

Alarms

Safety precautions

As a safety measure and before any intervention, it is essential to bear in mind the **General Safety Instructions** accompanying this manual.



WARNING

The actions to be carried out concerning each alarm should only be carried out by an Authorized Technical Service (ATS) duly trained by the manufacturer.

Alarm troubleshooting

Procedure to follow when an alarm is triggered:

1. Switch off the machine's switch-disconnector.
2. Switch on the machine's switch-disconnector again.
3. If the alarm persists, follow the procedure in the tables below.



WARNING

Before carrying out any action, check the supply voltage.

Structure of the alarm tables

ID: Alarm number

Description: Alarm text

Cause: Explanation of what caused the alarm to be triggered.

Action:

- ✓ : this symbol indicates a check to be performed.
- : this symbol indicates an action to be performed.

System alarms

ID	Description	Cause	Action
1	Emergency stop	Emergency stop S1 activated.	<ul style="list-style-type: none">✓ Reset the emergency stop button manually S1.✓ Check the electrical wiring between the emergency stop button S1 and the A4-X9:1.2 board.
2	Communication error with IO-W1 A4 board	Communication error between the A4 board and the A1 board.	<ul style="list-style-type: none">✓ Check the electrical wiring between the A4-X7:3,4 board and the A1-X1:3,4 board.• If all the above is correct, change the A4 board.• If the alarm persists, change the A1 board.
3	Machine model identification error	Machine model identification error.	<ul style="list-style-type: none">✓ Check the A4-X18 connector with the corresponding machine model.• If the alarm persists, change the A4 board.
4	Communication error with EM-1 A5 board	Communication error between the A5 board and the A1 board.	<ul style="list-style-type: none">✓ Physically check the existence of the A5 board.✓ Check that it is turned on or off correctly in the settings.✓ Check the electrical wiring between the A4-X8:3,4 board and the A5-X1:3,4 board.• If all of the above is correct, replace the A5 board. If the alarm persists, change the A1 board.
6	Communication error with accelerometer	Communication error between accelerometer B1 and the A1 board.	<ul style="list-style-type: none">✓ Check the electrical wiring and that the aerial connector between accelerometer B1 and the A1-X8 board is correctly secured.• If all the above is correct, change accelerometer B1.• If the alarm persists, change the A1 board.
7	Accelerometer positioning error	Incorrect position of accelerometer B1 .	<ul style="list-style-type: none">✓ Check the mechanical securing of the B1 accelerometer.• If all the above is correct, change accelerometer B1.

SERVICE TIPS ST-172

Genius Error Codes

ID	Description	Cause	Action
8	Door locking error	Error in detecting the door locking.	<ul style="list-style-type: none"> ✓ Check the electrical wiring between the E3 lock and the A4-X12 board. • If all the above is correct, change the E3 lock. • If the alarm persists, change the A4 board.
9	Door unlocking error	Error in detecting the door unlocking.	<ul style="list-style-type: none"> ✓ Check the condition of the lever clutch. ✓ Check the electrical wiring between the E3 lock and the A4-X12 board. • If all the above is correct, change the E3 lock. • If the alarm persists, change the A4 board.
10	Door unlocked	Error in detecting the door locking.	<ul style="list-style-type: none"> ✓ Check the electrical wiring between the E3 lock and the A4-X12 board. • If all the above is correct, change the E3 lock.
11	Communication error with the inverter	Communication error with the inverter.	<ul style="list-style-type: none"> ✓ Check the condition of the fuses for the U1-F1,2 inverter. ✓ Check the power supply to the U1-X1:1,2 inverter. ✓ Check the electrical wiring between the U1-X3:2,3 inverter and the A1-X3:2,3 board.
12	Inverter identification error	Inverter identification error U1 .	<ul style="list-style-type: none"> ✓ Check that the U1 inverter model corresponds to the machine model.
13	Inverter configuration error	Possible fault in the U1 inverter. Possible fault in the M1 motor.	<ul style="list-style-type: none"> ✓ Check the power supply to the U1-X1:1,2 inverter. ✓ Check the electrical wiring between the M1-X1 motor and the U1-X2 inverter. ✓ Check the condition of the windings in the M1 motor. • If all the above is correct, change the U1 inverter.
14	Temperature probe out of range	Problem in the S2 temperature probe.	<ul style="list-style-type: none"> ✓ Check the electrical wiring between the B2 temperature probe and the A4-X22:3,4 board. ✓ Check the electrical resistance at the temperature probe B2 ($1075\Omega \pm 2\%$ at a room temperature of 20 °C). If the resistance value is not correct, change the B2 temperature probe. • If all the above is correct, change the A4 board.

