



Section 4: Troubleshooting

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 display lit?
	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 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 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 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 fault code	Follow tests described in fault code section.
	Door locking mechanism	Check to ensure that mechanism is receiving 120VAC for 60 Hz. models (or 24VAC for 50 Hz. models) from main relay PCB. If it is receiving power but not functioning, then replace mechanism.
	Door Switch	Check for continuity through door latch switch when door closed. If no continuity, adjust or replace door switch.
Door will not open	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.
	Wire Harness	Check wire harness to valve.

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.
	Water	Check to ensure 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 the green 1V, 1.5V, or 2V indicator LEDs on the pressure switch. Depending on the size and water fill level of the machine, these LEDs will turn on as the water level increases. If water level is empty, no LEDs should be on.
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 ensure 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 the green 1V, 1.5V, or 2V indicator LEDs on the pressure switch. Depending on the size and water fill level of the machine, these LEDs will turn on as the water level increases. If water level is empty, no LEDs should be on.
Water comes in but level does not rise	Drain Valve (open)	Check these areas: <ul style="list-style-type: none"> • 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 circuit for power.
	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 ensure that water is turned on and operating.
Water does not flush softener compartment.	Pressure Switch	Check the green 1V, 1.5V, or 2V indicator LEDs on the pressure switch. Depending on the size and water fill level of the machine, these LEDs will turn on as the water level increases. If water level is empty, no LEDs should be on.
Water level too high	Pressure Switch	Check the green 1V, 1.5V, or 2V indicator LEDs on the pressure switch. Depending on the size and water fill level of the machine, these LEDs will turn on as the water level increases. If water level is empty, no LEDs should be on.
Water drains slowly	Drain System	Check hoses and drain valve for blockage. Check if inadequate size. If necessary, check building drains for blockage.

Common Troubleshooting Solutions

Symptom	Probable Cause	Suggested Remedy
Machine does not turn	VFD	Review indicator lights displayed on VFD. See VFD indicator section for more info. 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	Review indicator lights displayed on VFD. See VFD indicator section for more info.
		Inspect yellow enable wires from main relay PCB and at VFD.
Excessive vibration	Flooring	Check the strength of flooring or mounting base (if used).
	Drive Belt	Worn drive belt can cause vibration and noise.
	Out Of Balance Circuit	Check for an open circuit in the wiring between the VFD and the J8 connector on the main control board.
	Suspension	Check the springs and dampers for wear.
Machine does not spin	Pressure Switch	Check the green 1V, 1.5V, or 2V indicator LEDs on the pressure switch. Depending on the size and water fill level of the machine, these LEDs will turn on as the water level increases. If water level is empty, no LEDs should be on.
Machine starts and does not operate	VFD	Check for Error codes- Refer to individual Error code descriptions.
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.
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.

Washer Troubleshooting

WASHER ERROR MESSAGES

The O-Series washer control reacts to various abnormal conditions by displaying an Error message. These messages usually contain the "Error" text, and then a general description of the message. Below is a listing of Error messages separated by each potential displayed message in bold face. Each is followed by:

- Condition that creates the displayed message on the control
- Action that the control takes responding to the condition
- Exit is the method the user (or the control) should use to bring the machine back to normal operation.

The actual displayed message on the control may contain the general description listed below and additional details (such as number or additional text). However, the condition, action or exit qualities of the error message should be the same for all variations.

OPERATION IN PROGRESS	
Condition	This error occurs when the user is attempting to start a machine operation while another operation is ending.
Action	When detected, the control does not respond to user input on the buttons. There is no delay in the action once the criteria are met. The control will finish the current operation while displaying "OPERATION IN PROGRESS". Once the operation is complete, the error will no longer be displayed and the control will respond to user input normally.
Exit	The error will be reset automatically once the current operation is complete.
POWER LOSS	
Condition	This error occurs when the Main Control Board detects a total loss of 24VAC power.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition is no longer present. Once the condition is removed, the machine still will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error and return the machine to Idle Mode.

BROWN OUT	
Condition	This error occurs when the Main Control Board detects less than 21VAC at the 24VAC input.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition is no longer present. Once the condition is removed, the machine still will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error and return the machine to Idle Mode.

TEMP SENSOR SHORT	
Condition	This error occurs when the control detects a short circuit from the temperature sensor.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition is no longer present. Once the condition is removed, the machine still will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error and return the machine to Idle Mode.
Note	This error code is disabled if the washer model does not have a temperature sensor

TEMP SENSOR OPEN	
Condition	This error occurs when the control detects an open circuit from the temperature sensor.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition is no longer present. Once the condition is removed, the machine still will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error and return the machine to Idle Mode.
Note	This error code is disabled if the washer model does not have a temperature sensor

NO HEAT RISE	
Condition	This error occurs when the control detects that the temperature is not increasing.
Action	When detected there is a delay of 15 minutes before the error is active. Once active, the control will display the "NO HEAT RISE" prompt, alternating with the normal Cycle Progress screen at a rate of 5 seconds on, 5 seconds off. The heating relay will also be turned off. Otherwise the cycle will continue normally.
Exit	The Error Code will continue to be displayed until the in-progress cycle is stopped and the control is returned to Idle Mode. It will then reset automatically.
Note	This error code is disabled if the washer model does not have an Auxiliary Heating option

