Whirlpool EMEA

Arcadia and Windy Fault Codes (Simple)

FAULT	CAUSE	SERVICE ACTIONS
F01	**Main PCB, Triac on board damaged or components Feedback fault**	- Check for water leaks that may affect connectors J009 (Commutator) or **J009** (Three-phase) causing the relative contacts to short; - Check the motor terminal board (any problems due to aggression caused by manufacturing chemical residues that may cause short circuits); - Check the connection on the wash heating element; - Check effi ciency of connector **J001** (Commutator) or **J010** (Three-phase) on the PCB; - Check continuity of the wash heating element (1700 watt - 230 volt) which must be 30 Ohm +/- 10%. Otherwise, renew heating element; - Check for water leaks that may affect connectors **J006** (Commutator) or **J007** (Three-phase) causing the relative contacts to short; - Check the terminal board (any problems due to aggression caused by manufacturing chemical residues that may cause short circuits); - Check wiring of connectors **J006** (Commutator) or **J007** (Three-phase)/Pressure switch; - Disconnect appliance for 2 minutes. Check wiring and connectors of the dryer heating element on main PCB board side and component side; - Check that correct operation has been restored by starting the Autotest routine; - Renew main PCB.
F02	**Motor tripped, motor tachogenerator open circuit / or short circuit**	- Check for water leaks that may affect connector **J9** causing the contacts to short circuit; - Check to ensure motor is not mechanically jammed or seized; - Check efficiency of the contacts on connector **J9** on the PCB; - Check the motor side connector; - Check motor winding and check that the impedance value on wiring connector **J9** between pins **3** and **4**, **4** and **5**, **3** and **5** is less than 100 Ohm; - Check the tachogenerator winding and check that the impedance value on wiring connector **J9** between pins **1** and **2** is between 115 and 170 Ohm; - Check the tachogenerator wiring; - Disconnect appliance for 2 minutes. Check that correct operation has been restored by starting the Autotest routine; - Renew motor; - Renew PCB.
F03	**NTC wash sensor open / short circuit**	- Check efficiency of contacts on connector **J005** (commutator) or **J12** (three-phase) on PCB; - Check NTC ensuring that the impedance value at ambient temperature (20°C) on wiring connector **J005** (commutator) or **J12** (three-phase), pins **1** and **2**, is approximately 20 KOhm; - If measurement is incorrect check continuity of wiring **J005** (commutator) or **J12** (three-phase), pins **1** and **2**/NTC; - Check the same parameter directly on the NTC (20 KOhm); - Renew NTC; - Renew PCB.

