



SERVICE MANUAL

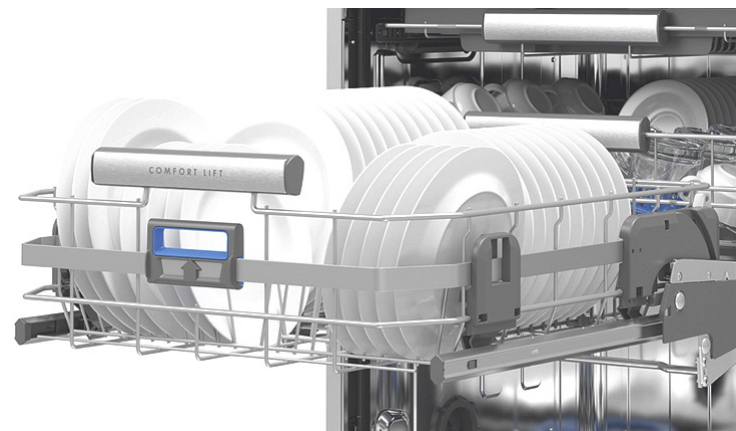
DISHWASHERS

FOR INTERNAL AND PARTNERS USE ONLY

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Consumer Service - EMEA
Quality & Continuous Improvement - Technical Support

Dishwashers with electronic control system

COMFORT LIFT



EN

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Purpose:

The purpose of this Service Manual is to provide Service Engineers with technical information regarding the new range of “Comfort Lift” dishwashers and to give a description of the service functionality.



- **Electrical appliances must be serviced only by qualified Service Engineers.**
- **Always remove the plug from the power socket before touching internal components.**

Abbreviations, Acronyms and Definitions

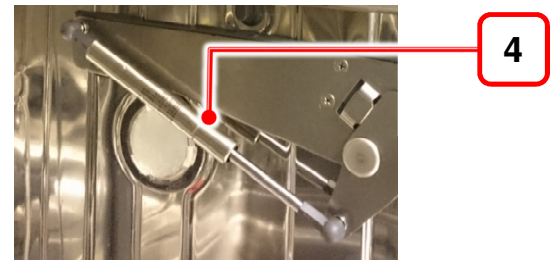
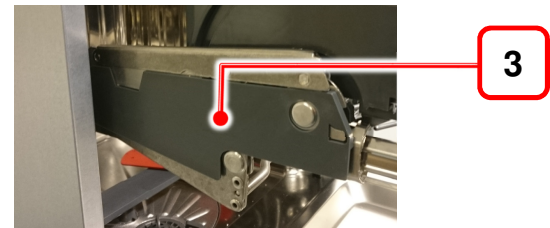
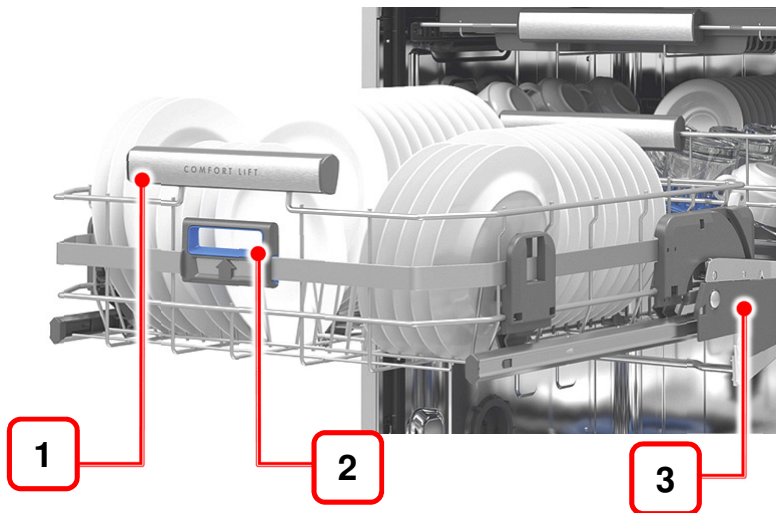
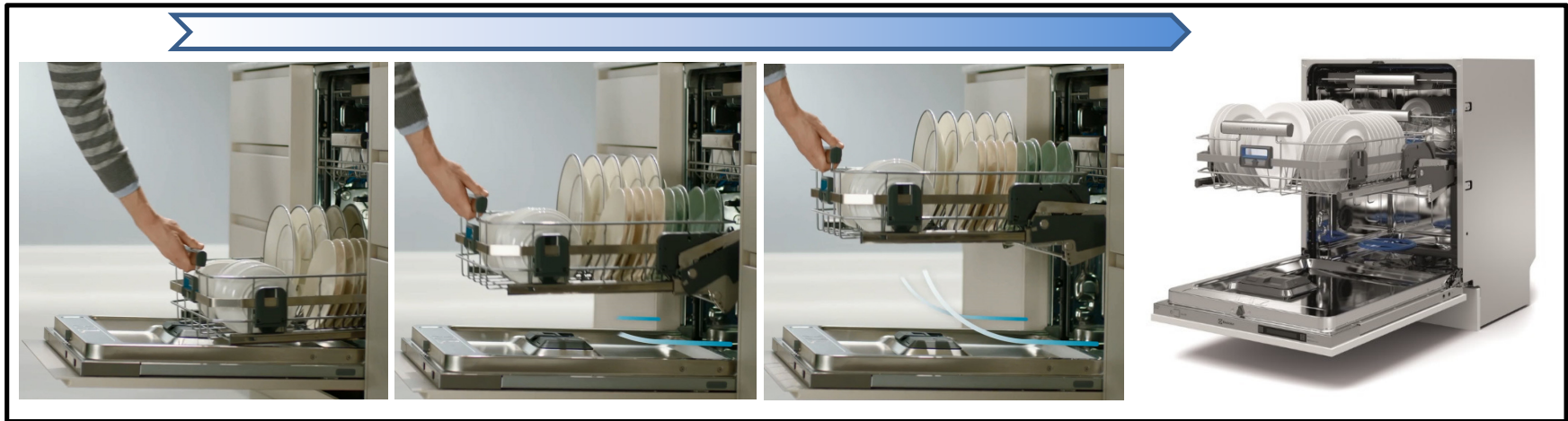
RTA	Remaining time adaptation
MCF	Machine Configuration File
NTC	Negative Temperature Coefficient resistor
PB100	New platform for dual BLDC machines (Global hydraulic)
DIVA2	Platform with single BLDC control in separate unit (MCB)
ADO	Auto Door Opener

Document Revisions

Revision	Date	Description	Author
V0.0	05/2019	Document creation	Rui Almeida

1. Comfort lift

A mechanical system that lifts the bottom basket. When lifted the basket will remain on that position by action of a locking device.



1- Main handle	2- Unlocking handle	3- Safety cover	4- Damper
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Lift the basket

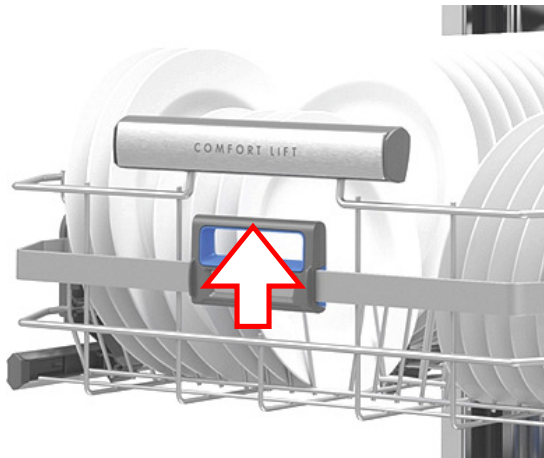


Pull the handle off the basket.



Don't pull the unlocking handle

Lower the basket




Pull up the unlocking handle to lower the basket.



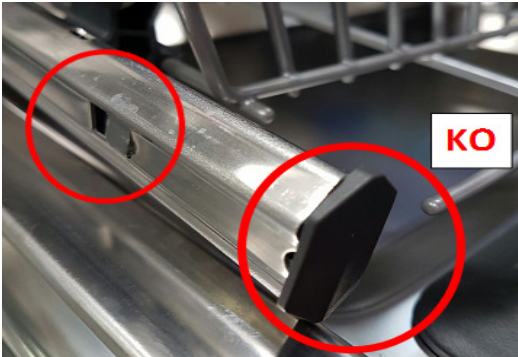

2. Failure situations and actions to perform:

(*) Information on how to do the component repair / replacement indicated on the action to perform is available after this failure situations table.

