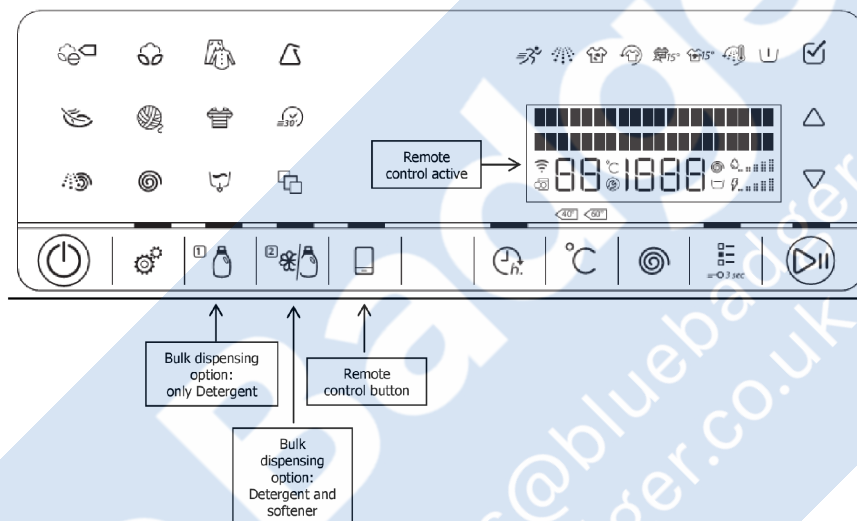
19-Feb-2015 08:23:42 EST | RELEASED

<b>Etna &amp; Havana</b>	<b>W10758657</b>
<b>Service Document – Failure Codes &amp; Display Description</b>	Rev.: C / EN 785792 17.02.15

## U3:

Bulk, connectivity

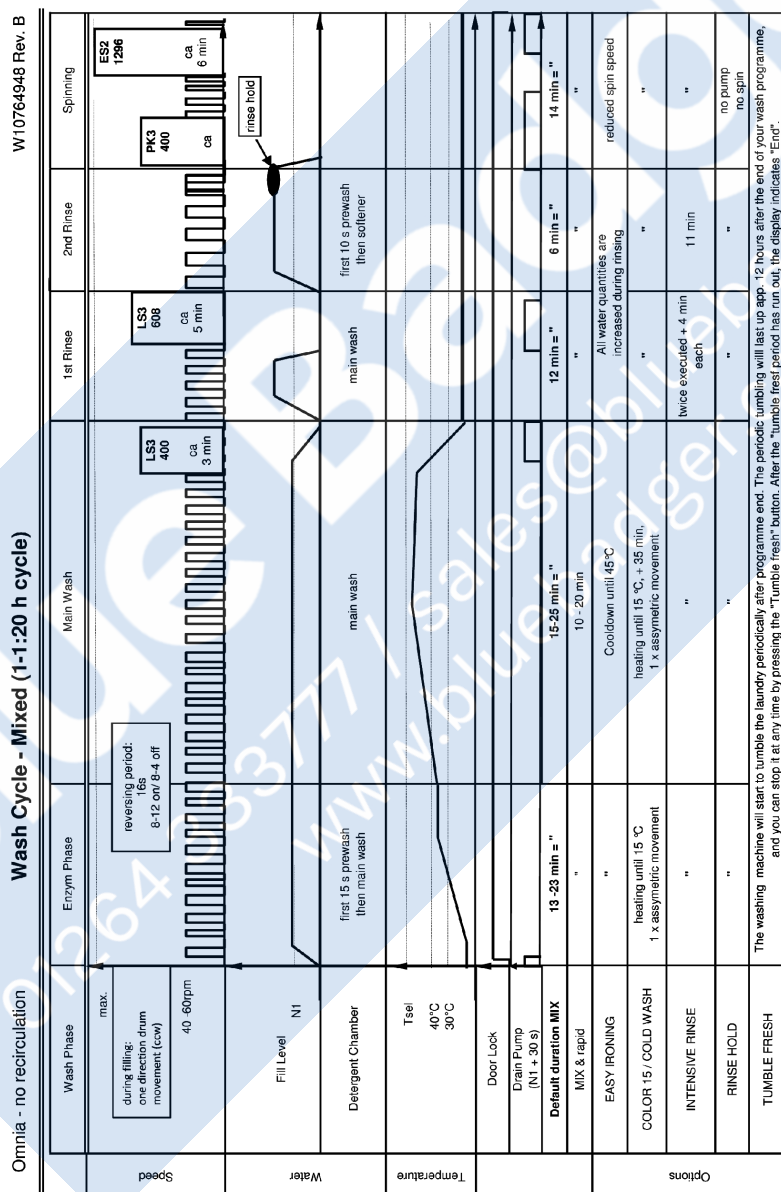
Meaning of other symbols see U1, U2 and U3



