

Defect group		Defect group		Type of defect		Defect site		Activity		Activity		
										see reverse		
Defect group	Type of defect		Defect site									
Refrigeration circuit  5 (Leakage / blocked up / filling volume)	Blocked	028	Branch connection – Suction / pressure line (connection)		518	Evaporator, freezer compartment		017				
	Blocked / jams	058	Capillary tubes		002	Evaporator, refrigerator compartment		018				
	Fault type cannot be allocated	999	Compressor		063	Evaporator, refrigerator compartment – evaporator module, freezer compartment (connection)		412				
	Frosting of the suction line	409	Compressor – condenser (connection)		007	Fault location cannot be allocated		999				
	Kink	012	Compressor – filling spout (connection)		003	Frame heater		011				
	Lokring connection not tight	291	Compressor – frame heater (connection)		004	Frame heater – condenser (connection)		012				
	Material/pipe leaking	292	Compressor – suction pipe (connection)		005	Heater, evaporation tray – compressor (connection)		414				
	No output	060	Condenser		020	Heater, evaporation tray – condenser (connection)		415				
	Soldered connection not tight	001	Condenser – dryer (connection)		021	Heater, evaporator tray		416				
	Soldering point soldered closed	293	Dryer		015	Refrigeration cassette		525				
	Stiff	023	Dryer – capillary tube (connection)		016	Suction pipe – capillary tubes input (connection)		013				
			Evaporator – injection point (connection)		019	Suction pipe – evaporator (connection)		014				
			Evaporator module – suction line (connection)		413	Valve, refrigerator circuit		009				
			Air flap		439	Heater		060				
	Electric 40	Cables, wiring fault	297	Battery / rechargeable battery		103	Humidity sensor		468			
Does not switch		202	Battery charger module		598	IceMaker		265				
Electrical interruption		032	Button/ switch		072	Insulation plate		061				
Fault type cannot be allocated		999	Cable harness/ cable		062	Lighting		059				
Incorrect display		033	Compressor		063	Pressure compensation valve		274				
Loose contact		041	Compressor – motor overload switch		065	Reed contact (door recognition, ...)		068				
Out of tolerance (sensors etc.)		031	Compressor – starter device		064	Refrigeration cassette		525				
Regulates incorrectly		039	Condenser		066	Remote lock		527				
Scorched		040	Connector/ screw connection		071	Safety temperature limiter		277				
Short-circuit		034	Control lights		067	Safety thermostat		517				
			Control thermostat		074	Temperature sensor		073				
			Crush module		599	Thermometer		085				
			Distributor block		075	TipOpen module		609				
			Door heater		467	Valve, refrigerator circuit		009				
			Fan – condenser		522	Valve, water intake		252				
			Fan – FC		523	Volt-free contact		469				
			Fan – RC/ BioFresh		524	Water tank pump		440				
			Fault location cannot be allocated		999							
Elektronic 45  (Fault at electronic modules)		Air flap is not activated	299	Button/ switch		072						
		Audible alarm does not function	051	Connection module		441						
		Button or switch defective	049	Control panel, user interface		612						
		Compressor is not activated	046	Dimmer		519						
		Control light defective	047	Electronic PCB		172						
		Fan is not activated	056	Electronics, IceMaker		264						
		Fault type cannot be allocated	999	Fault location cannot be allocated		999						
		Faulty indication / display	043	Inverter electronics (VCC)		260						
		General malfunction	044	PCB connector		082						
	Heater is not activated	045	Power connection board		606							
	Interruption (hairline crack, soldering joint etc.)	055	Power unit, LED light / transformer		442							
	Lighting is not / partially / insufficiently activated	042	Temperature monitor		516							
