SERVICE AGENT TRAINING

2014

VIKING Baumatic smeg Classique HomeKing

TRAINING SEMINAR

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APPLICO LTD

SERVICE

Responsibilities and Expectations

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SERVICE

Philosophy

Applico follows a different Service philosophy than most other white ware suppliers in New Zealand. The “import” nature of the business and the wide range of products means that we cannot physically carry every part for every appliance, nor can we hold stock specifically to replace faulty goods.

For these and other reasons we try wherever possible to diagnose and repair our product rather than replace units or replace various parts in them until they work.

We encourage our service agents to spend extra time to diagnose fully what the issue is instead of just being a “parts jockey”

SERVICE

Best practice

Our service philosophy means that we try to ascertain all issues with a unit before commencing parts ordering or repair. This is where we expect the service agent to check whether the issue could have causes beyond the reported symptoms.

A case in point is a washing machine that was visited four times with three separate faults. Each time the service agent fixed one fault, he found another. This resulted in a repair cost well in excess of the threshold for that model. If he had spent 15 or 20 minutes inspecting the unit on his first visit the multiple house calls would have been reduced by two and the repair would have been economic.

SERVICE

Responsibilities and Expectations

Both Applico and our Service agents have expectations of, and responsibilities toward each other.

- We expect a level of professionalism and competency from our agents and you deserve to expect prompt technical assistance and parts procurement.
- We expect our agents to maintain their legally required licences and training and you can expect to have compliance and service documentation readily available.
- We expect our agents to attend training seminars whenever possible and you can expect that your invoices are expedited in a timely fashion.

SERVICE

Parts ordering

We still have occasional instances where a part we have supplied as per the agents order, is found to be incorrect. This is most usually caused by the part being superseded and not being interchangeable with the original.

To avoid this occurring it is important that the part description and the short code, as found on the website, is checked before placing the order. As shown below if there are identical short codes or if **PB** is present in the description the DOM needs to be checked.

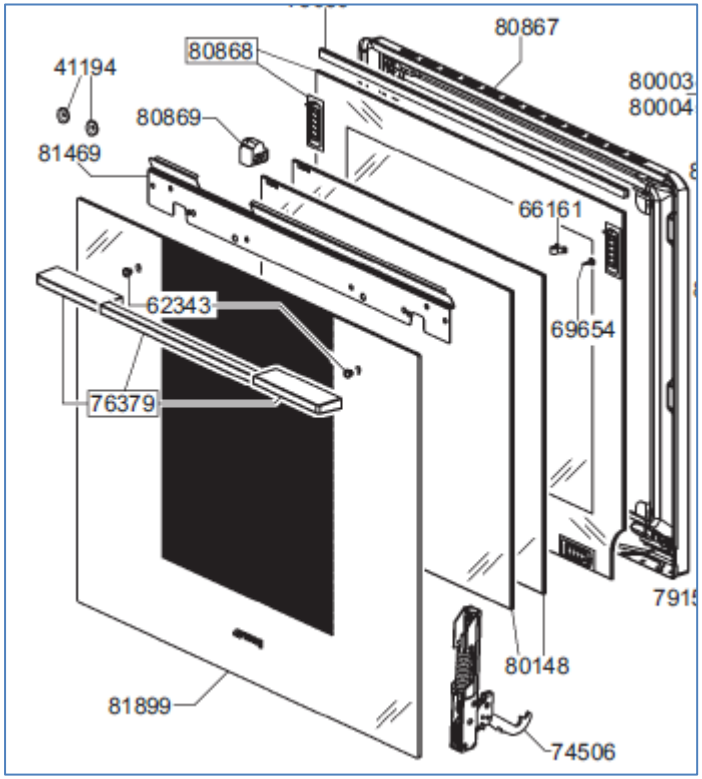
72061	691650768	POWER ELECTRONIC UNIT. (FOR UNITS MANUFACTURED UNTIL 19.09.07)
72061	691650836	POWER ELECTRONIC UNIT. (FOR UNITS MANUFACTURED FROM 29.09.07 - PRESENT)

SERVICE

Parts Ordering

In one case we had multiple orders from one company for an inner and middle door glasses for a wall oven. We kept sending the “incorrect” glasses because the company was not checking the serial number against the superseded parts.

If you are unsure of the correct part please contact us before ordering.



SERVICE

Web sites

Last year the service web site was introduced for our service agents. It uses the same log in information as provided for the Applico web site but is designed for the benefit of service agents. The Applico web site has since had some of it's functionality removed as it is being redesigned for strictly public use.

Please ensure that you are using service.applico.co.nz for all your service requirements, ordering parts, warranty claims etc. and not the Applico web site www.applico.co.nz

The service website will require log in before the home page will be visible.

