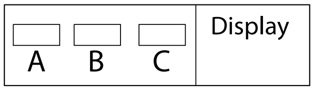
Failure Storage and Customer Service Programs

The control provided with the dishwasher stores error codes from the last wash cycle run (units with a display record the last eight wash cycles).

Special Function Menu

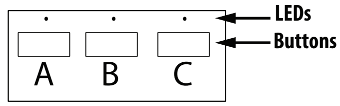
To access the special function menu, the unit must be powered OFF.

For models with a 7 segment display and individual program buttons



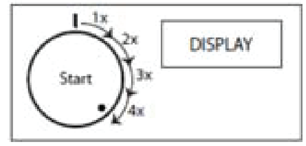
While pressing and holding any two buttons, turn the dishwasher on with the main switch. After releasing the buttons, you will be in the special function menu. You will then need to select the program you wish to use. (Customer Service Program or Failure Storage)
To activate Customer Service Program:
Press the "B" button once to scroll to the Customer Service Program. LED B should be lit solid and LED C should be blinking. "P1" should also show on the display. Press the "C" button once to start the customer service program "S:00" should show on display. See Chart for program details.
To activate Failure Storage Program
Press the "C" button once to access failure Storage program. The error code for the last wash cycle will be displayed (For models with display pressing the C button again will show up to the last 8 wash cycle errors). Error codes are listed on back of this sheet.
To escape out of the failure storage program, press the main switch off and on.

For models without a 7 segment display or individual program buttons.



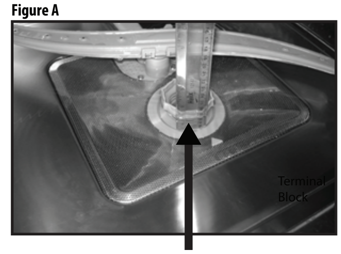
While pressing any two buttons, turn the dishwasher on with the main switch. After releasing the buttons you will be in the special function menu. You will then need to select the program you wish to use (Customer Service Program or Failure Storage)
To activate Customer Service Program:
Press the "<" button once to scroll to the Customer Service Program. LED A and B should be lit solid. Press the ">" button once to start the customer service program Pressing the "<" button during the customer service program will move to the next step. See Chart for program details.
To activate Failure Storage Program:
Press the ">" button once to access failure Storage program. The error code for the last wash cycle will be displayed (For models with display pressing the ">" button again can be used to scroll through errors from the last 8 wash cycle errors). Error codes are listed on back of this sheet.
To escape out of the failure storage program, press the main switch off and on.

For models with a Knob used for program selection.



Turn selector switch from start position 4 positions to the right. While pressing the "start" button, turn the dishwasher on with the main switch. After releasing the buttons you will be in the special function menu.
To activate Customer Service Program:
Turn the selector switch clockwise once to scroll o the Customer Service Program. "P1" should show on the display (if available). Press the "start" button once to start the customer service program. See chart for program details.
To activate Failure Storage Program:
Press the "start" button. The error code for the last wash cycle will be displayed. To escape out of this program, press the main switch off and on.
To escape out of the failure storage program, press the main switch off and on.

Figure A



At end of Step S:06 of Customer Service Program, water should be about 3.5cm ± 0.5 5cm above filter.

Function	Display	Remark				
		Can be skipped?	Time(s)	Value	Check/Measure	Remark
1.1 Customer Service Program						
*) Depends on the unit: if a component is not installed or is not activated, this step will be skipped!						
Preparation of the dishwasher	S:00	No	60			Draining of the complete appliance
Filling	S:01	No		3.5 l		Circulation pump is slightly activated, to ensure air is purged
Start of Safety - Test power, neutral, and ground /earth, according to specific national standards						
Test: Circulation pump	S:02	No	10			3000 1/min
Test: Circulation pump/Heater	S:03	Yes	600			
Test: Filling valve	S:04	No	2			
Test: Regeneration valve *)	S:05	No	2			
Test: Lighting *)	S:06	No	2			Emotion light (Interior lights)
Test: Dispenser	S:07	No	2			
Test: Drain pump	S:08	No	60			Draining of the complete appliance
Test: Door opening *)	S:09	No	3		Close the door	
End of Safety - Test for specific national standards						
Break – Preparation	S:50				Remove approx. 0.5 l water from salt dispenser *).	**Step forward** Regeneration valve *) must be checked for leaks at appropriate customer specifications (see also steps with display S:54 + S:68)
Check flow sensor *) and flow controller	S:51	No	≈10 - 100			Add 50 ml (filling valve, drainage pump and circulation pump are activated in succession).
Break	S:52	No	10			
Fill + pump off	S:53	No	≈ 40	1,5 l		
Break	S:54	No	10		Visual inspection: water level in salt dispenser *).	No change to water level ==> Regeneration valve *) leak proof.
Fill	S:55	No	≈ 40	1,5 l	Check water inlet amount	Within 40s the filling amount should be achieved.
Break	S:56	No	10		Visual inspection: water level in appliance.	Water level on upper edge of fine mesh filter (= 1.5 l in pump sump).
Fill	S:57	No	≈ 60	2,5 l		Total: 4.0 l in appliance
Circulate	S:58	No	15			Circulation pump must not "snorkel".
Dispenser (detergent)	S:59	No	10			
Circulate + heater + calibrate AquaSensor	S:60	No	110			
Circulate + heater	S:61	Yes		40 °C		During heating approx. +1 °C/min temperature increase
Break	S:62	No	5			
Circulate + dispenser (rinse aid)	S:63	No	60			Number of impulses = set value of dispensed rinse aid.
Circulate + heat	S:64	Yes	≈ 480	65 °C		Increase of temperature during heating +1,0 °C/min.
Pump off	S:65	No	45			
Break	S:66	No	10			
Pump off + fill + regenerate *)	S:67	No	≈ 20			
Break	S:68	No	10		Visual inspection: water level in salt dispenser *).	Water level in salt dispenser *) must be increased by several cm.
Pump off + fill	S:69	No	≈ 100	4l		Rinse the salt solution *) out of the pump sump.
Pump off	S:70	No	60			Draining of the complete appliance
Check whether appliance was drained (activates circulation pump an drain pump)	S:71	No	≈ 10 -120			Self-check whether appliance was drained.
Door opening *)	S:72	No	≈ 3			
End of test program	"0" on display or "End LED" lights up				Switch off main switch	Test has ended. When the appliance is next switched on, the normal rinse program is displayed

