Tumble dryer stops after a few minutes of the cycle

If the tumble dryer stops after a few minutes of the cycle, refer to the suggestions below for step by step instructions.

Is the “water tank full” indicator lit?

The appliance will stop the cycle if the water tank is full.

• Empty the tank and restart the cycle.

Is your product connected to an external drain?

The machine will stop the cycle if there is a problem with the drain

• Check that it has been installed correctly and that the hose is not twisted or kinked.

Warning: Do not suspend the basket any higher than 1m and shorten the drain hose as necessary, so that no loops of more than 0.5 m form as shown in the figure.

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 DEMO function on your product enabled?

The DEMO function is a display function for retail stores.

- It is used to demonstrate the product without having to go through a normal cycle.
- The display function is indicated by the letters ‘DEM’ on the display or on a display for rapid countdown.

Disabling the DEMO function:

- The demo function will remain enabled even after the dryer has been switched off using the On/Off button.
- When the On/Off button is pressed to restart the appliance, the display will show DEM for a few seconds in order to enable the demo function to be used in a showroom.
- To exit the demo function, switch off the power supply to the dryer, wait about a minute and then switch it on again.

Are you using fabric softener during the wash cycle before you use the dryer?

We recommend that you do not use a fabric softener during a wash cycle.

Cleaning the drum:

- When you use fabric conditioner in a wash cycle, a film will probably form on the inside of the drum, the drum ribs and the measuring sensor.
- This film will interfere with moisture measurement, making the dryer ‘think’ that the clothing is dry.
- The drum can be cleaned with a cloth and vinegar.
- Some models have the sensors located inside the machine on the plastic tab at the bottom, behind the door opening.

Have you filled the drum sufficiently?

When you use electronic cycles, the drum will detect whether the clothing is dry.

- When the drum is filled with a small amount of clothing, it is sometimes unable to detect the clothing and will then end the cycle.
- For very small amounts of clothing, it is recommended that you use time-based drying.

Filling enough laundry:

- When you use a pre-programmed cycle, you must ensure that the drum has sufficient capacity.
- If there is not enough clothing in the drum, the drum may be unable to detect it and the tumble dryer will end the cycle.
- The tumble dryer is best used at the maximum capacity of the chosen cycle.
- This is the most efficient way to use the tumble dryer’s energy.
Did you select a timed cycle?

Try a pre-programmed standard drying cycle instead of time-based drying

- When you use a timed cycle, the time you select is the duration of the cycle.
- For example, when you a 20-minute program, the dryer will stop after 20 minutes, possibly resulting in poor drying results.
- For best results, use a pre-programmed cycle.
- The dryer automatically detects when the laundry is dry.

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.

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.

Examples of cleaning different types of tumble dryer:

Tumble dryer with heat pump:

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.

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**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.

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**Condenser tumble dryer:**

**Is the load too much?**

Overloading the product can reduce the heat circulation around the clothing.

- Redistribute the load and restart the drying cycle.
- If the load is too much, remove some of the clothing from the machine and restart the drying cycle.
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.

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.

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.

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.

Tumble dryer with vent:

Is the load too much?

Overloading the product can reduce the heat circulation around the clothing.

- Redistribute the load and restart the drying cycle.
- If the load is too much, remove some of the clothing from the machine and restart the drying cycle.
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.

Cleaning the lint filter:

The filter traps all the lint that collects during the drying process.

- To ensure that the tumble dryer works properly, the filter must be cleaned after each drying cycle.
- The FILTER warning light will remind you to do this.

**Warning:** Never start the tumble dryer if the lint filter is not fully inserted or if the filter is defective or clogged.

1. Open the door and remove the clothing.
2. Remove the filter, which is built into the bottom part of the door opening.
3. Open the filter by pressing the button between the two openings. Clean the filter with a damp hand or a cloth. After a while, a coating will form on the filters. This is caused by detergent residue left in the clothing. When this occurs, clean the filter with a brush and hot water. Close the filter, making sure that it has clicked into position.

**Warning:** Check that there is no lint in the filter seat before you insert it again.

4. The filter can only be inserted one way round. If the filter is inserted incorrectly, it will stick out.

**Important:** If the filter has not clicked into position, you will not be able to close the door.

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**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?](https://www.support.emea.electrolux.com/en-za/Laundry/03_Dryer/Tumble_dryer_stops_after_a_few_minutes_of_the_cycle)).
- 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.

- maximum drying
- very dry
- standard dry

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[https://www.support.emea.electrolux.com/en-za/Laundry/03_Dryer/Tumble_dryer_stops_after_a_few_minutes_of_the_cycle](https://www.support.emea.electrolux.com/en-za/Laundry/03_Dryer/Tumble_dryer_stops_after_a_few_minutes_of_the_cycle)

Updated: Sat, 11 Apr 2020 16:56:28 GMT
Powered by
No light in the panel?
If there is no light in the panel, this may be due to a problem with the machine’s power supply.

Has one of your relays tripped or has a fuse blown?
- Reset the circuit-breaker / RCD device or replace the fuse
- You can reset the circuit-breaker by pushing the switch to the “ON” position.

Have you tried resetting the appliance?
You may be able to fix the problem by resetting the washing machine.
- To do this, remove the plug from the socket, wait 3 minutes and then plug it in again.

Has the appliance been installed so that it is level?
- If the appliance has not been installed so that it is level as stated in the installation manual, it will not be able to pump water up into the tank.
- This may be the reason for the machine coming to a halt.

Make the washing machine level by raising or lowering the feet.
- Use a spirit level to check whether the machine is level on all its feet.
- The appliance must be stable on a level, hard floor.
- You can adjust the feet using a spanner.

Important: Make sure the appliance does not “rock”, otherwise, it will vibrate while spinning.

If the above does not resolve the problem, we recommend requesting 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:

**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

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.

**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.