Failure description	Possible causes	Action to perform
Basket swings down too fast	Dishwasher is not levelled and is leaning backwards.	Level the dishwasher. It is very important that the product is levelled in the installation.
	The dumper is faulty.	Replace the dumper. (*)
Basket swings down but stops before the end position	This is normal if the basket is empty or with few load. When fully loaded this happens if the dishwasher is not levelled and is leaning forwards.	Level the dishwasher. It is very important that the product is levelled in the installation.
	Self closing unit not working properly.	Replace Self closing unit. (*)
Roller cages coming out from basket guide 	Parts not planar	Replace the roller cages. (*)
Basket stuck on lower position. Not possible to raise the basket	System rotation occurs before locking arm opening	1 - Push Comfort lift system again inside the tub and pull it out afterwards 2 – Check if the front stoppers are on correct position (see “Basket stuck or difficult to move” on this table) 3 - If fault still there, replace the comfort lift system. (*)

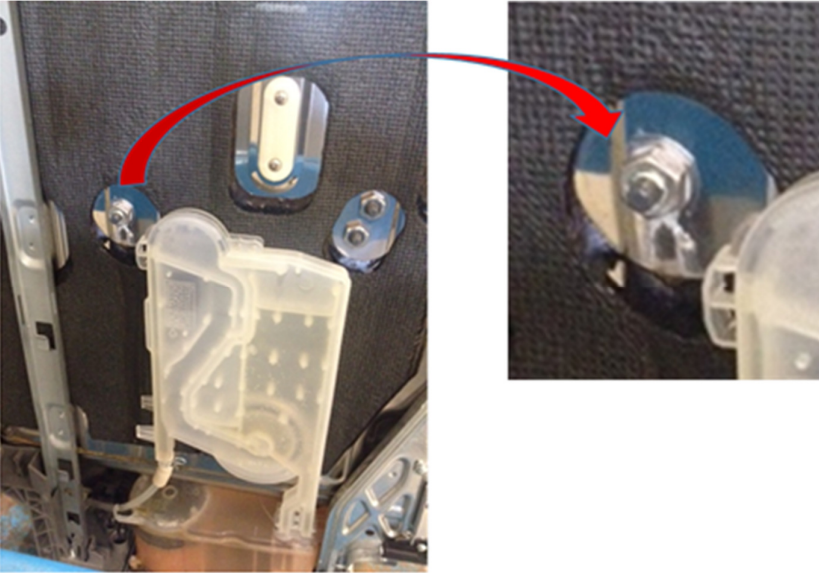

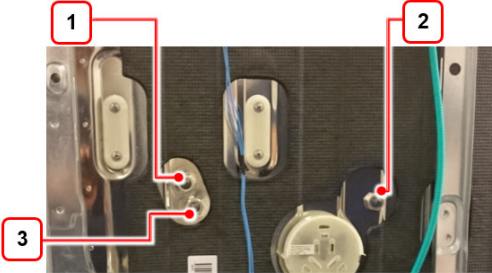
Failure situations and actions to perform (cont.):

(*) Information on how to do the component repair / replacement indicated on the action to perform is available after this failure situations table.

Failure description	Cause	Action to perform
Basket stuck or difficult to move.	Basket front stoppers bad positioned	Put front stoppers on the correct position. After fully inserting the stopper completely, rotate it towards the outside of the guide to create the correct interference with the fixing hole on the guide itself.
Basket coming out from basket rails.		
Basket stuck in upper position. Not possible to lower the basket	Trigger belt not triggering the locking pin on left side	1 – Check if the front stoppers are on correct position (see “Basket stuck or difficult to move” on this table) 2 - Replace the basket assembly. (*)
The basket self-unlocks from top position	Uncorrect locking pin contact point with upper chasm.	Replace left or right hinge of the Comfort lift System, depending on fault side. (*)

Failure situations and actions to perform (cont.):

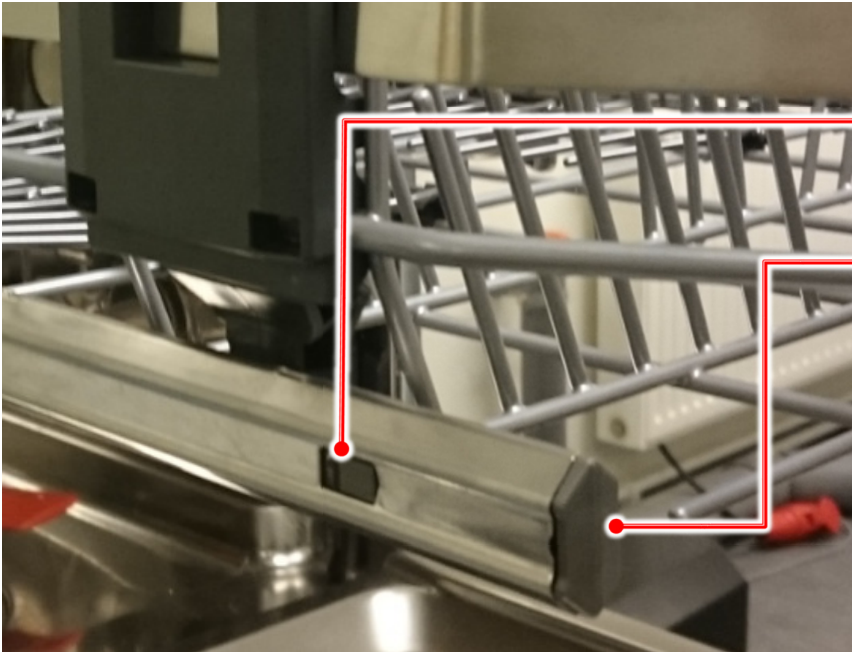
(*) Information on how to do the component repair / replacement indicated on the action to perform is available after this failure situations table.

Failure description	Cause	Action to perform
<p>Alarm I30 because of water leakage on the sides of the tub</p>	<p>Water leakage from the nut of the comfort lift module.</p> 	<p>Tighten the nut but also add the Loctite (see below) on the thread. To avoid the same problem in the future add the Loctite on all the threads and tight all the nuts of the module. Use a manual tool not a automatic one (max force torque 4,5Nm).</p>  <p>More information at the chapter "Tub bracket replacement".</p>  <p>Sequence of tightening the nuts.</p>

