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LAUNDRY



A-Series WCAD Vended Washers Troubleshooting, and Fault Codes

Didn't find the troubleshooting help you need? Contact Tech Support at servicetech@dexter.com for assistance.

Common Troubleshooting Solutions

Symptom	Probable Cause	Suggested Remedy
Machine does not start	Power Supply	Check these areas: Circuit breakers, Voltage, Power leads, Power connections. Is front display LED showing a dollar amount.
	Door Switch	Check for continuity through door switch when door is closed. If no continuity, adjust or replace door switch .
	Control Breaker or Fuse	Check 1.5 amp (T-1200. uses 2.5amp) breaker or fuse for continuity. If no continuity, replace breaker or fuse.
	Control Transformer	Check voltage output from control transformer for 120VAC. If voltage is incorrect, replace transformer.
	Coin Acceptor	Check coin switch to make sure coins trip switch and give continuity across switch when closed. If no continuity, adjust or replace switch.
	Check PCB board	Check all wire connections for sure contacts.
	Check wiring between PCB and VFD	Check data cable phone type connectors unplug and VFD and replug with power removed.
	Check Relay PCB	Check all wire connections for sure contact.
Machine will not accept and count coins	Check Door Solenoid	Check that 120 v power is at solenoid after start button is pushed.
	Coin Acceptor	Check coin acceptor switch for any type of blockage or damage. Clean, adjust or replace the acceptor.
	Power Supply	Check these areas: Circuit breakers, Voltage, Power leads, Power connection
	Door Closed Safety Switch	Check door closed switch at door hinge for proper operation.
	Door Handle Closed Switch	Check single door closed switch at left side of door handle to close when handle is vertical.
	Control Breaker or fuse	Check 1.5 amp (T-1200 uses 2.5 amp) breaker or fuse for continuity. If no continuity, replace breaker.
Door does not lock	Main PCB	Replace
	Check display for fault code	Does F1 show on the front of display. If yes follow tests described in fault code section.
	Door locking solenoid	Check to insure that solenoid is receiving 120VAC from main relay PCB. If it is, replace solenoid.
Door will not open	Door Switch	Check for continuity through door latch switch when door closed. If no continuity, adjust or replace door switch .
	Thermoactuator	Check to see if thermoactuator(s) and/or its mechanism is stuck or binding and not allowing the door lock solenoid to open. Check to be sure that the locking thermoactuator is not receiving 120VAC during the last 1 1/2 minutes of the cycle. Also check to see that the unlocking thermoactuator is receiving 120VAC during the last minute of the cycle. If the thermoactuators do not receive voltage at the correct times, change the timer. If the timing and voltage are correct, replace the thermoactuator.

Symptom	Probable Cause	Suggested Remedy
Door will not open	Door Rod	Check to see that door rod from solenoid to lock ass'y is long enough to allow lock ass'y to disengage. If not, adjust rod.
	Door Lock Solenoid	Check that door lock solenoid is not stuck closed. If stuck, replace solenoid.
No hot water in detergent dispenser	Water Valve Coil	Check coil continuity at terminals and replace if no continuity. 120 V power only on for 20 second in wash bath.
	Water Inlet	Check water inlet screens for blockage and clean screens if necessary.
	Water	Check to insure that water is turned on and operating.
	P-20 Wire Harness	Check black & white harness.
Hot water does not enter tub in wash	Water Valve Coil	Check coil continuity at terminals and replace if no continuity. Check for 120 V power from main relay PCB
	Water Inlet	Check water inlet screens for blockage and clean if necessary screens
	Water	Check to insure that water is turned on and operating.
	Blk or Wht wire at main controller	Check black or white wires at Molex plug on PCB at main controller and at relay PCB.
	Pressure Switch	Check pressure switch continuity between terminals . If no continuity, check pressure switch hose for obstruction . If hose okay, change pressure switch.
No cold water to tub in wash	Water Valve Coil	Check coil continuity at terminals and replace if no continuity.
	Water Inlet Screens	Check water inlet screens for blockage and clean if necessary.
	Water	Check to insure that water is turned on and operating.
	Blk or whit wire at controller and main relay PCB	Check black or white wires at Molex plug on PCB at main controller and at relay PCB.
	Pressure Switch	Check pressure switch continuity between terminal contacts. If no continuity, check pressure switch hose for obstruction . If hose okay, change pressure switch.
Water comes in but level does not rise	Drain Valve (open)	Check these areas • Drain valve blockage • Drain valve motor and gear train. If power but drain valve does not close, replace valve. • Power to the drain valve. If no power to drain valve, check (brn/yel) circuit for power.
	Blk or whit wire at controller	Check black and white wires at molex plug on main PCB controller and at main relay PCB
Water does not flush softener compartment.	Water Valve Coil	Check coil continuity at terminals and replace if no continuity.
	Water Inlet Screens	Check water inlet screens for blockage and clean if necessary.
	Water	Check to insure that water is turned on and operating.

