

WHIRLPOOL

TECHNICAL FAILURE CODING

Symptom Code

Describes the customer complaint

Page 1

Component Code

Indicates the component that is the root cause of the Call

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Defect Code

Describes the problem or defect detected

Page 4

Repair Action Code

Shows which corrective action has been taken by technicians

Page 4

Symptom Code list

Product Group	No Function		Operation Problem		Physical Damage/Quality		Leakage & Other	
ALL PRODUCT GROUPS	No power	111	Faulty display/Led indicator	131	Damaged components	161	Water leakage	x50
	Not operating	11F	Faulty timer programming	173	Missing component(s)/ ornamental Part(s)	16B	Abnormal noise	140
	Internal protection switch/fuse in set triggers	11H	Programming/user adjustment problem	175	Printed markings erased/ peeled off	16C	Test and check	181
	Failure code text/faulty alarm	FXx	Electric shock/static discharge	17B	Set burning/emits smoke	16D	Initial set up/Installation requested	184
	No function	X10	Operational Problem	X20			Symptom not available	18Z
							Smell (bad , specific)	190
							Faulty hinge	652
							Vibrating/Jumping/Unstable	653
							Part(s) loose	654
							Door does not close properly	693
							Door cannot be opened/heavy to open	694
							Other problem	KXX
WASHER / DRYER DISHWASHER	No heating	A11	Pumping out improperly	A21	Not clean	A31	Water leakage	A51
	No water draining/pumping out	A12	Insufficient drying/spinning	A23	Lime deposits	A33	Steam emission	A52
	No rinsing/no circulation	A13	Excessive salt consumption	A24	Dim and dull glasses	A36	Foaming	A53
	No drying	A14	Excessive rinse aid consumption	A25	Laundry damaged	A3D		
	No water inlet	A18	Takes excessive water	A27	Quality/performance problem	X30		
	No air exhaust	A19	Water in soft rinsing chamber	A29				
	No spinning	A1B	Improper spinning	A2A				
	Stops during program flow	A1C	Program knob remains in every position	A2B				
	Continues without stopping	A1E	Takes detergent only partially	A2C				
	Water inlet not stopped	A1G	Takes softening agent immediately	A2D				
	Heating up without water	A1H	Water enters and drains off immediately	A2E				
			Drying time too long	A2G				
REFRIGERATION AIRCONDITIONING	No cooling	B11	Insufficient cooling	B21	Rotted/damaged food	B32	Leakage	B50
	No freezing	B12	Insufficient freezing	B22	Ice cream too hard/water too cold	B33		
	No warming up	B13	Excessive cooling	B25	Insufficient ice cube quality	B34	Condensation inside cabinet	B41
	No defrosting	B16	Excessive freezing	B26	Condensed water on food	B35	Ice build up	B42
	No fan operation	B18	Compressor working all the time	B2C	Quality/performance problem	X30		
	No ice production	B1A	Insufficient filter operation	B2D				
	No crushed ice production	B1B						
	No cold water production	B1C						
COOKING	Oven does not warm up	C11	Irregular cooking	C21	Bad cooking/baking performance	C31	Heat emission/leakage	C51
	Heating element does not work	C12	Regulator(s) don't work	C22	Quality/performance problem	X30	Damp/condensation/dirt on inner glass	C52
	Hot plate(s) does not work	C13	Insufficient heating up	C25			Gas circuit problems	C70
	Hot air circulation defective	C16	Excessive heating up	C26				
	Grill defective	C18	Cooling fan running too long	C2B				
	No ignition	C19	Flame goes out	C2C				
	No rotation of turntable/ deflector/antenna	C1B	Insufficient cleaning	C2D				
	No cleaning cycle	C1D						
	No fan operation	B18	Insufficient filter operation	B2D				



