

Diagnosis & Troubleshooting

Introduction

This section includes an Explanation of the Fault Codes for models WD2100, WD2000S, WDC6200CEE and WDC5200 as well as a Fault Code/Testing Procedure Chart and a Problem/Testing Procedure Chart. Time-saving Tech Tips are included at the end of the chapter. **Contact Westland Sales for a complete list of Service Bulletins and updates for these models.**

Explanation of Fault Codes

These appliances incorporate an onboard diagnostic system to help you troubleshoot any problems that you may encounter. (See Chart on next page.)

When the machine is in the Fault Mode,

- The program selector will spin around continuously while the code is displayed through a series of flashes from the "Status/Door Lock" LED.
- The "Status/Door Lock" light will flash 1-15 times, pause for 10 seconds, and then repeat the same number of flashes.

Example

If the Status/Door Lock light,

- Flashes 3-times
- Pauses for 10 seconds
- Then, flashes 3 times

The machine is displaying an "F03" Fault Code.

Fault Code / Testing Procedure Chart

See "Explanation of the Fault Codes" on the previous page to determine the Fault Code that the washer-dryer is displaying. Then, follow the recommended testing procedure to troubleshoot the problem. Call Westland Sales if the machine continues displaying the Fault Code.

| Fault Code | Explanation / Recommended Testing Procedure |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F01 | Short-circuited Motor TRIAC on Module Board <ul style="list-style-type: none"> • Verify Drive Motor connections and wiring. See "Component Testing". • Open the door of the washer-dryer and verify the drum spins freely and is not hitting anything. |
| F02 | Blocked Motor/Tachometer Open/Short-Circuited <ul style="list-style-type: none"> • Verify Drive Motor connections and wiring. See "Component Testing". • Verify motor operation. Refer to "Test Running the Main Motor with AC Voltage" pg 47. • Open the door of the washer-dryer and verify the drum spins freely and is not hitting anything. |
| F03 | Wash NTC Sensor Open/Short-Circuit <ul style="list-style-type: none"> • Verify NTC Connections and wiring. See "Component Testing". |
| F04 | Both Empty and Over Flow Signals Present <ul style="list-style-type: none"> • Verify Pressure Switch connections and wiring. See "Component Testing". |
| F05 | Blocked Pump/Pressure Switch Stuck on Empty <ul style="list-style-type: none"> • Check Pump Pre-Chamber for blockage. See "Component Access". • Verify pump connector and wiring. See "Component Testing". • Verify Pressure Switch connections and wiring. See "Component Testing". |
| F06 | Selector Binary Code Not Found <ul style="list-style-type: none"> • Verify Program Selector connections and wiring. See "Component Testing". |
| F07 | <i>Not Applicable</i> |
| F08 | Missing or Incorrect ON/OFF Switch Signal <ul style="list-style-type: none"> • Verify ON/OFF Switch connections and wiring. See "Component Testing". |

| Fault Code | Explanation / Recommended Testing Procedure |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F09 | File Set-Up Error (Unverifiable Fault) |
| F10 | Missing or Conflicting Pressure Switch Signal <ul style="list-style-type: none"> • Verify Pressure Switch connections and wiring. See "Component Testing". |
| F11 | Drain Pump Power Supply Failure <ul style="list-style-type: none"> • Verify Drain Pump connections and wiring, See "Component Testing". |
| F12 | Communication Failure <ul style="list-style-type: none"> • Verify Module Board connections and wiring. See "Component Testing". |
| F13 | Dry NTC Sensor Open/Shorted Circuit <ul style="list-style-type: none"> • Verify NTC Sensor connections and wiring. See "Component Testing". • Verify the fan motor is not stuck, obstructed, or open. See "Component Access". |
| F14 | Dryer Element on, Pressure Switch Sensing Water in Drum <ul style="list-style-type: none"> • Verify pressure switch connector and wiring. See "Component Testing". |
| F15 | Dry Heating Element Relay Malfunction <ul style="list-style-type: none"> • Verify Heating Element connections and wiring. See "Component Testing". |

