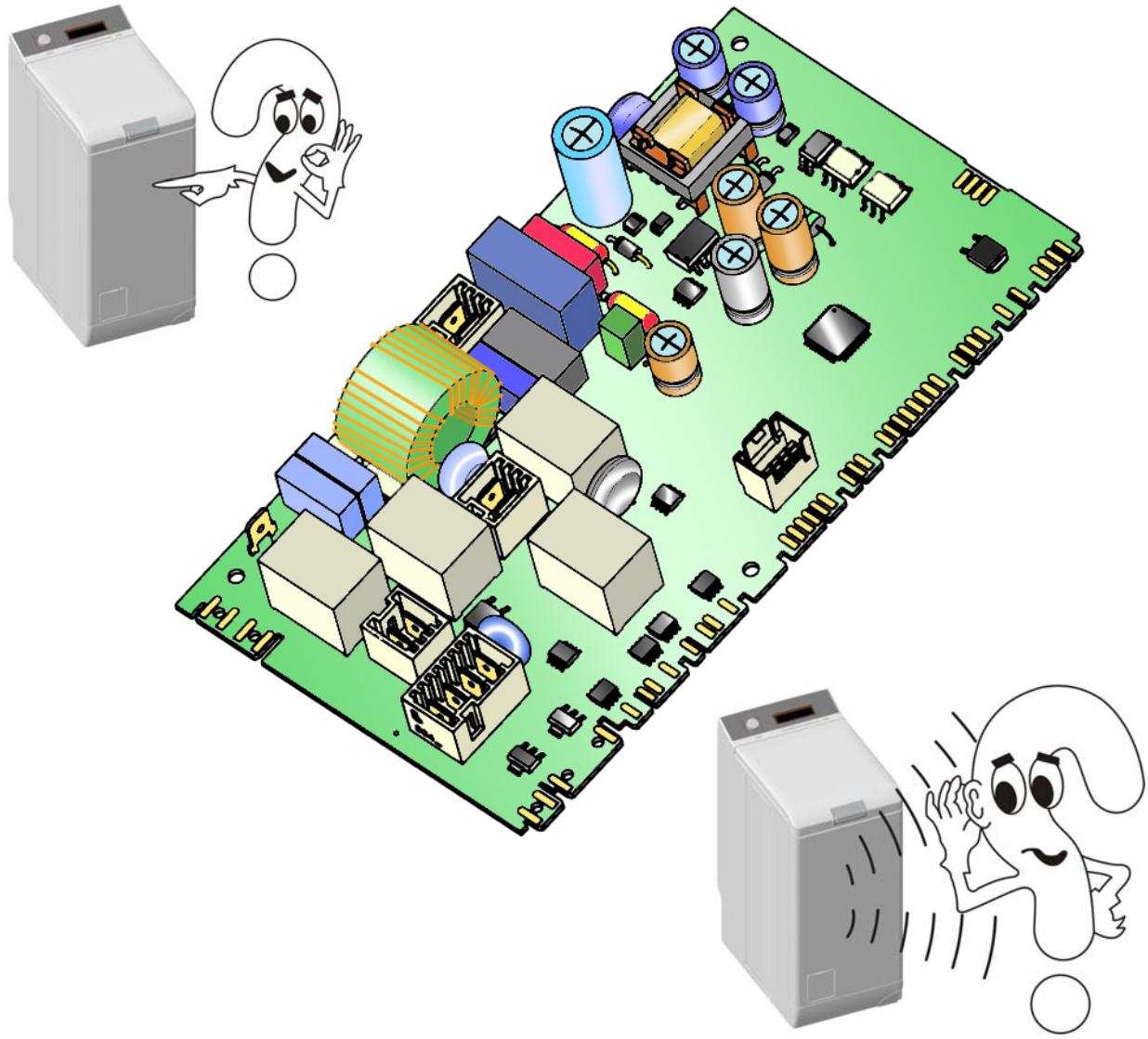
Electrolux

SERVICE MANUAL

WASHING



Customer Care - EMEA
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Washing machines

guide to diagnostics of electronic controls

EWM10931

Edition: 02/2011 - Rev. 00

Contents

1 INTRODUCTION

1.1 Purpose of this manual

The purpose of this manual is to explain, simply and schematically, the steps any Technician should take when faced with the problems indicated by the various alarm codes on appliances with electronic control in the EWM10931 series, NEW COLLECTION SERIES 7/8 version.

Depending on the appliance configuration, the alarms may be entirely or partially displayed to the user: the latter solution is usually adopted.
The diagnostics system is used by Service Technicians to:

- Read alarms
- Delete the alarm stored
- Test the appliance operation

1.2 Warnings

- **Any work on electrical appliances must only be carried out by qualified technicians.**
- **Before starting work on a piece of equipment, check that the earth in the lodgings is working properly by using an appropriate tool and follow the instructions described/illustrated on the Electrolux Learning Gateway portal.**
- **http://electrolux.edvantage.net**
- **When the work is finished check that the equipment's safety conditions have been reinstated, as though it were straight off the assembly line.**
- **In the event of handling/replacing the electronic circuit board, use the ESD (Code 405 50 63-95/4) kit to avoid electrostatic discharges damaging the electronic circuit board see S.B. No. 599 72 08-09.**
- **This platform is not fitted with an ON/OFF switch. Before you access internal components, take the plug out of the socket to disconnect the power supply.**
- **When replacing the heating element, replace it with one that has the same characteristics (2 thermal fuses) in order not to compromise the safety of the appliance**

- **Do not remove/switch the NTC sensors between heating elements.**
- **Always empty the appliance of all the water before laying it on its side.**
- **When replacing components, please refer to the code shown in the list of spare parts relating to the appliance.**

1.3 How to proceed

1. Identify the type of control in question **(Page 6)** and access the diagnostic cycle **(see page 7)**

2. Read the alarm stored **(page 12)** and consult the instructions regarding the “alarm codes”, **(page 27)**

3. Delete the alarms stored **(page 13)**

4. If you are unable to access the diagnosis mode, consult the chapter entitled “The diagnostics system cannot be accessed” **(page 26)**

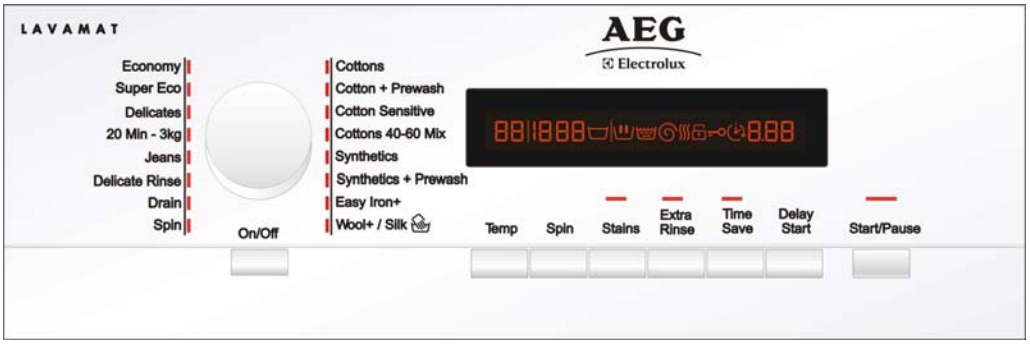
5. Should the main electronic circuit board need to be replaced, make sure there are no burns **(page 78)**

6. After all intervention, check the appliance is operating correctly using the diagnostic cycle **(page 7)**

7. Delete any alarm that may have been stored during the diagnostics operations **(page 13)**

2 WM APPLIANCE CONTROL PANELS

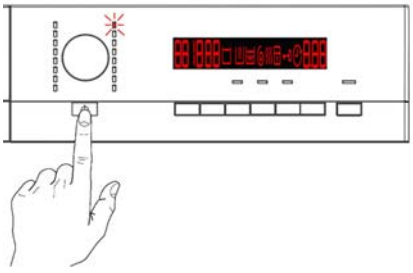
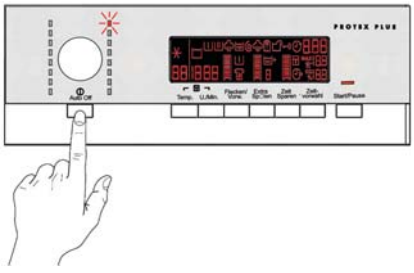
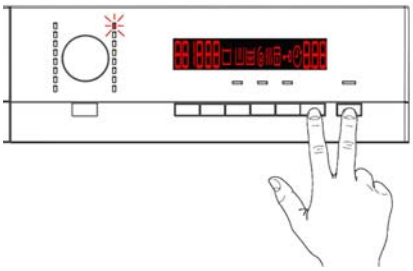
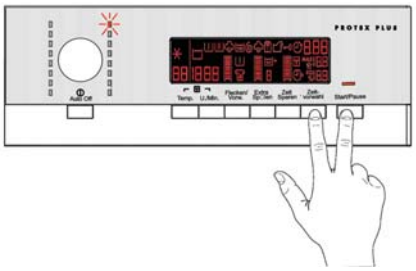
These are the stylings available at the time of printing of this Service Manual. Others may be developed in future.

NEW COLLECTION	SERIES 7	
	SERIES 8	

3 DIAGNOSTIC SYSTEM

3.1 Accessing diagnostics

Do not start the procedure with the combination buttons pressed

	Series 7	Series 8
Turn the appliance on at the ON/OFF switch and the first LED in the right-hand row turns on.		
Press the **START/PAUSE** button and the nearest **option button** simultaneously (as shown in the figure). Hold the buttons/sensors down/pressed until the LEDs and symbols begin to flash in sequence (approximately 3 seconds).		

In the first position, the operation of the buttons, of the related LEDs and of the groups of symbols shown on the LCD screen is checked; turn the programme selector dial **clockwise** to run the diagnostic cycle for the operation of the various components and to read any alarms (see diagnostic test).

During this phase, if any key combination is pressed (except for the one relating to diagnostics), all the combinations of options stored are deleted (Extra rinse, No buzzer, etc..) whereas for SERIES 9, the memories with the customised programmes are also deleted.

3.2 Quitting the diagnostics system

To exit the diagnostic cycle, switch the appliance off, then back on and then off again.

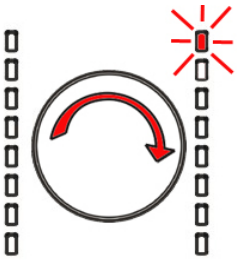
3.3 Diagnostic test phases

Irrespective of the type of circuit board and the configuration of the selector, after entering the diagnostic mode, turn the programme selector dial clockwise to perform the diagnostic cycle for the operation of the various components and to read any alarms.

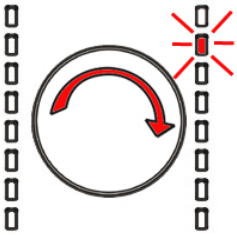
Concurrently, a selector control code is shown on the LCD display, which indicates for two seconds the description in the last column of the table below.

(all alarms are enabled in the diagnostic cycle).

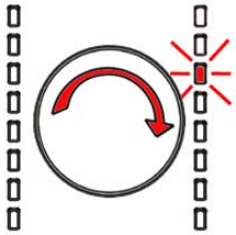
Position 1

User interface test	Purpose of the test:	To test operation of all the LEDs and switches.
	Components activated:	• The LEDs are turned on in sequence, as are the symbol groups of the LCD display and its backlight.
	Behaviour:	• All LEDs turn on in sequence. • By pressing a key the corresponding icon unit lights up. • The code is shown on the LCD and a beep sounds. • All the icons on the LCD flash.
	Working conditions:	There is a control to run the test (always active).
	LCD display:	

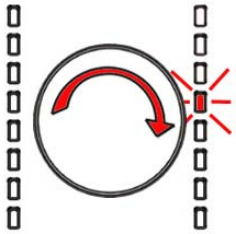
Position 2

Water fill to wash compartment	Purpose of the test:	To check the correct operation of the wash compartment water route.
	Components activated:	• Door safety interlock. • Wash solenoid.
	Working conditions:	• Door closed. • Water level below anti-flooding level. • Maximum time 5 min.
	LCD display:	 Water level in the tub is displayed (mm).

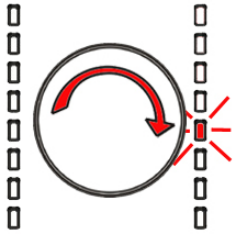
Position 3

Water fill to pre-wash compartment	Purpose of the test:	To check the correct operation of the pre-wash compartment water route.
	Components activated:	• Door safety interlock. • Pre-wash solenoid.
	Working conditions:	• Door closed. • Water level below anti-flooding level. • Maximum time 5 min.
	LCD display:	 Water level in the tub is displayed (mm).

Position 4

Water fill to conditioner compartment	Purpose of the test:	To check the correct operation of the conditioner compartment water route.
	Components activated:	• Door safety interlock. • Pre-wash and wash solenoid valves.
	Working conditions:	• Door closed. • Water level below anti-flooding level. • Maximum time 5 min.
	LCD display:	 Water level in the tub is displayed (mm).

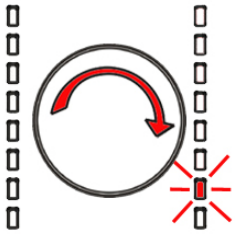
Position 5

Water filling to produce steam (only in some models)	Purpose of the test:	To check the correct operation of the steam production water fill solenoid valve (only in certain models).
	Components activated:	• Door fastening device. • Third solenoid valve.
	Working conditions:	• Door closed. • Water level below anti-flooding level. • Maximum time 5 min.
	LCD display:	 Water level in the tub is displayed (mm).

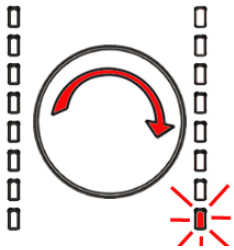
Position 6

Hot water fill (only in certain models)	Purpose of the test:	To check the correct operation of the hot water fill fourth solenoid valve (only in certain models).
	Components activated:	• Door safety interlock. • Fourth solenoid valve (where featured).
	Working conditions:	• Door closed • Water level below anti-flooding level. • Maximum time 5 min.
	LCD display:	 Water level in the tub is displayed (mm).

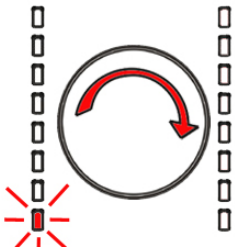
Position 7

Heating	Purpose of the test:	To check the correct operation of the heater unit.
	Components activated:	• Door fastening device. • Wash solenoid, if the water in the tub is not enough to cover the heating element. • Heating element.
	Working conditions:	• Door closed. • Water level high enough to cover the heating element. • Maximum time 10 min. or up to 90°C. **(*)**
	LCD display:	 Temperature in °C measured using the NTC probe.

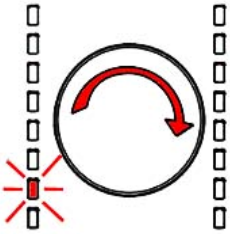
Position 8

Leaks from the tub	Purpose of the test:	To check for any water leaks from the tub during operation.
	Components activated:	• Door fastening device. • Wash solenoid, if the water in the tub is not enough to cover the heating element. • Motor (anticlockwise rpm, pulse at 250 rpm).
	Working conditions:	• Door closed. • Water level above. • The heating element.
	LCD display:	 Drum speed in rpm/10.

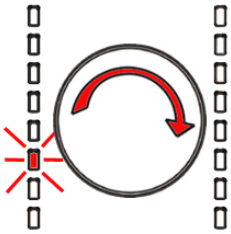
Position 9

Drain, calibration of analogue pressure switch and spin.	Purpose of the test:	To check the correct operation of the spin cycle drain pump and calibrate the analogue pressure switch.
	Components activated:	• Door safety interlock. • Drain pump. • Motor up to 650 rpm then at maximum spin speed. (**)
	Working conditions:	• Door closed. • Water level lower than anti-boiling level for spinning.
	LCD display:	 Drum speed in rpm/10.

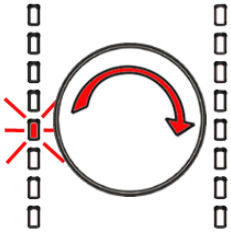
Position 10

Drum position	Purpose of the test:	To check the correct position of the drum via DSP.
	Components activated:	• Drum rotation motor. • Door fastening device. • Drum position sensor DSP.
	Working conditions:	• Door closed.
	LCD display:	

Position 11

Reading/Deleting the last alarm	Purpose of the test:	Reading/Deleting the last alarm.
	Components activated:	-----
	Working conditions:	-----
	LCD display:	 Displays any alarms present or stored.

Position 12÷16

User interface test	Purpose of the test:	To test operation of all the LEDs and switches.
	Components activated:	• The LEDs are turned on in sequence, as are the symbol groups of the LCD display and its backlight.
	Behaviour:	• All LEDs turn on in sequence. • By pressing a key the corresponding icon unit lights up. • The code is shown on the LCD and a beep sounds. • All the icons on the LCD flash.
	Working conditions:	There is a control to run the test (always active).
	LCD display:	

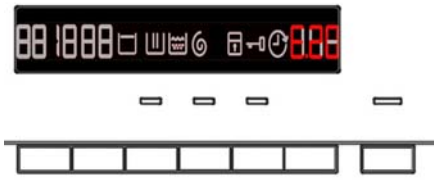
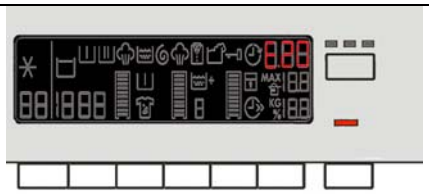
(*) In most cases, this time is sufficient to check the heating. However, the time can be increased by repeating the phase without draining the water: pass for a moment to a different phase of the diagnostic cycle and then back to the heating control phase (if the temperature is higher than 80°C, heating does not take place).

(**) The check at the maximum speed occurs without control of the A.G.S. (Unbalancing Control Algorithm) and no garments must be inside the appliance.

4 ALARMS

4.1 Displaying the alarms to the user

When a problem arises in the appliance, which generates a “WARNING” or an “ALARM”, this is displayed with three digits, where the time until the end of the cycle is represented.

Series 7	Series 8
	

The alarms displayed to the user are listed below:

- ***E10 - Water fill difficulty (tap closed)***
- ***E20 - Drain difficulty (filter dirty)***
- ***E40 - Door open***

The alarms listed below:

- ***EF0 - Water leakage (Aqua Control System)***

For its solution, the intervention of a Service engineer is required.

While for the alarm:

- ***EH0 - Voltage or frequency outside the normal values***

It is necessary to wait for power supply voltage and/or frequency to restore normal conditions.

The alarms are enabled during the execution of the washing programme. With the exception of alarms associated with the configuration and the power supply voltage/frequency, which are also displayed during the programme selection phase.

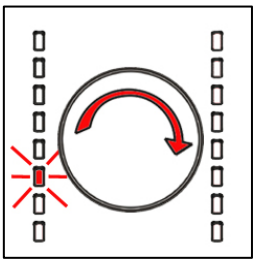
The door can normally be opened (except where specified) when an alarm condition has occurred, on the condition that:

- The level of the water in the tub is below a certain level.
- The water temperature is lower than 55°C.
- The motor has stopped.

Certain alarm conditions require a drain phase to be performed before the door can be opened for safety reasons:

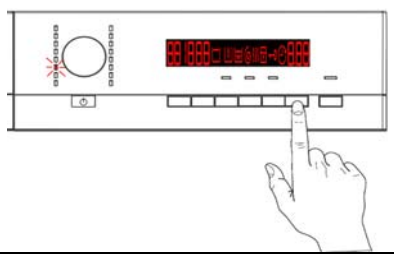
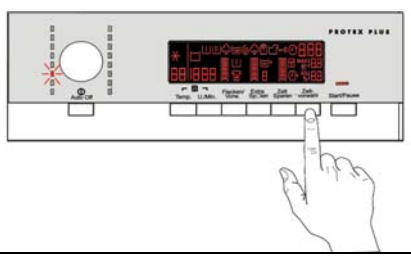
- Cooling water fill if the temperature is higher than 65°C.
- Drain until the analogue pressure switch is on empty, during a max. 3-minute time.

4.2 Reading the alarms



The last three alarms stored in the FLASH memory of the PCB can be displayed:

- Enter the diagnostic mode.
- Irrespective of the type of PCB and configuration, turn the programme selector knob **clockwise** to the **eleventh** position, the last alarm is displayed.
- to display previous alarms, press the button to the left of the START/PAUSE button in sequence (as shown in the figure)
- To return to the last alarm, press the START/PAUSE button.

SERIES 7	SERIES 8
	

4.3 Rapid reading of alarms

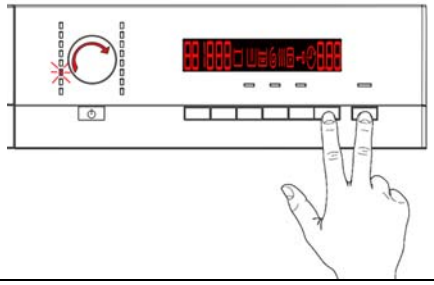
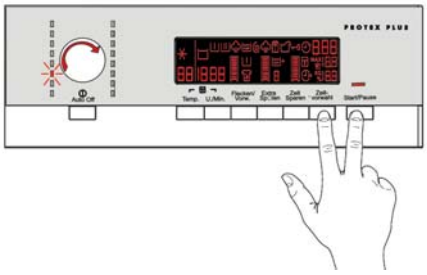
The last three alarms can even be displayed if the selector is not in the tenth diagnostic position or if the appliance is in normal operating mode (for example when performing a wash programme):

- Press the **START/PAUSE** button and the nearest **option button** simultaneously (as if you were entering DIAGNOSTIC mode) for at least 2 seconds: the LCD display shows the last alarm.
- The alarm is displayed until another key is pressed.
- While the alarm is being displayed, the appliance continues to perform the cycle or, if in the programme selection phase, it maintains the previously selected options in memory.

4.4 Deleting the last alarm

It is good practice to cancel the alarms stored:

- after reading the alarm codes, to check whether the alarm re-occurs during the diagnostic cycle
- after repairing the appliance, to check whether it re-occurs during testing

Series 7	Series 8
	

1. Enter the diagnostic mode.
2. Turn the selector dial clockwise until the eleventh LED is turned on (in the left-hand alarm reading row).
3. Press the **START/PAUSE** button and the nearest **option button** simultaneously (as shown in the figure).
4. Hold down the buttons until the LCD display shows “E00” (at least 5 seconds).

N.B. With this operation all the alarms stored are deleted.

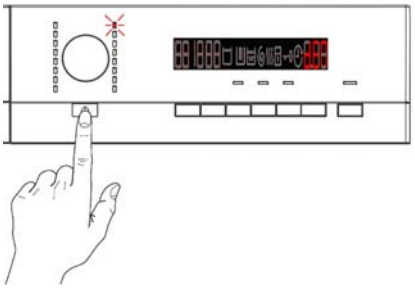
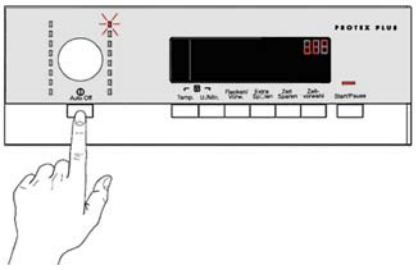
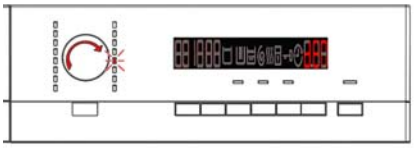
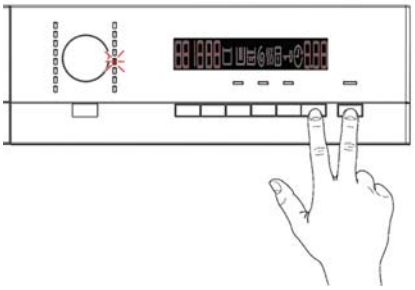
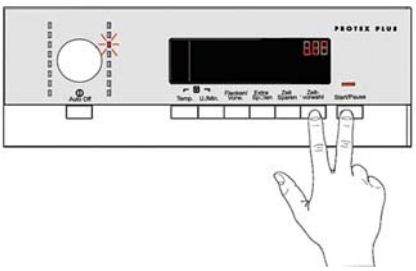
5 OPERATING TIME COUNTER

Using a specific procedure, the operator can display the total operating time for the appliance, which is counted from the moment it is first switched on.
The unit can count up to a maximum of **6,550** hours of operating time.

- Only the operating time of normal programmes (and not diagnostic cycles) is counted.
- The actual operating time for the cycle is counted (which does not include pauses, delayed start time, rinse hold time and soaking phases).
- The precision of the counter is 30 seconds per programme.
- Only whole hours of operation are counted (1 hr and 59 min = 1 hr).

5.1 Reading the operating time

Do not start the procedure with the combination buttons pressed

	Series 7	Series 8
Turn the appliance on at the ON/OFF switch.		
Turn the selector dial clockwise until the **fifth** LED in the right-hand row is on.		
Press the **START/PAUSE** button and the nearest **option button** simultaneously (as shown in the figure). Hold the buttons down (approximately three or five seconds) until “dEM” flashes for a short time.		

5.2 Display of total operating time

This time is displayed with a sequence of two digits at a time: the first two digits indicate thousands and hundreds, the second two digits indicate tens and units.
For example, if the operating time is **6,550** hours, the display will show the following sequence:

Phase 1 →	**Phase 2 →**	**Phase 3 →**
For two seconds, the following is displayed: Hr	For two seconds, the following digits are displayed: ↳ thousands (**6**) ↳ hundreds (**5**)	For the next two seconds the following digits are displayed: ↳ tens (5) ↳ units (0)
		

At the end of phase three (after the tens and units are displayed), the cycle is repeated. To return to normal mode, either: switch the appliance off or press a button or turn the selector dial.

