



MOD : ML65-NP

Production code : 9998PELW65EDP-DDXXA

03/2025

LISTA ERRORI PROFESSIONAL PROFESSIONAL MACHINES LIST OF ERRORS



Prima di eseguire qualunque attività su componenti o su macchina, attenersi strettamente alle indicazioni di sicurezza previste dai manuali e alle normative internazionale, nazionali e locali vigenti.

Qualunque operazione deve essere eseguita con TUTTE le alimentazioni disconnesse ed in sicurezza ed utilizzando gli opportuni DPI! Eventuali attività, che prevedono l'accensione del controllo elettrico/elettronico della macchina, vanno eseguite con tutte le protezioni e carter di sicurezza correttamente montati e chiusi.



Before carrying out any activity on components or on the machine, strictly follow the safety instructions provided in the manuals and the international, national and local regulations in force.

Any operation must be carried out with ALL power supplies disconnected and safely and using the appropriate DPI! Any activities that require the electrical/electronic control of the machine to be switched on must be carried out with all safety guards and casings correctly fitted and closed.

SERVICE:

- RIFERIMENTO INCROCIATO: ...

Sommario / Summary: ...

Error	Problem	Cause or remedy	Process (service technician)
E0	E0 on display.	• Test program for motor calibration was not set. • Motor alternative is not set.	• Run test program and set the correct motor alternative.
E1	E1 on display.	• Open clamps/short circuit of the temperature sensor. • An error occurs if the connection between the control unit and	• Open clamps/short circuit of the temperature sensor. • Connectors, connection to NTC sensor. • NTC sensor.
E2	E2 on display.	• Open circuit of switch with door lock. • In the case of MDL door lock, an error occurs if the door switch # Close the door and press Start button. Close the door and p	• The door. • Door lock. • Control unit.
E3	E3 on display.	• Water level is not reached. [blink]4-027-2132[/blink] # To continue the program, it is necessary to press the Start button # Water tap. # Clean the filter on the inlet valve and inlet hose. # Check if more users using the water at the same time. # Check if appliance is leaking. # Restart the program. # Leakage on back side at the electrovalve. Repair regarding t	• Electro valve. • Check pressure, water flow.
E6	E6 on display.	• The water temperature is not reached. • Heater fault. • The error occurs if after finished heating step water temperature • An error occurs if the temperature rise is less than 5 ° C within # Check water heating (during washing cycle touch the door glass) # Check the adequacy of the drain height. # The drain hose must be secured and pinned to the pin on the	• Check the adequacy of the drain height. • Heater. • NTC sensor.
E7	E7 on display.	• Pumping error. Water level not falling under level 1. # Clean filter; [blink]843370-G501658_2[/blink] [blink]577592-G480231_21[/blink] # Check wall siphon, clean it. # Check the pump turbine, clean it.	• Outlet hose. • Tub - filter hose clogged. • Pump.
E10	E10 on display.	• No signal of the level sensor. • The error occurs at the start of water dosing for all programs - If the water temperature in the drum is higher than 60 ° C, follow	• Hoses. • Pressure sensor.
E11	Overflow. on display.	• Overflow. • An error occurs when the pressure switch or pressure sensor # Close the inlet valve.	• Valves. • Pressure switch. • Hydrostat cap.
E12	E12 on display.	• BLDC MOTOR fault. # Restart the program.	• It is necessary to enter the service menu where the error code • Motor. • Control unit.
E12.1	E12.1 on display.	• Excessive load of the motor or power module. • An error occurs if a short circuit is detected during the test pr	• Check drum rotation. • Supply cord and connector. • Relevance of build in components, motor alternative need to • Motor. • Power motor control unit.
E12.2	E12.2on display.	• Fault of temperature sensor of power motor control unit. • An error occurs if the temperature sensor is not working prop	• Relevance of build in components, motor alternative need to • Run test program. • Power motor control unit. • Motor. [blink]4-027-2131[/blink]
E12.3	E12.3 on display.	• Relay of motor supply unit error. • The relay does not work or there is no connection to the netw #Run a program and if error repeats call authorized Service.	• Supply cord and connector. • Power motor control unit. • Motor. [blink]4-027-2131[/blink]
E12.4	E12.4 on display.	• At automatic self test fault detected on integrated elements (	• Motor. • Control unit.
E12.5	E12.5 on display.	• Blocked motor rotor.	• Relevance of build in components, motor alternative need to • Run test program. • Power motor control unit. • Motor. [blink]4-027-2131[/blink]

