



DRAIN PUMP BLOCKED BY FOREIGN OBJECTS OR FLUFF

This type of call is not covered by warranty and the customer is obliged to pay it

DESCRIPTION:

Actions to do to clear correctly the filter and the drain pump impeller in the washing machine and washer dryers (Free Standing & Built-In). These actions can be advised by Call Centres in cases of “E20” alarm or “**machine does not spin or drain**”.

Important:

The pump should be inspected routinely and particularly if (info reported in the User Manual):

- The appliance does not drain and/or spin,
- The appliance makes an unusual noise during draining due to foreign objects in the pump e.g. coins etc.,
- A problem with water draining is detected – alarm in display (“E20” alarm).

SOLUTION:

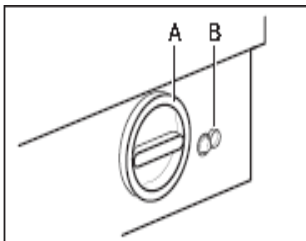
▪ **Built-In version**

Step 1: isolate the power supply;

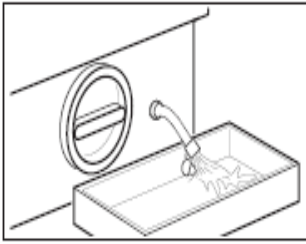
Step 2: remove the plinth to access at the drain filter (See photo A/B);



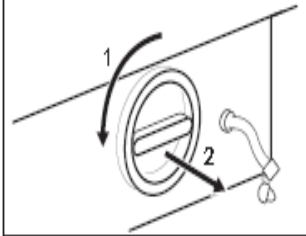
Step 3: follow the actions below:



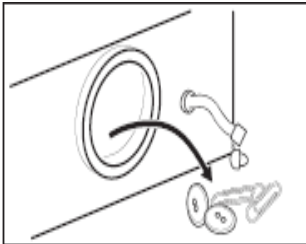
A) Place a container close to the pump filter (A) to collect any spillage;



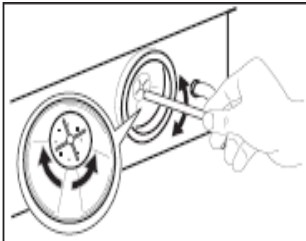
B) Pull out the emergency emptying hose (B), place it in the container and remove its cap;



C) When no more water comes out, unscrew the filter;
 D) Turn the filter anticlockwise and then remove the filter (use pliers, if necessary);
 E) When removing the filter, always keep a towel nearby to dry up any water spillage;



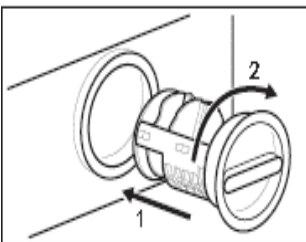
F) Remove foreign bodies and fluff from the filter seat and from the pump impeller (see examples);



G) Check carefully whether the pump impeller rotates (it rotates jerkily);



H) Clean the filter under a tap, to remove any traces of fluff;



I) Put the cap back on the emergency emptying hose and place the latter back in its seat;
 L) Put the filter back into the special guides by turning it clockwise. Make sure that you tighten the filter correctly to prevent leakages..

Step 4:

- **Call Centres: Suggest the consumer to perform Rinse cycles to verify that the drain filter is correctly closed. In the event of any leakage, ask the end user to repeat the action from point L.**
- **Service Engineer: Perform diagnostic tests to fill the tub and run the drain pump. Ensure water tightness.**