Common Troubleshooting Solutions

Symptom	Probable Cause	Suggested Remedy
Water does not flush softener compartment.	Pressure Switch	Check pressure switch continuity between terminals. If no continuity, check pressure switch hose for obstruction . If hose okay, change pressure switch.
Water level too high	Pressure Switch	Check for blockage in pressure switch hose. Check for pressure switch opening circuit across terminals . Replace switch if contacts do not open .
Water drains slowly	Drain System	Check hoses and drain valve for blockage . Clean of inadequate size. if necessary. Check building drains for blockage
Machine does not turn	VFD	Check VFD by removing inspection panel and record any numbers or letters displayed. If no display turn power off to machine at breaker for 2 minutes and turn power back on to reset. If still no display replace VFD
Machine tumbles in one direction	VFD	Remove inspection cover at rear and record in only numbers or letters displayed. See fault code section for more info.
	VFD	Inspect yellow enable wires from main relay PCB and at VFD
Excessive vibration	Mounting System	Check these areas: • Strength of mounting structure, concrete or base. • Mounting bolts may be loose and need tightening.
	Drive Belt	Worn drive belt can cause vibration and noise.
	Loading	Note: Small loads contribute to out of balance loading and increase vibration.
Machine does not spin	Pressure Switch	Check pressure switch for continuity across terminals #21 & #22 indicating pressure switch has reset to the empty position. If no continuity, change pressure switch.
Machine starts and does not operate	VFD	Check yellow enable wires from relay PCB P13 & motor P14to VFD advances through cycle are connected. Check fault code on VFD before removing power from the drive. Check orange P-15 wire for signal from door switches.
Machine does not stop	Main PCB	Main PCB controls time cycle at end of cycle
	Braking Resistors	Check braking resistors for continuity. Verify ohms resistance by Molex.

Troubleshooting Machine Fault Errors

Displayed on front of washer

The following pages are a description of fault codes that will appear on the front of the washer. There is a chart format that shows what fault code that will be displayed at washer front. These codes displayed may stop machine operation or may not stop machine Please check chart before removing power to reset. PLEASE NOTE: CHECK DRIVE FAULT CODE BEFORE POWERING MACHINE DOWN!

Fault#	Description	Customer Action
F1	The door failed to close and lock or The door failed to remain locked during the cycle.	Check VFD fault code before turning off. Check to hear if door solenoid engaged. Turn off the power to the washer. Check wire connections to door /lock switches. Check wire connections from switches to controller. Check P-4 wire connections at PCB controller. Adjust the door lock mechanism.
F2	The washer tub does not fill with water within 7 minutes. The wash cycle will continue. The F 2 will flash three times, then wait for 30 seconds. The error will clear at the end of the cycle.	Turn off the power to the washer. Check the operation of the water valves. Check the incoming water pressure. Check for blocked or restricted water flow. Check to ensure the drain valve is functioning properly. This error will occur on 18# washers when water level is set for high (the pressure switch in 18# washer is only one level).
F3	Memory error in controller. The memory checksum is wrong.	Check VFD fault code before turning off power. Try to clear the fault with the Palm. Try a soft Reset of the controller with the white button. If problem. Replace PCB controller.
F4	Washer controller communication error	Check VFD fault code before turning off power. Try the data cable first. Move around cable and remove any side loading tension from data cable connector ends. Check connection P25/24/23 to P15. Turn power back on to the washer. If the problem returns, replace the PCB washer controller.
F5	Pressure Switch error (only OPL) - when the high level sensor indicates full but the lower one indicates empty. The wash cycle will continue. The F 5 will flash three times, then wait for 30 seconds. The error will clear at the end of the cycle.	Check VFD fault code before turning off power. Check the pressure switch.(Ohm out contacts). Check pressure switch connections to ensure they are all making good contact. Check the Molex type harness connector to ensure no wire been pushed out of the Molex type housing that it is shorting or not connecting.