Error	Problem	Cause or remedy	Process (service technician)
E12.6	E12.6 on display.	• The excess temperature of the cooling unit of the motor power • The error is only visible in the service program.	• The error is informative (cause: ball laundry, unsuitable load..) • Customer education without changing components. • Relevance of build in components, motor alternative need to • Composition of the washing group (sealing, bearing assembly)
E12.8	E12.8 on display.	• Communication time / communication error. • Power unit communication error. #Run a program and if error repeats call authorized Service.	•Supply cord and connector. • Relevance of build in components, motor alternative need to •Supply cord and connector. •Power motor control unit.
E12.9	E12.9 on display.	• Triac for door lock. • An error occurs if a fault is detected on triac on the power supply #Run a program and if error repeats call authorized Service.	•Supply cord and connector. • Relevance of build in components, motor alternative need to •Power motor control unit.
E12.10	E12.10 on display.	• Spin speed error. Speed rotation fault. Motor doesn't stop or	•Motor. [blink]4-027-2131[/blink] •Control unit.
E12.11	E12.11 on display.	• Overrun power of motor.	•Motor. •Control unit.
E13.1	E13.1 on display.	• A motor calibration error (unbalance) - deviation from the allowed	• Control the drum swinging. •Belt. •Motor. •Place between drum and drum sealing. •Bearings. • Conformity of the built-in motor and programmed control unit.
E13.2	E13.2 on display.	• Motor calibration error (Inertia) - deviation from the allowed	• Check drum rotation. •Bearings. •Motor. • Motor alternative is not set. • Conformity of the built-in motor and programmed control unit. • If the customer has no problems with the operation, the error
E40	E40 on display.	• 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.
E41	E41 on display.	• The voltage range is not in the range (49/51 Hz - 59/61 Hz).	•Voltage frequency.
E42	E42 on display.	• Washing time exceeded. • Washing time longer than prescribed (more than 2 hours). # Incorrect drum load. # Cold water. # Low voltage.	• Drum load. •Water temperature. •voltage. • Check the appliance.
E36	E36 on display.	• Communication errors between the control unit (UI) and the power # Restart the program.	•Communication. •Power supply unit. •Control unit.
E37	E37 on display.	• The SW of user interface is not compatible with the SW of power	•SW versions at UI and PMCU. •Connection cable.
E2	Unable to lock door. ZA0032 ZB1068. on display	# Close the door and press Start button. ZB1007. # ZB0717. If	
Unbalance	Unbalance on display	• No fault. Unbalance warning. • Excessive eccentric laundry, activation of the UKS system (stop) # Installation of the appliance. # Increase the amount of laundry. # We recommended washing large and small pieces of laundry	
	Self-cleaning program. on display.	# Self cleaning program must be run.	
	Preparing to unlock door. on display.	# Press info. • Water draining is required. Wait for the door to unlock. • Wait for the process to complete. If there is no error message	
	Water draining system warning on display.	# Clean filter. # Check wall siphon, clean it. # Check the pump turbine, clean it.	

Error	Problem	Cause or remedy	Process (service technician)
E43	E43 on display.	• Incorrect main voltage. • Low supply voltage between 180V and 200V. • The error is only visible in the service program.	
E44	E44 on display.	• The error is only visible in the service program. • Power supply voltage too high. • Supply voltage above 420V # Check the voltage level.	•Voltage level.
E45	E45 on display.	• Communication error between power supply unit and EADBS # Restart the program.	• Communication between power supply and EADBS. • EADBS. • Power supply unit.
E47	E47 on display.		• HEIDI number not requested from external unit. • Error appears only in the test program. • Conformity of the built-in motor and programed control unit.
E38	E38 on display.	• Error appears only in the test program.	• 3D sensor.
E39	E39 on display.	• Communication error between PMCU and 3D sensor. • Repair is carried out by authorized Servis.	• Communication between PMCU and 3D sensor