

CECED - IRIS REPAIR CODING SYSTEM



SYMPTOM CODE

CONDITION CODE	
1	Constantly
2	Intermittently
3	After a while
4	In a hot environment
5	In a cold environment
6	When switching
7	Under vibration
8	In a damp / wet / rainy / snowy environment
9	In a dry environment
A	After being dropped / transport damage
B	After lightening strike
F	Only with certain input(s)
G	Only with certain output(s)
H	In standby / off mode
K	When interconnected
L	Liquid contamination
M	For a short while after switch on
O	Under stressed conditions / high load
P	At switch off

EXTENDED CONDITION CODE					
X11	At door	X21	During filling	X31	While opening or closing the door or tray
X12	At washing chamber	X22	During pre-washing	X32	During oven operation
X13	At filter section	X23	During pre-rinsing	X33	During microwave operation
X14	At drawer	X24	During washing / cleaning	X34	During hotplate operation
X15	At input section	X25	During heating	X35	During roasting
X16	At output section	X26	During rinsing	X36	During baking
X17	At upper side	X27	During post-rinsing / clear-rinsing	X37	During grilling
X18	At lower side	X28	While pumping out	X38	During self cleaning
X19	At front side	X29	When spinning during washing	X3X	Other specific point in cooking program or operation
X1A	At rear side	X2A	During final spinning		
X1B	At left side	X2B	During drying		
X1C	At right side	X2C	While drum is turning	X41	During ice making / crushing
X1D	At inner side	X2D	While drum is stopped	X42	During water dispensing
X1E	At outer side	X2E	While taking water	X43	During super-frost
X1F	At back left	X2F	During soaking program	X44	During defrosting
X1G	At back middle	X2X	Other specific point in washing, dishwashing program or operation	X45	During cooling
X1H	At back right			X46	While running fan
X1J	At front left			X47	During compressor stopped
X1K	At front middle			X4X	Other specific point in refrigerator / freezer problem or operation
X1L	At front right				
X1X	Other specific location			XAX	Other specific program / operation

Condition Code	Extended Condition Code	Symptom Code	Flag	Part code number	Quantity	Part position number	Defect Code	Repair Code

If one line is insufficient (several components, additional symptoms, several repair activities), further lines can be added.

DEFECT CODES	
MECHANICAL	MISUSE / INSTALLATION FAULT
A Worn out (or general mechanical defect)	9 Customer misuse
A1 Misoperating (component, module)	M Foreign object
B Dirty, clogged	91 Overloaded, wrongly loaded
M1 Blocked, clogged	93 Unauthorized modification
L Dry (no lubricant)	8 Installation fault
I Loose, off, stripped	81 Incorrect equipment connection
I1 Not welded or glued, broken weld	71 Reversed
J Shaky, unstable	12 Faulty program setting, installation
J1 Set not levelled properly	52 Wrong water hardness
J2 Vibrating	53 Detergent Quality
F Snapped	
F1 Stuck, jammed	SERVICE FAULT
F2 Tight	92 Poor maintenance
D Cut, broken	C Mechanically misaligned
D1 Split, torn	P Electrically misaligned, wrong setting
F4 Kinked, bent, squeezed	L1 Insufficient, excessive refrigerant
V Cracked printed circuit board	L2 Incorrect refrigerant
O Burnt, arcing	7 Incorrect wired, assembled
G1 Scratched	
G2 Dented	NO PROBLEM FOUND
G3 Sharp Edges	3 No problem found (set within specification)
H1 Cracked, peeled	4 No problem found (customer misunderstanding)
H2 Corroded	5 No problem found (local conditions)
H4 Paint, colour mismatch	6 Unable to diagnose fault
C1 Too wide	
C2 Too narrow	LEAKAGE / TEMPERATURE / NOISE
E Deformed	K Leaking (mechanical)
ELECTRICAL	K1 Leak accessible
N Defective electrical component, module	K2 Leak inaccessible
Y Wrong component, module	E1 Insulation problem (warmness, coldness)
Z Missing component, module	F3 Frozen, icing
R Open circuit	L3 Condensation
T Bad contact, connection	P1 Too hot, high temperature
T1 Bad earth connection	P2 Too cold, low temperature
W Cold or no soldering	J3 Noisy
U Open pattern	H3 Melted
X Bridged soldering	
S Leaking (electrical)	
Q Short circuit (component)	
51 Faulty mains voltage	
SOFTWARE	
1 Software problem	
11 Losing data from memory	
13 Software defective or incomplete	
14 Software set up problem	