SERVICE

ON-LINE WARRANTY

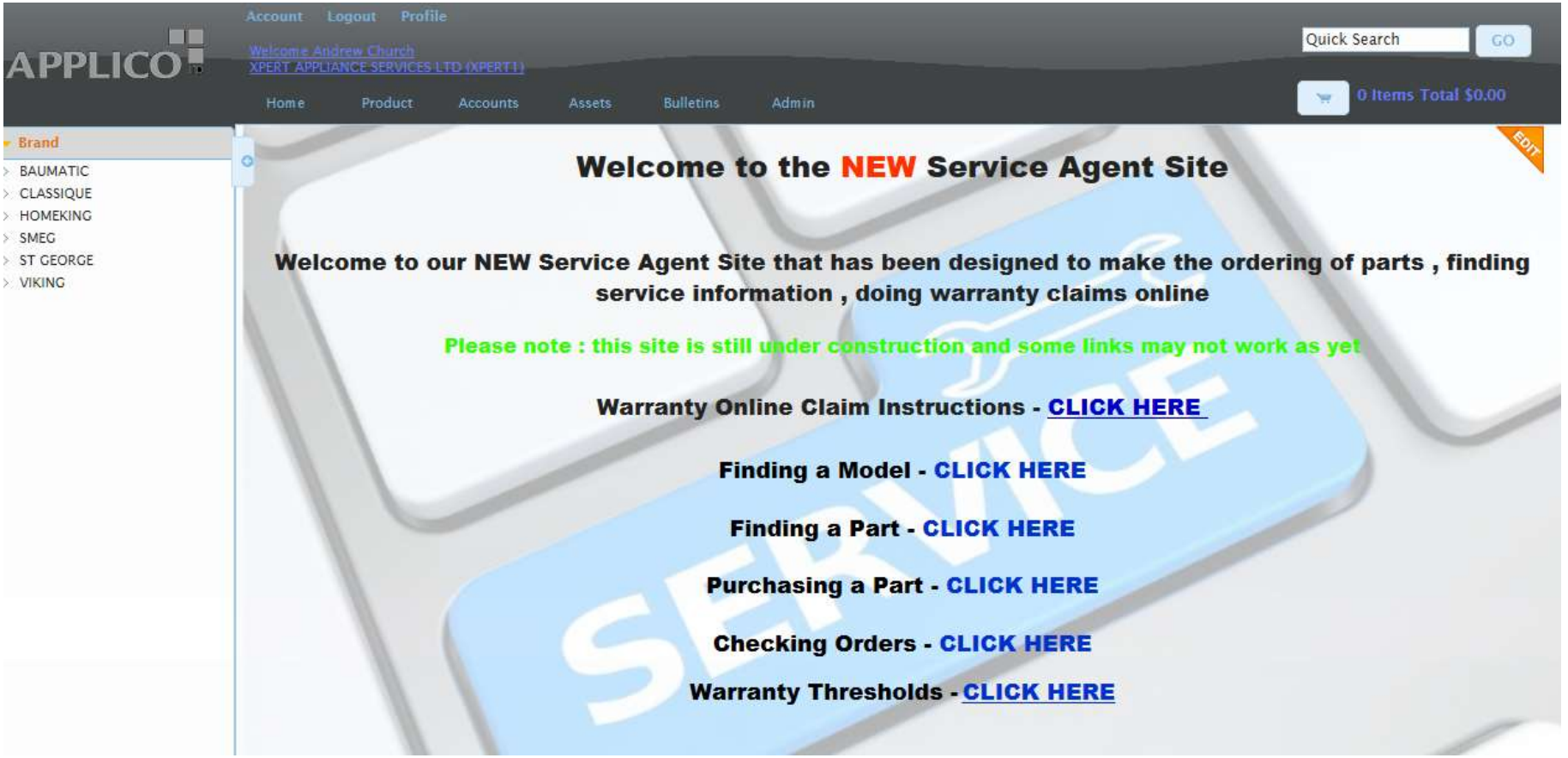
The online warranty module is now live and available for any service agent with a valid log-in.

There are currently around twelve firms utilising this resource and we would like to encourage more of you to do the same.

Some of the advantages of this module include the automatic approval of claims that meet pre-determined criteria and faster payment processes. An instruction manual is available on the service web site.

SERVICE

Web sites



SERVICE

Applico Service Review

At Applico we are currently undertaking a major review of our service strategy. We are looking at all facets of our service offering and how we can improve it. This includes parts forecasting, customer care and warranty job management among other things.

This may mean changes to how these training seminars are structured, their frequency, duration and location. If you would like to offer any comments regarding your experience of these seminars or any other aspect of our service offering please e-mail them to us at;

technical@applico.co.nz

with “Service Review” in the subject line.

INDUCTION

INDUCTION

Current draw of Smeg Induction hobs

Smeg has supplied to us a formula for ascertaining the actual current drawn by any of their induction hobs.

It involves a diversity factor derived from the number of cooking zones present. The diversity factor is 1 if there are less than three cooking zones and $1/\sqrt{n}$ when there are more than three cooking zones (n = number of cooking zones).

The wattage of the unit, as listed on the data plate is then multiplied by this diversity factor to arrive at the actual maximum current drawn.

We have incorporated this into a spreadsheet that can be downloaded for our service agents to use.

*Note that with a cooker, the oven will count as one cooking zone.

INDUCTION

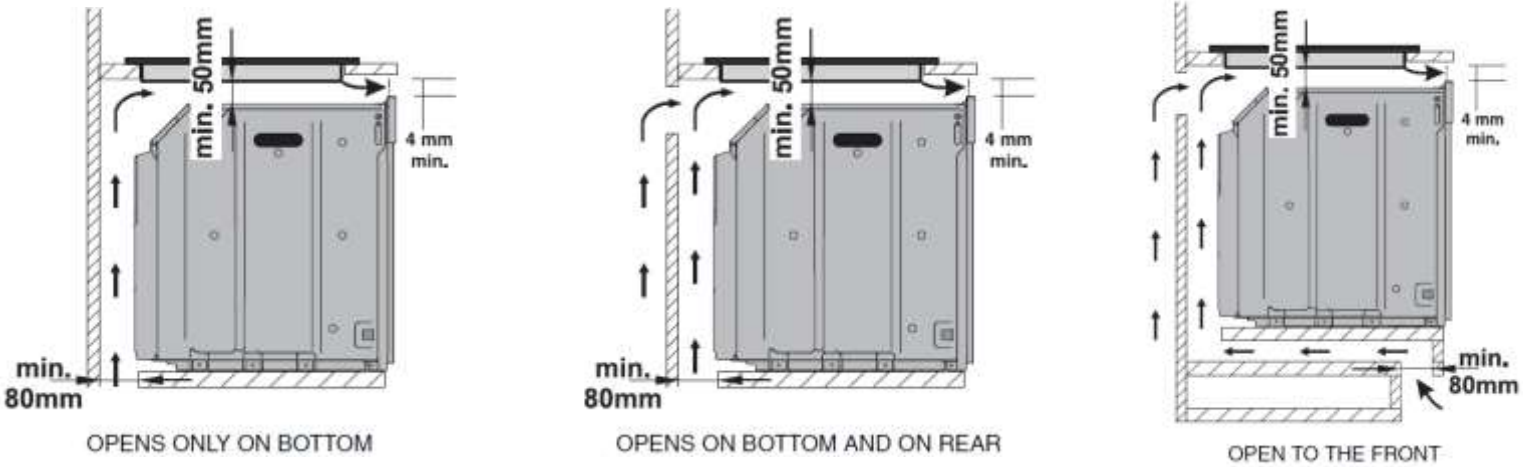
Current draw of Smeg Induction hobs

Below is a screen shot of the spreadsheet, only the “SUPPLY VOLTAGE”, “Nominal Power” and the “Number of Elements” cells are unlocked.

INDUCTION HOB CURRENT (as supplied by SMEG)				
Known Values		***Calculated Values***		
230	SUPPLY VOLTAGE (V)	1	Diversity Factor	
	Nominal Power (W)		Maximum Current (A)	(Theoretical current)
	Number of Elements		Nominal Current (A)	(Actual current)
Step 1.	Choose your Supply voltage			
Step 2.	Enter appliance's wattage as indicated on the data label			
Step 3.	Enter the number of individually controlled elements			
Step 4.	Press "Enter"			
Note:	The number of elements includes the oven as a single element, if unit is a freestanding range			

INDUCTION

Installation Requirements for Correct Ventilation



The distance between the induction hob and the kitchen furniture or other built in appliances must be enough to ensure sufficient ventilation and air discharge.