5.3 Alarm Summary Table

ALARM CODE	Description	Possible fault	Machine status/action	Reset
E11	Water fill difficulty during washing	▪ Tap closed. ▪ Water pressure too low. ▪ Drain pipe improperly positioned. ▪ Water fill solenoid valve faulty. ▪ Leaks from pressure switch water circuit. ▪ Pressure switch faulty. ▪ Faulty wiring. ▪ Main circuit board faulty.	Cycle is paused with door locked.	START/RESET
E13	Water leaks	▪ Drain pipe improperly positioned. ▪ Water pressure too low. ▪ Water fill solenoid valve faulty. ▪ Leaks/clogging of pressure switch water circuit. ▪ Pressure switch faulty.	Cycle is paused with door locked.	START/RESET
E21	Drain difficulty during washing	▪ Drain tube kinked/clogged/improperly positioned. ▪ Drain filter clogged/dirty. ▪ Faulty wiring. ▪ Pressure switch faulty. ▪ Drain pump rotor blocked. ▪ Drain pump faulty. ▪ Main circuit board faulty.	Cycle is paused (after 2 attempts).	START ON/OFF RESET
E23	Faulty triac for drain pump	▪ Faulty wiring. ▪ Drain pump faulty. ▪ Main circuit board faulty.	Safety drain cycle - Cycle stops with door open.	RESET
E24	Malfunction in “sensing” circuit on triac for drain pump	▪ Main circuit board faulty.	Safety drain cycle - Cycle stops with door unlocked.	RESET

ALARM CODE	Description	Possible fault	Machine status/action	Reset
E31	Malfunction in electronic pressure switch circuit	▪ Wiring; Electronic pressure switch. ▪ Main electronic circuit board.	Cycle stops with door locked.	RESET
E32	Calibration error of the electronic pressure switch	▪ Drain tube kinked/clogged/improperly positioned. ▪ Solenoid valve faulty. ▪ Drain filter clogged/dirty. ▪ Drain pump faulty. ▪ Leaks from pressure switch water circuit. ▪ Pressure switch defective. ▪ Wiring; main circuit board.	Cycle paused.	START/RESET
E35	Overflow	▪ Water fill solenoid valve faulty. ▪ Leaks from pressure switch water circuit. ▪ Faulty wiring. ▪ Pressure switch faulty. ▪ Main circuit board faulty.	Cycle interrupted. Safety drain cycle. Drain pump continues to operate (5 min. on, then 5 min. off. etc.).	RESET
E38	Internal pressure chamber is clogged (water level does not change for at least 30 sec. of drum rotation)	▪ Motor belt broken. ▪ Pressure switch hydraulic circuit clogged.	Heating phase is skipped.	RESET

ALARM CODE	Description	Possible fault	Machine status/action	Reset
E41	Door open	▪ Check whether the door is closed properly. ▪ Faulty wiring. ▪ Door safety interlock faulty. ▪ Main circuit board faulty.	Cycle paused.	CLOSE THE DOOR
E42	Problems with door lock	▪ Faulty wiring. ▪ Door safety interlock faulty. ▪ Electrical current leak between heating element and ground. ▪ Main circuit board faulty.	Cycle paused.	START/RESET
E43	Faulty triac supplying power to door delay system	▪ Faulty wiring. ▪ Door safety interlock faulty. ▪ Main circuit board faulty.	Safety drain cycle. Cycle blocked.	RESET
E44	Faulty “sensing” of door delay system	▪ Main circuit board faulty.	Safety drain cycle. Cycle blocked.	RESET
E45	Faulty “sensing” by door delay system triac	▪ Main circuit board faulty.	Safety drain cycle. Cycle blocked.	RESET

ALARM CODE	Description	Possible fault	Machine status/action	Reset
E52	No signal from motor tachometric generator	▪ Faulty wiring. ▪ Motor faulty. ▪ Inverter board faulty.	Cycle blocked with door locked after 5 attempts.	ON/OFF RESET
E57	Inverter is drawing too much current (>15A)	▪ Motor-inverter wiring faulty. ▪ Inverter board faulty. ▪ Motor faulty.	Cycle blocked with door locked after 5 attempts.	ON/OFF RESET
E58	Inverter is drawing too much current (>4.5A)	▪ Abnormal motor operation (overload). ▪ Motor-inverter wiring faulty. ▪ Motor faulty. ▪ Inverter board faulty.	Cycle blocked with door locked after 5 attempts.	ON/OFF RESET
E59	No signal from tachometric generator for 3 seconds	▪ Motor-inverter wiring faulty. ▪ Inverter board faulty. ▪ Motor faulty.	Cycle blocked with door locked after 5 attempts.	ON/OFF RESET
E5A	Overheating on cooling dissipator for Inverter (>88°C)	▪ Overheating caused by continuous operation or ambient conditions. ▪ Inverter board faulty. ▪ NTC open (on the Inverter board).	Cycle blocked with door locked after 5 attempts.	ON/OFF RESET
E5H	Input voltage is lower than 175V	▪ Faulty wiring. ▪ Inverter board faulty.	Cycle blocked with door locked after 5 attempts.	ON/OFF RESET
E5C	Input voltage is too high - greater than 430V	▪ Input voltage is too high (measure the grid voltage). ▪ Inverter board faulty.	Cycle blocked with door locked after 5 attempts.	ON/OFF RESET
E5d	Data transfer error between Inverter and main PCB	▪ Line interference. ▪ Faulty wiring. ▪ Main board or Inverter board faulty.	----------	
E5E	Communication error between Inverter and main PCB	▪ Faulty wiring between main board and Inverter. ▪ Inverter board faulty. ▪ Main board faulty.	Cycle blocked after 5 attempts.	ON/OFF RESET
E5F	Inverter PCB fails to start the motor	▪ Faulty wiring. ▪ Inverter board faulty. ▪ Main board faulty.	Cycle blocked with door open after 5 attempts.	ON/OFF RESET

ALARM CODE	Description	Possible fault	Machine status/action	Reset
E61	Insufficient heating during the washing phase	▪ Faulty wiring. ▪ NTC probe for wash cycle faulty. ▪ Heating element faulty. ▪ Main circuit board faulty.	The heating phase is skipped.	START/RESET
E62	Overheating during washing phase (temperature higher than 88°C for more than 5 min.)	▪ Faulty wiring. ▪ NTC probe for wash cycle faulty. ▪ Heating element faulty. ▪ Main circuit board faulty.	Safety drain cycle. Cycle stops with door open.	RESET
E66	Heating element power relay faulty (inconsistency between sensing and relay status)	▪ Main circuit board faulty.	Safety water fill. Cycle stops with door closed.	ON/OFF RESET
E68	Current leak to the ground	▪ Earth leakage between heating element and earth.	The heating phase is skipped.	START/RESET
E69	Heating element interrupted	▪ Faulty wiring. ▪ Heating element for washing interrupted (thermal fuse open). ▪ Main circuit board faulty.	----------	START ON/OFF RESET
E6A	Heating relay sensing faulty	▪ Main circuit board faulty.	Cycle stops with door locked.	RESET
E6H	Heating element power relay faulty (inconsistency between sensing and relay status)	▪ Faulty wiring. ▪ Earth leakage between heating element and earth. ▪ Main circuit board faulty.	Safety water fill. Cycle stops with door closed.	ON/OFF RESET

ALARM CODE	Description	Possible fault	Machine status/action	Reset
E71	NTC probe for wash cycle faulty (short-circuited or open)	▪ Faulty wiring. ▪ NTC probe for wash cycle faulty. ▪ Main circuit board faulty.	The heating phase is skipped.	START/RESET
E74	NTC probe for wash cycle improperly positioned	▪ Faulty wiring. ▪ NTC probe for wash cycle improperly positioned. ▪ NTC probe faulty. ▪ Main circuit board faulty.	The heating phase is skipped.	RESET
E83	Error in reading selector	▪ Main circuit board faulty. ▪ Incorrect configuration data.	Cycle cancelled.	START/RESET
E86	Selector configuration error	▪ Incorrect configuration of display board.	----------	START ON/OFF RESET

ALARM CODE	Description	Possible fault	Machine status/action	Reset
E91	Communication error between main PCB and display board	▪ Faulty wiring. ▪ Control/display circuit board faulty. ▪ Main circuit board faulty.	----------	RESET
E92	Communication inconsistency between main PCB and display board (incompatible versions)	▪ Incorrect control/display board. ▪ Incorrect PCB (does not correspond to the model).	Cycle blocked.	ON/OFF
E93	Appliance configuration error	▪ Main circuit board faulty. ▪ Incorrect configuration data.	Cycle blocked.	ON/OFF
E94	Incorrect configuration of washing cycle	▪ Main circuit board faulty. ▪ Incorrect configuration data.	Cycle blocked.	ON/OFF
E97	Inconsistency between programme selector and cycle configuration	▪ Main circuit board faulty. ▪ Incorrect configuration data.	Cycle blocked.	RESET
E98	Communication error between main PCB - Inverter	▪ Incompatibility between main PCB and Inverter.	Cycle blocked.	ON/OFF
E9C	Display board configuration error	▪ Display board faulty.	----------	START ON/OFF RESET
E9E	Display board touch sensor faulty	▪ Display board faulty.	----------	ON/OFF

ALARM CODE	Description	Possible fault	Action/machine status	Reset
EA1	No drum position signal made.	▪ DSP sensor faulty. ▪ Transmission belt broken. ▪ Main circuit board faulty. ▪ Faulty wiring.	Drum positioning cycle cancelled	START/RESET
EA6	No signal from the DSP during motor activation.	▪ DSP sensor faulty. ▪ Transmission belt broken. ▪ Main circuit board faulty. ▪ Faulty wiring.	Cycle paused.	START/RESET
EC1	Electronically controlled valve blocked with operating flow meter	• Faulty wiring. • Solenoid valve faulty/blocked. • Circuit board faulty.	Cycle stops with door locked. Drain pump continues to operate (5 min. on, then 5 min. off etc.).	RESET
EC3	Problems with weight sensor (no signal or outside the limits)	• Faulty wiring. • Weight sensor faulty. • Main board faulty.	----------	START/ RESET
EF1	Drain filter clogged (drain phase too long)	• Drain filter clogged/dirty. • Drain hose blocked/kinked/too high.	Warning displayed at the end of cycle.	START/ RESET
EF2	Overdosing of detergent (too much foam during drain phases)	• Excessive detergent dosing. • Drain hose kinked/blocked. • Drain filter clogged/dirty.	Warning displayed after 5 attempts or by the specific LED.	RESET
EF3	Aqua control system intervention	• Water leaks onto base frame. • Aqua control device faulty.	Water drain.	ON/OFF RESET
EF4	Water fill pressure too low, no signal from flow meter and electronically controlled valve is open	• Tap closed. • Water fill pressure too low.	----------	RESET
EF5	Unbalanced load	• Final spin phases skipped.	----------	START/ RESET
EF6	Reset	• If it continues, replace the main board.	----------	----------

ALARM CODE	Description	Possible fault	Machine status/action	Reset
EH1	Supply frequency of appliance outside the limits	▪ Problem with the power supply network (incorrect/disturbed). ▪ Main circuit board faulty.	Wait for nominal frequency conditions.	ON/OFF
EH2	Supply voltage too high	▪ Problem with the power supply network (incorrect/disturbed). ▪ Main circuit board faulty.	Wait for nominal. voltage conditions.	ON/OFF
EH3	Supply voltage too low	▪ Problem with the power supply network (incorrect/disturbed). ▪ Main circuit board faulty.	Wait for nominal voltage conditions.	ON/OFF
EH4	0 Watt relay malfunction	▪ Main circuit board faulty.	----------	ON/OFF RESET
EHE	Inconsistency between FCV relay (in the main board) and safety “sensing” circuit	▪ Faulty wiring. ▪ Main circuit board faulty.	Safety drain cycle. Cycle stops with door open.	RESET
EHF	Safety “sensing” circuit faulty (wrong input voltage to microprocessor)	▪ Main circuit board faulty.	Safety drain cycle. Cycle stops with door open.	RESET

5.4 Notes on the behaviour of certain alarms

- **Configuration alarm E93:** when this alarm is detected (on switching on the appliance), the appliance stops, the LEDs in the START/PAUSE button start to flash, displaying the complete code (family plus alarm), the display shows the alarm code provided the relevant configuration part is intact.
  It will not be possible to access diagnostics mode and the only available option is to turn the appliance off.

- **Configuration alarm E94:** the LEDs in the START/PAUSE button start to flash, displaying the complete code (family plus alarm) and the code is also shown on the display.
  The diagnostics mode cannot be accessed and the “quick alarm viewing” mode cannot be used.

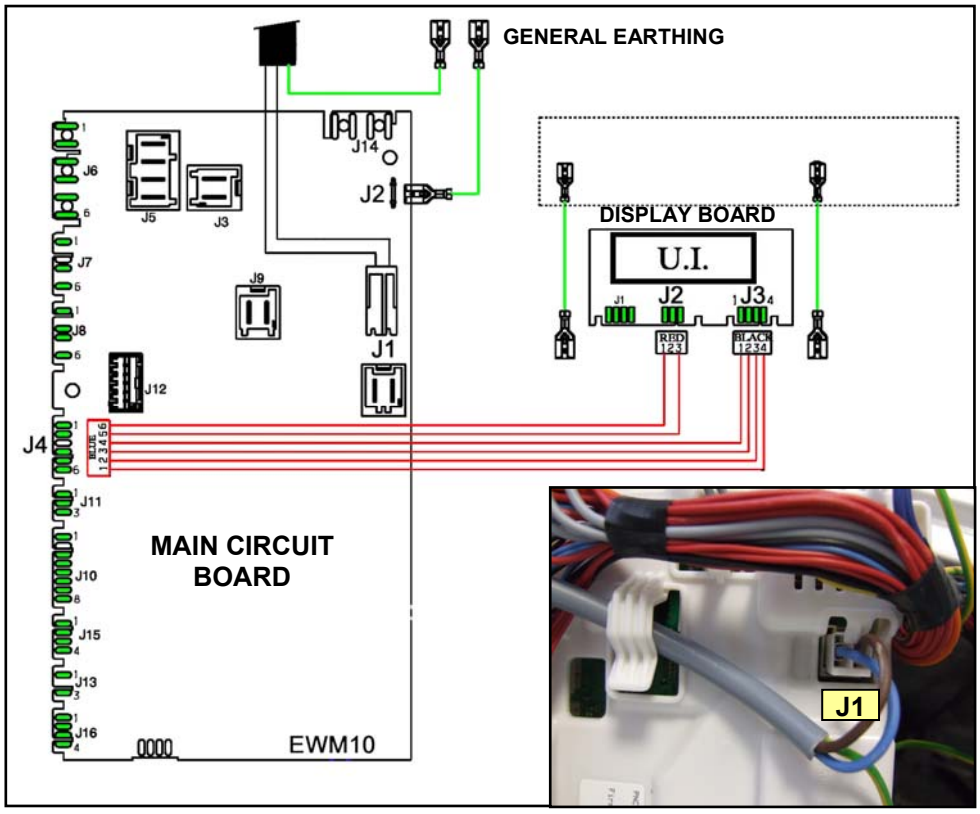
- **Alarms EH1-EH2-EH3:** in the event of problems with the supply voltage, the appliance remains in alarm status until the mains frequency or voltage returns to acceptable values or the appliance is switched off (programme selector set to “0”). Only the family of the alarm **“H”** is displayed if the problem occurs during normal appliance operation. The family plus the alarm are displayed if the problem occurs when the appliance is switched on. The LEDs above or in the START/PAUSE button flash and the code is concurrently shown on the display.
  The diagnostics mode cannot be accessed and the “quick alarm viewing” mode cannot be used: the alarm can only be read in full when the situation has normalised.

- **Alarms E51- E52:** all the alarms are displayed during diagnostic testing: normally, when shifting from one control phase to another, the appliance quits the alarm mode and executes the selected phase. This is not the case for alarms E51 (motor power supply TRIAC short-circuiting) and E52 (no signal from motor tachometric generator): the only choice to quit the alarm mode is to turn the programme selector to position “0” (reset).

6 CANNOT ACCESS THE DIAGNOSTICS PROGRAMME

6.1 None of the LEDs on the circuit board light up

Are the power supply cable and the connection on the main board (connector **J1**) working properly?	No ⇨	Replace/repair the power supply cable, check the connection.
Yes ⇩		
Is the communication wiring between the main board (connector **J4**) and the display board (connectors **J2** and **J3**) working properly? (insert and remove)	No ⇨	Replace/repair wiring.
Yes ⇩		
Does the ON/OFF button function mechanically?	No ⇨	Replace/repair the button or replace the display board.
Yes ⇩		
Change the main circuit board. Is the appliance working correctly?	No ⇨	Replace display board.
Yes ⇩		
Run the diagnostics programme.		



6.2 Some LEDs come on, on the display board

Are the keys unobstructed through the control panel slots and do they activate the various buttons correctly?	No ⇨	Sort out any mechanical problems (control panel/buttons/pins).
Yes ⇩		
Change the display board and run the diagnostics programme.		

7 TROUBLESHOOTING BASED ON ALARM CODES

E11	E11: Water fill difficulty during washing Maximum water fill time for every level of the pressure switch (the time is reset every time the level is achieved).	E11

! *Check that all the connectors are correctly inserted*

Run the diagnostic cycle and fill all the trays with water **(phases 2,3,4,5,6)**.
Are all the trays filling with water?

NO

YES

Is the drain pipe positioned correctly and not causing the siphon effect? **(fig. 1)**

NO → Repair the drain circuit and repeat the diagnostic cycle to check for any further alarms.

YES

Is the washing machine's water circuit efficient (leaking)?

NO → Repair the water circuit and repeat the diagnostic cycle to check for any further alarms.

YES

Is the pressure switch's water circuit efficient (leaking/clogged)? **(fig. 2)**

NO → Repair the water circuit of the pressure switch and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

Is one or are all the solenoid valves not working?

NO → Check whether the tap is open, if the water pressure is too low and make sure the tubes are connected and not kinked.

YES

Is the resistance measurement of the solenoid valve approximately 3.5÷4.5 KΩ? (Measure it directly on the solenoid valve without wiring) -(see **fig. 3**)-

NO → Replace the solenoid valve and repeat the diagnostic cycle to check for any further alarms.

YES

Reconnect the connector and measure approximately 3.5÷4.5 KΩ on the solenoid valve wiring connector on the circuit board side **(fig.4)**:
Between J7-1 and J7-3 wash.
Between J7-4 and J7-6 pre-wash.
Between J8-1 and J8-3 water steam.
Between J8-4 and J8-6 hot water.
Is the solenoid valve wiring ok?

NO → Replace/repair the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

! *If there are burns on the circuit board,* *see page 78*

E11

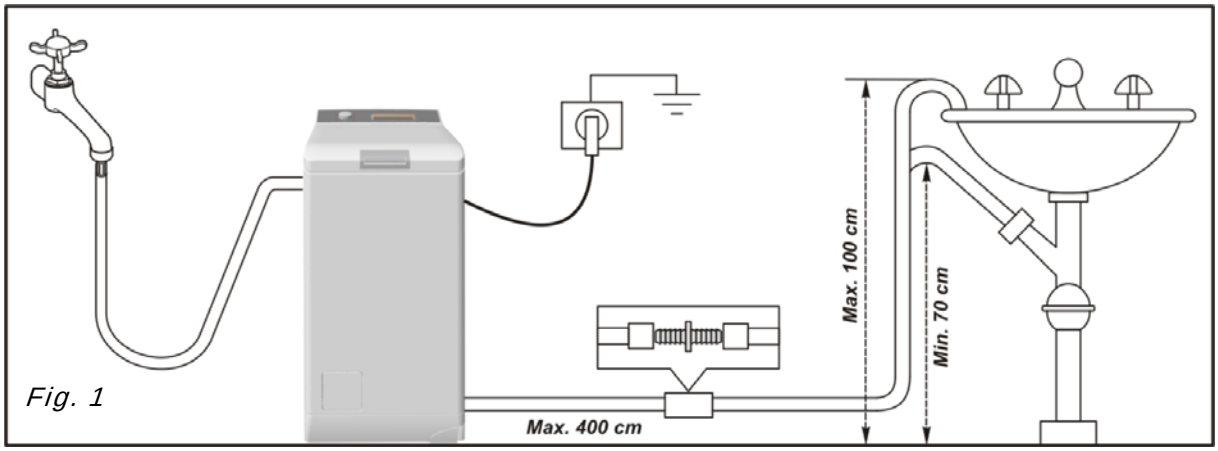


Fig. 1

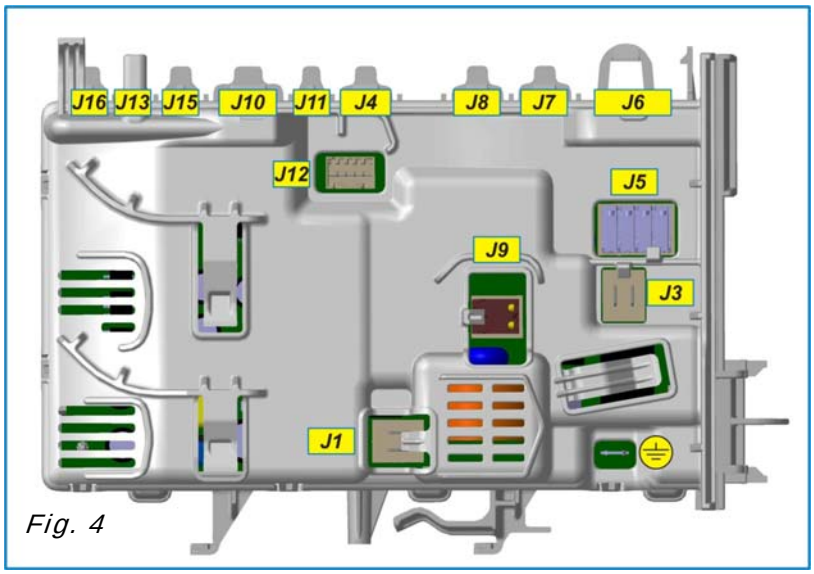


Fig. 4

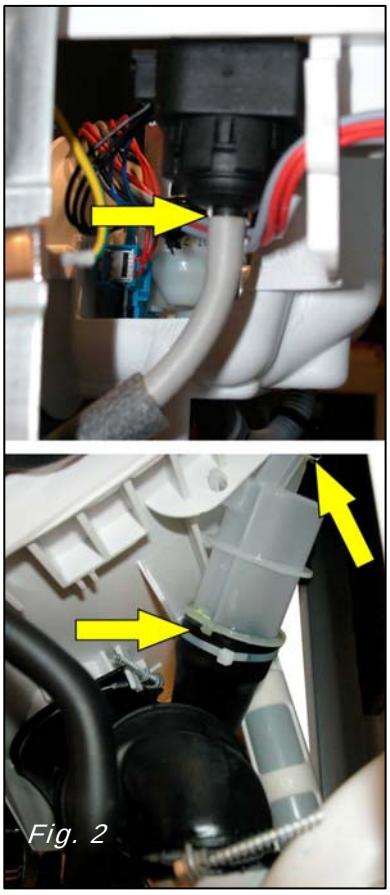


Fig. 2

If there are burns on the circuit board, see page 78

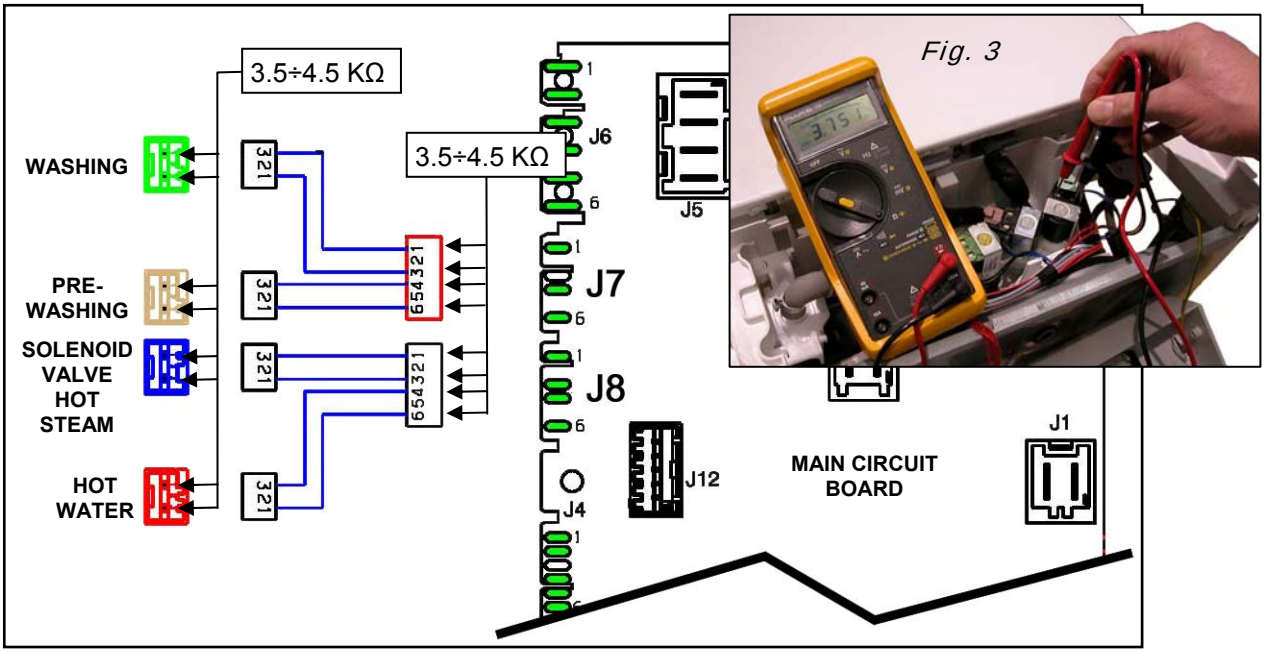


Fig. 3

E13	E13: Water leaks	E13
	Maximum overall water fill time exceeded (sum of all water fills between one drain phase and the next to avoid exceeding the maximum volume).	

