

Before contacting the After-sales Service, refer to the table below. Often the malfunctions are minor and can be solved in few minutes.

Malfunction	Possible cause	Solution
The tumble dryer does not turn on.	The plug is not inserted into the socket.	Insert the plug into the socket.
	The plug is faulty.	Try to plug another appliance in the same socket. Do not use connecting electrical devices to the socket, such as adapters or extensions.
	A power failure occurred.	Wait for the power supply to be restored and switch the fuse on again if necessary.
The tumble dryer does not start.	The door has not been closed properly.	Close the door.
	A time delay was set to the start of the cycle.	For machines equipped with this function: wait for the set delay to end or switch the machine off to reset it. Refer to the Options section.
	The "Start/Pause" button was not pressed in order to start the programme.	Press the "Start/Pause" button.
	The Key Lock function was enabled (for machines equipped with this option).	Refer to the Options section. If Key Lock was selected, disable it. Switching the machine off will not disable this option.
Garments are wet at cycle completion.	Small load.	The automatic programme has not sensed the required final moisture so that the dryer completes the programme and stops. If this happens simply select an additional short period of drying or select Extra Dry option if available.
	Large loads or heavier fabrics.	Dryness levels can be modified to the specific dryness desired. Extra Dry is recommended for ready to wear items.
The drying times are very long.	An appropriate maintenance was not carried out.	Refer to the Care & Maintenance section and perform the operations described.
	The programme, the time and/or the drying level set are not suitable for the type and the amount of load inserted into the dryer.	Refer to Programmes and Options sections to find the programme and options most suitable for the type of load.
	The garments are too wet.	Carry out a washing cycle with higher spin speed to remove as much water as possible.
	The dryer may be overloaded.	Refer to the Programmes section to check the max load for each programme.
	Room temperature.	The drying time may be longer if the room temperature falls outside the 14–30°C range.
The programme did not end.	A power failure occurred might have occurred.	In case of power failure, it is necessary to press the "Start/Pause" button to restart the cycle.
<b>Lights on or flashing</b>		
<b>Water tank</b>	The water tank is full.	Empty the water tank. Refer to the Care & Maintenance section.
<b>Door filter</b>	Failure of the air flow necessary for machine operation.	Clean the door filter and check whether air intake is free. Carrying out these operations improperly may cause damages. Refer to Care & Maintenance section.
<b>Bottom filter*</b>	The bottom filter requires cleaning.	Clean the bottom filter. Refer to Care & Maintenance section.
<b>DEMO</b> The cycle lasts few minutes.	The dryer is in DEMO mode. The DEMO indicator is on.	Disable the DEMO mode. The following actions must be carried out in sequence, without breaks. Switch the machine on and then switch it off again. Press the Start/Pause button until the buzzer is heard. Switch the machine on again. The "DEMO" indicator flashes and then turns off.
The presence of wrench symbol signals a malfunction.	The machine sensors detected a failure.	Switch the dryer off and unplug it. Open the door immediately and pull laundry out, to allow the heat to dissipate. Wait for about 15 minutes. Reconnect the dryer to the power supply, load the laundry and restart the drying cycle. <b>If the problem still occurs, contact the After-Sales Service Centre and communicate the letters and digits flashing on the display. For instance: F3 and E2.</b>

\*Note: some models are auto-cleaning and not equipped with bottom filter. Please refer to the Care & Maintenance section.



Policies, standard documentation, ordering of spare parts and additional product information can be found by:

- Visiting our website [docs.whirlpool.eu](https://docs.whirlpool.eu) and [parts-selfservice.whirlpool.com](https://parts-selfservice.whirlpool.com)
- Using QR Code
- Alternatively, **contact our After-sales Service** (See phone number in the warranty booklet). When contacting our After-sales Service, please state the codes provided on your product's identification plate.



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