Remove the front transverse strip (if necessary) on the unit to create an opening for the air flow of at least 4 mm under the work surface across the full width of the appliance.

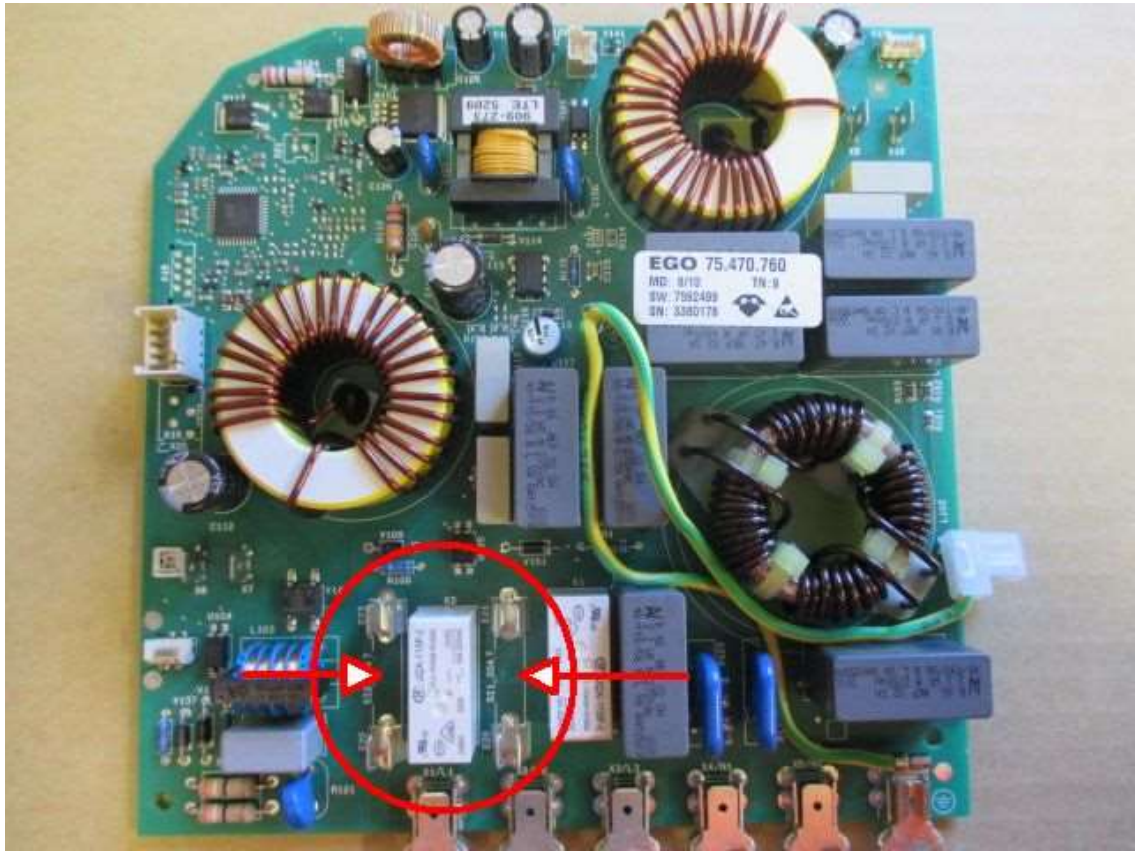
In any event, if installed above an oven, a dishwasher or a fridge, a space of at least 5 cm must be left between the hob and the top of the appliance installed below.

If installed on top of an oven, the latter must be equipped with a cooling fan.

INDUCTION

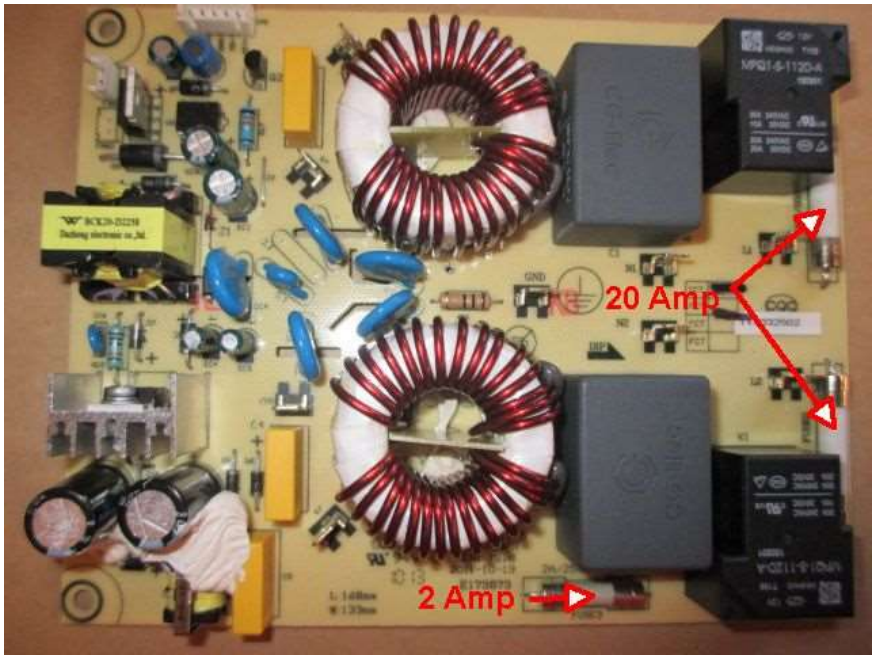
Filter board check

If the unit is not working after you have replaced a faulty power board, check the 20A glass fuses on the filter board. Replace them if they are open circuit.



BKFS60IDB & BKF20ID FILTER BOARD CHECKS

If the touch control board is working but one of the power boards is not, it is not necessarily a faulty power or filter board. Check the fuses on the filter board and replace any that are open circuit. The 20 Amp fuses are power board protection and the 2 Amp is filter board protection. If there is no power after replacing a faulty 2 Amp fuse, replace the filter board.



Filter boards part # 303203101365 and 541500200005 are interchangeable

BKF14 RELAY BOARD CHECK

Do not replace the control board without first checking the 1 Amp fuse. Replace and re-check the operation if this fuse is open circuit.