Checks to perform:

Check that all the connectors are correctly inserted

Run the diagnostic cycle and fill all the trays with water **(phases 2,3,4,5,6)**.
Are all the trays filling with water?

NO

YES

Is the drain pipe positioned correctly and not causing the siphon effect? **(fig. 1)**

NO → Repair the drain circuit and repeat the diagnostic cycle to check for any further alarms.

YES

Is the washing machine's water circuit efficient (leaking)?

NO → Repair the water circuit and repeat the diagnostic cycle to check for any further alarms.

YES

Is the pressure switch's water circuit efficient (leaking/clogged)? **(fig. 2)**

NO → Repair the water circuit of the pressure switch and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

Is one or are all the solenoid valves not working?

NO → Check whether the tap is open, if the water pressure is too low and make sure the tubes are connected and not kinked.

YES

Is the resistance measurement of the solenoid valve approximately 3.5÷4.5 KΩ? (Measure it directly on the solenoid valve without wiring) -(see **fig. 3**)-

NO → Replace the solenoid valve and repeat the diagnostic cycle to check for any further alarms.

YES

Reconnect the connector and measure approximately 3.5÷4.5 KΩ on the solenoid valve wiring connector on the circuit board side **(fig.4)**:
Between J7-1 and J7-3 wash.
Between J7-4 and J7-6 pre-wash.
Between J8-1 and J8-3 water steam.
Between J8-4 and J8-6 hot water.
Is the solenoid valve wiring ok?

NO → Replace/repair the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E13

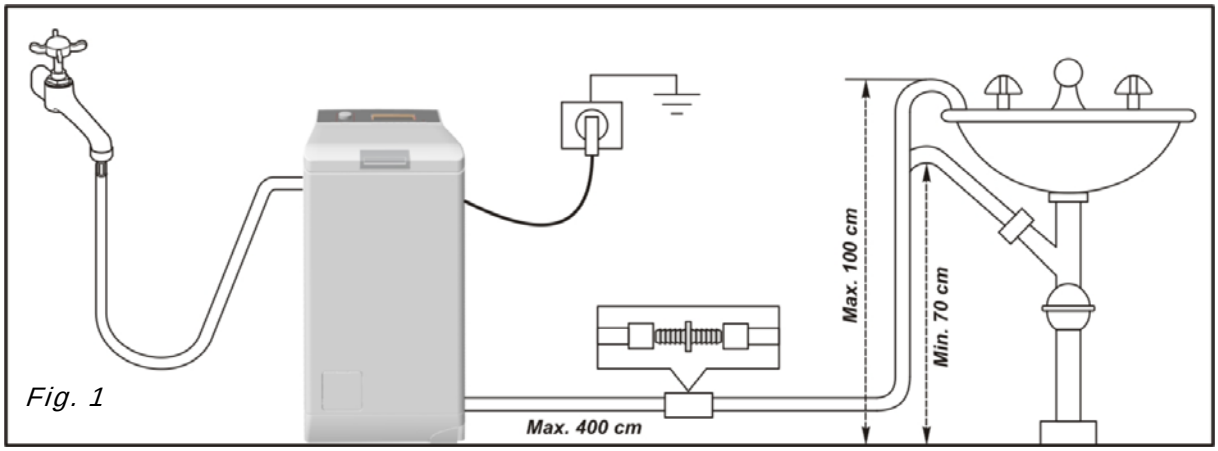


Fig. 1

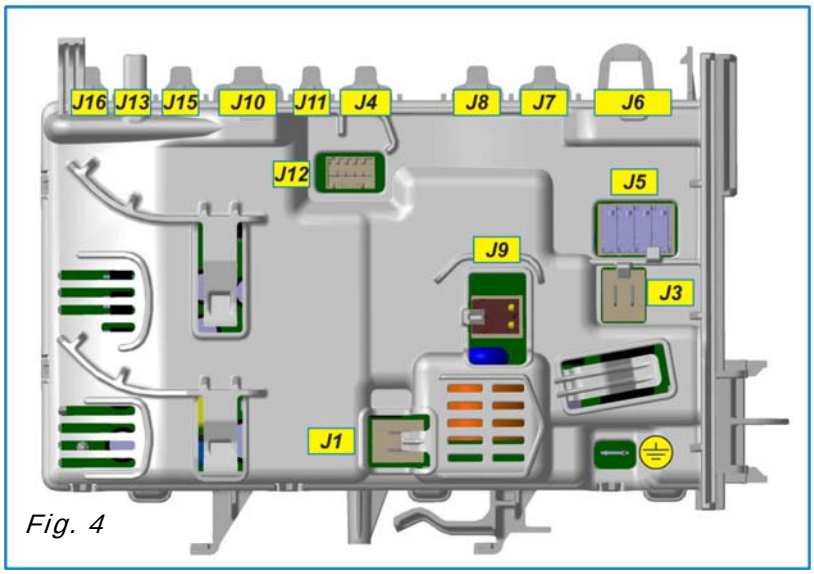


Fig. 4

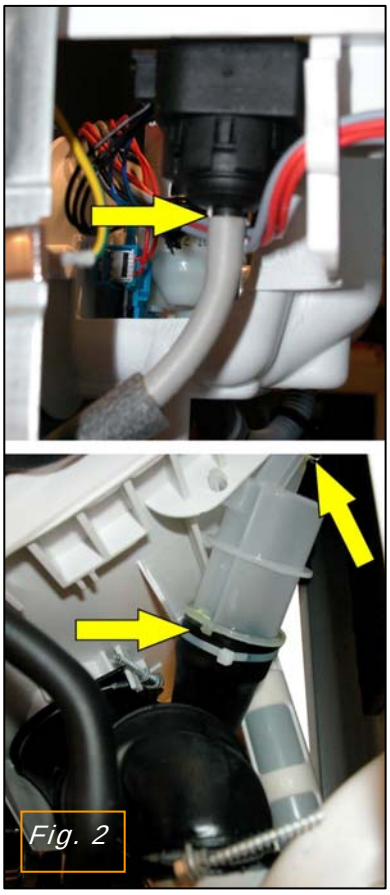


Fig. 2

If there are burns on the circuit board, see page 78

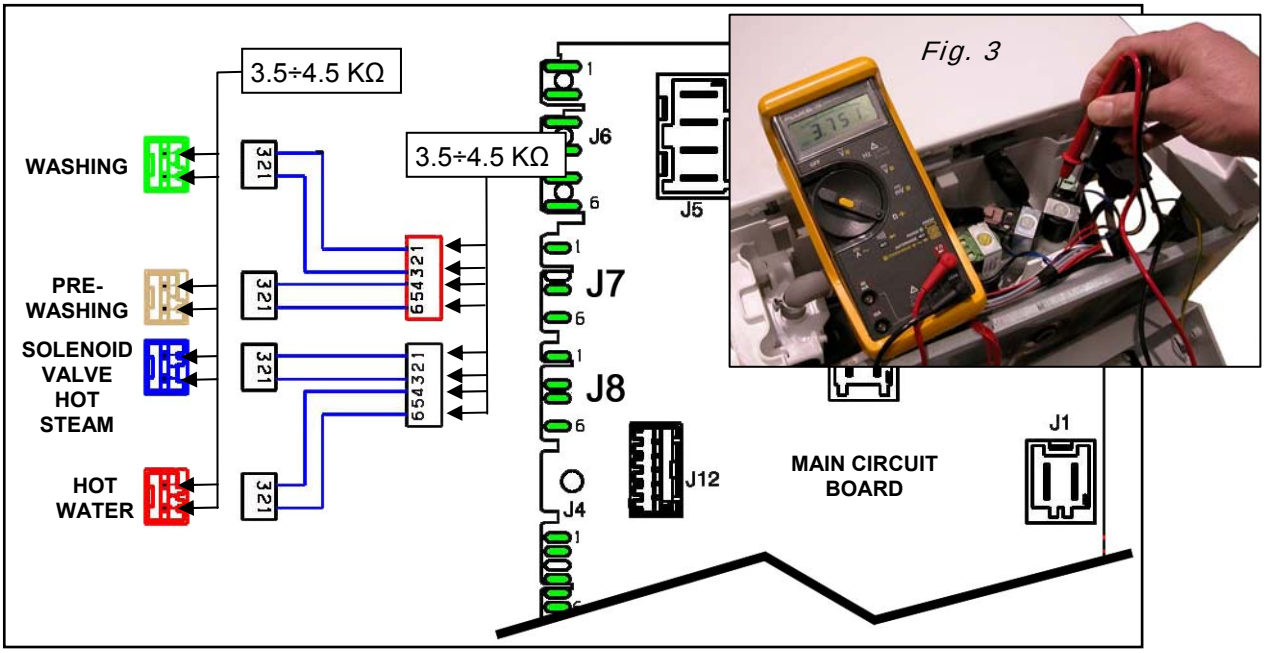


Fig. 3

E21	E21: Drain difficulty	E21
	Maximum drain time exceeded (measured for every cycle phase).	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Is the drain filter clean?
- NO → Clean the filter and repeat the diagnostic cycle to check for any further alarms.
- YES ↓

Is the drain system ok? (drain pipe and water system of the home) - (**fig. 1**) -
- NO → Disconnect and check the drain system and repeat the diagnostic cycle to check for any further alarms.
- YES ↓

Is the drain pump working? (in the diagnostic cycle, select **phase 2** fill and **phase 9** drain) (noise from the pump)
- NO → Is the resistance measurement of the pump approximately 155÷200 Ω? (Measure it directly on the connector on the board side between J6-3 and J4-4) -**(fig. 4)**-
  - NO → Is the resistance measurement of the pump approximately 155÷200 Ω? (Measure it directly on the pump) -(see **fig. 5**)-
    - NO → Replace the pump and repeat the diagnostic cycle to check for any further alarms.
    - YES ↓ Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.
  - YES ↓ Is the pump rotor mechanically blocked or broken?
    - NO → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.
    - YES ↓ Clean/replace the drain pump and repeat the diagnostic cycle to check for any further alarms.
- YES ↓

Is the pressure switch's water circuit efficient? (no clogging)
- NO → Repair the water circuit of the pressure switch and repeat the diagnostic cycle to check for any further alarms.
- YES ↓ Replace the pressure switch and repeat the diagnostic cycle to check for any further alarms.

! ***If there are burns on the circuit board, see page 78***

E21

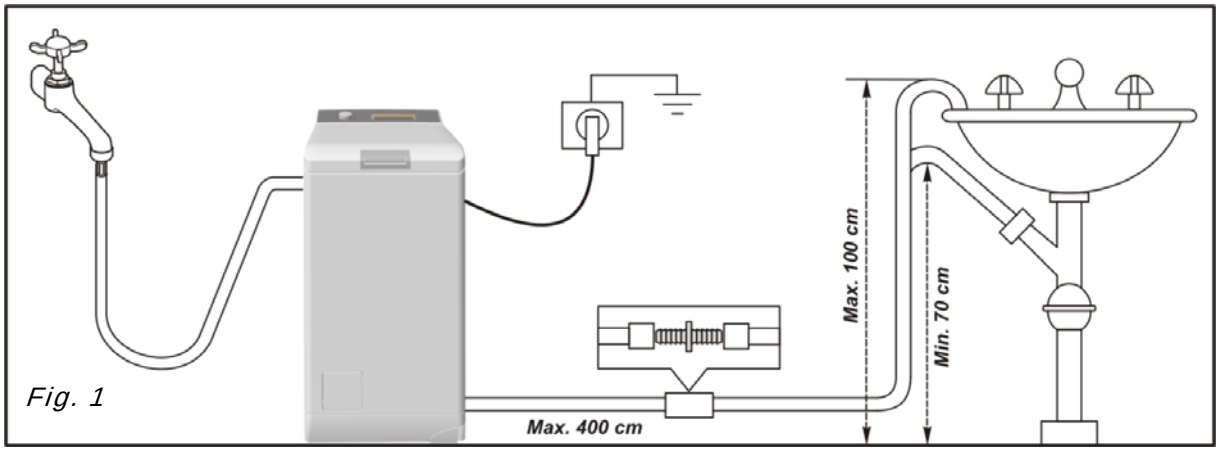


Fig. 1

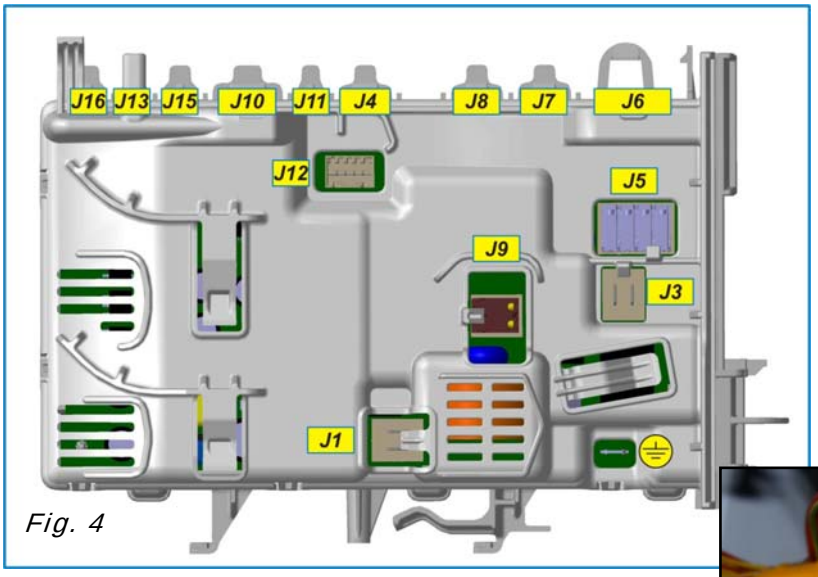


Fig. 4

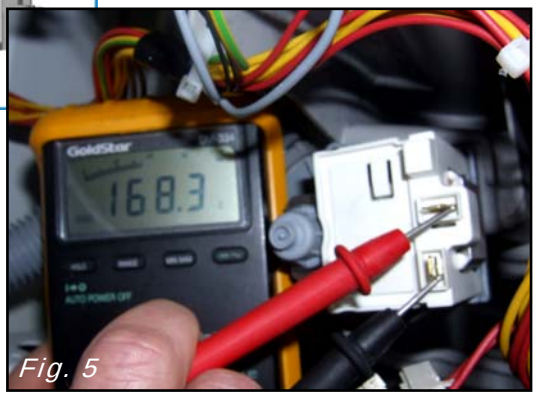
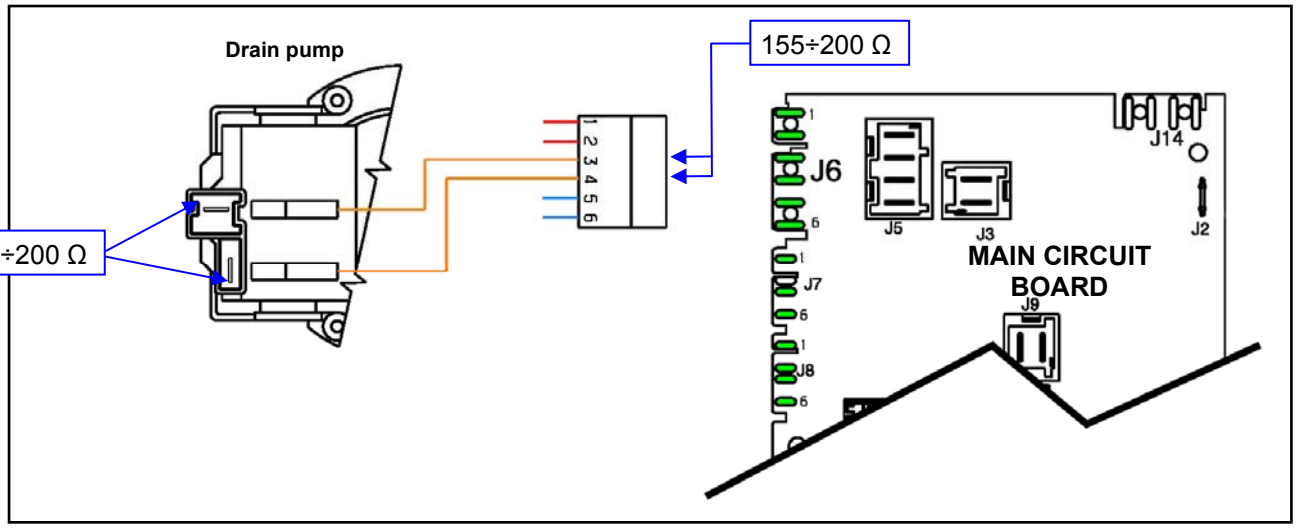


Fig. 5



If there are burns on the circuit board, see page 78

E23	E23: Problems with the component (triac) controlling the drain pump	E23

Checks to perform:

Check that all the connectors are correctly inserted

Is the resistance measurement of the pump approximately 155÷200 Ω? (Measure it between connectors J6-3 and J6-4 on the board side -**(fig. 4)**-

NO

Is the resistance measurement of the pump approximately 155÷200 Ω? (Measure it directly on the pump) -**(see fig. 5)**-

NO

Replace the pump and repeat the diagnostic cycle to check for any further alarms.

YES

Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Measure it between connectors J6-3/J6-4 and the appliance body. -**(fig. 6)**-
Is there any dispersion?

NO

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

YES

Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E23

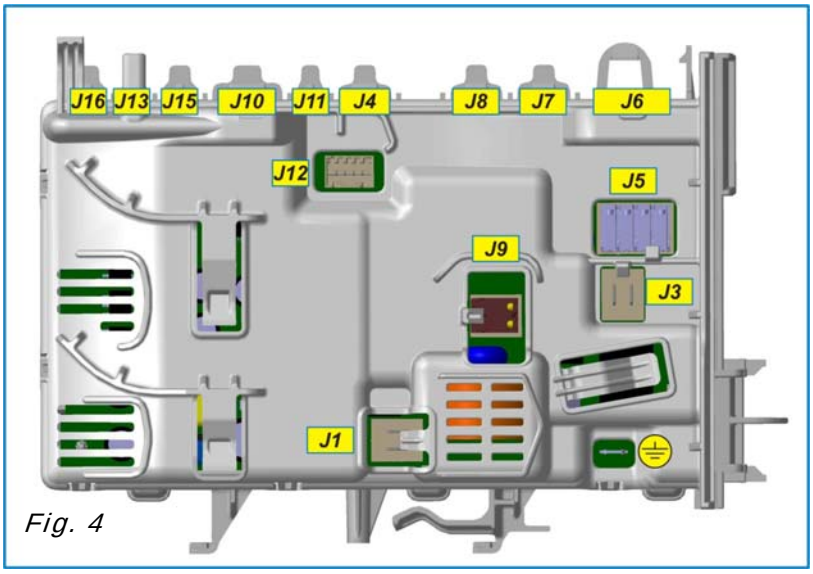


Fig. 4

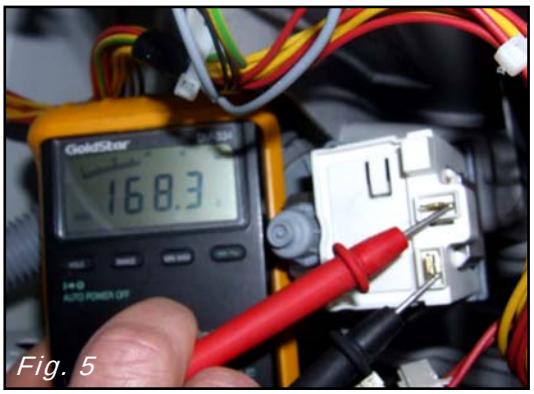


Fig. 5

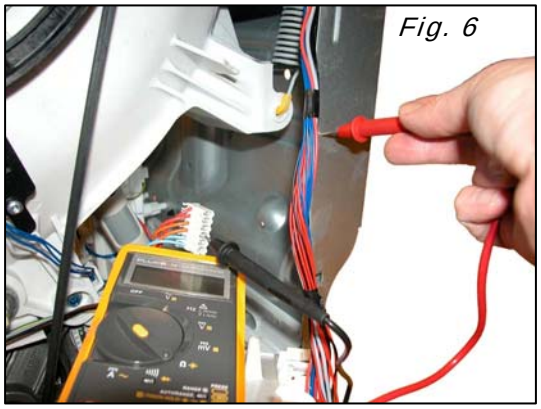
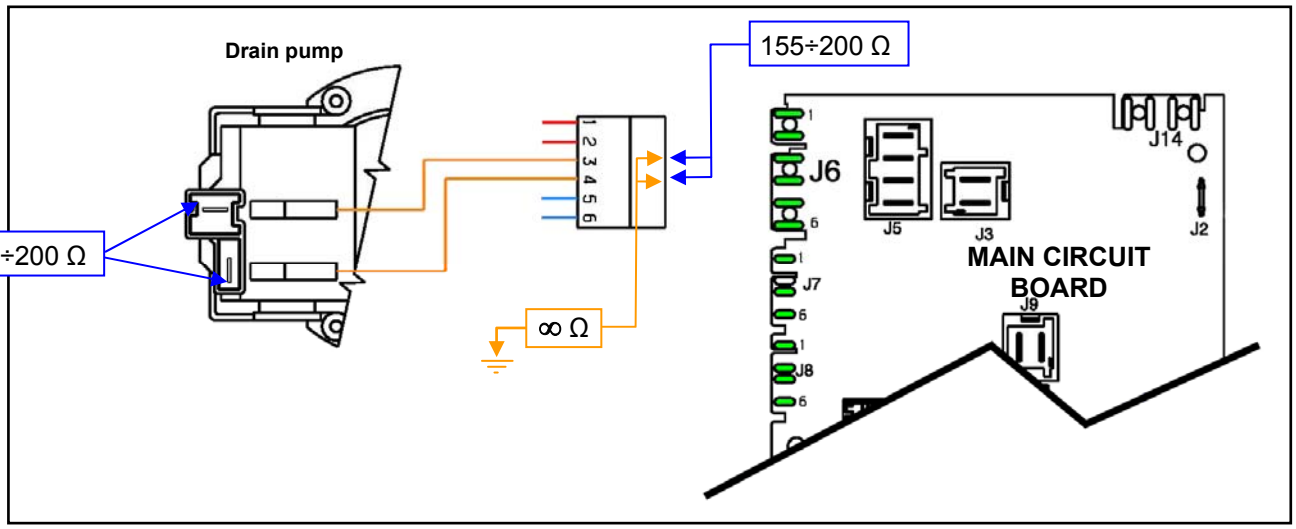


Fig. 6



If there are burns on the circuit board, see page 78

E24	E24: Sensing circuit of the component (triac) controlling the drain pump faulty	E24

Checks to perform:

! *Check that all the connectors are correctly inserted*

Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

! *If there are burns on the circuit board, see page 78*

E31	E31: The analogue pressure switch provides the main circuit board with a signal outside the limits	E31

Checks to perform:

! *Check that all the connectors are correctly inserted*

Measure that the circuit is closed between J10-1, J10-2, J10-3 and the connector of the analogue pressure switch (they are three independent wires) (**see fig. 7**).
is the wiring between the main circuit board and the analogue pressure switch ok and is it connected correctly on both sides?

NO → Reconnect and/or replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the analogue pressure switch and repeat the diagnostic cycle to check for any further alarms codes.
Is the appliance displaying the same alarm code again?

YES

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarm codes.

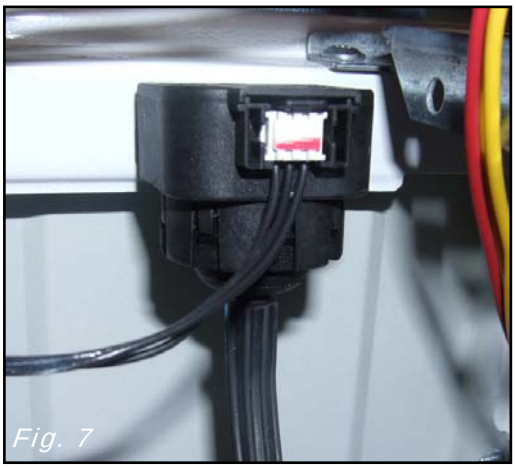
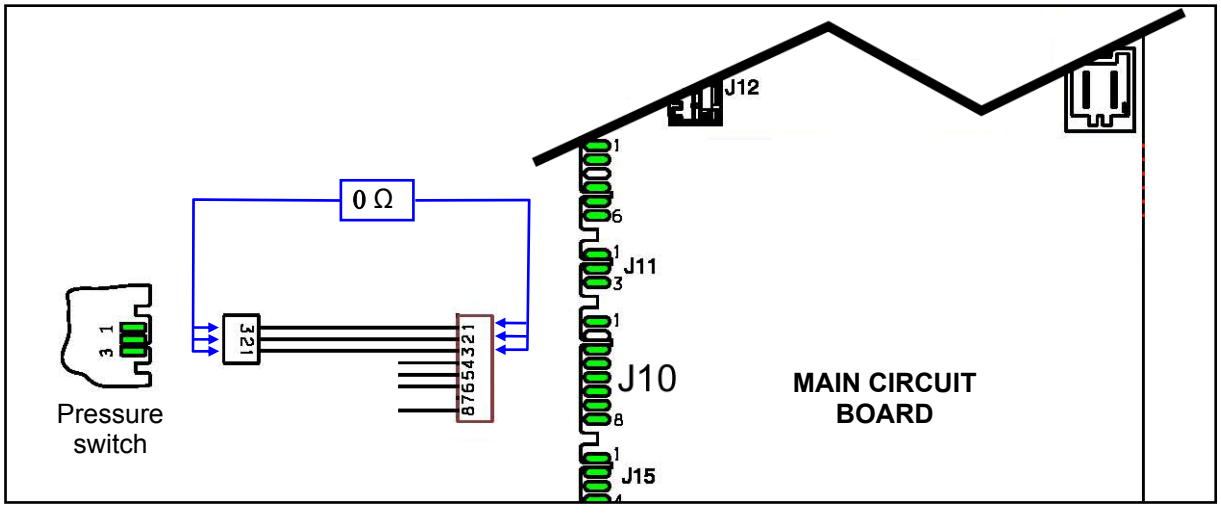


Fig. 7



! *If there are burns on the circuit board, see page 78*

E32	**E32: The analogue pressure switch causes an error during calibration** At the start of every cycle, the appliance drains to empty the tub and creates a level 0 to check the calibration of the analogue pressure switch.	E32

Checks to perform:

Check that all the connectors are correctly inserted

Drain the water from the tub. Are the pressure switch tube and pressure chamber unobstructed? (disconnect the tube and blow into it to make sure the system is unobstructed) **(fig. 2 and 8)**

NO → Clean/replace the tube and/or the pressure chamber and repeat the diagnostic cycle completely to check for any further alarms.