19-Feb-2015 08:23:42 EST | RELEASED

## Program Chart

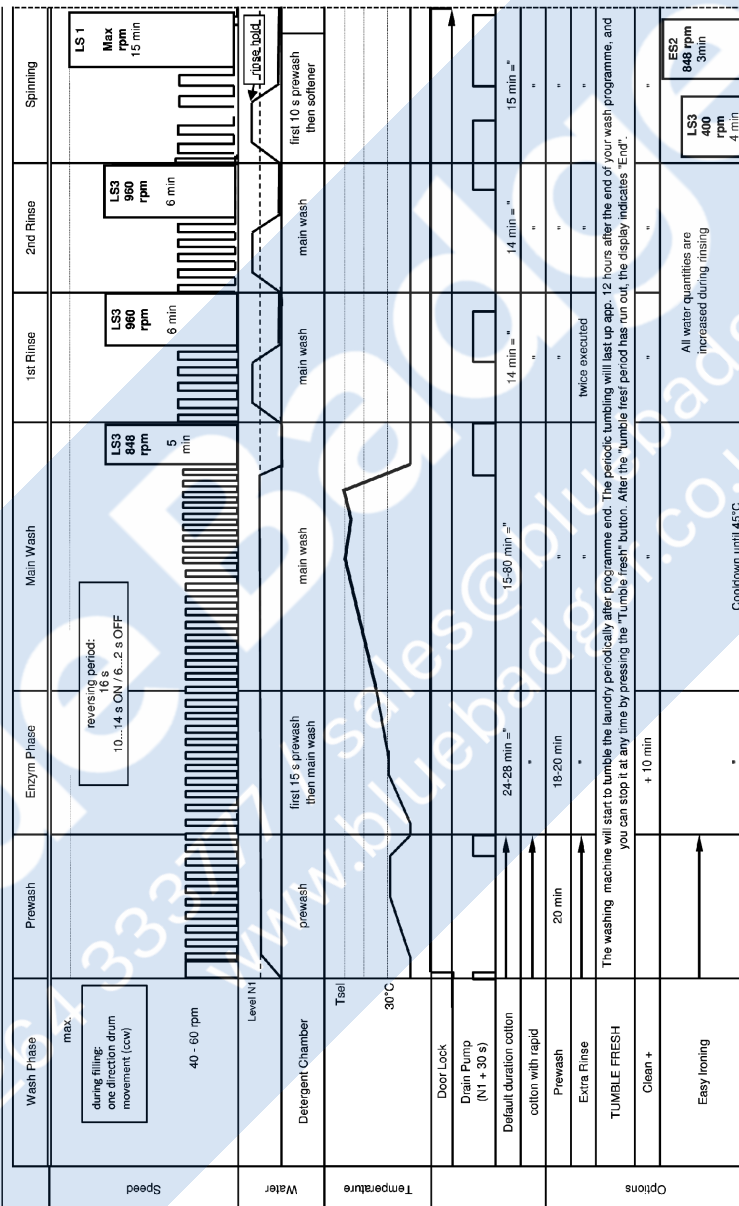
## Program Chart



W10764948 Rev. B

## Wash Cycle - Cotton 50-95°C

OMNIA - no recirculation



**Wash Cycle - Cotton 40°C**

Omnia - no recirculation W10764948 Rev. B

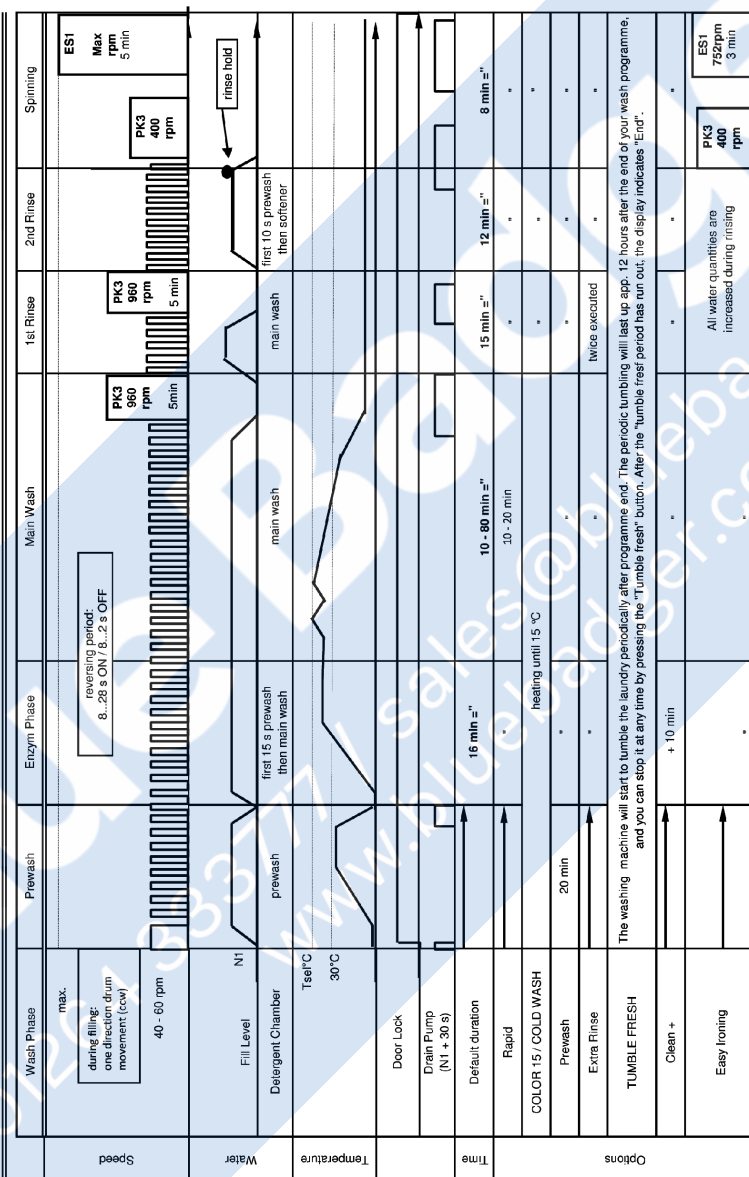
Speed	Wash Phase	Prewash	Enzym Phase	Main Wash	1st Rinse	2nd Rinse	Spinning
	<div>max.</div> <div>during filling: one direction drum movement (cw)</div> <div>40 - 60 rpm</div>		<div>reversing period: 8...28 s ON / 8...2 s OFF</div>	<div>LS3 960 rpm 5min</div>	<div>LS3 960 rpm 5min</div>		<div>LS1 Max rpm 15 min</div>
Water	<div>Fill Level N1</div> <div>Delugent Chamber</div>	<div>prewash</div>	<div>first 15 s prewash then main wash</div>	<div>main wash</div>	<div>main wash</div>	<div>first 10 s prewash then softener</div>	<div>rinsing hold</div>
Temperature	<div>40°C</div> <div>30°C</div>						
	<div>Door Lock</div> <div>Drain Pump (N1 + 30 s)</div>						
Time	<div>Default duration cotton</div> <div>Rapid</div>		<div>28 min ±"</div>	<div>10 - 120 min ±"</div> <div>10 - 20 min</div>	<div>18 min ±"</div>	<div>12 min ±"</div>	<div>15 min ±"</div>
Options	COLOR 15 / COLD WASH		heating until 15 °C				
	Prewash	20 min					
	Extra Rinse				twice executed		
	TUMBLE FRESH	The washing machine will start to tumble the laundry periodically after programme end. The periodic tumbling will last up app. 12 hours after the end of your wash programme, and you can stop it at any time by pressing the "Tumble Fresh" button. After the "tumble fresh" period has run out, the display indicates "End".					
	Clean +		+ 10 min				
	Easy Ironing					<div>LS3 400 rpm</div> <div>All water quantities are increased during rinsing</div>	<div>LS2 752 rpm 3 min</div>



