

TECHNICAL NOTE N. 00267/LB – 18/10/2019

SUBJECT: “RAPIDO” - ACTIVATION OF TEST ROUTINE PROCEDURE

The following test routine procedure is valid for both washing machines and washer dryers from the Candy Rapido range which will be available to the market from May 2019

1) Preliminary activation fase

Plug the machine using “the self-diagnostic shuko patch cord extension P/N: 91941051 (See Picture 1). Connect the patch cord extension to the power supply.

By the cables with connector supplied with the patch cord extension (See Picture 1 - Ref “A”), connect to the Amperometric bushings (Ref. ”B”) a multimeter set to Ammeter (maximum full scale).

Picture 1



2) Test activation

- Open the porthole and visually check that the **TUB IS EMPTY** (during the test the out of balance sensor is disabled).

To activate the test procedure you must reset the language menu selection as shown below:

- Move the program knob in any program press simultaneously and hold down the option buttons “STEAM” and “START DELAY” until the display showing “ENGLISH” (see Picture 2)

Picture 2



- Move the program knob in “OFF”, then turn it to the **second position** on the right (see Picture 3)

Picture 3



Picture 4



- .Within 5 seconds press in rapid sequence (one at the time) all the keys from left to right (see picture 4) (except the start) key until the message "LINE TEST" appears (see picture 5). All the luminous icons will be activated.

Picture 5



- **TEST STARTs:** within 7 seconds from "LINE TEST" appearing, push the "START/PAUSE" sensor at the bottom

To confirm the activation is successful, the eeprom code will be shown on the display (See Picture 6).

Picture 6



NB: at the end of the 7 seconds the display will back to the welcome message

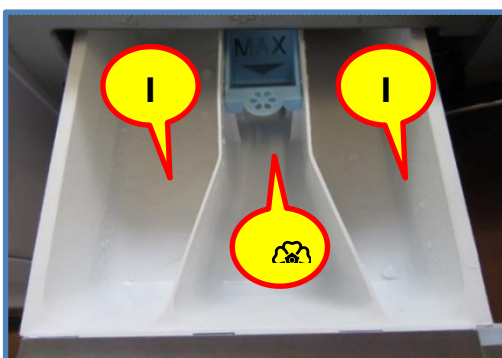
3) Activation phase execution

BE AWARE: It should be pointed out that the activation phase (of the factory test) has a very short duration (approximately 60 - 80 seconds), for that reason you need to pay attention to each stage

When the test ends without displaying errors it does not mean that all electromechanical / electronic components present on the machine work properly. For some components a visual check is required, for others it is necessary to check that the corresponding current value, shown on the power meter is correct (for example washing or drying resistance). If in doubt, it is recommended to repeat the test focusing on the execution of the specific phase.

To find the position of the detergent drawer compartments, mentioned during the test phases, refer to Picture 7. In the event that an error occurs, the test run will be interrupted and the corresponding error code will appear on the display (See sample in Picture 8). The table with the meanings and the suggested checks is available in Chapter 4.

Picture 7



Picture 8



Phase 1: Water is loaded to complete the "base level" of 6 liters, through the Detergent's Compartment for Pre-wash (I).

Phase 2: 1 second pause.

Phase 3: The water heating element is fed for about 6 seconds (About 4.5A on the Digital multimeter, if the element fitted will be 1600W).

Phase 4: The water load continues through the detergent's compartment for the Main Wash (II). The Motor activates and then tumbles the drum clockwise at 55 rpm for about 16 seconds. If present, the Water Recycling System with Ejector is activated.

Phase 5: The Motor pauses for ~ 4 seconds. The water load continues as previously.

Phase 6: Simultaneously the Solenoid Valve fills through the washing compartment (II) and the Motor tumbles the drum anticlockwise at 55 rpm, for around 12 seconds.

In the last seconds of this phase, the water load is carried out by the two solenoid valves simultaneously feeding, to test the withdrawal from the softener bowl (See Picture 8 - ⊗).

Phase 7: The Drain Pump is activated, until the pressostat reaches the "empty tank" condition.

Phase 8: A short spin is carried out, this lasts about 10 seconds, at half of the maximum speed available without anti-balance. (The drum must be empty!)

Phase 9: While waiting for the door to open all the icons remain lit and the word "WAIT DOOR" appears

END TEST WM: End of the WASHING MACHINE models test routine.

NB: only if the model in question is a washer dryer the following steps are also executed:

Phase 10: Immediately after the end of the spin phase, both the drying heater and the drying fan with the condenser solenoid valve are active, the drying heater (for the first 5 seconds - ~ 5.90A at 220-230V/CA) and the drying Fan and condenser solenoid valve for the Steam Condensation (for a total of 15 seconds).

END TEST WD: End of the WASHER DRYER models test routine.

WHEN THE TEST ROUTINE PROCEDURE ENDS ALL THE SMART RING ICONS BLINK

SWITCH OFF THE MACHINE KEEP PRESSED THE ICON IN THE SMART RING CENTER FOR 3 SECONDS AND UNPLUG TO DISCONNECT THE WASHING MACHINE. LEAVE IT UNPLUGGED FOR 30" SECONDS AT LEAST.

