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User manuals

After Sales Service, Technical support

Velenje, February 2018

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General

GSD *Gorenje Service Documentation*

- **WEB application available on https://partners.gorenje.com/GSD**
- **Available service documentation for all Gorenjegrop brands**
  for new models, changes and modifications on existing
- **For autorised user only**
- **Suitable for use on mobile devices**
- **Most browsers can be used**

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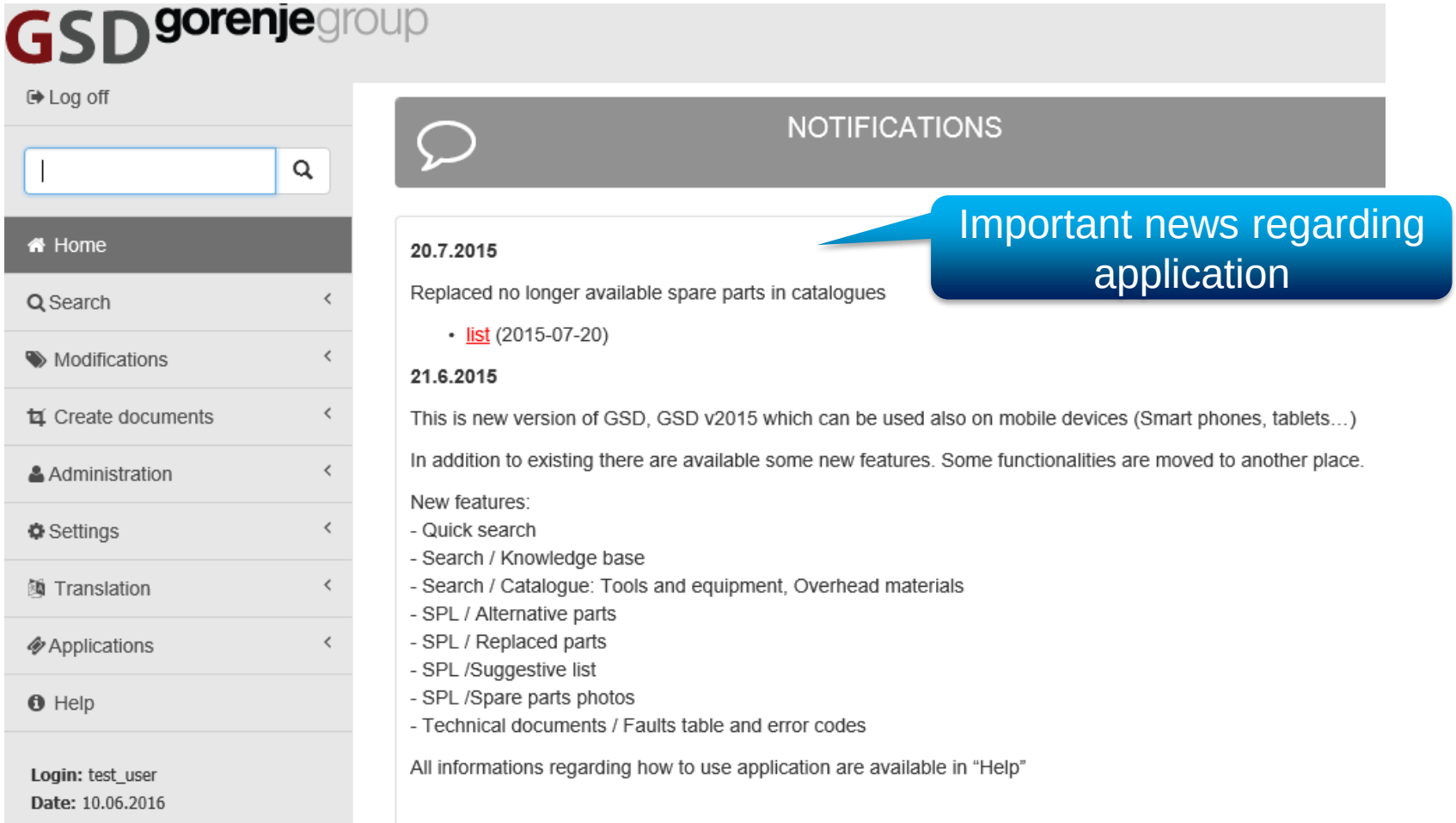
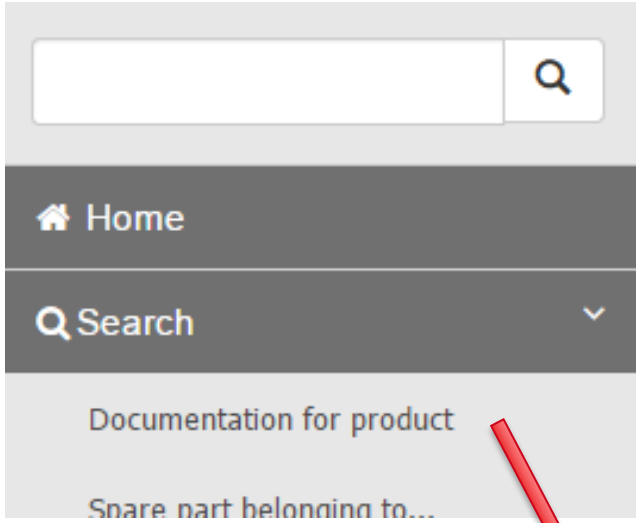
Application GSD v2015 / Home page



Application GSD v2015

Search / documentation for product

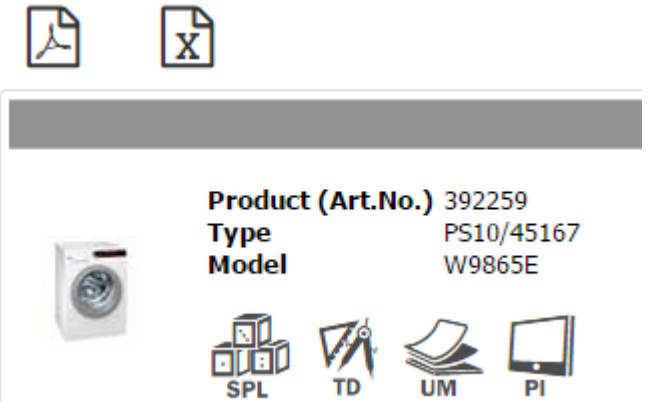
Search / documentation for product

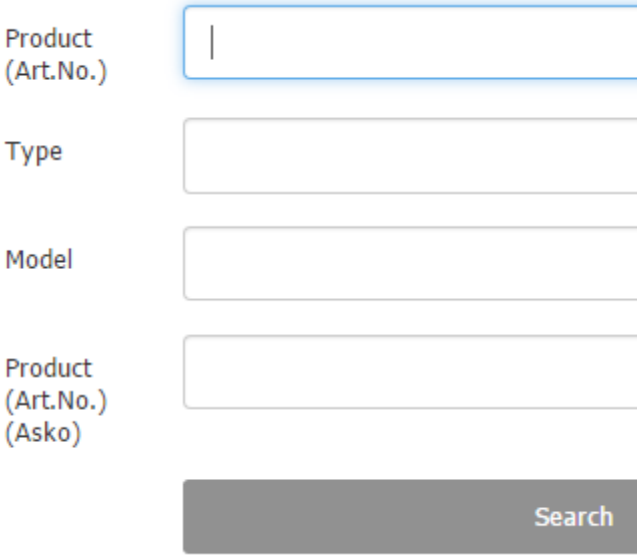


Quick search

Art.No., type, model, Pr.No. Asko

Advance search





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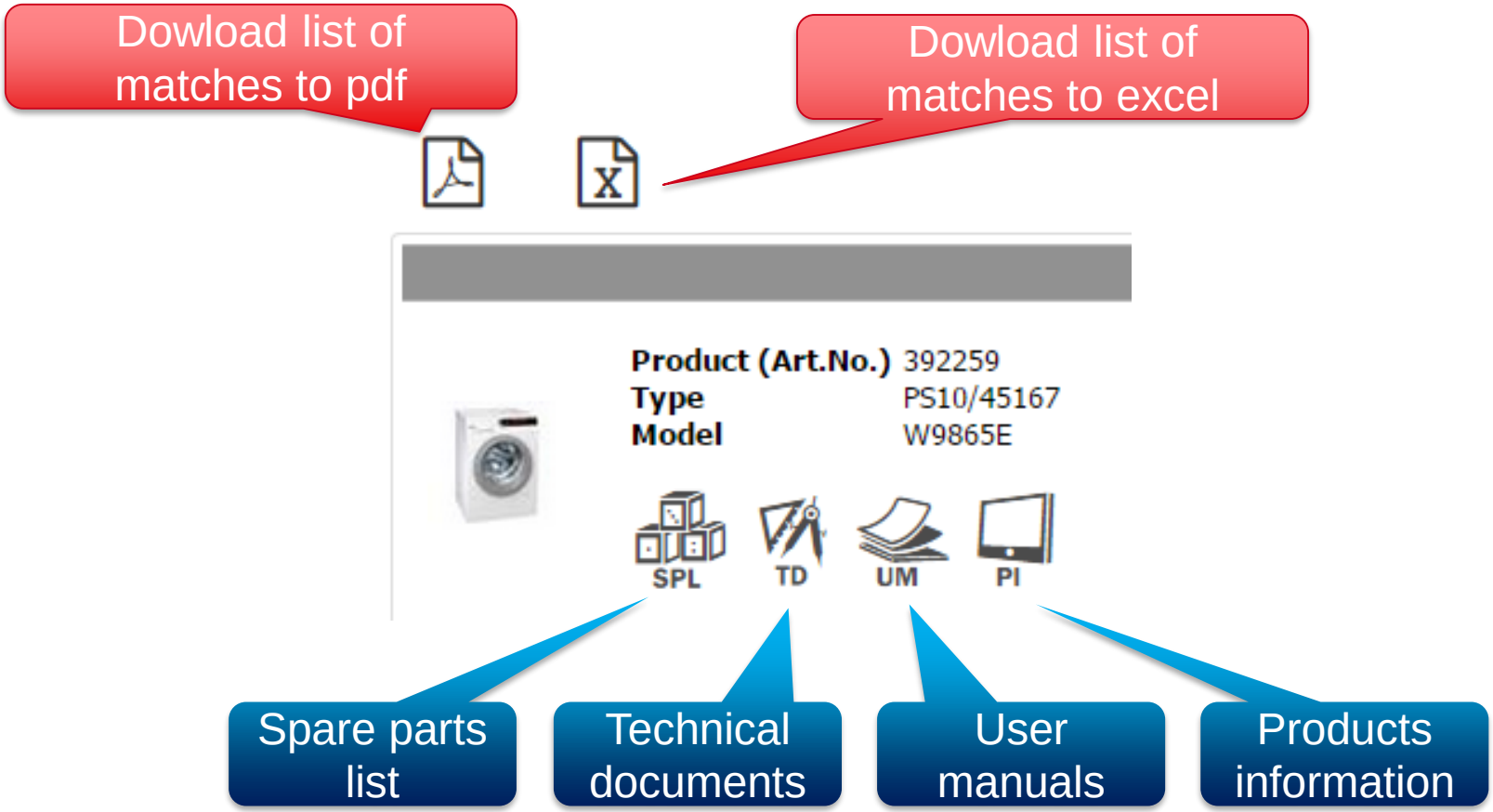
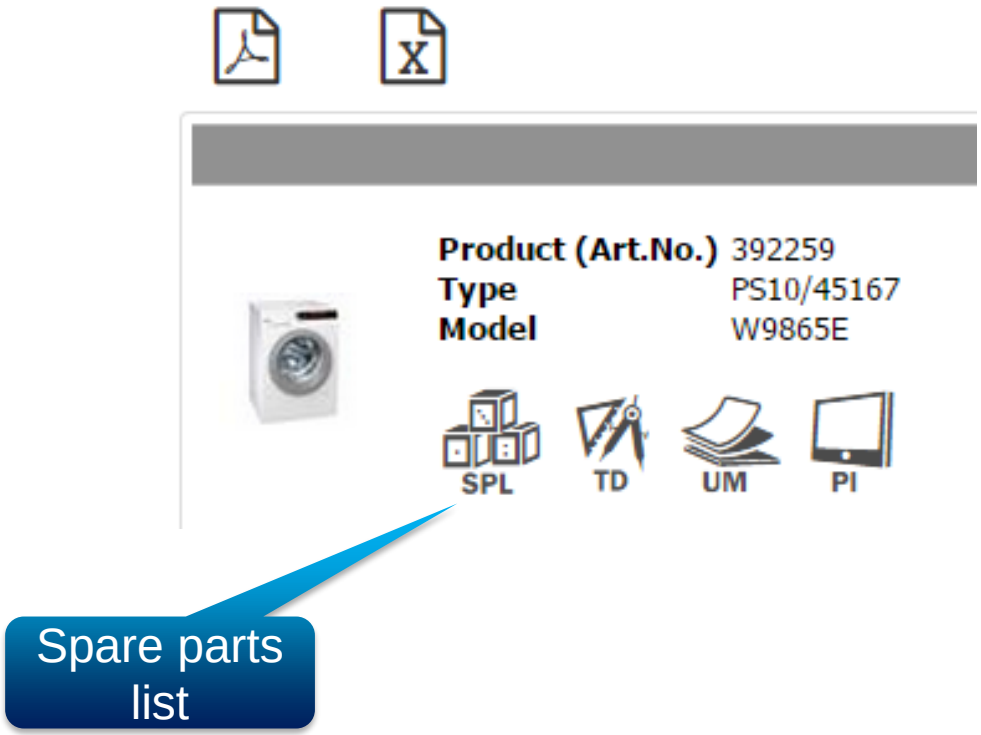
Search / documentation for product