3. Basket disassembly

With the basket on lower position

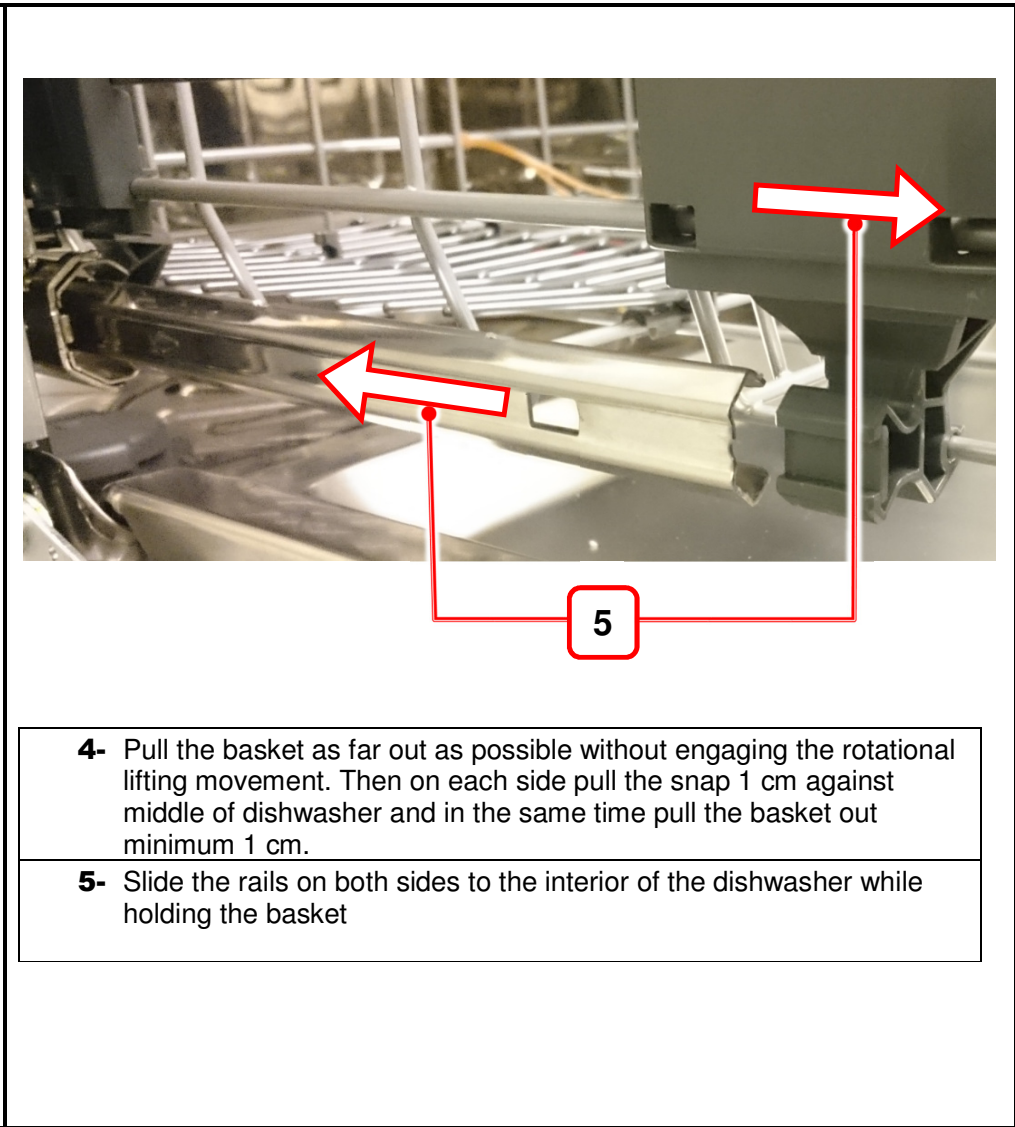
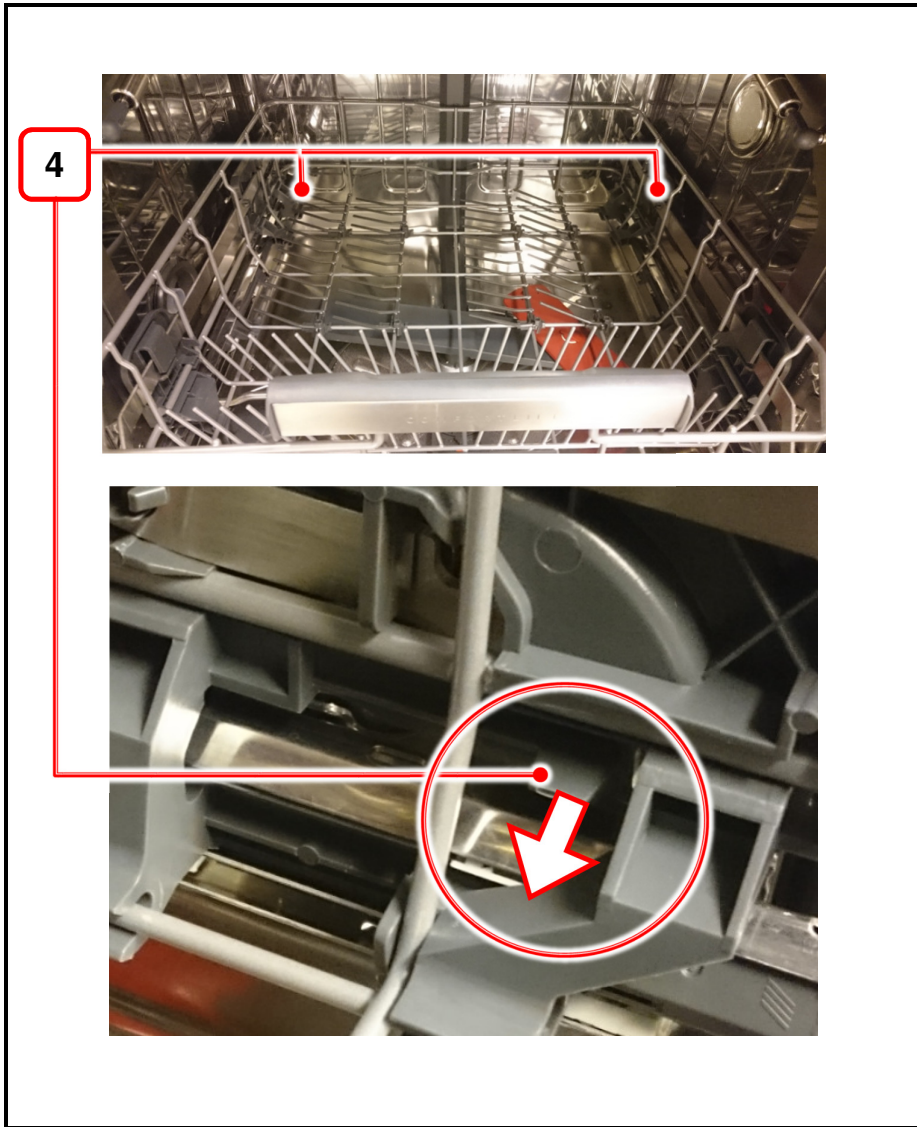
To disassemble the basket, **it is necessary to have it on the lower position**, otherwise the lifting mechanism locks the basket and it is not possible to disassemble it.



1

2

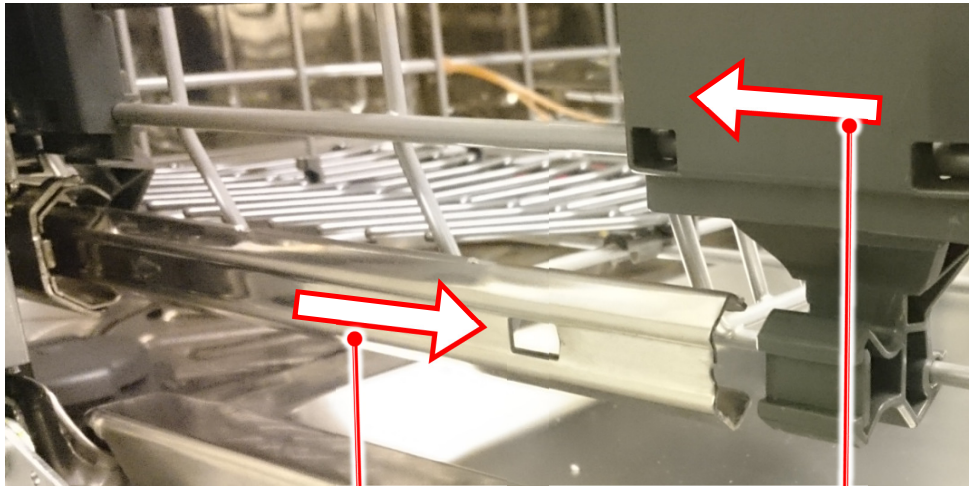
1- Press the snap to remove the plastic locking part (front stopper)	2- With the snap pressed, pull the plastic lock.
3- Do this operation on left and right side rails	



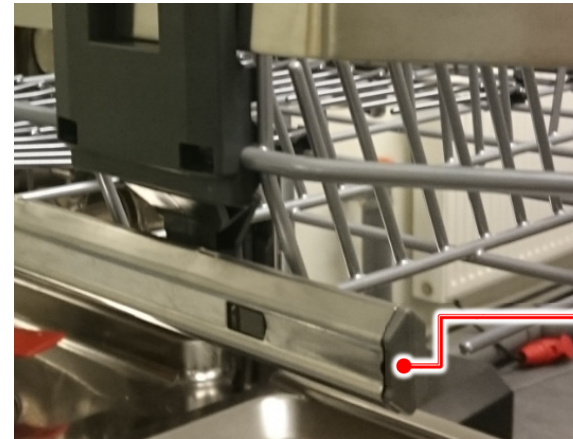
4. Basket assembly

With the lift mechanism on lower position

To assemble the basket, **it is necessary to it have on the lower position**, otherwise the lifting mechanism collides with the basket and it is not possible to assemble it.



