

FAULT SYMPTOMS – SOURCE AND GLACIER.

Glacier:

Symptom	Question to customer	Response	Possible fault mode 1	Possible fault mode 2	Action	Remark
Ice maker OFF (icon not visible) no ice	What is shown in the display? Does the ice cubes icon appear in the display?	No	Ice maker not started		Start the ice maker	
Icemaker ON (Icon visible) but no ice production	What is shown in the display?	E1	No water supply	Hose kinked or twisted	Exchange inlet hose due to risk of hose rupture.	
				Water safety valve released	Reset and control setting and function of water block. Replace if necessary.	
				Supply connector mesh filter clogged	Clean filter mesh and refit.	
				Low water pressure.	Disconnect filling tube and check the supply water flow utilising service mode of appliance. Water flow shall exceed or be equal to 0,2 l/min. If flow is lower exchange PCB 2425845-05/-06. Valid until appliance serial number starting with 302.	
			Filling tube frozen	Leaky inlet valve.	Remove ice in filling tube and exchange inlet valve and filling tube sleeve 2433331 (open version).	
				Inadequate sealing of filling tube	Remove ice in filling tube and exchange filling tube sleeve 2433331 (open version).	
				Too short filling tube sleeve.	Exchange filling tube sleeve 2433331. (open version)	

Symptom	Question to customer	Response	Possible fault mode 1	Possible fault mode 2	Action	Remark
			Faulty twisting tray NTC sensor.	Twisting tray NT sensor Loose broken	Exchange twisting set.	
			Poor contact between NTC sensor and twisting tray.		Exchange 2425845-05/-06.	
		Nothing abnormal	Detection of ice bin not possible	Ice bin not properly installed, faulty s/w	Ask end consumer to record feedback from system when dispensing pedal is actuated.	
				Ice bin not properly installed,	Adjust ice bin position and inform end consumer.	
				Faulty s/w. Units manufactured earlier than 1242.	Prior to intervention. Test the system by pushing the pedal. Verify feedback by utilising service mode. Exchange PCB 2425814-04.	
			Ice bin removed		No fault.	
		Ice cube icon blinking	Ice bin removed		Information to end consumer.	Change effective week 1412
			Ice bin not properly installed		Ask end consumer to install ice bin correctly	Change effective week 1412
Water leakage from dispenser	What is shown in the display?	E2	Ice path blocked		Ask end consumer to clear the ice path.	
			Ice path blocked, recurring problem	Ice bin lid open/jammed.	Exchange ice bin.	
			Lid in door dispenser do not close	Lid mechanism jammed	Check function.	
		Nothing abnormal	Ice cube trapped between dispenser panel and insert bay.		Ice will thaw and disappear. Information to end consumer	
Ice maker system ON (Icon visible) but no ice production	What is shown in the display?	E3	Ice maker harness damaged or not connected properly.		Check connectors behind twisting set cover (front most located), connectors on the back of the appliance and connectors at PCB. Check for damages on wiring.	

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Ice maker system ON (Icon visible) but no ice production	What is shown in the display?	E5	Faulty PCB 2425816-xx located in the dispenser.		Exchange PCB 2425816-xx	
Heavy mechanical noise	Is the noise continuous?	Yes	Broken PCB 2425845-xx		Exchange 2425845-05/-06	
		No only during interaction.	Ice cube jammed between auger and ice bin.		Ask end consumer to empty ice bin.	
Touch zones not responding			Touch zone not calibrated during start of appliance.		Disconnect appliance. Reconnect and restart appliance. If problem remains, refer below.	
			Poor contact between PCB touch discs and decor.		Adjust height of springs connecting touch discs to PCB by gently pulling. Alternatively exchange the dispenser panel.	
Uncontrolled or no ice dispensing.	Is the lid underneath the ice bin open?	Yes	Ice bin lid jammed.		Exchange ice bin.	
		No	Poor contact/Loose connector between running capacitor and auger motor.		Check connector/connections in control box underneath appliance. Adjust connectors if necessary.	
Water leakage from dispenser			Ice cube trapped between dispenser panel and insert bay.		Ice will thaw and disappear. Information to end consumer	
Only clockwise or counter clockwise operation of auger motor.		Yes	Poor contact/Loose connector between running capacitor and auger motor.		Check connector/connections in control box underneath appliance. Adjust connectors if necessary.	

Source:

Symptom	Question to customer	Response	Possible fault mode 1	Possible fault mode 2	Action	Remark
No type of water available during dispensing.	What is shown in the display?	Alarm symbol and water drop	No water supply	Hose kinked or twisted	Exchange inlet hose due to risk of hose rupture.	Recharging the system is done by choosing any type of water on the control panel and pressing the pedal.
				Safety valve discharged	Reset and control setting and function of water block. Replace if necessary.	Recharging the system is done by choosing any type of water on the control panel and pressing the pedal.
				Supply connector mesh filter clogged	Clean filter mesh and refit.	Recharging the system is done by choosing any type of water on the control panel and pressing the pedal.
			Level sensor connector of carbonator loose.		Re-attach the loose connector and secure the connection using a pair of pliers.	Recharging the system is done by choosing any type of water on the control panel and pressing the pedal.
		Nothing abnormal	Dispenser valve fail to open.		Exchange the dispenser valve.	May appear as intermittent fault.
	Does the pump operate during dispensing of still water?	No	Fuse in EMI filter blown.	Pump head frozen.	Exchange EMI filter 242 57 63-02/2	
			Faulty connector or harness.		Check connectors and harnessing.	
		Yes	System frozen		Check assembly of air protection shield.	
			Valve power supply failure.	Faulty dispenser valve.	Determine fault cause, using service mode. Exchange valve if necessary.	
				PCB 2425810 broken.	Determine fault cause, using service mode. Exchange PCB if necessary.	
				S/W-bug?	Determine fault cause, using service mode. Exchange PCB if necessary.	
			Double valve fail to open	Faulty valve.	Determine fault cause, using service mode. Exchange valve if necessary.	

