Tumble dryer does not heat up

If the tumble dryer does not heat up, refer to the suggestions below for step by step instructions.

Is there an error message on the display?

The error message can be a code in the display, a flashing LED or a sequence of beeps.

- If an error code is displayed, see the user manual for troubleshooting. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

Check whether the appliance is getting hot:

Before you book an engineer, it is important to check if the appliance’s heating system is working.

- Firstly, clean the appliance and then start a timed cycle of at least 120 minutes with no load.
- After one hour, open the door and check whether the drum is hot inside (with at least 20 minutes remaining on the display).
- If the inside of the drum is hot, the heating system is working. In tumble dryers fitted with a heat pump, you can often also hear whooshing or sloshing noises from the appliance when it stops.
- If the appliance is still not hot after an hour of the program, we recommend requesting a visit by a service engineer. (Report error code: JN).

Is the ambient temperature between 5°C and 35°C?

If the ambient temperature is too low or too high, the tumble dryer may not operate correctly.

- Place the dryer in a room which has a suitable temperature.
- If the dryer is located in a room, make sure that the temperature of the room is between 5°C and 35°C.
- If the room temperature is not within this range, the tumble dryer may not operate correctly and will not heat up.
- Heat the room in which the tumble dryer is situated until it reaches a suitable temperature, or move the dryer to another room which is at a suitable temperature.

Have you tried resetting the appliance?

You may be able to fix the problem by resetting the washing machine.

- To do this, remove the plug from the socket, wait 3 minutes and then plug it in again.
Tumble dryer with heat pump:

Did you open the door during the first 10 minutes of the drying cycle?

If the door is opened, heating will be delayed.

- If the door is opened during a drying cycle, the drying time may be extended by up to 20–30 minutes each time the door is opened.
- The door must be closed during a drying cycle. Restart the cycle and keep the door closed.

Is the load too much?

Overloading the product can reduce the heat circulation around the clothing.

- Redistribute the load and restart the drying cycle.
- If the load is too much, remove some of the clothing from the machine and restart the drying cycle.

Are the filters clean? Is the machine clean?

If the filters, condenser and/or heat exchanger are dirty, it may be the reason why the machine is not heating up.

- See the user manual for information on how to clean and maintain your appliance. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

The filters may appear clean but still be blocked.

- You can check the filters by holding them up against the light or under a tap and seeing whether the water can flow through them.
- If no water passes through the filters, clean them and check them again.
- If water will still not pass through the filters, replace them.
- Filters and accessories are available via the Webshop. (You can visit our Webshop by clicking on the link below).

Maintenance and Cleaning:

11.1 Cleaning the filter

At the end of the countdown, the filtering symbol will appear in the display. This means that the filter needs to be cleaned.

Note: The filter collects lint. Lint forms when the clothing in the tumble dryer dries.
1. Open the door. Remove the filter.

2. Press the hook to open the filter.

3. Clean each filter component with a damp hand.

4. If necessary, clean the filter with a brush under hot water from the tap and/or a vacuum cleaner. Close the filter.

5. If necessary, remove any lint from the filter base and gasket. You can use a vacuum cleaner. Place the filter in the filter base.

### 11.3 Cleaning the heat exchanger:

If the symbol

Heat exchanger is flashing on the display, inspect the heat exchanger and the space. Clean it if it is dirty.

**How to perform the inspection:**

1. Open the door. Remove the filter.

2. Push the release button at the bottom of the door opening and open the heat exchanger.

3. Turn the lock to unlock the heat exchanger cover.

4. Lower the heat exchanger cover.
5. If necessary, clean the small water filter at the bottom of the space. Refit the small water filter.

6. If necessary, remove any lint from the heat exchanger and the space around it. You can use a damp cloth and/or a vacuum cleaner with a brush.

7. Close the heat exchanger cover.

8. Close the lock until it clicks into place.

9. Put the filter in position.

Note:

10. It may be necessary to soften some old lint with suitable detergent; wait approx. 10-30 minutes and then remove the deposit by brushing it with a soft brush in the direction of the metal ribs so that they do not bend.

Condenser tumble dryer:

Is the load too much?

Overloading the product can reduce the heat circulation around the clothing.

- Redistribute the load and restart the drying cycle.
- If the load is too much, remove some of the clothing from the machine and restart the drying cycle.