	Loose contact	041										
	Regulates incorrectly	039										
	Scorched	040										
	Short-circuit	034										
	Solenoid valve is not activated	048										
	Temperature fluctuations	050										
	Unjustified temperature alarm	054										
	Water tank pump is not activated	298										
Mechanic 50	Bent / warped	025	Air flap		439	Hinge/ door mounting		418				
	Blocked / jams	058	Button/ switch		072	Ice / water dispensing unit		432				
	Fault type cannot be allocated	999	Crush module		599	IceMaker		265				
	Fracture	010	Fan – condenser		522	Lock		084				
	Incorrect display	033	Fan – FC		523	Pull-out / telescopic rail		259				
	Misaligned/offset	027	Fan – RC/ BioFresh		524	Remote lock		527				
	Stiff	023	Fault location cannot be allocated		999	Soft stop mechanism		408				
	Worn	057	Foot / roller		028	Thermometer		085				
			Foot pedal opener		600	TipOpen module		609				
			Handle		030							
	Noise 60	Clicking noise	064	Absorber		596	Fan – RC/ BioFresh		524			
		Creaking/squeaking noise	065	Capillary tubes		002	Fault location cannot be allocated		999			
		Fault type cannot be allocated	999	Compressor		063	Hinge/ door mounting		418			
		Flow/injection noise	300	Condenser		020	IceMaker		265			
		Rattling/knocking noise	089	Control thermostat		074	Pipe		087			
Running noise		066	Crush module		599	Pressure compensation valve		274				
Switch noises		203	Defrost water tray		052	Refrigeration cassette		525				
Vibration noise		069	Evaporator cover		528	Separating plate, vertical		266				
			Evaporator, freezer compartment		017	Soft stop mechanism		408				
			Evaporator, refrigerator compartment		018	Valve, refrigerator circuit		009				
			Fan – condenser		522	Valve, water intake		252				
			Fan – FC		523							
Surface 65  Appliance or component parts / inside or outside - no damage incurred in transit to be seen!		Bulge/dent	088	Appliance ceiling / table top		040	General side wall		036			
		Colour deviation	165	Branding (sticker, logo, ...)		530	Handle		030			
		Corrosion	071	Chest freezer cover frame		041	Inner door		032			
	Detached	405	Compartment liner		031	Lid (chest freezer) / sliding lid		026				
	Fault type cannot be allocated	999	Compressor support		309	Rear		034				
	Flaking off	087	Cross connector		099	Seal, door of freezer compartment		531				
	Membrane remnants	303	Door, freezer compartment		042	Seal, door of refrigerator compartment		532				
	Polished section, stainless steel	301	Door, refrigerator compartment		043	Seal, door of star compartment		159				
	Print	070	Drawer		102	Separating plate, horizontal/ crosspiece		438				
	Scratches	013	Evaporator cover		528	Separating plate, vertical		266				
	Stains	302	Evaporator, refrigerator compartment		018	Thermostat/ light switch housing		053				
	Too little varnish	072	Fault location cannot be allocated		999	User interface		419				
	Too much varnish	030	Game locker		611	Wire / wood rack		336				

Defect group	Type of defect		Defect site	
Transport damage - packaging damaged 25	Chafe point	016	Appliance ceiling / table top	040
	Compression	017	Base panel	038
	Crack	015	Branding (sticker, logo, ...)	530
	Dent	011	Chest freezer cover frame	041
	Fracture	010	Compartment liner	031
Transport damage - packaging no more available 26	Kink	012	Compressor mounting	033
	Loose	014	Compressor support	309
	Scratches	013	Condenser	020
			Cross connector	099
			Fault location cannot be allocated	999
Cause of damage uncertain - packaging not damaged 27			Foot / roller	028
			Front, centre (chest freezer)	426
			Front, left (chest freezer)	425
			Front, right (chest freezer)	427
			Glass shelves, storage racks etc.	029
			Handle	030
			Hinge/ door mounting	418
			Inner door	032
