

5. TROUBLESHOOTING

5.1 Troubleshooting


Check the points listed here before you call for help, and make sure that you have followed the Important safety Instructions on pages 3 and 4.

Problem	Possible causes
The dryer will not start:	<ul style="list-style-type: none"> • Plug is not firmly in socket, or power not turned on. • You have blown a fuse. Check the power point with another appliance. • You have not closed the dryer door or pushed in the door safety switch button.
Your clothes are still wet:	<ul style="list-style-type: none"> • The selected drying time was insufficient. Select a longer time setting. • Longer time may be needed when the room temperature is 10 °C or less. • Check that the lint filter is not blocked. • Check to see that you have read all the instructions carefully. • Contact the Service Center if you are still having problems. Write down the model and serial numbers and the date of purchase before you ring. The Service Center will need this information.

Possible Failures

Certain problems are due to lack of simple maintenance or oversights, which can be solved easily without calling out an engineer. Before contacting your local Service Centre, please check possible cause of malfunction and solution listed below.

Once the problem has been eliminated, press the Start/Pause button to restart the program. If after all checks, the problem persists, contact your local Service Centre.

 **WARNING!** Deactivate the appliance before you do the checks.

Alarm Code:

<i>E40</i>	The appliance door is open or not closed correctly. Please check the door!
<i>E40</i>	The main supply is unstable. Wait until the main supply is stable.
<i>E91</i>	No communication between electronic elements of the appliance. Switch off and switch on again.

Important

To operate efficiently the clothes dryer must have an unrestricted air supply and exhaust ventilation.

Service calls resulting from installation where ventilation is restricted are not covered by warranty.

THE COST OF THIS TYPE OF CALL WILL BE CHARGED TO THE CUSTOMER

Should you require further instructions in the use and care of your clothes dryer please contact the CUSTOMER CENTER on the phone number listed below:

5.2 Customer Center

Thailand

Electrolux Customer Care

Tel : (+66 2) 725 9000

Electrolux Thailand Co.,Ltd.

Electrolux Building

14th Floor 1910 New Petchburi Road,

Bangkapi,Huay Kwang, Bangkok 10310

Email : customer-care@electrolux.co.th

Indonesia

Tel : (+62 21) 522 7180

Plaza Kuningan - Menara Utara 2nd Fl. Suite 201

Jl. HR. Rasuna Said

Kav. C11-14, Jakarta 12940

Office Tel : (+62 21) 522 7099

Office Fax : (+62 21) 522 7099

Email : customer-care@electrolux.co.id

Vietnam

Domestic Toll Free : 1800-58-88-99

Tel : (+84 8) 3910 5465

Electrolux Vietnam Ltd.

9th Floor, AB Tower

76 Le Lai Street, Ben Thanh Ward, District 1, Ho Chi Minh City.

Office Tel: (+84 8) 3910 5465

Office Fax: (+84 8) 3910 5470

Email: vn-care@electrolux.com

Malaysia

Domestic Toll Free : 1300-88-11-22

Electrolux Home Appliances Sdn. Bhd.

7th Floor, Tower 2 , Jaya33,

No. 3, Jalan Semangat, Seksyen 13,

46100 Petaling Jaya, Selangor

Office Tel : (+60 3) 7843 5999

Office Fax : (+60 3) 7955 5511

Email : Malaysia.customer-care@electrolux.com

Philippines

Domestic Toll Free : 1-800-10-845-care 2273

Customer Care Hotline : (+63 2) 845 care 2273

Electrolux Phils Inc.

25th Floor, Equitable Bank Tower 8751

Paseo De Roxas, Makati City,

1226 Philippines

Office Tel : (+63 2) 845 4510

Office TeleFax : (+63 2) 845 4543

Office Fax : (+63 2) 845 4548

Email : wecare@electrolux.com

Singapore

Tel : (+65) 6507 8699

Electrolux S.E.A. Pte Ltd.

11 Lorong 3 Toa Payoh

Jackson Square, Block B, #01-13/14/15

Singapore 319579

Office Tel : (+65) 6507 8900

Office Fax : (+65) 6356 5489

Email : customer-care.sin@electrolux.com.sg