1



3



1- Insert the basket on the rails by sliding the rails out and slide the basket in

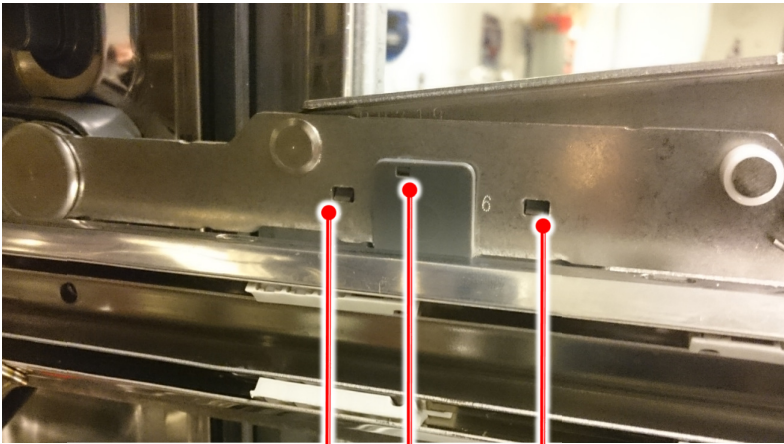
2- Make sure the basket is fixed on the lifting mechanism

3- Assemble the plastic locking part

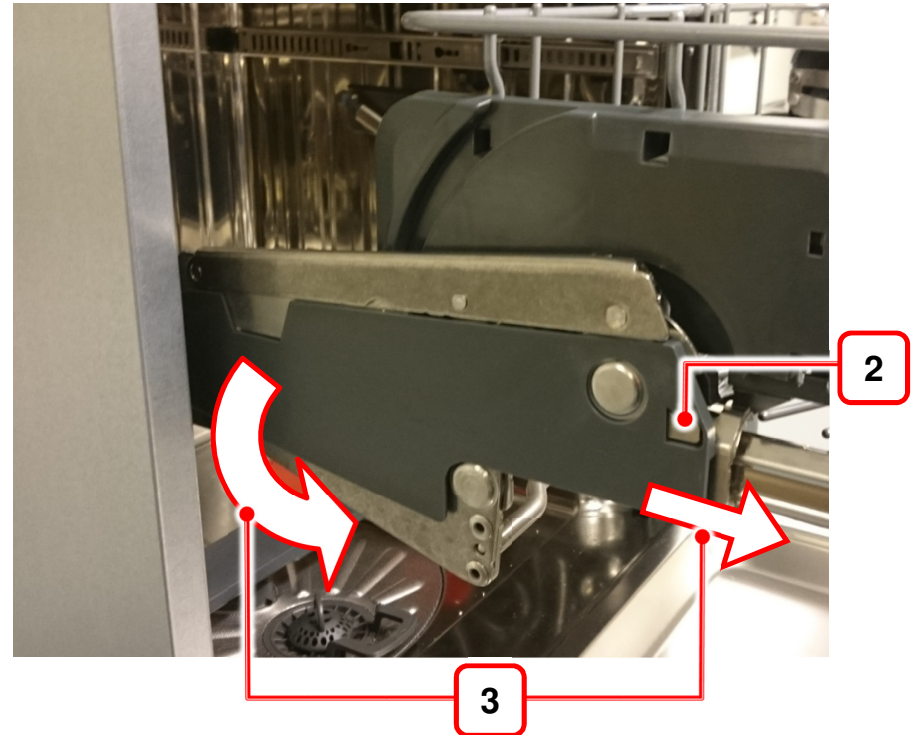
4- Do this operation on left and right side rails

5. Safety cover

1- The safety cover snaps	2- Fix point
3- Movement to disassemble	



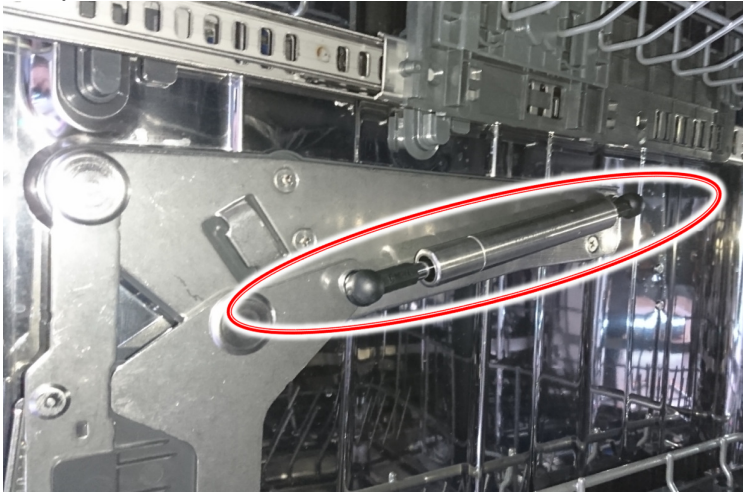
1



When assembling align the cover on the fix point and rotate the other side up to snap it (inverse movement from disassemble).
On assembly and disassembly procedure, lower the lifting mechanism at least 5 cm.

6. Damper replacement.

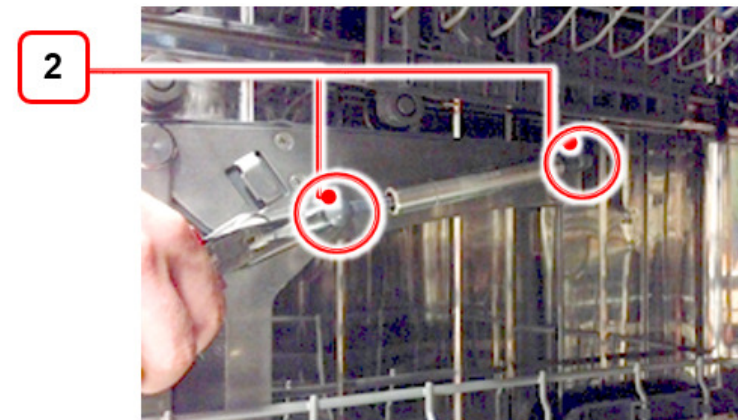
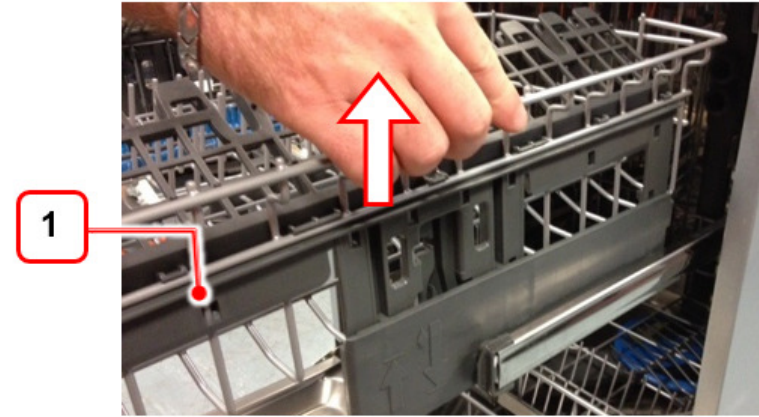
The soft movement of the mechanism is possible because of this gas damper.



Any operation of disassembly or assembly of the damper must be done with the lift mechanism on lower position; the damper must be on the position shown on the picture above.

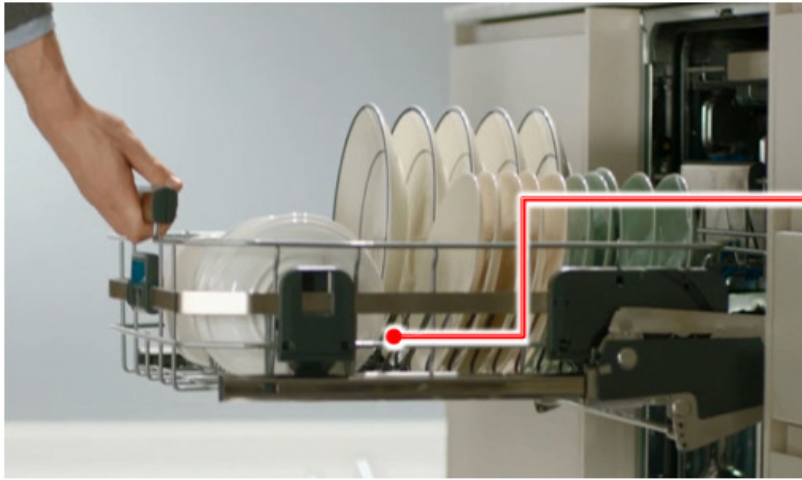


Do not remove the damper unless it's necessary to replace it.