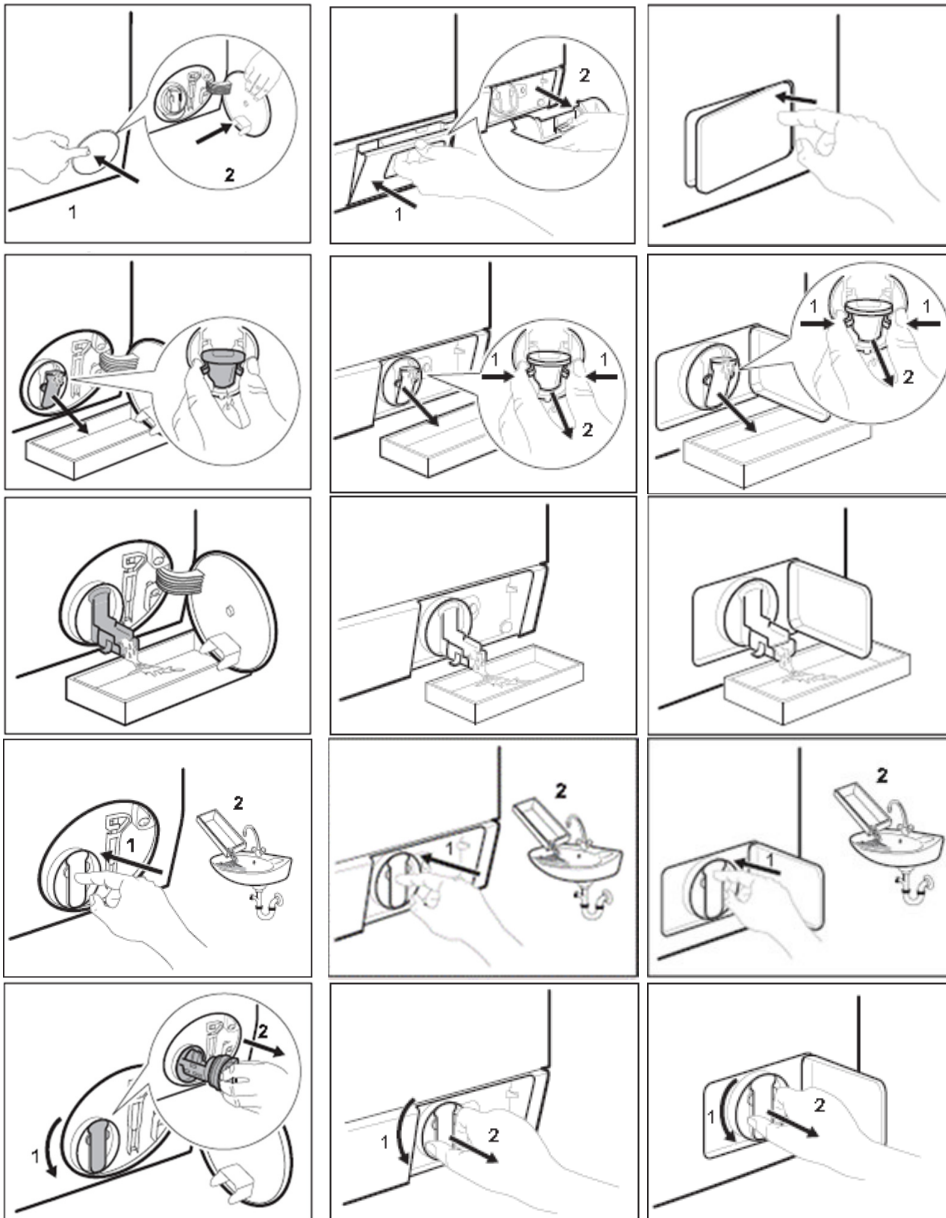
Step 5:

- **Advise the consumer that there was NO appliance failure and the problem was caused by a foreign object (or fluff) which blocked the pump, this can be avoided by following the User Manual.**
- **Demonstrate that the user manual instructs this process**
- **Advise that call is therefore not covered under guarantee, and so is chargeable**

▪ **Free Standing version**

Step 1: isolate the power supply;

Step 2: remove the lower panel if free standing to access at the drain filter;



A) Open the pump cover;

B) Place a suitable bowl below the drain pump access to collect the water that flows out;