W10764948 Rev. B

## Wash Cycle - Synthetic Cycle

Omnia - no recirculation



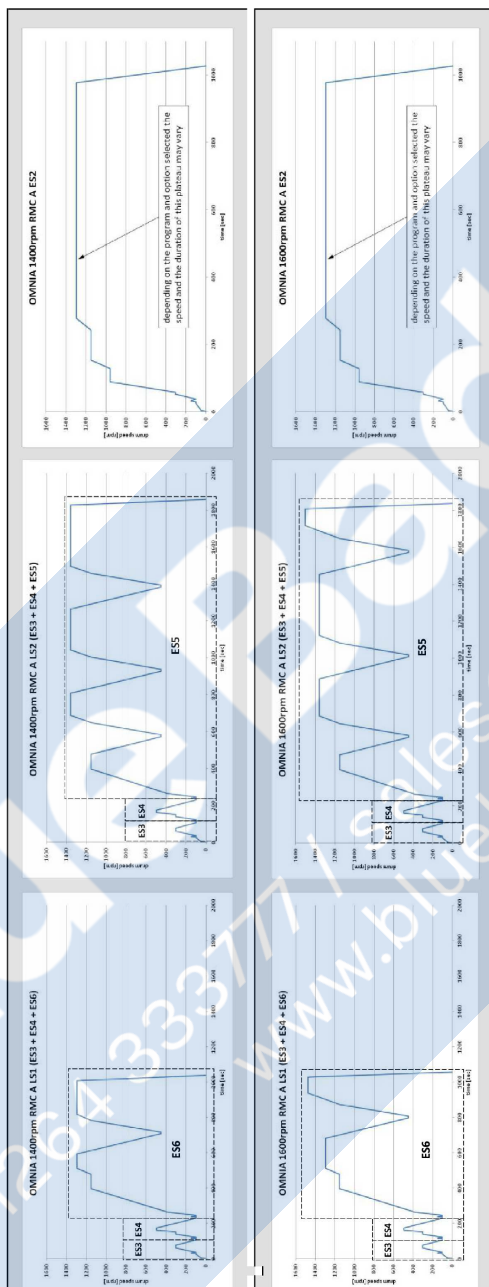
W10764948 Rev. B

Omnia - no recirculation  
Wash Cycle - EcoCotton 40 °C, 60 °C (Reference programmes)

Speed	Wash Phase	Enzym Phase	Main Wash	1st Rinse	2nd Rinse	Spinning
	max. during filling: one direction drum movement (cw)		reversing period: 16 s 8..14 s ON / 18..2 s OFF	LS3 646 5 min	LS3 656 5 min	LS2 Max rpm 20 min (30 min FMC A)
	40 - 60 rpm					
Water	Fill Level N1					
Temperature	Detergent Chamber Tset 40(30)°C 30°C		main wash	main wash	main wash	
	Door Lock					
	Drain Pump (N1 + 30 s)					
Time	EcoCotton 40 / 60 Large load / High Soil	33 min = "	100 ... 290 min = "	13 min = "	8 min = "	20 - 30 min = "
	INTENSIVE RINSE	"	"	twice executed	"	"
Options	COLD WASH / COLOR 15	heating until 15 °C	heating until 15 °C	"	"	"
	TUMBLE FRESH	The washing machine will start to tumble the laundry periodically after programme end. The periodic tumbling will last up app. 12 hours after the end of your wash programme, and you can stop it at any time by pressing the "Tumble fresh" button. After the "tumble fresh" period has run out, the display indicates "End".				
	RINSE HOLD	"	"	"	"	no pump no spin

OMNIA - 1000rpm RMC B ES2  
Wash Cycle - Spin profiles  
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## Indesit NEWS

..... Washing machine leaking at detergent box. Omnia (Supreme Care)

### Indesit Message Component

.. A modification to the distributor assembly was implemented in production in week 19/2016.<br/>For more information on the correct positioning and distributor plate see technical bulletin TB001727 FL383.<br/>