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DISHWASHERS

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DWAUP364X Semi-Professional Dishwasher

The DWAUP364X is a Semi-professional unit from Smeg than can achieve 12 minute wash times when connected to an appropriate power supply.

It can be configured to run from;

- 3 phase 16A supply (5.45kW)
- single phase 32A supply (5.45kW)
- single phase 20A supply (3.4kW)
- single phase 10A supply (2.14kW)

DISHWASHERS

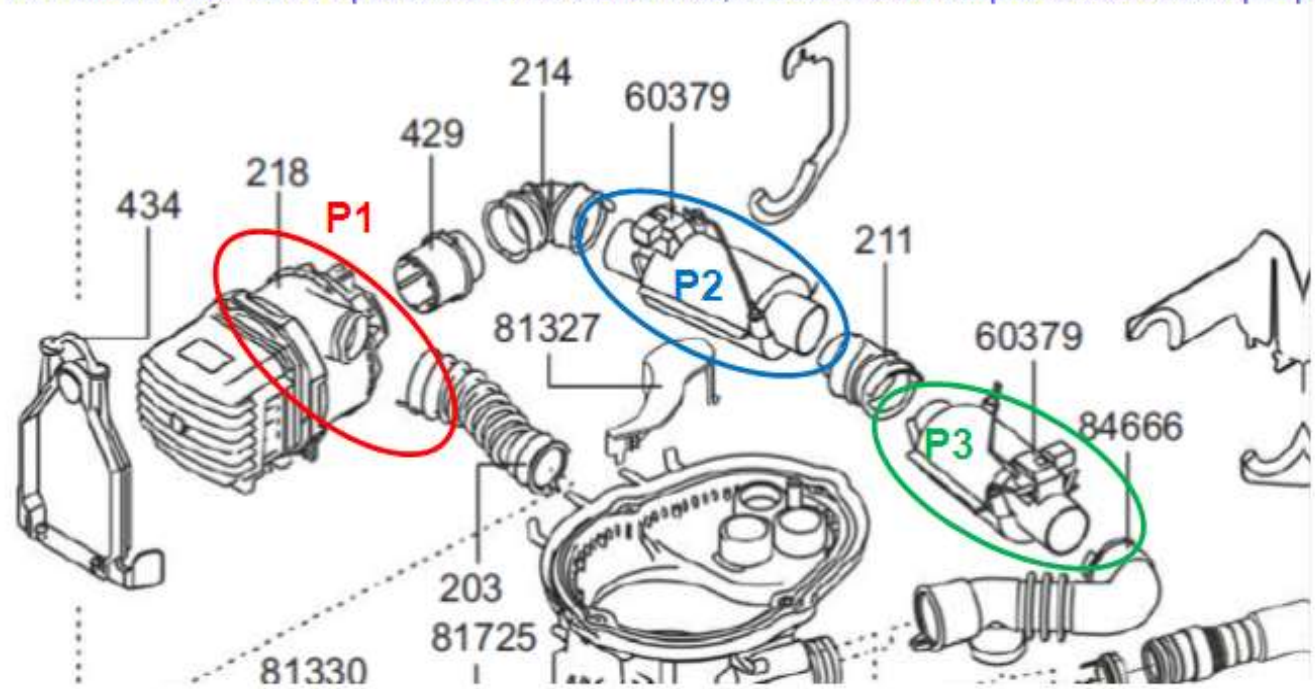
The dishwasher is set up when commissioned to one of three power settings according to the supply available.

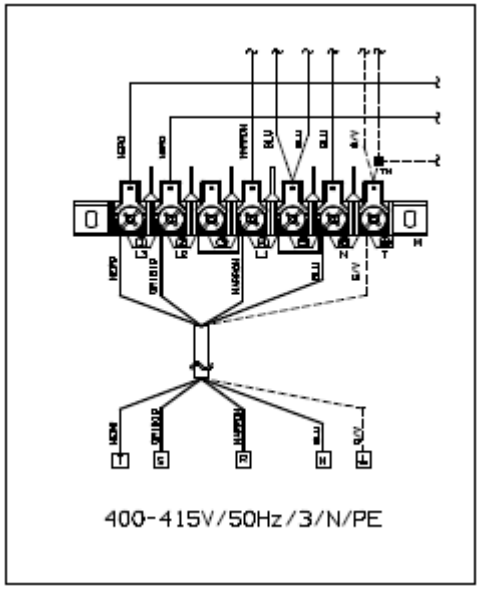
- P3 – Max, 5.45kW
- P2 – Med, 3.4kW
- P1 – Min, 2.14kW

The dishwasher has three separate elements, as shown in the next slide which allows for rapid water heating on the P3 setting and subsequently gives the rapid wash times.

DISHWASHERS

P1 – nominal value 2050W – included in the recirculation pump body.
P2 – nominal value 1700W – positioned on the suction hose, that connect the sump to the recirculation pump.
P3 – nominal value 1700W – positioned on the suction hose, that connect the sump to the recirculation pump.





Three phases connection:
Each heating element is connected to one of the phases available.

- Phase of P1 is connected to the terminal block connection 4
- Phase of P2 is connected to the terminal block connection 2
- Phase of P3 is connected to the terminal block connection 1

All neutrals of the heating elements (BLU wires) are connected to the terminal block connections 5 and 6.

DISHWASHERS

Toe Kick Interference on DWAU range Dishwashers

An imperfect moulding has led to issues when fitting the toe kick to the DWAU range of dishwashers. This has been corrected at the factory and models with serial numbers from 40413 xxxx 1 should not have this issue.

Cutting away the imperfection shown on the right will resolve the issue.