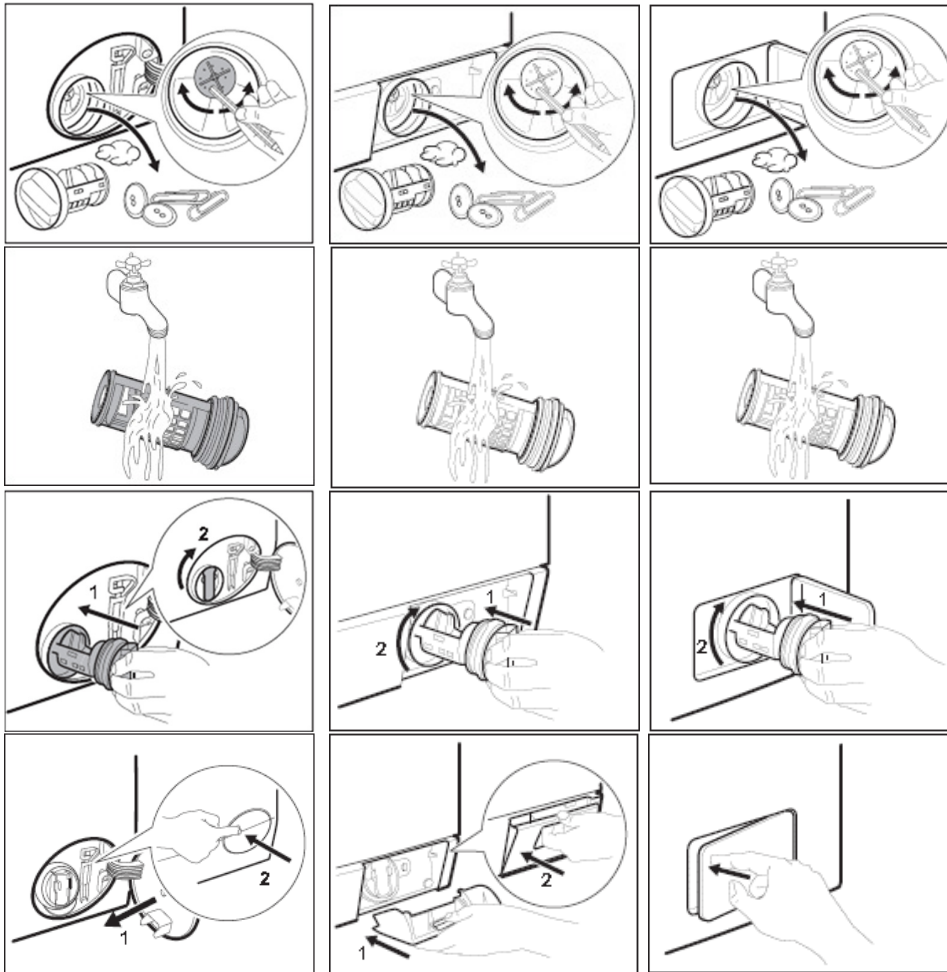
C) Squeeze the two levers and pull the drainage duct forward to open it;

D) Let the water flow out;

E) When the bowl is full of water, close the drainage duct back and empty the container;

F) Repeat the steps (D) and (E) until the water stops to flowing out;

G) Close the drainage duct and turn the filter anti-clockwise to remove it;



H) Remove fluff and objects from the filter recess;
I) Make sure that the impeller of the pump can rotate (*);

L) Clean the filter under the water tap.

M) Put the filter back into the special guides by turning it clockwise. Make sure that you tighten the filter correctly to prevent leakages.

N) Close the pump access.

Step 3:

- **Call Centres: Suggest the consumer to perform Rinse cycles to verify that the drain filter is correctly closed. In the event of any leakage, ask the end user to repeat the action from point M.**
- **Service Engineer: Perform diagnostic tests to fill the tub and run the drain pump. Ensure water tightness.**

Step 4:

- **Advise the consumer that there was NO appliance failure and the problem was caused by a foreign object (or fluff) which blocked the pump, this can be avoided by following the User Manual.**
- **Demonstrate that the user manual instructs this process**
- **Advise that call is therefore not covered under guarantee, and so is chargeable**

MODELS INVOLVED:

Washing Machines and Washer Dryers produced in ZP for the UK market.

