



## Section 4: Trouble Shooting

## 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 lit?
	Door Switch	Check for continuity through door switch when door is closed. If no continuity, adjust or replace door switch.
	Fuses or circuit breaker	Check the 1.5 amp and 2.0 amp fuses (60 hz models) or circuit breaker (50 hz models) for continuity. If no continuity, replace fuse or breaker.
	Control Transformer	Check voltage output from control transformer for 24 VAC and 120VAC (50 hz models have 24 VAC only). If voltage is incorrect, check for proper transformer tap connection or replace transformer.
	Check PCB boards	Check all wire connections for sure contacts.
	Check wiring between PCB and VFD	Check data cable phone type connectors: unplug and re-plug with power removed.
	Check Door Lock Mechanism	Check that 120 VAC power (for 60 hz) or 24 VAC power (for 50 hz) is at door lock motor after start button is pressed.
Door does not lock	Check display for message	Follow tests described in fault code section.
	Door locking mechanism	Check to ensure that mechanism is receiving 12VDC from main relay PCB. If it is receiving power but not functioning, then replace mechanism.
	Door Closed Switch	Check for continuity when door closed. If no continuity, replace door switch.
Door will not open	Thermoactuator	Check to see if thermoactuator(s) and/or its mechanism is stuck or binding and not allowing the door lock mechanism to open. Check to be sure that the locking thermoactuator is not receiving 24VAC during the last 1 1/2 minutes of the cycle. Also check to see that the unlocking thermoactuator is receiving 24VAC during the last minute of the cycle. If the timing and voltage are correct, replace the thermoactuator.
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 locking mechanism	Check that door lock mechanism is not stuck closed. If stuck, replace.
No hot water in detergent dispenser	Water Valve Coil	Check coil continuity at terminals and replace if no continuity. 120 VAC power (60Hz) only on for 20 second in wash bath. (24 VAC for 50 Hz models)
	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.

Symptom	Probable Cause	Suggested Remedy
Hot water does not enter tub in wash	Water Valve Coil	Check coil continuity at terminals and replace if no continuity. Check for 120 VAC power (60 Hz) from main relay PCB. (24 VAC for 50 Hz models)
	Water Inlet	Check water inlet screens for blockage and clean if necessary screens
	Water	Check to insure that water is turned on and operating.
	Check Voltage	If appropriate voltage is not present at the valve, refer to the wiring diagram for your specific washer model. Check for voltage at the P4 Connector on the Relay PCB. Check for LED indication that the appropriate relay is activated.
	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.
	Check Voltage	If appropriate voltage is not present at the valve, refer to the wiring diagram for your specific washer model. Check for voltage at the P4 Connector on the Relay PCB. Check for LED indication that the appropriate relay is activated.
	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: <ul style="list-style-type: none"> <li>• Drain valve blockage</li> <li>• Drain valve motor and gear train. If power but drain valve does not close, replace valve.</li> <li>• Power to the drain valve. If no power to drain valve, check circuit for power.</li> </ul>
	Check Voltage	If appropriate voltage is not present at the valve, refer to the wiring diagram for your specific washer model. Check for voltage at the P4 Connector on the Relay PCB. Check for LED indication that the appropriate relay is activated.
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.
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

## Common Troubleshooting Solutions

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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.
	Code	Reset code by: 1. From "READY" screen, press the UP button to "Management View" then Enter (green arrow). 2. Enter passcode - Default is 0000. Choose "Confirm". This will enter Programming Mode. 3. Arrow down to General Settings and hit enter. 4. Change or verify it says "READY" to the right of Excessive Vibration (up/down arrows will let you change the option) then enter. 5. Scroll back up to "Back" and confirm. 6. Proceed to back out of programming until you are to the "READY" screen with program options.
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 P14 to 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.
Water leakage around loading door	Door Adjustment	Door may need adjustment due to abuse or wear. Check tightness around perimeter using a dollar bill. Adjust left to right tightness by shims at door lock or hinge side. It is important to center gasket to tub opening before tightening door to hinge bolts. Chalk may be used on tub front to show point of contact with tub. If gasket is deformed, worn, or damaged, replace. Refer to parts section for door gasket expander kit.