Search / documentation for product

1. Spare parts list



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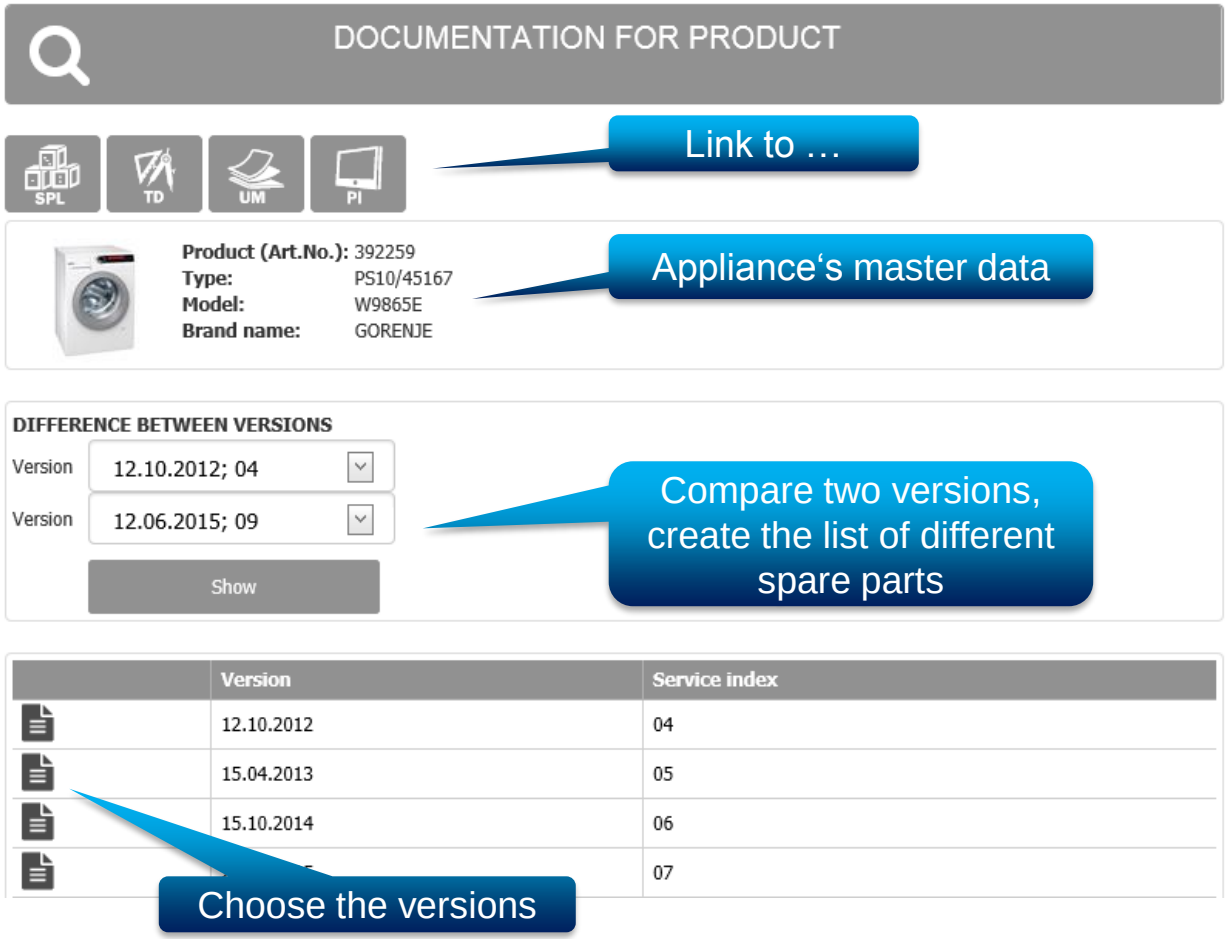
1. Spare parts list



Search / documentation for product

1. Spare parts list

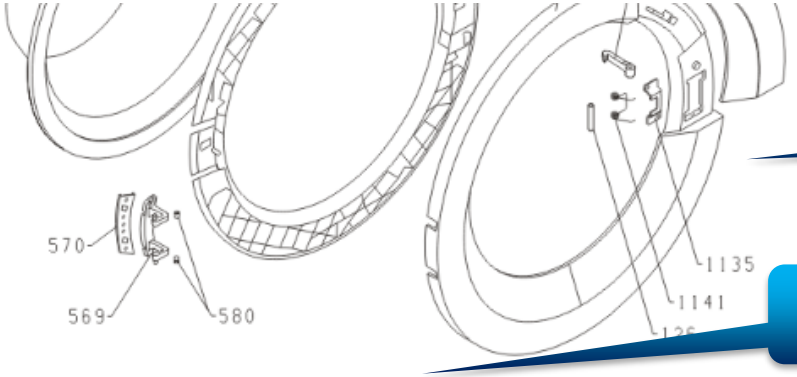
SPARE PARTS LIST

SPL TD UM PI

Link to …

Type	PS10/45167
Model	W9865E
Art. No.	392259
Brand name	GORENJE
Version	15.10.2014
Service index	06

Appliance‘s and SPL master data



Exploded view

The list od spare parts present on previous EV

Position	Ident	Spare part description	Quantity	Validity	Asko	
0126	587451	BOLT 4H11X75 RST44-2	1			
0569	333970	DOOR HINGE PS-10	1			
0580	333844	HINGE BUSHING PS-10	4			

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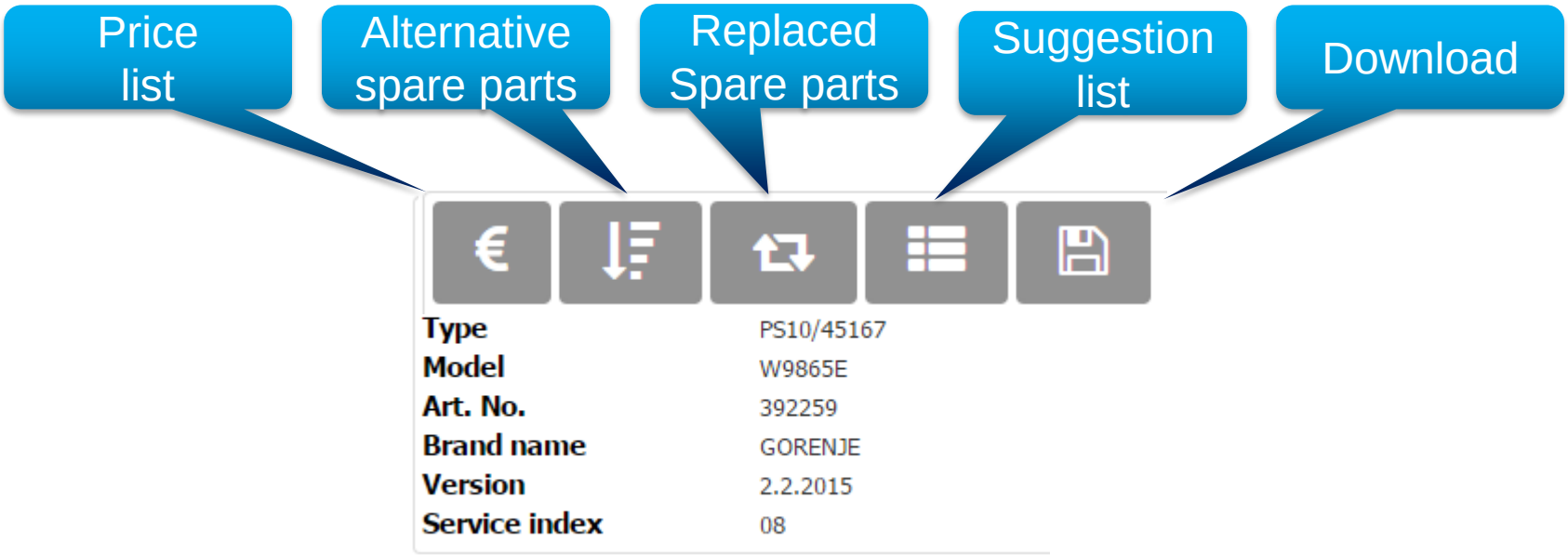
1. Spare parts list



- **Clik on button crete a list in new tab**

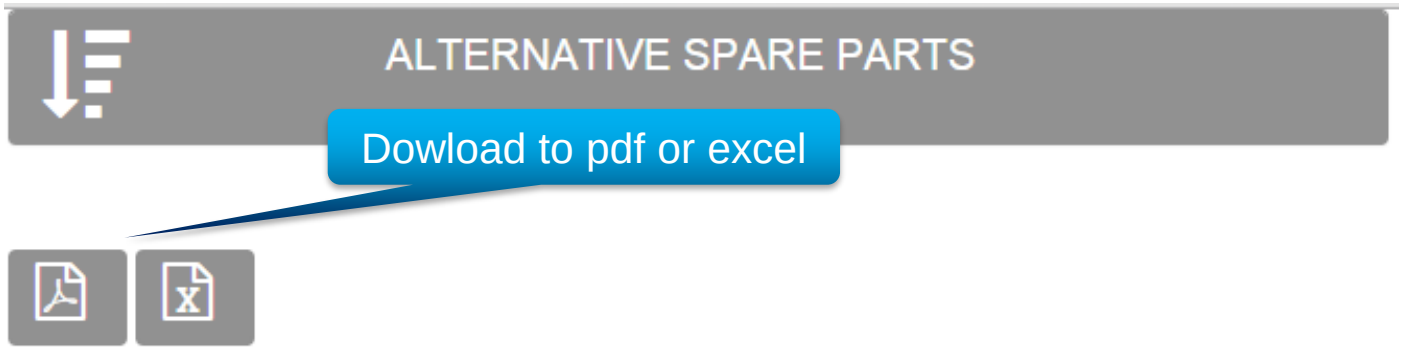
Search / documentation for product

1. Spare parts list

Material	Name	Price	Type of price
344702	SUPPLY CORD H05VV-F 3X1,0 2300	9,47	A
413719	CABLE GROMMET Z13	4,67	A
427447	HANDLE	4,67	A
428791	DIVIDER	4,67	A
428814	SPACER	4,67	A
428815	LATCH	0,82	A

Search / documentation for product

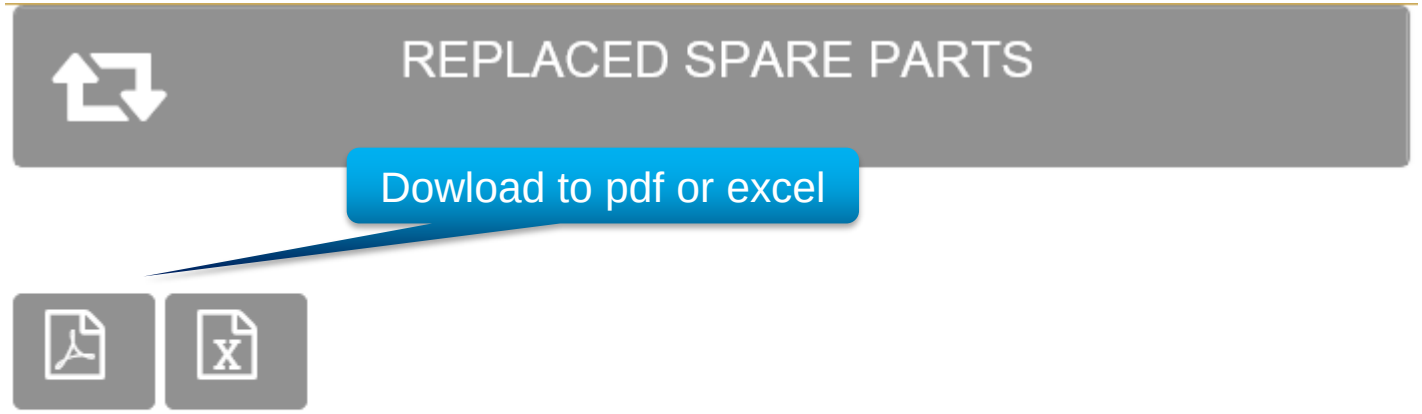
1. Spare parts list



Position	Ident		alternatives	
0411	512525	DISCHARGE HOSE HARD ATTACHMENT EU	700422	DRAIN HOSE
0409	700356	FILTER PIECE	465484	FILTER PIECE ASSY DW70 5502-B

Search / documentation for product

1. Spare parts list



Position	Ident		Replaced	
0201	484430	PLATE-RACK HOLDER ADJUSTMENT 5502-B	513907	PLATE-RACK HOLDER ADJUSTMENT GF 5502-B

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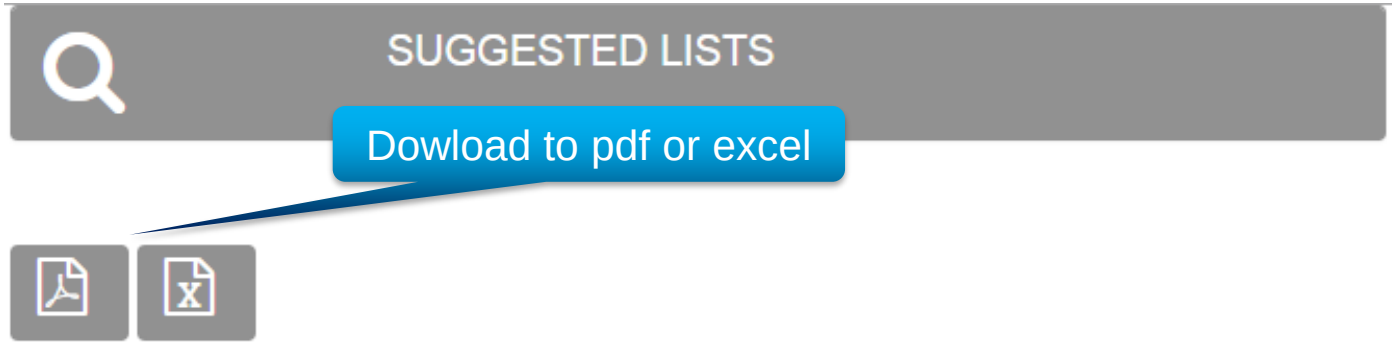
1. Spare parts list