**Blue Badger**  
01264 333777 / sales@bluebadger.co.uk  
www.bluebadger.co.uk

**Indesit Service Bulletin**

..... Washing Machine Leaking at Detergent Box

**INDESIT\_ADMFILE**

...../attachment/attachment1157998/tb65663.pdf

**Blue Badger**  
01264 333777 / sales@bluebadger.co.uk  
www.bluebadger.co.uk

## Service Bulletin 4812 712 40410

**AUTHOR:** Michael Naether

**Last Update:** 30/11/15

**VERSION:** 1.0

**TITLE:** Missing noise reduction stripes on Omnia (Supreme Care) washing machines.

**SUBJECT:** OMNIA & Supreme Care washing machines are being delivered with additional noise reduction stripes, that must be glued underneath the appliances directly on the cabinet bottom during the installation.

Customers claiming, those stripes are missing.

### REMEDIAL ACTION

For all Omnia and Supreme Care washing machines, factory is using 3 cabinet sizes.

- 1.) 484 mm (white)
- 2.) 515 mm (white+silver)
- 3.) 575 mm (white)

The following cabinet codes are used:

481010703007, CABINET U-SHAPE 515, WHITE  
481010771600, CABINET U-SHAPE 575, WHITE  
481010799501, CABINET U-SHAPE 515, SILVER  
481010697253, CABINET U-SHAPE 484, WHITE

Compare with the service manual.

Please order the desired noise reduction stripes depended on the cabinet depth, according the following table:

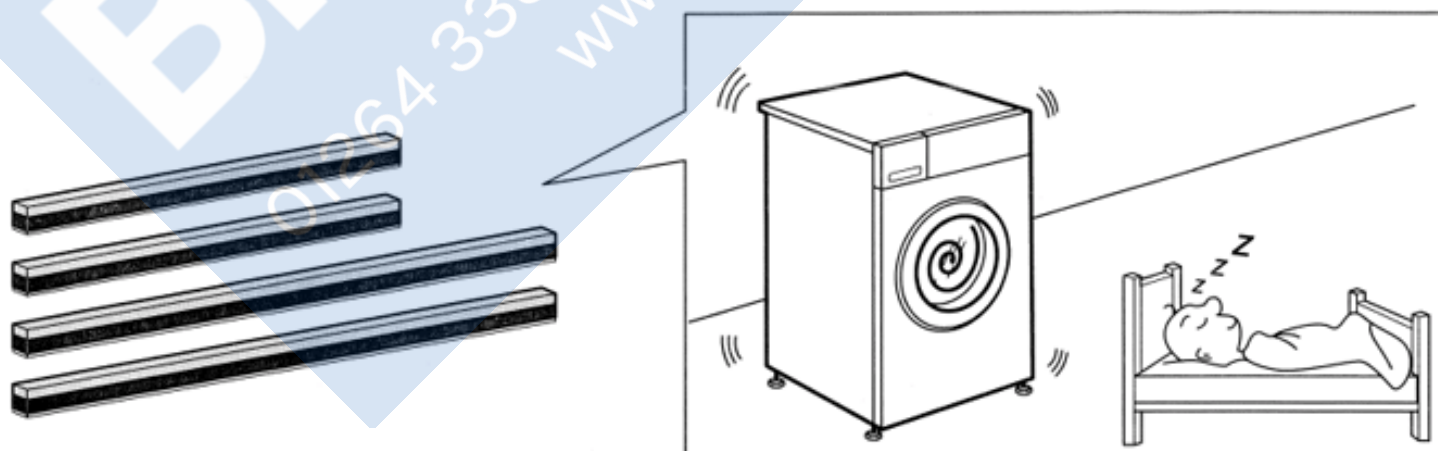
KIT FOAM PAD 484mm Service Code: 481010801594