1.2 Reset Program

Reset					Perform reset	Is possible at any time by pressing the button "Start" for longer than 3 seconds

ERROR CODES

DW-Behavior with Failure	Display/LED Active / Clean / Sanitized	Solution
	Result of the DW-internal testing	
No Errors	E:00 or	No Error
Program abruptly ends with Clean LED glowing	**Power Module** E:01 or Pump activation or pump switching defect.	• Replace power-module (base)
Heating Error/Runs without heating	E:02 or Defective heater relay	
Water switch running continuously	E:05 or Defective water switch	
No operation possible. Clean LED is flashing	**Door** E:06 or Door sensor fault	• Check connections between door latch switch (q2) and power module. With door closed measure supply voltage on hall sensor. If voltage across door latch switch connector is > 10V replace the door latch sensor. If < 10V, replace power module.
Not heating	**Heating** E:08 or Low water level main pump E:09 or Defective heating circuit	• Check for kinks in inlet hose. • Check for overturned bowl/pots collecting water. • Check connections at water inlet valve (k2). • Check connection between heating element (e1) and Power Module. The resistance of the heating element (e1) between 1 & 3 should be 10Ω @ room temp. If resistances are not present, replace heat-pump assembly. Otherwise replace power module.
	E:11 or NTC-Error, error in wiring to NTC	• Check connection between NTC and Power module. The resistance of the NTC between terminals 1&2 and between terminals 2&3 should be ≈10kΩ @ room temp The resistance between terminals 1&3 should be≈20kΩ @ room temp. If these resistances are not present, replace the heat-pump assembly. Otherwise replace the power module.
	E:13 or Water Temp too High (>75C)	• Protective Measure - Check temperature of water supply.
Not filling, drain pump active	**Filling** E:15 or Safety-switch activated, dishwasher cannot be turned off.	• Check for water in base carrier. • Check connection at drain pump or drain hose. • Ensure safety float switch is not stuck. • Ensure water inlet valve is not stuck "open". • Check safety float switch and its connection to power module.
	E:18 or Water flow too low	• Check water inlet (K2) connections.

DW-Behavior with Failure	Display/LED Active / Clean / Sanitized	Solution
	Result of the DW-internal testing	
Program abruptly ends with Active and Sanitized LEDs glowing	**Main Pump** E:20 or ✹ ○ ✹ Main pump fault	• Check the connections between the main pump (m2) and power module. • The resistance between any 2 terminals of the main pump should be ≈13Ω @ room temp. If not, then replace the main pump. If the resistance is ≈13Ω, replace the power module.
	E:21 or ✹ ○ ✹ Blocked main pump	• Remove foreign particles that are causing the obstruction. • Replace the heat-pump assembly if the impeller is stuck.
Program abruptly ends with Active and Clean LEDs glowing	**Drain Pump** E:22 or ✹ ○ ✹ Water in sump	• Clean filters
	E:23 or ✹ ✹ ○ Defective drain pump	• Check the connections between the drain pump (m3) and power module. • The resistance between any 2 terminals of the drain pump should be ≈80Ω @ room temp. If this is not the case, then replace the drain pump. If the resistance is ≈ 80Ω, replace the power module.
	E:24 or ✹ ✹ ○ Draining not possible	• Ensure garbage disposal plug is removed. • Check drain hose length is no longer than 150″ and includes a 20″ drain loop and is installed no higher than 43″ above the floor. • Ensure house drain line is not clogged. • Check drain pump for foreign objects. • Check if drain pump cover missing from sump.
	E:25 or ✹ ✹ ○ Blocked drain-pump	• Ensure no foreign particles are causing obstruction. • Remove drain pump cover from sump and check that drain pump impeller is turning freely. • Ensure drain-pump-cover is seated correctly in the sump.
Water switch running continuously	**Water switch** E:26 or ✹ ✹ ✹ Defective water switch	• Check connections between water switch (m5) and power module. • Check for switch activation by measuring voltage on terminal 9 of power module while water switch is running.
General error	**Voltage** E:27 or ✹ ✹ ✹ Under voltage fault	• Check mains voltage.
	E:29 or ✹ ✹ ✹ Under/over voltage error	• Ensure mains connection is fastened correctly.
	E:30 or ✹ ✹ ✹ Over voltage	• Check mains voltage.
Cycle without Aquasensor active	**Aquasensor** E:28 or ✹ ✹ ✹ Aquasensor error	• Check connections between aqua sensor (14) and power module. • Check if aquasensor is dirty.