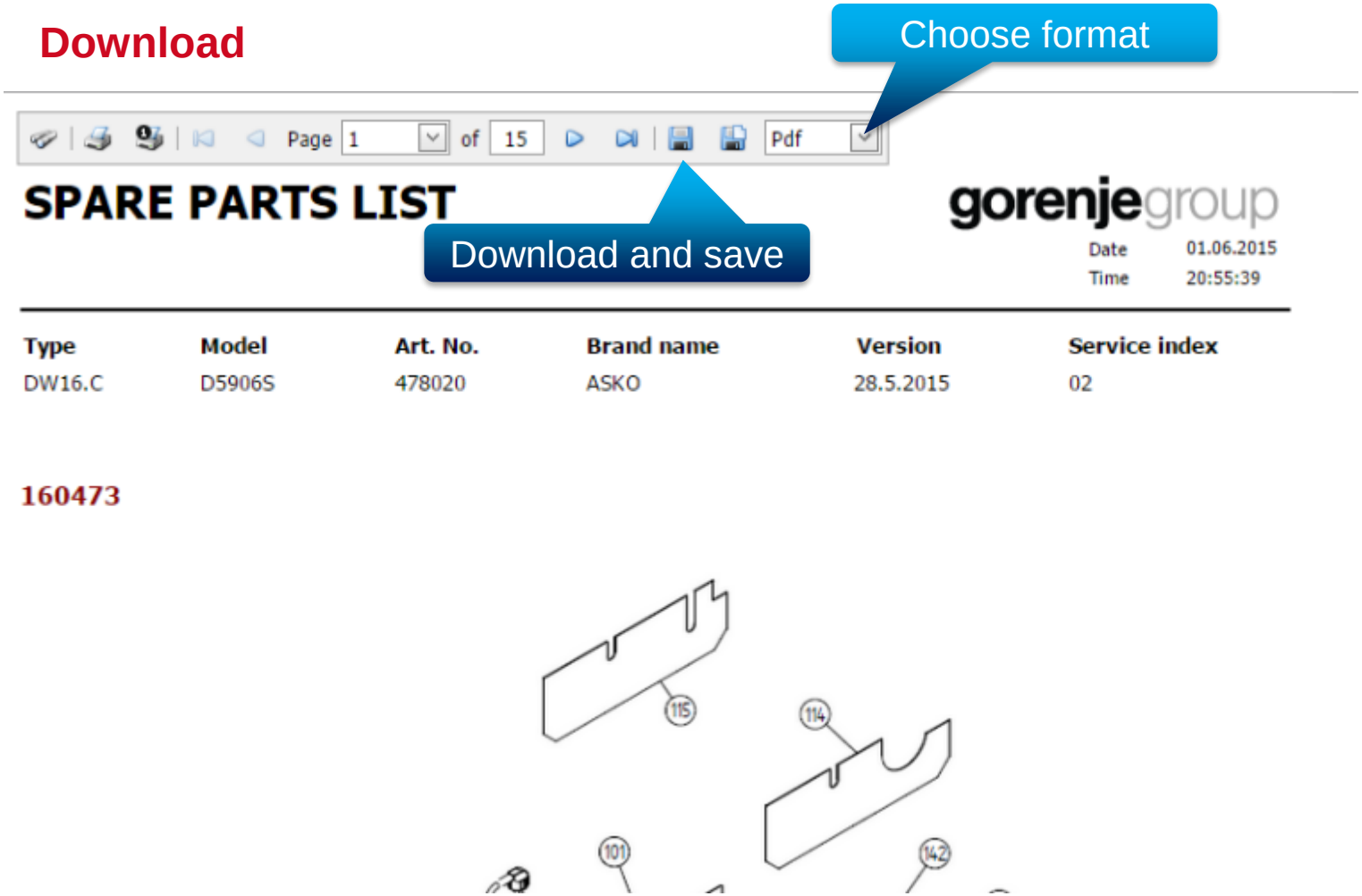


Spare part	Name	Quantity
700378	DIVIDER	2
700364	WASHING PUMP	2
434957	HEATER WITH INSERT ASSY 2040W 230V	2
461545	DIVERTER VALVE HOUSE M DW	2
429041	CAPACITOR	1
700355	PLUG	5
474327	PRESSURE SENSOR UL4	2

Search / documentation for product

1. Spare parts list

- **Download**



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Search / documentation for product

1. Spare parts list

	Position	Ident	Spare part description	Quantity	Validity	Asko	
	0005	357373	DISCHARGE HOSE BENT PS 180	1			
	0016	309929	HOSE EL.VALVE - SOAP DISPENSER PS D15X30	1			
	0019	314400	CLAMP - PLASTIC D 16	6			
	0031	333965	SOAP DISPENSER HOUSING PS-10	1			

333965
SOAP DISPENSER HOUSING PS-10

Spare parts foto is avalible

If more fotos exist you can choose

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Search / documentation for product

1. Spare parts list - Changes; Service index - SI

- SI code is introduced into production for better traceability of changes made in the appliances during production period.
- This two digit field is written after Art. No and it is divided from Art. No. with slash (/).
- SI can be found on every Product data stickers on package, on Warranty certificate and on Type label

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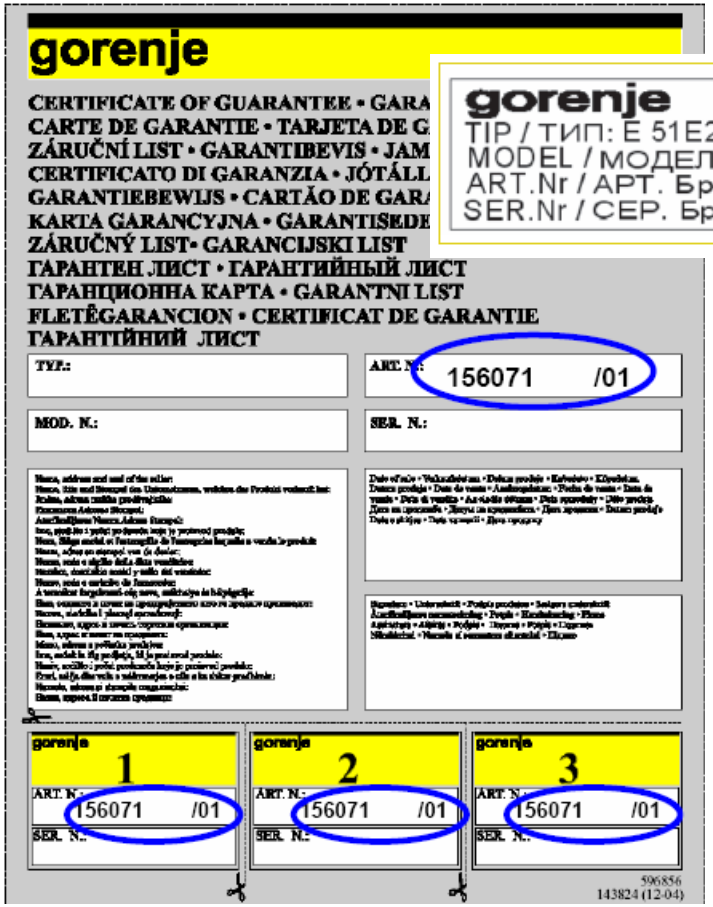
1. Spare parts list - Changes;
Service index - SI



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1. Spare parts list - Changes; Service index - SI

- SI code is changed when some component(s) (assembly part or spare part) is changed so much that further servicing is not possible without knowing which component is build-in (old and new part are not interchangeable)!

- If some changes is introduced into the appliance and they have no major influence in servicing procedures SI is not changed.

- Each SI has own version of spare parts list

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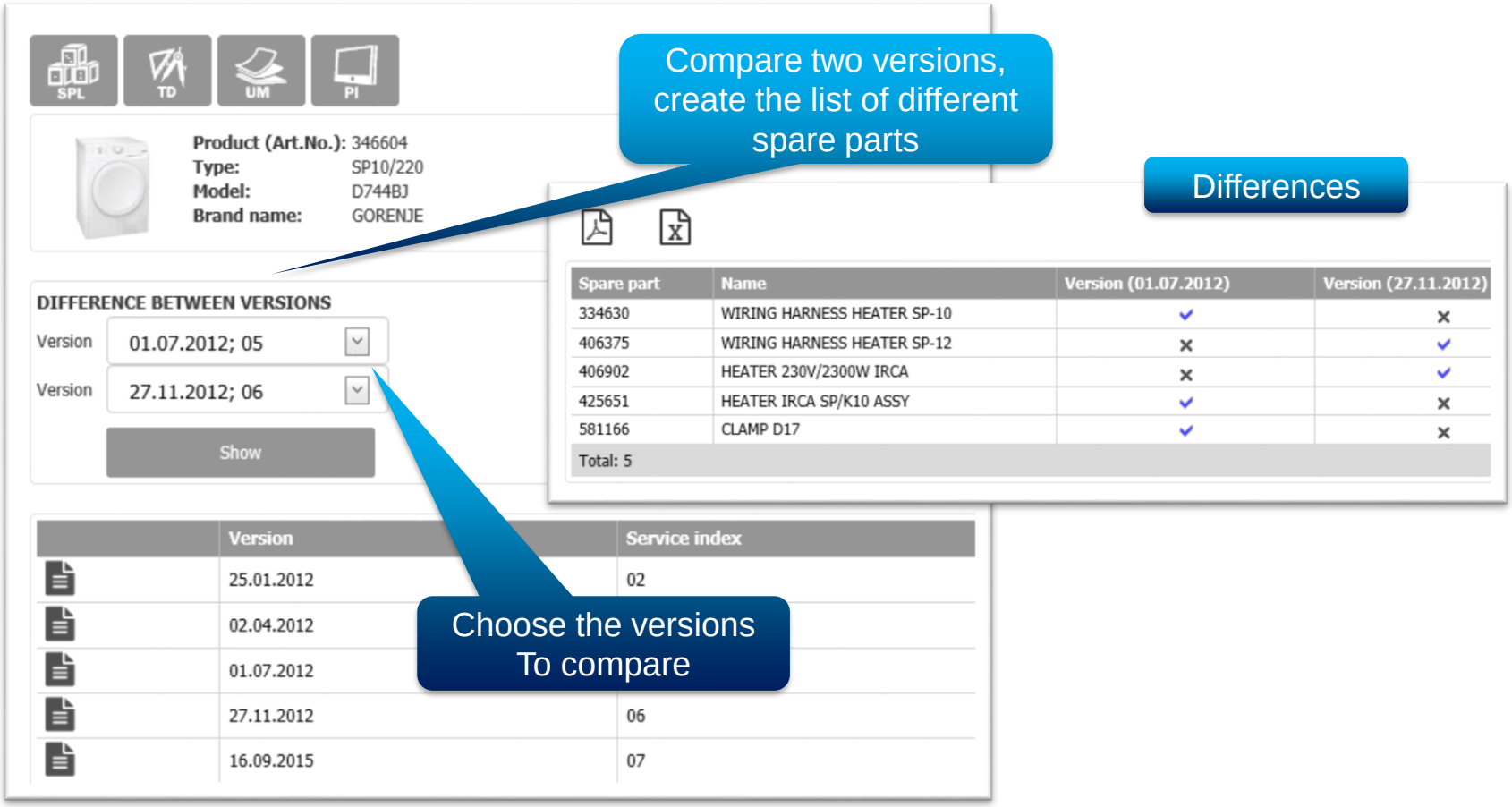
1. Spare parts list - Changes;
Service index - SI



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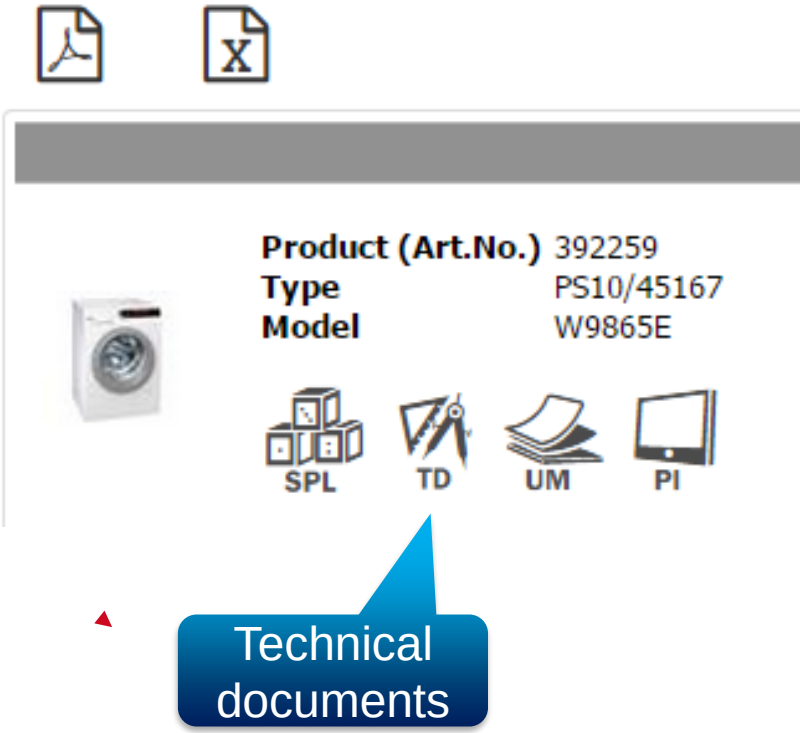
1. Spare parts list - Changes; Validity field

If change was implemented outside of SI system (before 2007, some cases later) information is in Validity field.

	Position	Ident	Spare part description	Quantity	Price/pcs []	Type of price	Validity	Asko
	301	700467	GLASS HOLDER	1	0	A		8071337-36
	302	445120	UPPER BASKET W.CUP SHELFS GREY	1	0	A	Before 11.2002	8801199-36
	302	432372	UPPER BASKET	1	0	A	After 11.2002	8801236-36

Search / documentation for product

2. Technical documents



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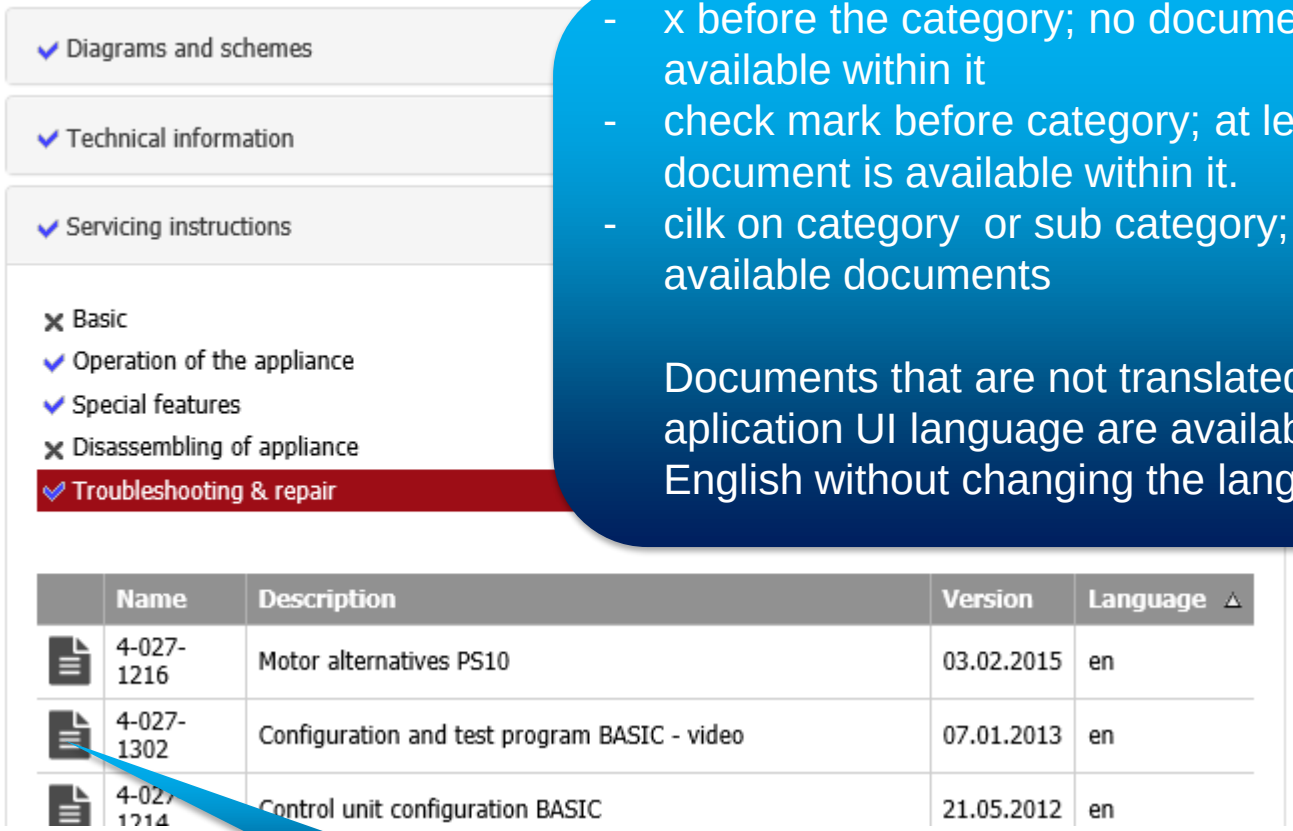
2. Technical documents



- x before the category; no document is available within it
- check mark before category; at least one document is available within it.
- cilk on category or sub category; display available documents

Documents that are not translated into aplication UI language are available in English without changing the language.