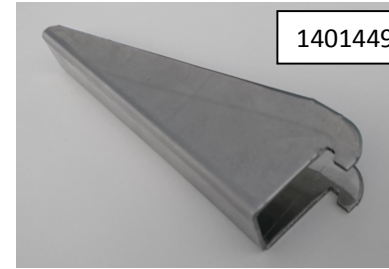


1- Move middle rack to upper position

2- Unsnap with appropriate tool the 2 damper connections



3



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3- Lift the lower basket

4- Snap the damper on inner position of the tub first

5- With the metallic tool compress and snap the damper on the position closer to door.



4

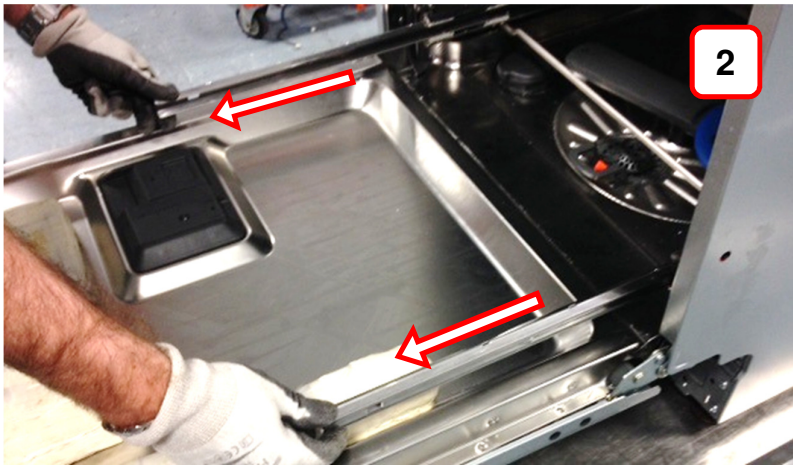
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7. Lift mechanism replacement

1- Remove the basket (Refer to "Basket disassembly")

2- Slide out the two guides



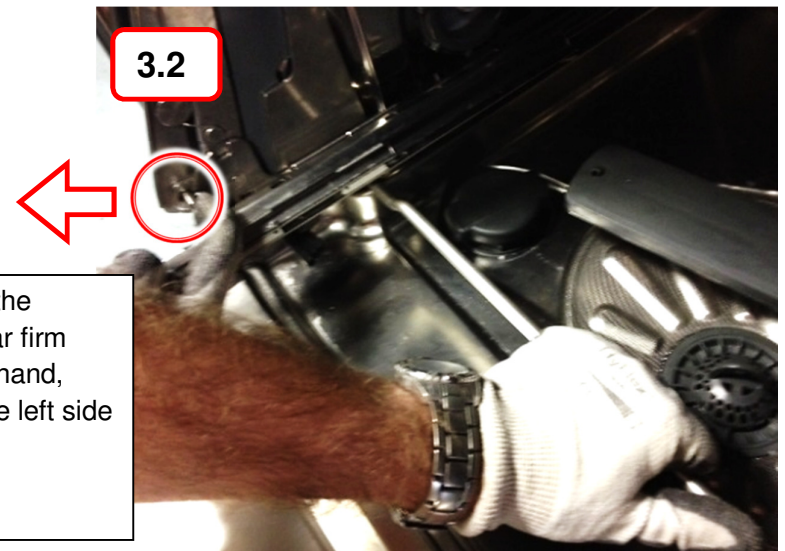
Keeping the syncro bar firm with one hand, unlock the right side pin.

3- Keep the syncro bar firm with one hand.

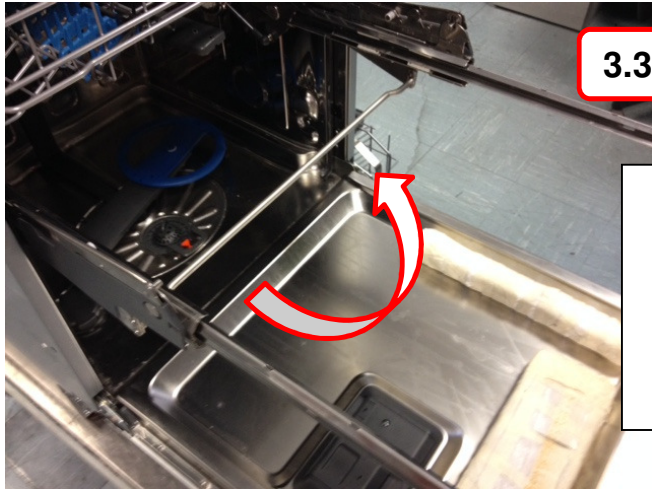
3.1 - Unlock the right side pin.

3.2 - Unlock the left side pin.

3.3 - Lift the system up.



Keeping the syncro bar firm with one hand, unlock the left side pin.



3.3

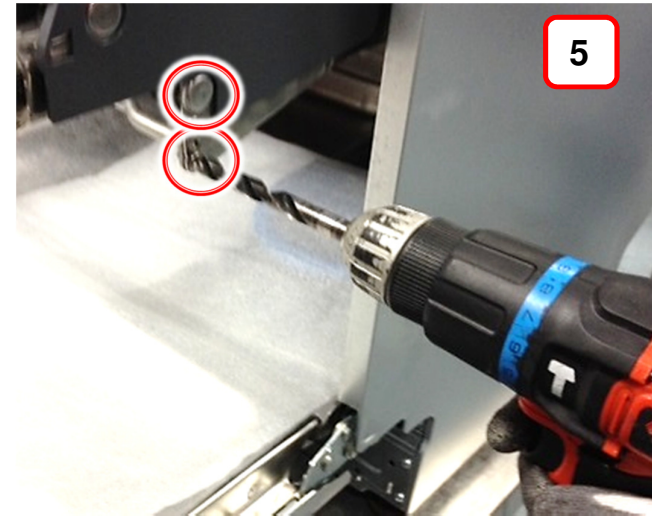
Keeping the syncro bar firm with one hand, lift the system up.