KIT FOAM PAD 515mm Service Code: 481010801598

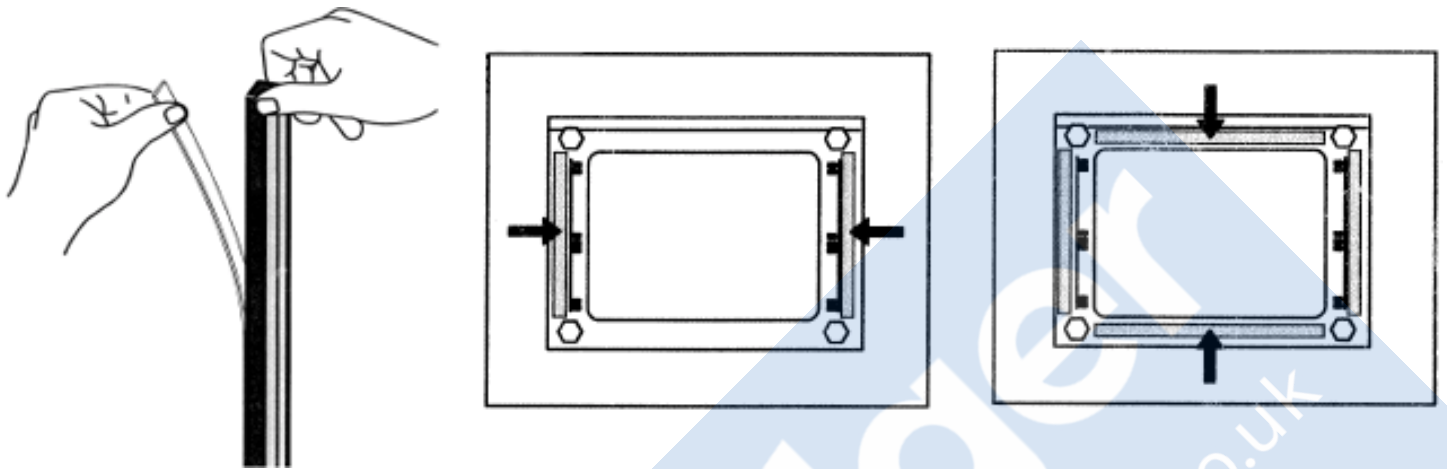
KIT FOAM PAD 575mm Service Code: 481010725633

### Technical Failure Code

16B 1800 8x K







**Service Bulletin 4812 712 40409****AUTHOR:** Michael Naether**Last Update:** 04/12/15**VERSION:** 1.0**TITLE:** Omnia/ Supreme Care washing machines: Connecting cables overview**SUBJECT:** The table below is giving an overview about connection cables used in Omnia/ Supreme Care washing machines.**REMEDIAL ACTION**

Please order the component you need according the table below.

ACU = Appliance Control unit

**Technical Failure Code**

X20 4800 Rx A

Part Number	Description	Connector		Type
481010556468	ACU - RFI (Interference Filter)	2 pole	2 wires	Rast5
481010660100	ACU - Doorlock EM	3 pole	3 wires	Rast5
481010556472	ACU - Valve , Pump	5pole/3pole	5 wires	Rast2.5
481010556473	ACU - Flowmeter	3 pole	2 wires	Rast2.5
481010624064	ACU - Valve , Pump (only whit Recirculation Pump)	5pole/3pole	5 wires	Rast2.5
481010624065	ACU - RecirACUlation Pump	3 pole	2 wires	Rast2.5
481010592304	ACU - Hot fill valve	3 pole	2 wires	Rast2.5
481010549638	ACU - Pressure Switch , User Interface	9 pole	7 wires	Rast2.5
481010549639	ACU - Analog Pressure Switch , User Interface	9 pole	7 wires	Rast2.5
481010556478	ACU - Heating Element		2 wires	ACU - Heater
481010691871	GND: HE - C / ground wire	ground connect	1 wires	
481010556479	ACU - AQS , NTC	4pole/3pole	4 wires	Rast2.5
481010556480	ACU - NTC		2 wires	
481010569345	GND: Hub - HE			

## Service Bulletin

## 481271240418

AUTHOR

Cecilia Palazzi

Last Update

19/01/17

VERSION

1.0

TITLE

Omnia missing bellow ring in technical documentation

Technical Failure Code

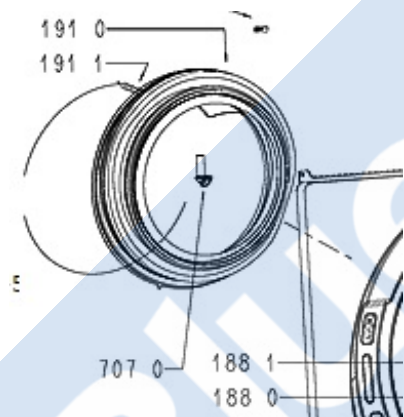
**TITLE: Omnia missing bellow ring in technical documentation**

**Products involved: U1 and U2 interfaces versions of Omnia 7/8 kg**

In technical documentation, the bellow ring (front side), **code 481010632440** (400010632440) **is missing**.