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Search / documentation for product

2. Technical documents – Servicing instructions

1. BASIC:
General informations regarding product range.

2.DESCRIPTION AND OPERATION OF THE APPLIANCE:
The importance and role of functional components, management and control, input parameters and controlled outputs, operate in the event of failure of sensors, alarm status, ... In this folder you can also include presentations from your Marketing or the supplier.

3 . SPECIAL FEATURES:
List and explanation of any special features and impact on the performance of the appliance (eg: child protection, demo program, ...)

4. DISASSEMBLING:
Description of the disassembling of parts through pictures and/or videos.

5. TROUBLESHOOTING AND REPAIR:
Table of detection and elimination of errors (the most common errors and order of operations for their removal), the measuring points with expected values, service mode and diagnostics.

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Search / documentation for product

2. Technical documents - Troubleshooting & repair

- **Faults table (product range)**

Dowload to pdf or excel

Check to which Art.no. is document connected

Error code	Fault	Fault description	Process (client)	Process (service technician)
	Appliance fails to start (on/off light is off).	The appliance fails to activate upon switching on or upon starting a program.	Check voltage in the socket.	• Check voltage in the socket. (230 V ± 6%). • Check the 'ON' switch. • Check the control unit..
	The appliance moves or vibrates during operation..	The appliance trembles, moves or vibrates during operation..	•Check if transport brackets were removed.. •Check levelling, positioning of the appliance.. •Checking the distribution of laundry in the drum, especially if it is little laundry. •Check the voltage (too low voltage)..	•Check if transport brackets were removed.. •Check levelling, positioning of the appliance.. •Checking the distribution of laundry in the drum, especially if it is little laundry. •Check the voltage (too low voltage).. •Check appliance housing.

- **Error codes (model)**

Error code	Fault	Fault description	Process (client)	Process (service technician)
E1	Open circuit / short circuit of temperature sensor. LED indication: All LEDs blink repeatedly 1x (½ sec. ON, ½ sec. OFF) and 5 second PAUSE. LED:E1 LCD:ERROR 1	An error occurs if the connection is interrupted with a temperature sensor or a short circuit the temperature sensor. Washing program ends without heating, an error is displayed after completing the program.	An error occurs if the connection with a temperature sensor is interrupted or there is short circuit between the terminals of the temperature sensor. Washing program ends without heating, the error is shown at the end of the program.	• Open circuit / short circuit of temperature sensor. • Check NTC sensor, replacement. • Check connectors, cables to the NTC sensor.

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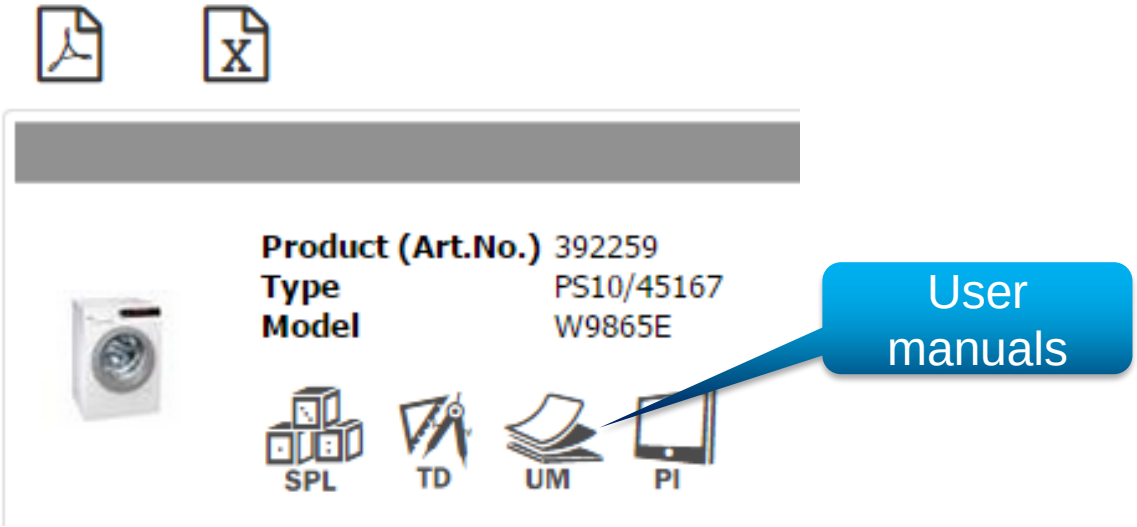
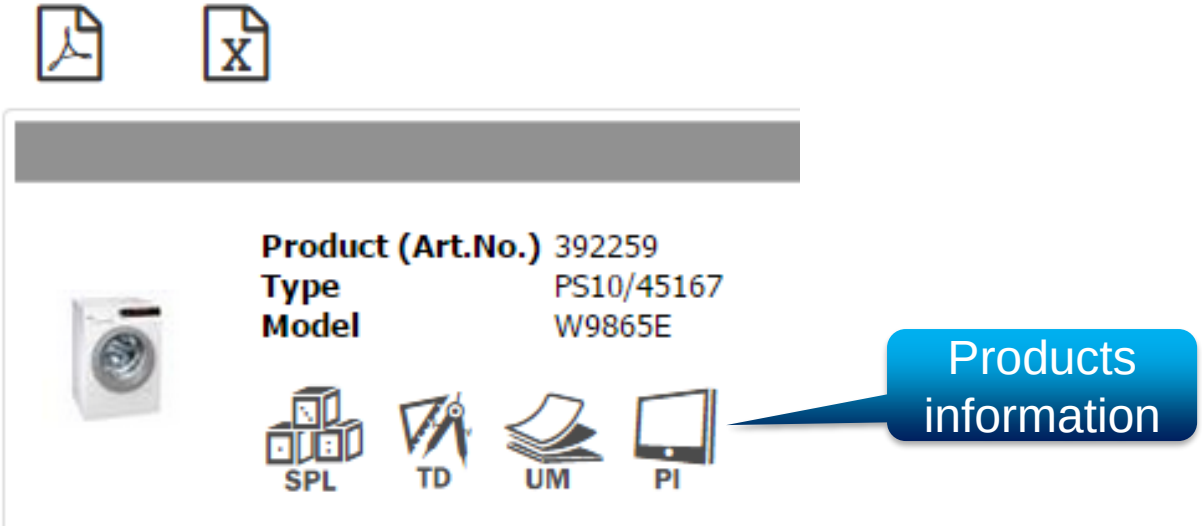
3. User manuals



The same manuals are available as they added to appliance (different languages)

Search / documentation for product

4. Product informations



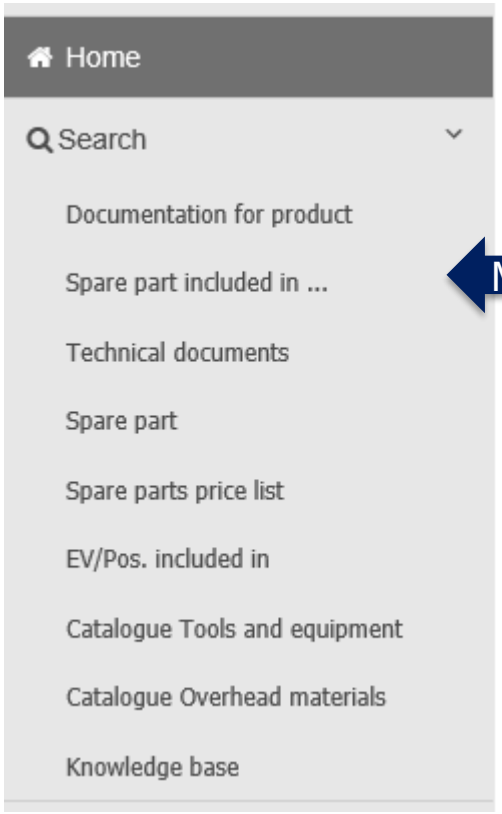
Product information consist: technical data (pfhisical, electrical…), features, mounting dimensions, availble accesories…

Application GSD v2015

Search /

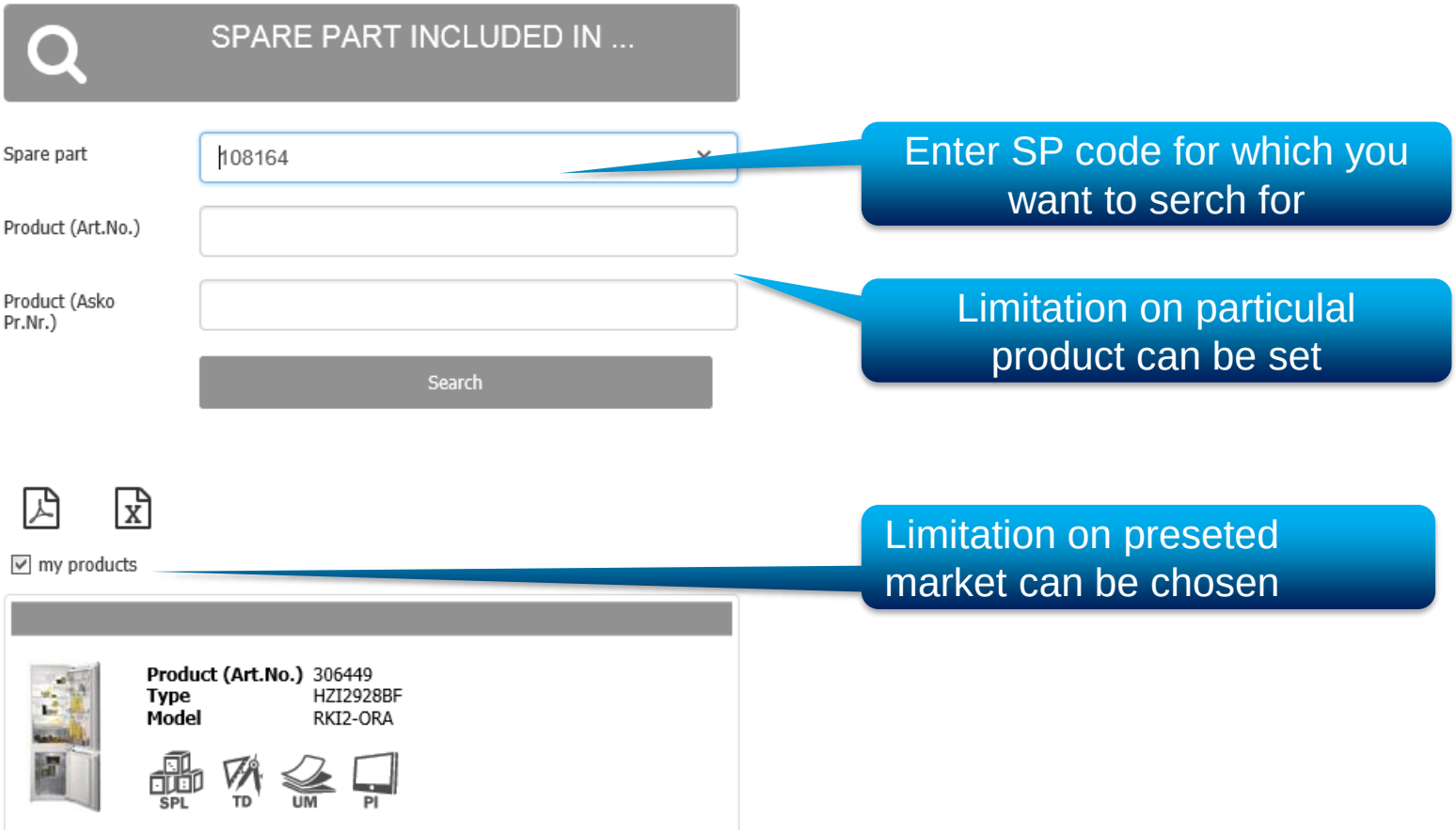
Spare part included in …
Technical documents
Spare parts (logistic data)
Spare parts price list
Catalogue; Tools and equipment
Catalogue; Overhead materials
Knowledge base

Search / Spare part included in …



Menu / Search /

Search / Spare part included in …



Result is the list of products to which SP belong

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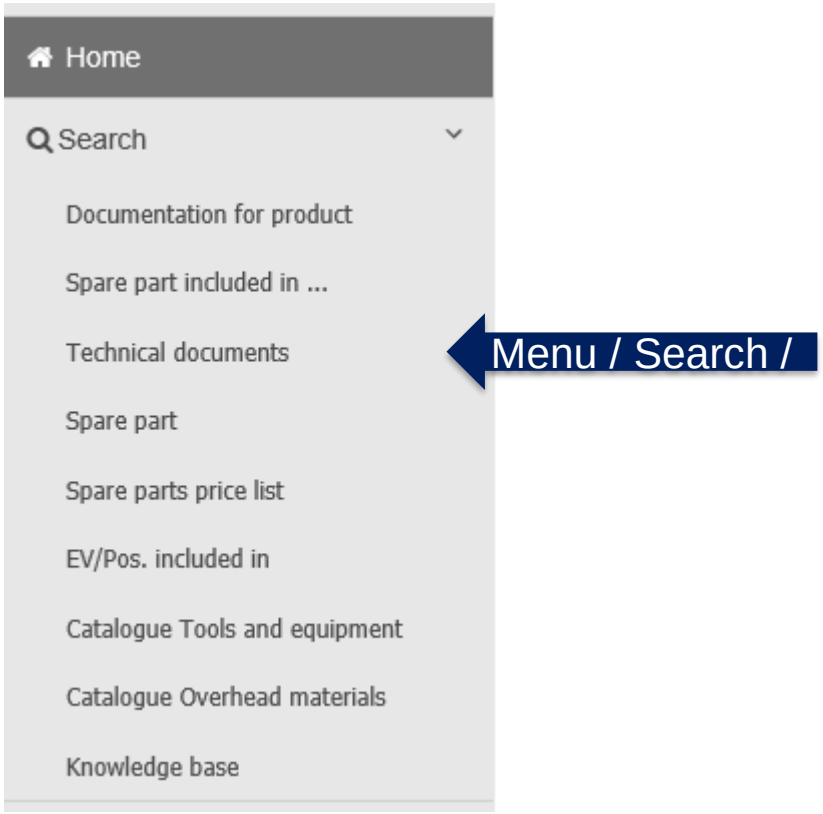
Search / Technical documents



