V-ZUG AG

Industriestrasse 66, Postfach 59, 6301 Zug
Telefon 041 767 67 67, Fax 041 767 62 60
vzug@vzug.ch, www.vzug.ch

Summary table
Error massage with error code ATxxWP 959/958

W5.23456D-2

created   04.05.2011 BEU
modified ..
checked   04.05.2011 BEU   1 / 6

1   Error messages with error code (see W5.2340 for associated circuit diagram)

Error code	Diagnosis of error (E no.) (Through microcontroller)	Possible cause (Incomplete list. Any additions should be reported to the compiler.)
F0	E52: Model conflict	1 Installed wrong processor or control unit type and control unit software is old
F1	Temperature measurement of capillaries (above cooling fan) E27: Resistance too high E28: Resistance too low E29: Impermissible voltage rise	1 Short circuit, break, loose contact in temperature sensor (above cooling fan) 2 Wiring fault (plug and socket connection, break, short circuit, loose contact, etc.) 3 Faulty processor, possibly caused by moisture or defective components
F2	Temperature measurement of evaporator (above compressor) E35: Resistance too high E36: Resistance too low E37: Impermissible voltage rise E38: Model conflict	1 Short circuit, break, loose contact in temperature sensor (above compressor) 2 Wiring fault (plug and socket connection, break, short circuit, loose contact, etc.) 3 Faulty processor, possibly caused by moisture or defective components 4 **E38**: Mismatch between control unit and appliance type
F4	E13: Checksum incorrect	1 Internal communication error, faulty processor
F5	Back-up error E9: Loaded wrong process E10: Checksum incorrect E11: Reading error E12: Writing error E13: Flash data checksum incorrect	1 Process data error 2 Electromagnetic disturbance 3 Faulty processor (quartz, EEPROM, etc.)
F6	E57: Flash data checksum for control unit incorrect	1 Electromagnetic disturbance 2 Faulty control unit (quartz, uPD, etc.)
F7	E5: Process time too long	1 Process circuit leaking 2 Faulty process air fan blades 3 Tension spring in drum motor is disengaged 4 Drum not rotating or rotating too slowly 5 Very wet and heavy load 6 Cleaning cover open or untight 7 Compressor not running 8 Cold circuit leaking 9 Faulty wiring 10 Faulty processor (relay, relay control, etc.)
F8	E26: Temperature of capillaries too high	1 Faulty temperature sensor (above cooling fan) 2 Faulty wiring 3 Faulty processor (relay, relay control, etc.)
F10	E34: Initial evaporator temperature too high	1 Faulty temperature sensor (above compressor) 2 Faulty cooling fan 3 Compressor not switching off 4 Faulty wiring 5 Faulty processor (relay, relay control, etc.)
F11	E20: Temperature of capillaries too high despite compressor being switched off	1 Compressor relay stuck 2 Faulty temperature sensor (above cooling fan) 3 Faulty cooling fan 4 Faulty wiring 5 Faulty processor
F12	E21: Button blocked	1 Ambient humidity too high 2 Faulty drum seal 3 Button blocked 4 Faulty button 5 Contact with chrome panel 6 Faulty wiring 7 Faulty processor

V-ZUG AG
Industriestrasse 66, Postfach 59, 6301 Zug
Telefon 041 767 67 67, Fax 041 767 62 60
vzug@vzug.ch, www.vzug.ch

