

TECHNICAL NOTE N. 00311/LB – 10/09/2020

(Updated to: 28/01/2021)

Object: ERROR 21 – CONDENSER DRYERS NOT HEATING - PRODUCED FROM DECEMBER 2019 TO MAY 2020

FAULT CODE: 1KLFA

1) ISSUE DESCRIPTION:

We have recently been informed about some cases of the issue mentioned above, resulting from the display of Error 21 (E21) during the drying phase.

Error E21 is related to the malfunction of the manual resettable thermal fuse on the drying heater, See (Fig 1 and 2 below), a wiring fault, poor ventilation, or the failure of the heater relay on the module.

E21

Heater control relay on the “cuore” electric module is not working. High temperature has been reached - Thermo Fuse worked. Check the thermo Fuse, and the wiring. Check that both the ventilation circuit and ventilation ducts are clean and duct is not obstructed. Replace the “cuore” electric module only in the case that the heater command relay is faulty.

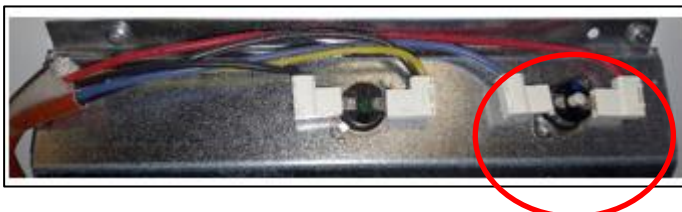


Fig.1

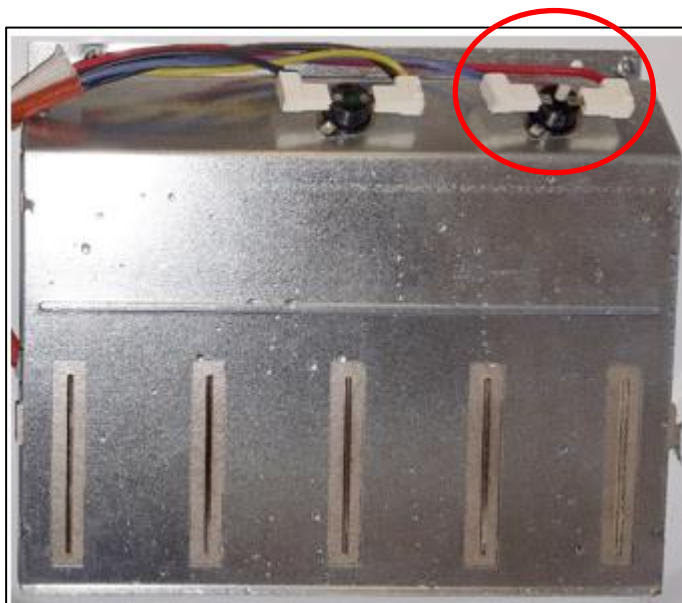


Fig.2

1) ISSUE CAUSE

We have found that **ONLY IN APPLIANCES PRODUCED FROM DECEMBER 2019 (serial date 1948) TO MAY 2020 (serial date 2022)** the most frequent cause of the issue mentioned is due to an intervention setting of the thermostat that is too low at 150 ° C.

2) SOLUTION

To solve the problem Gias provides now manages has defined new replacement heater assemblies specific to each market. The new heaters are fitted with a new thermal fuse set to operate at 200°C:

40015910→ for UK market (all market with supply voltage 240V)

40015909→for all other markets (supply voltage 230V)

Therefore, please replace the original heater with the new code.

It is required to:

1-enter the correct fault code 1KLFA and put in the remarks the number of technical bulletin

2- if the issue is not related to error 21, please use the correct fault code and put in the remarks

Thank you

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