## Common Troubleshooting Fault Codes

Fault#	Description	Customer Action
PROX SENSOR OUT OF RANGE	This error occurs when the machine control sees output from the proximity sensor(s) that does not fall in the acceptable range for the particular washer or dryer model running at normal speeds. It also occurs when the machine control sees output from the proximity sensor that implies the tumbler is still turning when the control has commanded it to Stop.	1) Inspect Prox sensor for flashing light as you rotate the tub. 2) Set gap on Prox sensor to 1/4 of an inch or less. 3) inspect belt and spring tension, belt should have about 1/2 inch deflection.
NO PROX SENSOR OUTPUT	The RPM is below 10 after the VFD is within 10% of its commanded frequency for 3 seconds	1) Inspect Prox sensor for flashing light as you rotate the tub. 2) Set gap on Prox sensor to 1/4 of an inch or less. 3) inspect belt and spring tension, belt should have about 1/2 inch deflection
BL COMMAND ERROR	The control board received a bootloader command but was unable to complete the operation requested	On Display board Hold reset button (SW1) for 10 seconds to force control board into the actual bootloader.
TEMP SENSOR SHORT	There is a short circuit across the thermistor terminals or the measured temperature is above 385 degrees F (below 100 ohms).	1) Inspect Thermistor connections and harness for damage. 2) Test Thermistor resistance (10K OHMs at room temperature)
TEMP SENSOR OPEN	There is an open circuit across the thermistor terminals or the measured temperature is below -33 degrees F (above 310 Mohms)	1) Inspect Thermistor connections and harness for damage. 2) Test Thermistor resistance (10K OHMs at room temperature)

Fault#	Description	Customer Action
NO HEAT RISE	Operating temperature is below (target temperature + lower hysteresis) and operating temperature has not increased by 2F in 15 minutes	
HEAT RISE OUT OF RANGE	Operating temperature is above (target temperature + upper hysteresis) and above 220F (104C)	1)Inspect temp sensor connections and harness for damage. 2) Test temp sensor resistance (10K OHMs at room temperature) 3) Re-do the wire nut connections to the temperature probe.
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MODEL CONN	Model connector missing or invalid	1)Inspect model connector on the control board J6, varify connection and is correct for model of machine. 2) If VFD has been replaced varify that it is correct for the model of machine. 3) Soft start machine, Power down machine, On Display baard Push and hold down reset (SW 1) button and SW2, power up Release Reset (SW1) but continue to hold down SW2 until Dexter shows on the display.
POWER LOSS ERROR	Power loss condition detected	1) Check fuse 2) Test for incoming power
SLOW FILL ERROR	Water level has not reached desired level when filling for 15 minutes	1) Is machine not filling? 2)Test water supply 3)inspect drain valve for blockage. 4) test for voltage on approporate water valve to see if filling. 5) is machine overfilling? Clean Pressure switch tube, inspect for dry rot or holes. 6) possible pressure switch.
SLOW DRAIN ERROR	Water level has not reached empty level when draining for 5 minutes	1) Inspect Drain valve or drain for blockage. 2) Clean Pressure switch tube. 3) Inspect pressure sensor
DOOR SHUT NOT LOCKED	Unable to lock door when starting washer cycle. Unable to keep door locked when running a cycle	Check door lock motor. 1) Verify 24VAC thermoactuators are installed and wired properly (esp. if just replaced) 2) If the issue occurs 2 minutes into the cycle, test for 24VAC at thermoactuators.
INCOMPATIBLE SPIN SPEED	Spin type specified does not match available types	Potential model mismatch between control board and graphics board, reset machine.
THERMAL LOCK FAIL	Unable to hold the door locked when testing between stages	1) Inspect and test thermoactuators. 2) Test for 24VAC on Orange/Green wire at thermoactuator when door lock is engaged. 3) Inspect thermoactuator for movement.

Fault#	Description	Customer Action
INJECTION ERROR	Improper injection or injection times	1) Inspect programming for injection placement and timing. 2) Test for signal voltage at appropriate Injection terminal block connection.
DRIVE PH LO	VFD output phase loss	1) Inspect motor wire for damage and repair 2) Ohm test motor 3) Replace VFD
VFD RESET FAIL	Failed to reset the VFD	1) Inspect VFD for Codes or Fault light. 2) Test for incoming power to VFD - should have 120VAC on L1, L2 (and L3 if 3 phase machine). Inspect Data cable connection on VFD and control board. Power machine off for at least 2 min then power back up.
E STOP	Emergency Stop button depressed	1) If Button is depressed, turn button to release. 2) If button is not depressed, test for continuity through the E-Stop Switch. Switch should have continuity when in operating mode (released).
Graphics Board Error	Failed communication between Graphics board and Control board.	Note: rarely a bad Graphics Board 1) Inspect and replace harness between Graphics board and control board 2) update Software <a href="#">See our CAN Circuit Testing procedure.</a>
Control Board Error 11/66/68/82		1) inspect all harness connections for loose or damaged wires. 2) Inspect for 12VO light on control board. 3) If 12VO light is out, Inspect for pinched or damaged door lock harness. Will have to Cycle power to reset and get 12VO power light 4) Soft start machine, Power down machine, On Display board Push and hold down reset (SW 1) button and SW2, power up Release Reset (SW1) but continue to hold down SW2 until Dexter shows on the display. 5) test DC power supply for the 12VDC power must be >11.4VDC Note: the DC power supply is adjustable <a href="#">See our CAN Circuit Testing procedure.</a>