YES ↓

Check the drain system (filter, drain pump, drain tube). Is the appliance draining correctly?

NO → Repair the drain circuit. → YES ↓

YES ↓

Select a washing cycle. After a few minutes, has the appliance filled with water and is the motor running?

NO → Replace the analogue pressure switch and repeat the diagnostic cycle to check for any further alarms.

YES ↓

Appliance ok

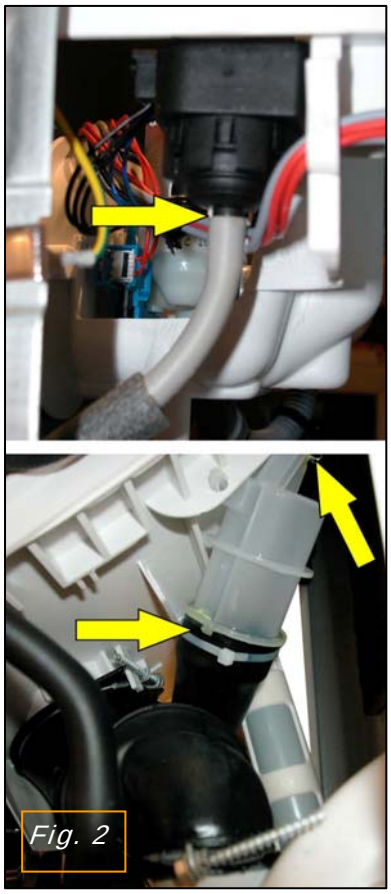


Fig. 2

Fig. 8

If there are burns on the circuit board, see page 78

E35	E35: Water level too high	E35
	The main circuit board measures a water level, using the electronic pressure switch, of more than 300 mm for longer than 15 sec.	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Drain the water from the tub. Are the pressure switch tube and pressure chamber unobstructed? (disconnect the tube and blow into it to make sure the system is unobstructed) -**(see fig. 2 and 8)**-

NO → Clean/change the tube and/or the pressure chamber and repeat the diagnostic cycle completely to check for any further alarms.

YES ↓

Does the appliance continue to fill with water even when it is switched off?

NO → Run the diagnostic cycle at **phase 9**. Once the door has locked, does the appliance start to fill with water?

NO → Is the wiring between the main circuit board and the analogue pressure switch connected correctly on both sides?

NO → Reconnect and/or replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES ↓ Replace the water fill solenoid valve and repeat the diagnostic cycle to check for any further alarms.

YES ↓ Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

YES ↓ Change the analogue pressure switch and repeat the diagnostic cycle to check for any further alarms.

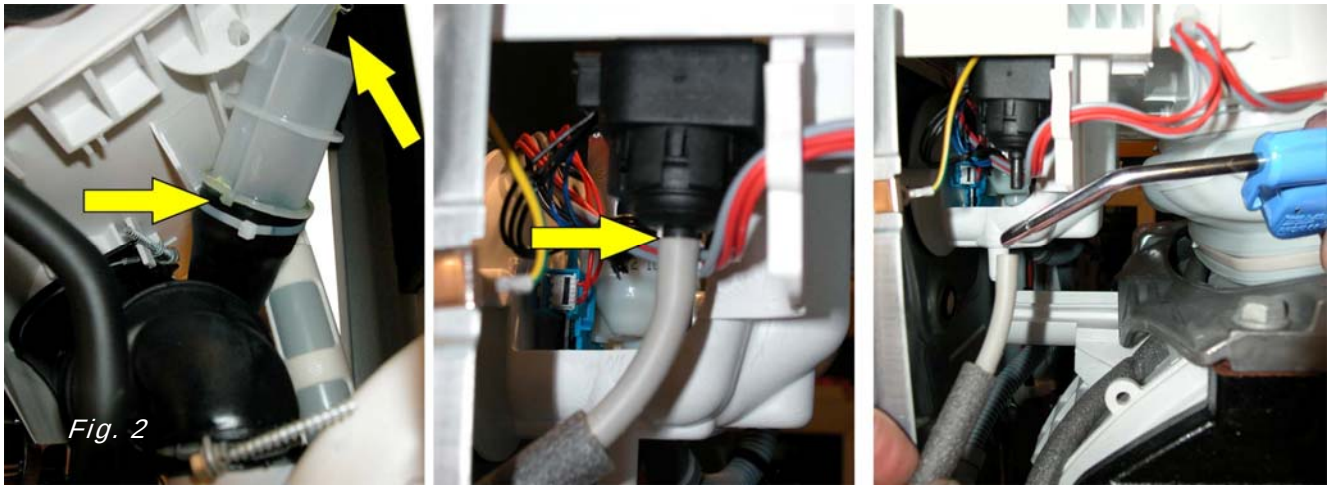


Fig. 2

! ***If there are burns on the circuit board, see page 78***

E38	E38: Internal pressure chamber is clogged The analogue pressure switch is not able to measure any variation in the water level for at least 30 sec. during drum rotation.	E38

Checks to perform:

Check that all the connectors are correctly inserted

Run the diagnostic cycle and set **phase 8**. Is the motor running and the drum not moving?

NO

Drain the water from the tub and check the internal pressure chamber and the pressure switch tube. Is the system unobstructed? -**(see fig. 2)**-

NO

Clean the internal pressure chamber and/or the pressure switch tube (disconnect the tube and blow into it to make sure the system is unobstructed). -**(see fig. 8)**- Repeat the diagnostic cycle to check for any further alarms.

YES

Replace/reposition the belt and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the analogue pressure switch and repeat the diagnostic cycle to check for any further alarms.

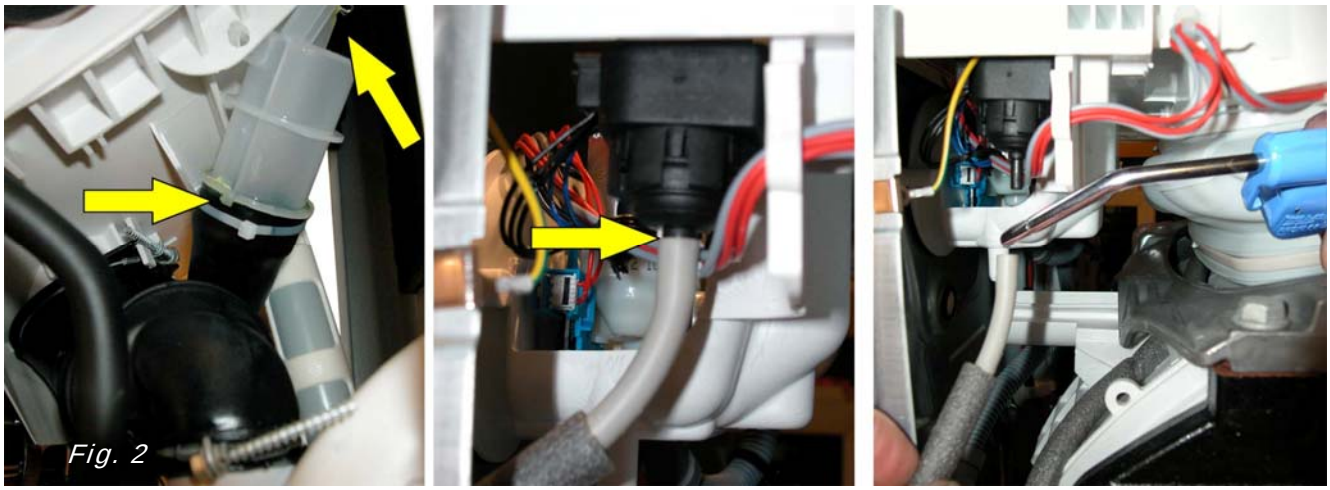


Fig. 2

If there are burns on the circuit board, see page 78

E41	E41: Door open (device with 4 connections) Maximum time exceeded (5 pulses per instant)	E41

Checks to perform:

Check that all the connectors are correctly inserted

To check the wiring, measure, with the door open, between the following wiring connectors (**fig. 4**):
- between J5-1 and J5-3, the circuit must NOT be open (measure the resistance value of the PTC).
- between J5-1 and J5-4, the circuit must NOT be open (measure the resistance value of the PTC).
- between wire J5-1 and J5-2, the circuit must be OPEN.

Is the system ok?

NO → Disconnect the door lock connectors and measure on the component:
- between connectors 3 and 4, the circuit must NOT be open (measure the resistance value of the PTC).
- between connectors 2 and 4, the circuit must NOT be open (measure the resistance value of the PTC).
- on the other hand, between connectors 4 and 5, the circuit must be OPEN (the numbers are printed on the component).

Is the door lock ok? (**fig. 9**)

NO → Replace the door lock and repeat the diagnostic cycle to check for any further alarms.

YES → Measure the continuity between connector J5 (main circuit board) and the door lock connector.
Is the wiring ok?

NO → Replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Check the mechanical coupling between the door lock and the door latch. Is the system efficient?

NO → Replace the door latch/ the door.

YES → Replace the door lock.
Is the appliance working correctly?

NO → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E41 (device with 4 connections)

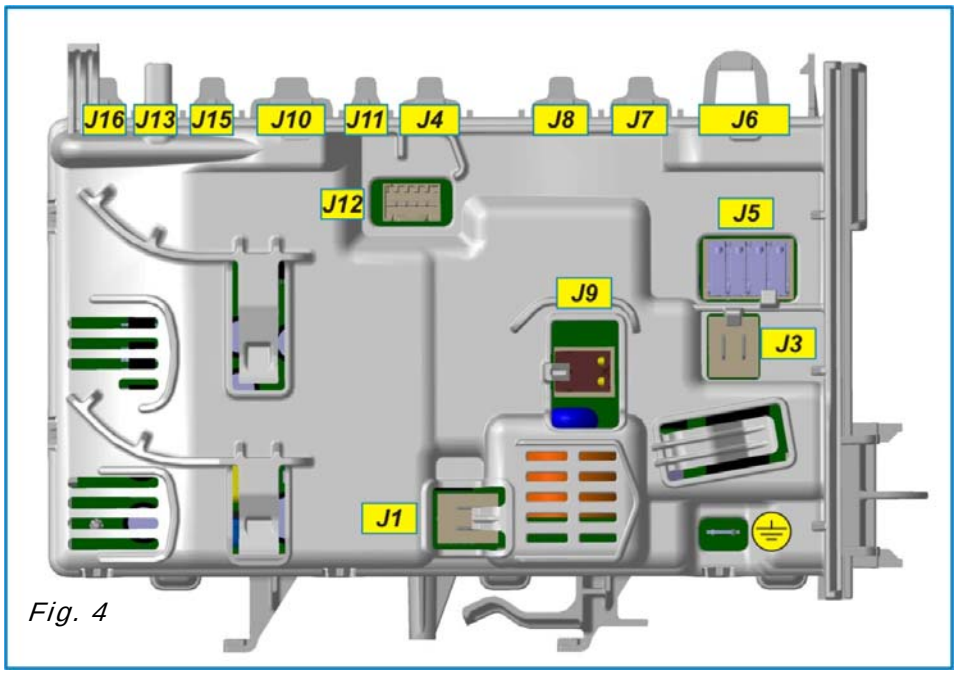


Fig. 4

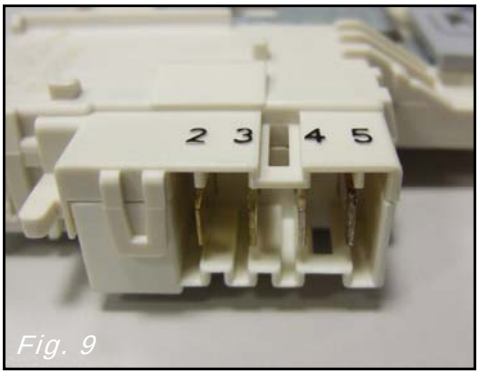
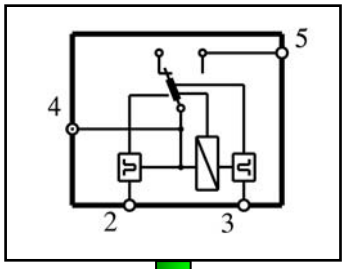
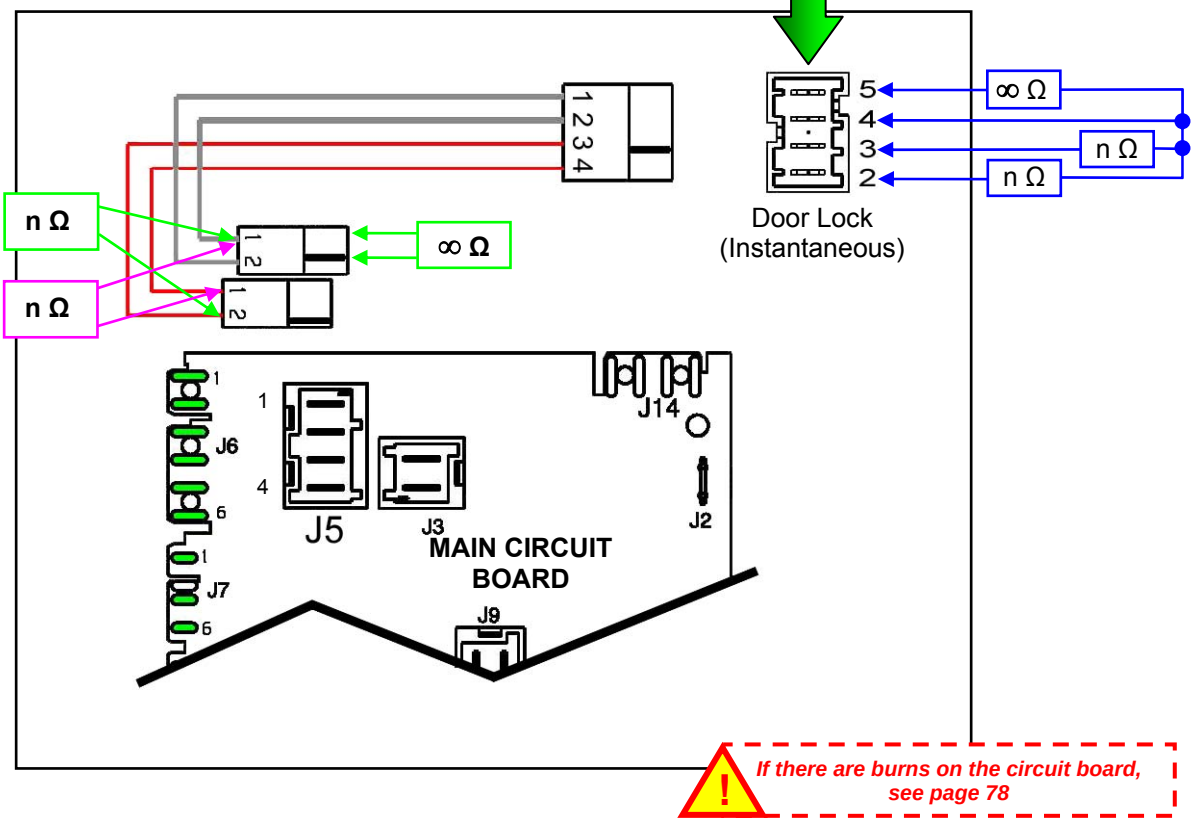


Fig. 9





If there are burns on the circuit board, see page 78

E42	E42: Problems opening door (device with 4 connections) Maximum time exceeded (5 pulses per instant).	E42

Checks to perform:

Check that all the connectors are correctly inserted

To check the wiring, measure, with the door open, between the following wiring connectors (**fig. 4**):
- between J5-1 and J5-3, the circuit must NOT be open (measure the resistance value of the PTC).
- between J5-1 and J5-4, the circuit must NOT be open (measure the resistance value of the PTC).
- between wire J5-1 and J5-2, the circuit must be OPEN.

Is the system ok?

NO → Disconnect the door lock connectors and measure on the component:
- between connectors 3 and 4, the circuit must NOT be open (measure the resistance value of the PTC).
- between connectors 2 and 4, the circuit must NOT be open (measure the resistance value of the PTC).
- on the other hand, between connectors 4 and 5, the circuit must be OPEN (the numbers are printed on the component).

Is the door lock ok? (**fig. 9**)

NO → Replace the door lock and repeat the diagnostic cycle to check for any further alarms.

YES → Measure the continuity between connector J5 (main circuit board) and the door lock connector.
Is the wiring ok?

NO → Replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Check the mechanical coupling between the door lock and the door latch. Is the system efficient?

NO → Replace the door latch/ the door.

YES → Replace the door lock.
Is the appliance working correctly?

NO → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E42 (device with 4 connections)

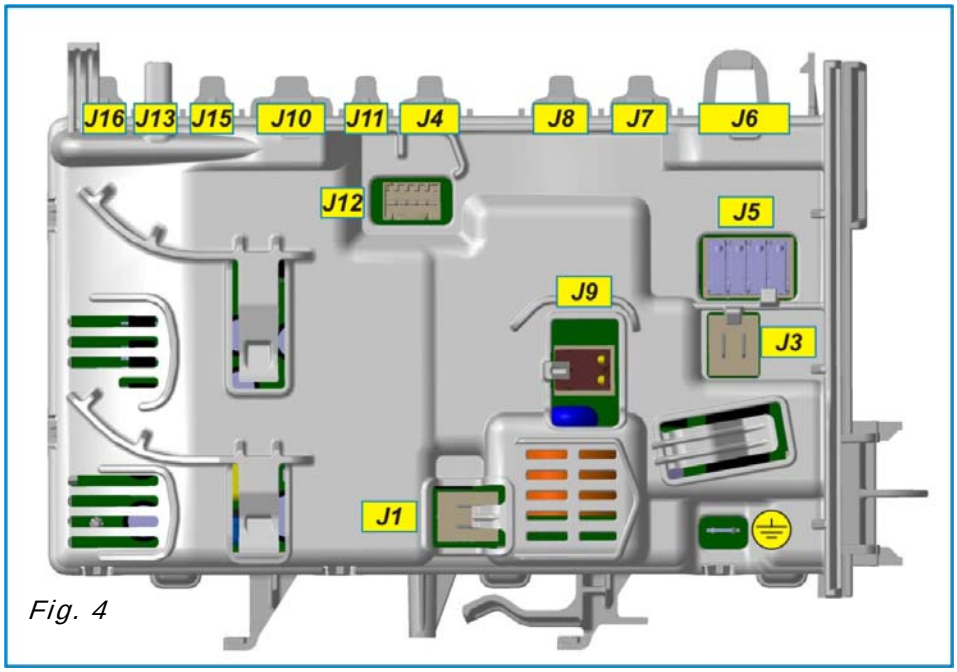


Fig. 4

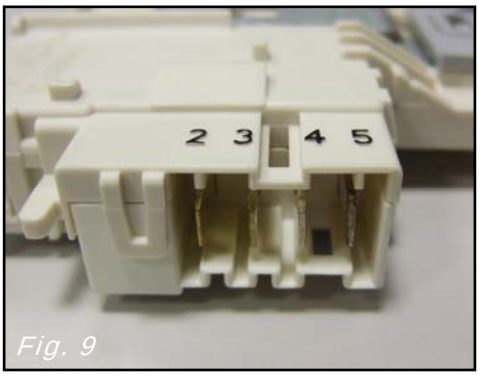
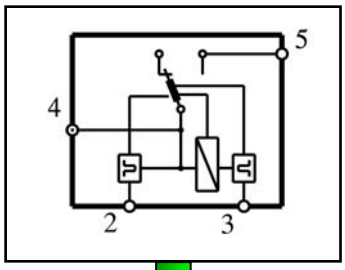
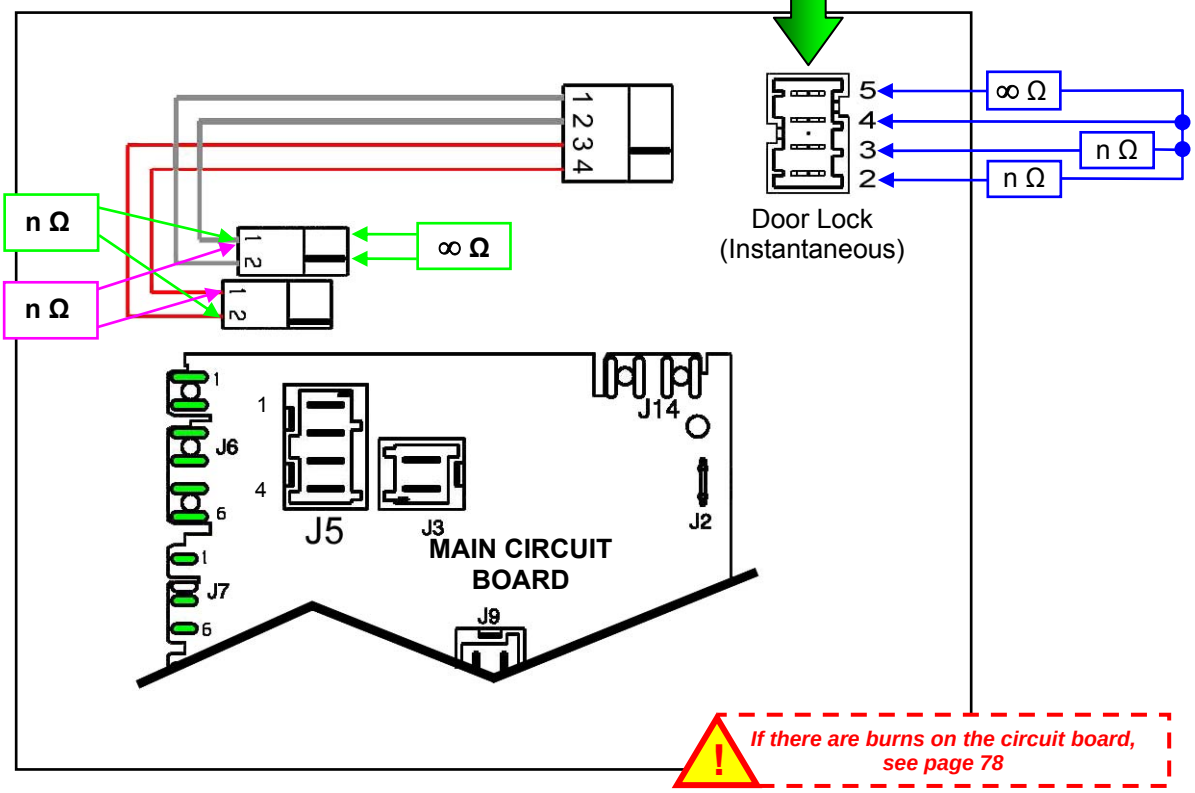


Fig. 9





If there are burns on the circuit board, see page 78

E43	E43: Problems with the component (triac) controlling the door delay system(device with 4 connections)	E43

Checks to perform:

! ***Check that all the connectors are correctly inserted***

To check the wiring, measure, with the door open, between the following wiring connectors (**fig. 4**):
- between J5-1 and J5-3, the circuit must NOT be open (measure the resistance value of the PTC).
- between J5-1 and J5-4, the circuit must NOT be open (measure the resistance value of the PTC).
- between wire J5-1 and J5-2, the circuit must be OPEN.

Is the system ok?

NO → Disconnect the door lock connectors and measure on the component:
- between connectors 3 and 4, the circuit must NOT be open (measure the resistance value of the PTC).
- between connectors 2 and 4, the circuit must NOT be open (measure the resistance value of the PTC).
- on the other hand, between connectors 4 and 5, the circuit must be OPEN (the numbers are printed on the component).

Is the door lock ok? (**fig. 9**)

NO → Replace the door lock and repeat the diagnostic cycle to check for any further alarms.

YES → Measure the continuity between connector J5 (main circuit board) and the door lock connector.
Is the wiring ok?