Are the filters clean? Is the machine clean?

If the filters, condenser and/or heat exchanger are dirty, it may be the reason why the machine is not heating up.

- See the user manual for information on how to clean and maintain your appliance. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

11.1 Cleaning the filter

At the end of the countdown, the filtering symbol will appear in the display. This means that the filter needs to be cleaned.
Note: The filter collects lint. Lint forms when the clothing in the tumble dryer dries.

1. Open the door. Remove the filter.
2. Press the hook to open the filter.
3. Clean each filter component with a damp hand.
4. If necessary, clean the filter with a brush under hot water from the tap and/or a vacuum cleaner. Close the filter.
5. If necessary, remove any lint from the filter base and gasket. You can use a vacuum cleaner. Place the filter in the filter base.

How to clean the condenser:

1. Open the door.
2. Push the release button at the bottom of the door opening and open the condenser flap.
3. Turn the two catches to unlock the condenser flap.
4. Lower the condenser flap.
5. Grasp the handle and pull the condenser out of the lower compartment. Move the condenser horizontally so as not to spill any remaining water.

6. Clean the condenser in the vertical position over a sink or container. Rinse thoroughly with under the faucet.

7. Clean the condenser filter. Rinse thoroughly with under the faucet.

8. Insert the condenser filter in the lower compartment.

9. Close the condenser flap.

10. Turn the two catches until they click.

11. Close the condenser flap.

Tumble dryer with vent:

Is the load too much?

Overloading the product can reduce the heat circulation around the clothing.

- Redistribute the load and restart the drying cycle.
- If the load is too much, remove some of the clothing from the machine and restart the drying cycle.

Are the filters clean? Is the machine clean?

If the filters, condenser and/or heat exchanger are dirty, it may be the reason why the machine is not heating up.

- See the user manual for information on how to clean and maintain your appliance. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

How to clean the condenser:

1. Open the door.

2. Push the release button at the bottom of the door opening and open the condenser flap.

3. Turn the two catches to unlock the condenser flap.
4. Lower the condenser flap.

5. Grasp the handle and pull the condenser out of the lower compartment. Move the condenser horizontally so as not to spill any remaining water.

6. Clean the condenser in the vertical position over a sink or container. Rinse thoroughly with under the faucet.

7. Clean the condenser filter. Rinse thoroughly with under the faucet.

8. Insert the condenser filter in the lower compartment.

9. Close the condenser flap.

10. Turn the two catches until they click.

11. Close the condenser flap.

Is the venting hose fitted correctly?

When the hose is connected to the dryer, it should lead to the correct vent.

- It must be no more than 2 meters long and must not bend in more than two places.

As regards the vent itself:

- If you have decided to install a fixed vent in the wall or a window, you will probably be able to obtain the fittings and any advice you need from your local hardware store.
- If the hose is long and the room temperature low, moisture can condense out into water in the hose. This is natural and cannot be avoided.

- To prevent water from remaining in the hose or flowing back into the tumble dryer, drill a small hole (about 3 mm diameter) at the lowest point of the hose and place a small container beneath it.

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**Warning:** It is important that the venting hose is not connected to an extractor hood, chimney or outlet hose on a boiler or other similar.
Is the vent open and clean?

On a vented tumble dryer, it is important that the vent, i.e. the hose/tube from the tumble dryer to the outside, and the air damper/non-return valve in the wall, are clean, so that the air from the tumble dryer can flow freely to the outside.

If the above does not resolve the problem, request a visit by a service engineer.

To help you determine the exact nature of the problem, we recommend a visit by one of our authorized engineers to check the appliance and fix the problem.

When contacting us, please have the following information to hand. You will find this information on the manufacturer’s data plate:

1. Model number
2. Product number (PNC)
3. ELC number
4. Serial number

Data plate with model number, product number/PNC, ELC and serial number:

[3–9999] Where will I find the data plate on my product?

NOTE: Depending on the problem, you may be charged for a service visit by an engineer, even during the warranty period.

Make a note of the reported error code and quote it when you request an engineer. This will not solve your problem, but it will help our engineer identify the cause of the problem.

• Report error code: JN
Warning: We do not recommend using the product until the problem has been completely fixed. Unplug the product and do not plug it in again until you are certain that it is OK to do so.

You can request a visit by one of our engineers by clicking on the link below.