SENSING THE DIFFERENCE

**Component
Code list 1/2**

SECTION	GROUP	COMPONENT	CODE
APPLIANCE STRUCTURE	BASE PLATE	Base-plate	1840
		Foot/spacer	1850
	CABINET	Cabinet	1800
		Crossmember/crossbar	1830
		Damper/shock-absorber	1810
	CONTROL PANEL	Control-panel	3010
	COUNTERWEIGHTS	Counterweights	1820
	FRAME/TRIM	Frame	1870
		Trim	1700
	INSULATION	Insulation	2030
	KNOB/BUTTON	Knob	3310
		Cap, pushbutton	3320
	PANEL	Panel, front	1600
		Panel, rear	1610
		Panel, side	1620
DOOR	DOOR/HINGES/HANDLE	Top	1630
		Hob	1640
		Door	1040
		Decor-plate, door	1760
		Door freezer	1020
		Door lock	1300
		Door/lid	1000
		Door-glass	1400
		Frame, door-glass (inner)	1440
		Frame, door-glass (outer)	1430
		Handle	1100
		Hinges	1880
		Hook/door-latch	1310
		Inner door	1210
		Inner door-glass	1420
MOTOR	DOOR/HINGES/HANDLE	Protection (door-glass)	1410
		Compressor	4020
		Main motor	4000
		Turntable motor	4220
		Icemaker	2390
		Motor-fan, circulation	4400
		Housing for fan	7410
		Motor-fan, cooling	4410
		Drain-pump	4300
		Water pump	4050
		Control board/sensor board	5210
		Power board	5000
		User board	3500
		Relay/ptc	6140
		Acquastop	6310
CONTROLS & ELECTRIC COMPONENTS	ELECTRIC COMPONENT	Capacitor	4200
		Fuse	5620
		Interference-filter	4210
		Potentiometer	5310
		Pressostat	5810
		Reed-contact	6160
		Sensor	6910
		Transformer	4120
		Valve	5710
		Ignition - switch	5940
	IGNITION	Generator	5950
		Spark-plug/ignition	5910
		Indicator	3430
	INDICATORS	Display	3560
		Buzzer	3550
		Pilot light/led	3510
	LIGHTING	Lamp	6520
		Light-switch/stop	2540
	SWITCHES	Mains on/off-switch	6210
		Doorswitch	6330
		Light-switch	6550
		Microswitch	6230
		Step-switch	6220
	THERMOSTAT	Thermostat	5540
		Housing, thermostat	2520

Control Board/ Sensor Board : control system that rules the appliance functions(i.e.: controls for dishwashing) or provide electronic signals related to physical attribute (i.e.: humidity sensor for dryer.)

Power Board: electronic module with a significant power stage area (i.e.: induction cooktop control system)

User Board: electronic module that provide information exchange between customer and appliance

Display : standing alone display connected to the user board.

