

## Service Bulletin 4812 718 40305

**AUTHOR:** Peter Liehm

**Last Update:** 07/09/10

**VERSION:** 1.0

**TITLE:** Condensation

**SUBJECT:** Condensation on kitchen furniture, kitchen worktop, control panel in combination with DW POINT appliances

### REMEDIAL ACTION

1.) Inner door is just partly touching the tub/door gasket and water can escape and finally dropping on the floor. As well steam comes out of the appliance and condensates at the colder surfaces close to the appliance.

=> Service door hook

2.) The tub/door gasket - especially in the upper left and upper right corner – is not properly fitted. The effects are the same like described under point 1.

A repositioning of the tub/door gasket is not always sufficient as a service solution, because of the deformed tub/door gasket in the wrong position over the time. In these cases a new tub/door gasket has to be assembled.

3.) Installation of the appliance, a not proper adjustment of the feet or an unaligned fixing of the side panels at the kitchen worktop can bent the appliance in a way, that the door doesn't close properly. The effects are the same as described before under point 1.

The service solution is a realignment of the appliance.

Service hook => 4812 401 18416

Sealing door/tub => 4812 466 68564

For the above described points 1-3, please check the proper closing of the door and if the tub/door seal is touching the inner door at the complete length in the original finish of the appliance. This can be done by applying some oil on the tub/door gasket, close and open the door and check the "oil print" at the inner door. Check also the recommended distance between the underside of the work top and the appliance (at least 3mm).

4.) If the tub/door seal works in the right way, there is another possibility for condensation especially in kitchen with stone made worktops or worktops covered by aluminium or INOX design elements. Here occurs the condensation on the design elements or on the stone material.

5.) Depending on the thickness and quality of the wooden material of the front, the wooden front gets deformed by the temperature during a program cycle and as a consequence deforms the complete inner and outer door system. This can also lead to an insufficient closure of the door.

Following are shown two possibilities to prevent or to contain the condensation

For cases where the steam escapes from the door area, there is the following procedure possible:

Appliance – original condition

**For cases where the steam escapes from the door area,  
there is the following procedure possible:**

**Appliance – original condition**



**Removing of the insulation in the front third - also on the side**



**Shortening of the upper insulation by one third (ca. 10cm)**



**Close gap between inner/ outer door, between outer door/ control panel  
and between inner door/ control panel with silicon**



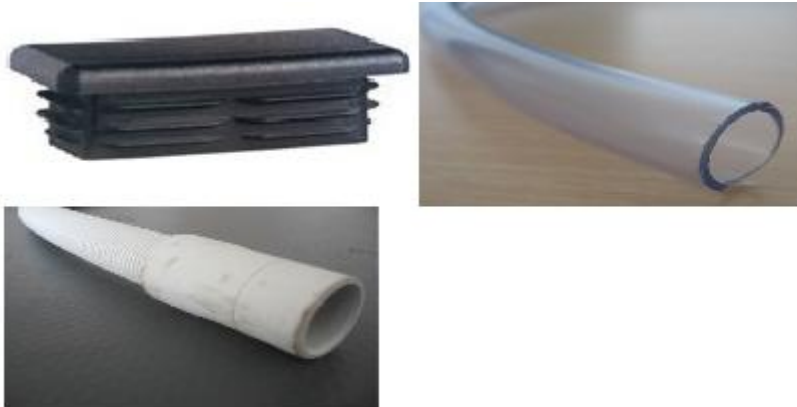
**See close-up next page**



**Service kit for regeneration dosage**

**Spare part number kit 4801 310 00153**

**Content:**



## Assembly:

- 1.) **Cut off plastic excess length of the Regeneration Dosage**  
Also the rectangular side hole

Before:



After:



Before:



After:



**Main Hole:**



**Condenser hole:**



**Side hole:**





**Regeneration dosage after applying the kit:**



**Service Bulletin 4812 718 40204****AUTHOR:** Mladen Carzavec**Last Update:** 07/01/09**VERSION:** 1.0**TITLE:** Door Hook - Condensation Issue