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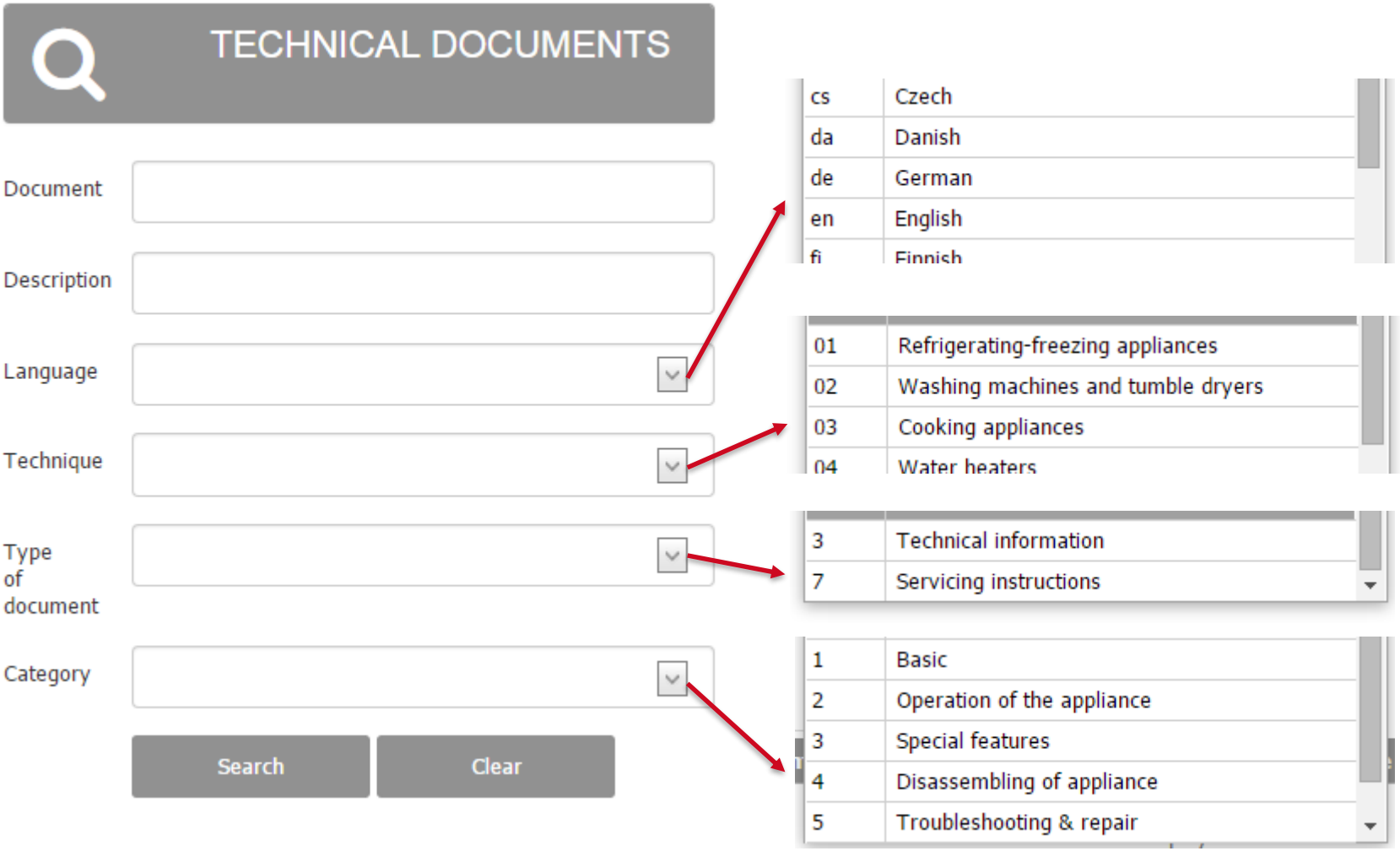
Search / Technical documents



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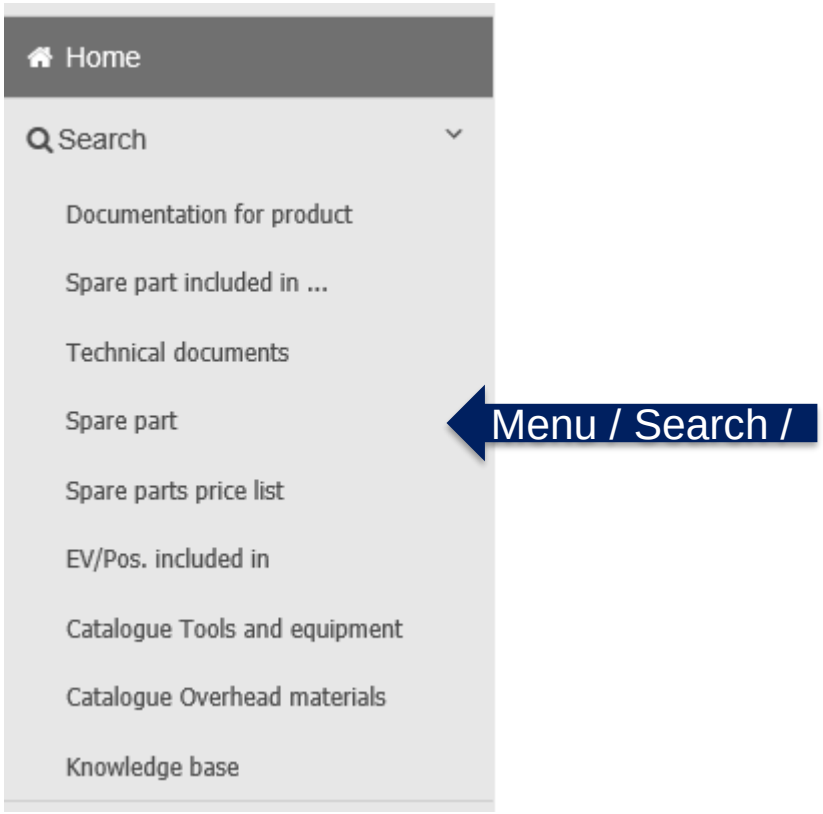
Search / Spare parts logistic data

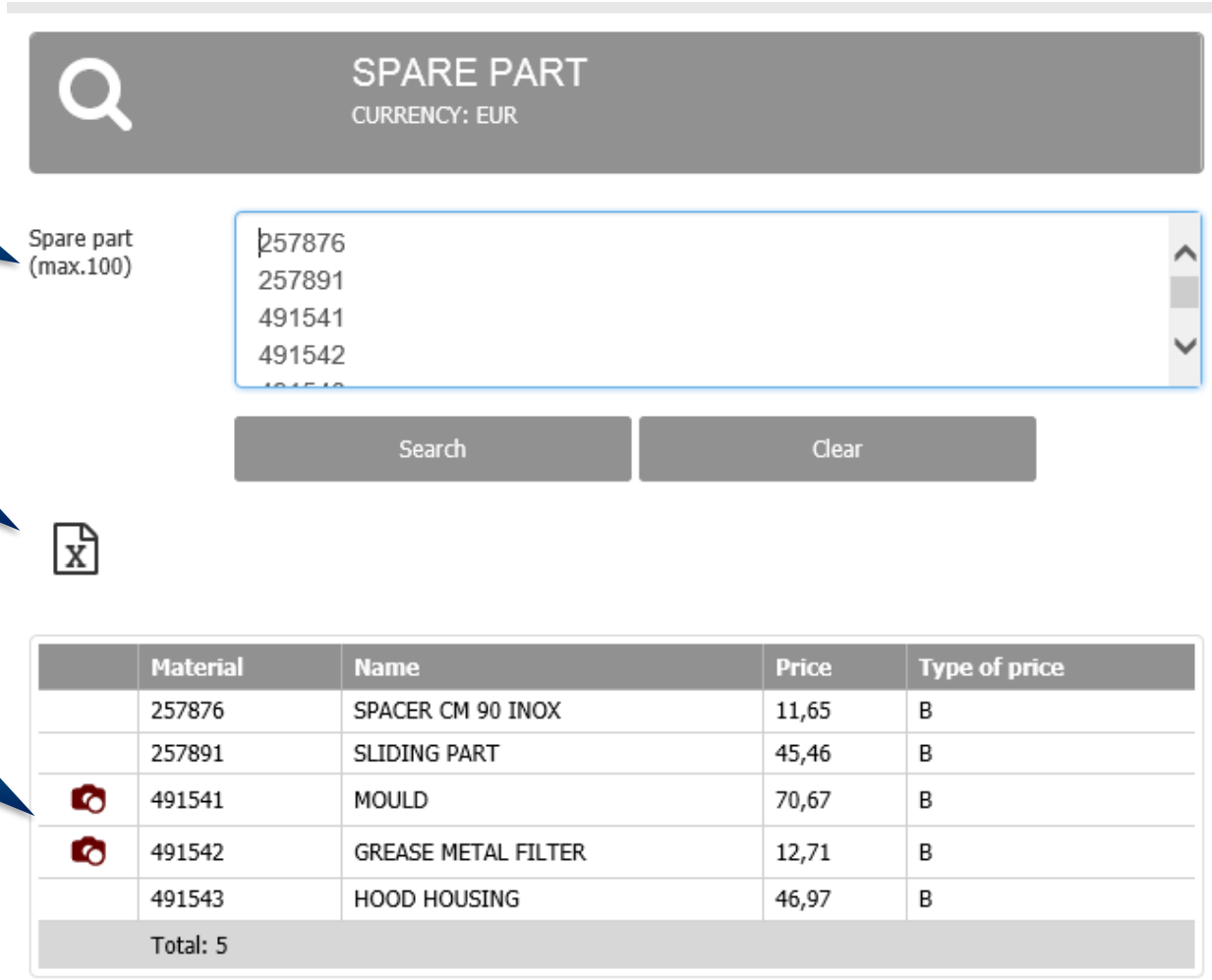


Search / Spare parts logistic data

Up to 100 SP codes acn be entered at once

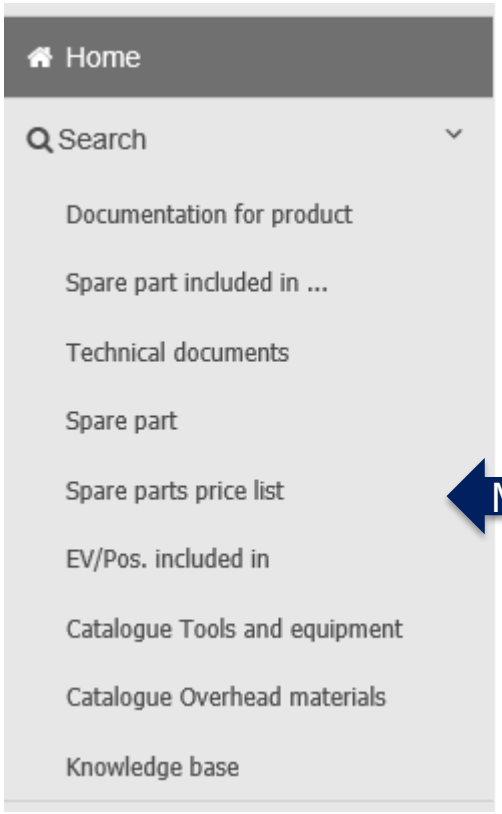
Download to excel create the list of new SP with additional logistic data

Open SP foto with additional logistic data



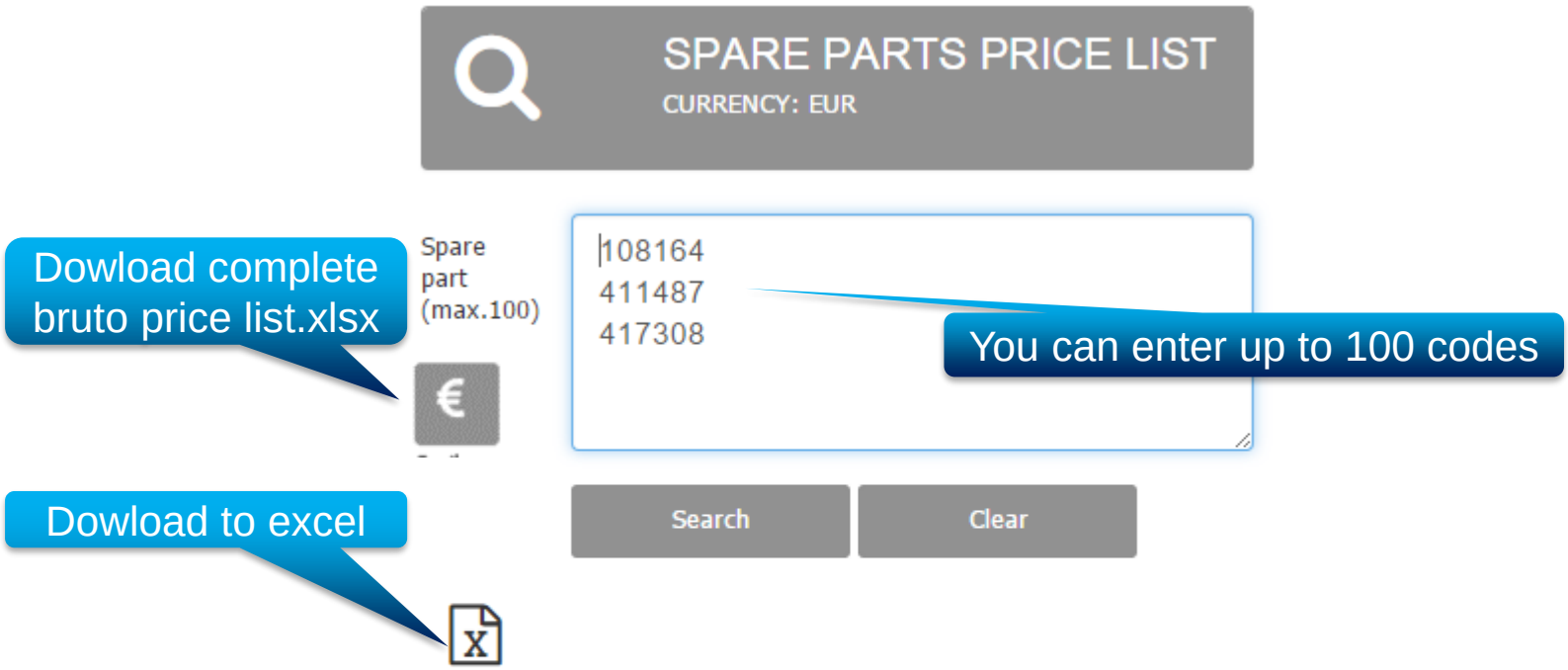
	Material	Name	Price	Type of price
	257876	SPACER CM 90 INOX	11,65	B
	257891	SLIDING PART	45,46	B
	491541	MOULD	70,67	B
	491542	GREASE METAL FILTER	12,71	B
	491543	HOOD HOUSING	46,97	B
	Total: 5			

