



**DRYER DOES NOT DRY PROPERLY AND/OR  
DOES NOT HEAT UP AND/OR  
SHOWS WRONG TIME DURATION ON THE DISPLAY  
(THERE IS NO E60/E63 ALARM)**

**DESCRIPTION:**

- Tumble dryer does not dry properly, does not heat up, the laundry is wet (there is no E60/E63 alarm)
- Tumble dryer shows wrong time duration on the display; the display is showing the remaining time of e.g. 1 minute for much longer time (there is no E60/E63 alarm)

**SOLUTION:**

Clean the tumble dryer fluff filter

There has been a quality improvement implemented to solve the issues related to heating element failure (usually associated with E60/63 alarms).

The objective of the improvement is reduction of temperatures inside the machine to avoid the one-shot thermo-protector intervention. This is done by software modifications.

Logic of the software solution:

- Until the first intercept of the temperature threshold event, the heater logic is unchanged
- After the first intercept of the temperature threshold:
  - Only the small branch of the heater is enabled; full power is disabled until the end of the cycle;
- After 3 intercepts of the temperature threshold:
  - The heater is disabled until the end of the cycle\*.

\*In some critical conditions the new software logic, in saving the heating element from E63, may lead to misunderstanding on customer side and potential claims, such as Time-To-End (TTE) issue and performance issue (does not dry properly, does not heat up, the laundry is wet)

Specifically, if the TD is working with clogged filter and the new software is cutting the power on heater, the consequence is that the TTE on the display is showing the remaining time of 1 minute for e.g. an hour and a half and laundry load, as expected, is still wet.

By cleaning the filter erroneous behaviour will be fixed.

Note please that some ranges of the dryers produced in the past could receive this new heating element management by PCB exchange or PCB reprogramming by Sidekick tool (done previously by service at any reason)

**General approach in troubleshooting:**

- E60/E63 alarm
  - Replace the heating element by following dedicated Service Bulletin (SB599838239)
  - Instruct the client about importance of the fluff filter cleaning after each drying cycle
- TTE / does not dry properly / does not heat up / the laundry is wet but **without** E60/E63 alarm
  - Instruct the client about importance of the fluff filter cleaning after each drying cycle

**SPARE PART NUMBER:**

See TDS

**QES CODE:**

During the intervention please use work code:

Component	G45 611 Heating element
Defect	G45 53 Customer misuse

In the section for Tech. Comments start the description with the following:

**[E??,E??,E??] SB??????????**

[E??,E??,E??] – stands for the last 3 alarms read from the memory in the 10<sup>th</sup> position of the service mode

**MODELS INVOLVED:**

All condense dryers (TDC)

**INTERCHANGEABILITY:**

Not applicable

**REVISION:**

Revision	Date	Description	Author	Approved by - on
00	01/2022	Document Creation	Marcin Pluta	Marek Kapustka 24.01.2022