NO → Replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

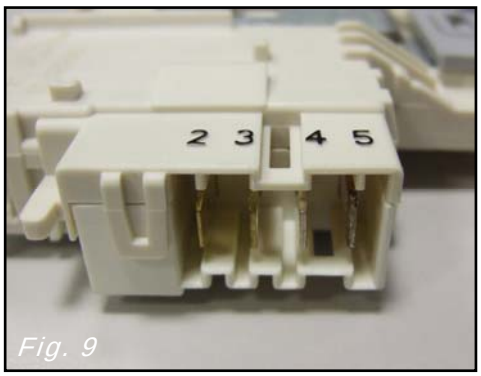
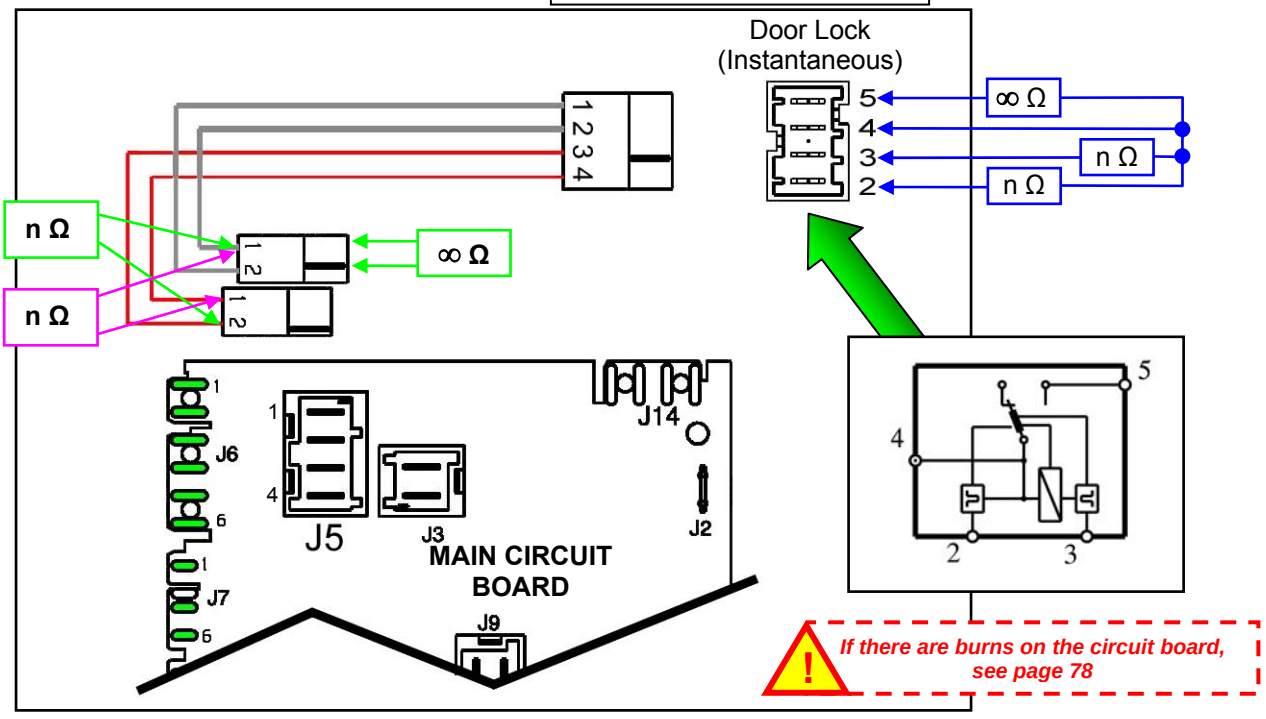


Fig. 9



! ***If there are burns on the circuit board, see page 78***

E44	E44: Door closed “sensing” circuit faulty	E44

Checks to perform:

Check that all the connectors are correctly inserted

Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

E45	E45: Problems with the “sensing” circuit of the component (triac) controlling the door delay system	E45

Checks to perform:

Check that all the connectors are correctly inserted

Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E52	**E52: No signal from motor tachometric generator *(first part)***	E52
	Cycle interrupted after 5 attempts during the cycle, immediately if recognised at the start of the cycle or during diagnostics.	

Checks to perform:

Check that all the connectors are correctly inserted

Access **phase 8** of the diagnostic cycle (The drum rotates at 55 rpm clockwise 55 rpm anticlockwise with pulse at 250 rpm). Is the motor running correctly?

NO → The motor never runs **-see page 47-**

YES

Measure between the terminals of the wiring connector J2-3 and J2-4. Are the values (Ω) of the tachometric generator correct? (as on **page 47** Point 4 - phase "A").

NO → Detach the connector from the motor and measure (Ω) the tachometric generator coil, **-(see fig. 11)-** Is the value correct? (as on **page 47** Point 4 - phase "A").

NO → Replace the motor or tachometric generator and repeat the diagnostic cycle to check for any further alarms.

YES → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Measure between the same terminals of the wiring connector (J2-3 and J2-4) and the appliance body. Is there any dispersion? **-(see fig. 13)-**

NO → Check the positioning of the tachometric generator. Is it correct? **-(see fig. 12)-**

NO → Replace the motor/generator and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

YES

Detach the connector from the motor and measure between the terminals and the motor casing. **-(see fig. 10)-** Is there any dispersion?

NO → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the motor and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E52


Fig. 12

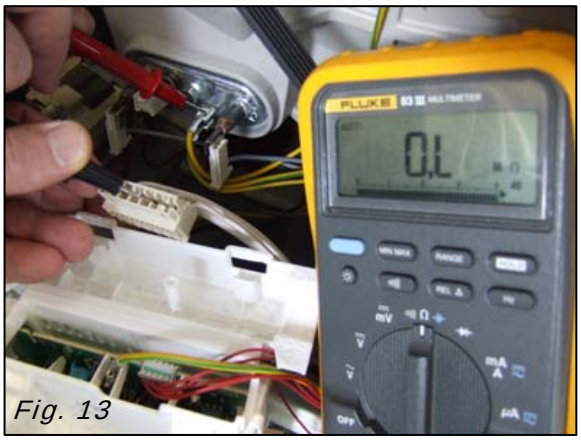


Fig. 13

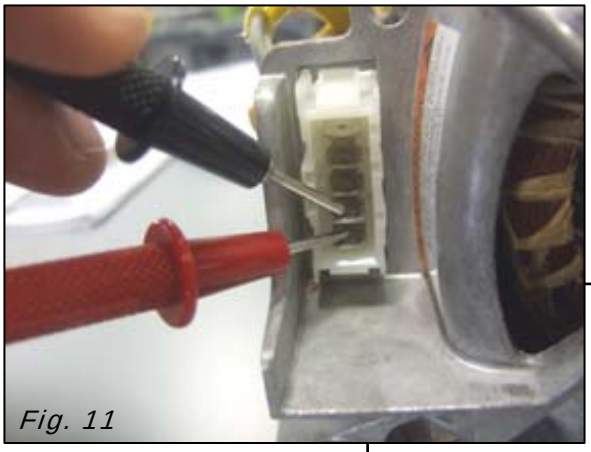


Fig. 11

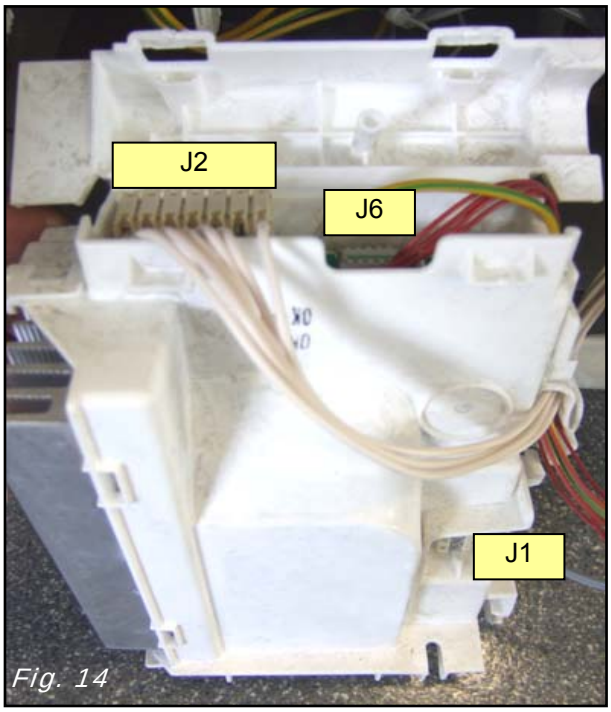
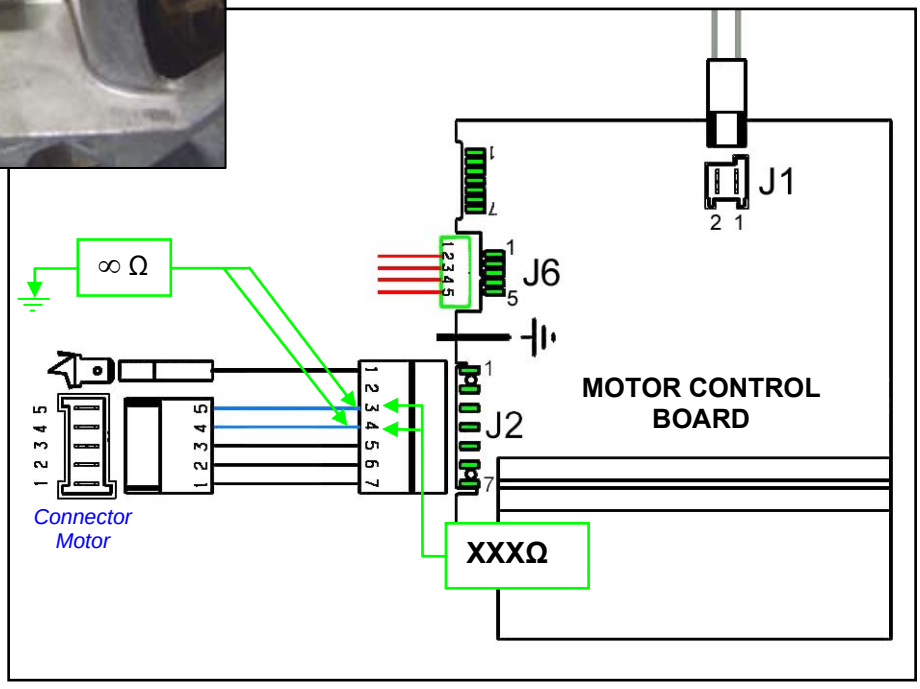


Fig. 14

Fig. 10



If there are burns on the circuit board, see page 78

E52	**E52: No signal from motor tachometric generator *(second part)***	E52
	Cycle interrupted after 5 attempts during the cycle, immediately if recognised at the start of the cycle or during diagnostics.	

Checks to perform:

Check that all the connectors are correctly inserted

The motor never runs

To check the wiring, measure (Ω) between the following wiring connectors of the motor control board **(fig. 14)** and compare the values with the correct values (**see pag. 47**: point 4 - motor parameters)
- between J2-6 and J2-7, a value as in point 4 - **B** (Stator) must be found.
- between J2-5 and J2-6, a value as in point 4 - **C** (Stator) must be found.
- between J2-5 and J2-7, a value as in point 4 - **D** (Stator) must be found.

Are the values correct?

NO → Check the motor as on **page 47**. Is the motor ok?

NO → Replace the motor and repeat the diagnostic cycle to check for any further alarms.

YES → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

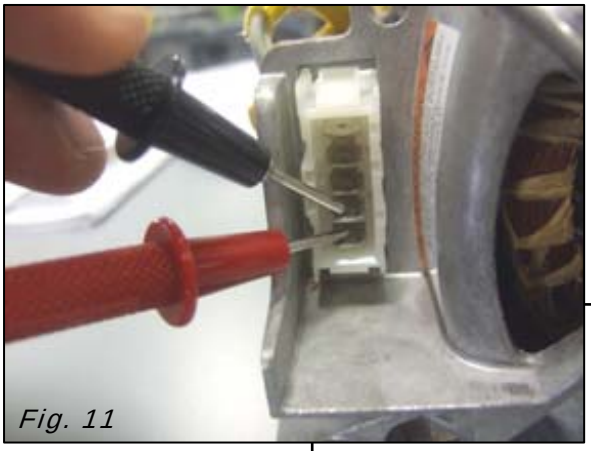


Fig. 11

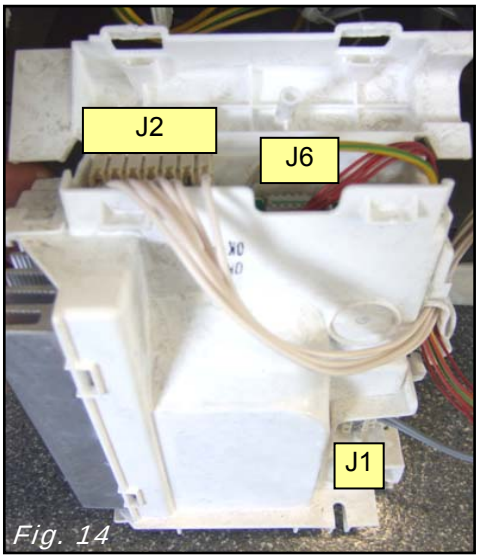
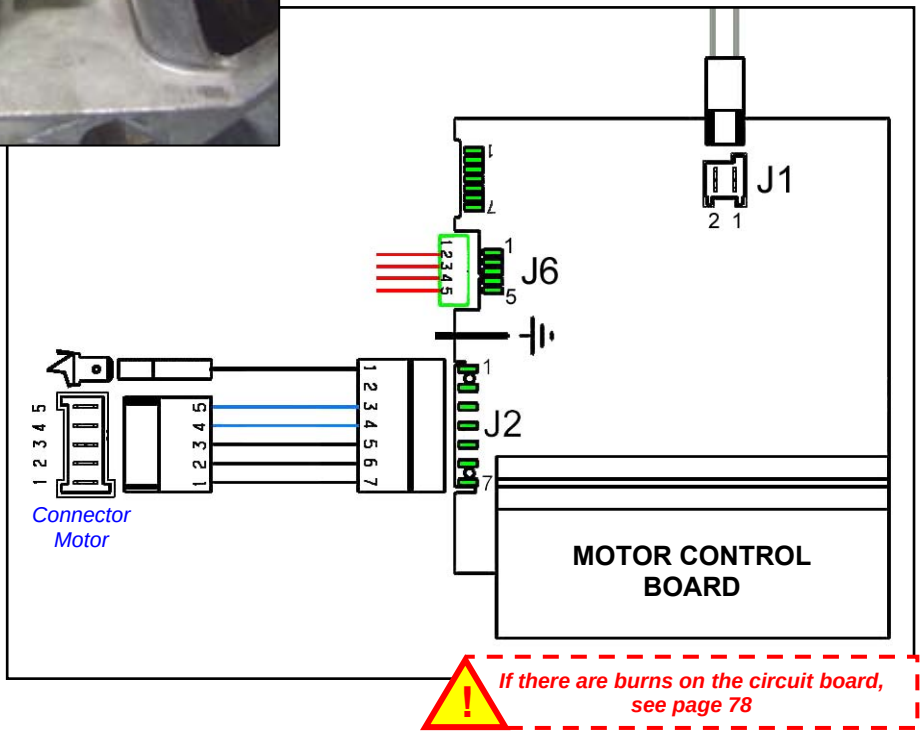


Fig. 14



If there are burns on the circuit board, see page 78

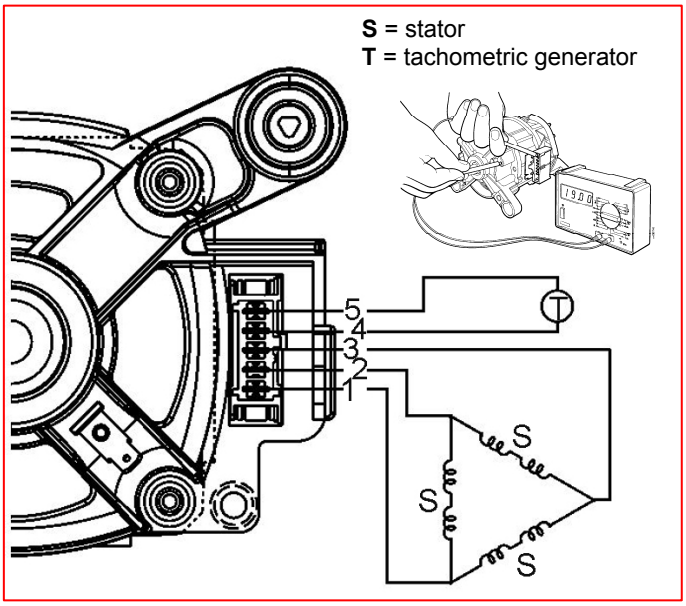
How to check three-phase motors

1) Check the connection blocks (wiring) and for the presence of any protruding/ kinked terminals.

2) Check for the presence of any marks/ residue/water or detergent deposits on the motor and where these come from.

3) Proceed by checking for any windings/ earthed parts or parts with poor earthing insulation. Use a tester with a minimum capacity of 40 MΩ: between each individual terminal and the motor casing, read ∞ **(fig. 10)**.

4) Proceed by checking each individual winding according to the following table **(fig. 11)**.



	MOTOR TERMINAL BOARD TERMINALS	CHECK:	MOTORS C.E.SET.	MOTORS ACC (SOLE) NIDEC	MOTORS ECM
A	4-5	Tachometric generator winding	108÷133	169÷207	85 ÷98
B	1-2	Stator winding	5.0÷5.8	5.0÷5.8	5.0÷5.8
C	2-3	Stator winding	5.0÷5.8	5.0÷5.8	5.0÷5.8
D	3-1	Stator winding	5.0÷5.8	5.0÷5.8	5.0÷5.8


Fig. 10

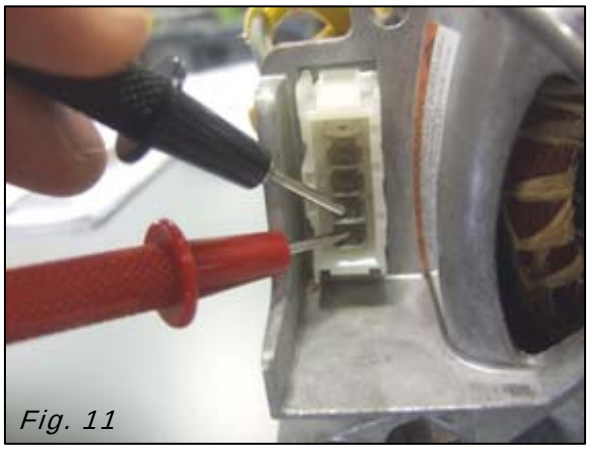


Fig. 11

If there are burns on the circuit board, see page 78

E57	E57: Inverter is drawing too much current (>16A) Abnormal current absorption by motor.	E57

Checks to perform:

Check that all the connectors are correctly inserted

Measure between the terminals of wiring connector J2-5 , J2-6, J2-7 and the appliance body: is there any dispersion? -**(see fig. 13)**-

NO → Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

YES

Detach the connector from the motor and measure between the terminals and the motor casing. -**(see fig. 10)**- Is there any dispersion?

NO → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the motor and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E57

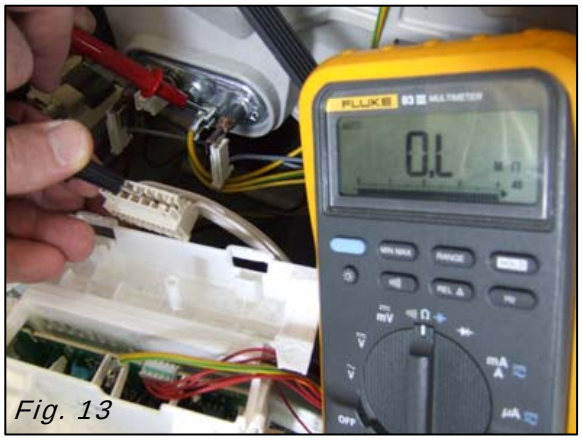


Fig. 13

Fig. 10

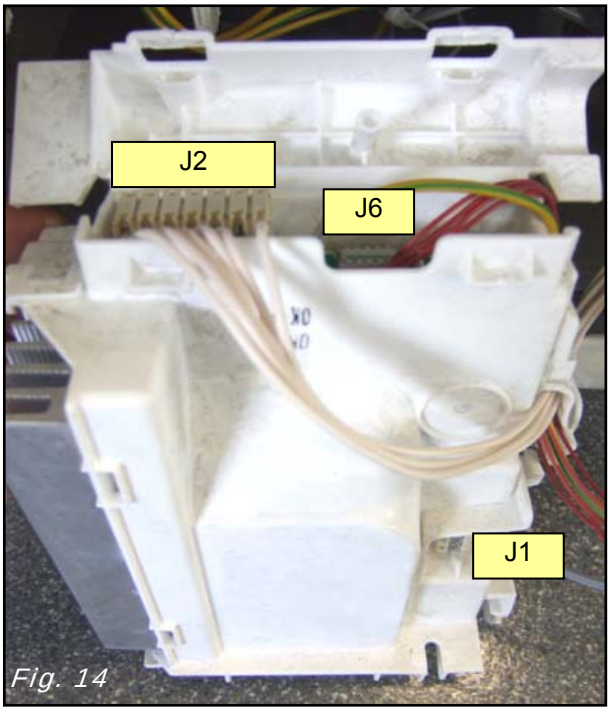
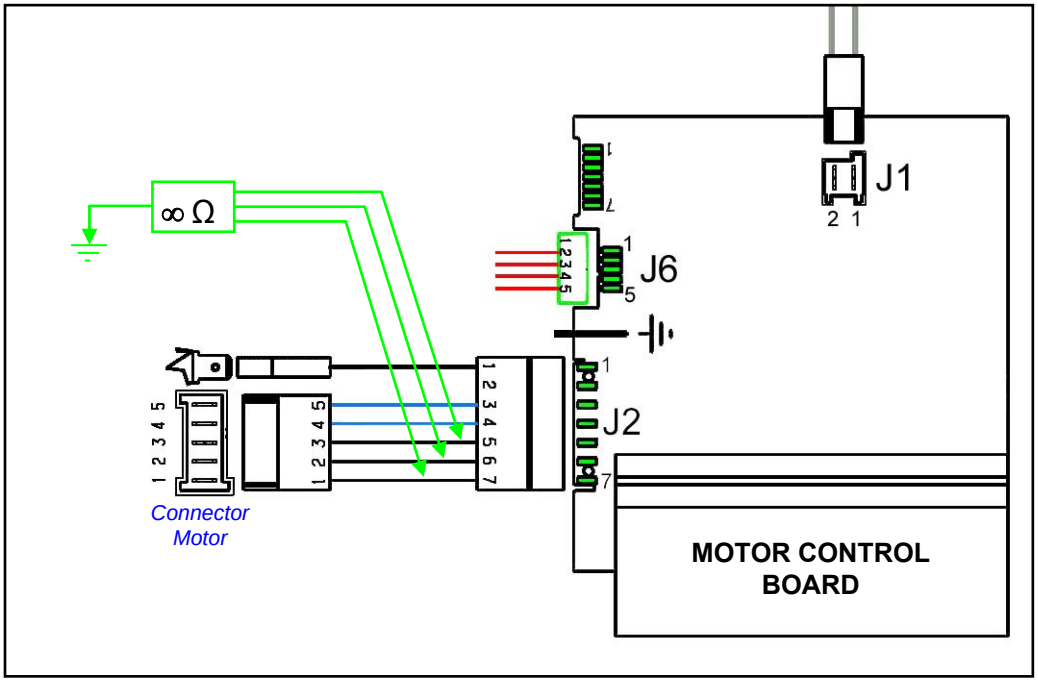


Fig. 14



If there are burns on the circuit board, see page 78

E58	E58: Inverter is drawing too much current (>4A)	E58
	Abnormal current absorption by motor.	

Checks to perform:

Check that all the connectors are correctly inserted

Was the wash cycle performed with too large a laundry load?

YES → Reduce the laundry load in the drum and restart the wash cycle.

NO

Check whether the drum turns freely without posing any resistance **(see fig. 15)**.
Is the drum having difficulty rotating?

YES → Check whether the friction is caused by the motor **(fig. 17)** or by the tub bearings **(fig. 16)**. Replace the defective component. Repeat the diagnostic cycle to check for any further alarms.

NO

Measure between all the terminals of wiring connector J2-5 , J2-6, J2-7 and the appliance body: is there any dispersion? -**(see fig. 13)**-

NO → Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

YES

Detach the connector from the motor and measure between the terminals and the motor casing.-**(see fig. 10)**-
Is there any dispersion?

NO → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the motor and repeat the diagnostic cycle to check for any further alarms.