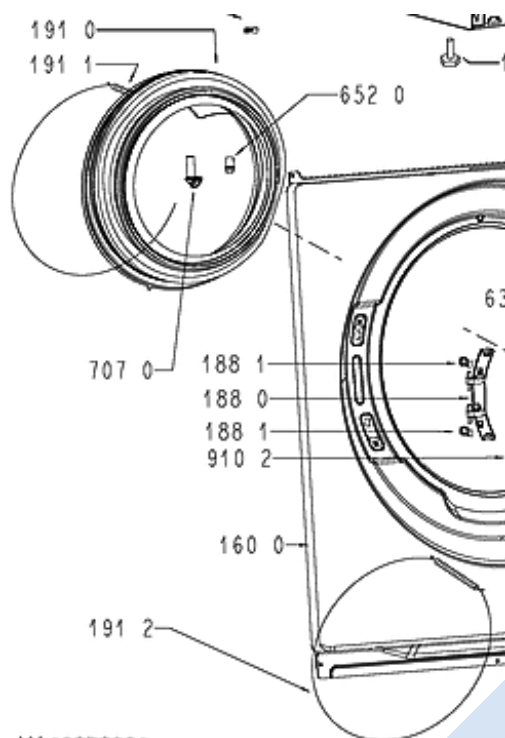
It should be at 1912 position.

Please, look at the image related to 7/8 kg Omnia machines below:



there is not the 1912 position,

that you can find in 10kg Omnia ones instead (look at the following image):



W 10878231

## Service Bulletin

4812 712 40404

AUTHOR

Michael Naether

Last Update

06/10/17

VERSION

2.0

### Washing machine leaking at detergent box

#### TITLE

Washing machine leaking at detergent box

#### SUBJECT

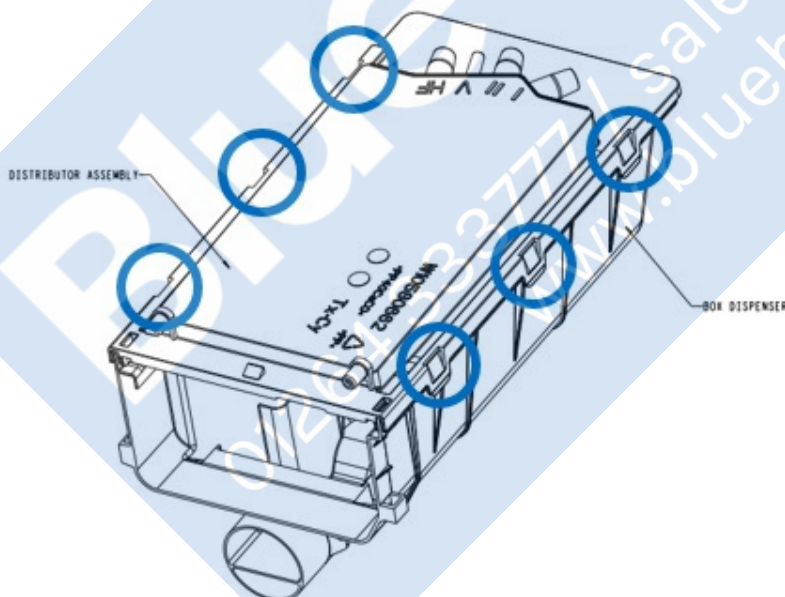
Customers claim about leaking detergent chamber (box) on Omnia (Supreme Care) frontloader washing machines.

The water runs out of the chamber during the fill steps.