4- Place protective foil on inner door and tub to protect them from debris



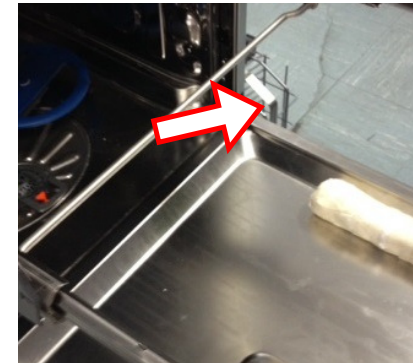
4

5- Drill both rivets from both side (4 rivets) with drill bit Ø10mm

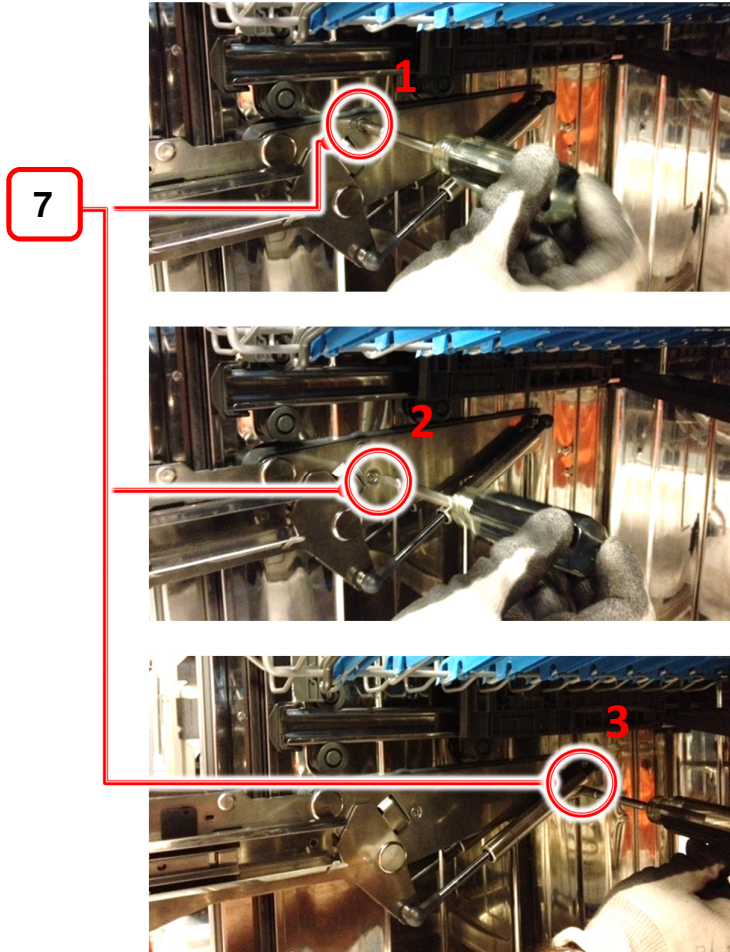


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6- Remove the syncro bar



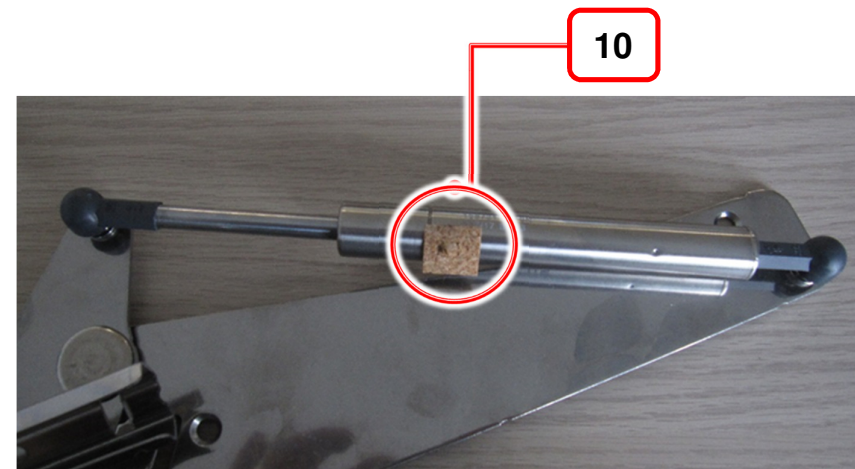
7- Unscrew the 3 fixation screws from the faulty hinge module (left or right or both)



8- Remove the faulty hinge module (left or right or both)

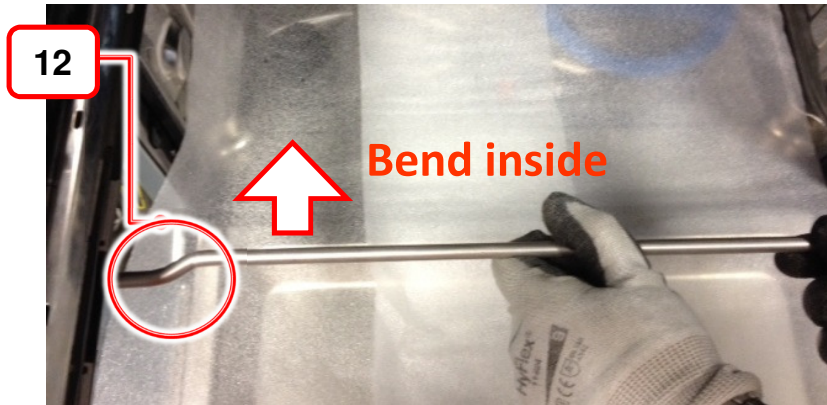
9- Assemble the safety cover on the new hinge module to avoid finger trapping during operation (refer to specific section "Safety cover")

10- Remove cork from the dumper to avoid any risk to have it in the sump.



11- Place and screw the new hinge module with manual screwdriver, not automatic one (max force torque **3,8Nm**).

12- Position the new syncro bar like the picture (bending inside)



13- Fix the syncro bar with 4 rivets (2 per side) with manual rivet machine (spec.: able to fix 5mm iron rivets)



14- Move the system in lower position (inside tub), and keeping the syncro bar firm with one hand

14.1 - Unlock the left side pin.

14.2 - Unlock the right side pin.

14.3 - Push the syncrobar into the tub



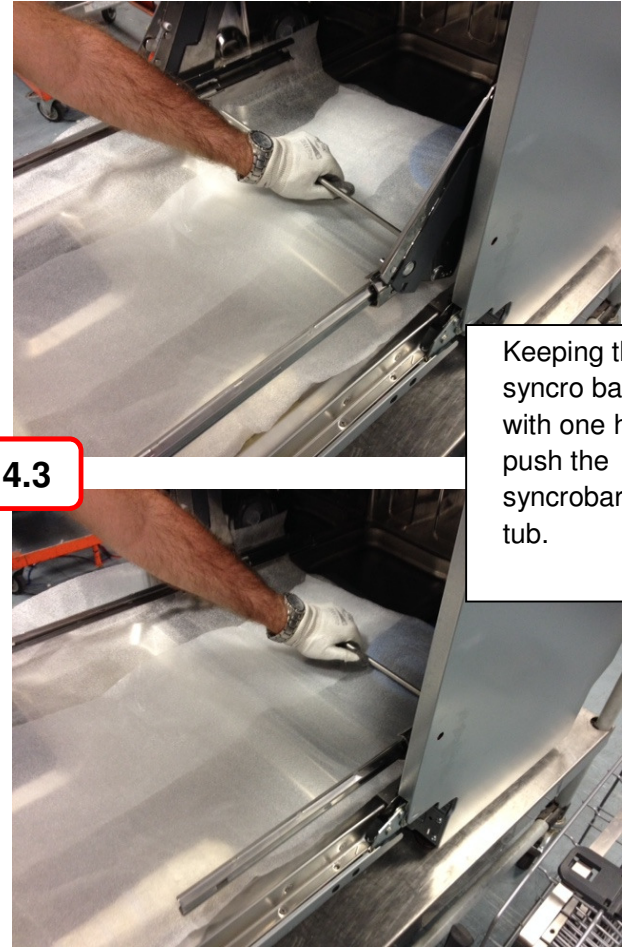
Keeping the syncro bar firm with one hand, unlock the left side pin.

14.2



Keeping the syncro bar firm with one hand, unlock the right side pin.

14.3



Keeping the syncro bar firm with one hand, push the syncrobar into the tub.

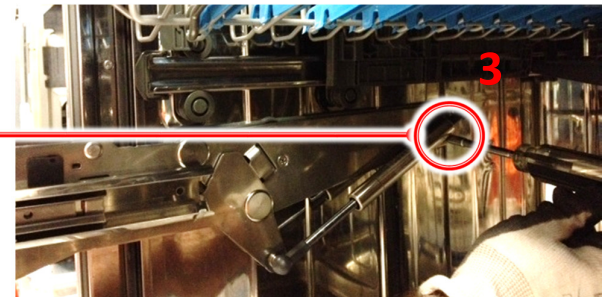
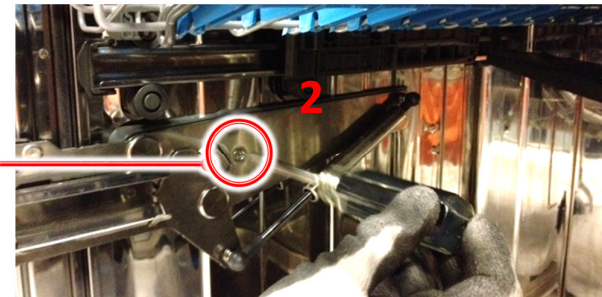
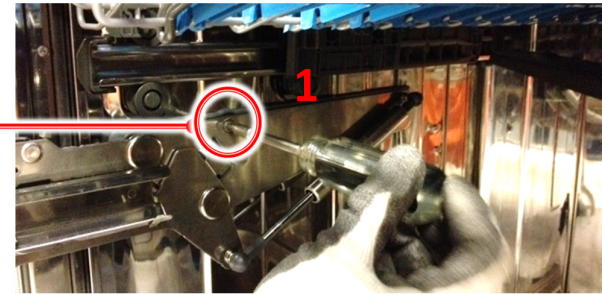
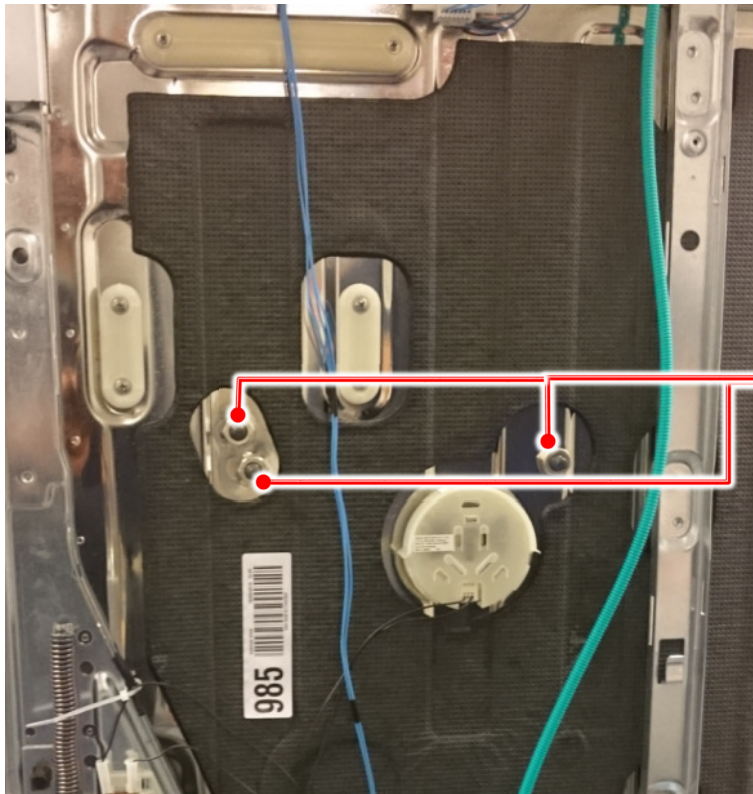
15- Reassemble the basket, (refer to specific section “Basket assembly”)