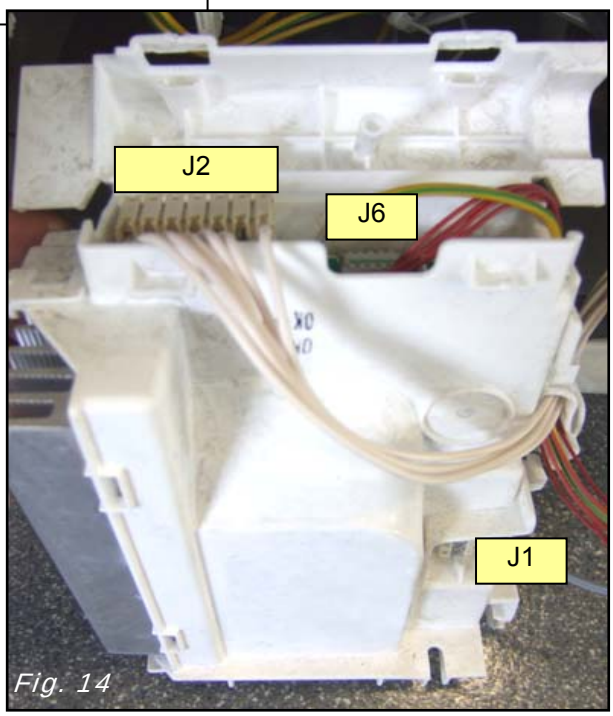


Fig. 14

If there are burns on the circuit board, see page 78

E58

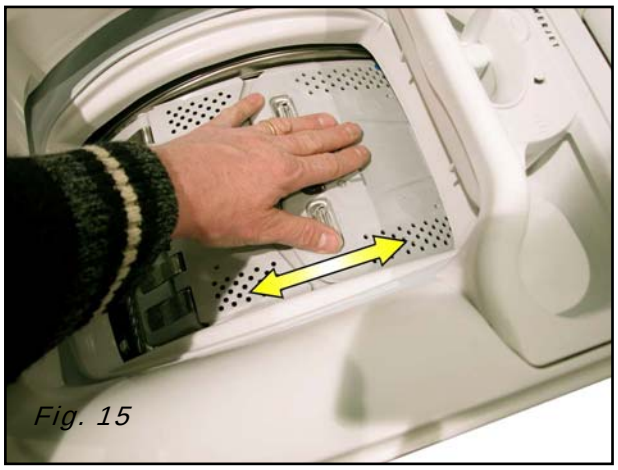


Fig. 15


Fig. 16

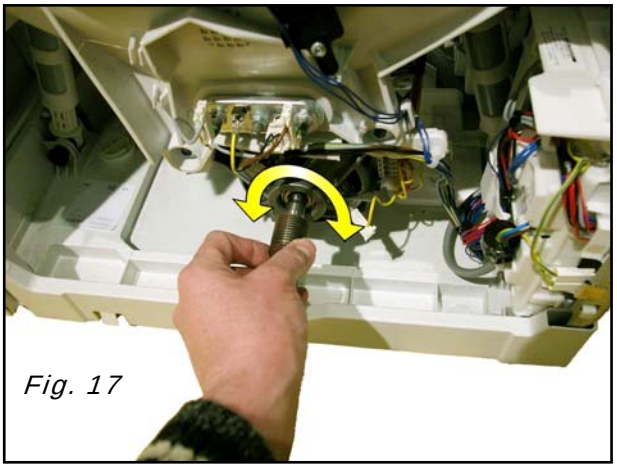


Fig. 17

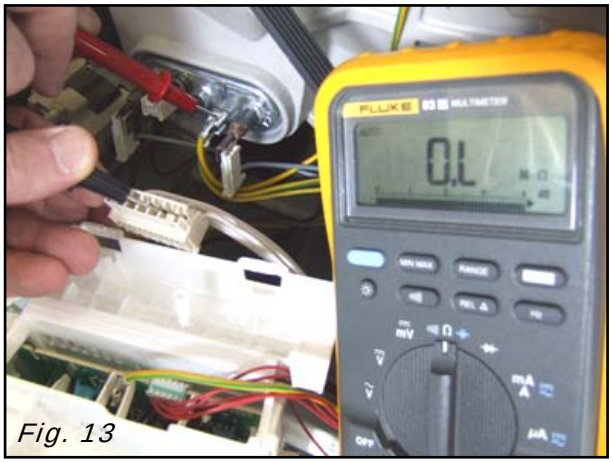
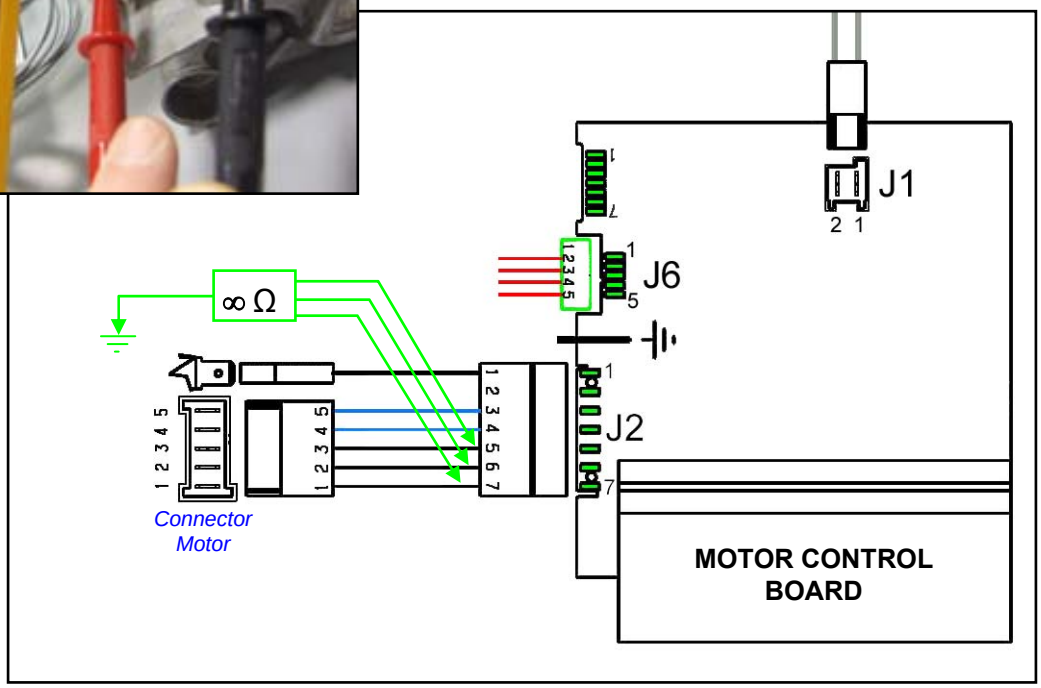


Fig. 13


Fig. 10

If there are burns on the circuit board, see page 78



E59	E59: No signal from the tachometric generator The lack of signal should last at least 3 seconds.	E59

Checks to perform:

Check that all the connectors are correctly inserted

Measure between the terminals of the wiring connector J2-3 and J2-4, (Point 4, phase "A" **page 47**). Are the values (Ω) of the tachometric generator correct?

NO → Detach the connector from the motor and measure (Ω) the tachometric generator coil, (Point 4, phase "A" **page 47**) -**(see fig. 11)**- Is the value correct?

NO → Replace the motor or tachometric generator and repeat the diagnostic cycle to check for any further alarms.

YES → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Measure between the same terminals of the wiring connector (J2-3 and J2-4) and the appliance body. Is there any dispersion? -(**see fig.13)**-

NO → Check the positioning of the tachometric generator. Is it correct? -**(see fig. 12)**-

NO → Replace the motor/generator and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

YES → Detach the connector from the motor and measure between the terminals and the motor casing. -**(see fig.10)**- Is there any dispersion?

NO → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the motor and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E59

Fig. 12

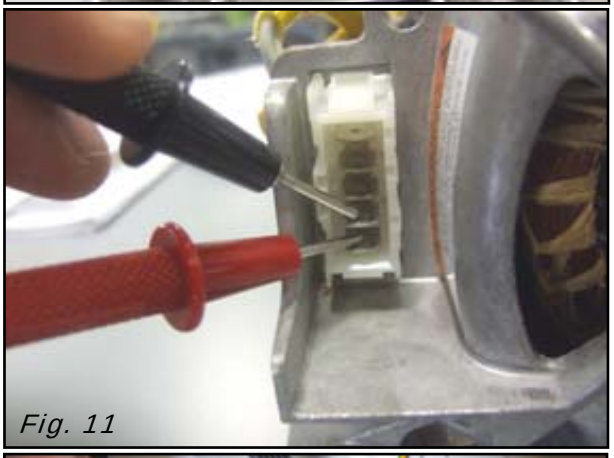


Fig. 11

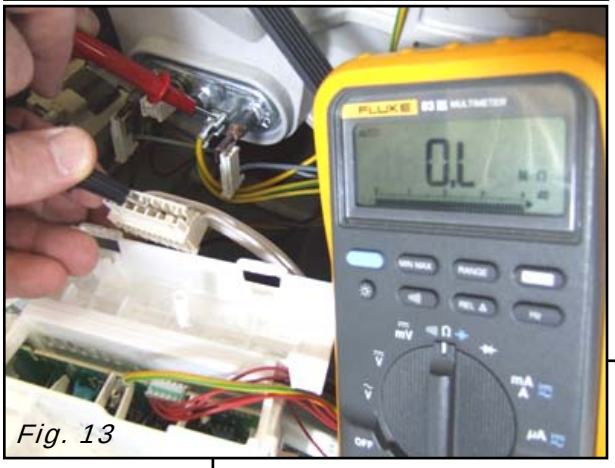


Fig. 13

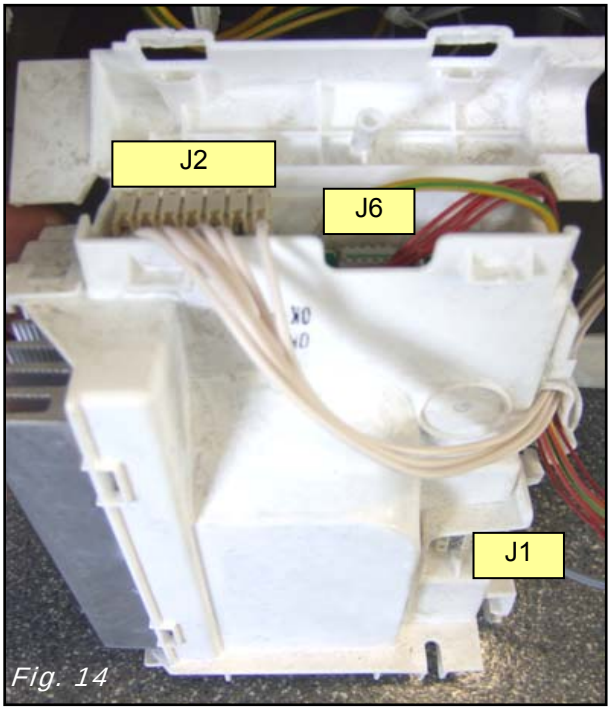
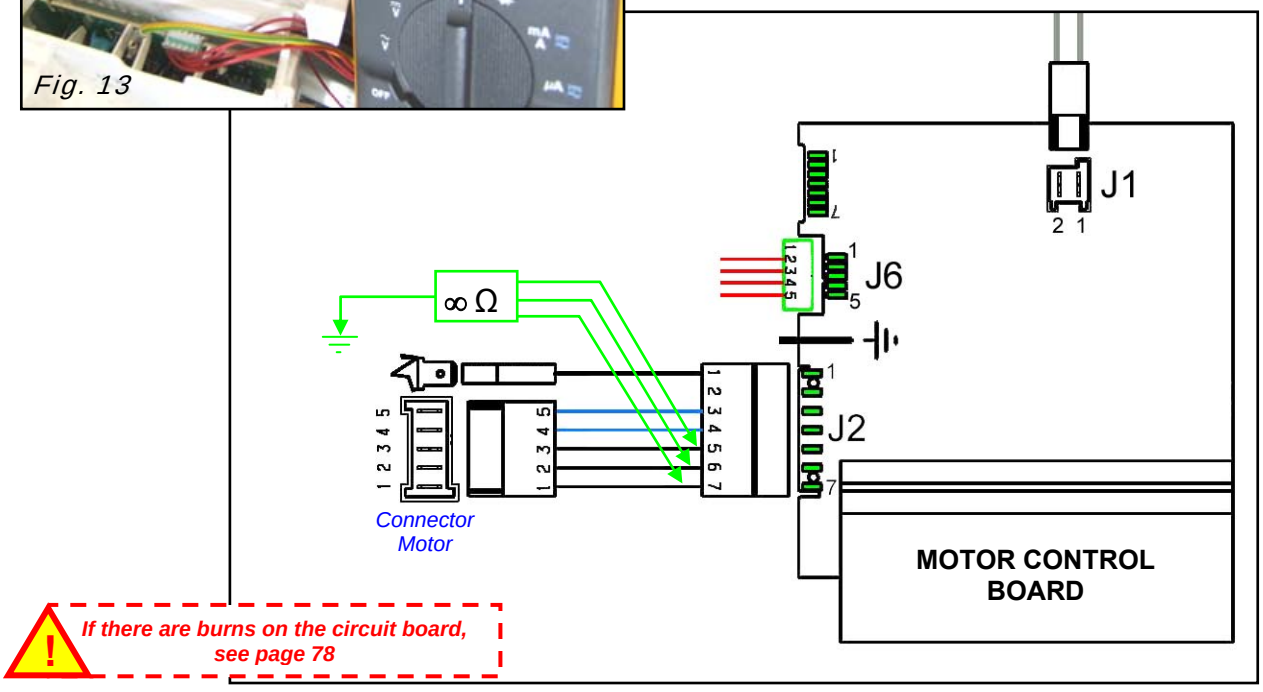


Fig. 14

Fig. 10



If there are burns on the circuit board, see page 78

E5A	E5A: Overheating on heat dissipator for Inverter board	E5A
	The dissipator exceeds a temperature of 88°C.	

Checks to perform:

! *Check that all the connectors are correctly inserted*

Have continuous wash cycles been performed, or has the wash cycle been performed with too heavy a laundry load?

YES → Leave pauses between one cycle and the next or reduce the laundry load inside the drum.

NO

Check whether the drum turns freely without posing any resistance **(see fig. 15)**.
Is the drum having difficulty rotating?

YES → Check whether the friction is caused by the motor **(fig. 17)** or by the tub bearings **(fig. 16)**. Replace the defective component. Repeat the diagnostic cycle to check for any further alarms.

NO

Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

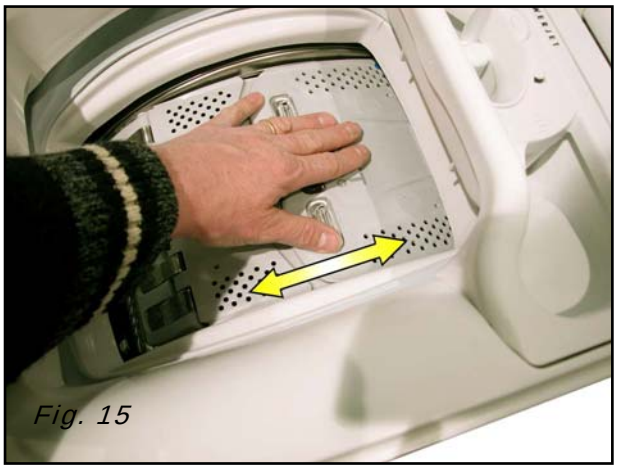


Fig. 15

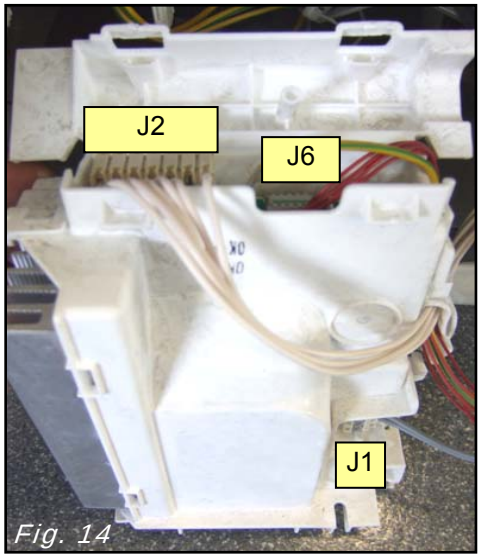


Fig. 14


Fig. 16

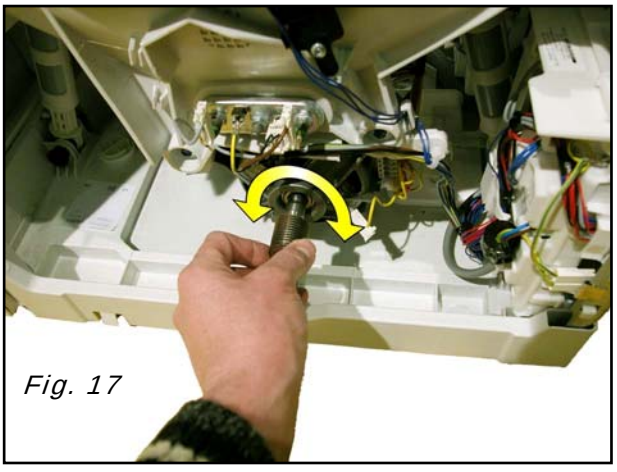


Fig. 17

! *If there are burns on the circuit board, see page 78*

E5C	E5C: The Inverter board input voltage is too high (greater than 430V) The voltage should stay above 430V for at least 5 sec.	E5C

Checks to perform:

Check that all the connectors are correctly inserted

Measure the mains voltage and make sure it is within the nominal range.
Is the mains voltage correct?

NO → Wait for the mains voltage to return to nominal conditions and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E5d	E5d: Data transfer error between Inverter PCB and main PCB	E5d
	The lack of communication must last at least 2 sec.	

Checks to perform:

Check that all the connectors are correctly inserted

Are connectors J16 (main circuit board) and J6 (motor control board) properly inserted?

NO → Repair the connectors and repeat the diagnostic cycle to check for any further alarms.

YES

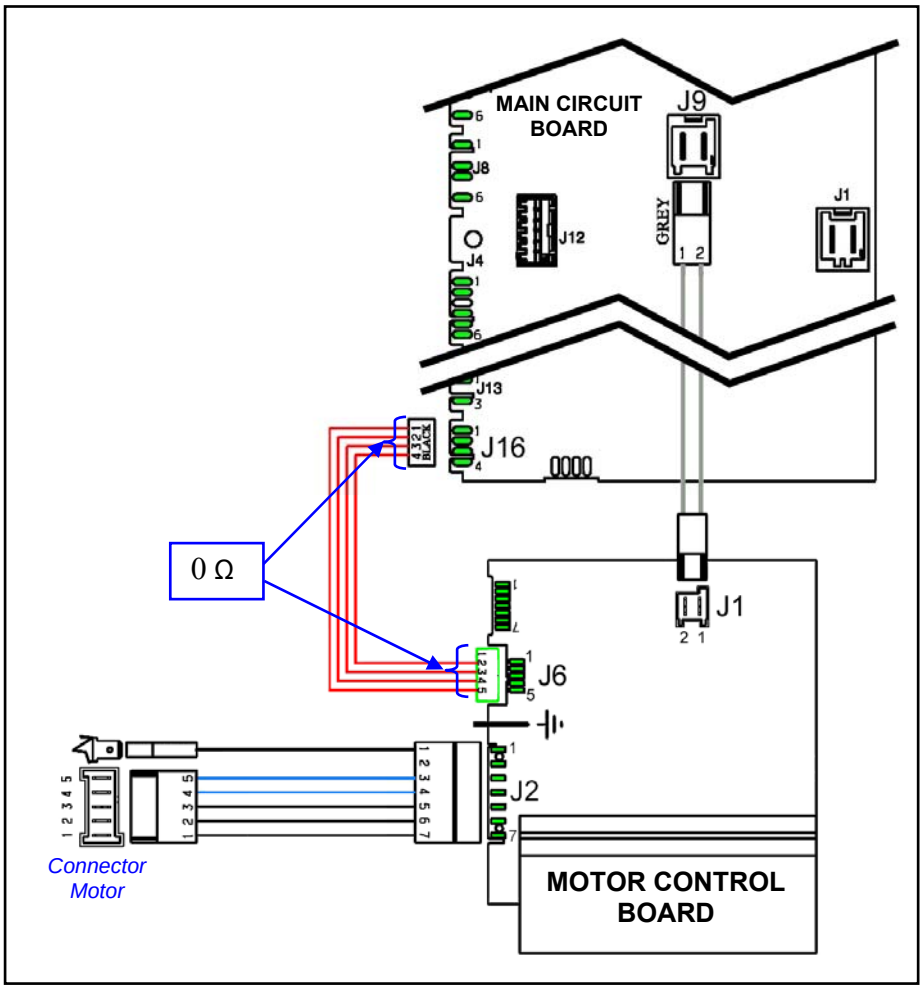
Measure the continuity between connector J16-1, J16-4 (main circuit board) and connector J6-2, J6-5 (motor control board). Is the wiring ok?

NO → Replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the motor control board and repeat the diagnostic cycle to check for any further alarms. Is the appliance working?

NO → Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.



If there are burns on the circuit board, see page 78

E5E	E5E: Communication error between Inverter PCB and main PCB	E5E
	Communication protocol between the two boards not aligned.	

Checks to perform:

Check that all the connectors are correctly inserted

Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

E5F	E5F: Inverter PCB fails to start the motor	E5F

Checks to perform:

Check that all the connectors are correctly inserted

Replace the motor control board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E5H	E5H: The Inverter board input voltage is too low (less than 175V) The voltage should stay below 175V for at least 5 sec.	E5H

Checks to perform:

! *Check that all the connectors are correctly inserted*

Are connectors J9 (main circuit board) and J1 (motor control board) properly inserted?

NO → Repair the connectors and repeat the diagnostic cycle to check for any further alarms.

YES ↓

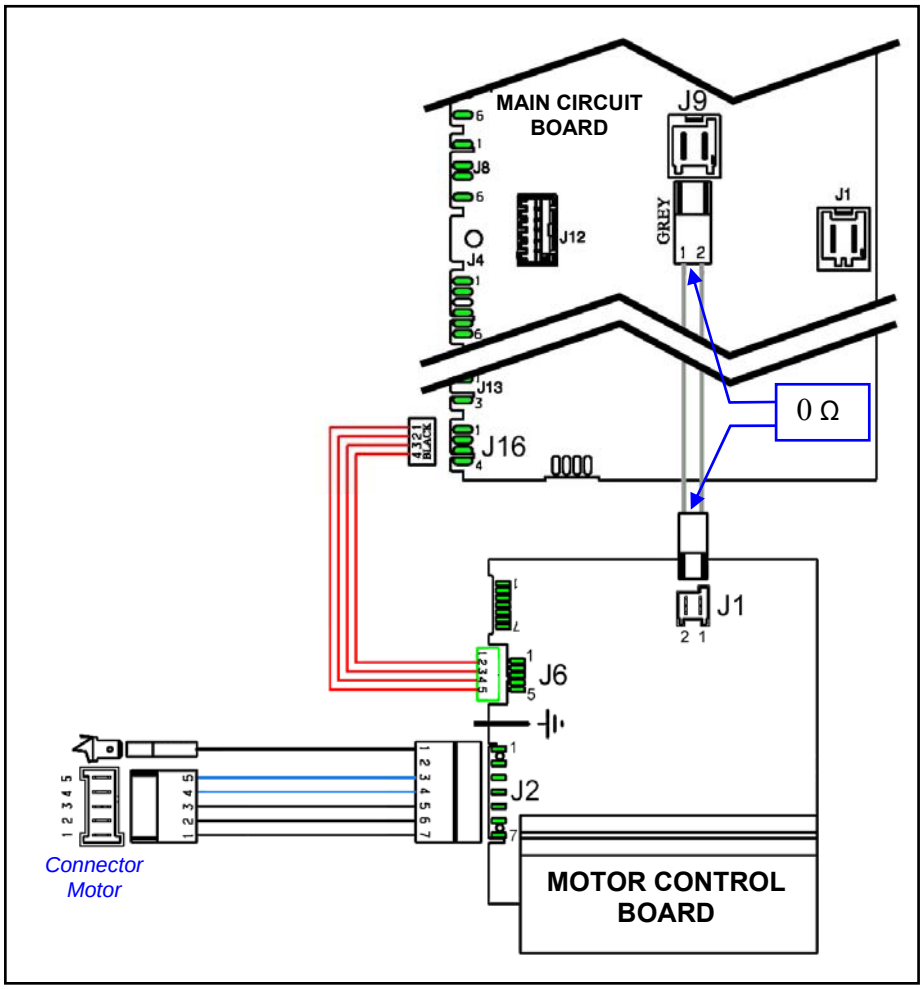
Measure the continuity between connectors J9-1, J9-2 (main circuit board) and J1-1, J1-2 (motor control board). Is the wiring ok?

NO → Replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES ↓

Replace the motor control board and repeat the diagnostic cycle to check for any further alarms. Is the appliance working?

NO → Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.



! *If there are burns on the circuit board, see page 78*

E62	E62: Overheating during washing	E62
	The temperature of the NTC probe exceeds 88°C for more than 5 min.	

Checks to perform:

Check that all the connectors are correctly inserted

Run the diagnostic cycle and fill with water up to the door level to make sure the heating element is completely submerged. Measure between the wiring connector J3-1/J3-2 and the appliance body. -**(see fig. 6)**- Is the circuit open?

NO → Detach the connector and measure between the heating element and the earth contact. -**(see fig. 19)**- Is the circuit open?

NO → Replace the heating element and repeat the diagnostic cycle to check for any further alarms.

YES → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Measure the NTC probe between terminals J10-4 and J10-5 of the main circuit board connector. Is the value correct? (between 5.7 and 6.3 KΩ at 20°C)

NO → Detach the connector and measure the value directly on the NTC probe. -**(see fig. 18)**- Is the value correct? (between 5.7 and 6.3 KΩ at 20°C)

NO → Replace the heating element and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

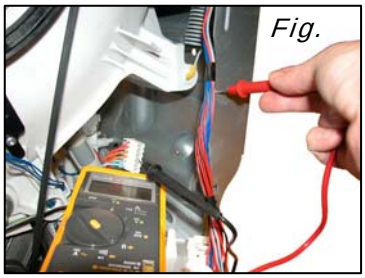


Fig.

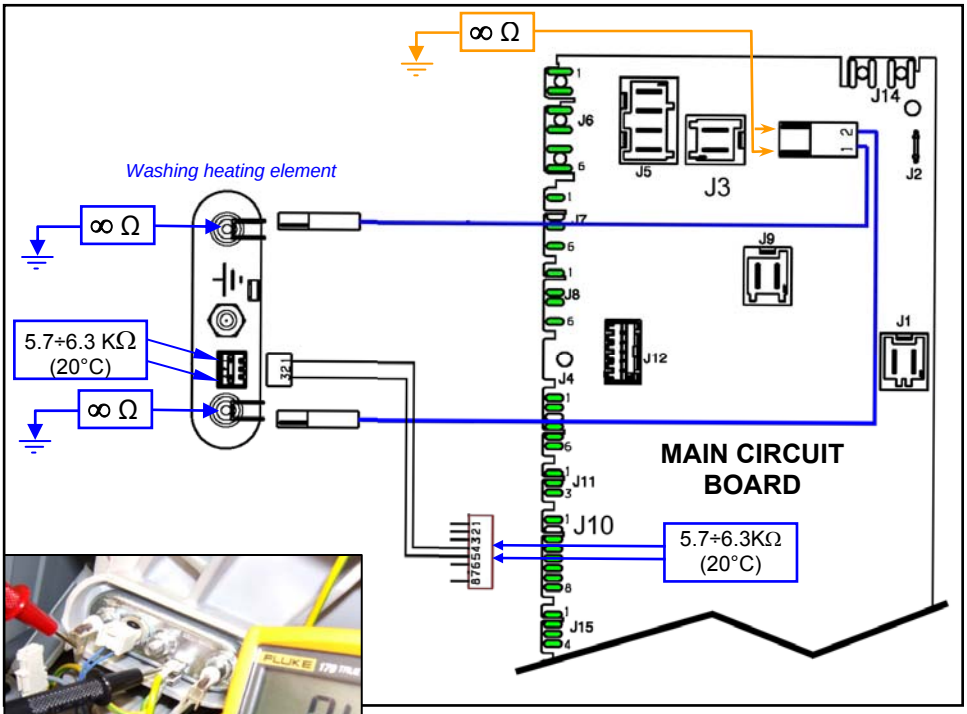



Fig. 18

Fig. 19

If there are burns on the circuit board, see page 78

E66	E66: Heating element power supply relay faulty	E66

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Measure between the connector J3-1/J3-2 of the main circuit board and the appliance body. **(Fig. 6)** Is there any dispersion?

