

Error	Problem	Cause or remedy	Process (service technician)
	The appliance is noisy loud or rattling.	<ul style="list-style-type: none"> • The system is consists of a compressor and a heat exchanger. After starting the dryer, the operation of the compressor (liquid noise) or the flow of coolant during operation may be louder. This is not a sign of failure and does not affect the lifetime of the appliance. Over time, the noise of these noises decreases with the operation of the tumble dryer. • Vibration, movement of the appliance around the room and loud operation can be caused by incorrect adjustment of the adjustable feet. Improper alignment of adjustable feet is not a repair in warranty. • Sometimes the dryer also makes unusual or loud noises, which are unusual for a dryer and are most often caused by improper placement. • During operation, the sound of hard parts of the laundry hitting the drum may be heard. • The reason of loud sound can be in noisy pump bearings, noisy support wheels, drum rubbing. • The prolonged non-use of the dryer can provide to a point load on the supporting elements. • Drying of inadequate clothing items. 	<ul style="list-style-type: none"> • Check the operation of the appliance. • Check the operation of the pump (SPK). • Check the bearings. • Check the support wheels. • Check drum rotation. rubbing. • Check the motor. • Check for fan grinding. • Check compressor, rubber shock absorbers, connection pipes. • Graphite brush control. • Air outlet cover control.
	Appliance after connecting to electricity network, does not work.	<p># Please check that there is no power outage at your home</p> <p># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</p> <p># Please make sure that the power cord is securely plugged into a functional power socket</p> <p># Connect the other device to the same socket and check if the appliance is working 4-027-1986.</p> <p># Check if the appliance is switch ON (ON/OFF button).</p> <p># Restart the program.</p>	<ul style="list-style-type: none"> • There is voltage in the circuit. • Supply cord and connector. • Input (RFI) filter. • Power switch. • Control unit.
	Appliance does not work, lights does not turn on, does not start	<p># Please check that there is no power outage at your home</p> <p># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</p> <p># Please make sure that the power cord is securely plugged into a functional power socket</p> <p># Connect the other device to the same socket and check if the appliance is working</p> <p># Check the outlet voltage 4-027-1986.</p> <p># Check if the appliance is switch ON (ON/OFF button).</p> <p># Restart the program.</p>	<ul style="list-style-type: none"> • There is voltage in the circuit. • Supply cord and connector. • Input (RFI) filter. • Power switch. • Control unit.
	Circuit breaker turns off.	<ul style="list-style-type: none"> • Improper electrical installation. <p># Please check that there is no power outage at your home</p> <p># If your appliance is connected via an extension lead, plug it directly into a wall socket instead</p> <p># Please make sure that the power cord is securely plugged into a functional power socket</p> <p># Connect the other device to the same socket and check if the appliance is working</p> <p># Test appliance on any other electric socket (other phase)</p> <p># If the FID is still triggering, the problem is with the appliance</p> <p># Turn on the FID and reconnect the appliance.</p> <p># Run a program and if error repeats call authorized Service</p>	<ul style="list-style-type: none"> •Wiring harness damaged. •Heater. •Motor.