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F05	**Pressure switch empty condition not reached (valid for linear and status pressure switch) or drain pump jammed (valid for linear and status pressure switch)**	- If status type pressure switch, check component directly; - Check efficiency of connector contacts on PCB; - Check pressure switch wiring; - Check continuity of pump on connector pins **4** and **5** (in case of classic door lock), ensuring that impedance value is 170 Ω +/- 10%; - Check the wiring of pins **4** and **5**(/pump; - Check pump filter, drain hose and wall drain outlet; Reset the appliance with the OFF button, also after Fault resetting with plug. Check the appliance pressure switches reaches full without Faults at the next cycle; - Replace the drain pump; - Replace the linear pressure switch; - Replace the main PCB.
F06	**Door lock fails to close/open, door lock PTC triac open/closed, mains frequency signal fault, mains power signal fault**	- Check for water leaks that may affect connectors **J004** (collector) or **J11** (three-phase) causing the relative contacts to short; - Check the door lock terminal board (possible problems due to aggression caused by manufacturing chemical residues that may cause short circuits); - Check **J004**/door lock wiring; - Replace door lock; - Replace PCB.
F07	**Wash heating element relay open/diverter relay sticking on drain pump side**	- Check efficiency of contacts on connector **J001**(commutator) or **J10** (three-phase) on PCB; - Check continuity of wash heating element on connectors **J001**(Commutator) or **J10** (Three-phase), pins **3** and **4**. The 1700W 230V heating element impedance value is 30 Ohm +/- 10%. If value is different renew wash heating element; - Renew PCB.
F08	**Wash heating element relay earth leakage/wash heating element relay contacts sticking**	- Check efficiencyofcontactsonconnector **J001**(commutator) or **J10** (three-phase) on PCB; - Check electrical leakage between the two ends and ground; - Renew heating element; - Renew PCB.
F09	**Setting File error detected by Main PCB or Display PCB**	- Disconnect appliance for 2 minutes. Check that correct operation has been restored by starting the Autotest routine; - Reprogram Main PCB; - Renew main PCB; - Renew display PCB.
F11	**Pump not wired or pump driving triac short circuit**	- Check efficiency of contacts on connector **J004** (commutator) or **J11** (three-phase) on PCB; - Check continuity on connector **J004** (commutator) or **J11** (three-phase), pins **4** and **5** (in the case of classic door lock); - Check continuity of pump, ensuring that impedance value is 170 Ohm +/- 10%; - Check wiring of connector **J004** (commutator) or **J11** (three-phase)/pump; - Renew pump; - Renew PCB.
F12	**Communication error between Main PCB and Display PCB**	- Check efficiency of contacts on connector **J010** (Commutator) or **J16** (Three-phase) on main PCB; - Check efficiency of contacts on Display PCB; - Check continuity of **J010** (Commutator) or **J16** (Three-phase)/Display PCB wiring; - Disconnect appliance, wait for 2 minutes and reconnect to power supply, then start autotest routine; **If problem persists proceed as follows:** - Renew main PCB; - Renew display PCB.

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F13	**NTC dryer sensor open / short-circuiting. Fan Motor jammed. Condenser or blower clogged**	- Check the condenser filter is not clogged; - Check there is no fluff in the blower fan; **If the components are clean or the problem persists despite cleaning, then:** - Check the efficiency of the connector contacts of the NTC on the main PCB; - Check the impedance value of the NTC on the relevant connector (next to Main PCB) between pin **1** and pin **2**. The impedance value at ambient temperature (20°C) must be approximately 20kΩ; - If measurement is incorrect, check NTC wiring; - Check the same parameter (20kΩ) directly on the NTC. - Replace the NTC; - Replace the main PCB.
F15	**Triac+dryer heating element short-circuit / dryer heating element leakage on thermofuse side / dryer heating element interrupted / diverter relay sticking on wash heating element side / dryer heating element pin feedback in short-circuit with Vdc / Pump not wired / short-circuit of triac driving pump / diverter relay sticking on wash heating element side / drain pump pin feedback in short-circuit with Vdc / Prewash solenoid valve not wired.**	- Check efficiency of relative contacts on the connector on PCB side; - Check the connector of the dryer heating element (1500W / 230V), ensuring between pins **1** and **2** that the impedance value is approximately 36 Ω; - Check leakage between the two ends and ground, impedance should be at least 2 MΩ; - Check efficiency of Drain Pump contacts on PCB; - Check continuity of Drain Pump on connector (pins **4** and **5** in case of classic door lock), ensuring that impedance value is 170 Ω +/- 10%; - Check the drain pump wiring; - Check the Solenoid Valve connectors and wiring; - Replace the drain pump; - Replace the dryer heating element; - Replace the damaged solenoid valve; - Replace the main PCB.
F16	**Drum locking (top-loading only)**	- Check for 220 V power at the lock; - Check the connectors; - Check continuity of wiring; - Replace PCB.
F18	**No UART communication between DSP and Main**	- Disconnect appliance for 2 minutes. Check that correct operation has been restored by starting the Autotest routine; - If fault reappears renew main PCB.
F19	**Fan motor not wired / Fan motor driving triac short circuit or Switch relay contacts sticking / Fan motor pin feedback in shot circuit with Vcc**	- Check efficiency of connector and wiring continuity on the blower fan; - Check efficiency of connector and wiring continuity on the heating element of the blower; - Check fan motor is not in short circuit or open circuit; - Check fan motor turns freely (it is not blocked partially); - Replace the main PCB.

Note: Faults F04 and F10 are not present