Search / Spare parts price list



Menu / Search /

Search / Spare parts price list



	Material	Name	Price	Type of price
	108164	SENSOR	5,10	B
	411487	DRUM WM-70 KPL	100,87	B
	417308	CARBON FILTER AH135	11,37	B

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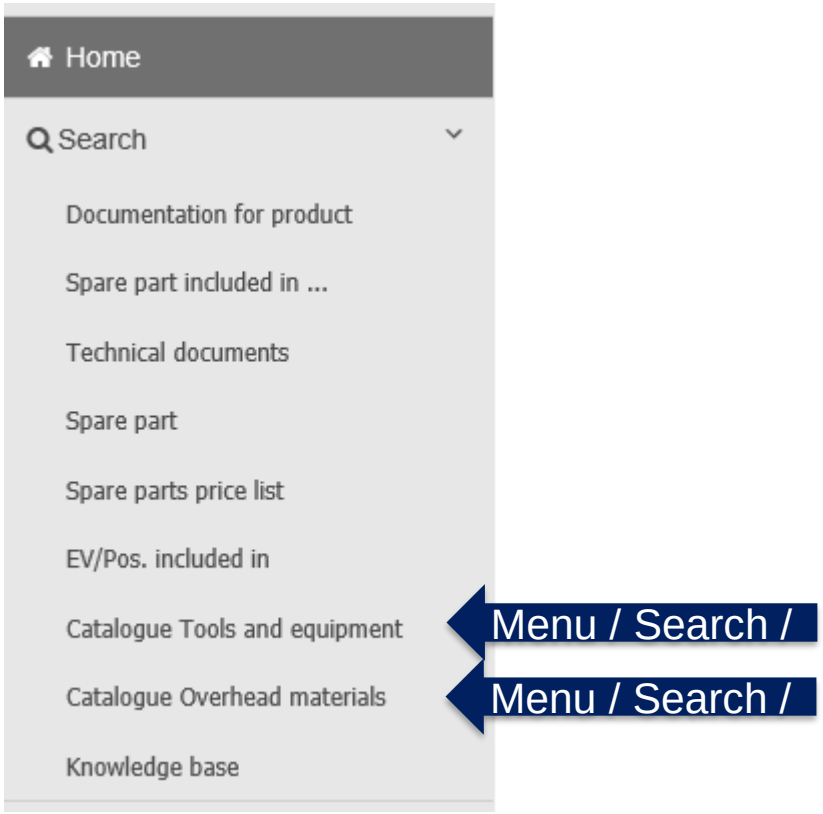
Search / Catalogue:

- tools and equipment,
- overhead materials



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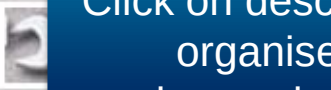
Search / Catalogue:

- tools and equipment,
- overhead materials

Export the list to pdf or xlsx

Dowload complete catalogue

Technique	Name
01	Refrigerating-freezing appliances
02	Washing machines and tumble dryers
03	Cooking appliances

Code	Name	Type	Picture	02	12	01	03	04	07	08
13668	WRENCH DF 6/7	6 x 7		x	x		x			x
13672	WRENCH DF 8/9	8 x 9		x	x		x			x
13679	WRENCH DOUBLEFACED 10/11	10 x 11		x	x		x	x		x
13686	WRENCH DF12/13	12 x 13								x
13690	WRENCH DF 14/15	14 x 15								x

Click on description in header organises materials decreasing / increasing

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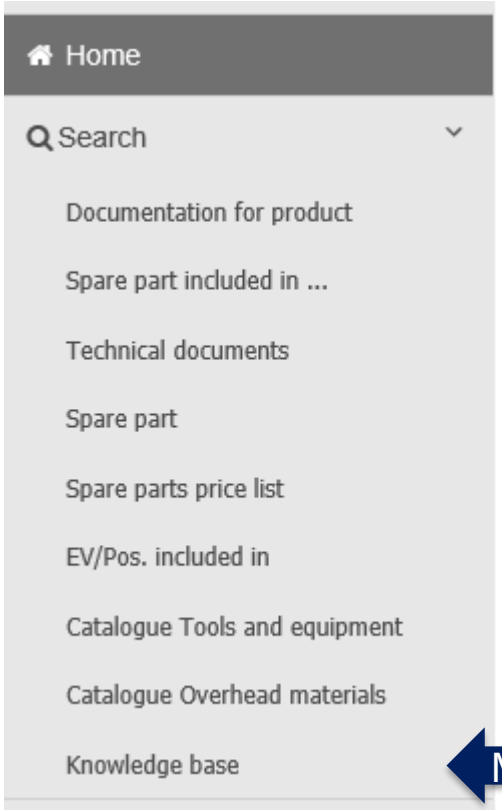
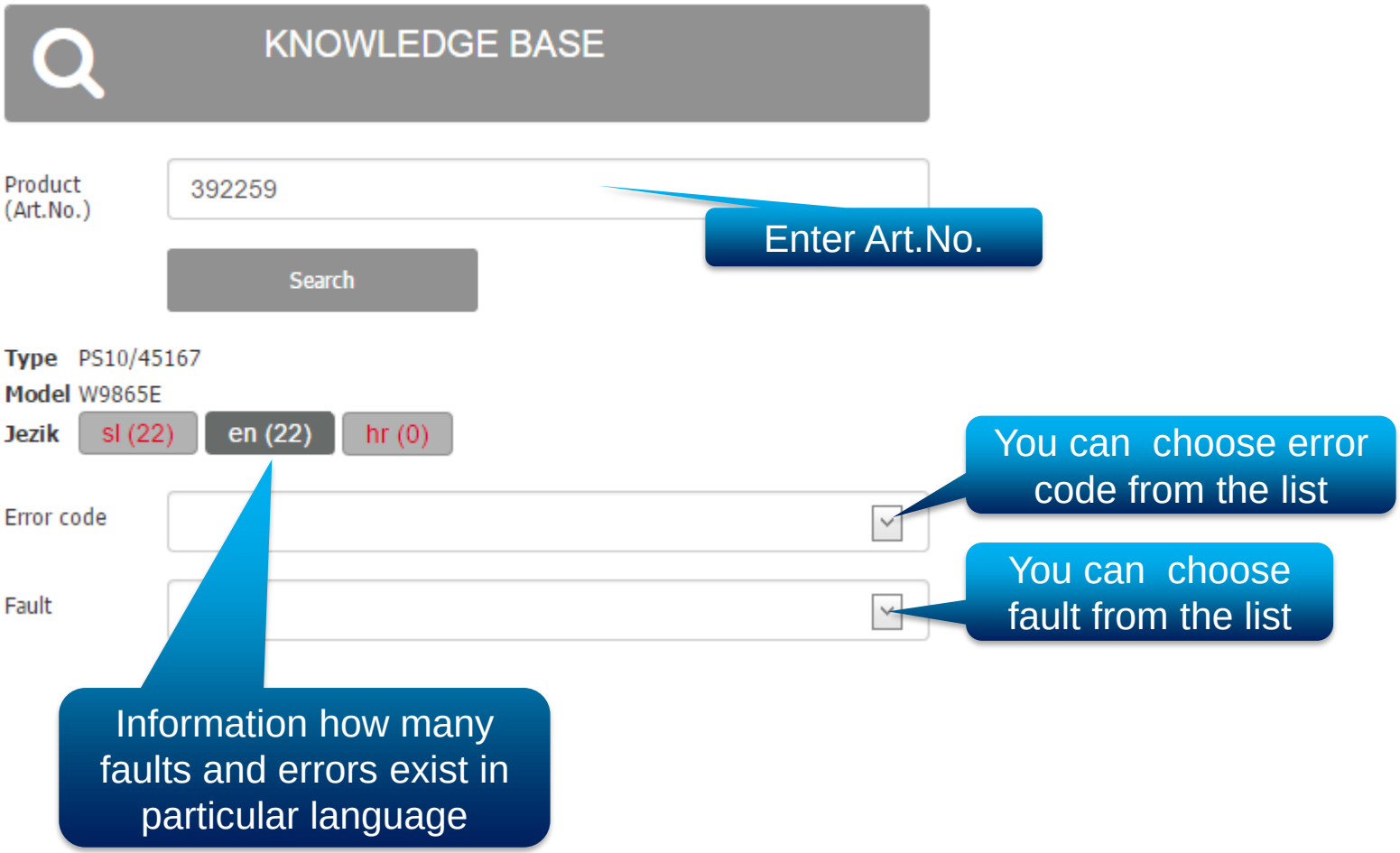
Search / Knowledge base



Menu / Search /

Search / Knowledge base



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Search / Knowledge base

- **After error code or fault is choosen you get additional info**

Error code: E3

Fault: Water level is not reached.LED indication: All LEDs blink repeatedly 3x (½ sec. ON, ½ sec. OFF) ar

Fault description

The water level is controlled at all times during the process of filling the appliance.
When an error occurs for the first time, process will automatically repeat the filling.
After a second consecutive filling the machine stops and error shows. The program is continued by pressing S1. If an error occurs third time, the machine stops, the continuation of the program is not possible.
The error is displayed.

Process (client)

- Check - water tap is open.
- Check - cleaned inlet pipe.
- Check - appliance leaking.

Process (service technician)

- Check if water tap is open.
- Check if water leaks.
- Check el. valve.
- Check pressure, water flow.

Application GSD v2015

Settings

Modifications

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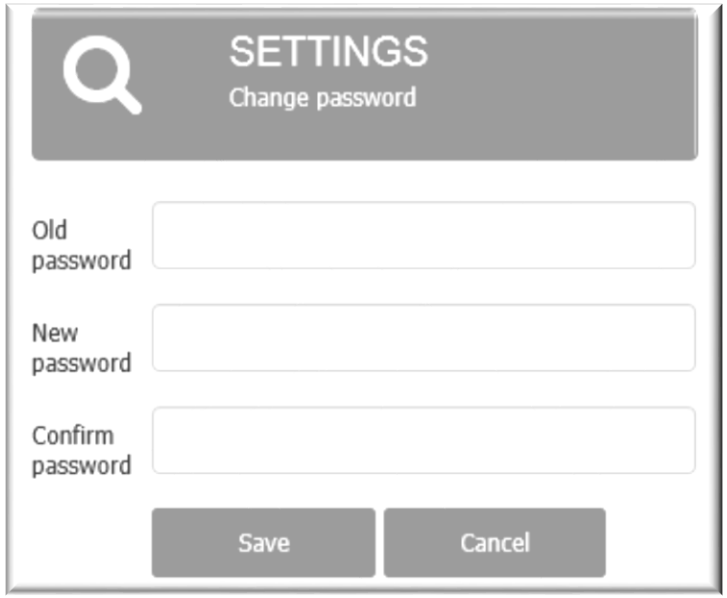
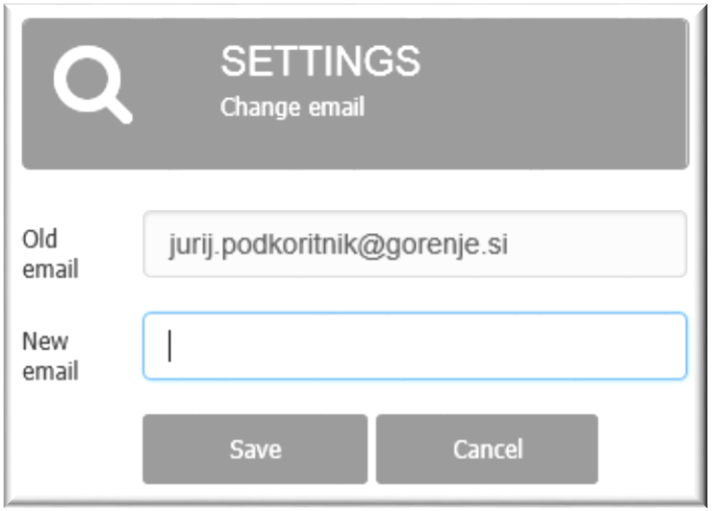
Settings / Change password, email, language

- **Enter the data in fields and save**





Settings / Notification and changes

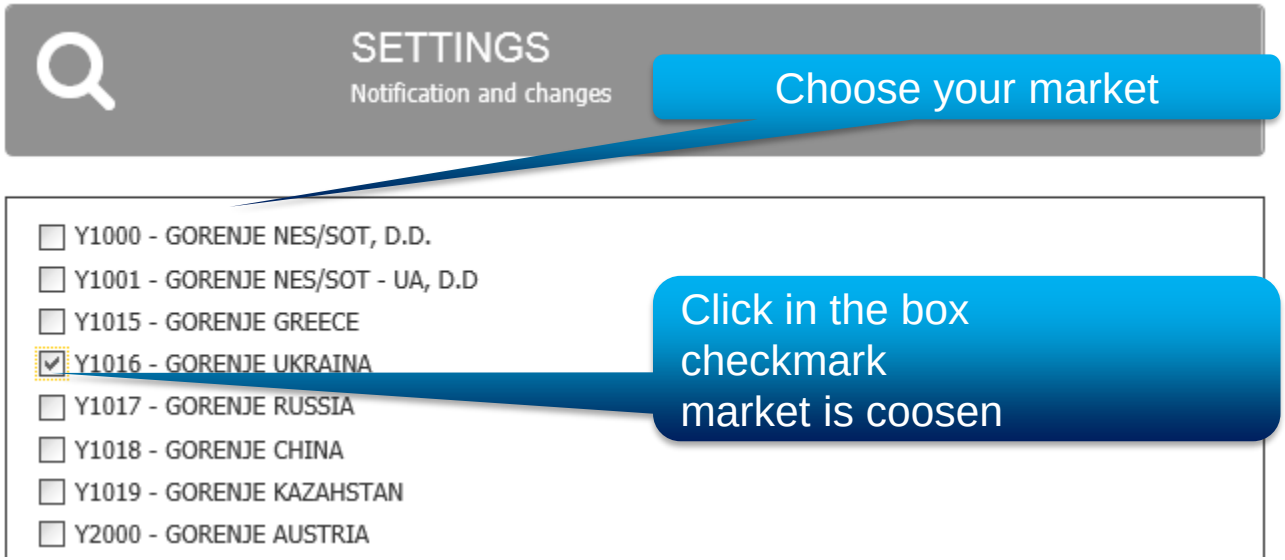
A precondition for limiting results in products that are sold in your market is settings in „ Notification and changes“.