PNC	MODEL	BRAND
914521001	ZWF1221W	Zanussi-Electrolux
914521003	ZWF1421W	Zanussi-Electrolux

914521005	ZWF1621W	Zanussi-Electrolux
914521429	ZWF16070W	Zanussi-Electrolux
914521482	ZWF16070W1	Zanussi
914522201	ZWF1437W	Zanussi
914522515	JLWM1407	John Lewis
914522629	ZWF16581W	Zanussi
914522676	ZWF14380G	Zanussi
914522696	JLWM1410	John Lewis
914528002	ZWI1125	Zanussi
914528021	IWM601W	Neue
914528024	IWM601W	Neue
914528104	L62642VI	AEG Electrolux
914528120	L61470BI	AEG
914528123	ZWI71201WA	Zanussi
914528124	ZWI71201WA	Zanussi
914528126	ZWI71401WA	Zanussi
914528127	L61271BI	AEG
914528130	EWG127410W	Electrolux
914528131	EWG127410W	Electrolux
914528132	EWG127410W	Electrolux
914528134	ZWI71201WA	Zanussi
914528135	ZWI71401WA	Zanussi
914528136	L61470BI	AEG
914528137	L61271BI	AEG
914528138	EWG127410W	Electrolux
914528139	EWG127410W	Electrolux
914528142	ZWI71209WA	Zanussi
914528146	EWG127410W	Electrolux
914528147	ZWI71201WA	Zanussi
914528148	JLBIWM1403	John Lewis
914528210	EWG14750W	Electrolux
914528216	JLBIWM1402	John Lewis
914528239	EWG147540W	Electrolux
914528241	EWG147540W	Electrolux
914528243	EWG147540W	Electrolux
914528244	JLBIWM1402	John Lewis
914530036	ZWH6160P	Zanussi
914530093	RENLIWFWM6	IKEA
914530218	ZWG7160P	Zanussi
914530518	L60460FL	AEG Electrolux
914530525	L60260FL	AEG Electrolux
914530549	L6027FL	AEG
914530560	JLWM1204	John Lewis
914530573	L6047FL	AEG
914530803	L85275XFL	AEG
914530945	L76475FL	AEG
914530949	L76275FL	AEG
914530950	L76675FL	AEG
914531126	L75470FL	AEG

914531127	L75270FL	AEG Electrolux
914531128	L75670FL	AEG
914531196	L75280FL	AEG
914531225	L87480FL	AEG Electrolux
914531226	L87680FL	AEG
914531265	JLWM1605	John Lewis
914531299	L87490FL	AEG
914531332	L98699FL	AEG
914531364	L98480FL	AEG
914531455	L75480FL	AEG
914531493	L76285FL	AEG
914531494	L76485FL	AEG
914531500	JLWM1411	AEG
914531502	L87485FL	AEG
914531602	L88409FL2	AEG
914531603	L87494EFL	AEG
914531605	JLWM1606	John Lewis
914531623	L87405FL	AEG
914531707	JLWM1414	John Lewis
914531708	L75475FL	AEG
914531713	L76685FL	AEG
914531768	L76495FL2	AEG
914531769	L76695FL2	AEG
914531914	L89499FL	AEG
914533104	EWF1486GDW	Electrolux
914533126	EWF1486GDW	Electrolux
914533174	EWF1486GDW	Electrolux
914533199	EWF1486GDW2	Electrolux
914533406	EWF1408WDL	Electrolux
914533600	JLWM1205	John Lewis
914533602	JLWM1412	John Lewis
914533701	EWF1497HDW2	Electrolux
914533904	EWF1484EDW	Electrolux
914533921	EWF1484EDW	Electrolux
914534010	L6227FL	AEG
914534011	L6247FL	AEG
914534012	L62370FL	AEG
914534013	L61270FL	AEG
914534114	L73483FL	AEG
914534115	L73283FL	AEG
914534124	JLWM1413	John Lewis
914534216	LW74486FL	AEG
914535106	L79485FL	AEG
914535107	L79685FL	AEG
914535209	L99699FL	AEG
914603606	L76680WD	AEG
914603613	L76684NWD	AEG
914603700	ZWD81663W	Zanussi
914603701	ZWD81463W	Zanussi

