

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 washer-dryer. 3. Before continuing, unplug the unit. 4. Check continuity of line cord and line filter. 5. Check the Door Switch (see "Accessing the Components" pg. 30 and "Component Testing" pg. 40)
WON'T START CYCLE	<ol style="list-style-type: none"> 1. Verify that the door is closed. 2. Verify there is water entering the Hot and Cold Valves. 3. Check the Door Switch (see "Accessing the Components" pg. 30 and "Component Testing" pg. 40) 4. Remove the washer-dryer top and check the wire harness connections from the power cord (see "Accessing the Components" pg. 27)
WON'T COMPLETE CYCLE	<ol style="list-style-type: none"> 1. Check COLD water to inlet valve. 2. Check for kinked COLD water hose.
WON'T DISPENSE LAUNDRY AIDS	<ol style="list-style-type: none"> 1. Verify the unit is level (see "Level the Washer-Dryer" pg. 10) 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. 5. Check the Wash Timer (see "Accessing the Components" pg. 28 "Component Testing" pg. 52)
WON'T FILL	<ol style="list-style-type: none"> 1. Check installation. 2. Check inlet valves. Verify there is water entering the Hot and Cold 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. 5. Check the Door Switch (see "Accessing the Components" pg. 30 and "Component Testing" pg. 40)
OVERFILLS	<ol style="list-style-type: none"> 1. Verify the unit is level (see "Level the Washer-Dryer" pg. 10) 2. Check Pump Drain system - this could indicate a failure to drain (see "Installation Information" pg. 9-10, "Accessing the Components" pg. 35 and "Component Testing" pg. 48). 3. Check the Pressure Switch (see "Accessing the Components" pg. 32 and "Component Testing" pg. 42) 4. Check Pressure Switch hose for holes, cut marks, etc.
DRUM ROTATES DURING SPIN AND DRY CYCLES, BUT NOT DURING WASH	<ol style="list-style-type: none"> 1. See "Replacing the Wire Connectors on the Pressure Switch" pg. 58 2. Check the Pressure Switch (see "Accessing the Components" pg. 32 and "Component Testing" pg. 42)

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 (See "Accessing the Components" pg. 37) 2. Check the Module Board (see "Accessing the Components" pg. 38 and "Component Testing" pg. 46) 3. Test the Main Motor (see "Accessing the Components" pg. 37 and "Component Testing" pg. 47)
WON'T DRAIN	<ol style="list-style-type: none"> 1. Remove the washer-dryer back and check the Drain Pump (see "Accessing the Components" pg. 35 and "Component Testing" pg. 48) 2. Check that the Lint Filter is clear of foreign objects (see "To Clean Out the Filter" pg. 36) 2. Check that the Drain Hose is clear of foreign objects (see "Accessing the Components" pg. 27)
MACHINE VIBRATES	<ol style="list-style-type: none"> 1. Verify the Transit Bolts/Spacers have been removed (see "Remove the Transit Bolts/Spacers" pg. 9) 2. Check the Installation (see "Location" pg. 5) 3. Check the Leveling Feet (see "Level the Washer-Dryer" pg. 10) 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 (see "Connect the Inlet Hoses" pg. 9) 2. Remove the washer-dryer top and check the wiring to the Water Temperature Selector and the Wash Timer (see "Accessing the Components" pg. 27)
WON'T DRY	<ol style="list-style-type: none"> 1. Check controls (see "How to Set a Dry Cycle ONLY" pg. 22) 2. Verify that the drum is not overloaded. Dryer load size should not exceed 6-8 pounds. 2. Perform a "Dryer Airflow and Heat Test" (see pg. 57)