

TECHNICAL NOTE N. 00216/LB - Oct 13, 2017

(Update: 22/11/2021)

SUBJECT: "SKYLANDER" - ACTIVATION OF THE TEST ROUTINE PROCEDURE

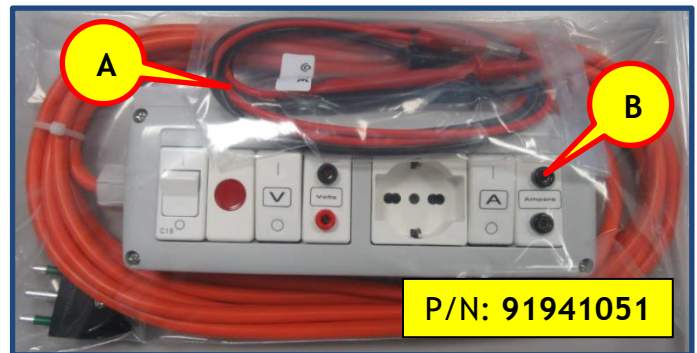
The following test routine procedure is for Hoover/Candy dryers from the "SKYLANDER" range which came to the market in June 2017. **Activation could be done either directly from the machine (chap 2) or through the SERVICE APP (chap.3).**

1) Preliminary activation phase:

Plug the machine into the self-diagnostic shuko patch cord extension P/N: 91941051 (See Picture 1). Connect the patch cord extension to the electrics.

By using 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



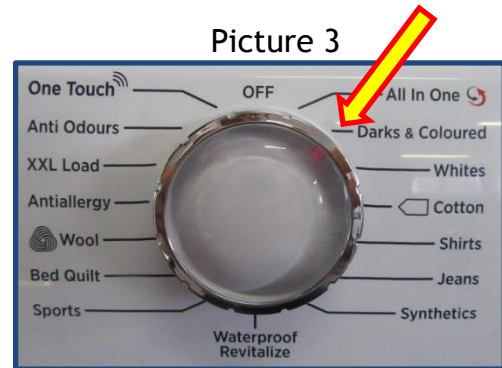
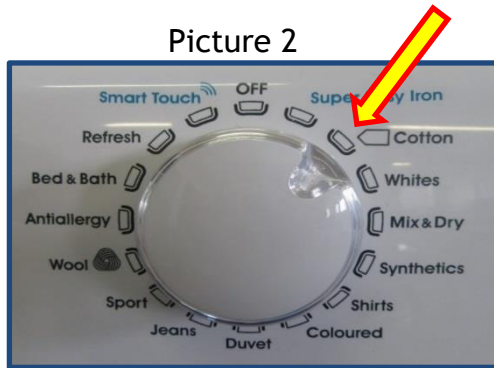
2) Test Activating from control panel:

Picture 2 shows the knob in the Candy version while Picture 3 shows the knob in Hoover version.

Picture 4 shows the version of the machine with a display, if you have a machine with an LED version, refer to Picture 5.

BE AWARE: It should be noted that the activation phase (of the factory test) has a very short duration, for that reason you need to pay attention to each stage.

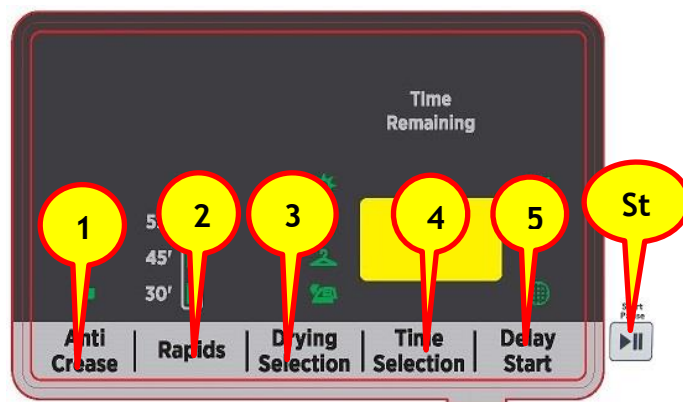
When the test ends without displaying errors it does not mean that all electromechanical / electronic components present on the machine work properly. For some components a visual check is required, for others it is necessary to check that the corresponding current value, shown on the power meter is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



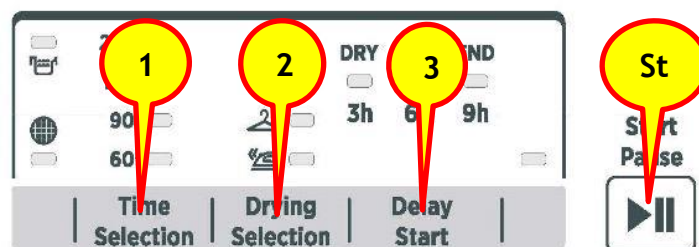
TEST INITIALIZATION:

- Open the porthole door and visually check that the **TUB IS EMPTY**, close the porthole door.
- Starting from the OFF position, turn the knob clockwise to the second program as shown in picture 2 for Candy version and in picture 3 for Hoover version.
- Within 3 seconds, press the key with Ref. 1 in pictures 4 & 5. Only in cases where the model has a display the number 888 will show (all the leds are lit up).
- Press the **Start** key, in cases the model has a display the last three Eeprom code figures will be shown on the electric module.
- In cases where the model has a display press in sequence keys 2, 3, 4 and 5 while in case of a led model press in sequence keys 2 and 3.
- After last key has been pressed the test routine procedure will start.
Be aware of the key sound and leds that turn off every time a key is pressed because it means that the keys are working correctly.