Summary table
Error massage with error code ATxxWP 959/958

W5.23456D-2

created   04.05.2011 BEU
modified   ..
checked   04.05.2011 BEU   2 / 6

Error code	Diagnosis of error (E no.) (Through microcontroller)	Possible cause (Incomplete list. Any additions should be reported to the compiler.)
F13	E49: Communication control unit / processor connection interrupted E50: Incompatible software	1 **E50:** Software for processor / control unit not compatible 2 Faulty wiring 3 Electronics defective (control unit and/or processor)
F13	E52: Model conflict	1 Installed wrong processor or control unit type
F14	E53: Software and hardware are not compatible	1 Wrong software in control unit 2 Faulty control unit
U1	E42: Mains voltage too high	1 Faulty connection 2 House wiring system faulty 3 W5.2379 software version lower than index 2 4 Mains supply problem 5 Faulty processor
A0	E1: Condensate drain fault	1 Condensate drain blocked or hose kinked 2 Drain height >120 cm 3 Faulty condensate pump 4 Water on pump cover 5 Backflow of water through double drain trap 6 Excessive underpressure in pump sump 7 Faulty processor 8 Moisture on processor 9 Faulty wiring
A3	E18: Short circuit in moisture sensor	1 Moisture sensor short-circuited by object (e.g. chewing gum, piece of metal, damp fluff, etc.) 2 Drum not rotating and wet wash item covering sensor 3 Faulty wiring 4 Moisture sensor short circuited by fluff 5 Tension spring in drum motor is disengaged 6 Drum drive motor defective 7 Motor condenser for drum motor faulty 8 Faulty wiring
A9	Operating temperature too high E2: Compressor switching on and off too frequently, process aborted E3: Temperature differential too great, error message at end of process E6: Drying phase too long, error message at end of process E7: Compressor switching on and off several times, error message at end of process E8: Process time display freezes frequently E16: Many cycles without A9	1 Base filter blocked 2 Door filter blocked 3 Air ducts blocked 4 **E8, E6**: Very wet and heavy load 5 Safety guard for cooling fan blocked 6 High ambient temperature 7 Air flow volume of cooling fan too low 8 Evaporator, condenser blocked (filters untight) 9 Auxiliary heat exchanger blocked 10 Temperature sensor of capillaries or evaporator defective 11 Compressor switching on and off too frequently 12 Faulty process air fan - not turning 13 Motor condenser for process air fan faulty 14 Faulty processor 15 **E16**: After a certain number of cycles, the customer is requested to clean the fluff filters (applies to TL-WP only)
-	E14: Watchdog reset processor	1 Electromagnetic disturbance 2 Exception state of software 3 Faulty processor
-	E25: Temperature of capillaries too low	1 Compressor not running 2 Refrigerant missing 3 Temperature sensor above cooling fan is faulty 4 Faulty wiring 5 Faulty processor (relay, relay control, etc.)

V-ZUG AG

Industriestrasse 66, Postfach 59, 6301 Zug
Telefon 041 767 67 67, Fax 041 767 62 60
vzug@vzug.ch, www.vzug.ch

Summary table

Error massage with error code ATxxWP 959/958

W5.23456D-2

created	04.05.2011 BEU
modified	..
checked	04.05.2011 BEU

3 / 6

Error code	Diagnosis of error (E no.) (Through microcontroller)	Possible cause (Incomplete list. Any additions should be reported to the compiler.)
-	E33: Evaporator temperature too low	1 Compressor not running 2 Refrigerant missing 3 Faulty temperature sensor (above compressor) 4 Faulty wiring 5 Faulty processor (relay, relay control, etc.)
-	E41: Mains voltage too low	1 Faulty wiring 2 Mains supply problem 3 Faulty processor
-	E43: Over voltage after operating time of 10 seconds	1 Excess moisture on processor 2 House wiring system faulty 3 Mains supply problem
-	E51: Short interruption control unit / processor	1 Faulty wiring 2 Software error 3 Water on the electronics 4 Faulty processor or control unit
-	Controller error on control unit E58: Watchdog reset E59: Operating system timeout exceeded E60: Stack overflow E61: Critical software error E63: Reset during stand-by E64: Oscillator initialization error	1 Software error 2 Hardware error 3 Electromagnetic disturbance 4 Faulty control unit (quartz, uPD, etc.)

2   Instruction messages (H message)

Error code	Display text	Possible cause (Incomplete list. Any additions should be reported to the compiler.)
H1	Insert the door filter Close the appliance door	1 Door not closed properly 2 Fluff filter missing or incorrectly installed 3 Faulty reed contact 4 Reed contact not in anchoring 5 Magnet too weak 6 Faulty wiring
H2	Insert base cassette with filter in base	1 Base cassette with filter in base missing or incorrectly installed 2 Base filter holder defective 3 Faulty reed contact 4 Reed contact not in anchoring 5 Magnet too weak 6 Faulty wiring
H3	No favourites defined (applies to TSL-WP only)	1 Favourites were not or incorrectly saved
H4	Childproof lock	1 Childproof lock is activated but appliance was not operated using two buttons (e.g. programme selection button together with end of programme button)

3   Instruction

Statement	Possible cause (Incomplete list. Any additions should be reported to the compiler.)
Cooling fan keeps running after program end to 30 minutes on level 1.	1 No error. It guarantees that the tumble dryer is sufficient cooled.