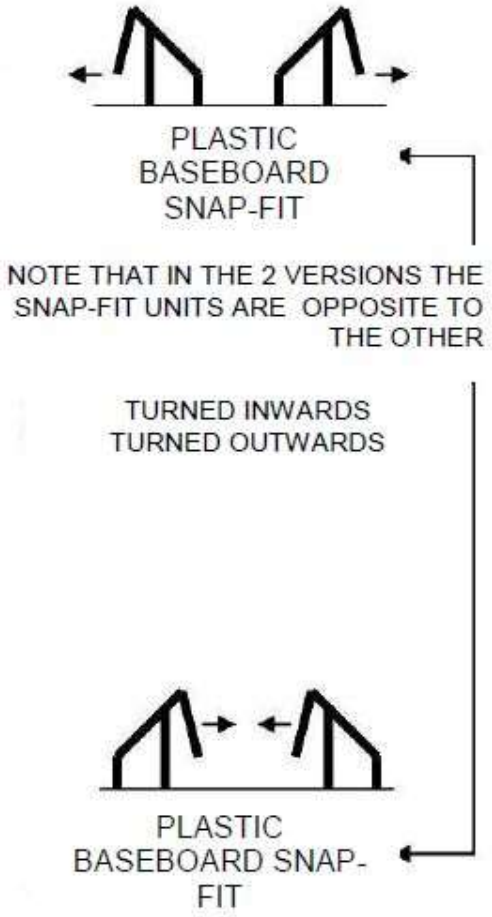
(see SB2014-01-SM-DW-01)

DISHWASHERS

New Toe Kick for DWA Range Dishwashers

The DWA range of dishwashers have had the toe kick and metal base board modified to facilitate easier removal of the toe kick. The new toe kick has inward facing snap fittings and will only fit the new base board.

(see LVW-TI2014-01-00)



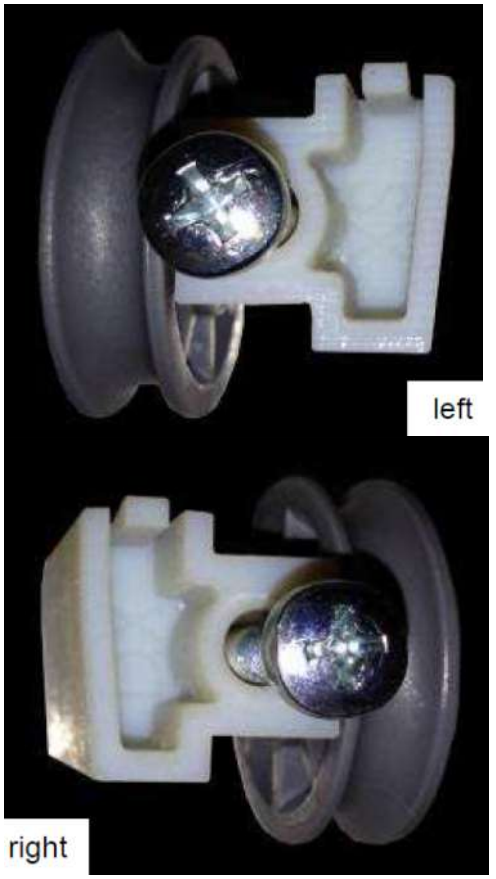
DISHWASHERS

New Clutch Assembly For DWAFI

The fully integrated model Smeg dishwashers have had the door clutch mechanism modified to allow freer movement and thus smoother operation when opening or closing the door.

If you encounter any issue with the door being difficult to operate please replace these components.

See bulletin LVS-SB2014-01-00



ST663 Fault without error code

We have recently had a few of the above units which have displayed erratic faults without an error code. The units would fill and wash for a few minutes then drain and stop or drain and begin to fill 2 or 3 times and stop. The cycle would not advance.

The issue was traced to the wash motor capacitor being under its ±5% tolerance. Replacing the capacitor resolves the issue.

BDW65 & CLD60CT Service Manual

There has been some confusion with the service manual we have been provided for the above models. There are two separate methods of initiating the test cycle, in the two otherwise identical service manuals we have been supplied.

The factory has not as yet been able to supply us with a means to identify which method should be used, the service agent must therefore apply both methods to ascertain the correct one.

Before commencing either program you must power off the unit at the wall and then power on.

Baumatic®

BDW65 & CLD60CT Service Manual

Test Program Operation	
	J7205B-AU J7207B-AU
How to activate Test Program	With door opened, Start/Pause + Power
Start Test Program	Close the door
Jump into next step	Start/Pause
E1	E1
E2	/
E3	E3
E4	E4
E6	E6
E7	E7
E8	E8

Test Program Operation	
	J7207B-AU
How to start Test Program	With door closed, Start/Pause + Power
Jump into next step	Start/Pause
E1	E1
E2	/
E3	E3
E4	E4
E6	E6
E7	E7
E8	E8

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OVENS

45cm Oven Display/Control PCBs

These units have had an update to the display and control boards. Units that used parts 811651502/503/504 and 505 (single part for display and control boards) were superseded in March 2013 to a new part number (691651870/871/872 and 873) but were still an assembly of display and control board.

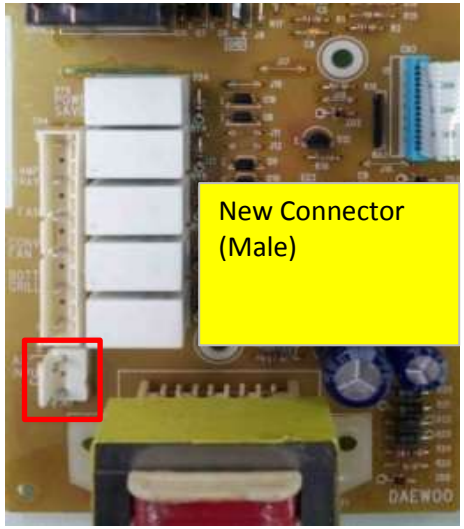
They were superseded again in July 2013 to new part numbers and are now available as individual parts. All new parts are interchangeable.

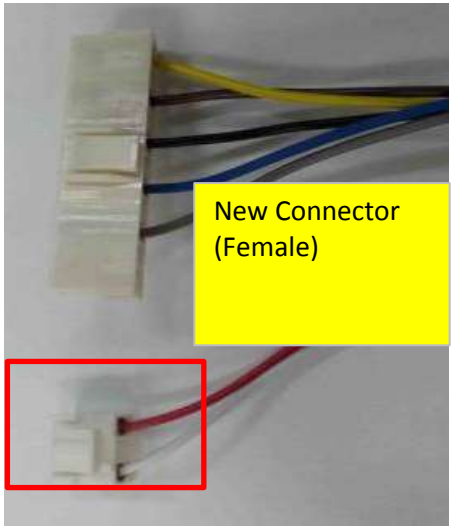
Please see FRN-SB2013-02-01 for further information