SERVICE TIPS ST-172

Genius Error Codes

ID	Description	Cause	Action
15	Temperature probe not calibrated	Calibration problem in the A4 board.	<ul style="list-style-type: none"> • Change the A4 board.
16	Pressure switch error	B4 , B5 pressure switches reading error.	<ul style="list-style-type: none"> ✓ Check the electrical wiring between the B4 and B5 pressure switches and the A4-X16 board. • If all the above is correct, change the corresponding pressure switch.
17	B3 speed sensor error	B3 speed sensor/rotation sensor reading fault at the moment of positioning.	<ul style="list-style-type: none"> ✓ Check the rotation sensor's aerial connector, located just behind it. ✓ Check the electrical wiring between the B3 rotation sensor and the A4-X17:1,2,3 board. • If all the above is correct, change the electrical wiring. • If the alarm persists, change the B3 rotation sensor.
18	S2 unbalance switch activated	Activation of the S2 unbalance switch during the washing phase.	<ul style="list-style-type: none"> ✓ Check the XUA and XUB aerial connectors. ✓ Check the continuity of the normally closed contact of the S2 switch. • If a fault is detected, change the switch. • If all the above is correct, change the electrical wiring.
19	Excessive heating time	Heating time greater than 90 seconds per degree Celsius.	<p>Steam heat models:</p> <ul style="list-style-type: none"> ✓ Check the steam supply. ✓ Check the electrical wiring and the operation of the Y10 valve and the KM1 contactor. • If any faults are detected, replace the defective components. <p>Electric heat models:</p> <ul style="list-style-type: none"> ✓ Check the electrical wiring and the operation of the KM1 contactor. ✓ Check the consumption of the heaters with an amperometric clamp. • If any faults are detected, replace the defective components.

SERVICE TIPS ST-172

Genius Error Codes

ID	Description	Cause	Action
20	Excessive filling time	Excessive filling time to reach the programmed level.	<ul style="list-style-type: none"> ✓ Check that the tap is open. ✓ Check the water input filters. ✓ Check for leaks in the drain. ✓ Check the operation of the Y1 and Y2 valves (and Y3 for machines with a third water inlet). ✓ If all the above are correct, and if the installation flow rate is too low, adjust the filling timeout alarm in the Installation >Bath section of the Service Menu.
21	Level exceeded	Water level higher than the maximum programmed value.	<ul style="list-style-type: none"> ✓ Check the operation of the Y1 and Y2 valves (and Y3 for machines with a third water inlet). ✓ Check the condition of the B4 and B5 pressure switches.
22	Draining error	Draining time greater than 5 minutes.	<ul style="list-style-type: none"> ✓ Check the operation of the M3 drain. ✓ Check for possible obstructions at the drain outlet.
23	Overtemperature	Internal temperature is higher than 95 °C.	<ul style="list-style-type: none"> ✓ Check the condition, the operation, and the electrical wiring between the B2 temperature probe and the A4-X22:3,4 board. ✓ Check the electrical wiring and the operation of the KM1 contactor.
24	Temperature too high to unlock	Temperature above 55 °C before door unlocking.	<ul style="list-style-type: none"> ✓ Wait a while for the temperature to drop. ✓ Check the condition and operation of the B2 temperature probe. ✓ Check the electrical wiring and the operation of the KM1 contactor.
25	IO-W1 A4 board reset	The A4 board resets during the cycle.	<ul style="list-style-type: none"> • If the alarm persists, change the A4 board.
26	IO-W1 A4 board overcurrent	Short-circuit of the A4 board during the cycle.	<ul style="list-style-type: none"> ✓ Check for possible short-circuits at the A4 board's inputs and outputs.
27	Power failure	Power supply cut during the washing cycle.	<ul style="list-style-type: none"> ✓ Check the installation's power supply. ✓ Check the input and output voltage of the A3 power supply. • If any faults are detected, change the A3 power supply. • If all the above is correct, change the A4 board.