- **SBU which alredy use SAP; choose „Y“ buyer**
- **Others; enter your buyer code which you can find on invoces for final goods.**

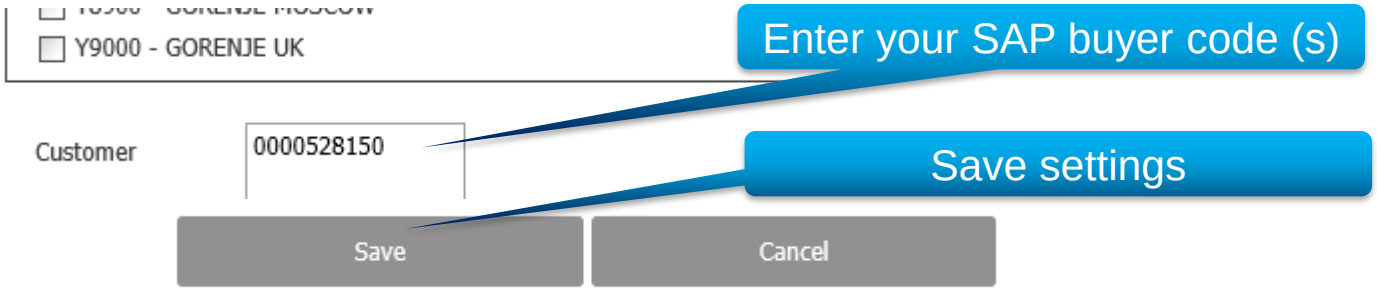
  In case you recieve final goods on different location you have own buyer code for each location , you have to enter all of them

Settings / Notification and changes

- **SBU – „Y“ buyers**



- **Other buyers**



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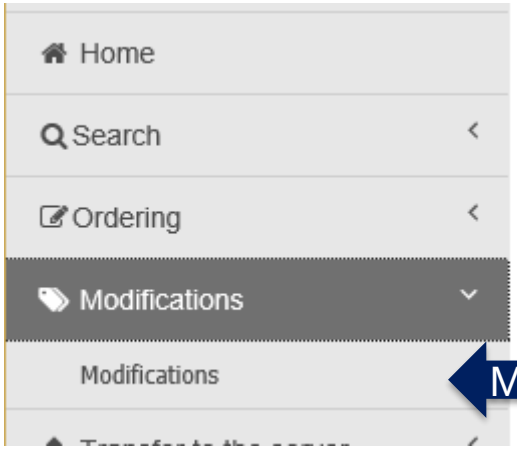
Modifications

Informations regarding changes



Menu / Modifications /

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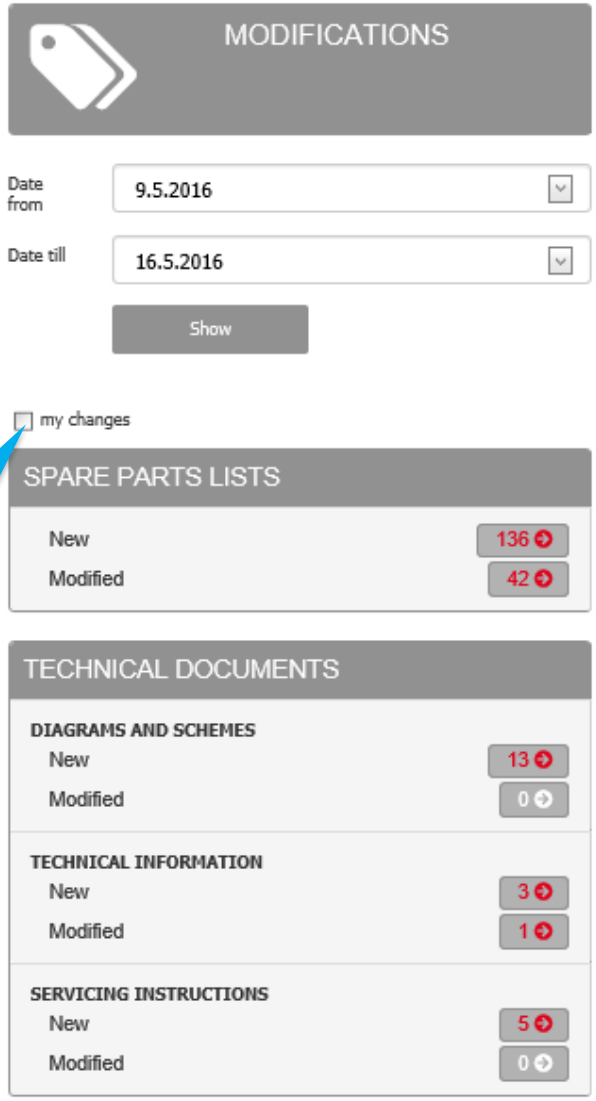
Modifications- Informations regarding changes



Checkmark mean present numbers are only regarding appliances on your market

Button „New SP“ appear If there is any new or modified SPL

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Modifications- Informations regarding changes

New SP included in new or modified spare parts list

SPARE PART - NEW

Download to excel create the list of new SP with additional logistic data

	Material	Name	Price	Type of price
	303212	CAPACITOR 4/5/400/T FEIDA	0,00	B
	319832	HINGE COVER VC LA024	0,00	B
	355523	MAGNETIC GASKET	5,89	B
	355541	ADJUSTABLE FOOT	1,13	B

Additional logistic data for new SP in Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Material	Name	Price	Currency	Type of price	Gross weight	Net weight	Volume	Volume unit	Weight unit	Laboratory	EAN code	Country of origin	Comm./imp. code no.
	257876	SPACER CM 90 INOX	11,65	EUR	B	0,469	0,214	3,438	L	KG	080	3838942556029		84149000
	257891	SLIDING PART	45,46	EUR	B	1,6	1,161	8,742	L	KG	080	3838942556074		84149000
	491541	MOULD	70,67	EUR	B	0,64	0,505	3,85	L	KG	080	3838942034831		84149000
	491542	GREASE METAL FILTER	12,71	EUR	B	0,555	0,27	11,441	L	KG	080	3838942034848		84149000
	491543	HOOD HOUSING	46,97	EUR	B	4,815	2,665	145,992	L	KG	080	3838942034855		84149000

Application GSD v2015

Translation/ Applicaton interface

Technical documents

Catalogue of Overhead materials

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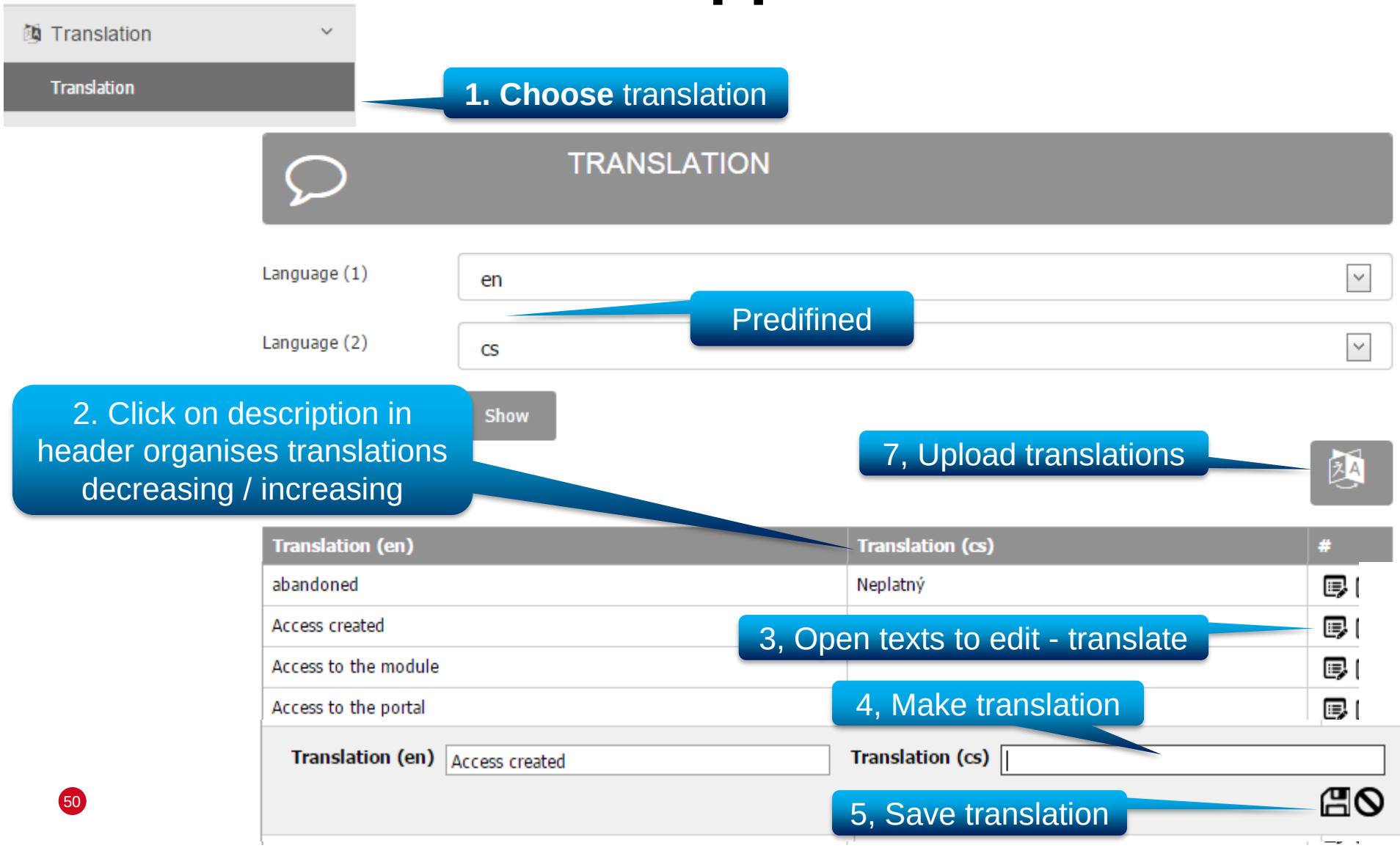
Translation – Application interface



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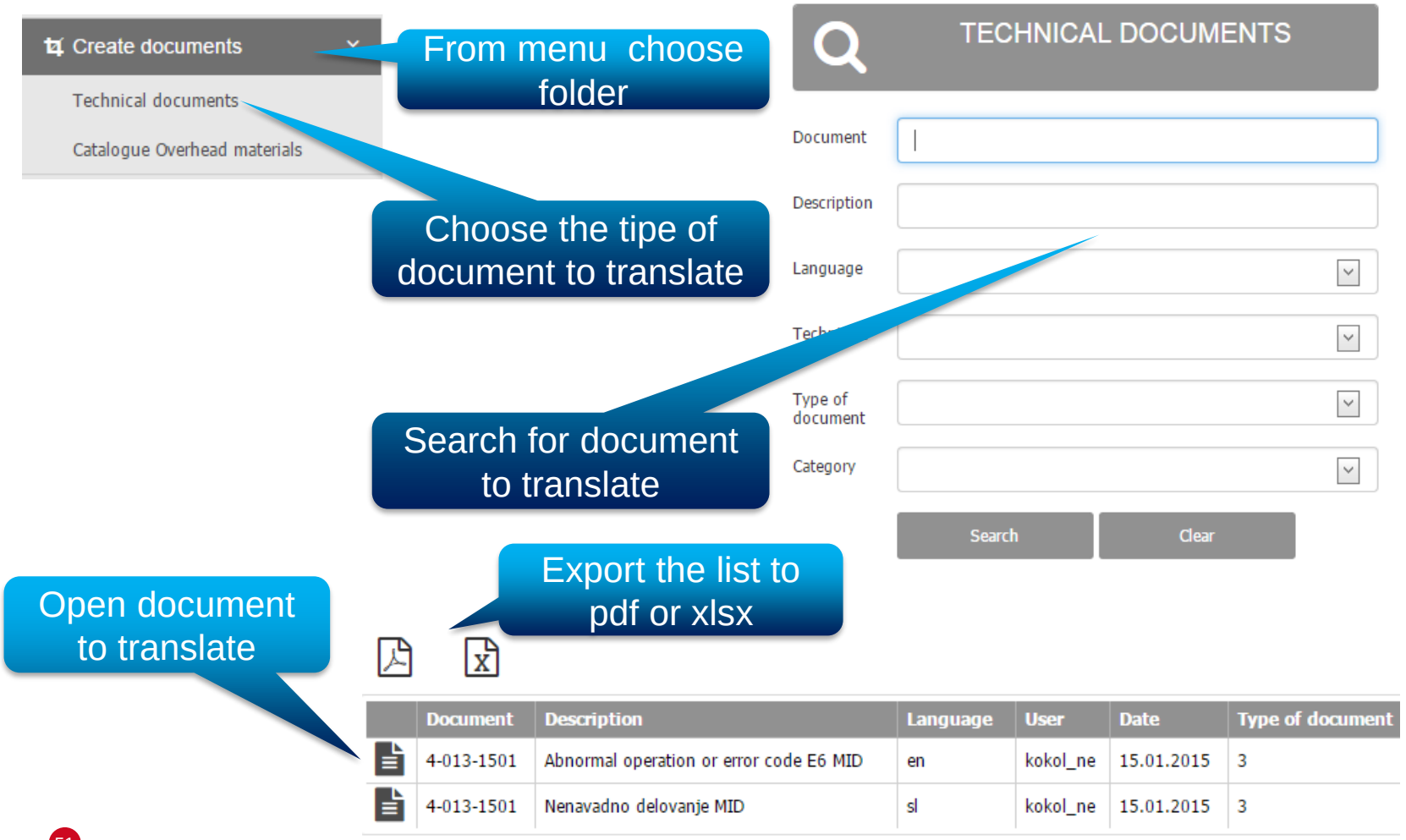
Translation – Technical documents