NO → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

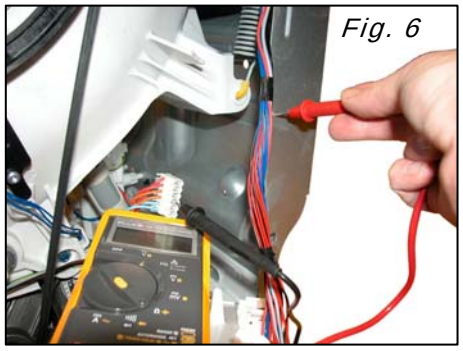
YES

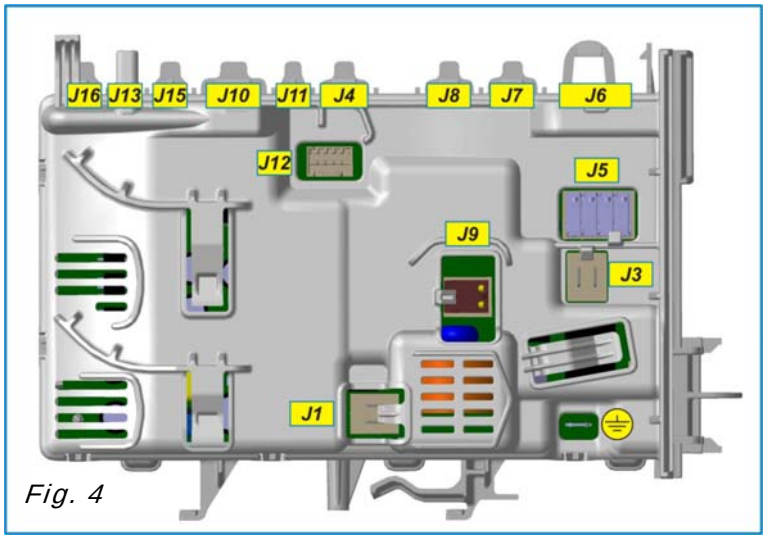
Detach the connectors and measure between the heating element and the earth contact. -**fig. 19**- Is the circuit open?

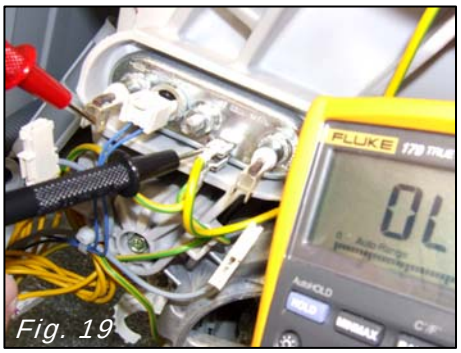
NO → Replace the heating element and repeat the diagnostic cycle to check for any further alarms.

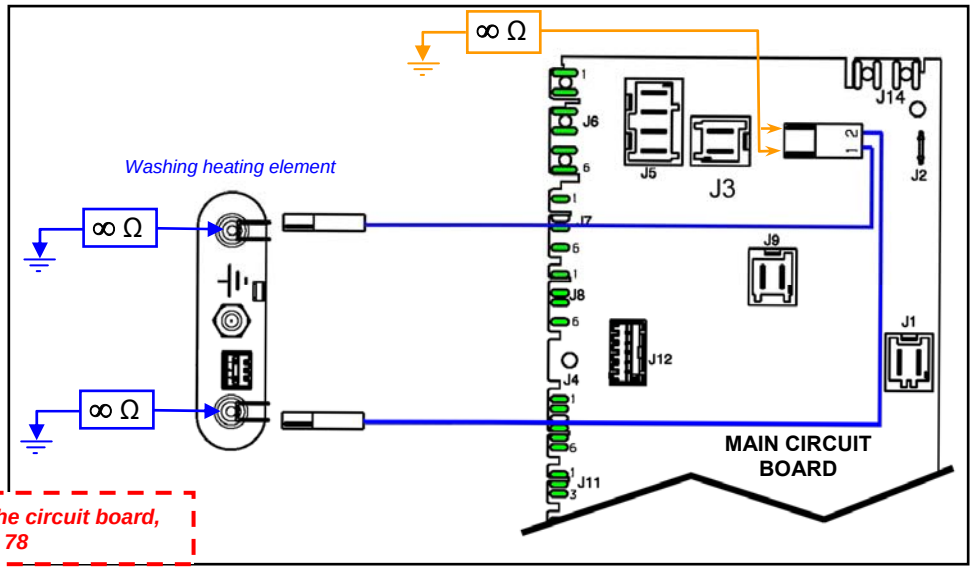
YES

Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.









! ***If there are burns on the circuit board, see page 78***

E68	E68: Washing heating element leakage	E68

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Run the diagnostic cycle and fill with water up to the door level to make sure the heating element is completely submerged. Measure between the wiring connector J3-1/J3-2 and the appliance body.
-**(see fig. 6)**-
Is the circuit open?

NO

Detach the connectors and measure between the heating element and the earth contact.
-**(see fig. 19)**-
Is the circuit open?

NO

Run phase **9** of the diagnostic cycle, drain water from the tub. Replace the heating element and repeat the diagnostic cycle to check for any further alarms.

YES

Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

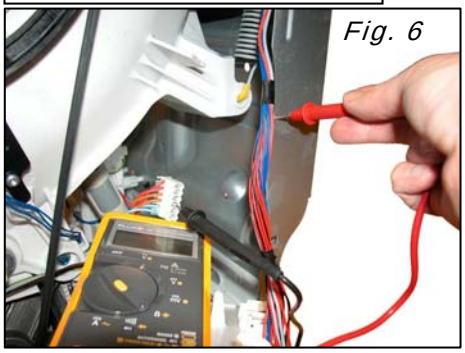


Fig. 6

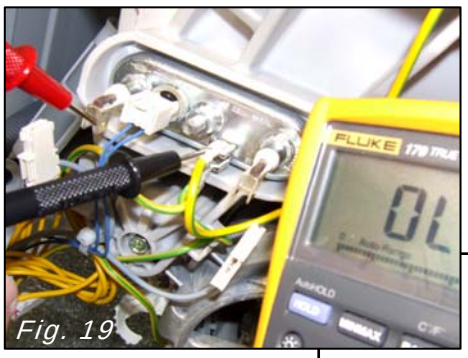


Fig. 19

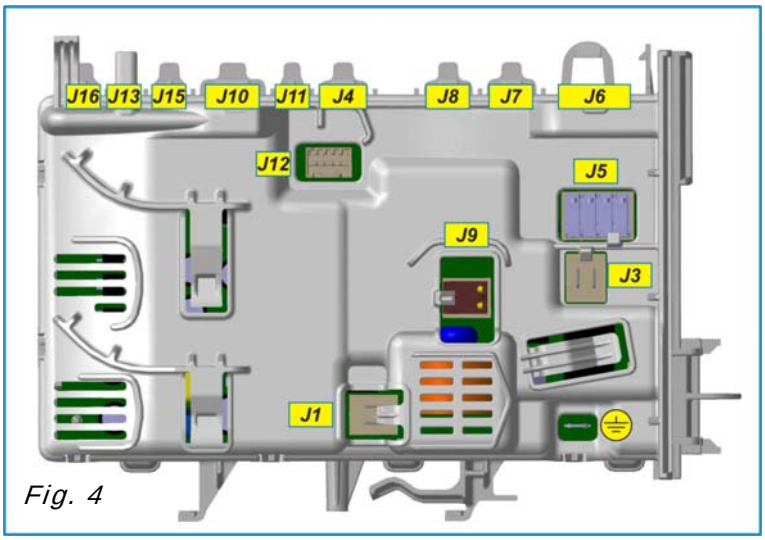
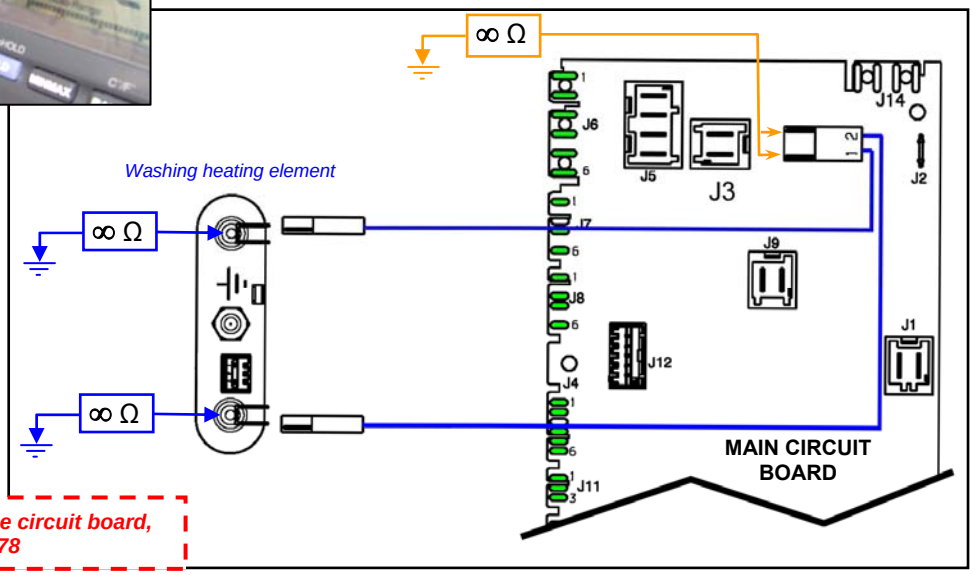


Fig. 4



! ***If there are burns on the circuit board, see page 78***

E69	E69: Washing heating element damaged	E69

Checks to perform:

Check that all the connectors are correctly inserted

Measure the resistance value of the heating element (Ω) between terminals J3-1 ÷ J3-2 of the wiring connector **-(see fig. 4)-** Is the value correct? (28÷31 Ω for 230 V/1,750 W)

NO

Measure the resistance value directly on the terminals of the heating element (detach the connectors) **-(see fig. 20)-** Is the value correct? (28÷31 Ω for 230 V/1,750 W)

NO

Replace the heating element and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES

Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

Fig. 20

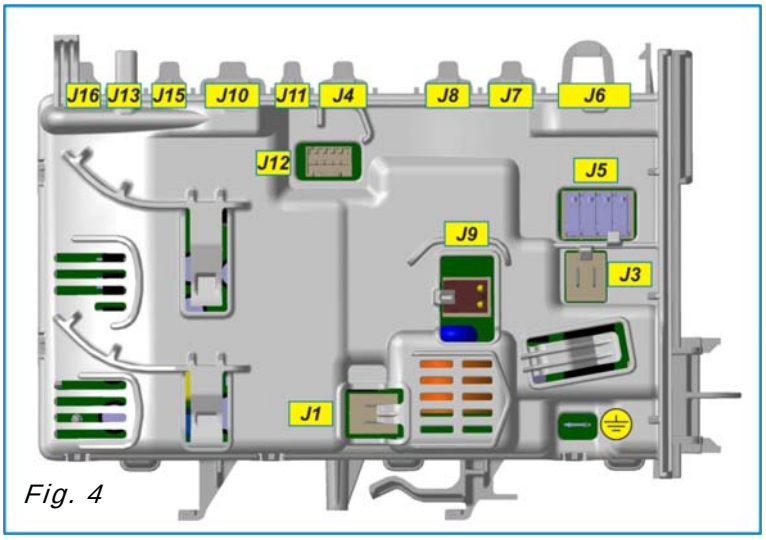
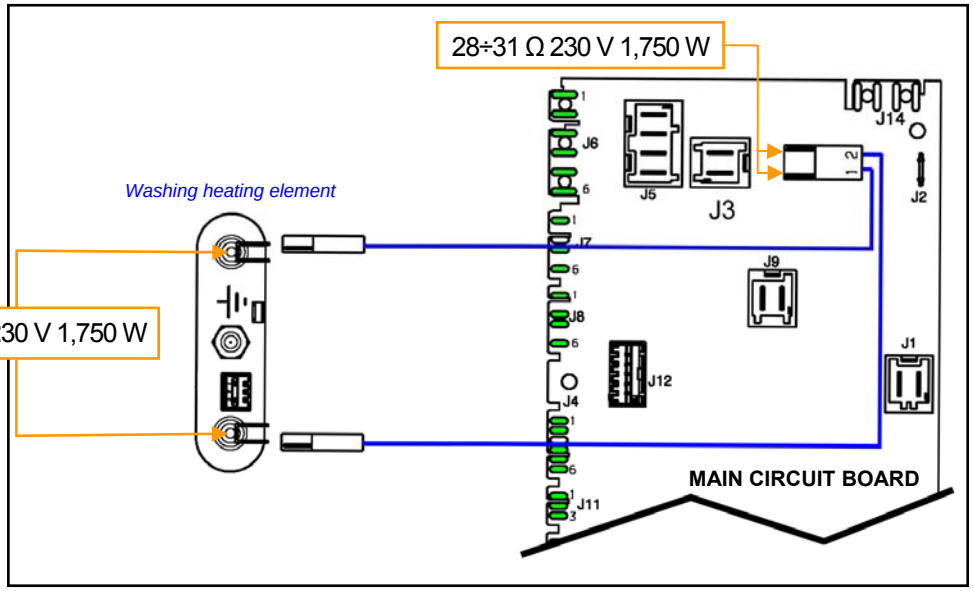


Fig. 4



If there are burns on the circuit board, see page 78

E6A	E6A: Heating relay sensing faulty	E6A

Checks to perform:

! *Check that all the connectors are correctly inserted*

Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

! *If there are burns on the circuit board, see page 78*

E6H	E6H: Heating element power relay faulty (inconsistency between sensing and relay status)	E6H

Checks to perform:

! *Check that all the connectors are correctly inserted*

Run the diagnostic cycle and fill with water up to the door level to make sure the heating element is completely submerged. Measure between the wiring connector J3-1/J3-2 and the appliance body.
-**(see fig. 6)**-
Is the circuit open?

NO

Detach the connectors and measure between the heating element and the earth contact.
-**(see fig. 19)**-
Is the circuit open?

NO

Run phase **9** of the diagnostic cycle, drain water from the tub. Replace the heating element and repeat the diagnostic cycle to check for any further alarms.

YES

Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

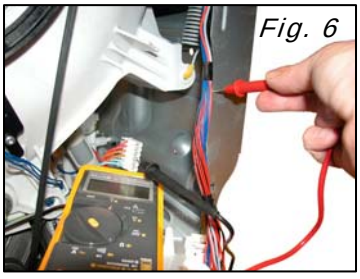
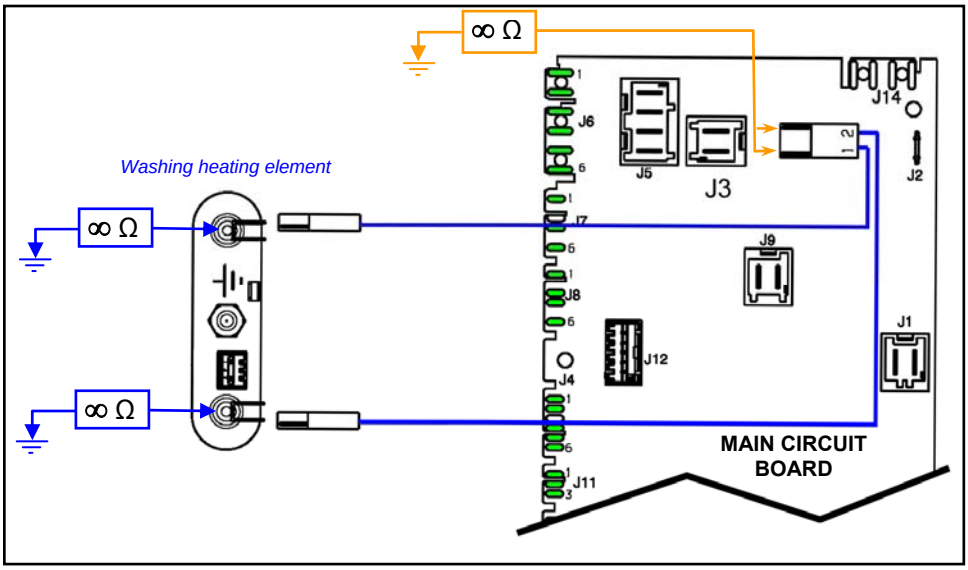


Fig. 6


Fig. 19



! *If there are burns on the circuit board, see page 78*

E71	E71: NTC probe faulty Voltage value out of range (short-circuit or open circuit)	E71

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Run **phase 7** of the diagnostic cycle and wait for the water to fill. Switch the appliance off and measure the value of the NTC probe between contacts J10-4 and J10-5 of the wiring connector -**see fig. 4**- Is the value correct? (between 5.7 and 6.3 KΩ at 20°C)

NO → Detach the connector and measure directly on the NTC probe. -**(see fig. 18)**- Is the value correct? (5.7÷6.3 KΩ at 20°C)

NO → Run phase **9** of the diagnostic cycle, drain water from the tub. Replace the washing heating element and repeat the diagnostic cycle to check for any further alarms.

YES → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Measure between terminals J10-4, J10-5 of the NTC connector and the appliance body - **(see fig. 6)**- Is there any dispersion?

NO → Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Detach the connector and measure directly between the terminals of the NTC probe and the appliance body.

! ***There must be water in the tub.***

Has the dispersion been measured?

NO → Check/replace the wiring and repeat the diagnostic cycle to check for any further alarms.

YES → Run phase **9** of the diagnostic cycle, drain water from the tub. Replace the washing heating element and repeat the diagnostic cycle to check for any further alarms.

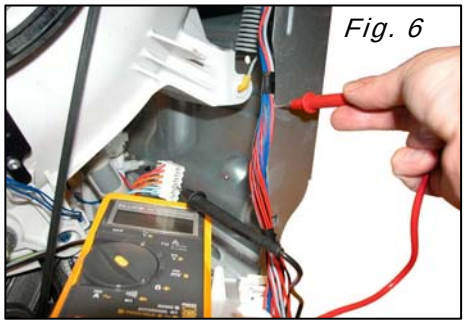


Fig. 6

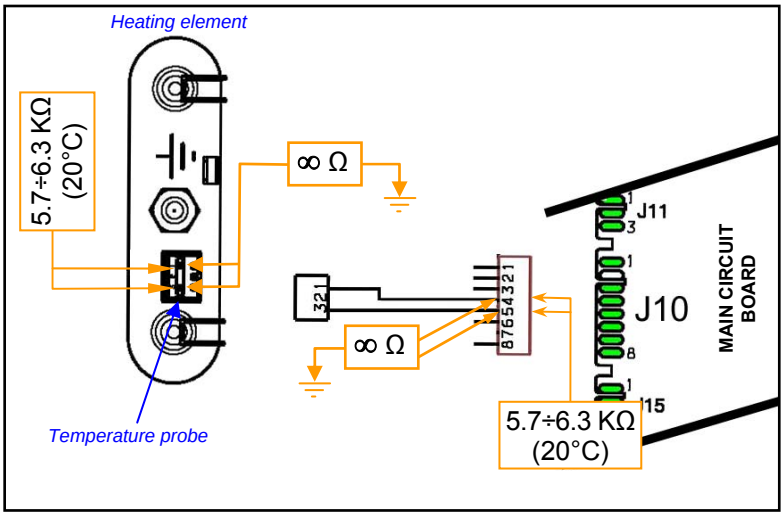


Fig. 18

! ***If there are burns on the circuit board, see page 78***

E74	E74: NTC probe improperly positioned	E74

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Is the probe visibly positioned correctly in its seat?
-**See fig. 21**-

NO → Reposition the probe in its seat and repeat the diagnostic cycle to check for any further alarms.

YES

Measure the value of the NTC probe (5.7÷6.3 KΩ at 20°C) between contacts J10-4 and J10-5 of the wiring connector **(fig. 4)**.
Is the value correct?

NO → Replace the washing heating element and repeat the diagnostic cycle to check for any further alarms.

YES

Run **phase 7** of the diagnostic cycle and wait for the water to fill. Wait in this phase for five minutes. Switch the appliance off and measure the value of the NTC probe between contacts J10-4 and J10-5 of the wiring connector **(fig. 4)**.
Is the value below 5 KΩ?

NO → Run phase **9** of the diagnostic cycle, drain water from the tub.

!!CAUTION: THE WATER COULD BE SCALDING HOT!!

Replace the washing heating element and repeat the diagnostic cycle to check for any further alarms.

YES

Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

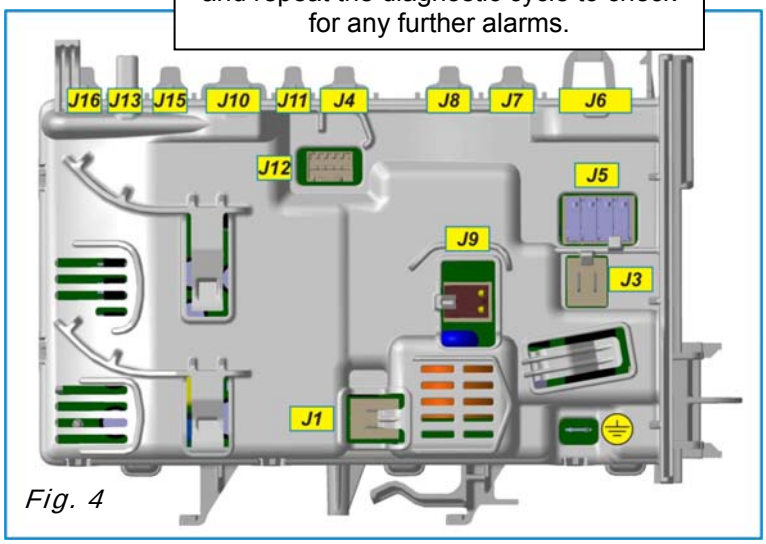
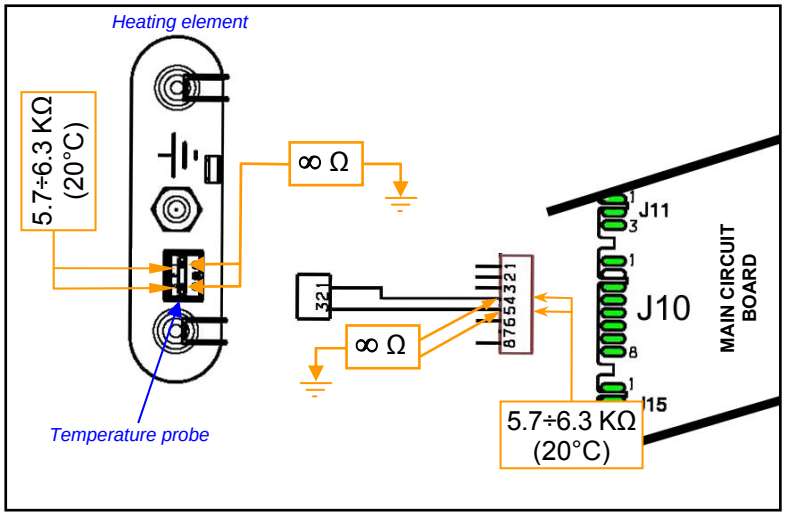


Fig. 4



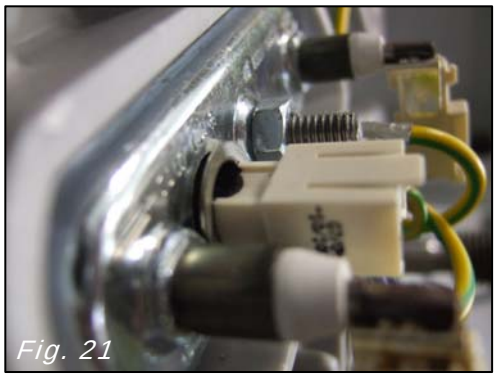


Fig. 21

! ***If there are burns on the circuit board, see page 78***

E83	E83: Error reading the programme selector code	E83
	Selector position code not envisaged by the configuration data or configuration error.	

Checks to perform:

Check that all the connectors are correctly inserted

Turn the appliance on, turn the programme selector to every position and wait at least 10 seconds before moving on to the next position. Is alarm E83 shown again?

NO → Repeat the diagnostic cycle to check for any further alarms.

YES

Check for any friction between the control panel and the knob. Is it difficult to turn the knob?

NO → Replace the display board and repeat the diagnostic cycle to check for any further alarms.

YES

Repair the coupling between the control panel/selector knob. Repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E86	E86: Programme selector configuration error	E86

Checks to perform:

Check that all the connectors are correctly inserted

Replace the display board and run the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E87	E87: Display board microprocessor faulty	E87

Checks to perform:

Check that all the connectors are correctly inserted

Replace the display board and run the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

E91	E91: Communication error between the display board and the main circuit board	E91
	Inconsistency between configuration values on starting the appliance.	

Checks to perform:

Check that all the connectors are correctly inserted

Check the wiring between the main circuit board and the display board:

- ► Detach and reconnect the connectors on both boards several times.
- ► Measure the continuity between connector J4 (main circuit board) and J3 (display board).
  Is the wiring ok?

NO → Replace/repair the wiring and repeat the diagnostic cycle to check for any further alarms.