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	Switch off the fuse switch.	<ul style="list-style-type: none"> • Improper electrical installation. # Please check that there is no power outage at your home # If your appliance is connected via an extension lead, plug it directly into a wall socket instead # Please make sure that the power cord is securely plugged into a functional power socket # Connect the other device to the same socket and check if the appliance is working # Test appliance on any other electric socket (other phase) # If the FID is still triggering, the problem is with the appliance # Turn on the FID and reconnect the appliance. # Run a program and if error repeats call authorized Service 	<ul style="list-style-type: none"> •Wiring harness damaged. •Heater. •Motor.
	Key on display, settings cannot be changed.	<ul style="list-style-type: none"> • Child lock is switched on • When the child lock is activated, the selection of other functions on display is not possible # To switch the function on/off, press the combination at the same time as described in the user manual 	
	The appliance does not dry the laundry, the laundry remains wet.	<ul style="list-style-type: none"> • Different kinds of laundry and thickness or too much load. • The laundry is not properly sorted by type and thickness. • The appliance is placed in an unsuitable space. # Proper machine maintenance according to the instructions (filter cleaning). # Press Extra dry button (1-3 times). 	<ul style="list-style-type: none"> • Air flow. • NTC sensor. 4-027-2536 • Heat pump. 4-027-2567
	It beeps, it doesn't start.	<ul style="list-style-type: none"> • The sound signal warns that the door is not closed. # Close the door and press Start button. If the machine does not start, close the door again and press the start key. # Check that there is no laundry or other foreign objects between the door and the appliance. # Make sure the gasket around the drum opening and the door is properly inserted. 	<ul style="list-style-type: none"> •Door latch . •Door pin. •The door.
	During drying, the door opens and the program stops.	<ul style="list-style-type: none"> • See technical information 4-023-2410 • The load on the door is too big (too much laundry in the drum). # Overfilling the machine with laundry can cause it to press against the door, opening it and stopping the cycle # Reduce the amount of laundry. # Check that there is no laundry or other foreign objects between the door and the appliance. # Door and duct gasket - Check the door gasket for damage or dirt and clean it if necessary # Restart the program. 	<ul style="list-style-type: none"> • Transport damage. • Door sealing. • Door latch . • The door.
	Long / excessive drying time.	<ul style="list-style-type: none"> • Drying times on heat pump appliances are longer than drying times on electric heaters. • Prolonging time. Not a fault, appliance is sensing the moisture in the laundry can adjust the drying time due to the circumstances listed below. • Different kinds of laundry and thickness or too much load. • The laundry is not properly sorted by type and thickness. • The appliance is placed in an unsuitable space. # Proper machine maintenance according to the instructions (filter cleaning). In case of appliance with heat pump, both filters must be cleaned. # Poorly spinned laundry takes longer to dry. 	<ul style="list-style-type: none"> • Repair regarding the information 4-023-2008

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	Extends running time, extends program.	<ul style="list-style-type: none"> • Not a fault, appliance is sensing the moisture in the laundry can adjust the drying time due to the circumstances listed below. • Different kinds of laundry and thickness or too much load. • The laundry is not properly sorted by type and thickness. • The appliance is placed in an unsuitable space. <p># Proper machine maintenance according to the instructions (filter cleaning). In case of appliance with heat pump, both filters must be cleaned. 4-023-2115</p> <p># Poorly spinned laundry takes longer to dry.</p> <p># Appropriate choice of program. In case of larger laundry, where knotting is possible, for example pants or shirts, the Bedding program must be used.</p>	
	Mechanical damage.	<ul style="list-style-type: none"> • Repair is carried out by authorized Service. 	
	Installation of the appliance		
	A part is missing	<ul style="list-style-type: none"> • Repair is carried out by authorized Service 	
	The door lock cover was damaged when the door opening direction was changed	see technical information 4-023-2504.	