8. Tub bracket replacement

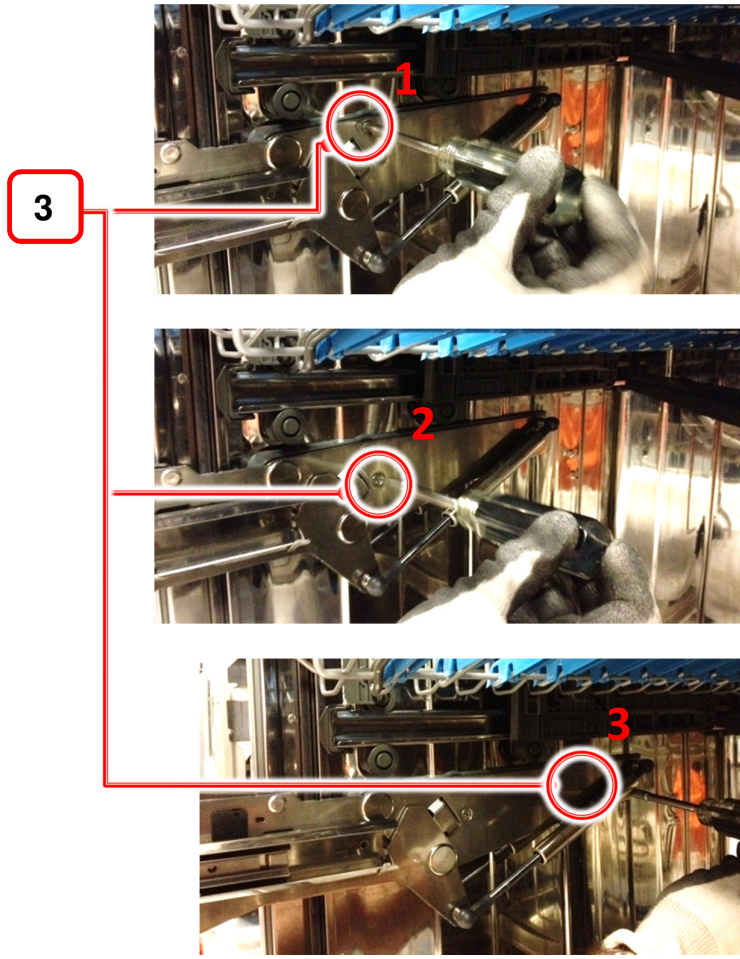
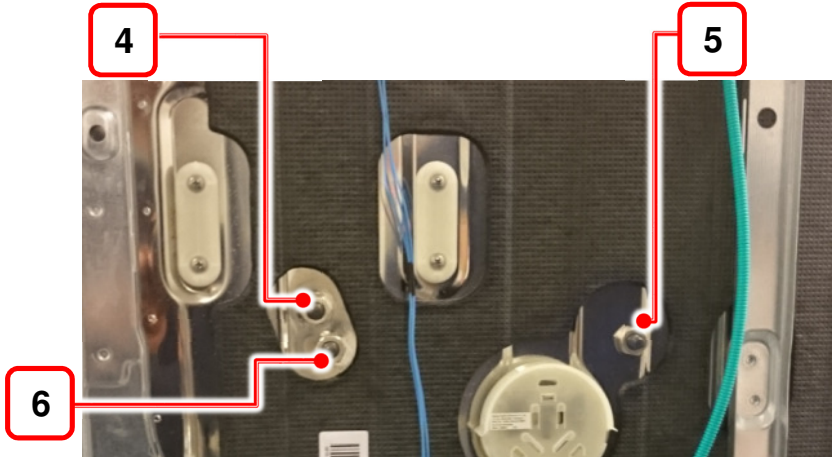
(tub bracket - plastic part connecting the lift mechanism to the tub)

1- With the lift mechanism on the lower position, it is necessary to remove the dishwasher from the niche and/or remove the side panels to have access to the 3 metallic nuts that fix it to the tub on each side. Remove the 3 nuts.

2- Unscrew the 3 interior fixation screws



<p>3- Place the new tub bracket and screw the 3 interior screws with manual screwdriver, not automatic one (max force torque 3,8Nm).</p>	<p>4- To fix from the exterior of the tub start with the upper front nut. Use a manual tool not a automatic one (max force torque 4,5Nm).</p>
<p>5- Then the rear nut. Use a manual tool not a automatic one (max force torque 4,5Nm).</p>	<p>6- And the last is the the lower front nut. Use a manual tool not a automatic one (max force torque 4,5Nm).</p>

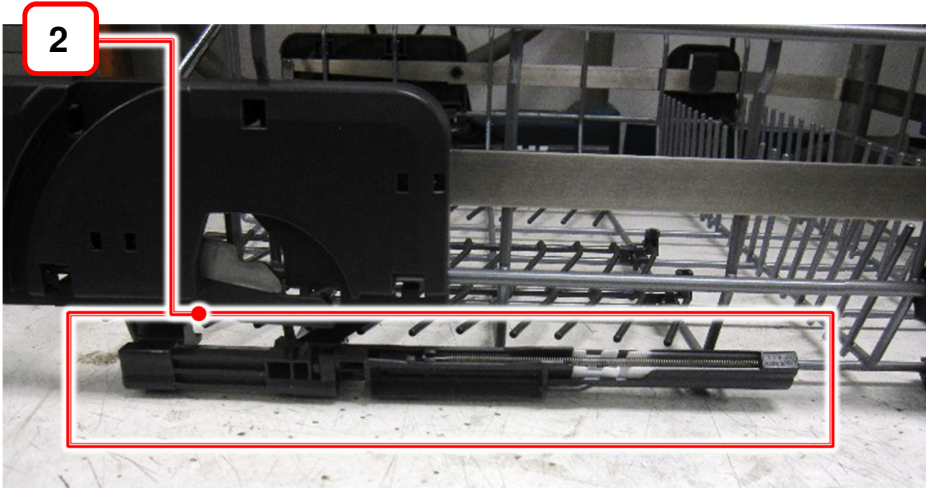


Since the exterior nuts are metallic and fixed on a plastic part the thread of the plastic part may be damaged in case too much force is used when fixing the nuts.

9. Self closing unit replacement

1- Remove the basket (Refer to "Basket disassembly "

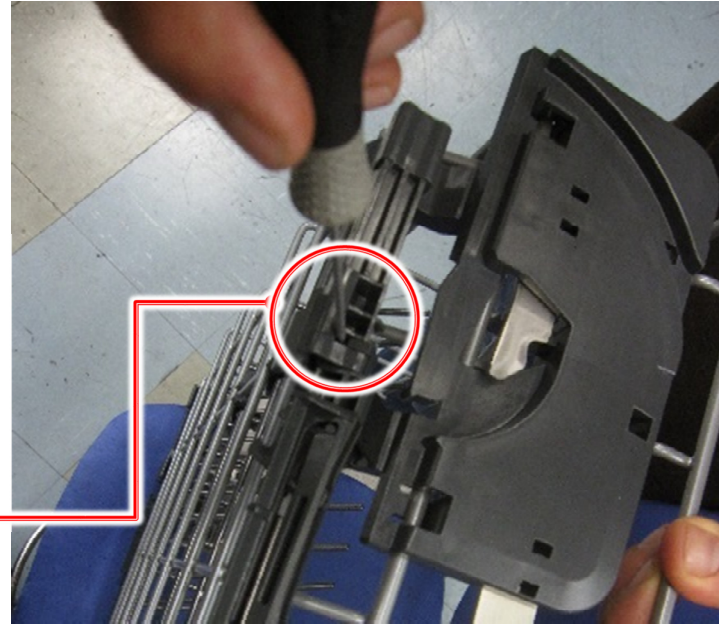
2- Identify Self closing unit in red rectangle



3- Use screw driver to unlock Self closing unit .