Problem/ Testing Procedure Chart

*Follow these steps in the order they are listed to effectively troubleshoot the problem.
Call Westland Sales if the problem continues after you have completed the recommended tests.*

| Problem | Testing Procedure |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WON'T POWER UP | <ol style="list-style-type: none"> 1. Check the line voltage for blown fuses. 2. Check for voltage going to the Module Board. 3. Before continuing, unplug the unit. 4. Check continuity of line cord and line filter. 5. Remove the washer-dryer back and check wire harness connections to the Module Board. |
| WON'T START CYCLE | <ol style="list-style-type: none"> 1. Open and close the door. 2. Verify there is water entering the Hot and Cold Valves. 3. Check the Door Switch using the Component Testing procedure. 4. If door is locked, select "Drain" on the Cycle Selector to drain the drum. 5. Remove the washer-dryer top and check the wire harness connections. |
| WON'T DISPENSE LAUNDRY AIDS | <ol style="list-style-type: none"> 1. Verify the unit is level. 2. Verify the Dispenser Drawer is not clogged with detergent. 3. Check water connections to the unit. Check for plugged water valve screen. 4. Remove the top and check water connections within the unit. |
| WON'T FILL | <ol style="list-style-type: none"> 1. Check installation. 2. Check inlet valves. 3. Check water connections to the unit. Check for plugged water valve screen. 4. Remove the top and check water connections within the unit. |
| CYCLE SELECTOR ROTATES ON IT'S OWN | <ol style="list-style-type: none"> 1. Move the Cycle Selector knob to any position except a 'Reset' and the washer will return to the original cycle. 2. Check to see if the unit is displaying Fault Code (See "Explanation of the Fault Codes") |
| OVERFILLS | <ol style="list-style-type: none"> 1. Verify the unit is level. 2. Check Pump Drain system - this could indicate a failure to drain. 3. Check Operating Pressure Switch. 4. Check Pressure Switch hose for holes, cut marks. 6. Check the Module Board. |

| Problem | Possible Cause / Recommended Testing |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DRUM WON'T ROTATE | <ol style="list-style-type: none"> 1. Remove the washer-dryer back and check the Drive Belt. 2. Check the Main Motor. 3. Check the Wire Harness connections. |
| WON'T DRAIN | <ol style="list-style-type: none"> 1. Remove the washer-dryer back and check the Drain Pump 2. Check that the Drain Hose and Large Item Filter is clear of foreign objects. 3. Check the Module Board. |
| MACHINE VIBRATES | <ol style="list-style-type: none"> 1. Verify the Transit Screws/Spacers have been removed. 2. Check the Installation. 3. Check the Leveling Feet. 4. Check for a weak floor. DO NOT install on carpet. <p>NOTE: Some vibration is normal.</p> |
| INCORRECT WATER TEMPERATURE | <ol style="list-style-type: none"> 1. Check that the Inlet Hoses are connected properly. 2. Remove the washer-dryer top and check the wiring to the Dry Time and Water Temperature Selectors to make sure they aren't reversed. |
| WON'T DRY | <ol style="list-style-type: none"> 1. Check the dry cycle and load size. If testing with the drum empty, use Permanent Press Dry or Delicates Dry ONLY. If testing with laundry in the drum, verify that the load weighs at least 2.2 lbs. when using the Cotton Heavy Duty Dry cycle. 2. Remove the washer-dryer top and check the ECO's. 3. Verify that the Fan Motor is rotating. If it is, go to Step 4. If not, try rotating it by hand. If you can't rotate it by hand, check for 110V AC across the two wires. If voltage is present, but the fan will not rotate, the Fan Motor will need to be replaced. 4. Perform a "Dryer Airflow and Heat Test" (See pg. 60) |