## 4812 718 40204

**REF: Door hook – Condensation issue**

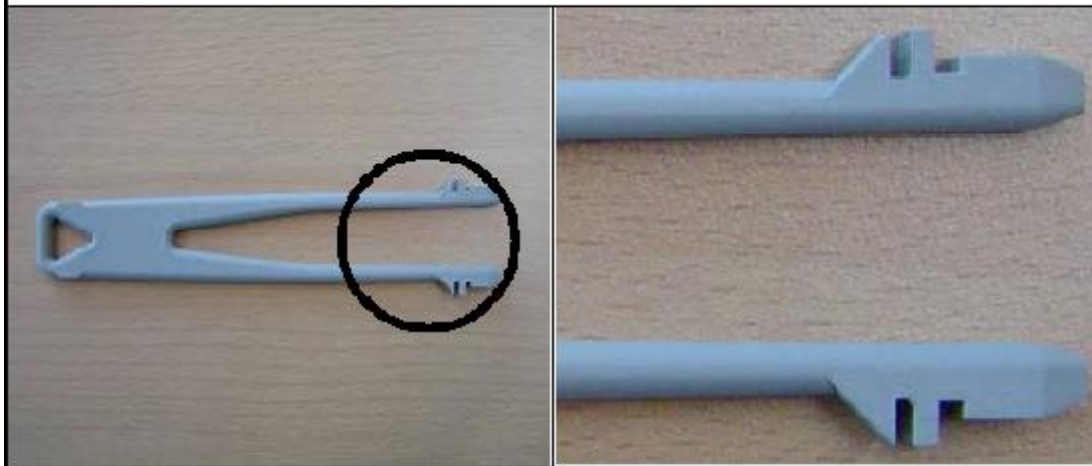
**Model:** Point appliances

Due to tolerances in production, there could be the case, that the door doesn't close properly, which leads to out coming steam, loud noise or clear hearable hydraulic work and condensation under the worktop in the kitchen.

**This is normally no reason for a product exchange!**

There is a service solution available for these cases

**Spare part number 4812 401 18887**



Additional slot on the latch

Close-up of the 2 slots



Position to tighten the closure of the door

Normal position

After the intervention, check the door closure while running an intensive program reg. out coming steam, leakages or noise of incoming water (hearable, when the door doesn't close properly)

Name: Peter Liehm

Date: 20.March 2007

Mod. Date:

**Service Bulletin 4812 718 40301**

**AUTHOR:** Mladen Carzavec

**Last Update:** 11/18/09

**VERSION:** 1.0

**TITLE:** Lower basket with fix holder stalks. For the wider cutlery basket.

**SUBJECT:** Under the Service 12NC 4812 310 28134 you will get the service lower basket for the squarish cutlery basket.

**REMEDIAL ACTION**

When you need the lower basket for the wider cutlery basket please order under service 12NC: 4801 401 00046

**Text**

4812 310 28134

**Text**

4801 401 00046

## Service Bulletin 4812 718 40207

**AUTHOR:** Mladen Carzavec

**Last Update:** 07/01/09

**VERSION:** 1.0

**TITLE:** The dishwasher trip the RCD of the residential installation.

4812 718 40207

**REF: The dishwasher trip the RCD of the residential installation.**

**Model:**

All point range dishwasher with motor pump heater (MPH)  
or variable speed motor (VSM)

**Issue:**

Under certain circumstances the distance between the wiring of the heater coil and the rubber part is too less. This lead to a creeping current circuit between the heater wiring and the rubber tube.

**Cause:**

A residual current device (RCD) provides protection against earth leakage faults, short circuits and overloads.

If an earth leakage fault occurs between phase and earth greater or equal to its rated sensitivity in mA the RCD will be tripped.

**Remedial action:**

- Check during every intervention if the position of the heater wiring is correct.
- Realign the position that the wiring is parallel to the heater metal sheel.

