



TTE TIME INCREASE


DESCRIPTION:

Consumer reports longer Time To End (TTE) in the dryers after the service visit. It might be:

- the software update on the EDR main board
- EDR main board exchange to the one that has the latest CCF version.

SOLUTION:

It is always a good practice to check the heat pump circuit first. Some appliances have a diagnostic test for heat pump module available. Please see the Service Bulletin 599 81 53-46 for more information.

	Information "Diagnostic test for heat pump module"
<ul style="list-style-type: none">▪ <u>This test may be conducted only if the machine has not been used for at least 6 hours before the service visit. It means that the compressor was not in use during that period, otherwise the test might be disturbed and the result incorrect.</u>	

When the heat pump module test was performed and there was no alarm at the end, reassure Consumer that TTE increase is a normal dryer behavior:

"The drying time you see on the display, when the cotton program is selected, is related to the load of 5 kg and standard conditions. Real drying time will depend on type of the load (quantity and composition), the room temperature and the humidity of your laundry after spin drying phase."

This behavior can be observed in the dryers fitted with EDR10 or EDR12 main boards that have been updated or replaced with boards with the latest CCF version

The new software uses more sophisticated algorithm, giving the appliance more artificial intelligence (AI). It means that based on the external factors like ambient temperature dryer decides whether the cycle should take longer time or not in order to give the best drying results to the Customer and prevent steam condensation on the display. The extra time is added if the ambient temperature is less than around 15 degrees (measured by NTC at the compressor).

Because of the software change, the Consumer can see a different **TTE** depending on the ambient temperature. This is applicable only for the first cycle when the machine starts from being cold. If the cycles are continued this extra time will not be added since, the machine is already warm.

Here is a basic algorithm explanation:

Software adds 70 minutes when the **Tumble dryer is switched on and the machine is in COLD**

CONDITIONS (Temp. NTC < 15°C).

When the machine detects being in COLD CONDITIONS:

- Adds 50 minutes at the beginning of the cycle to set a fan cycle temperature suitable to avoid condensation on the display
- Adds 20 minutes of fixed drying time at the end of the cycle to ensure a better final moisture (as you know HP machines take more time to dry in cold conditions)

QES CODE:

During the intervention please use work codes:

Component	G45 607 Main control PCB
Defect	G45 33 Effected by environmental conditions

MODELS INVOLVED:

Heat Pump Tumble Dryers fitted with the electronics:

- EDR10
- EDR12

REVISION:

Revision	Date	Description	Author	Approved by - on
00	07/2018	Document Creation	Marcin Pluta	Marek Kapustka 10.07.2018