	Document	Description	Language	User	Date	Type of document
	4-013-1501	Abnormal operation or error code E6 MID	en	kokol_ne	15.01.2015	3
	4-013-1501	Nenavadno delovanje MID	sl	kokol_ne	15.01.2015	3

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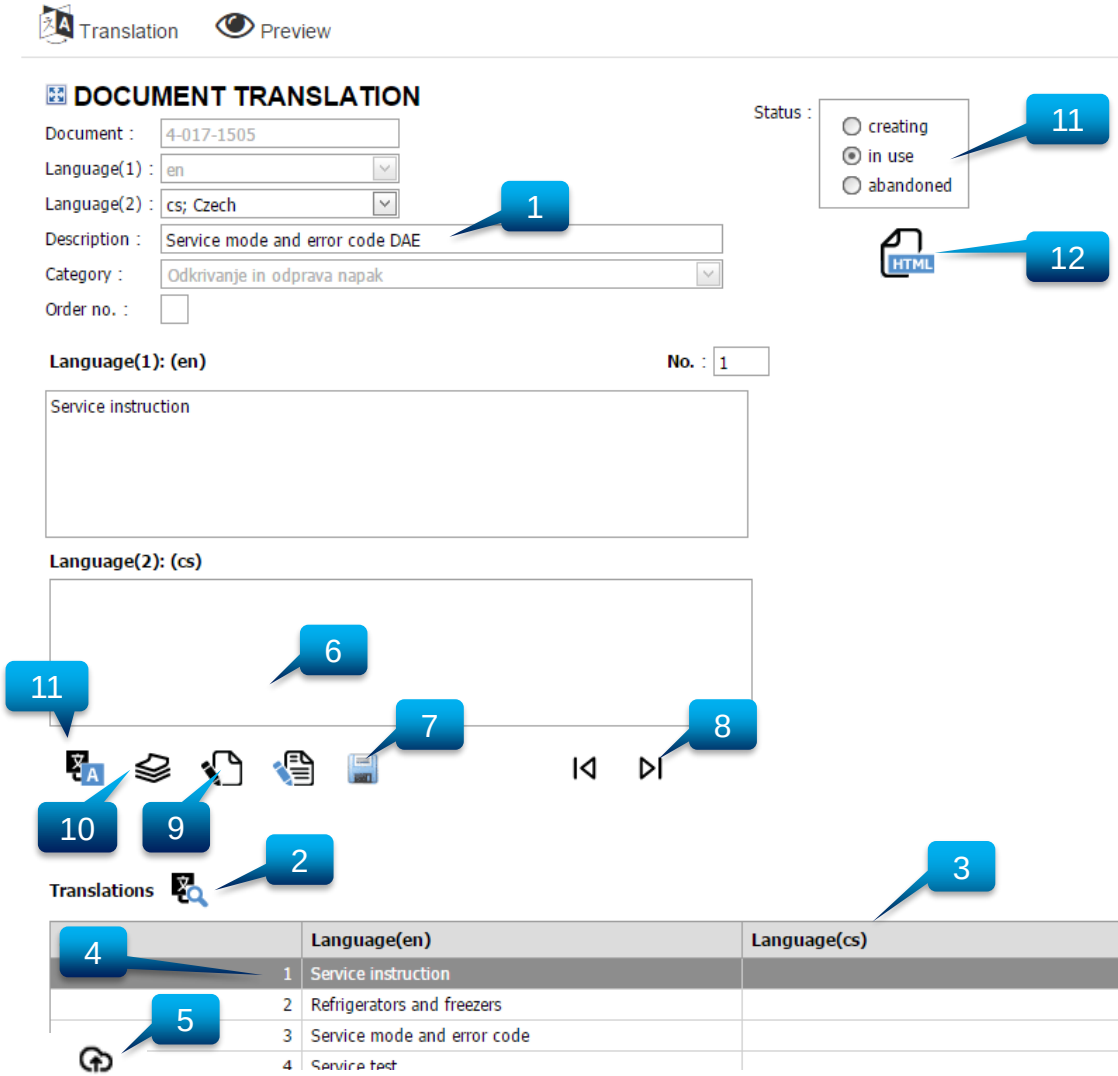
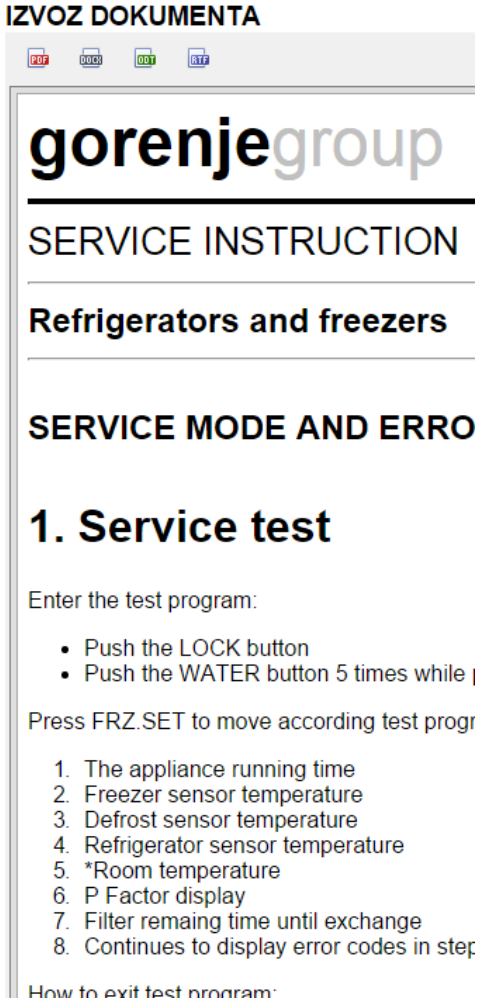
Translation – Technical documents





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Translation – Technical documents

Steeps

1. Translate description
2. Check for exiting translations in a base
3. Click on language [your] in header to organises translations decreasing / increasing
4. Choose first text to translate
5. Upload it
6. Translate the text from upper box
7. Save translated text
8. Go to next
9. Check if everithing is translated (yellow higlighed)
10. Clear checking
11. Translate document
12. Choose status of document
13. Save document in your language

To modify document just open it, make modification, translate document (11) and save the document (13)

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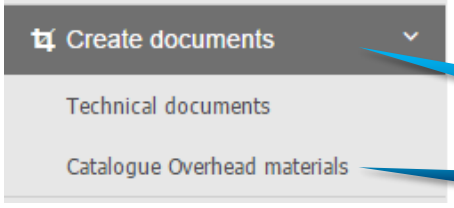
Translation – Catalogue of Overhead materials



From menu choose folder

Choose the tipe of document to translate

Language (1)

sl

Predifined

cs

Show

2. Click on description in header organises translations decreasing / increasing

Code	Translation (sl)	Translation (cs)	#
11631	A 4,8X10 ALMG3,5		
11713	M6-5-A2F		
11715	M8-8-A3F		
11722	M4-6-A2F		

3, Open texts to edit - translate

4, Make translation

Translation (sl) Grelec,zadnja stena

Translation (cs)

5, Save translation

Application GSD v2015

Administration

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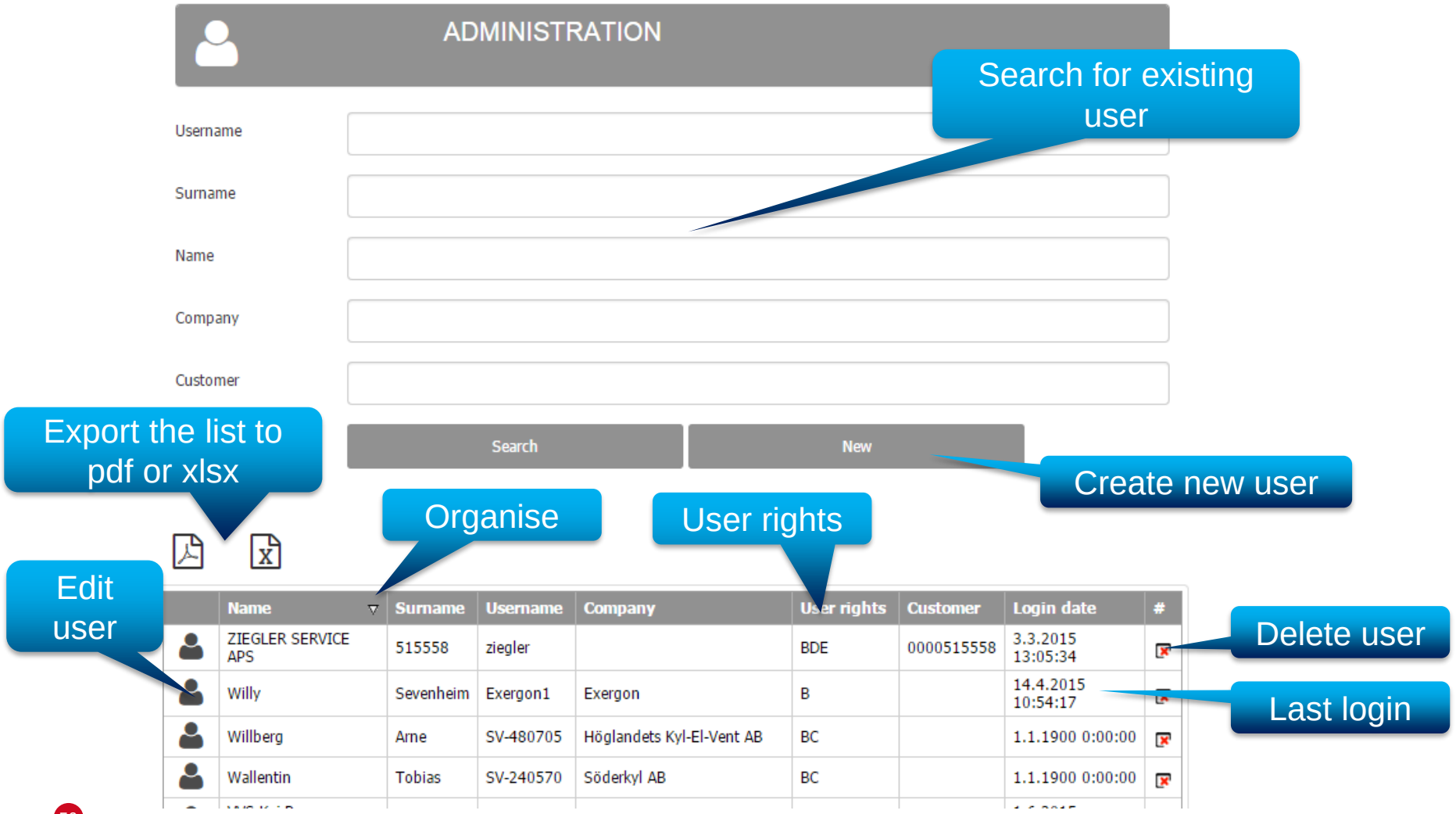
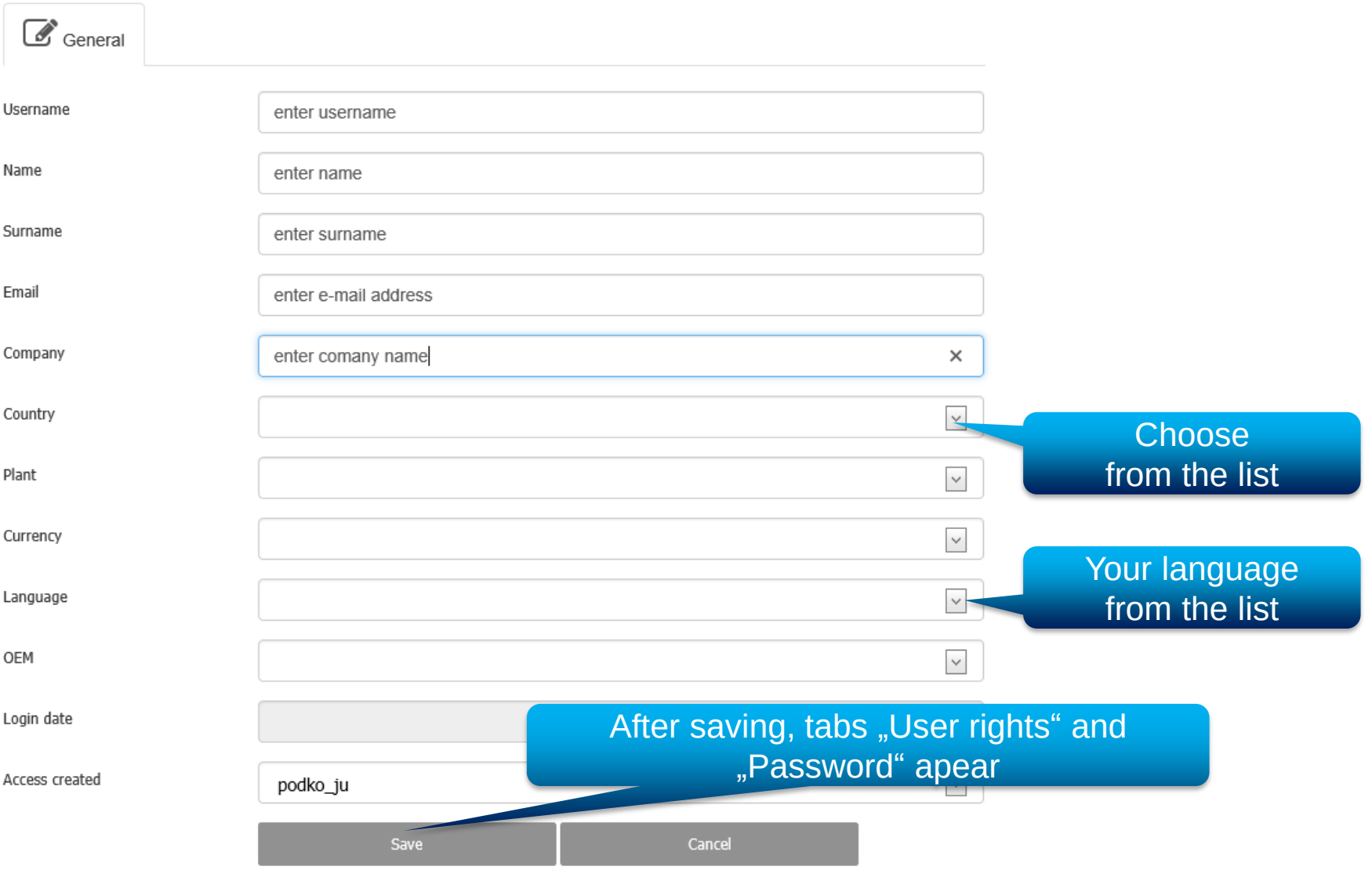
Administration – existing users



Administration – new users



Administration – new users

Thank you for your attention