Picture 4



Picture 5



At the end of the test, if all the LEDs are flashing or the display shows the last three digits of the Eeprom where a display is present, this means that the test has completed normally. Open the porthole door to stop the drum rotation, this gives the opportunity to check that the micro switch works correctly. Turn the knob to the OFF position.

3) Test activation from SERVICE APP:

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

Select “**data Reading**” (fig.6) from SERVICE APP (see technical note **00179/GE** for more details) making sure you have accepted any proposed updates.

To activate the testing procedure (**SELFTEST**), press the icon located in the right area of the screen (see ref. “**R**” in fig. 7), the screen will then appear as in fig. 8, press “**START**” (ref. 1 in fig. 8).

Picture 6



Picture 7



Picture 8



4) Description of the steps of the test routine

Phase 1: The drum rotates clockwise and on the appliance with a display it shows the text “**riG**”. In case of a heat pump appliance both motor and compressor are checked, note the multimeter will increase from about **1.6A** (Compressor absorption + Motor absorption). In case of an heater appliance both motor and heating elements are checked, note the multimeter will increase from about **8.9A** (Compressor absorption + Motor absorption).

Phase 2: Checks the drum rotates anticlockwise. The drum rotation is to the left and on the appliance with a display it shows the text “**LEF**”. (only for EOLO models in this phase the rotation to the left is not performed but, as in phase 1, a rotation to the right is repeated).

Phase 3: Drain Pump is checked. This check is done even if the machine does not have a pump. On the appliance with a display it shows the text “**dPU**”.

Phase 4: This phase is only for heat pump machines. The fan operation is checked. This check is done even if the machine does not have a fan. On the appliance with a display it shows the text “**Fan**”.

Phase 5: The NFC function is checked and password is written so that it can only be rewritten by the APP Service. On the appliance with a display it shows the text “**nFC**”.

Phase 6: At the end of the test routine on the appliance with a display it shows the text “**Dor**” (door) while the led labelled END will turn on the led machines. The drum keeps on turning clockwise.

Phase 7: Open the door to stop the rotation of the drum, this gives the opportunity to check the micro switch works correctly. If the door is not opened within 3 minutes an error will occur and on the appliance with a display it shows the text “**ERR**”.

Phase 8: End of the test sequence.

NOTE: TURN THE SELECTOR KNOB BACK TO THE OFF POSITION AND UNPLUG THE MACHINE. LET THE MACHINE POWER OFF FOR AT LEAST 30", this is to be sure that the test procedure has been reset. The appliance with these power cards remain in a "standby" condition (electrically powered on) even if the selector knob is in the OFF position.

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

4) Presently available error codes for the SKYLANDER models range:

| <i>Cuore NFC electric module</i> | |
|----------------------------------|---|
| ERROR CODE | MOST PROBABLE REASON FOR THE ERROR CODE |
| E03 | Tank is full of water and has to be emptied. |
| E05 | Front NTC sensor is either short circuit or open circuit. Check front NTC sensor and/or wiring. |
| E07 | Alarm, filter occluded, This error can only appear after the end of a cycle. The filter is occluded because of fluff presence, the correct ventilation is not allowed. Clean the filter. |
| E08 | Only for condensed and vented products, check that the heater element is not interrupted. Check continuity of the front thermostat. Check main board and harness. |
| E10 | Missing communication between "Cuore" Electric Module and Display Electric Module and/or Wiring. |
| E11 | In the rear part of condenser the temperature is too high. Check that all ventilation ducts are clean, check that ventilation system is working well. Check the condenser, the motor, the fan could be broke/blocked. |
| E12 | Pressure switch doesn't work. Check the pressure switch and/or wiring. Check that the air trap is clean. |

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| E13 | Compressor NTC Probe is either Short Circuit or Open Circuit. Check the compressor NTC probe and/or wiring. Only for EOLO condensed models NTC probe of the heater element. Replace the heater element (in case of NTC probe failure) and/or checking the wiring/board. |
| E14 | Rear NTC Probe is either Short Circuit or Open Circuit. Check the rear NTC probe and/or wiring. |
| E15 | Main board not programmed. Program the main board. |
| E19 | It is not possible to use NFC tag for any actions until the next POWER ON/OFF. (switch off and switch on) |
| E21 | Intervention of the thermal fuse. Check the thermal fuse, the wiring of the heating element. Check that the ventilation circuit and ducts are not blocked or dirty. Replace the main board only if it has been ascertained that the heater element is working. |
| E22 | Compressor control relay on the “cuore” electric module is not working. Check the compressor and compressor wiring/connections. Replace the “cuore” electric module only in the case that the compressor command relay is faulty. |

Thank you for your attention.

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