HEAT RISE OUT OF RANGE

Condition	This error occurs when the control detects that the operating temperature is greater than 220 degrees F (or 104 degrees C).
Action	When detected, the control will display the "HEAT RISE OUT OF RANGE" prompt, alternating with the normal Cycle Progress screen at a rate of 5 seconds on, 5 seconds off. The heating relay will also be turned off. Otherwise the cycle will continue normally. There is no delay in the action once the criteria are met.
Exit	The Error Code will continue to be displayed until the in-progress cycle is stopped and the control is returned to Idle Mode. It will then reset automatically.
Note	This error code is disabled if the washer model does not have an Auxiliary Heating option

NO PROX SENSOR OUTPUT

Condition	This error occurs when the machine control does not detect output from the proximity sensor(s) when the cylinder has been commanded to turn.
Action	When detected, there is a short delay before the error is active. When active, the control turns off the motor and all relays.
Exit	The machine will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

PROX SENSOR OUT OF RANGE

Condition	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.
Action	When detected, there is a short delay before the error is active. When active, the control turns off the motor and all relays.
Exit	The machine will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

CONTROL FIRMWARE XX

Condition	This error occurs when the Main Control Board cannot command the input and outputs of the control system as required by the cycle programming.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error Code and return the Machine to Idle Mode. If the prompt to Reset is not available, power must be cycled to the machine to reset the error.

CONTROL COMMUNICATION

Condition	This error occurs when the Main Control Board receives an unexpected command for the input and outputs of the control system as required by the cycle programming.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error Code and return the Machine to Idle Mode. If the prompt to Reset is not available, power must be cycled to the machine to reset the error.

GRAPHICS SOFTWARE

Condition	This error occurs when the Graphics Board cannot command the Main Control board as required by the cycle programming.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error Code and return the Machine to Idle Mode. If the prompt to Reset is not available, power must be cycled to the machine to reset the error.

GRAPHICS SOFTWARE INTERNAL

Condition	This error occurs when the Graphics Board sends a faulty command to the Main Control board.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the prompt is followed to Reset the Error Code and return the Machine to Idle Mode. If the prompt to Reset is not available, power must be cycled to the machine to reset the error.

MODEL JUMPER MISSING

Condition	This error occurs when there is no connection to Ground (Pin 7) on the Model Jumper Header.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met. The machine control checks for this condition when power is cycled and before starting every machine cycle.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

MODEL JUMPER CHANGED

Condition	This error occurs when the jumper connections to Ground (Pin 7) on the Model Jumper Header have changed since the last control check.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met. The machine control checks for this condition when power is cycled and before starting every machine cycle.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

MODEL JUMPER/ DRIVE SIZE MISMATCH

Condition	This error occurs when the jumper connections to Ground (Pin 7) on the Model Jumper Header do not match the VFD size code.
Action	When detected, the control turns off the motor and the heating relay. There is no delay in the action once the criteria are met. The machine control checks for this condition when power is cycled.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

MODEL JUMPER/ DRIVE PARAMETER

Condition	This error occurs when the jumper connections to Ground (Pin 7) on the Model Jumper Header do not match the VFD parameters being used.
Action	When detected, the control turns off the motor and the heating relay. There is no delay in the action once the criteria are met. The machine control checks for this condition when power is cycled.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

NON-DEXTER DRIVE

Condition	This error occurs when a non-Dexter VFD is installed in the machine.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met. The machine control checks for this condition when power is cycled and before starting every machine cycle.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE OVERCURRENT

Condition	This error occurs when the control receives a message that the drive has experienced an over current condition.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE OVERVOLTAGE

Condition	This error occurs when the control receives a message that the drive has experienced an over voltage condition.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE OVERHEAT

Condition	This error occurs when the control receives a message that the drive has experienced an over heat condition.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE OVERHEAT

Condition	This error occurs when the control receives a message that the drive has experienced an over heat condition.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE OVERLOAD

Condition	This error occurs when the control receives a message that the drive has experienced an overload condition.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE GROUND FAULT

Condition	This error occurs when the control receives a message that the drive has experienced a ground fault condition.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE LOW VOLTAGE

Condition	This error occurs when the control receives a message that the drive has experienced a low voltage condition.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE INTERNAL	
Condition	This error occurs when the control receives a message that the drive has experienced an internal error.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE EXCEPTION	
Condition	This error occurs when the control receives a message that the drive has logged an exception code.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE COMMUNICATION	
Condition	This error occurs the control cannot communicate with the VFD.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DRIVE ENABLE	
Condition	This error occurs when the control sees a message that the VFD Enable circuit is not closed.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

DOOR SHUT, NOT LOCKED	
Condition	This error occurs when the Door Locked signal is not received within 1 second after the start of the cycle.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start, and the Error Code will continue to be displayed until the prompt is followed to Reset the Error and return the machine to Idle mode.

