EN E:07 error due to fill tube crack

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Affected Countries

US, Canada

Affected Appliances

Stainless steel tub dishwashers with zeolite drying (“Crystal Dry” or “Star Dry”) built in the US from FD 9711 through FD 0301.

Fault description / Customers’ complaint / Diagnostic Codes

Fault description

- Some fill tubes have holes, split seams or cracks from zeolite heating.
- Water entered zeolite containers and fans, generating error codes.

Figure 1: Hole in right side of fill tube

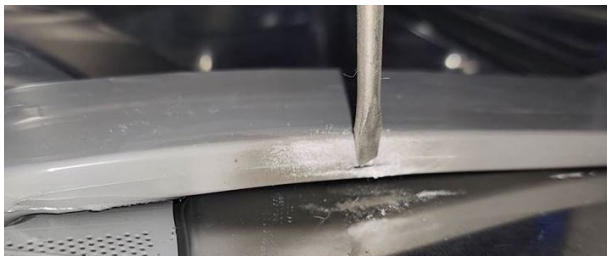

Figure 2: Crack in right side of fill tube

Customers’ complaint

Reported error codes (see DC chart below), along with flashing “rinse aid” or “water tap ” symbols.

Diagnostic Codes (DC)

The following table contains the diagnostic codes that most commonly occur in connection with the mentioned fault description. Depending on the actual information from the customer, other codes are possible.

DC	Description
17E000000E07	Error: E7 / E07 / F7 / F07 – Zeolite fan failure
17E000000ZT5	Error: E2130 / E21-30 (E07 in 4-digit format)
17E000000E15	Error: E15 – Water in base activated float switch
17E000000ZT7	Error: E3100 / E31-00 (E15 in 4-digit format)
17E000000E04	Error: E4 / E04 / F4 / F04 – Zeolite heater failure
17E000000ZS6	Error: E0105 / E01-05 (E04 in 4-digit format)
17E000000E10	Error: E10 / F10 – Faulty or blocked Zeolite fan
17E000000ZT4	Error: E2120 / E21-20 (E10 in 4-digit format)
A50100000000	Water leak

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Root cause

Heat from the Zeolite heater can affect the fill tube along the tub floor.

Solutions

Check right side of fill tube along tub bottom for holes, cracks or split seams.

- If fill tube is damaged, install fill tube kit.
- If water is present in zeolite container or fan, vacuum out zeolite system.
  Please note: It is not necessary to replace the zeolite tank or zeolite fan.

Parts required

Fill tube kit

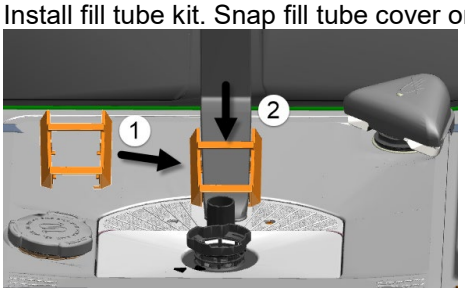
Tools required

- Wet/dry vacuum
- T20 Torx screwdriver

Repair instructions

Installing fill tube kit

1. Remove lower spray arm, filter and sump cover. Disconnect the sump cover from the fill tube.
2. Install fill tube kit. Snap fill tube cover on fill tube, wide open end towards rear wall.



Remove water from zeolite system

1. Using a wet/dry vacuum, completely remove all the water from the zeolite system through the right air vent. Use a damp cloth to seal around the nozzle.

2. The zeolite system will return to regular drying performance after 1-3 cycles.

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Change history

Version	Comment
A	New bulletin

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