REPAIR CODES	
COMPONENTS	MECHANICAL ALIGNMENTS / MEASURES
A Replacement (component, module)	B Mechanical alignment
H Repaired mechanical parts	E Cleaning
G Repaired electrical parts	F Lubrication
J Removed	O Refurbishing, reconditioning
K Added	N Maintenance
P Preventive parts replacement	A1 Refilling
	D1 Refitting, put back in position (connector, tube...)
	ELECTRICAL ALIGNMENTS / MEASURES
	C Electrical alignment
	D Resoldering
	M Specification measurement
	PRODUCT EXCHANGE
	Z Product exchange
	Z1 Product exchange (repair too expensive)
	Z2 Product exchange (too many visits, repairs)
	Z3 Product exchange (parts not available)
	Z4 Product exchange (impossible to repair)
	Z5 Product exchange (on request of retailer)
	Z6 Product exchange (on request of manufacturer)
	COST ESTIMATION
	W Cost estimation with parts
	X Cost estimation without parts
	V Cost estimation refused
	FUNCTIONAL CHECK / UPGRADE / MODIFICATION
	L Functional check
	3 Product upgrade (on request)
	I Modification requested by manufacturer
	I1 Setup for gas
	2 Software upgrade
	1 Software correction, reset
	Q Preventive action without parts replacement
	MISCELLANEOUS
	U Explanation for customer
	Y Return without repair

Condition Code

These single digit, alpha numeric codes indicate the condition under which a defect occurs

Extended Condition Code

Concerning location and operation mode, where and when failure occurs, a 3-digit Extended Condition Code has been created.

Symptom Code

These 3 digit, alpha numeric codes refer to specific symptoms as would be expressed by the user of the product (customer)

Flag

This optional code, marked by a "x", to indicate the component which was found to be the main cause of the symptom in question and may be used where more than one component is mentioned.

Part code number

This is the actual part number entered when the faulty component is ordered and is, therefore, the same as shown in the service manual

Quantity

Indicates the number of parts with the same part number, used to repair the fault

Part position number

This codes can refer to a component or (spare)part in a home appliance and allows entering manufacturer dependent part reference code(s) or other manufacturer dependent codification.

Defect Code

The repair technician indicates the type of failure of the component in question or the appliance

Repair Code

This code indicates what action was taken to repair the faulty component in question or the appliance