SECTION	GROUP	COMPONENT	CODE
HEATING COMPONENTS	BURNER	Burner	4710
		Burner-cap	4730
		Nozzle/injector/jet	4740
		Spreader	4720
		Thermo couple	5920
	HEATING ELEMENT/ RESISTOR	Heating element (generic -forced air - defrost)	4510
		Heating element (lower - anti condens - dry)	4560
		Heating element (upper - grill)	4520
		Heating element/induction module	4670
		Heating element radiant	4620
		Heating-element, halogen	4630
	MAGNETRON	Magnetron	4040
		Ceramic/mica/asbestos-cover	7740
MECHANICAL	BELT / PULLEY	Belt	2710
		Drive-pulley	2720
		Tension-wheel (pulley)	2730
	DRUM	Drum	2200
		Brake/clutch	2770
		Drum-door	2210
		Drum-lifters	2230
		Drum-rollers	2110
		Door/lid-seal/gasket	1910
	GASKET/SEALING	Gasket drum	2900
	BEARING	Bearing	9410
	INNER-LINER-CAVITY-TUB	Inner-liner-cavity-tub	2000
		Crosspiece/bearing-housing	2100
INTERNAL PARTS	INTERNAL PARTS/BASKET/ HOLDER/GRID/RAILS	Door rack/shelf/lid/holder	1520
		Basket drawer	2410
		Containers	1560
		Cutlery basket	2430
		Grid-shelf-tray	2440
		Rail	2610
		Support/bracket	2330
WIRING	WIRING	Wiring	4800
		Connector/plug	4830
		Mains lead/cord	4900
		Terminal-box/block	4910
CIRCUITS	AIR CHANNELS	Air guide	7430
		Air-regulator	2560
		Ventilation-grid	1890
	CONDENSER	Condenser unit	7400
	DETERG. COMPARTMENT/ DETERG. RINSE AID DISPENSER	Detergent-/rinseaid-dispenser	6800
		Water softener unit	7100
	EVAPORATOR	Evaporator unit	7450
	FILTER	Filter	7630
	SPRAY ARM	Flush-jet/nozzle	7070
		Spray arm	7220
	SUPPLY	Supply	8020
		Drain-tube/-pipe/-hole	7810
	TUBE - HOSE - CONNECTOR	Dispenser-to-tub hose	7080
		Emergency drain-hose	7850
		Hose, overflow	7550
		Hose-valve-unit	7000
		Inlet-hose, inner	7020
		Inlet-hose, outer	7010
		Internal tube/circuit	7830
		Sink/waste-trap	7510
		Sump-hose/bellow	7540
		Tube - hose - connector	7260
		Water-container	7500
	WATER CONTAINER		
OTHER	OTHERS	Clip/clamp/holders	9000
		Others electrical	9980
		Other mechanical	9990
		Screws/nuts/rings	9100
		Seals - gaskets - bearings	9500
		Spring	9300
		Stopper-spacer-cap-cover	9040
SPECIAL CASES	ACCESSORIES	Accessories	9930
	INSTALLATION PROBLEM	Installation problem	9940
	INSTRUCTION FOR USE	Instruction for use	9910
	NEW APPLIANCE	New appliance	9950
	PERFORMANCE COMPLAINT	Performance complaint	8220

Defect Code list

SECTION	DEFECT	CODE
ELECTRICAL	Faulty mains voltage	51
	Short circuit	Qx
	Open circuit	Rx
	Bad contact, connection	Tx
	Incorrect wired, assembled	7x
	Electrically misaligned, wrong setting	Px
SOFTWARE	Software problem	1x
LEAKAGE/ TEMPERATURE/ NOISE	Insulation problem	E1
	Frozen, icing	F3
	Noisy	J3
	Leaking	Kx
	Wet, humid, condensation, sweating	L3
	Too hot, high temperature	P1
	Too cold, low temperature	P2
NO PROBLEM FOUND	No problem found	4x
	Unable to diagnose fault	6x
MISUSE/ INSTALLATION FAULT	Faulty program setting, installation	12
	Installation fault	8x
	Customer misuse	9x
	Overloaded, wrongly loaded	91
	Foreign object	Mx
MECHANICAL	Worn out (or general mechanical defect)	Ax
	Misoperating (component, module)	A1
	Dirty, clogged	Bx
	Mechanically misaligned	Cx
	Cut, broken, split, torn	Dx
	Deformed	Ex
	Snapped, stuck, jammed	Fx
	Tight	F2
	Scratched, dented, sharp edges	Gx
	Cracked, peeled, melted	Hx
	Corroded	H2
	Paint, colour mismatch	H4
	Loose, off, stripped	Ix
	Not welded or glued, broken weld	I1
	Unstable	Jx
	Set not levelled properly	J1
	Vibrating	J2
	Dry (no lubricant)	Lx
	Blocked, clogged	M1
	Burnt, arcing	Ox

Repair Action Code list

REPAIR ACTION	CODE
Part Replaced	A
Gas Refilling	1
Software correction / upgrade / reset	2
Mechanical alignments	B
Electrical alignment / wiring / Resoldering	C
Lubrication	F
Repaired component	H
Modification requested by manufacturer	I
Removed	J
Added	K
Functional check	L
Maintenance / Cleaning	N
Preventive action	Q
Explanation for customer (IFU)	U
Product exchange proposal	Z
Product Installation	S



SENSING THE DIFFERENCE