

# Technical Bulletin

TB002799

Platform: **Main board DEA700, DEA701 for VSM**

Plant: RADOMSKO

S/N Range: **Main board DEA700, DEA701 for VSM**

Profile: Blue

Issue Date: 14/04/2021

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Version: 1

## F15 error code - the root cause proper recognition and solving procedure

### Problem

The appliance shows a F15 fault.

### Products Affected

Platforms where DEA700, DEA701 main board applied for variable speed motor (BLAC,BLDC)

### Scope of this Technical Bulletin

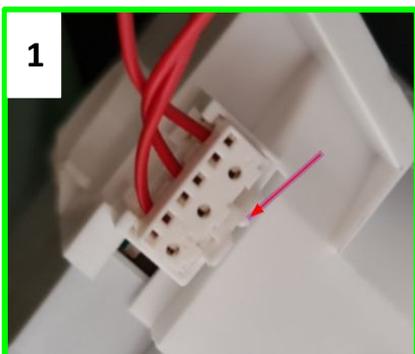
This bulletin is aimed at **to avoid an unjustified "ACU" exchange** while drain and wash pumps may be damaged/work improperly indeed.

### Action

- 1) Disconnect an appliance by the power cord disconnection from the socket.
- 2) Check the sump whether clogged (extraneous objects, rests of food...) and drain hose whether kinked clean the sump and correct the hose position if needed.
- 3) Disconnect the a drain pump from the sump socket and check the rotor and impeller (a missing wing, a blocked rotor - to try to rotate by hand)



- 4) Check the connector connection to the **drain pump (photo 1) & wash pump (photo 2)** whether the connector is fastened entirely inside the socket (according to the photo below). Push the connector to the end of the socket. If after pushing you hear distinctive "click" it means that the connector was not fastened properly.



- 5) Start the ~~Rapid cycle~~ to check how the appliance works, if after this activity an issue doesn't appear again, problem is solved.
- 6) If problem is not solved exchange the wash pump

**!** Ensure that the appliance is disconnected from the MAINS SUPPLY before carrying out any work, other than when undertaking specific observation checks.