Tumble dryer drying cycle takes too long

If the drying cycle takes too long, refer to the suggestions below for step by step instructions.

Tumble Dryer, including (Tumble dryer with heat pump an Condenser tumble dryer):

Getting the best drying results:

If you find that your dryer is not drying satisfactorily, there are a number of possible causes.

- For best results with the lowest possible power consumption, the machine must be cleaned regularly and you should use the correct cycle and options in relation to the type of clothing you want to dry.
- It is important that the clothing is sorted and dried according to clothing type when you use electronic cycles.
- For some types of clothing (e.g. with very thick seams) additional drying may be necessary after drying with a timed cycle (more than 10 minutes’ duration, because the last 10 minutes of the cycle consist of cooling without heat.)

Check whether the appliance is getting hot:

Before you book an engineer, it is important to check if the appliance’s heating system is working.

- Firstly, clean the appliance and then start a timed cycle of at least 120 minutes with no load.
- After one hour, open the door and check whether the drum is hot inside (with at least 20 minutes remaining on the display).
- If the inside of the drum is hot, the heating system is working. In tumble dryers fitted with a heat pump, you can often also hear whooshing or sloshing noises from the appliance when it stops.
- If the appliance is still not hot after an hour of the program, we recommend requesting a visit by a service engineer. (Report error code: JN).

Is your product connected to a power outlet or grounded socket?

Your appliance must be connected to a power outlet or an grounded socket

- If the appliance is not grounded, the measuring system will not work correctly and the appliance may ‘decide’ that the clothing is dry at the wrong time.
- If your appliance is not grounded, there is a risk of electric shock.

Is the ambient temperature between 5°C and 35°C?

If the ambient temperature is too low or too high, the tumble dryer may not operate correctly.

- Place the dryer in a room which has a suitable temperature.
• If the dryer is located in a room, make sure that the temperature of the room is between 5°C and 35°C.
• If the room temperature is not within this range, the tumble dryer may not operate correctly and will not heat up.
• Heat the room in which the tumble dryer is situated until it reaches a suitable temperature, or move the dryer to another room which is at a suitable temperature.

Have you tried adjusting the residual moisture level?

On many models, the residual moisture level can be adjusted.

• You will find information on how to adjust this level in the user manual if your appliance has this function. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).
• If you adjust the appliance to a line, the program cycle will be increased and the clothes will be drier by the time the cycle has finished.

Tumble dryer fitted with heat pump:

• Tumble dryers that are fitted with a heat pump give very gentle and energy-efficient drying at low temperature (max. 54°C), but the drying time will be somewhat longer than on appliances with high energy consumption. This is normal and not a malfunction in any way.
• On these appliances, it may seem that the appliance is not heating for a long period of time at the start of a drying cycle. This is because all of the heat pump’s energy is used to heat and evaporate water/moisture in the clothing. Simply let the appliance run through the selected cycle until the desired drying results have been achieved according to the chosen cycle and options.
• Opening the door during a cycle to check on the clothing will extend the cycle by at least half an hour each time the door is opened. This is because the heat pump takes a long time to reach full working pressure in the heating system.
• Some models have a quick-drying cycle with a shorter drying time. You can use this cycle if you do not have time to wait for the normal drying cycle to finish. Using this program increases the energy consumption and noise level, as the heat pump will operate at full power and speed throughout the entire drying cycle.

Drying cushions, pillows and duvets:

First, check your user manual to see whether your machine is suitable for drying cushions, pillows and duvets. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).
Warning: If it is not suitable, there is a risk that the appliance may overheat and suffer damage.

If your appliance is suitable for drying cushions, pillow and duvets, set the program to dry the cushions/pillows/duvet in accordance with the user manual. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

• For example, if your cushions are not completely dry inside after drying, you can use a cycle to finish the drying process. (More than 10 minutes’ duration, as the last 10 minutes of cycles consist of cooling without heat.)

