Testprogram

Service Test Program: Etna & Havana	W10758662	Rev.: A / EN 780072 04.12.14

IMPORTANT: Electrostatic Discharge (ESD) Sensitive Electronics

ESD problems are present everywhere. ESD may damage or weaken the electronic control assembly. The new control assembly may appear to work well after repair is finished, but failure may occur at a later date due to ESD stress.

- Use an anti-static wrist strap. Connect wrist strap to unpainted metal in the appliance or water tap – OR – Touch your finger repeatedly to unpainted metal in the appliance or water tap.
- Before removing the part from its package, touch the anti-static bag to unpainted metal in the appliance or water tap.
- Avoid touching electronic parts or terminal contacts; handle electronic control assembly by edges only.
- When repackaging failed electronic control assembly in anti-static bag, observe above instructions.

Starting Whirlpool Service Test Program for Etna and Havana:

Attention: Use test program only without laundry!

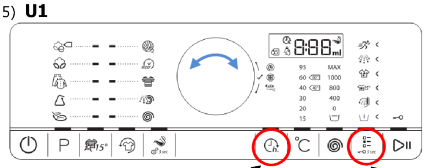
1) Appliance must be in stand-by: The appliance is plugged to the power supply, the User Interface is dark and the Control Unit is in deep sleep mode.

2) Close the door.

3) Press the Power button to switch the appliance on. In the first 60 seconds after switch on, before doing any other operation on the User Interface:

4) Press button A and button B four times consecutively at the same time within 5 seconds (NOTE: It is recommended to first press and hold button B and then press four times button A)

5) **U1**



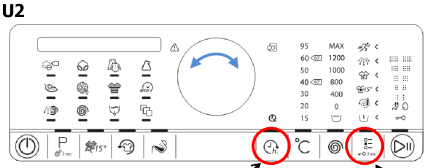
NOTE:
For all User Interfaces:
Always these 2 buttons are used (A and B), independent which functions they have.

Hold **B** while pressing 4 times **A** within 5 sec

Display will show "CS" ("Check Service" = Service Test Program) or "CF" ("Check Factory" = Factory Test Program)

If "CF" ("Check Factory") is shown, turn the rotary encoder change to "CS" ("Check Service").

U2

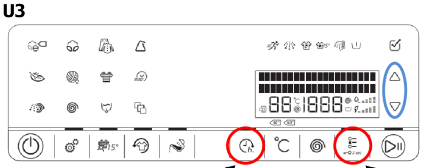


Hold **B** while pressing 4 times **A** within 5 sec

Display will show "Service Test" or "Factory Test"

If "Factory Test is shown, turn the rotary encoder to change to "Service Test"

U3



Hold **B** while pressing 4 times **A** within 5 sec

Display will show "Service Test" or "Factory Test"

If Factory Test is shown, use the "up" / "down" buttons to change to "Service Test".

6) Press Start button within 5 sec. to run the Service Test program.

7) The last failure code is shown on the display. Press the Start button to advance. (If no failure code is stored, "F - -" is shown)
The 2nd to last failure code is shown on the display. Press the Start button to advance. (If no failure code is stored, "F - -" is shown)
The 3rd to last failure code is shown on the display. Press the Start button to start the Test Program. (If no failure code is stored, "F - -" is shown)

NOTE: If during step 4) for either of the buttons A or B the option / function gets activated (instead of doing the test program entry sequence), switch the appliance off to reset the option, respectively reset the keylock by holding the keylock button again until key symbol switches off.

NOTE: If one of the timeouts has elapsed without completing the entry sequence, switch the appliance off (the appliance returns to stand-by mode). Then re-start described procedure.

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NOTE: When the appliance is in failure mode: Press Power button for at least 3 seconds to reset the appliance. At the end of the reset procedure the appliance goes by itself to stand-by mode.
NOTE: Don't select the factory test program ("CF"), because some checks require the factory environment (e.g. WiFi connection to the factory router).
NOTE: To exit test program before it ended by itself: turn the knob (or press "start" if you are already in C4). Wait until the door is unlocked, before switching off the appliance.

Step	Icon		Description of the Program Flow	Checks performed
C0	U1	U2 / U3	The door is locked. The CUC is performing the SelfTest.	CUC detects • F02, F05, F07, F08, F13, F20, F21, F24, F26, F27, F29, F36, F60
C1	U1	U2 / U3	Fill 6 seconds hot valve (only if hot fill appliance) Fill 6 seconds in prewash (PW) Fill 6 seconds in mainwash (MW) Fill 16 seconds in PW + MW (Softener) Fill by PW + MW to LevelWash Motor movement	Technician: • Check the valve activation • Check the dispensing into the dispenser • Check the pressure switch (if available) CUC detects: F01, F36, F06, F07, F10
C2	U1	U2 / U3	The Heating Element is switched ON. Motor is idle. Display shows measured temperature, e.g. "20C" = 20°C	Technician: • Check heating element activation • Check that temperature measurement is correct (cold water) NOTE: The heating time is very short, no temperature increase visible. CUC detects: F06, F07, F27
C3	U1	U2 / U3	The recirculation pump is switched ON for 10s (if available). The DrainPump is switched ON until the LevelWash = OFF + 8" Motor is reversing.	Technician: • Check recirculation pump activation (if available) • Check drain pump activation • Check pressure switch operation (if available) • Check if the Motor is reversing CUC detects: F03, F06, F07, F15, F26, F27
C4	U1	U2 / U3	The unbalance and load amount is measured. The display shows the amount of measured unbalance in kg. Example: "0:03" = 0.03kg = 30gr of unbalance. The motor is driven to maximum speed. Drain pump is ON.	Technician: • Check, if the motor is running at max. speed • Check, what unbalance is displayed • Check drain pump activation CUC detects: • F06, F07, F28, F34
C5	U1	U2 / U3	Motor is switched OFF (braking). Door is unlocked. Washer Machine is OFF.	Technician: • Check, if the door is unlocked • Check, if appliance is switched off CUC detects: • F13, F29 (FdL)

During test program all the LEDs of UI are switched on, except the Display (it shows the test program sequence) and "door open/Door unlocked"- LED.

Rapid advance (Recommendation is to **not** skip steps of the test program):
There are limited possibilities to skip steps. Only C2 (heating) and C4 (spinning) can be skipped. To skip them: press start