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E0	E0 on display.	<ul style="list-style-type: none"> • Error of the processor. # Restart the machine.	<ul style="list-style-type: none"> •Power supply unit
E1.1	E1.1 on display.	<ul style="list-style-type: none"> • Open clamps/short circuit of the temperature sensor. NTC positioned on the air deflector # Run a program and if error repeats call authorized Service	<ul style="list-style-type: none"> •Connectors, connection to NTC sensor. •NTC sensor. NTC positioned on the air deflector
E1.2	E1.2 on display.	<ul style="list-style-type: none"> • Open clamps/short circuit of the temperature sensor. NTC on high-pressure hose # Run a program and if error repeats call authorized Service	<ul style="list-style-type: none"> •Connectors, connection to NTC sensor. •NTC sensor. NTC on high-pressure hose
E1.3	E1.3 NTC on high-pressure hose.	<ul style="list-style-type: none"> • Open clamps/short circuit of the temperature sensor. NTC3 is located on the steam generator # Run a program and if error repeats call authorized Service	<ul style="list-style-type: none"> •Connectors, connection to NTC sensor. •NTC sensor. NTC3 is located on the steam generator
E2	E2 on display.	<ul style="list-style-type: none"> • Communication between the control unit and the power supply unit. # Restart the program.	<ul style="list-style-type: none"> •Connection cable. •Power supply unit. •Control unit.
E3	E3 on display.	<ul style="list-style-type: none"> • Pumping error. An error occurs when the device detects the full container in five consecutive times, in which container was discharged. Drying is interrupted. Drying interrupted. 	<ul style="list-style-type: none"> • Hoses. • Float switch. • Pump.
E4	E4 on display.	<ul style="list-style-type: none"> • Clogged filter, blocked air flow (just for dryers with heat pumps). An error occurs if permitted temperature of heat pump is exceeded. # Clean the filter.	<ul style="list-style-type: none"> • Clean the filter. • Check the NTC.
E5	E5 on display.	<ul style="list-style-type: none"> • Clogged filter, blocked air flow. An error occurs if max. program time is exceeded (shown only in service menu). 	# Clean door filter. # Clean condenser filter. <ul style="list-style-type: none"> • Check the heater. • Check heat pump operation. 4-027-2567
E6	E6 on display.	<ul style="list-style-type: none"> • Motor control error. # Restart the program. # If error repeat, repair is carried out by authorized Servis.	<ul style="list-style-type: none"> •Wiring harness damaged. •Motor. •Power supply unit.
E7	E7 on display.	<ul style="list-style-type: none"> • Control unit error. Door control in defective condition. • Repair is carried out by authorized Service. # Turn off the appliance for a time period (approximately 5 minutes or longer) and turn it on again	<ul style="list-style-type: none"> •Door latch •Power supply unit
E8	E8 on display.	<ul style="list-style-type: none"> • Control unit error. • Button error. 	<ul style="list-style-type: none"> •Keys. •Control unit.
E9	E9 on display.	<ul style="list-style-type: none"> • Communication error between the control unit and the power supply unit (UI and PMCU). • Communication error between the control unit and the power supply unit (UI and PMCU). 	<ul style="list-style-type: none"> •SW versions at UI and PMCU. •Connection cable.
E11	E11 on display.	<ul style="list-style-type: none"> • Communication error between power supply and BLDC motor. # Disconnect the appliance from the power supply # Restart the program.	<ul style="list-style-type: none"> • Communication between power supply unit and BLDC motor. • Motor. • Power supply unit.
E14	E14 on display.	<ul style="list-style-type: none"> • The voltage range is not in the range (49/51 Hz - 59/61 Hz). • Voltage frequency. 	# The error is only visible in the service program.
E15	E15 on display.	<ul style="list-style-type: none"> • Incorrect main voltage. • The mains voltage is not in the range (180 - 255 V). • The error is only visible in the service program 	•Voltage level.
E16	E16 on display.	<ul style="list-style-type: none"> • Incorrect main voltage. • Low supply voltage between 180V and 200V. 	# The error is only visible in the service program.
E17	E17 on display.	<ul style="list-style-type: none"> • There is no communication between the UI and the WIFI module. 	<ul style="list-style-type: none"> • Poorly attached WIFI module. • The WIFI module is missing.

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E18	E18 on display.	<ul style="list-style-type: none"> • Steam generator overheating • Increased temperature on NTC3 • NTC3 is located on the steam generator # Restart the program. # If error repeat, repair is carried out by authorized Servis.	<ul style="list-style-type: none"> • Steam generator pump.
E48	E48 on display.	<ul style="list-style-type: none"> • There is no communication between the UI and the WIFI module. 	<ul style="list-style-type: none"> • Poorly attached WIFI module. • The WIFI module is missing.