



**Availability of spare parts and Repair and Maintenance Information**

# **HOUSEHOLD WASHING MACHINES**

## Availability of spare parts

The following spare parts can be ordered by professional repair shops at this email address: *info@awservice.cz*, with the subject of the message „Spare parts order (a)“

motor and motor brushes;  
transmission between motor and drum;  
pumps;  
shock absorbers and springs;  
washing drum, drum spider and related ball bearings (separately or bundled);  
heaters and heating elements, including heat pumps (separately or bundled);  
piping and related equipment including all hoses, valves, filters and aquastops (separately or bundled);  
printed circuit boards;  
electronic displays;  
pressure switches;  
thermostats and sensors;  
software and firmware including reset software;

In the e-mail message, attach a photo of the rating label of the product for which you are ordering a spare part, the name of the spare part and the number of ordered units.

The following spare parts can be ordered by professional repair shops and end users at this email address: *info@awservice.cz*, with the subject of the message „Spare parts order (b)“

door, door hinge and seals, other seals, door locking assembly and plastic peripherals such as detergent dispensers,

In the e-mail message, attach a photo of the rating label of the product for which you are ordering a spare part, the name of the spare part and the number of ordered units.

# Maintenance Information - W1

Model W1, EAN: 4251539600322, Serial number: 1xxxxxxxxx21153960032x

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# **i** Important information

## 1.1 Important information

### 1.1.1 Purpose

These repair hints support consumer to repair appliances by himself according to the applicable eco-design regulation (as of 03/2021).

They contain information how to exchange defined spare parts including warnings and risks.

In case of questions, please contact our customer service. We will only be liable for damages if the repair hints have been followed properly.

## 1.2 Explanation of symbols

### 1.2.1 Danger levels

The warning levels consist of a symbol and a signal word. The signal word indicates the severity of the danger.









Warning level	Meaning
 <b>Danger</b>	Non-observance of the warning message will result in death or serious injuries.
 <b>Warning</b>	Non-observance of the warning message could result in death or serious injuries.
 <b>Caution</b>	Non-observance of the warning message could result in minor injuries.
<b>Notice</b>	Non-observance of the warning message could result in damage to property.

Table 1: Danger levels

### 1.2.2 Hazard symbols

Hazard symbols are symbolic representations which give an indication of the kind of danger.

The following hazard symbols are used in this document:

Hazard symbol	Meaning
	General warning message
	Danger from electrical voltage
	Risk of explosion
	Danger of cuts
	Danger of crushing

## **i** Important information




Hazard symbol	Meaning
	Danger from hot surfaces
	Danger from strong magnetic field
	Danger from non-ionizing radiation

Table 2: Hazard symbols

### 1.2.3 Structure of the warnings

Warnings in this document have a standardised appearance and a standardised structure.




	<div style="background-color: red; color: white; padding: 2px; text-align: center;"> <b>Danger</b></div> <p><b>Type and source of danger!</b> Possible consequences of ignoring the danger / warning.</p> <ul style="list-style-type: none"> <li>▶ Measures and prohibitions for preventing the danger.</li> </ul>
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The following example shows a warning that warns against electric shock due to live parts. The measure for avoiding the danger is mentioned.

	<div style="background-color: red; color: white; padding: 2px; text-align: center;"> <b>Danger</b></div> <p><b>Risk of electric shock due to live parts!</b> Death by electrocution</p> <ul style="list-style-type: none"> <li>▶ Disconnect appliances from electrical supply at least 60 seconds before starting repairs.</li> </ul>
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### 1.2.4 General symbols

The following general symbols are used in this document:

Gen. symbol	Meaning
	Identification of a special tip (text and/or graphic)
	Identification of a simple tip (only text)
	Identification of a link to a video tutorial





Gen. symbol	Meaning
	Identification of required tools
	Identification of required preconditions
	Identification of a condition (if ..., then ...)
	Identification of a result
[Start]	Identification of a key or button
[00123456]	Identification of a material number
Status	Identification of displayed text / window (in the appliance's display)

Table 3: General symbols

## 2.1 General Safety instructions

### 2.1.1 All domestic appliances

#### **Risk of electric shock due to live parts!**

- Errors by repairs involving electrical components can lead to electrical shock!
- Disconnect the appliance from the mains for at least 60 seconds before starting work.
- After the repair have a safety test according VDE 0701 or country-specific regulations performed.

#### **Risk of injury from sharp edges!**

- Wear protective gloves.

#### **Risk of crushing during repair, maintenance, troubleshooting and service due to heavy and moving components**

- Wear protective shoes.
- Secure heavy components from falling down.
- Do not stick body parts into moving components.







#### **Risk to the appliance's safety / function!**





- Only use original spare parts.

#### **Risk of damage to electrostatically sensitive components (ESDs)!**

- Do not touch the modules, including connections and conductor paths.


## Tools and aids

Designation	Details	Images
Auxiliary tool [15000155]	Tool for loosening out of plastic parts	
Screwdriver Torx T20 with bore hole [00340764]	100 mm, for screws with safety pin	
Torque spanner [15000441]	Torque spanner 20 - 100 Nm	
Slot screwdriver [00340854]	Blade 3.5 mm x 0.6 mm x 100 mm, Protective Insulation 1000 V AC	
Slot screwdriver [00340855]	Blade 5.5 mm x 1.0 mm x 125 mm, Protective Insulation 1000 V AC	
Needle-nose pliers, angled pattern [00341269]	Length 200 mm	
Side-cutting pliers [00342182]	Length: 200 mm	

Designation	Details	Images
Combination wrench [00340811]	Wrench size 10°mm, M6	
Combination wrench [00340814]	Wrench size 13°mm, M8	
Combination wrench [00340817]	Wrench size 17 mm, M10	
Combination wrench [15000459]	Wrench size 16°mm, M10	

# Repair

## 4.1 Replacing door


	<b>⚠ Caution</b> <b>Open hinge area!</b> Finger crushing / entrapment <ul style="list-style-type: none"><li>▶ Do not reach into the hinge area.</li><li>▶ Wear protective gloves.</li></ul>
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### Prerequisite:

- ✔ Appliance is disconnected from power supply.
- ✔ Appliance is disconnected from water supply.
- ✔ Door is opened.
- ✔ Furniture panel has been removed.

