

Service Bulletin 4812 712 40340

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VERSION: 2.0

TITLE: machine not spinning

SUBJECT: In order to reduce the risk of foam creation visible for the customer as long lasting cycle and / or not spinning of the machine new spin profiles are implemented and new service kits are created.

REMEDIAL ACTION

Check motor function

=> If motor is not running at all: check for Motor failure F06

=> If motor is running:

Unbalance:

- Unbalance measurement can lead to repeated laundry distribution ramps to come down with measured unbalance. Depending on the model it can be a high number of retrials. This is necessary to avoid mechanical damages of the appliance due to spinning with too high unbalance. If it is not possible to reach an acceptable unbalance level with the distribution retrials, the appliance will not spin.
- Small loads and especially single pieces are more critical than middle and large loads => check with customer for load conditions – instruct customer
- In case of selecting Drain & Spin-program, the unbalance measurement is more critical, because information from the wash cycle is missing. Therefore is a higher probability for retrials in the distribution ramps and eventually for failing spinning at all. Check with customer, if Drain & Spin-cycle was selected or if a complete washing program was selected.

Foam creation:

- If during ramp-up for spinning – intermediate spins or final spin – the pressure switch contact is closed (wash level L1) due to water ring, foam or partly blocked outlet system (foreign objects, wrong assembly of internal or external hoses, etc.) the foam routine is started.
- If during ramp-up the wash level L1 is detected, the motor stops and the drain pump runs for 30 sec. When reaching level L0 within 30sec., the ramp-up is repeated. Depending on the model, this can happen up to 3 or up to 5 times.

If foam creation is the cause, then give an advice to the customer to use detergent acc. to the dosing recommendation given by the detergent supplier. On machines with serial number 341020... or 411020...and lower reprogramme the control board by ESAM with the latest update.

Frequency variation:

- Instable mains frequency can have negative impact on unbalance detection. If the frequency variation is limited to a short period, it will lead to additional retrials for distribution. In case of "permanent" frequency variation, it can lead to no spinning after number of retrials is expired.

If a frequency variation is the cause of the problem, then exchange the control board by the service kits mentioned in the table below. According to SPC the kits will be available from week 50/2010 onwards.

Each service kit is containing a new basic WAVE control board (CCU) that needs to be programmed by ESAM (with new SKU), new door lock and wiring between door lock and CCU.

When the appliance is equipped with the new parts it has got the new revision state. That means the 12NC of the machine has to be changed to the new 12NC code according to the table below by the service technician on each sticker of the appliance.

One sticker is placed on the inner side of the door and one sticker on the rear panel of the appliance.

Note: A limited number of kits with programmed WAVE boards is shown on the last page.