SLOW SPIN	
Condition	This error occurs when the motor does not reach a target frequency while accelerating, within a specified time.
Action	When detected, the control turns off the motor and machine motion stops.
Exit	The machine will not start, and the Error Code will continue to be displayed until the prompt is followed to Reset the Error and return the machine to Idle mode.

SPIN TIME	
Condition	This error occurs when the motor does not reach a target frequency while decelerating, within a specified time.
Action	When detected, the control turns off the motor and machine motion stops.
Exit	The machine will not start, and the Error Code will continue to be displayed until the prompt is followed to Reset the Error and return the machine to Idle mode.

SLOW FILL	
Condition	This error occurs when the programmed water level is not reached within 7 minutes.
Action	When detected at 7 minutes into the stage, the control will display the "SLOW FILL ERROR" prompt, alternating with the normal Cycle Progress screen at a rate of 5 seconds on, 5 seconds off. Otherwise the cycle will continue normally. However, if the water level is still not met at 15 minutes into the stage, the cycle will end with the motor turned off and all relays turned off The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.
Exit	The Error Code will continue to be displayed until the in-progress cycle is stopped and the control is returned to Idle Mode. It will then reset automatically.

SLOW DRAIN	
Condition	This error occurs when an empty water level is not reached within 5 minutes.
Action	When detected at 5 minutes from the beginning of the drain operation, the prompt "SLOW DRAIN ERROR" is displayed. The washing cycle continues, but the spin portion of the cycle will not occur. It is replaced by continued tumble until the cycle time is expired. If low water level is detected during spin, the control turns off the motor and all relays with no delay in action.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

EXCESSIVE VIBRATION	
Condition	This error occurs when excessive vibration is detected or the out of balance circuit from the VFD to the main control board is compromised.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code in the General Settings section and return the Machine to Idle Mode. The maximum displacement switch may also need to be reset.

PRESSURE OUT OF RANGE HIGH	
Condition	This error occurs when the pressure sensing voltage is higher than expected.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

PRESSURE OUT OF RANGE LOW	
Condition	This error occurs when the pressure sensing voltage is lower than expected.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start and the Error Code will continue to be displayed until the condition no longer exists and the prompt is followed to Reset the Error Code and return the Machine to Idle Mode.

OUT OF BALANCE LOAD	
Condition	This error occurs when the load in the machine exceeds the out of balance conditions for achieving spin speeds.
Action	If detected, the machine will attempt to redistribute the load by tumbling. During any intermediate spin, the machine will attempt to redistribute the load 1 time before the advancing to the next stage. During final spin, the machine will attempt up to 3 redistributions before the final de-clumping occurs.
Exit	No user input is required to clear this error condition.

OUT OF SERVICE	
Condition	This error occurs when the user has designated that the machine control should be made inoperable.
Action	When detected, the control turns off the motor and all relays. There is no delay in the action once the criteria are met.
Exit	The machine will not start, and the Error Code will continue to be displayed the user changes the Out of Service state.

Note: Whenever power is turned off to the washer, it must remain off for one minute. The washer will not operate properly if this is not done.

6 TRANSIENT VOLTAGE SURGE SUPPRESSORS

IMPORTANT

Like most electrical equipment your new machine can be damaged or have its life shortened by voltage surges due to lightning strikes which are not covered by factory warranty. Local power distribution problems also can be detrimental to the life of electrical components. We recommend the installation of transient voltage surge suppressors for your new equipment. These devices may be placed at the power supply panel for the complete installation and don't require an individual device for each machine. These surge protectors help to protect equipment from large spikes and also from small ongoing spikes in the power that occur on a day to day basis. These smaller surges can shorten overall life of electrical components of all types and cause their failure at a later date. Although they can't protect against all events, these protective devices have a good reputation for significantly lengthening the useful life of electronic components.

Electronic components are helped to have a longer useful life when they are supplied with the clean stable electrical power they like.

We are including the following names and website links of a few suppliers of these devices for those who don't currently have a source.

MANUFACTURER	LINK
MCG Surge Protection	mcgsurge.com
Eaton Corporation	eaton.com/us/en-us
Schneider Electric	se.com/us/en
Asco Power Technologies	ascopower.com/us/en
Emerson Electric Co.	emerson.com/en-us

7 SERVICE AND PARTS

The following parts are provided with each machine for use in installation.

Dexter Part Number	Description	Quantity
9990-027-011	Hose, Water Supply	2
9990-027-013	Hose, Water Supply (Large)	2
8641-242-000	Washer, Inlet Hose	4
9565-003-001	Strainer, Inlet Hose	4

Contact distributor or Dexter Laundry, Inc. if a steel-mounting base is required.

For service and parts information, contact your local Dexter agent. To find your local Dexter agent, use the Distributor Locator at the website shown below. If a Dexter agent is not available, contact Dexter Laundry, Inc. directly as listed below:

Phone: 1-800-524-2954

Website: www.dexter.com