F6	Wrong washer size for drive type.	Check VFD fault code before turning off power. If the controller was installed in a different size machine before being installed in this machine, a problem can occur. If someone has been doing repairs on the washer, check for the correct size drive. It can also be caused by pressure switch harness. Check to ensure the correct harness is installed. The control can be reset by holding program button on controller during startup (soft reset). Check orange wire at Molex connector on controller coming from pressure switch or replace pressure switch harness.
Fault#	Description	Customer Action
F7	Wrong size drive installed	Check VFD fault code before turning off power. Check to ensure all the harnesses are properly connected to the controller. Check to ensure the VFD drive horsepower is proper for this size of washer. The control can be reset by holding program button on controller during startup (soft reset) Check orange wires at molex connector on controller coming from pressure switch.
F8	The washer tub does not empty within 7 minutes. The wash cycle will continue. The F 8 will flash three times, then wait for 30 seconds. The error will clear at the end of the cycle.	Check VFD fault code before turning off power. Check to ensure the drain valve is operating properly (slow drain has potential to cause this code). Check to ensure the pressure switch tube is clear of any blockage, and the pressure switch is operating properly. Check the pressure switch harness.
F9	The washer tub does not reach the spin target frequency within 150 seconds. The wash cycle will continue. The F9 will flash three times, then wait for 30 seconds. The error will clear at the end of the cycle.	Check VFD fault code before turning off power. Check to ensure the drain valve is operating properly (slow drain has potential to cause this code). Check to ensure the pressure switch tube is clear of any blockage, and the pressure switch is operating properly. Check the pressure switch harness.
F10	After a spin the washer tub does not stop within 150 seconds.	Check VFD fault code before turning off power. Inspect the braking resistors and measure the resistance. Check connecting wiring from braking resistor to the drive mounted in the top of the washer. Reset the drive and try again. Possibly incorrectly programmed drive.

F11	The drive size setting has changed.	Check VFD fault code before turning off power. Check to ensure all the harnesses are properly connected to the controller. Check to ensure the drive horsepower is proper for this size of washer. If no one has worked on machine very recently then PCB controller or VFD may need to be replaced. Do a soft reset before and after either VFD replaced.
F12	Washer controller internal error	Check VFD fault code before turning off power. Turn off the power to the washer. Wait one to two minute. Turn on the power to the washer. If problem reappears, contact your Dexter Authorized Representative.
Fault#	Description	Customer Action
<u>F13</u>	The variable frequency drive (VFD) and the washer computer are not communicating.	<p>Check the data communication cable between the washer computer and the variable frequency drive (VFD).</p> <p>Step 1: Make sure the cable did not become unplugged during operation.</p> <p>Step 2: Make sure that the cable is not being pulled sideways at either the washer controller, or the VFD, plug end. If both ends of the communications cable are plugged in the washer computer and VFD and there is no tension on the communications cable pulling it from side to side, then replace the cable.\</p> <p>Step 3: Inspect both female connection points at PCB controller and at VFD. These may need replacement if they cannot be reset.</p>
F14	Over-current on the drive or motor.	<p>Step 1: Check to make sure the washer cylinder turns freely by hand. If it turns freely, continue to step 2. If it does not, remove the belt and see if the motor turns freely by hand. If the motor turns freely, then check for obstructions in the cylinder or check the bearings. If the motor does not turn freely, replace the motor.</p> <p>Step 2: Check the motor wires for a short circuit between leads. If there are motor leads that have conductors touching, separate them and insulate them. If the wires are broken, splice them together or replace the motor.</p> <p>Step 3: Check braking resistors to see if they measure the correct resistance. If a resistor does not measure the proper value, replace it.</p>