Drive alarms

NOTE: If the inverter alarm shown on the display is not included in this table, please note down the number in parentheses and contact the Customer Service.

ID	Description	In- ver- ter	Cause	Action
201	Overcurrent during acceleration	OC1	Short circuit in an output phase. Ground fault in an output line. Overload. Malfunction due to interference.	<ul style="list-style-type: none">✓ Check the electrical wiring of the output terminals (U, V and W).• If a fault is detected, remove the shorted part.✓ Check the insulation resistance of the cables.• If a fault is detected, remove the grounded parts.✓ Check that the maximum laundry load weight in the machine has not been exceeded.✓ Check the inverter.• If a fault is detected, replace the inverter.✓ Check the condition of the windings and the motor bearings.✓ Check the insulation of the motor.✓ Check the ground wiring.• Ultimately, replace the motor.

ID	Description	In- ver- ter	Cause	Action
202	Overcurrent during deceleration	OC2	<p>Short circuit in an output phase.</p> <p>Grounding of an output line.</p> <p>Overload.</p> <p>Malfunction due to interference.</p>	<ul style="list-style-type: none"> ✓ Check the electrical wiring of the output terminals(U, V and W). • If a fault is detected, remove the shorted part. ✓ Check the insulation resistance of the cables. • If a fault is detected, remove the grounded parts. ✓ Check that the maximum laundry load weight in the machine has not been exceeded. ✓ Check the inverter. • If a fault is detected, replace the inverter. ✓ Check the condition of the windings and the motor bearings. ✓ Check the insulation of the motor. ✓ Check the ground wiring. • Ultimately, replace the motor.
203	Overcurrent during running at constant speed	OC3	<p>Short circuit in an output phase.</p> <p>Grounding of an output line.</p> <p>Overload.</p> <p>Malfunction due to interference.</p>	<ul style="list-style-type: none"> ✓ Check the electrical wiring of the output terminals(U, V and W). • If a fault is detected, remove the shorted part. ✓ Check the insulation resistance of the cables. • If a fault is detected, remove the grounded parts. ✓ Check that the maximum laundry load weight in the machine has not been exceeded. ✓ Check the inverter. • If a fault is detected, replace the inverter. ✓ Check the condition of the windings and the motor bearings. ✓ Check the insulation of the motor. ✓ Check the ground wiring. • Ultimately, replace the motor.

SERVICE TIPS ST-172

Genius Error Codes

ID	Description	In- ver- ter	Cause	Action
206	Overvoltage during acceleration	OU1	Excessive input voltage. Overcurrents caused by external devices. Excessive load. Malfunction due to interference.	<ul style="list-style-type: none"> ✓ Check the input voltage. ✓ Check the braking resistance. ✓ Check the machine while empty. If the alarm is not repeated, it may be due to an occasional load with excessive inertia. <ul style="list-style-type: none"> • If all the above is correct, change the inverter.
207	Overvoltage during deceleration	OU2	Excessive input voltage. Overcurrents caused by external devices. Excessive load. Malfunction due to interference.	<ul style="list-style-type: none"> ✓ Check the input voltage. ✓ Check the braking resistance. ✓ Check the machine while empty. If the alarm is not repeated, it may be due to an occasional load with excessive inertia. <ul style="list-style-type: none"> • If all the above is correct, change the inverter.
208	Overvoltage during running at constant speed or stopping	OU3	Excessive input voltage. Overcurrent caused by a external device. Excessive load. Malfunction due to interference.	<ul style="list-style-type: none"> ✓ Check the input voltage. ✓ Check the braking resistance. ✓ Check the machine while empty. If the alarm is not repeated, it may be due to an occasional load with excessive inertia. <ul style="list-style-type: none"> • If all the above is correct, change the inverter.
210	Low voltage	LU	Momentary drop in voltage. Sags. Inverter supply voltage low.	<ul style="list-style-type: none"> ✓ Reset the alarm. ✓ Check that all lights on the inverter display have gone out before switching the machine back on. ✓ Check that the input voltage is within the specified range. ✓ Check if there are any devices connected to the same line as the machine that are causing a drop in voltage. ✓ Measure the input voltage fluctuations. ✓ Check the electrical installation. ✓ Check the safety devices of the installation and of the machine. <ul style="list-style-type: none"> • If all the above is correct, contact Customer Service.