Drying clothing from the washing line:

If you want to finish drying clothes that are almost dry, you can use a timed cycle (over 10 minutes’ duration, as the last 10 minutes of cycles consist of cooling without heat.)

• Automatic drying cycles cannot be used for clothing which are only slightly damp.

Are the filters clean? Is the machine clean?

If the filters, condenser and/or heat exchanger are dirty, it may be the reason why the machine is not heating up.

• See the user manual for information on how to clean and maintain your appliance. (If you do not have your user manual, refer to Where can I find the user manual for my appliance?).

The filters may appear clean but still be blocked.

• You can check the filters by holding them up against the light or under a tap and seeing whether the water can flow through them.
• If no water passes through the filters, clean them and check them again.
• If water will still not pass through the filters, replace them.
• Filters and accessories are available via the Webshop. (You can visit our Webshop by clicking on the link below).

Examples of cleaning different types of tumble dryer:

11.1 Cleaning the filter

At the end of the countdown, the filtering symbol will appear in the display. This means that the filter needs to be cleaned.
Note: The filter collects lint. Lint forms when the clothing in the tumble dryer dries.

1. Open the door. Remove the filter.

2. Press the hook to open the filter.

3. Clean each filter component with a damp hand.
4. If necessary, clean the filter with a brush under hot water from the tap and/or a vacuum cleaner. Close the filter.

5. If necessary, remove any lint from the filter base and gasket. You can use a vacuum cleaner. Place the filter in the filter base.

11.3 Cleaning the heat exchanger:

If the symbol

Heat exchanger is flashing on the display, inspect the heat exchanger and the space. Clean it if it is dirty.

How to perform the inspection:
1. Open the door. Remove the filter.

2. Push the release button at the bottom of the door opening and open the heat exchanger.

3. Turn the lock to unlock the heat exchanger cover.

4. Lower the heat exchanger cover.
5. If necessary, clean the small water filter at the bottom of the space. Refit the small water filter.

6. If necessary, remove any lint from the heat exchanger and the space around it. You can use a damp cloth and/or a vacuum cleaner with a brush.

7. Close the heat exchanger cover.

8. Close the lock until it clicks into place.

9. Put the filter in position.

Note:

10. It may be necessary to soften some old lint with suitable detergent, wait approx. 10-30 minutes and then remove the deposit by brushing it with a soft brush in the direction of the metal ribs so that they do not bend.

How to clean the condenser:
1. Open the door.

2. Push the release button at the bottom of the door opening and open the condenser flap.

3. Turn the two catches to unlock the condenser flap.

4. Lower the condenser flap.
5. Grasp the handle and pull the condenser out of the lower compartment. Move the condenser horizontally so as not to spill any remaining water.

6. Clean the condenser in the vertical position over a sink or container. Rinse thoroughly with under the faucet.

7. Clean the condenser filter. Rinse thoroughly with under the faucet.
8. Insert the condenser filter in the lower compartment.
9. Close the condenser flap.
10. Turn the two catches until they click.
11. Close the condenser flap.

If the above does not resolve the problem, request a visit by a service engineer.
To help you determine the exact nature of the problem, we recommend a visit by one of our authorized engineers to check the appliance and fix the problem.

When contacting us, please have the following information to hand. You will find this information on the manufacturer’s data plate:

1. Model number
2. Product number (PNC)
3. ELC number
4. Serial number

Data plate with model number, product number/PNC, ELC and serial number:

1. Model number
2. Product number (PNC)
3. ELC number
4. Serial number

[3–9999] Where will I find the data plate on my product?

NOTE: Depending on the problem, you may be charged for a service visit by an engineer, even during the warranty period.

Make a note of the reported error code and quote it when you request an engineer. This will not solve your problem, but it will help our engineer identify the cause of the problem.

• Report error code: JC (Or according to the instructions listed above).
**Warning:** We do not recommend using the product until the problem has been completely fixed. Unplug the product and do not plug it in again until you are certain that it is OK to do so.

You can request a visit by one of our engineers by clicking on the link below.