V-ZUG AG
Industriestrasse 66, Postfach 59, 6301 Zug
Telefon 041 767 67 67, Fax 041 767 62 60
vzug@vzug.ch, www.vzug.ch

Summary table
Error massage with error code ATxxWP 959/958

W5.23456D-2

created   04.05.2011 BEU
modified   ..
checked   04.05.2011 BEU   4 / 6

4   Errors that cannot be detected electronically

Error	Possible cause (Incomplete list. Any additions should be reported to the compiler.)
Poor drying results (washing still wet or too dry)	1 Moisture sensor faulty, interruption 2 Too much fluff under the moisture sensor 3 Room too small or coating formed on drum ➔ Reset degree of dryness: see operating instructions or via ZUG diagnostics 4 Drum not rotating 5 Load too heterogeneous 6 Power failure 7 Programme aborted due to error message 8 Demo mode switched on
Washing heavily tangled	1 Faulty processor; direction of rotation: relay contact welded 2 Spin speed too low
RCD or mains fuse tripped	1 Short circuit or earth fault in actuator (compressor) or wiring 2 Condensate in bottom of heating element cover 3 Faulty processor
Duration remaining frozen	1 See «F7»
Damp room	1 Room too small 2 Process circuit leaking 3 Room too cold
Water leak	1 Drain connection not fitted correctly 2 Base untight 3 Faulty door seal 4 Hose untight 5 Cleaning cover untight 6 Level monitoring defective 7 Water leaking from another appliance 8 See «A0»
Noise, sounds, vibrating	1 Faulty drive unit and belt 2 Drum seal whistling 3 Drum bearing whistling 4 Sump pump causing disturbing noises 5 Fan touching housing 6 Loose parts rattling 7 Washing making noise 8 Front untight 9 Compressor vibrating excessively
Drum rotating non-stop (even when appliance door is open)	1 Faulty reed sensor 2 Faulty wiring 3 Faulty processor
Display appears but appliance does not react / dry (no error message)	1 Undervoltage exists (under 176 V) 2 Faulty processor or control unit 3 Faulty wiring

5   Notes to the overview table

The following error codes are possible:

– **Fxx**: Error message with error number indicating that the appliance needs to be serviced.

– **Uxx:** Error message with error number indicating a mains connection error that requires an electrician.

– **Axx:** Error message with error number indicating a fault (due to an unfavourable operating state) that the customer can normally put right themselves.

– **Hxx:** Instruction message with instruction number indicating that the customer is required to take some measure. In the case of plain text displays, an instruction appears without «Hxx».

– **Exx:** Error code gives precise error description. Shown where the display allows. Retrievable via the ZUG eye. Increase the corresponding error count and, if leads to an error message, are added to the history list.

V-ZUG AG

Industriestrasse 66, Postfach 59, 6301 Zug
Telefon 041 767 67 67, Fax 041 767 62 60
vzug@vzug.ch, www.vzug.ch

Summary table

Error massage with error code ATxxWP 959/958

W5.23456D-2

created   04.05.2011 BEU
modified   ..
checked   04.05.2011 BEU   5 / 6

Errors without an error message number but with an Exx number are added to the error history list and are not visible to the user.

6   Turning the demo mode on or off

To turn the demo mode on or off, the appliance door must be open and a model-specific combination of buttons must be depressed for 10 seconds (time hurdle).
– For the **TSL** model: **"Easy care"** + **"Ultra care"** + **"End of programme"**
– For the **TL** model: **"Easy care"** + **"Delayed start"** + **"End of programme"**
The time hurdle does not apply if the demo mode is already switched on.