**Wrong**

**Correct**



Name: Mladen Carzavec

Date: 07.05.2007

Mod. Date:



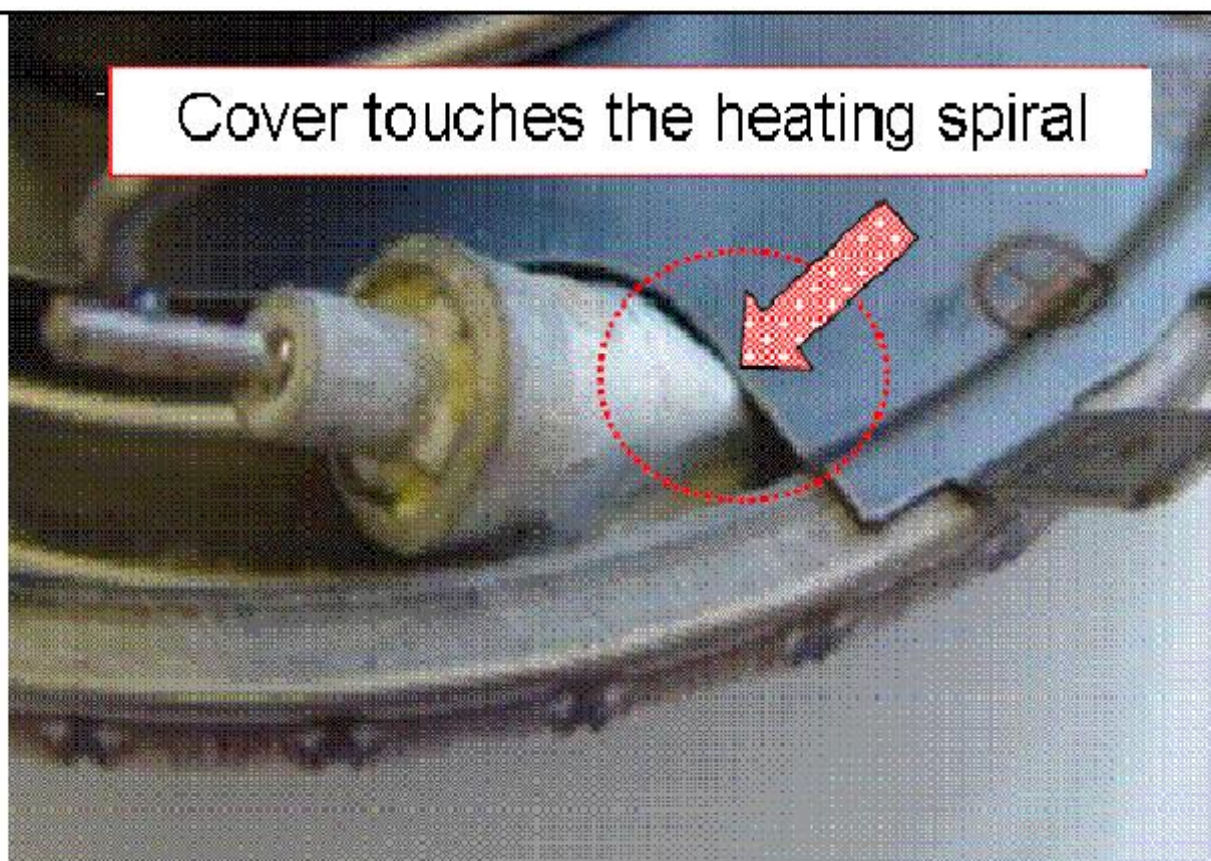
**Service Bulletin 4812 718 40206****AUTHOR:** Mladen Carzavec**Last Update:** 05/08/08**VERSION:** 1.0**TITLE:** MPH or Variable speed motor – Noise

**4812 718 40206****REF: Variable speed motor – Noise****Model:** Point appliances with integrated heating element at the pump

Due to the production process at the supplier of the integrated heating module, there is the possibility, that the cover touches the heating spiral. This could lead to a noise during the heating phase in a wash program at a defined speed.