Symptom	Question to customer	Response	Possible fault mode 1	Possible fault mode 2	Action	Remark
				Faulty connector or harness.	Check connectors and harnessing.	
			No water supply	Hose kinked or twisted	Exchange inlet hose due to risk of hose rupture.	
				Safety valve discharged	Reset and control setting and function of water block. Replace if necessary.	
				Supply connector mesh filter clogged	Clean filter mesh and refit.	
Only one type of water available during dispensing.	What type of water fail to function?	Carbonated water	Double valve fail to open	Faulty valve.	Determine fault cause, using service mode. Exchange valve if necessary.	
				Faulty connector or harness.	Check connectors and harnessing.	
			Dispenser valve fail to open	Faulty valve.	Exchange the dispenser valve.	May appear as intermittent fault.
		Still	Double valve fail to open	Faulty valve.	Determine fault cause, using service mode. Exchange valve if necessary.	
				Faulty connector or harness.	Check connectors and harnessing.	
			Dispenser valve fail to open	Faulty valve.	Exchange the dispenser valve.	May appear as intermittent fault.
Low flow during dispensing.	Does the flow equal 1, 0 l per minute or more	Yes	No fault		Information to end consumer.	
		No	Inlet hose kinked or twisted		Exchange inlet hose due to risk of hose rupture.	
			Supply connection mesh filter clogged.		Clean mesh filter and refit.	
			No carbon dioxide in canister.		Information to end consumer. Exchange tube.	
			Restriction in hydraulic circuit.		Check and adjust.	

Symptom	Question to customer	Response	Possible fault mode 1	Possible fault mode 2	Action	Remark
Pulsating flow during dispensing.	What type of water has been chosen?	Low carbonation level.	No fault.		Information to end consumer.	
High carbon dioxide consumption.	Is the leakage audible?	Yes	Leakage between CO2 and canister adapter.	Adapter insufficiently torqued.	Information to end consumer.	
			Leakage between CO2 and canister adapter.	Faulty adapter	Exchange adapter	
			Leakage between CO2 and canister adapter.	Canister valve damaged.	Revert CO2 canister to retailer and claim a new.	
		No	Leakage between CO2 and canister adapter.	Adapter insufficiently torqued.	Information to end consumer.	A CO2 canister will normally suffice for 40 - 60 litres of water.
			Leakage between CO2 and canister adapter.	Faulty adapter	Exchange adapter	A CO2 canister will normally suffice for 40 - 60 litres of water.
			Leakage between CO2 and canister adapter.	Canister valve damaged.	Revert CO2 canister to retailer and claim a new.	A CO2 canister will normally suffice for 40 - 60 litres of water.
			Other leakage.		Troubleshoot and rectify.	
System leakage					Troubleshoot and rectify.	
Touch zones does not respond.	Is the panel lock activated?	Yes	Panel lock activated		Information to end consumer.	
	Is the filter symbol lit in the display? Manufacturing weeks 1221 - 1240?	Yes	Faulty S/W		Exchange display PCB	
		No	Touch zone not calibrated during start of appliance.		Cut supply power and restart appliance. If the problem still exists refer next row.	

Symptom	Question to customer	Response	Possible fault mode 1	Possible fault mode 2	Action	Remark
			Poor contact between PCB touch discs and decor.		Adjust the length of the springs situated on the display PCB, by gently pulling, alternatively exchange the PCB.	
Noise in relation to dispensing	Has the red safety strap been removed?	No	No fault		Information to end consumer concerning safety strap.	
		Yes	No fault		Information to end consumer concerning the pump operation.	
			Damaged suspension		Collection concept - Sound bridge - suspension, hose routing.	
Turbulent flow during dispensing					No technical fault. If the end consumer persists, contact ABF for preparation of a service kit.	

MODELS INVOLVED:

PNC	MODEL	BRAND
922345025	EUF2947GOW	Electrolux
922345031	EUF2947GOX	Electrolux
922345036	EUF2947GOX	Electrolux
922345122	QT3581K	Husqvarna-Electrolux
922345127	QT3581K	Husqvarna-Electrolux
922345131	QT3581X	Husqvarna-Electrolux
922345136	QT3581X	Husqvarna-Electrolux
922345231	A92860GNX1	AEG
922345236	A92860GNX1	AEG
927872020	ERF3867SOW	Electrolux
927872031	ERF3867SOX	Electrolux
927872036	ERF3867SOX	Electrolux
927872131	ERF3867SOX	Electrolux
927872136	ERF3867SOX	Electrolux
927872222	QR2581K	Husqvarna-Electrolux
927872227	QR2581K	Husqvarna-Electrolux
927872231	QR2581X	Husqvarna-Electrolux
927872236	QR2581X	Husqvarna-Electrolux
927872331	S93880KMX1	AEG
927872336	S93880KMX1	AEG
927872431	S93880KMX1	AEG
927872436	S93880KMX1	AEG

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