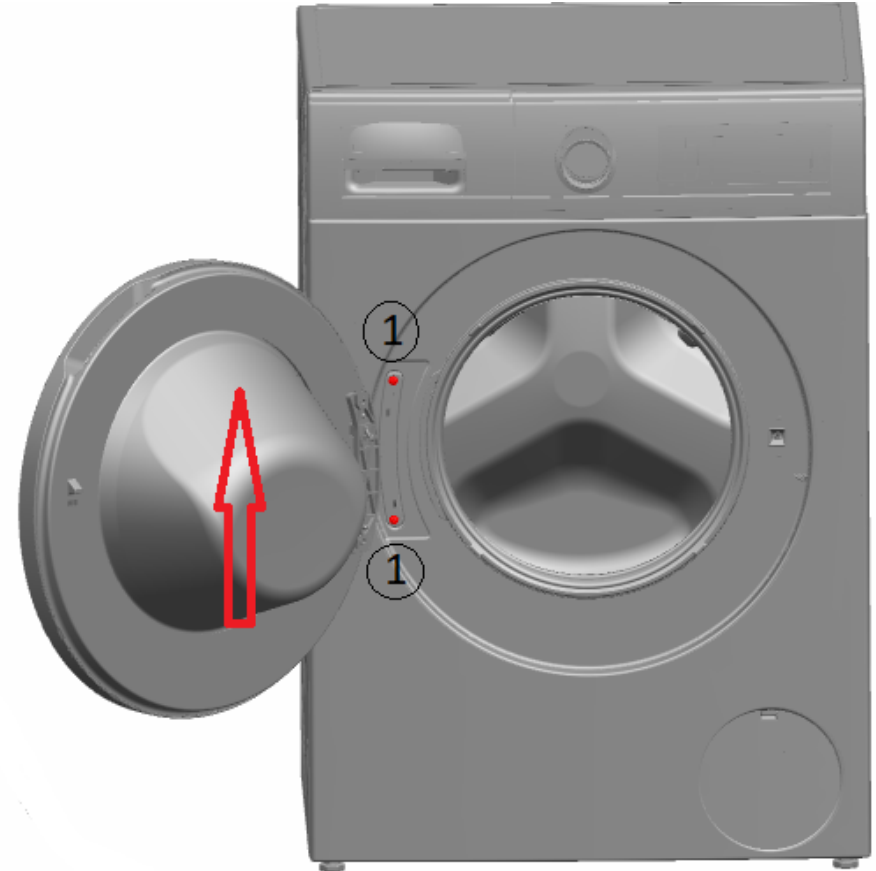
### 4.1.1 Removing door

1.

	<b>Notice</b> <b>Risk of falling parts due to released screws!</b> Damage to other parts of the appliance or at customers home e.g. bottom. <ul style="list-style-type: none"><li>▶ Secure component from falling down.</li></ul>
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	<b>⚠ Caution</b> <b>Risk of falling parts due to released screws!</b> Injury because of falling parts. <ul style="list-style-type: none"><li>▶ Secure component from falling down.</li></ul>
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Remove screws (1).



2. Remove door upwards.

### 4.1.2 Installing door

- ▶ Install in reverse order.



## 4.2 Replacing door seal

### Prerequisite:

- ✓ Appliance is disconnected from power supply.
- ✓ Appliance is disconnected from water supply.
- ✓ Detergent drawer has been removed.
- ✓ Fascia panel has been removed.
- ✓ [Door has been removed.](#) → [Page 57](#)
- ✓ Front panel has been removed.

### 4.2.1 Replacing door seal

1. Detach transmitter hose from water level controller.
2. Detach siphon from detergent dispenser and housing.
3. Detach door sear air conductor from upper air infeed of door seal.

4.



Always keep hold of bolt nuts.

Remove four screws.

5. Remove weight and front base.

### 4.2.2 Installing door seal



When installing the front base, ensure that the supporting surface is clean (no pieces of concrete, ...)

- ▶ Install in reverse order.

## 4.3 Replacing door lock

### Prerequisite:

- ✔ Appliance is disconnected from power supply.
- ✔ Appliance is disconnected from water supply.

### 4.3.1 Removing door lock

1. Open front door.

2.



#### Notice

#### Risk of damaged surface!

Surface of appliance can be scratched by using wrong tools.

- ▶ Only use plastic tools.

Remove spring and push away seal.

3. Remove screws on door lock.

4. Release door lock.

5. Remove opening line upwards form guide.

6. Disconnect cable connector.

### 4.3.2 Installing door lock

Door lock must be in the right position to ensure the emergency door opening function of the appliance.



## Repair

- ▶ Install in reverse order.

## Repair

### 4.4 Replacing bottom cover

#### Prerequisite:

- ✔ Appliance is disconnected from power supply.
- ✔ Appliance is disconnected from water supply.

#### 4.4.1 Removing bottom cover

1. Open quick release fastener with a slotted screwdriver.
2. Remove cover.

#### 4.4.2 Installing bottom cover

- ▶ Install in reverse order.

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