To solve the issue, bend the cover in this area very carefully a little bit (see second picture) to ensure, that the heating spiral isn't touched by the cover.

In these cases, it is not necessary to change the pump/heating unit or the complete motor!

**Wrong alignment**



**Correct alignment**

Name: Peter Liehm

Date: 20.March 2007

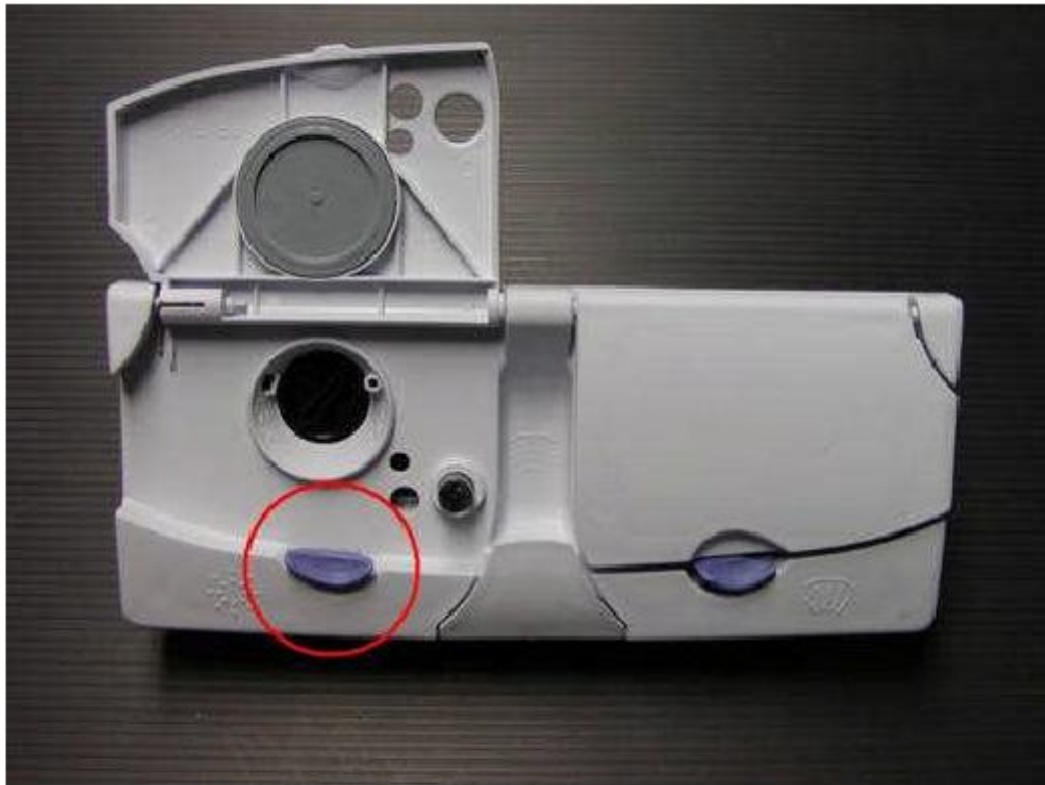
Mod. Date:

**Service Bulletin 4812 718 40187****AUTHOR:** Mladen Carzavec**Last Update:** 05/08/08**VERSION:** 1.0**TITLE:** Release Clip for the Rinse Aid Flap of the Detergent Dispenser**Models:** All "POINT" appliances**Ref:** **Release-clip for the Rinse aid flap on the detergent dispenser**

The above mentioned clip is now available as a single spare part.

The clip is removable by using a small screwdriver. It is not necessary to dismantle the door for the access to the clip.

The clip is only available in the colour-version "opaco-blue" as shown on the picture.

**Spare part number:** **4812 440 11209****SIRIAS code:** **M 6800 10**

**Service Bulletin 4812 718 40201****AUTHOR:** Mladen Carzavec**Last Update:** 04/19/10**VERSION:** 1.1**TITLE:** F7 error code. Flow Meter – Failure.**SUBJECT:** When the F7 error code appears - the root cause is often not the Flow Meter itself.