F15	The variable frequency drive (VFD) senses that the internal voltage is too high. The source of the problem can originate from two different areas. Area 1: The input voltage can be too high, or there may be a high level of electrical noise. Area 2: The motor can be generating a voltage that is acting like an input to the VFD output motor terminals.	<p>Step 1: Measure the supply voltage to the VFD on the L1, L2 (or N), and L3 (if connected to three phase power). the supply voltage should be from 187 to 264 VAC or 108 to 132 VAC for a 120 VAC VFD. Also make sure the supply wires on L1, L2 (or N) and L3 (if connected to three phase power are securely connected).</p> <p>Step 2: Check the braking resistor connections at the VFD. The terminal screws should be tight. Once of the braking resistor wires should be connected to terminal B2.</p> <p>Step 3: Measure each braking resistor separately to make sure they are the correct resistance. (200 for 1 and 2 Hp VFD and 160 for 3 Hp VFD).</p> <p>Step 4: If you have a 240 VAC, high leg voltage supply, try disconnecting the high leg. If this cures the problem, either leave the high leg disconnected, connect a transient voltage surge suppressor (with some form of filtering) at the voltage supply panel, connect a line choke on the high leg or install a VFD filter.</p>
Fault#	Description	Customer Action
F16	The temperature sensor inside of the variable frequency drive detects that the internal temperature is too high.	Step 1: Make sure the cooling fins on the VFD heatsink and the ventilation louvers on the VFD cooling fan cover are clean. Step 2: Start a washer cycle and make sure the VFD cooling fan operates after the cylinder starts turning.
F17	Overload of the drive or motor	(Check drive fault code before powering down). Check the washer motor to ensure it turns freely. Check the wiring for loose connections to the drive and motor. Measure the braking resistor values. Check for damaged motor wires. Check V-Belt tension and adjust to 1" deflection at center. Check braking resistors.
F18	Ground Fault to the drive	Check VFD fault code before turning off power. Check the wiring connections to the drive and motor. Check the ground wiring of the drive, motor and incoming connection to ensure a proper ground is present. Check for damaged motor wires.
F19	Low Voltage to the drive	Check VFD fault code before turning off power. Turn the power off to the washer. Check the wiring connections to the drive and motor. If no problem is observed, turn on power to the washer and test. (See Note) Measure the incoming line voltage.
F20	Internal drive error	Check VFD fault code before turning off power. Turn the power off to the washer. Wait one minute. Turn the power on to the washer. If problem reappears, contact your Dexter representative.

F21	Data error on communications between the controller and drive Internal drive error # 32. This error also has CEXX errors associated with it that are presented on the drive display.	The CE errors are communications errors. Data Cable noise can cause the majority of these errors. Check VFD fault code before turning off power. Check the data cable between the controller and the drive. Replace data cable if it appears damaged and fault appears again. Please note that this fault will occur if you turned main power off and on to quickly. (See Note below)
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Warning codes F23 - F28: These codes indicate that a component (VFD, relay PCB, injection relay PCB, water valve) has been replaced, added, or removed and you will need to soft reset the PCB controller board to reset the main controller to operate properly.

Fault#	Description	Customer Action
F22	MS300 Drive Conversion Only	Retighten the screw down connections on the lower terminal bar of the VFD for DC1, B1, and B2. Check the wire connections on B1 and B2 for Breaking Resistors. Also check for high leg and remove if necessary.