This feature is used to make sure that the test routine procedure is completely reset and will not be repeated when the washing machine is restarted.

Note: turn on the machine again and set the language the customer requires.

UK Engineers only: When connecting the washer for the test routine use your Energine meter and test with your multimeter. You **DO NOT** need to use the Shuko patch cord.

4) Error code Table Detected for RAPIDO' models range

<i>Cuore Three phase Power Card - GEN3</i>	
ERROR CODE	MOST PROBABLE REASON FOR THE ERROR CODE & SUGGESTED CHECK
E01	Door Safety Lock Device and/or Wiring and connections. Mechanical issue between door hook and door lock device .
E02	<p>Cause 1: the water load phase was not completed in the expected time. Defective solenoid valve, Charging Tube Water choking, Network Low pressure and/or Wiring, triac possible burning of command on the Electric Module.</p> <p>-----</p> <p>Cause 2: the water load phase was not completed in the correct way (Check both wiring and electrical connections on the drain pump or check drain pump con winding interrupted) (Also see E03)</p>
E03	The Water Drain Phase was not completed within the designed limit time. Clogged Filter, Drain Pump, Drain Hose, Drain outlet.
E04	Several interventions by the Anti-flood Safety Contact of APS Pressostat (10). Solenoid Valve stuck open, defective APS Pressostat and/or Wiring.
E05	NTC Temperature Reading Probe open or short circuit and/or Wiring.
E06	OUT OF BALANCE INTERVENTION COUNTER (run spin-dryer failure). Customer has washed with an unbalanced load. (Provide explanations and suggestions about the loading mode) (only in the Eeprom)
E07	Check the door lock and door lock wiring & connections. (locked in closed position). Make sure the motor does not have an earth leak. Only for WM with three-phase motor, make sure that the inductor does not have an earth leak. Electric Module. (Very rare)
E08	<p>Check whether the motor connector is bent or not properly connected.</p> <p>Check if laundry or foreign bodies, are blocking the motor/drum rotation.</p> <p>Defective Tachometric Dynamo (opened or shorted) and/or Wiring. Resistance value of Tachometric coil for CESET Triphase Motor: 116 Ω (20° C) Resistance value of Tachometric coil for WELLING Triphase Motor: 67 Ω (20° C)</p>
E09	Defective "Cuore" Electric Module (IGBT check damaged Motor) and/or Wiring.
E11	<p>Dryer NTC defective and / or wiring. Ambient temperature close to 0 ° C.</p> <p>Important: must also check the status of manual reset safety thermostats (Reset them if they have worked to ensure that the user has not interrupted a drying cycle).</p>
E12	Issue with the drying system: Drying heater defective (Check for correct readings via the test routine procedure). Wiring/connection to dryer heater defective, check NTC drying probe, possible effect as a result of E11 error detection, Safety thermostat intervention TOC.
E13	Missing communication between "Cuore" Electric Module and Display Electric Module and/or Wiring.

TRIPHASE Cuore Electric Module - GEN3	
ERROR CODE	MOST PROBABLE REASON FOR THE ERROR CODE & SUGGESTED CHECK
E15	<p>Cause 1: Eeprom corrupted - not programmed Electric Module - Cuore Electric Module defective -----</p> <p>Cause 2: Only in the early production, E15 could be shown incorrectly even if the NTC wash sensor is open or shorted. Before inputting the defect to the Electric Module check the appropriate tests are carried out on the NTC sensor which is integrated on the wash heater.</p>
E17	<p>Wrong signal from Tacho. Check both wiring and electrical connections, check the ohmic value on the Tacho (Also see E07) also check if the magnet is present (do use a multimeter to test the wiring). Visually check the cuore Electric Module (tracks burned, water traces etc.) IMPORTANT: in case of water traces appropriate controls are required on the entire washing machine's hydraulic circuit.</p>
E20	<p>Cause 1: Difficult reading the water level: potentially defective APS Pressostat generates a wrong frequency value. Check the connection with the air trap. -----</p> <p>Cause 2: Be aware, E20 may also be displayed due to problems with water drainage failure; as a foreign body may be present in the drain pump impeller, clogged filter, plumbing partially obstructed, bent drain tube. Generally, before replacing the APS device it is better check that the appliance is draining correctly.</p>
E21	<p>Unable to read water level: Check wiring and connection on the APS Pressostat or Cuore Electric Module. Defective APS Pressostat.</p>
E22	<p>Troubles with water heating: Wiring or Water Heater or "Cuore" Electric Module are defective.</p> <ol style="list-style-type: none"> 1. Check that the wash heater wiring is not interrupted measure continuity with the multimeter. 2. Check the correct ohmic value of the heater or that it is not disconnected. 3. Check that the heating command is not defective. (Active the test routine procedure and be sure that the heating absorption is correct).

Thank you for your attention.

Candy Hoover Service Italia
Service Quality