After activating the demo mode, the current status appears in the display:
– Demo mode switched off:
  TSL model - 1st line: "Demo mode"
  TSL model - 2nd line: "OFF"
  TL model: "Den0"

– Demo mode switched on:
  TSL model - 1st line: "Demo mode"
  TSL model - 2nd line: " ON"
  TL model: "Den1"

Press the **"End of programme"** button once or more to now switch the demo mode on or off again. When the buttons are released, the status display goes out.

7   Diagnosis mode

To turn the diagnosis mode on or off, the appliance door must be closed and a model-specific combination of buttons must be pressed for 10 seconds (time hurdle).
– For the **TSL** model: **"Favourites"** + **"Delayed start"** + **"End of programme"**
– For the **TL** model: **"Fabric type"** + **"Delayed start"** + **"End of programme"**
Diagnosis mode display immediately after being switched on:

State	TL model	TSL model
Loading diagnosis data	**diAG** Display flashes	**Diagnostics** **Please wait...**
Diagnosis mode ready	**diAG**	**Diagnostics**

For the TSL model, in the diagnosis mode all display texts appear in the language set.

The diagnosis mode runs as follows:

On pressing the button...	TL model	TSL model
… **«End of programme»** → Error history	**H.St**	**Error history**
… TL: **«Step button»** … TSL: **«Extra dry»**	History empty **H- - -**	History empty **Error history** **Error history is empty.**
Or … TL: **«Step button»** … TSL: **«Extra dry»**	Latest error **H.1** ↔ **E 9** : Earliest error **H.10** ↔ **E 13**	Latest error **Error history** **1) E9 / F5** 534h25 : Earliest error **Error history** **10) E13 / F4** 123h25
… **«End of programme»** → Error counter	**ECnt**	**Error counters**
… TL: **«Step button»** … TSL: **«Extra dry»**	All counters 0 **E- - -**	All counters 0 **Error counters** **All error counters are at zero**
or … TL: **«Step button»** … TSL: **«Extra dry»**	1st error count **E 1** ↔ **12** : 15th error count **E 57** ↔	1st error count **Error counters** **1) E1 / A0** 12 :

V-ZUG AG
Industriestrasse 66, Postfach 59, 6301 Zug
Telefon 041 767 67 67, Fax 041 767 62 60
vzug@vzug.ch, www.vzug.ch

Summary table
Error massage with error code ATxxWP 959/958

W5.23456D-2

created   04.05.2011 BEU
modified   ..
checked   04.05.2011 BEU   6 / 6

On pressing the button...	TL model	TSL model
		15th error count **Error counters** **15) E57 / F4** **3**
… «End of programme» → Clear history / counter?	`CLr0` Do not clear	**Clear history / counters?**
… TL: «Step button» **… TSL: «Extra dry»**	`CLr1` Clear	**Clear history / counters** **YES** **NO** **?**
… TL: «End of programme» **... TSL: «Iron dry»** → Clear history / counter	`CLr_` «_» Flashes	**Data is being deleted...**
As soon as data cleared or if clearing not required → Show diverse counters	`Cnt`	**Miscellaneous counters**

… TL: «Step button»
… TSL: «Extra dry»
:
:
:
	Reset counter:
	`Cnt1` ↔ `182`
	Operation time counter:
	`Cnt2` ↔ `882`
	Compressor activation counter:
	`Cnt3` ↔ `287`
	Batch counter total:
	`Cnt4` ↔ `1244`
	Count values above 10,000 are shown as «9999».
		Reset counter **182**
		Operation time counter **882**
		Compressor activation counter **287**
		Batch counter total **1244**
		The maximum count value is 65,535.

… «End of programme» → TL: Diagnosis mode off → TSL: Show versions	**Exit diagnosis mode**	**Version numbers**
… TSL: «Extra dry» : : : : : :	–	Controller software **Controller software** **W5.23790** Interface software **Interface software** **W5.2369-0** Process version **Process version** **W5.2343-0** Hardware version **Hardware version** **W5.2370-0**
… «End of programme» → TSL: Diagnosis mode off	**–**	**Exit diagnosis mode**

For the TL model, press the end of programme button when the diverse counters text is displayed to exit the diagnosis mode. For the TSL model, press the end of programme button when the versions text is displayed to exit the diagnosis mode. The diagnosis mode is exited automatically if no button is pressed within 120 seconds.