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SYMPTOMCODES

	110 Power problem or not operating	120 Charging problem	130 Display function problem	140 Abnormal noise	150 Remote control problem	160 Physical Damage	170 General function problem	180 Special requirements	190 Smell
GENERAL * (relates to all product groups)	111 No power 112 No power when using AC adapter 113 No power when using dry batteries 114 No power when using rechargeable batteries 116 No power when using a car battery 117 Short operation time, short battery life 118 Power off function not working 119 No switch on from standby 11A Powers up but no operation 11B Cyclic power on / off 11C Blowing external (mains) fuse 11D Set switches off by itself 11E Backup battery problem 11F Not operating 11G No automatic switch on / off 11H Internal protection switch / fuse in set triggers 11X Other 'power problem or not operating' problem	121 No battery charging 122 Incomplete battery charge 123 Charging time too long 12X Other 'charging problem'	131 Faulty display 132 Faulty lamp / LED operation 133 Faulty level meter operation 138 Faulty alarm / error display 139 Display dim / too dark 13A Unusual or incorrect message in display 13B No back light 13C Acoustic signal, no display 13D Warning light does not work 13E Warning light lights up 13X Other 'display function problem'	142 EHT discharging noise 143 Noisy cabinet / cracking trays 144 Humming, noisy transformer 145 Noisy component(s) 146 Rattle 147 Clicking 148 Clock noise 149 Cracking 14A Whistling 14B Bubbling, boiling 14C Muzzling 14D Gurgling 14E Sizzling 14F Squealing 14G Grinding 14H Rumbling 14X Other 'abnormal noise' problem	151 No remote control operation 152 Incorrect remote control operation 153 Remote control programming / learning mode problem 154 Poor remote control sensitivity 15X Other 'remote control problem'	161 Damaged, deformed cabinet, panel 162 Damaged handle / clip 163 Damaged control knob(s) / button(s) / keypad 165 Damaged seal 166 Damaged plug / socket / terminal / connector 16A Damaged CRT / viewfinder / LCD display 16B Missing component(s) or ornamental part(s) 16C Printed markings erased / peeled off 16D Set burning / emits smoke 16E External surface damage (bubbling / peeling / rusting / scratched) 16G Weak / damaged stand 16H Set gets very hot / parts melting 16K Foreign substance on / in unit 16L Burning marks 16M Internal surface damage (bubbling / peeling / rusting / scratched) 16N Damaged power cable 16P Damaged accessory 16R Discoloration 16X Other 'physical damage' problem	171 Faulty clock function 173 Faulty timer programming 174 Faulty timer operation 175 Programming / user adjustment problem 178 Faulty memory function 17B Electric shock / static discharge 17D Wrong language / character set 17E Error code / signal appears in display 17F Switch / keypad not operating 17G Pedal not operating 17H Faulty standby mode 17K No audible warning signal 17L Faulty operation of parental lock / keypad function 17M Faulty mode switching 17N Menu function problem 17O No interior lighting 17P Temperature not adjustable 17Q Program blocked 17X Other 'general function problem'	181 Test and check 182 General overhaul 184 Initial set up / installation requested 185 Modification / circuit / installation change 186 Wrong product in carton 187 Wrong or missing accessory 188 Unable to connect parts / to assemble 189 Wrong colour 18A Colour mismatch 18X Other 'special requirements' problem	191 Burning smell 192 Greasy smell 193 Rubber smell 194 Rotten / waste water smell 195 Plastic smell 196 Chlorine smell 197 Purifier smell 198 Gas smell 199 Ammonia smell 19A Fuel / oil smell 19B Soot smell 19X Other specific 'smell' problem
MECHANISM * (relates to all product groups)	611 No rotation of motor / disk 612 No forward operation 613 No reverse operation 615 No loading 616 No unloading or ejecting 617 No auto shut off operation 61B Control / switch not working 61X Other 'no mechanical operation' problem	621 Irregular rotation 622 Irregular forward mode 623 Irregular reverse operation 625 Irregular loading 626 Irregular unloading or ejecting 627 Irregular auto shut off operation 62A Irregular direction change 62X Other 'irregular mechanical operation' problem	631 Speed too fast 632 Speed too slow 633 Speed unadjustable 63X Other 'speed problem'	641 Rotation noise / drum noise 642 Motor noise 643 Wind / air noise 645 Fan noise 648 Gear noise 649 Control or switch noisy 64A Grinding 64X Other 'mechanical noise' problem	651 Uneven feet 653 Vibrating / Jumping 654 Part(s) loose 655 Damaged wheel(s) 65X Other 'mechanically unstable' problem	670 Mechanical operation problem 671 Faulty start / stop operation 672 Faulty pause operation 67C Faulty end detection 67X Other 'mechanical operation problem'	690 Damaged door / lid 691 Damaged door panel 692 Damaged freezer compartment lid 693 Door does not close properly 694 Door cannot be opened / heavy to open 695 Damaged door gasket 696 Damaged door frame 697 Damaged door glass 698 Door falls off 699 Faulty door switch 69A Door slanted 69B Damaged hinge 69C Malfunctioning door locking device 69D Noise when opening / closing door 69X Other 'damaged door / lid' problem		