Leakage on the regeneration dosage , Aqua stop valve , Wiring , Flow Meter PCB,or the control board has to checked.

**Text**

The Point range dishwashers are built with two different versions of regeneration dosages and different flow meters inside.

As Service solution you can order both Flow Meters as Service Kit in one packaging:



The version Aweco with blue socket.



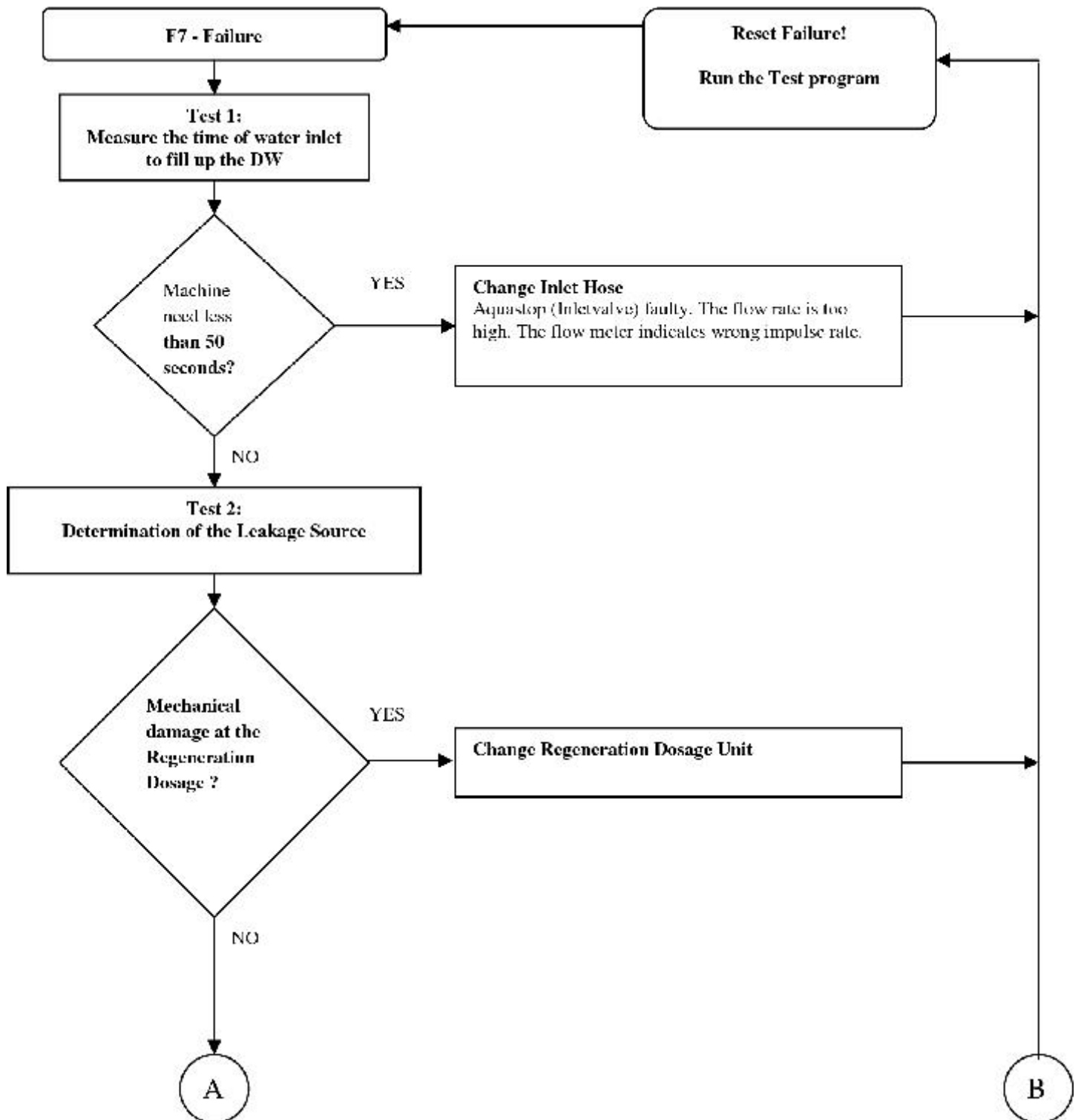
The version Bitron with white socket.

