



***DEXTER***  
***LAUNDRY***



## C-Series Vended Single Dryers Troubleshooting and Fault Codes

Didn't find the troubleshooting help you need? Contact Tech Support at  
[servicetech@dexter.com](mailto:servicetech@dexter.com) for assistance.

# Dryer Trouble Shooting

Symptom	Probable Cause	Suggested Remedy
<b>Tumbler does not turn</b>	<a href="#">Drive belts</a>	Check both drive belts. Replace if failed.
	<a href="#">Motor</a>	Check capacitor and motor. Replace if failed.
	<a href="#">Door Switch</a>	Check door switch contacts and adjustment. Adjust or replace door switch.
<b>Tumbler turns but no spark at burner</b>	<a href="#">Transformer</a>	Replace if have 120VAC between black & white and no 24VAC between red and yellow.
	<a href="#">Over Temperature (Safety Shutoff) Thermostat</a>	Check to see if manually resettable thermostat. Thermostat is kicked out. Reset by pushing red reset button.
	<a href="#">Ignition Control</a>	Check for 24VAC coming into the control on the at burner red wire. If voltage, then check for 24VAC out on the brown wire. Also check for spark at the ignitor. If no 24VAC output or no spark to the ignitor, replace ignition control.
	<a href="#">Air Flow Switch</a>	Check air flow switch to be sure it closes when dryer is running. If not, adjust or replace switch.
	<a href="#">Hi-limit Thermostat</a>	Check for continuity. Should be 0 ohms resistance when cold. If not, replace thermostat.
	<a href="#">Gas supply</a>	No gas can cause system lockout.

# Dryer Trouble Shooting

Symptom	Probable Cause	Suggested Remedy
<b>Tumbler turns, ignition sparks, no flame</b>	<a href="#">Gas supply</a>	Make sure gas supply is working.
	Gas pressure	Make manometer check of gas pressure. Adjust if necessary.
	<a href="#">Electrode</a>	Check for damage to electrode or mounting. Replace if necessary.
	<a href="#">Gas valve</a>	Check coil continuity, replace valve if failed.
	<a href="#">Ignition Control</a>	Check for 24VAC to gas valve coils. If no voltage replace ignition control.
<b>Burner Lights, but goes on and off</b>	<a href="#">Electrode</a>	<a href="#">Check low voltage harness for possible wire break or cuts to allow no signal back to ignition control.</a>
<b>Slow drying</b>	Temperature Setting	Check programming for correct high temperature setting. Adjust if necessary.
	Air flow restrictions necessary	<ol style="list-style-type: none"> <li>1. <a href="#">Check lint screen and clean if necessary.</a></li> <li>2. Check exhaust for correct length and clean if necessary.</li> <li>3. Check exhaust damper to insure that it opens when dryer is running and closes when dryer is not in use.</li> <li>4. <a href="#">Check makeup air to insure that it is adequate. Increase makeup air if necessary.</a></li> <li>5. Check static Back pressure no more than .3</li> </ol>
<b>Manual overtemp Tripping Frequently</b>	Recirculating chamber Lint Accumulation	Remove manual overtemp thermostat and inspect in chamber for excessive lint build up. Access also gained to this chamber by removing recirculation duct mounted at bottom of chamber, or the panel inside burner chamber between burners and rear back panel.
	Exhaust ducting Excessive lint buildup	Remove exhaust duct at rear of dryer and inspect for excessive lint build up in complete duct from dryer to where duct exits building.
	Clean lint from top heat air chamber above tumbler	Remove front panel completely. Be careful of any wiring attached. Remove heated air chamber cover and clean above tumbler back to burner housing.

## Error Codes

Symptom	Probable Cause	Suggested Remedy
<b><u>TEMP SENSOR SHORT</u></b>	Shorted Temperature Sensor or wire.	The dryer control shall not start until the detected short circuit is removed. Regardless of condition of short circuit, Error Code will be displayed until programming button is pressed to return machine to idle mode.
<b><u>TEMP SENSOR OPEN</u></b>	Open Temperature Sensor or wire	The dryer control shall not start until the detected short circuit is removed. Regardless of condition of short circuit, Error Code will be displayed until programming button is pressed to return machine to idle mode.
<b>PCB ERROR1</b>	Memory corrupted	Power machine down and try to reset control. Vary voltage to the control board. Check ground to board. Replace control board if error can not be cleared.
<b>PCB ERROR2</b>	Analog/ Digital Error	Power machine down and try to reset control. Vary voltage to the control board. Check ground to board. Replace control board if error can not be cleared.
<b>COMM ERROR1</b>	Communication Bus Error	Power machine down and try to reset control. Vary voltage to the control board. Check ground to board. Replace control board if error can not be cleared.
<b>COMM ERROR2</b>	No Dryer Model Selected	This error occurs when a pin combination on the model selection header is used that does not have a model designated for it. check connector marked Jumpers on the control board.
<b>COMM ERROR7</b>	Communication Bus Error	If connected to DexterLive, Disconnect cable, and preform a soft restart by holding down the program button on power up. Preform Soft restart. contact your Dexter factory representative.

## Error Codes

Symptom	Probable Cause	Suggested Remedy
<b>FUSE ERROR</b>	Internal Control program Error.	Internal IC issue. Replace control.
<b>CRC ERROR</b>	Firmware corrupted, voltage issues or issues with coin pulsing time	<ol style="list-style-type: none"><li>1. Verify Voltage to control, must test above 22 VAC.</li><li>2. If connected to Card system - Disable and run independent to verify if reoccurs.</li><li>3. Verify settings coin pulse. Time of coin pulse should be 50ms with a break of 100ms between pulses.</li><li>4. Replace Optical switch on the coin mechanism</li><li>5. Update firmware on the control board. Can be downloaded from <a href="http://Dexterlive.com">Dexterlive.com</a></li><li>6. If this error reoccurs after the previous measures have been taken, the control firmware is failing the CRC check. Replace Control.</li></ol>