Product fault 30	Bent / warped	025	Absorber	596
	Blocked	028	Accessories kit	232
	Blocked / jams	058	Air conduction	520
	Condensed water	019	Air filter	604
	Crack	015	Appliance ceiling / table top	040
(No damage incurred in transit to be seen)	Crooked	022	Branding (sticker, logo, ...)	530
	Fault type cannot be allocated	999	Chest freezer cover frame	041
	Flexed	204	Closing mechanism	472
	Foam leakage	103	Cold storage accumulator	272
	Fracture	010	Compartment liner	031
	Icing	024	Compressor support	309
	Incorrectly assembled	091	Condenser	020
	Insulation fault	296	Connection kit, SBS	273
	Kink	012	Control button	050
	Loose	014	Cover	105
	Misaligned/offset	027	Cross connector	099
	Missing	018	Crush module	599
	Not tight	002	Décor frame	094
	Odour	083	Defrost water closure stopper FC	096
	Overflows	020	Defrost water drain	051
	Overtightened	029	Defrost water drain valve	276
	Part is wrong	079	Defrost water tray	052
	Soiled	148	Door coupling set	097
	Stiff	023	Door, freezer compartment	042
			Door, refrigerator compartment	043
			Door, star compartment	056
			Drawer	102
			Evaporator cover	528
			Evaporator tray	257
			Evaporator, freezer compartment	017
			Evaporator, refrigerator compartment	018
			Facing of control panel, user interface	613
			Fan – condenser	522
			Fan – FC	523
			Fan – RC/ BioFresh	524
			Fault location cannot be allocated	999
			Foot pedal opener	600
			Game locker	611
No fault 80	Ambient temperature too cold	085	Actual/ target value display	479
	Ambient temperature too warm	086	Air, core temperature	476
	Brochure information not clear	342	Appliance features	206
	Demo mode during start-up	339	Appliance ventilation	474
	Door hinge changing	341	Brochure information	207
	Fault not occurring at present	082	Compartment liner	031
	Fault type cannot be allocated	999	Compressor	063
	Incompatible (e.g. tablet, smartphone)	410	Consumable items (filters, ...)	610
	Incorrect appliance	346	Defrost water drain	051
	Installation/setting up error	081	Defrost water tray	052
	Normal energy consumption	406	Door, freezer compartment	042
	Normal icing, frosting	408	Door, refrigerator compartment	043
	Normal operating noise	304	Electronic PCB	172
	Normal running time	407	Fan – condenser	522
	Normal temperature differences	345	Fan – FC	523
	Odour	083		
	Operating error/not as instructed in opera	343		
	Oxidation	344		
	Part no longer present	305		
	Power supply missing	340		
	Signal strength	412		
	Soiled	148		
Network / communication 46	Cables, wiring fault	297	APP / software	597
	Configuration fault	411	Converter for standard connection (EVCO, Carel)	602
	Fault type cannot be allocated	999	Infra-red key	601
	Incompatible (e.g. tablet, smartphone)	410	Interface (RS 485, 232, CAN BUS, Ether Net, IR key, WLAN, BT, ...)	470
	Signal strength	412		
			LAN cables	603
			Master / slave module (HomeDialog)	605
			Smart Device box	608
			Terminating resistor	595

Activity	
1st digit	2nd digit
0. = First repair	.0 = Repaired – without replacement of parts – (reworked, put into order, e.g. leakage/clogging)
1. = Multiple repair/ repeat call	.1 = Repaired – with replacement of parts
	.2 = Inspection (customer refuses repair, without elimination/identification of fault)
	.3 = Replacement of the entire appliance/appliance loan procedure
	.4 = Customer advisory assistance/dealer support (due to operating instructions/flaw)
	.6 = Price reduction
	.7 = Missing part fitted
	.8 = Missing part ordered for direct delivery to customer or dealer
	.9 = Additional material fitted

**General note:** The error codes are an instrument for quickly identifying main errors. For detailed analysis, a clear description is required in the customer/service fault description box!