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|--------------------------------------------|-----------------------------------------------|
| Title: <b>F11 Code on Dishwasher</b>       |                                               |
| Creation Date: March 8, 2021               | Service Pointer Number: <b>HDW-10-03-2021</b> |
| Revision Date:                             | Models: HUI6220XCUS                           |
| Symptom: F11 Code, Dishwasher Not Draining |                                               |

**Serial Number Range:** All Current Production

**Issue:**

Customer complaint of F11 code on display, water not draining from the unit, slow draining from unit. Error F11 means the water drain error. The error is displayed if the water level does not fall below ~2.5 inches (60mm) in the water pumping phase in 120 seconds.

**Repair:** Follow the Steps Below

Important changes:

- Two ribs are added on a coarse filter to prevent the passage of bigger particles.

**Before**



**After**



- An additional hook is added for better locking of yellow plug.

**Before**



**After**



1. Completely clean filters.



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2. Check that the drain hose is not clogged or kinked.

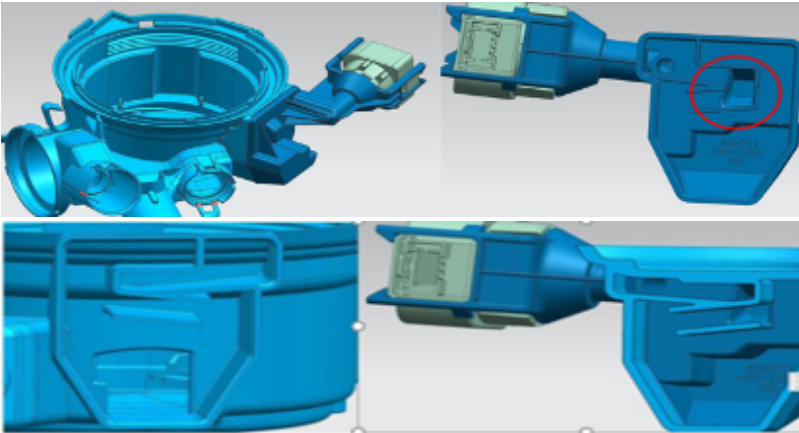
3. Check that the siphon is not clogged.

4. Check that the yellow plugin is not missing and is properly installed.

5. Check that the drainage pump is not clogged (beware of possible glass residues etc.) and that it works.

6. Clean the pressure level sensor chamber. (In case pressure chamber is clogged the air cannot freely flow and affect the operation which can cause the error to be triggered)

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7. Pour ~4 cups (1 liter) of hot water into the sump. Wait 2 minutes (use gloves) and take the lace/cable tie and clean the chamber then drain the water. Repeat the procedure 3 times. Clean the sump. If you have noticed grease stains, the customer should run a self-cleaning program without dishes after the unit has been serviced.



### 8. Enter diagnostics

#### To access the service menu:

- Wake Machine
- Within 10 seconds press the left most PROGRAM button and the right most EXTRAS button simultaneously
- The rinse aid and salt indication starts to flash to confirm diagnostics are now entered



#### Once in diagnostics:

- Push the left most PROGRAM button to change the setting.
- Push the left most EXTRA button to start the next sub setting.
- Close door to activate component

### 9. Perform total reset 02. The sump must be empty.

1. Push the leftmost option button to start calibration of drain pump and pressure sensor (valid for some models). The machine must be connected to water and the door must be open. The following steps will be performed:
  - a. Drain pump will run for 25 seconds
  - b. Pressure sensor will be calibrated
  - c. Drain pump will be calibrated for empty machine
  - d. Stop the drain pump
  - e. Inlet valve will be open for 60 seconds
  - f. Drain pump will start
  - g. Drain pump will be calibrated for full machine
  - h. Drain pump will run until empty machine is detected

If the machine isn't able to detect empty machine, set drain phase detection to h:01, otherwise h:00.

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