Variable Frequency Drive Control

Digital Readout Faults

Fault#	Description	Customer Action
CE1	VFD received an illegal command. Possible controller problem	Reset drive.
CE2	Illegal data address, VFD received an address not available to the controller.	Reset drive.
CE3	Illegal data value received at VFD. Possible controller problem.	Reset drive.
CE4	VFD unable to perform the requested action. Possible controller problem.	Reset drive.
CE6	Time frame between commands is too short. Possible controller problem.	Reset drive.
CE9	Internal checksum error. VFD problem.	Reset drive.
CE10	Watch dog timer. Command not received from the controller every 6 seconds	Reset drive.
CE11	Frame error. Possible Baud rate issues between VFD and controller	Reset drive.
CE12	Command message is too short. Possible controller problem	Reset drive.
CE13	Command message is too long. Possible controller problem	Reset drive.
CE14	Command message includes unused characters. Possible controller problem.	Reset drive.

Normal operation of the VFD: VFD display shows operating frequency first very quickly then changes to F0.0 at time power is returned. This will stay displayed until the VFD receives a command from main control PCB. (Pushing start button) A CE-10 fault will display at drive if improper communication between PCB and VFD has occurred.

Note: Resetting a fault code on front of washer: Turn the power off to machine (machine will need to remain off for up to three minutes).

SOFT RESET : is accomplished by pushing the white button located on the Main controller PCB board and simultaneously turning power on to machine. This will reset main controller to factory default settings.

Please record any modified information that has been inserted in memory before attempting to Soft Reset the PCB.

CE5, CE7 and CE8—Reserved by DELTA

Drive Motor Inverter Type Motor-Winding Resistance Chart

20lb A-Series Washer (both voltages 115/208-240)

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
20lb 1ph or 3ph 60hzMain (wash & spin)		T1 & T2	3.91	4.60
Dexter #9376-307-001		T2 & T3	3.91	4.60
Marathon		T1 & T3	3.91	4.60

20lb A-Series Express Washer (208-240 only)

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
60lb 1ph or 3ph 60hzMain (wash & spin)		T1 & T2	3.71	4.09
Dexter #9376-307-001		T2 & T3	3.71	4.09
Marathon		T1 & T3	3.71	4.09

30lb A-Series Washer

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
30lb 1ph or 3ph 60hzMain (wash & spin)		T1 & T2	2.45	2.71
Dexter #9376-305-001		T2 & T3	2.45	2.71
A.O. Smith #19343600		T1 & T3	2.45	2.71

30lb A-Series Express Washer

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
60lb 1ph or 3ph 60hzMain (wash & spin)		T1 & T2	2.45	2.71
Dexter #9376-305-001		T2 & T3	2.45	2.71
A.O. Smith #19343600		T1 & T3	2.45	2.71

40lb A-Series Washer

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
40lb 1ph or 3ph 60hzMain (wash & spin)		T1 & T2	2.45	2.71
Dexter #9376-305-001		T2 & T3	2.45	2.71
A.O. Smith #19343600		T1 & T3	2.45	2.71

50lb Express, 60lb Express, 80lb A-Series Washer

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
1ph or 3ph 60hzMain (wash & spin)		T1 & T2	0.94	1.097
Dexter #9376-329-001		T2 & T3	0.94	1.097
Marathon		T1 & T3	0.94	1.097
Dexter #9376-298-001		T1 & T2	1.05	1.16
A.O. Smith		T2 & T3	1.05	1.16
		T1 & T3	1.05	1.16

60lb A-Series Washer

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
1ph or 3ph 60hzMain (wash & spin)		T1 & T2	2.4	2.8
Dexter #9376-308-001		T2 & T3	2.4	2.8
Marathon		T1 & T3	2.4	2.8

90lb A-Series Express Washer

Motor	Winding	Wire #	Resistance	
			Minimum	Maximum
90lb 1ph or 3ph 60hz Main (wash & spin)		T1 & T2	.438	.505
Dexter #9376-326-001		T2 & T3	.438	.505
Marathon		T1 & T3	.438	.505

NOTE: Resistance values are measured at the stator. Values at the end of the motor wiring harness may be slightly higher.