SA987CX Microwave

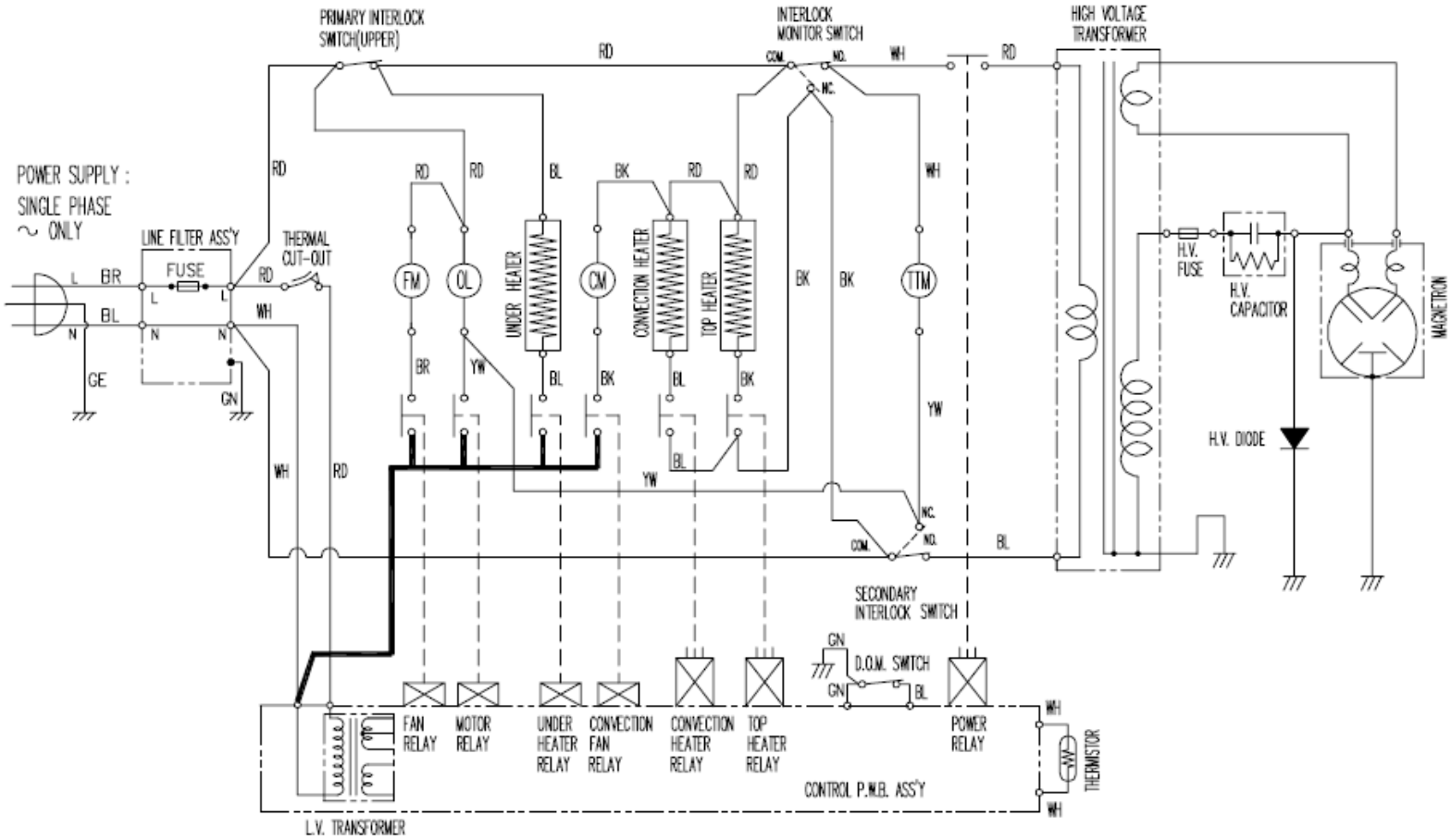
The manufacturer has updated the control of this model. This has necessitated a change to the wiring harness and the PCB with consequent changes in part numbers.

The new parts are not interchangeable with the old





SA987CX Microwave



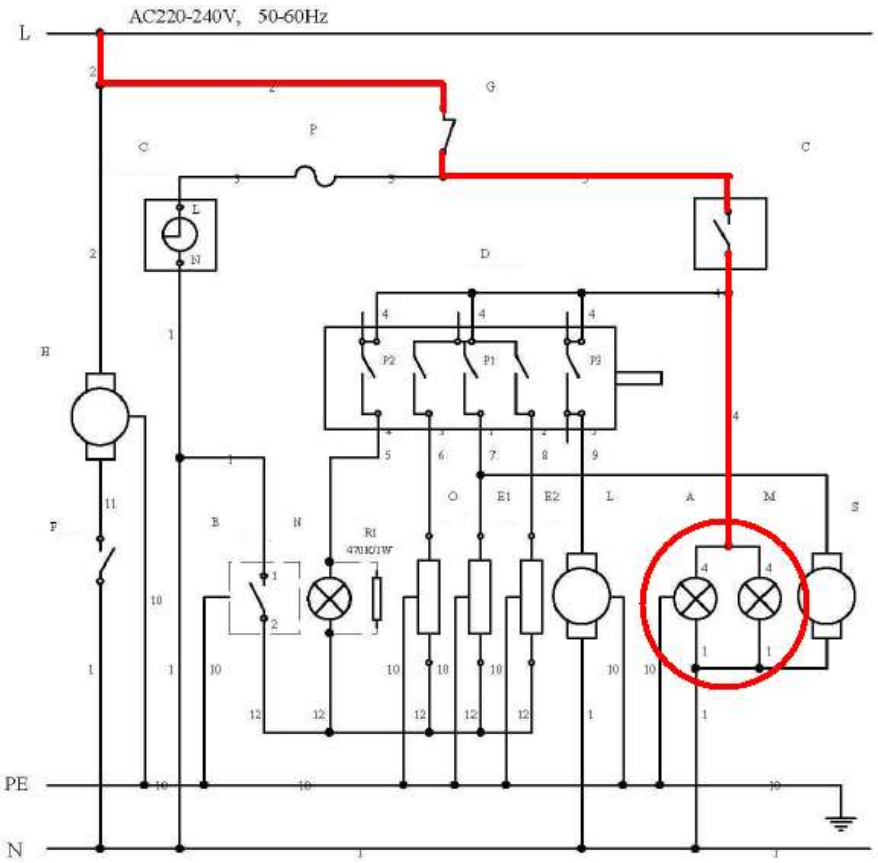
OVENS

BS65MS Wiring changes

We have been supplied a small number of the above models which have a different commutator and consequently a different wiring circuit than our specification. The result of this difference is that the internal oven light will be illuminated if the programmer relay is closed (i.e. whenever the programmer is set to manual operation), regardless of whether any function has been selected. This is not a fault, rather it is the design of the circuit (see attached diagram).