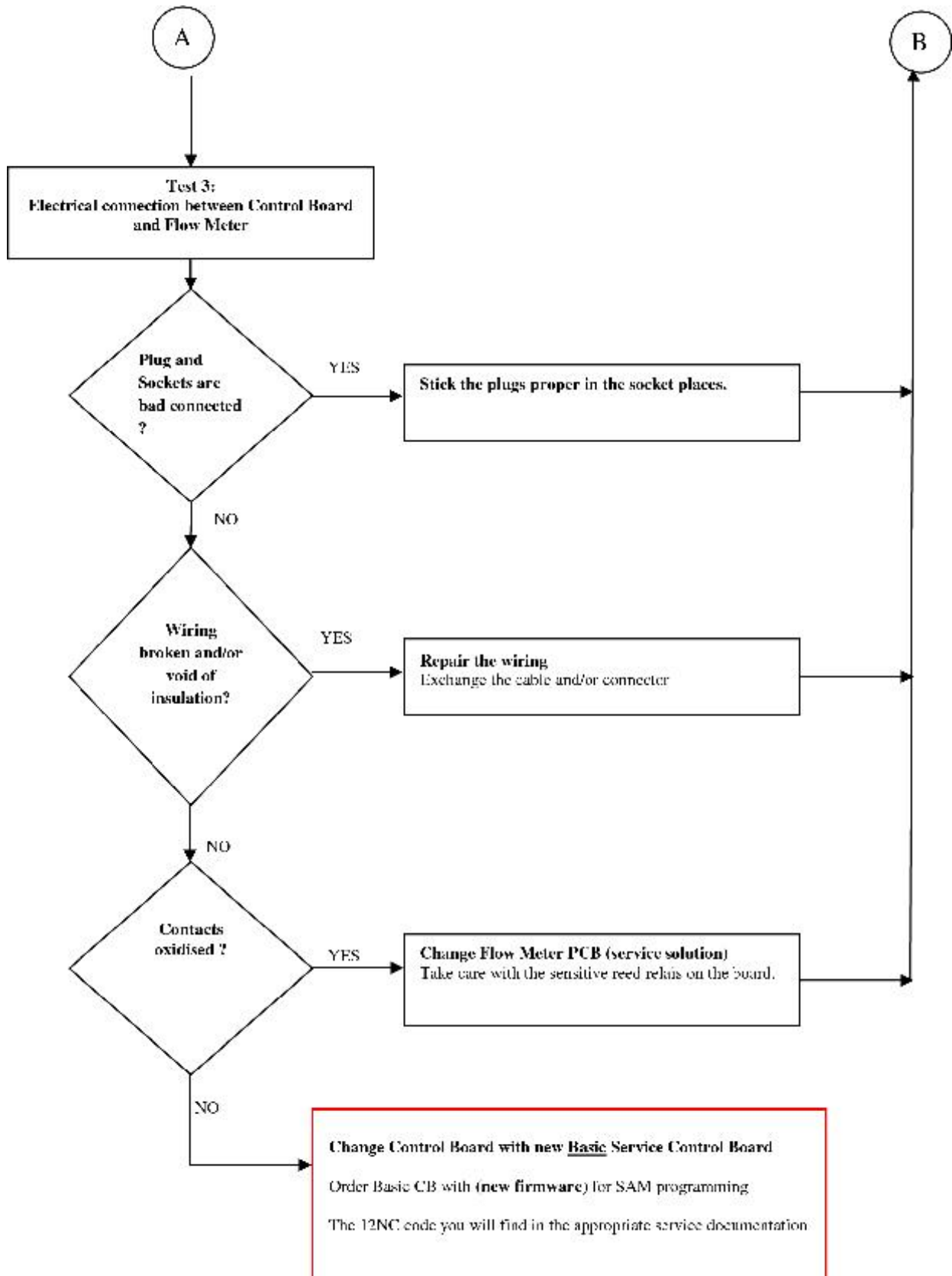
Service Part 12NC for both reedcontact PCB's : 4812 310 19147

The Service Part 12NC for the known Service Reg. Dosage is: 4812 418 68368

**REMEDIAL ACTION**

Please go through the attached failure flow diagram to determine the root cause.