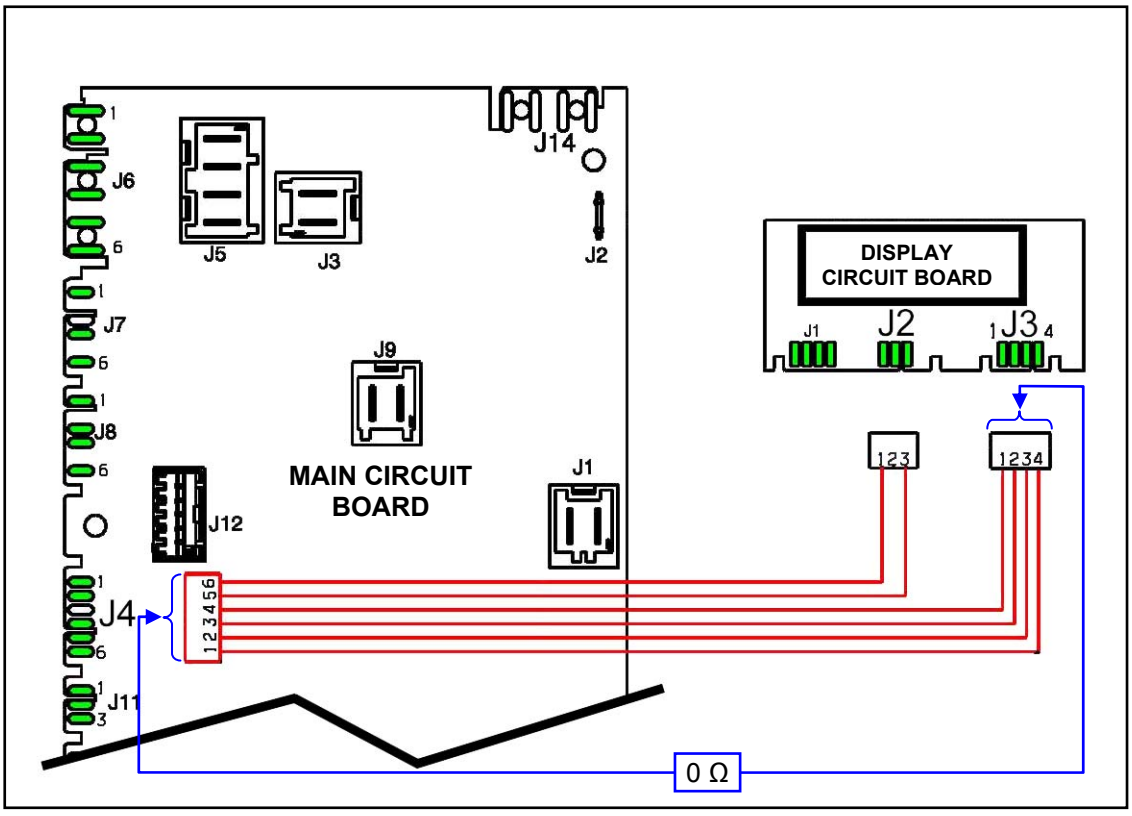
YES ↓

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.
Is the appliance still displaying E91?

NO → Appliance ok.

YES ↓

Replace the display board and repeat the diagnostic cycle to check for any further alarms.



If there are burns on the circuit board, see page 78

E92	**E92: protocol incongruence**	E92
	Inconsistency between configuration values on starting the appliance.	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Incorrect configuration possible.
Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

E93	**E93: Appliance configuration error**	E93
	Inconsistency between configuration values on starting the appliance.	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Incorrect configuration possible.
Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

E94	**E94: Incorrect configuration of washing cycle**	E94
	Inconsistency between configuration values on starting the appliance.	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Incorrect configuration possible.
Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

E97	**E97: Inconsistency between control selector version and configuration data**	E97
	Discrepancy between programme configuration data and selector recognition data.	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Incorrect configuration possible.
Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

E98	**E98: Communication error between main PCB and Inverter board**	E98
	Incompatibility between the main circuit board and the Inverter board.	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Incorrect configuration possible.
Replace the main circuit board/Inverter board and repeat the diagnostic cycle to check for any further alarms.

! ***If there are burns on the circuit board, see page 78***

E9C	E9C: Display board configuration error	E9C

Checks to perform:

Check that all the connectors are correctly inserted

Incorrect configuration possible.
Replace the circuit board and repeat the diagnostic cycle to check for any further alarms.

E9E	E9E: Display board sensor/touch key faulty	E9E

Checks to perform:

Check that all the connectors are correctly inserted

Display board faulty.
Replace the display board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

EC1	EC1: Water fill solenoid valves blocked	EC1
	The flowmeter has to fill water even with the solenoid valve not piloted.	

Checks to perform:

! ***Check that all the connectors are correctly inserted***

Does the appliance fill with water when the appliance is turned off?

NO → Does the solenoid valve start filling with water as soon as the appliance is turned on?

NO → Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Open the drawer to check which solenoid valve is leaking and replace it. Repeat the diagnostic cycle to check for any further alarms.

YES → Open the drawer to check which solenoid valve is leaking and measure between the wiring connector of the respective solenoid valve and the appliance body to see if there is any dispersion **(fig. 6 and table 1)**. Is there any dispersion?

NO → Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

YES → Replace the wiring and repeat the diagnostic cycle to check for any further alarms.

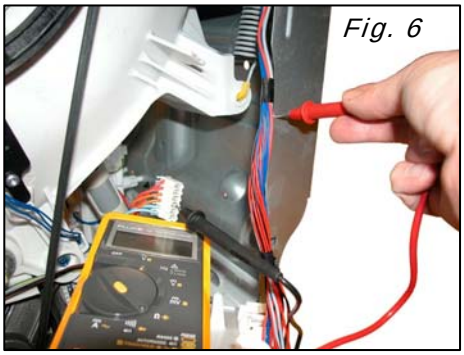
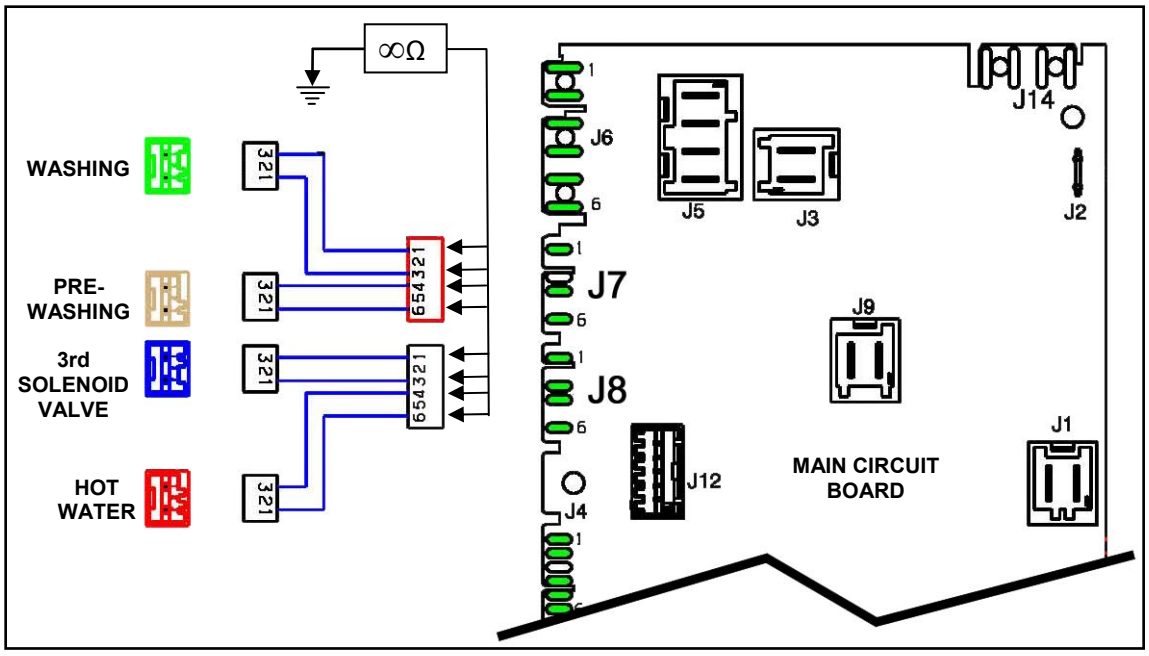


Fig. 6

Table 1

Between J7-1 and J7-3 wash solenoid valve
Between J7-4 and J7-6 pre-wash solenoid valve
Between J8-1 and J8-3 steam solenoid valve
Between J8-4 and J8-6 hot water solenoid valve



! ***If there are burns on the circuit board, see page 78***

EF1	EF1: Drain hose blocked/kinked/too high; drain filter clogged/dirty	EF1

Checks to perform:

! *Check that all the connectors are correctly inserted*

This warning only appears at the end of the cycle. The appliance detected long drainage phases during the cycle. (E.g.: More than 20 seconds when draining after rinses). Check/clean the drain filter.

EF2	EF2: Excessive detergent dosing; Drain hose kinked/blocked; Drain filter clogged/dirty	EF2

Checks to perform:

! *Check that all the connectors are correctly inserted*

This is an excessive detergent dosing warning. The system detected too much foam was forming during the drain phases. Advise the Customer to use the correct quantity of detergent and to make sure the filter and drain circuit are clean.

EF3	EF3: Aqua Control device triggered	EF3

Checks to perform:

! *Check that all the connectors are correctly inserted*

This warns about the presence of water at the bottom of the appliance. Check for any water leaks and that the Aqua Control device float is positioned correctly.
Or caused by excessive overheating of the drain pump. Check for any items which may obstruct the normal operation of the rotor.

EF4	EF4: Water fill pressure too low and solenoid valve open	EF4

Checks to perform:

! *Check that all the connectors are correctly inserted*

It is a warning that the water pressure is too low. If the water pressure is connect, check:
the wiring of the flowmeter and the Flowmeter.

EF5	EF5: Unbalanced load, spin phases skipped	EF5

Checks to perform:

! *Check that all the connectors are correctly inserted*

This is an unbalanced load warning. The appliance detected an extremely unbalanced load during the spin phases. Advise the customer to load more washing into the drum and not just individual garments.

! *If there are burns on the circuit board, see page 78*

EF6	EF6: Reset appliance.	EF6

Checks to perform:

! *Check that all the connectors are correctly inserted*

No action to be performed, if continues, replace the main circuit board

EH1	EH1: Mains frequency incorrect Power supply frequency out of configured range	EH1

Checks to perform:

! *Check that all the connectors are correctly inserted*

Important!

! The appliance remains in alarm status until the mains frequency returns to the correct values or the appliance is switched off (programme selector set to “0”). Only the family of the alarm is displayed and the diagnostics mode cannot be accessed. The complete alarm can only be read when the situation has normalised. !

Is the supply line disturbed or the mains frequency out of range?

NO → Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

YES ↓

Have the electrical system of the home checked/repaired by the proper Body.

! *If there are burns on the circuit board, see page 78*

EH2	EH2: Supply voltage too high Supply voltage value higher than the one configured (for more than 10 seconds)	EH2

Checks to perform:

! *Check that all the connectors are correctly inserted*

Important!

! The appliance remains in alarm status until the mains frequency returns to the correct values or the appliance is switched off (programme selector set to “0”). Only the family of the alarm is displayed and the diagnostics mode cannot be accessed. The complete alarm can only be read when the situation has normalised. !

Is the supply line disturbed or the mains voltage out of range?

NO → Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

YES ↓

Have the electrical system of the home checked/repaired by the proper Body.

! *If there are burns on the circuit board, see page 78*

EH3	**EH3: Supply voltage too low**	EH3
	Supply voltage value higher than the one configured	

Checks to perform:

Check that all the connectors are correctly inserted

Important!

The appliance remains in alarm status until the mains frequency returns to the correct values or the appliance is switched off (programme selector set to “0”). Only the family of the alarm is displayed and the diagnostics mode cannot be accessed. The complete alarm can only be read when the situation has normalised.

Is the supply line disturbed or the mains voltage out of range?

NO → Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

YES ↓

Have the electrical system of the home checked/repaired by the proper Body.

If there are burns on the circuit board, see page 78

EH4	**EH4: “zero watt” relay not functioning**	EH4

Checks to perform:

Check that all the connectors are correctly inserted

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

EHE	**EHE: Inconsistency between safety relay (main circuit board) and safety sensing circuit**	EHE

Checks to perform:

Check that all the connectors are correctly inserted

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

EHF	**EHF: Safety sensing circuit faulty**	EHF
	Input voltage microprocessor wrong	

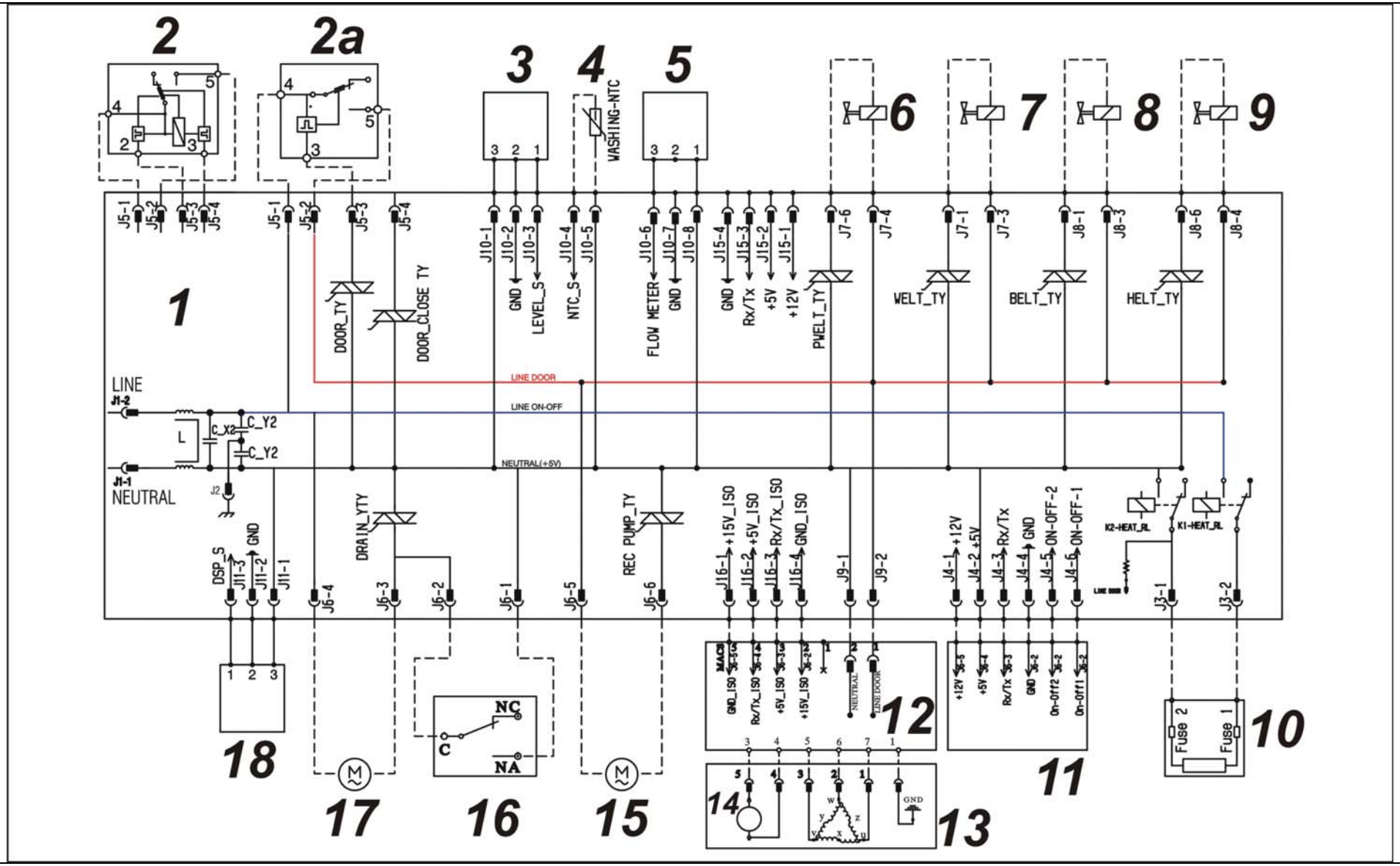
Checks to perform:

Check that all the connectors are correctly inserted

Replace the main circuit board and repeat the diagnostic cycle to check for any further alarms.

If there are burns on the circuit board, see page 78

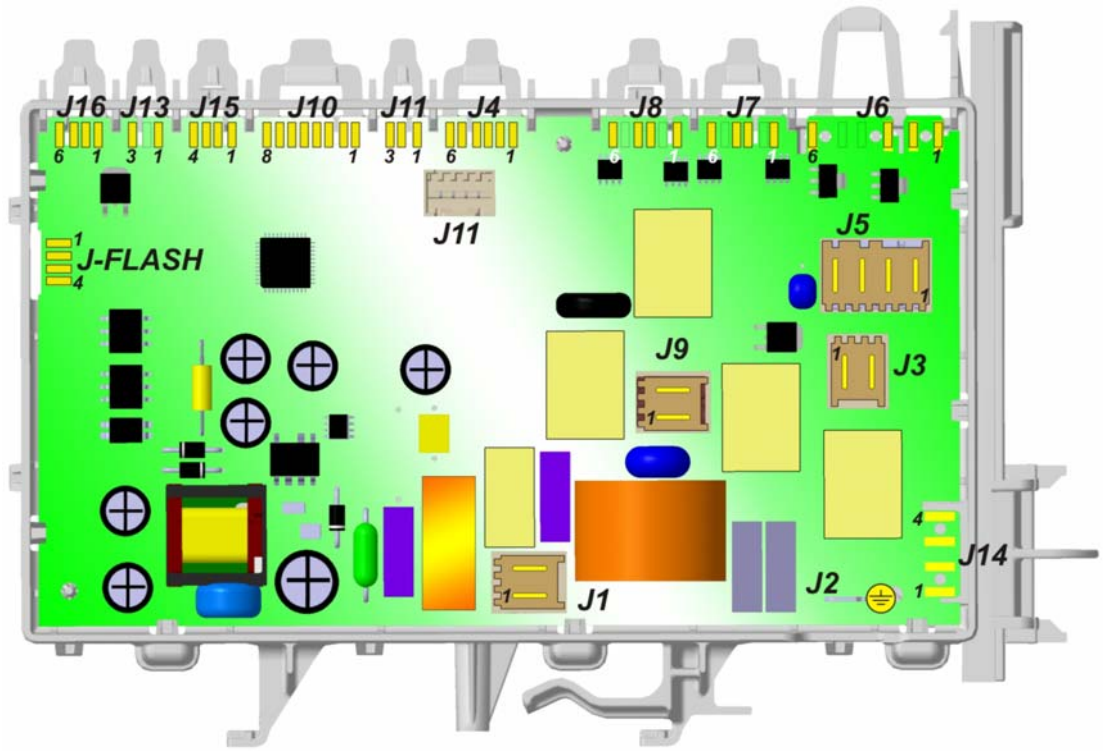
8 WM OPERATING CIRCUIT DIAGRAM



8.1 Key to diagram

Appliance electrical components		PCB components	
1.	Main electronic circuit board.	DRAIN_YTY	Drain pump Triac
2.	Instantaneous door safety interlock	DOOR_TY	Door interlock Triac
2a	Delayed door safety interlock.	DOOR_CLOSE_TY	Door interlock Triac
3.	Electronic pressure switch.	REC PUMP_TY	TCirculation pump Triac
4.	NTC (washing).	PWELT_TY	Pre-wash solenoid Triac
5.	Flow sensor.	WELV_TY	Wash solenoid Triac
6.	Pre-wash solenoid	BELT_TY	Fabric softener solenoid valve Triac
7.	Wash solenoid	HELT_TY	Hot water solenoid Triac
8.	Fabric softener solenoid valve	K1	Heating element relay
9.	Hot water solenoid	K2	Heating element relay
10.	Heating element		
11.	Display board		
12.	Motor control board (Inverter)		
13.	Triple-phase motor		
14.	Tachometric generator (motor)		
15.	Circulation pump		
16.	Aqua control sensor		
17.	Drain pump		
18.	DSP		

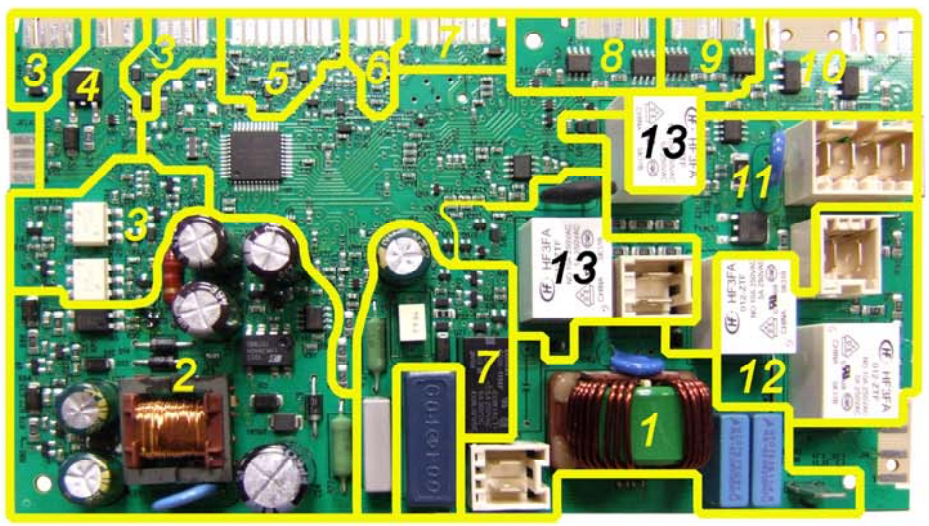
8.2 Main circuit board connectors

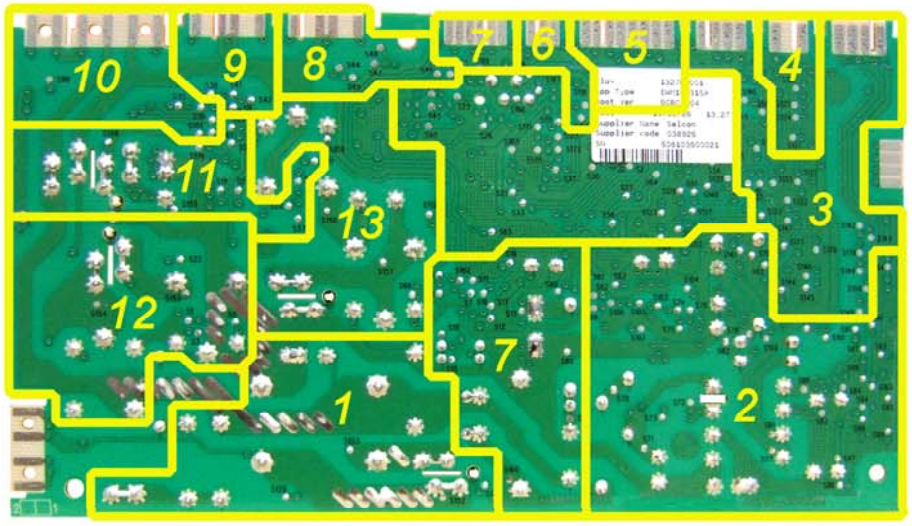


J15	J10
MACS communication **J15-1** Vee 12V **J15-2** 5V **J15-3** Rx/Tx **J15-4** GND	**J10-1** Analogue pressure switch (+5V) **J10-2** Analogue pressure switch (GND) **J10-3** Analogue pressure switch (signal) **J10-4** NTC temperature probe (signal) **J10-5** NTC temperature probe (+5V) **J10-6** Flowmeter (signal) **J10-7** Flowmeter (GND) **J10-8** Flowmeter (+5V)
J16	**J7**
MACS communication **J15-1** Vee 12V **J15-2** 5V **J15-3** Rx/Tx **J15-4** GND	**J7-1** Wash solenoid valve (Triac) **J7-3** Wash solenoid valve (Line) **J7-4**Pre-wash solenoid valve (Line) **J7-6** Pre-wash solenoid valve (Triac)
J4	**J1**
J4-1 Vee 12V0 **J4-2** 5V **J4-3** Rx/Tx **J4-4** GND **J4-5** ON/OFF 2 **J4-6** ON/OFF 1	**J1-1** line (neutral) **J1-2** line
J8	**J5**
J8-1 Steam water solenoid valve (Triac) **J8-3** Steam water solenoid valve (Line) **J8-4** Hot water solenoid valve (Line) **J8-6** Hot water solenoid valve (Triac)	**J5-1** Door lock (Line) **J5-2** Door lock (Door line) **J5-3** Door lock (PTC Triac) **J5-4** Door lock (Triac)
J2	
J2 Ground	
J6	**J14**
J6-1 Aqua control device (Neutral) **J6-2** Aqua control device (Line) **J6-3** Drain pump (Triac) **J6-4** Drain pump (Line) **J6-5** Circulation pump (Line) **J6-6** Circulation pump (Triac)	Serial interface: **J9-1** ASY_IN **J9-2** ASY_OUT **J9-3** +5V **J9-4** GND
J3	**J13**
J3-1 heating element (Neutral Relay) **J3-2** heating element (Line Relay)	**J13-1** Drum light +5V **J13-3** Drum light control
J9	**J11**
J9-1 FCV power supply (Neutral) **J9-1** FCV power supply (Relay)	**J11**-1 Drum position DSP (+5V) **J11**-2 Drum position DSP (GND) **J11**-1 Drum position DSP (signal)

8.3 Burns on the main circuit board EWM10931

In the event of burns on the main circuit board, check whether the problem was caused by another electrical component (short-circuits, poor insulation, water leaks). Use the figures that follow to pinpoint the component which may have caused the problem, depending on the area of the burns.
The type of board illustrated is the one with the largest number of components; other boards do not feature some of these components.





1. Anti-disturbance filter area 2. Power supply area 3. Satellite board communication area 4. Drum light circuit area 5. Analogue level sensor, wash NTC temperature probe, flowmeter and weight sensor area 6. Drum positioning sensor area top loading	7. Zero watt circuit area 8. Water fill solenoid valves area (bleach and 3rd) 9. Water fill solenoid valves area (wash and pre-wash) 10. Drain pump and circulation pump area 11. Door lock area 12. Heating element area 13. Relay FCV area (motor)

Notes