

Sparepart information

Clean Out Drain System

Dishwashers

Number: 58300000150815
Part: ABZ
Version: B
Date: 7/10/2025
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EN Clean Out Drain System

This spare part may be assembled by qualified and instructed specialized personnel (electricians) only. The proper function and the safety of the appliance can be affected by an improper repair and even serious threats to life or physical condition may arise. We are not liable for damages caused by the improper use of third persons. For repairs on domestic appliances the approved technical regulations are applied. Any existing additional country-specific requirements and regulations must be observed. In case of doubt please contact our customer service.

Problem

- Customers may report issues with drainage, including standing water at the bottom of the tub visible above the filter screen.
- CLEAN light may activate, suggesting that the cycle is complete. However, this is a safety response, as the pump has operated outside its acceptable parameters and cannot identify the specific error.
 - If control board receives a clear communication from the pump regarding the issue, it will log the appropriate error message.
 - E:23 / E 6101 Winding-resistance of the drain-pump wrong / Open circuit to drain pump
 - E:24 / E 6102 Draining not possible / Drain pump blocked
 - E:25 / E 6103 Blocked drain-pump, no drain-pump cover / Draining not possible
 - E:9240 Residual water in pump

Many drain pumps are being replaced unnecessarily. Debris in the drain system is the most likely cause and can be easily cleared. Only replace drain pump if impellor is damaged, has an open winding, is noisy, or not working.

Cause

- Drain pump cover missing or not seated and locked into position
- Customer unaware of regular maintenance requirement and procedures
- Filter is dirty or clogged with debris
- Debris present in sump
- Debris caught in drain hose, left heat exchanger, or air gap / disposal
- Unsuitable drain hose used (e.g., black hose instead of hose extension kit)
- Kink in drain hose

Solution

1. Check and clean filters.



Dishwasher bottom



Microfilter and filter screen

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- Check and clear debris from dishwasher sump and / or drain pump.

	
Dishwasher sump	Pump-drain

- Detach the drain hose from the plumbing. Check if it's installed correctly, using extensions if needed, as per the installation instructions.

	
Drain hose extension SGZ1010UC (11030046) Accessory sale (Cannot be put on a claim/FSO)	Outlet Hose

- Position the end of the hose over a suitable container and allow the unit to fill, then cancel-drain to flush debris. Repeat until debris is fully cleared.
- Reconnect drain hose and run another "fill and cancel drain" cycle to confirm drain system functions properly and there are no leaks.

Provide customer education: Refer customer to Use and Care manual for more information on dishwasher best practices.

Note: Maintenance-related issues or improper installation are not covered by warranty.

Claim Coding

If submitting a claim for the first time regarding maintenance-related issues:

F-Ident Number	Repair Code (RC)	Fault Code (FC)
Pump-drain, Microfilter, or Outlet hose according to BOM	E00 Cleaning / Descaling	M10 Congested / Blocked Or B00 Dirty / clumpy

If submitting a claim for the second or subsequent times regarding maintenance-related issues:

F-Ident Number	Repair Code (RC)	Fault Code (FC)
Microfilter according to BOM	U00 Explanation for Customers	900 Customer misuse

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If submitting a claim for an installation issue:

F-Ident Number	Repair Code (RC)	Fault Code (FC)
Outlet hose according to BOM	D10 Reinstalled / correctly refitted	800 Installation Fault

If submitting a claim due to damage:

F-Ident Number	Repair Code (RC)	Fault Code (FC)
Pump-drain according to BOM	A00 Parts exchanged	D00 Separated / broken