OVENS

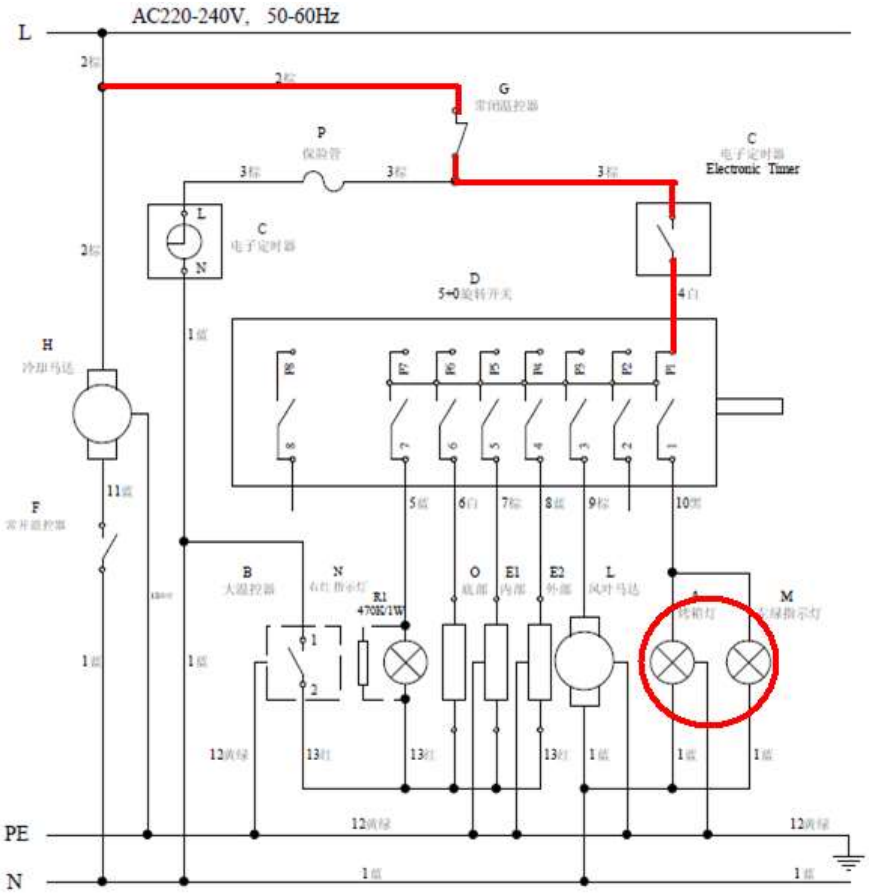
This wiring diagram shows how the oven light and neon indicator will remain on if the relay is closed. The unit can be identified by the commutator, it will have five poles.



OVENS

This wiring diagram shows the correct circuit, the commutator controls power to the oven lamp and neon indicator. The unit can be identified by the commutator, it will have seven poles.

It is possible to replace the five position commutator with the seven by rewiring the unit as per this diagram



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COOKERS

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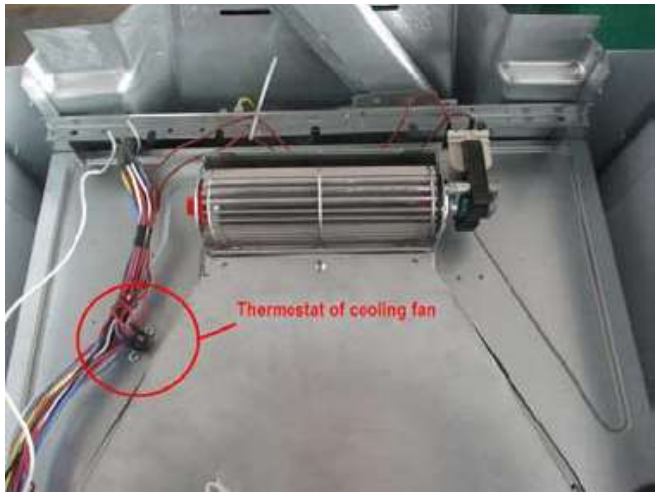
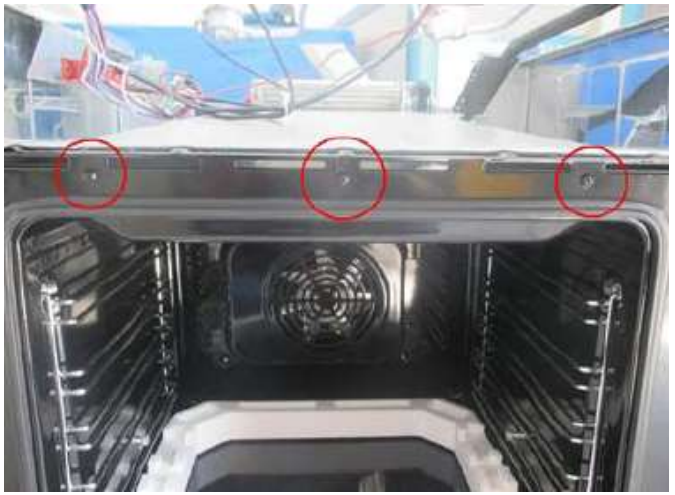
CLCFS Range, Cooling fan added

The current range of Classique cookers have been updated to include a cooling fan, the model numbers have had the letter “C” added after the first two letters to denote this.