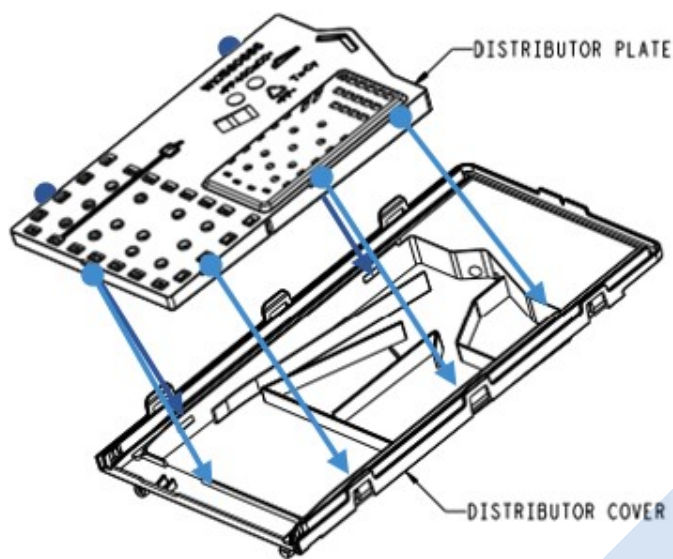
They also claim, the softener is washed out during the cycle beginning immediately.

#### REMEDIAL ACTION

Check the detergent box, especially the clipping between distributor plate and box.



Check the distributor assembly, especially the clipping between distributor plate and distributor cover.



In case both components aren't fitted properly, re-fit them again according to the instructions below and run a test cycle to verify the operation.

1. Distributor not in position
2. Need to put it in position pushing up the distributor
3. Highlighted the position of all fixation points, assure that are all clipped.



If re-assembly can't fix the problem and the distributor cover shows the following three ribs:





**replace the detergent box SPARE PART CODE 481010580651.**

A modification at the distributor assembly was implemented in production in week 19/2016.

**Technical Failure Code**

A51 6800 Kx A



## Service Bulletin 4812 712 40402

**AUTHOR:** Michael Naether

**Last Update:** 03/06/16

**VERSION:** 1.0

**TITLE:** Drawer doesnt stop when it is pulled out by customer.

**SUBJECT:** Due to some tolerance in the part Pos-6803 (Siphon), the drawer doesnt stop at the desired position when it's pulled out.

Customer in certain conditions can pull it out completely, like it is shown in the movie file this info is linked too.

Affected machines: all Omnia produced before week 17/2015

Link to the movie: <http://youtu.be/LGaKDMYaENI>

### REMEDIAL ACTION

Replace the siphon. (Pos-6803)

### Technical Failure Code



KXX 6800 Ex A



**F2S Number**

## Service Bulletin 4812 712 40367

**AUTHOR:** Pasquale Lattuca

**Last Update:** 25/11/14

**VERSION:** 1.1

**TITLE:** Rest time indication stays on 0.01 minute.

**SUBJECT:** The root cause for the behaviour is a wrong resistance of the NTC, but not enough to display a failure code.

The remaining time of 0:01 and the door blocked at the end of the cycle fits to the wrong (low) resistance of the NTC.

### REMEDIAL ACTION

1. Switch on the washing machine without to start any program and wait for 2 minutes.
2. Unplug the washing machine.
3. Unplug the NTC cable set at the CCU and measure the NTC resistance at the connector.  
(Attention: It is important that there are only few seconds between the disconnection of the appliance and the measurement!!!)
4. In case the NTC is outside of specification (low resistance) replace the NTC.

NTC order code: 4812 282 19485

SB:481271240367

SymptomCode:A1C

ComponentCode:6910

DefectCode:1X

RepairActionCode:A

### Technical Failure Code



A1C 6910 1X A

**Service Bulletin 4812 712 40403****AUTHOR:** Michael Naether**Last Update:** 20/07/15**VERSION:** 1.0**TITLE:** Ventilation hole at the rear of all wash units not open.**SUBJECT:** Due to manufacturing process the ventilation hole on all wash units, delivered as a spare part might be closed.

That might be result in bad drain performance, bad spin performance and noise.  
At worse case a siphon effect can occur.

**REMEDIAL ACTION**

In case of washing machines with exhaust hose tub/tank, please check in any case of wash unit replacement, if the the ventilation hole at the rear of the wash unit is open.

If not, please open the pipe with a carpet knife or similar knife to make sure, the ventilation functionality is always given.

**Technical Failure Code**

181 2000 M1 A

- DRAFT! – DRAFT! – DRAFT! – DRAFT! – DRAFT! -



**F2S Number**

- DRAFT! – DRAFT! – DRAFT! – DRAFT! – DRAFT! -