SERVICE TIPS ST-172

Genius Error Codes

ID	Description	In- ver- ter	Cause	Action
211	Fault in the input phase	LIN	Power input wire is broken. Input terminal screws have become loose. Voltage between phases too high. Overload cyclically occurred. Inverter power supply error.	<ul style="list-style-type: none">✓ Check the inverter power supply wiring.✓ Check the tightness of the input terminals.• If a fault is detected, change the terminals.✓ Check that the inverter is powered.• If all the above is correct, change the inverter.
217	Overtemperature in the sink	OH1	Excessive surrounding temperature. Ventilation paths are blocked. Low air flow. Overload.	<ul style="list-style-type: none">✓ Check the inverter ventilation conditions.✓ Check that the airflow is not blocked.✓ Clean the inverter heatsink fins.✓ Check that the fans have enough space to catch air.✓ Clean the fans.✓ Check that the laundry load in the machine is not excessive.• If all the above is correct, change the inverter.
218	External alarm activated	OH2	External inverter error. Motor thermal protection open due to overtemperature.	<ul style="list-style-type: none">✓ Check the motor temperature.• If the motor is hot, let it cool down.✓ Check the wiring the motor.• If the problem persists, replace the motor.

SERVICE TIPS ST-172

Genius Error Codes

ID	Description	In- ver- ter	Cause	Action
223	Motor 1 overload	OL1	<p>Thermal characteristics not specified.</p> <p>Inadequate thermal protection activation level.</p> <p>Acceleration and deceleration time too short.</p> <p>Overload.</p> <p>Excessive torque boost.</p>	<ul style="list-style-type: none"> ✓ Check the inverter ventilation conditions. ✓ Check that the airflow is not blocked. ✓ Clean the inverter heatsink fins. ✓ Check that the fans have enough space to catch air. ✓ Clean the fans. ✓ Check that the laundry load in the machine is not excessive. ✓ Check belts, bearings and other drive elements. ✓ Check the motor. <ul style="list-style-type: none"> • If all the above is correct, change the motor.
225	Inverter overload	OLU	<p>Excessive surrounding temperature.</p> <p>Ventilation paths are blocked.</p> <p>Low air flow.</p> <p>Overload.</p>	<ul style="list-style-type: none"> ✓ Check that the laundry load in the machine is not excessive. ✓ Check that the airflow is not blocked. <ul style="list-style-type: none"> • If all the above is correct, change the inverter.
246	Output phase failure	OPL	<p>Inverter wiring loose or in bad condition.</p> <p>Fault in the motor's windings.</p> <p>Terminal screws loose.</p>	<ul style="list-style-type: none"> ✓ Check the inverter output wiring. • If a fault is detected, change the output wiring. ✓ Check the terminal screws tightness. ✓ Check the motor connectors. <ul style="list-style-type: none"> • If all the above is correct, change the motor.
253	RS-485 communication error, port 2	ErP	<p>Failure in the wiring.</p>	<ul style="list-style-type: none"> ✓ Check the wiring and RJ45 connectors. • If a fault is detected, change the wiring.
257	Error in the enable circuit (STO)	ECF	<p>Failure of a contact.</p> <p>Failure in the enable logic circuit.</p> <p>Failure in the emergency stop circuit.</p>	<ul style="list-style-type: none"> • Reset the machine. ✓ Check the machine safeties. The safeties are connected in series with the inverter's internal safety. • If all the above is correct, contact Customer Service.

SERVICE TIPS ST-172

Genius Error Codes

ID	Description	In- ver- ter	Cause	Action
259	Braking transistor problem	dbR	Failure in the transistor.	<ul style="list-style-type: none">✓ Check the braking resistance.• If a fault is detected, change the resistance.• If all the above is correct, change the inverter.
300	Inverter lock detection	FAL	Fault in the fan's wire. Failure in the fan.	<p>This alarm indicates a high current or voltage, which is maintained over time (cumulative)</p> <ul style="list-style-type: none">✓ Check that the fan is clean and that nothing is obstructing its operation.• If all the above is correct, change the inverter.
301	Motor overload warning	OL	Estimated overload level exceeded.	<ul style="list-style-type: none">✓ Check that the laundry load in the machine is not excessive.✓ Check the transmission.✓ Check the motor.