## Service Bulletin 4812 718 40212

**AUTHOR:** Mladen Carzavec

**Last Update:** 04/19/10

**VERSION:** 1.0

**TITLE:** Single Spray Arm no more available



4812 718 40212

**REF: Single Spray Arm no more available**

**Model:**

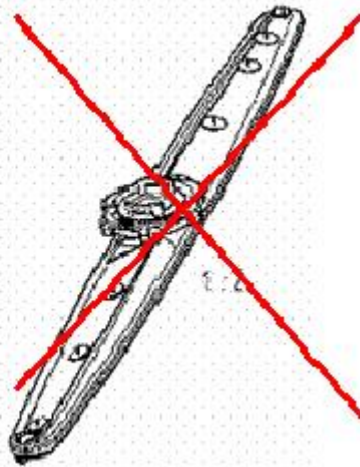
All Point dishwasher from 2000 till now

**Issue:**

Due to the fact that the single spray arm won't be available as single part you have to order the complete 2nd level water support.

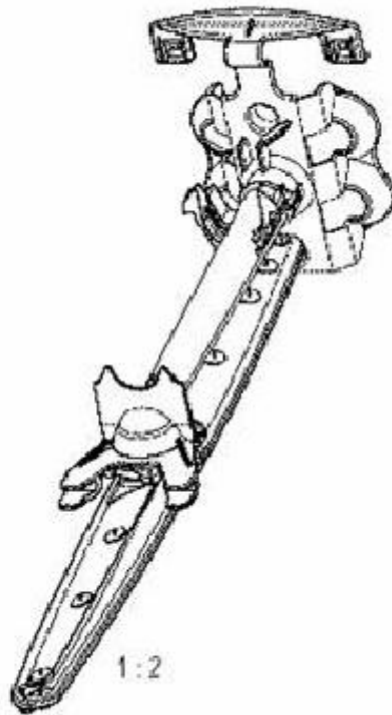
**Remedial action:**

Please order instead of the Single Spray Arm



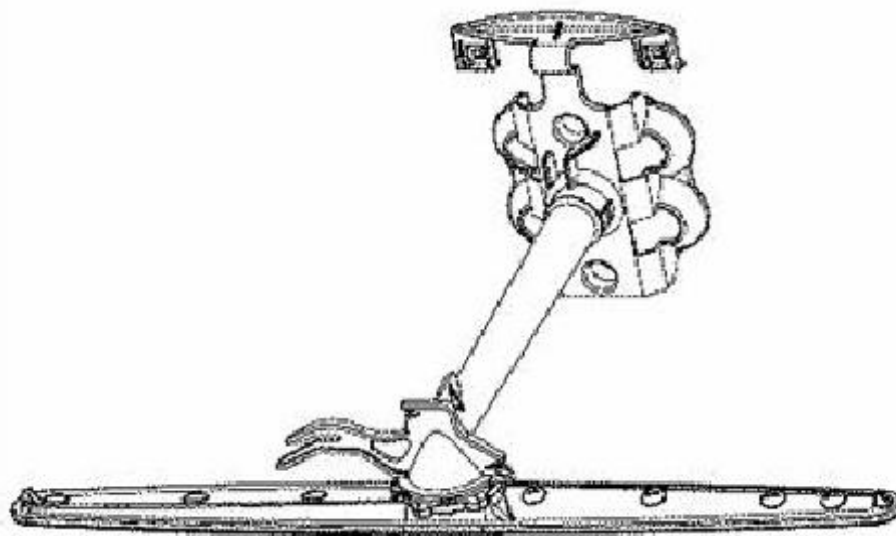
NO MORE AVAILABLE

The complete Spray arm for the 2nd level of an upper EBL-Basket  
481236068688



The complete Spray  
arm for the 2nd level  
of an upper VBL-  
Basket

481236068693



Name: Mladen Carzavec

Date: 23.10.2007

Mod. Date:

## Service Bulletin 4812 718 40196

**AUTHOR:** Mladen Carzavec

**Last Update:** 04/19/10

**VERSION:** 1.0

**TITLE:** Internal leakage at the nozzle plate lead to performance issues. Docking base.

**4812 718 40196****REF: Internal leakage at the nozzle plate****Model: Point dishwasher**

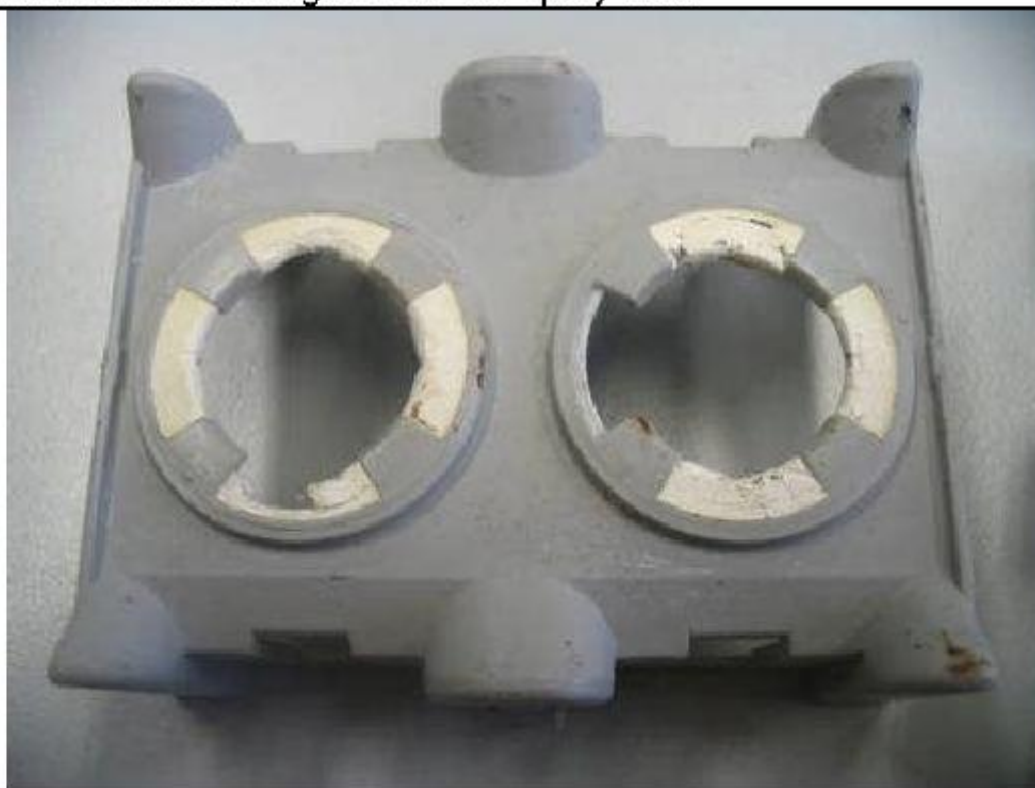
All dishwasher from the Point range from Neunkirchen or Wroclaw

**Issue:**

Customer complain about declining of washing performance

**Cause:**

The elastic plastic part of the nozzle unit wear out and lead to internal leakage.  
A part of the water won't be guided to the spray arm.

**Remedial action:**

Exchange the nozzle plate

- Take the main tube free on the metal clips.
- Then dismantle the nozzle plate from the main tube with slight pressure from the plastic hooks.

**Service spare part 12NC for the single nozzle plate:  
4812 530 29431**



Name: Mladen Carzavec

Date:09.05.2006

Mod. Date: