
Clogged water filters

Models affected: EDG 6600.0 and .1M and EKDG 6800.0M and -75

Problem

Since February 2005 a water filter has been installed in the swivel arm of the EDG 6600.1M steam cooker in the factory. Two filter sets (spare-part numbers 566 391 and 531 356) are available for retrofitting models of the predecessor generation (EDG 6000.0, EDG 6800.0M and -75).

The filters serve the purpose of keeping all of the larger particles of dirt out of the supply pump. The dirt particles may be present in the tap water which is filled into the tank (minerals or sand) or it may be present in the water that is pumped back (limestone and other deposits).

Using the filter enables supply pump breakdowns to be significantly reduced. It has, however, become apparent that the filters become clogged quite quickly in certain circumstances.

The appliance indicates "please fill up with water" (for the EKDG 6800) or "H2" (for the EDG 6600) although the water tank is still full.

Customer service help once the fault has been acknowledged

The procedure is as follows as soon as a customer reports the fault outlined above:

1. Have the customer check to see whether a water filter has been fitted.
Recommended procedure: Pull the empty water tank out slowly and observe the swivel arm which is then raised. Is the suction hole open or has a filter been installed?
2. If a filter has been installed, recommend to the customer that the water filter be removed.
Recommended procedure: Remove the water tank from the appliance. Fold the swivel arm down manually and remove the snap-on filter. Then push the swivel arm up again.
3. Should the customer determine that removing the water filter does not solve the problem, arrange to visit the customer (the fault is caused by another problem).
4. Should the problem be solved when the filter is removed, the filter set (incl. 3 filters) (spare-part number 531 356) suitable for all models should be sent to the customer free-of-charge. The filter set, incl. installation instructions for the customer, will be available as of the 44th calendar week this year.

Filter set overview

For the repair service the following filter set is available:

- Spare-part number 531 353: filter set for the rotary arm (1 filter) for model EKDG 6800.0M
- Spare-part number 531 699: filter set for the rotary arm (1 filter) for model EDG 6600.1M, EDG 6600.0M and EKDG 6800.0M-75

The new filter set, which is however currently not available, is intended for handing out to customers:

- Spare-part number 531 655: filter set for the rotary arm (3 filters) for model EKDG 6800.0M
- Spare-part number 531 356: filter set for the rotary arm (3 filters) for model EDG 6600.1M, EDG 6600.0M and EKDG 6800.0M-75

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Durgol Steamer appliance descaler - spare-part no. 566 405

Experience has shown that standard commercially-available descalers are not always effective. These agents usually contain foaming tensides, cause corrosion or only partially dissolve limescale, which may result in malfunctions or damage to appliances.

The formation of foam means that the process of descaling is not carried out properly which will lead to measuring errors in the appliance.

The level sensor pin may cause conducting bridges of foam and the appliance will hence never recognize when a descaling or rinsing process has been completed. As a result, the descaling gauge will not be reset.



This causes error patterns:

- "Boiler calcified" message even though a descaling process had just been carried out.
- The discharge pump is reported as being defect
- No more water is pumped, the evaporator runs dry, becomes overheated and the Klixon switches off (at worst the heating element will burn - error code: F7)

Replacing the control component, the discharge pump, etc. has no effect. Replacing the evaporator and possibly also the processor will only delay the problem until the next descaling process.

How to use *Durgol Steamer*

Durgol Steamer is heated up in the appliance and is used when hot.

The pipes and components to be decalcified are suitable for this procedure and will not be damaged.

You can order the descaling agent under spare-part no. 566 405.



When it is hot, Durgol Steamer must never be used for any other purpose!



Replacement of the EKDG 6800.OM supply pump

In the event of a supply pump defect, the complete pump is to be replaced with the customer service supply pump set (spare-part no. 565124):

1. Remove the two top L-B1 screws (P10032) (**Fig. 1**).
2. Remove the supply pump (**Fig. 1**).
3. Install the pump fixtures pre-assembled as in **Fig. 2** and fasten with the L-B1 screws which had been removed.
4. Insert the ELS 10 supply pump (spare-part no. 566385) (**Fig. 3**) between the two suspension elements (K2.4037). To ensure that the pump is properly installed, make sure that the device to protect an excessive rise in temperature points towards the inside of the appliance.
5. Replace the old silicone hose (spare-part no. 565144) with the braided silicone hose contained in the set (spare-part no. 527842) (**Fig. 1**).
6. Put the adapter cable and the ground wire included in the set onto the supply pump (**Fig. 4**).
Connect the adapter cable to the appliance cable. Remove the ground wire from the evaporator and connect the multiple plug. Connect the ground wire of the supply pump and the ground wire which was removed to the multiple plug (**Fig. 1**).

The customer service set (spare-part no. 565124) comprises the following parts:

No.	Article
1	Pump fixtures, pre-assembled
1	ELS 10 supply pump
1	Silicone hose, unbraided
1	Modification instructions
1	Multiple plug
1	Yellow/green wire (earthing)
1	Cable harness adapter supply pump

Fig. 1

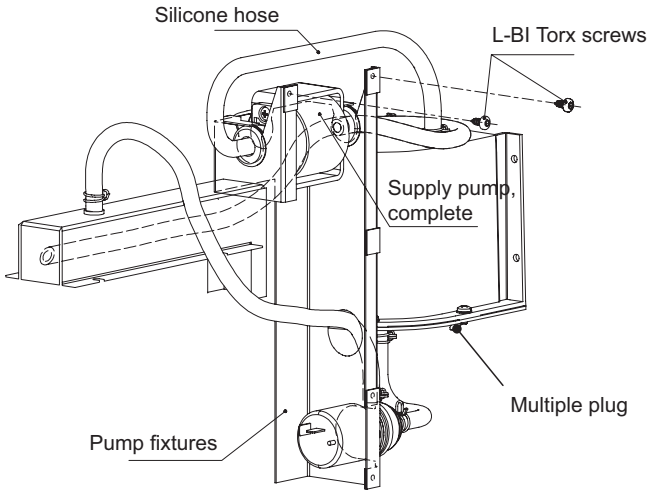


Fig. 2

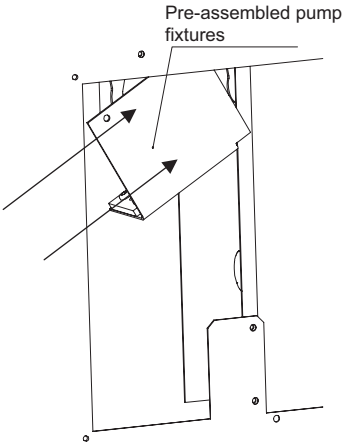


Fig. 3

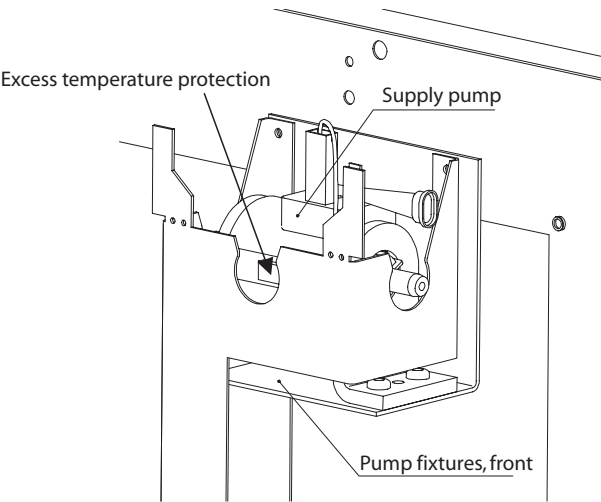


Fig.4