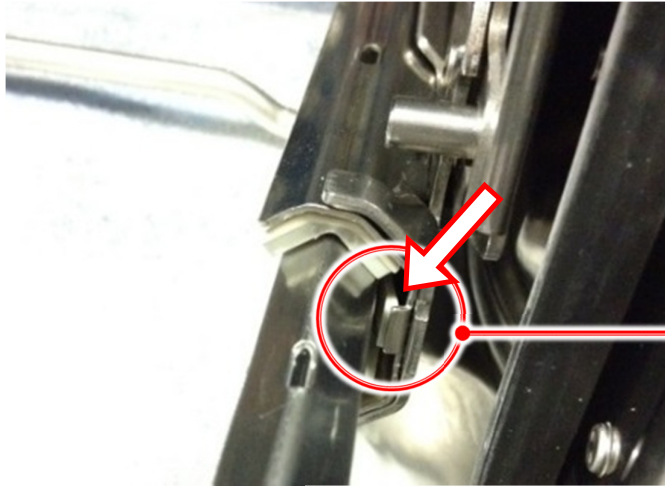
4- Unsnap the Self closing unit from basket.

5- Place the new one with reverse procedure.

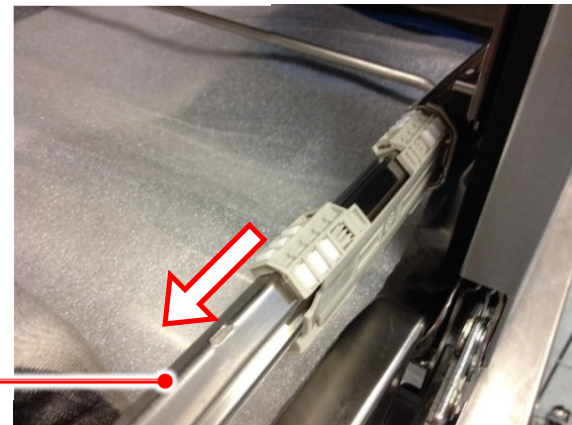
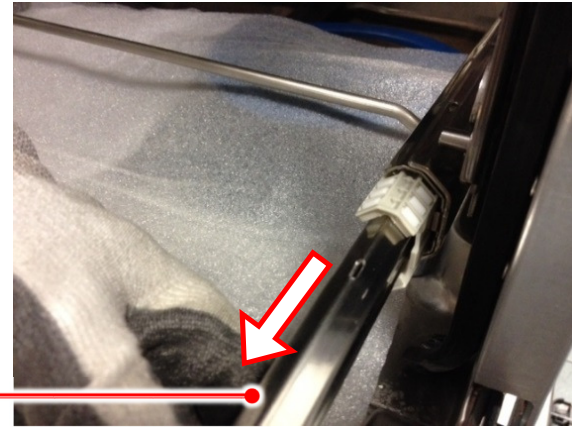


10. Roller cage replacement

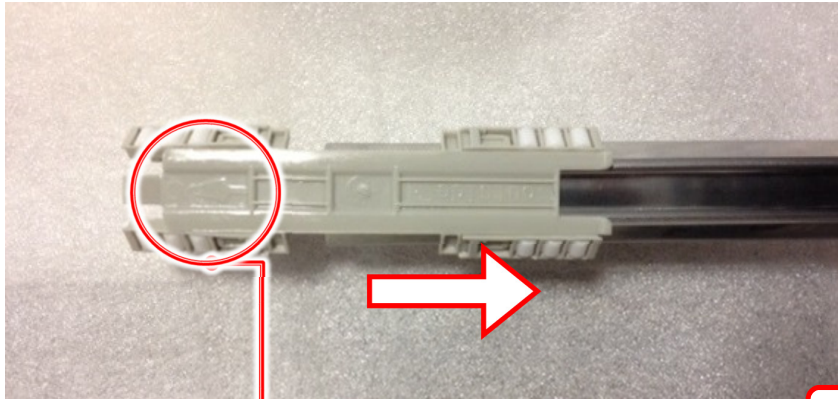
1- Put the screwdriver inside the guide to push the plastic tooth to unlock it.



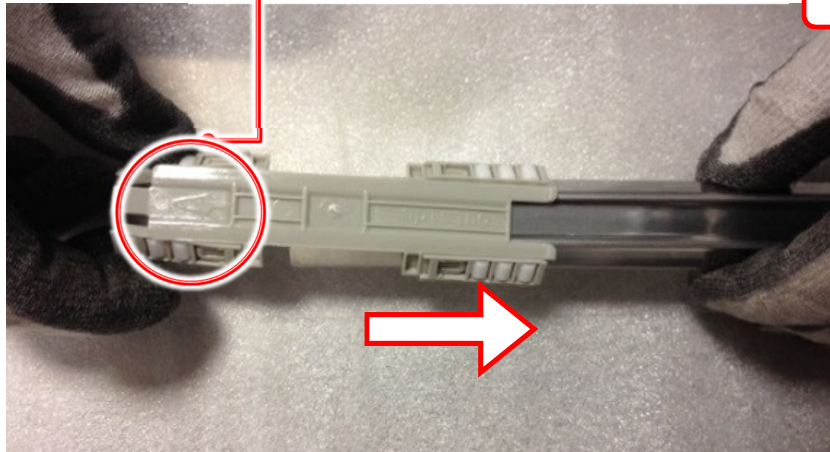
2- Move the rail out to slide out the roller cage.



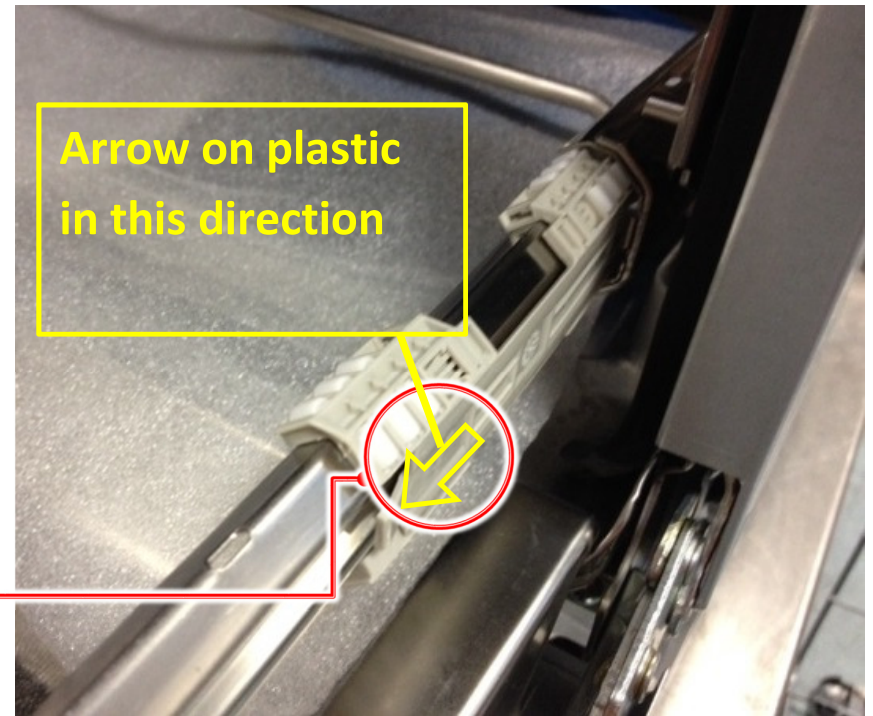
3- Assemble the new Roller cage sliding on the guide till the end of the guide (spec. The **arrow** on roller cage must be directed pointing outside the dishwasher)



1



4- Insert the rail inside the guide till the end.



2

5- Reassemble the rack.