

These fault codes for Zerowatt OZ Series washing machines cover what Candy (they own the Hoover brand) class as using the "Cuore" board which is Italian for "heart". These washing machines and the Cuore board is used on washing machines produced in the Candy factory in Brugherio.

The "Cuore" Control Modules feature a potentiometer used for the program selector directly welded onto the printed circuit board.

The new "Cuore" Control Modules were fitted on the following ranges of washing machines, starting from the production date 0829 (on the serial label) to the following ranges. Ordinarily the range is designated by the first few characters of the model numbers so, if your model number starts with these letters then these fault codes should relate to your washing machine.

These fault codes will apply also to washing machines from Candy and Hoover and may apply to other Candy made models sold under other brands in Europe.

## Zerowatt Washing Machine Range

OZ

### Reading The Zerowatt Washing Machine Fault Code

The error code is displayed as a digital code, exactly as you will see below, you will get a blinking or flashing light on the front of the washing machine and the number of flashes determines the fault number, so you need to count them up. The flashes will then pause for approximately five seconds then the sequence of flashes will repeat.

Please also note that many of the codes highlight that wiring faults can cause the error being reported, this can include faulty or dirty connections as well as physical wiring damage or loose connection blocks etc.

## Zerowatt OZ Washing Machine Range Diagnostic Routine

Push and hold the FIRST Option Button with LED top right

Turn the Program's Selector Knob 2 steps in clockwise sense

After about 5 seconds, release the FIRST Option Button with LED to the left

If the previous procedure was correctly carried out, all LEDs are turned ON simultaneously

### Test Sequence

Water is loaded to fulfill the "basic" level of 6 liters, through the Detergent's Compartment for Pre-wash

1 second of pause. • It's now fed for 20 seconds, the Water Heating Element (~8 A on the Digital Ammeter)

Timed water load is carried out through the Detergent's Compartment for Main Wash

It's fed the Motor for the tumbling of the Drum in Anticlockwise sense at 55 rpm and for the time of ~ 16 seconds

Pause of the Motor for ~ 4 seconds.

The timed water load continues, as previous

Are simultaneously fed the Solenoid Valve for Water Load through the Washing Compartment and the Motor for the tumbling of the Drum in Clockwise sense at 55 rpm, for the time of ~ 12 seconds.

In the last seconds of this phase, the timed water load is done with the simultaneous feeding of both Solenoid Valves, to end it trough the Detergent's Compartment for Softener

It's fed the Drain Pump, until "empty tank" Pressostat's condition.

It's carried out a Short Spin Phase, lasting ~ 15 seconds, at the half of the maximum speed available and then the Self-diagnostic sequence is ended

At the end of the sequence of Auto-test, all LEDs that were turned ON during the Self Diagnosis, will flash together

## Zerowatt Washing Machine Electronic Controller Replacement

These PCB's are often model specific, that is to say that they are dedicated to a particular model or range of model numbers that share the same basic features, do not take it for granted that because they all use the same fault or error code reporting system that they are all the same because they're not. It is also not the case that when it says that there's a communication error or suchlike that the electronic control board is faulty, if you choose to replace it you do so completely at your own risk.

Most of our approved repairerson the engineer search will be able to carry out these sorts of repairs for you at a reasonable cost.

If they make a mistake they have to pay for a replacement board, if you make a mistake then it would be you paying for it and it's not worth the risk.

Before you start any investigation of the fault or even remove the lid of the washing machine or washer dryer please read and fully understand this article in full and pay particular attention to the safety and information notices at the bottom of this page as they contain extremely important information!

Please remember to support our site by buying Zerowatt washing machine spares from our store here and, if you decide that you need a washing machine engineer please support the local washing machine repairers that help make this site possible, you can search for a Zerowatt washing machine repairer from the lengineer search.

## Zerowatt Washing Machine Fault Codes For The OZ Range

These fault codes are written for washing machine repairers and not for the general public by Candy and they assume a certain level of competence on the part of the user in diagnostic routines. We have added some notes to try to assist you in determining the nature of the fault you have but, you will still need to investigate each failure on its own merits. For more help and advice on fault finding on a washing machine please refer to our washing machine fault finding guide from this link before you begin.

Please check that your Zerowatt washing machine spares recommended are suitable for use on your particular model and serial number. If you are unsure about the suitability of any spare part please ask to ensure that you get the correct spares for your washing machine or washer dryer. Please, don't guess or assume as spares can be altered on a production run with the same

model number having several different alternative components used.

Error 1

Door safety lock error

Check door is closed and latched correctly

Check wiring

Check door lock

Check drum braking device if fitted

Error 2

Not filled in preset time allowed - washing machine does not fill

Check mains water pressure

Check inlet hoses for kinks

Check inlet filter

Check water inlet valve

Pressure switch fault

Wiring fault

Error 3

Not drained in time allowed - washing machine fails to drain water

Check that filter is not blocked or obstructed

Check drain hose is clear of any blockage or obstruction

Check wiring to drain pump

Check drain pump is not defective

Check level sensor or switch

Check wiring to level sensor

Error 4

Multiple instances of anti-flood contacts in pressure switch being made

Check for overfoaming evidence - can trip pressure switch

Check wiring to level sensor

Check pressure switch is not defective

Water inlet valve locked open

Error 5

NTC fault - temperature sensor detected as either open circuit or shorted

Check wiring to temperature sensor

Check thermistor

Error 6

EEPROM failure - defective electronic controller

Check wiring

Check electronic control PCB

Error 7

Motor fault detected

Check motor connector block

Check wiring

Check motor carbon brushes

Check tacho connections

Check motor

Error 8

Motor tacho fault - washing machine motor tacho detected as open circuit or shorted

Check motor connector block

Check wiring

Check tacho connections

Check motor

#### Error 9

Short circuit motor triac on electronic module

Check wiring

Check electronic controller

#### Error 12

Communication error between electronic control boards and wiring

Check wiring and harness between control boards

Check electronic control modules

#### Error 13

Communication error between boards and wiring

Check wiring and harness between control boards

Check electronic control modules

#### Error 14

Water heating error detected

Check wiring to wash heater and thermostats

Check wash heater for continuity

Check NTC (temperature sensor) probe

Error 15

Defective control module - Not programmed Cuore control

Reprogram electronic controller

Replace electronic controller

Error 16

Water heating element detected as short circuit

Check for defective electrical insulation

Check water heating element

Check water heater wiring

Error 17

Wrong signal from motor tachometric generator

Check motor connector block

Check wiring

Check tacho connections

Check motor



Error 18

Defective control module - also can be wrong electrical input frequency

Check wiring to electronic controller or both if two used

Check electrical input frequency

Check mains electrical supply

Zerowatt Washing Machine Spares

We have deliberately not given links to any spares in this article and, as you may suspect from this guidance, with very good reason.

Zerowatt and all other Candy Group appliances are found using two key pieces of information, what the part is and the serial number from the rating plate. We can often find them from the model number because we can eliminate multiple instances on occasion and, we know what we're looking at and for, you often won't. But, even with our knowledge even we will often need the serial number or production code to identify the machine correctly and, accordingly, the spares required.

Our advice is very simple, don't guess at it and end up with the wrong parts, contact us from this link and check that you are ordering the correct Zerowatt spares.

More Zerowatt Washing Machine Help, Advice And Guidance

Should you need more help and guidance please use the links from this article as most of them will help you to understand your Zerowatt washing machine a lot better and probably very much help you in diagnosing the fault you have. Of course there are many other articles on the site that will also help you do this.

In addition you can post in our help and advice forums after registering but please do pay heed to the information below before doing so and read the guides, they are there to help you.

You must understand certain things before you begin or attempt any repairs on your own and we want to make these points very, very clear to anyone that decides to investigate one of these or any other washing machines:

We are not responsible for your safety, you are and by using this guide you accept that and accept that any damage that you may cause and work undertaken is entirely at your own risk.

We will advise the common causes of the fault codes but we cannot guarantee that any parts or work recommended will resolve the issue. It is entirely your responsibility to diagnose your particular problem and resolve it.

We are not responsible for you buying spares that do not resolve the problem, this is down to your own diagnosis not ours.

No warranty is inferred, implied or given.

You also have to understand that fault or error codes are not a "magic bullet", they will not tell you what the problem is, they will only offer you an indication of where the problem lies and they are no substitute for good old fashioned diagnostic skills. You can find out more about what fault codes actually tell you in this article. So please be well aware that, even with this new found knowledge you will still have to actually be capable of investigating and diagnosing the problem and this means adhering to basic appliance safety for working on them. As, if you don't and tell the engineers in the forums that you hooked up components to a live feed, worked on a live appliance and so on they will be a whole heap less willing to help you in our washing machine forum because they will assume that you are trying to commit suicide and are not safe working on your machine.

Please do note that manufacturers can and do change fault codes without notice and we cannot guarantee that these error codes will apply to your particular model as all codes apply to a wide range of appliances and not normally any one specific model. To determine if these fault codes do apply to your particular Zerowatt washing machine or washer dryer model please post a request to confirm this in the forums.