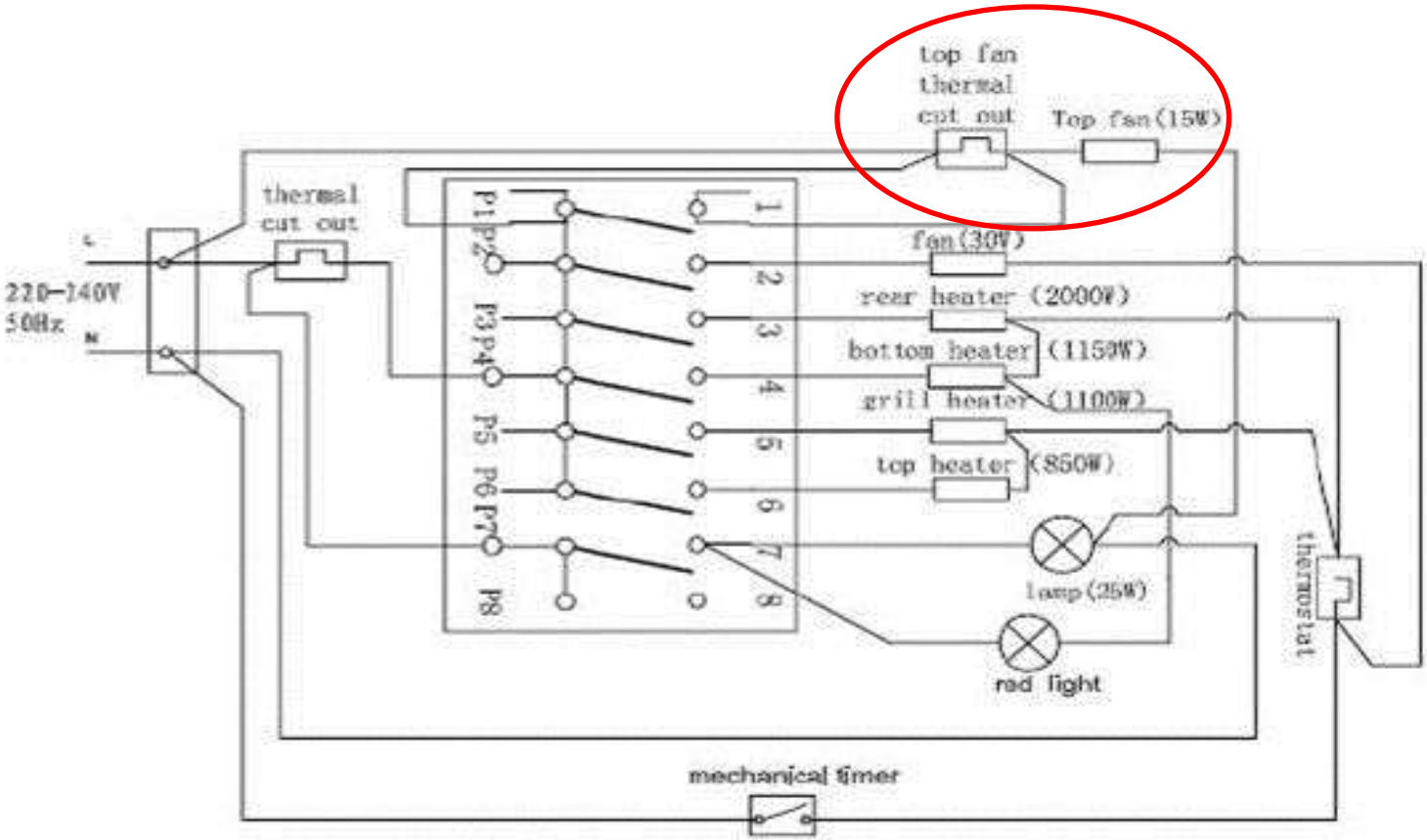
The fan is thermostatically controlled for shut off and will operate as soon as a function is selected.





Classique

CLCFS Range, Cooling fan added



RANGE HOODS

CLASSIC591 & 791 Lamp operation

We have witnessed a few instance with the above models where there have been unusual results with the operation of the lights. Flashing when they are not turned on, or taking 3 to 5 minutes to turn off once the switch is operated. We have traced this issue to the LED lamps and the associated electronic transformer. The factory has modified the LEDs to address the issue, if you see this issue please replace the lamps (06108764 – supplied as an assembly with both lamps)and the electronic transformer (02300879).

RANGE HOODS

CLASSIC591 & 791 Lamp operation

Old Lamps

New lamps and transformer

STB90LEDSS Lamp operation

There is a defined range of serial numbers for the above model where an issue with the operation of the light has been noted.

The range is from J4263013010053 to J426301050005.

The issue is that the light will work by touching the canopy near the light button as well as the motor speed (under the bottom and near the off button) when it is installed on the wall but will not fault if sitting on the bench. This has found to be caused by a misalignment of the button controls.

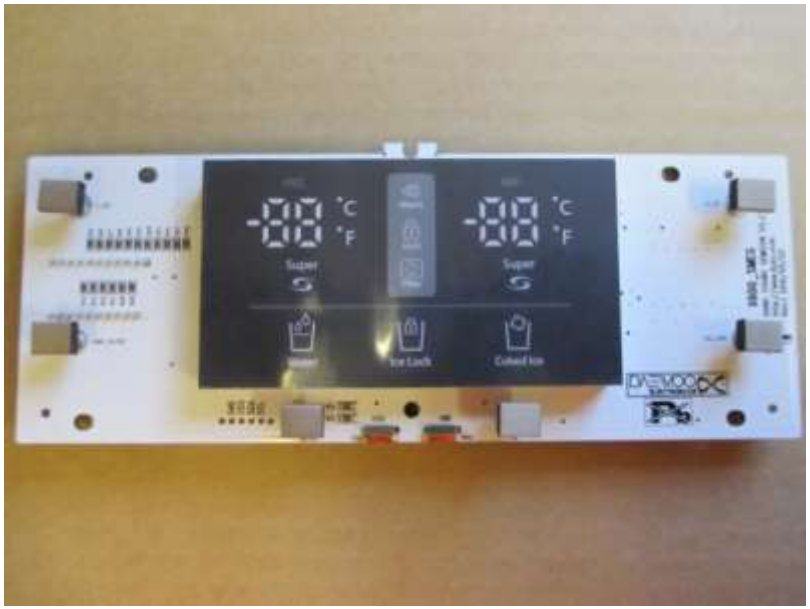
Please see SB2013-04-SM-RH-00 for the factory fix.

REFRIGERATION

SR610X Touch control PCB

Where there is an issue with the above model not responding to touch, the front PCB (30143JD170) must be replaced.

The faulty board should be returned to Applico with the bulletin PB2013-08-SM-RF-00.



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LAUNDRY

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LAUNDRY

CL5EL & 7EL, program issue

We have noted an occasional issue with the above units where the spin program is selected, that once started the program will change to Rinse.

The issue has been traced to a faulty pressure switch, part XQB45106005. Replacing this will resolve the issue.

LAUNDRY

Baumatic & Classique 5 & 7 kg washers, program change

The above models have had their operation modified due to amendments in the electrical safety standard IEC 60335-2-7.

- If the lid is opened during the cycle, the safety micro switch will cut off the power supply to the main circuit board for safety purposes. To resume operation, close the lid, press the power button, and then press the start button. The program will continue from when the cycle was interrupted.

Please see RB2014-01-BKCL-WM-00 for further information.

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THANK YOU FOR YOUR ATTENDANCE

Presented by:

Richard Saberon

or

Wayne Edmonds

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