

Cause of damage to the folded rubber door seal

Garments that get caught between the door glass and door seal cause water to leak out of the door seal

Problem description:

When garments get caught between the door glass and door seal, the sealing lip may become twisted. The leak is caused by the twisted sealing lip (the laundry will generally not be damaged). Customers call Customer Service when these leaks occur.

Various degrees of deformation/damage to the door seal

a) Minor deformation



b) Tear



c) Piece torn out of the seal



The pictures show the following:

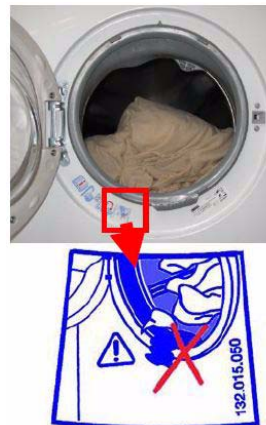
a) How garments get



b) The area of the door seal which is mostly damaged.



c) Information label below the door seal



APPLIES FOR THE FOLLOWING MODELS:

All frontloaders

INFORMATION VIDEO FOR CUSTOMERS:

The film shows how the door seal gets damaged.



[Click onto the picture above to play the video.](#)

Procedure:

Occurrences as shown in the video should be classified as "Customer operating error" or, on agreement with the customer service unit, as "Goodwill" - in order to prevent the fault from re-occurring, tell customers how to avoid the problem.