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| <b>Technical Service Pointer</b> | <i>Technical Service Pointer #: W11533288</i><br><i>Action Required: Information Only</i><br><i>Release Date: March, 2021</i> | <b>Commercial Laundry</b> |
|----------------------------------|---|---------------------------|

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| <p><b>Brands Affected</b></p>   <p><b>QUESTIONS?</b><br/>Please contact your Customer Relations Manager</p> <p>This notification is a Service Notice only. This is not a Recall.</p> <p>ALL POINTERS ONLINE:<br/><a href="https://www.serviceconnections.org">https://www.serviceconnections.org</a></p> | <p style="text-align: center;"><b>Front Load Washer F27 Fault Improvements</b></p> <p><b>Models Affected:</b></p> <table border="1" data-bbox="443 661 1528 884"> <tr> <td>MHN33PDCWW2</td><td>CHW9150GW1</td></tr> <tr> <td>MHN33PRCWW2</td><td>CHW9160GW1</td></tr> <tr> <td>MHN33PDCXW2</td><td></td></tr> </table> <p><b>Serial Numbers:</b><br/>CX10xxxx to CX27xxxx</p> <p><b>Possible Concern:</b><br/>F27 Fault Code is displayed</p> <p><b>Potential Causes:</b><br/>Inlet Valve(s) do not close causing overflow<br/>Pressure switch hose is kinked, disconnected, or damaged<br/>Over suds condition has tripped overflow level on pressure switch</p> <p><b>Corrections:</b><br/>Earlier software version, (SC.02), may sense oversuds condition prematurely causing F27 Fault to display. Current SC.03 software is updated to include calibration logic reducing nuisance occurrence of F27 caused by oversuds condition.</p> <p><b>Resolution:</b><br/>Test for all other potential causes for F27 error. If F27 is recurring without any other cause check software version. Update CCU software to version SC.03 or replace CCU after all other potential causes are eliminated.</p> | MHN33PDCWW2 | CHW9150GW1 | MHN33PRCWW2 | CHW9160GW1 | MHN33PDCXW2 |  |
| MHN33PDCWW2  | CHW9150GW1  |             |            |             |            |             |  |
| MHN33PRCWW2  | CHW9160GW1  |             |            |             |            |             |  |
| MHN33PDCXW2  |   |             |            |             |            |             |  |