WASHING / DRYING * (relates to specific product groups)	A10 No function A11 No heating A12 No water draining / pumping out A13 No rinsing / no circulation A14 No drying A15 No salt consumption A16 No clear rinse/softening agent consumption A17 No detergent consumption A18 No water inlet A19 No air drain A1A No water in container A1B No spinning A1C Stops during program flow A1D Continues via stop A1E Continues without stopping A1F Program stops and pumps constantly A1G Water inlet not stopped A1H Heating up without water A1J No water through flow / blockage A1K No whitening agent consumption A1X Other 'no function' problem	A20 Operational problem A21 Pumping out improperly A22 Insufficient water inlet A23 Insufficient drying / spinning A24 Excessive salt consumption A25 Excessive clear rinse consumption A26 Excessive detergent consumption A27 Takes excessive water A28 Program flow too fast / slow A29 Water in soft rinsing chamber A2A Improper spinning A2B Program knob remains in every position A2C Takes detergent only partially A2D Takes softening agent immediately A2E Water enters and drains off immediately A2F Improper heating A2G Drying time too long A2H Wrong drum positioning A2X Other 'operational problem'	A30 Washing / cleaning quality A31 Not clean A32 Tea and coffee stains A33 Lime deposits A34 Food rests A35 Granular deposits A36 Dim and dull glasses A37 Stripes / stains on tableware A38 Rust on cutlery A39 Wrinkled laundry A3A Burnt laundry A3B Laundry hot and dry A3C Laundry hot and damp A3D Laundry damaged A3X Other 'washing / cleaning quality' problem	A40 Noise A44 Spinning noise A45 Pumping noise A4X Other 'noise' problem	A50 Leakage and inlet / outlet damage A51 Water leakage A52 Steam emission A53 Foaming A54 Damaged hose A55 Air emission A57 Drum lid damaged / opened A58 Drum blocked A59 Condenser blocked A5X Other 'leakage and inlet / outlet damage' problem	A60 Damaged parts A61 Damaged tableware basket A62 Damaged rinse aid chamber / cover A63 Damaged detergent chamber / cover A64 Damaged fluff filter A6X Other 'damaged parts' problem			
COOLING / HEATING * (relates to specific product groups)	B10 No function B11 No cooling B12 No freezing B13 No warming up B15 No steam production B16 No defrosting B17 No dehumidification B18 No fan operation B19 Ventilator does not switch off B1A No ice production B1B No crushed ice production B1C No cold water production B1X Other 'no function' problem	B20 Operational problem B21 Insufficient cooling B22 Insufficient freezing B23 Insufficient heating up B24 Insufficient steam B25 Excessive cooling B26 Excessive freezing B27 Excessive heating up B28 Excessive steam B29 Insufficient ventilation power B2A Ventilation power only at one side B2B Ventilation power not adjustable B2C Compressor operating all the time B2D Insufficient filter operation B2X Other 'operational problem'	B30 Quality B31 Ironing cloth burnt B32 Rotted / damaged food B33 Ice cream too hard B34 Insufficient ice cube quality B35 Condensed water on food B3X Other 'quality' problem	B40 Water / ice / noise problem B41 Condensation inside cabinet B42 Ice build up B44 Water inside cabinet B4X Other 'water / ice / noise' problem	B50 Leakage B51 Oil leakage B52 Soot leakage B53 Smoke emission B54 Water leakage B5X Other 'leakage' problem	B60 Damaged parts B61 Damaged evaporator B62 Temperature adjustment stuck B63 Selection switch defective B64 Filter holder defective B65 Ironing platform does not fit B66 Ironing platform slanted B6X Other 'damaged parts' problem			
COOKING * (relates to specific product groups)	C10 No function C11 Oven does not warm up C12 Heating element does not work C13 All hot plates do not work C14 One hot plate does not work C15 Hot plate extension does not work C16 Hot air circulation defective C17 Microwave section defective C18 Grill defective C19 No ignition C1A No rotation of stirrer / deflector / antenna C1B No rotation of turntable C1C No heat residual indication C1D No cleaning cycle C1E Spit doesn't turn C1F No cooling ventilation C1X Other 'no function' problem	C20 Operational problem C21 Uneven cooking C22 Regulators don't work C23 One regulator doesn't work C24 Unstable / bad flames C25 Insufficient heating up (hob) C26 Excessive heating up (hob) C27 Insufficient heating (oven) C28 Excessive heating (oven) C29 Cooking time too long C2A Baking time too long C2B Cooling fan running too long C2C Flame goes out C2D Insufficient cleaning C2E Spit turns incorrectly C2F Flashing / sparkling visible C2X Other 'operational problem'	C30 Cooking / baking quality C31 Bad cooking / baking performance C32 Food burnt C33 Uneven browning results C3X Other 'cooking / baking quality' problem		C50 Leakage C51 Heat emission / leakage C52 Damp / condensation / dirt on door glass C53 Gas leakage C54 Microwave leakage C5X Other 'leakage' problem	C60 Damaged parts C61 Defective cooking plate grid C62 Hot plate slanted C63 Damaged / stained / discoloured hob C64 Oven ignition switch damaged C65 Hot plate ignition switch damaged C66 Oven switch / knob damaged C67 Discoloured switch / knob C69 Damaged temperature sensor C6A Damaged gas ignition device C6X Other 'damaged parts' problem	C70 Gas circuit problems C71 Gas hose damaged C72 Gas socket damaged C73 Pressure regulator damaged C74 Gas cylinder damaged C75 Gas valve damaged C7X Other 'gas circuit problems'		

* General faults:
Washing machines, Washing & Drying, Drying, Spin-Drier, Dishwasher, Water Heater, Cooking (Gas / Electrical / Microwave), Cooling, Air-conditioning, Cooker Hood, Ventilation, Heating, Ironing

Specific faults row A:
Washing Machines, Washing & Drying, Dryer, Spin-Drier, Dishwasher, Water heater

Specific faults row B:
Cooling, Heating, Ventilation, Cooker Hoods, Air-conditioning, Ironing

Specific faults row C:
Cooking (Gas / Electrical / Microwave)