914603702	ZWD81660NW	Zanussi
914603703	ZWD81663NW	Zanussi
914603900	ZWD71663W	Zanussi
914603901	ZWD71463W	Zanussi
914603902	ZWD71460W	Zanussi
914603903	ZWD71460NW	Zanussi
914603904	ZWD71463NW	Zanussi
914603905	ZWD71663NW	Zanussi
914603906	ZWD71460CW	Zanussi
914604000	ZWD12270W	Zanussi-Electrolux
914604003	ZWD16270W	Zanussi-Electrolux
914604028	ZWD12270W1	Zanussi
914604029	ZWD14270W1	Zanussi
914604030	ZWD16270W1	Zanussi
914604034	ZWD12270G1	Zanussi
914604042	ZKG7125	Zanussi
914604048	ZKG7145	Zanussi
914604049	ZKG7165	Zanussi
914604051	ZKG7143	Zanussi
914604053	ZKG7169	Zanussi
914604341	ZKH7146J	Zanussi
914604439	ZKN7147J	Zanussi
914604508	EWV1486HDW	Electrolux
914604535	ZWD81683NW	Zanussi
914604605	EWV1697MDW	Electrolux
914604700	JLWD1612	John Lewis
914604701	L87696WD	AEG
914604801	L75670WD	AEG
914604805	L75670NWD	AEG
914605004	L14840	AEG Electrolux
914605309	L16850	AEG Electrolux
914605329	L16850A3	AEG Electrolux
914605605	L75480WD	AEG
914605613	JLWD1613	John Lewis
914605702	L87695WD	AEG
914605708	JLWD1611	John Lewis
914605724	L87695NWD	AEG
914605802	L77685WD	AEG
914605813	L77695WD	AEG
914605818	L76685NWD	AEG
914605819	L77695NWD	AEG
914605903	L99695HWD	AEG
914606000	ZKI225	Zanussi
914606001	EWX14450W	Electrolux
914606007	ZKI225	Zanussi
914606011	EWX14450W	Electrolux
914606019	L61470WDBI	AEG
914606022	ZWT71401WA	Zanussi
914606023	ZWT71401WA	Zanussi

914606024	ZWT71401WA	Zanussi
914606026	L61271WDBI	AEG
914606027	ZWT71201WA	Zanussi
914606029	EWX127410W	Electrolux
914606030	EWX127410W	Electrolux
914606031	EWX147410W	Electrolux
914606032	EWX147410W	Electrolux
914606033	EWX147410W	Electrolux
914606034	EWX147410W	Electrolux
914606036	EWX127410W	Electrolux
914606037	IWD601W	Neue
914606038	ZWT71201WA	Zanussi
914606039	ZWT71401WA	Zanussi
914606040	L61470WDBI	AEG
914606041	L61271WDBI	AEG
914606042	EWX147410W	Electrolux
914606043	EWX127410W	Electrolux
914606044	IWD601W	Neue
914606048	EWX147410W	Electrolux
914606050	ZWT71401WA	Zanussi
914606051	L61470WDBI	AEG
914606107	L12843VIT	AEG Electrolux
914606134	L11842VIT	AEG Electrolux

REVISION:

Revision	Date	Description	Author	Approved by - on
00	02/2017	Document Creation	Marcin Pluta	Fabio Scodeller – 09.02.2017