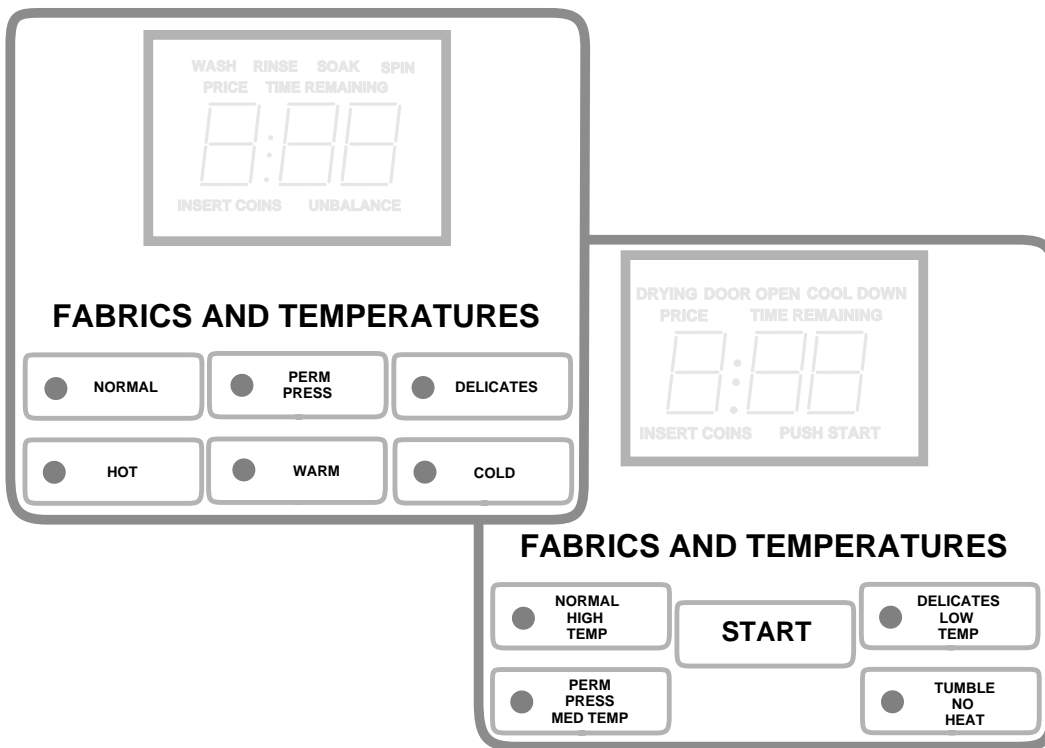


# Electronic Control

## Washer and Dryer Troubleshooting Guide

Model numbers in this manual are shown on Page 2.



C541IE3A



## WARNING

- Failure to install, maintain, and/or operate this product according to the manufacturer's instructions may result in conditions which can produce serious injury, death and/or property damage.
- Do not repair or replace any part of the product or attempt any servicing unless specifically recommended or published in this Service Manual and that you understand and have the skills to carry out.
- Whenever ground wires are removed during servicing, these ground wires must be reconnected to ensure that the product is properly grounded and to reduce the risk of fire, electric shock, serious injury, or death.

W006P1



## WARNING

Repairs that are made to your products by unqualified persons can result in hazards due to improper assembly or adjustments subjecting you, or the inexperienced person making such repairs, to the risk of serious injury, electrical shock, or death.

W007



## CAUTION

If you or an unqualified person perform service on your product, you must assume the responsibility for any personal injury or property damage which may result. The manufacturer will not be responsible for any injury or property damage arising from improper service and/or service procedures.

**NOTE: The WARNINGS and IMPORTANT INSTRUCTIONS appearing in this manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense, caution and carefulness are factors which CANNOT be built into these products. These factors MUST BE supplied by the person(s) installing, maintaining or operating the product.**

Always contact your dealer, distributor, service agent or the manufacturer about any problems or conditions you do not understand.

### Recognize Safety Symbols, Words and Labels

- ▲**DANGER** - Immediate hazards which WILL result in serious injury or death.
- ▲**WARNING** - Hazards or unsafe practices which COULD result in serious injury or death.
- ▲**CAUTION** - Hazards or unsafe practices which COULD result in minor or moderate injury or product or property damage.

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# Model Identification

Information in this manual is applicable to these washer and dryer models:

## WASHER MODELS

EAJ920  
EAJ921  
EA2820  
EA2821  
EA2920  
EA2921  
EA3820  
EA3821  
EA3920  
EA3921  
EC2921  
HWT521  
HWT621  
HWT721  
SWT420  
SWT421  
SWT520  
SWT521  
SWT620  
SWT621  
SWT720  
SWT721  
XA2820  
XA2821  
ZAJ920  
ZAJ921  
ZA2920  
ZA2921  
ZA3821  
ZC2921

## DRYER MODELS

EEC290  
EEC591  
EEJ907  
EE2807  
EE2907  
EE3807  
EE3907  
EE5807  
EE5817  
EE5907  
EE5917  
EE6807  
EE6817  
EE6907  
EE6917  
EGC290  
EGC591  
EGJ909  
EG2809  
EG2909  
EG3809  
EG3909  
EG5809  
EG5819  
EG5909  
EG5919  
EG6809  
EG6819  
EG6909  
EG6919  
HDE507

HDE607  
HDE707  
HDG509  
HDG609  
HDG709  
HFE507  
HFE707  
HFG509  
HFG709  
HSE517  
HSE617  
HSE7U17  
HSG519  
HSG619  
HSG719  
SDE407  
SDE507  
SDE607  
SDE707  
SDG409  
SDG509  
SDG609  
SDG709  
SFE507  
SFE607  
SFE707  
SFG509  
SFG609  
SFG709  
SSE407  
SSE417

SSE507  
SSE517  
SSE607  
SSE707  
SSE717  
SSG409  
SSG419  
SSG509  
SSG519  
SSG609  
SSG709  
SSG719  
ZEC290  
ZEC591  
ZEJ907  
ZE2907  
ZE3807  
ZE5917  
ZE6817  
ZGC290  
ZGC591  
ZGJ909  
ZG2909  
ZG3809  
ZG5919  
ZG6819

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**NOTE: All voltage checks in this Troubleshooting Guide are 120 Volts. There should be little variation from this voltage range.**

# Section 1

## Electronic Control Error Code Listing

Listed below are some of the error codes that may appear on the Electronic Control.

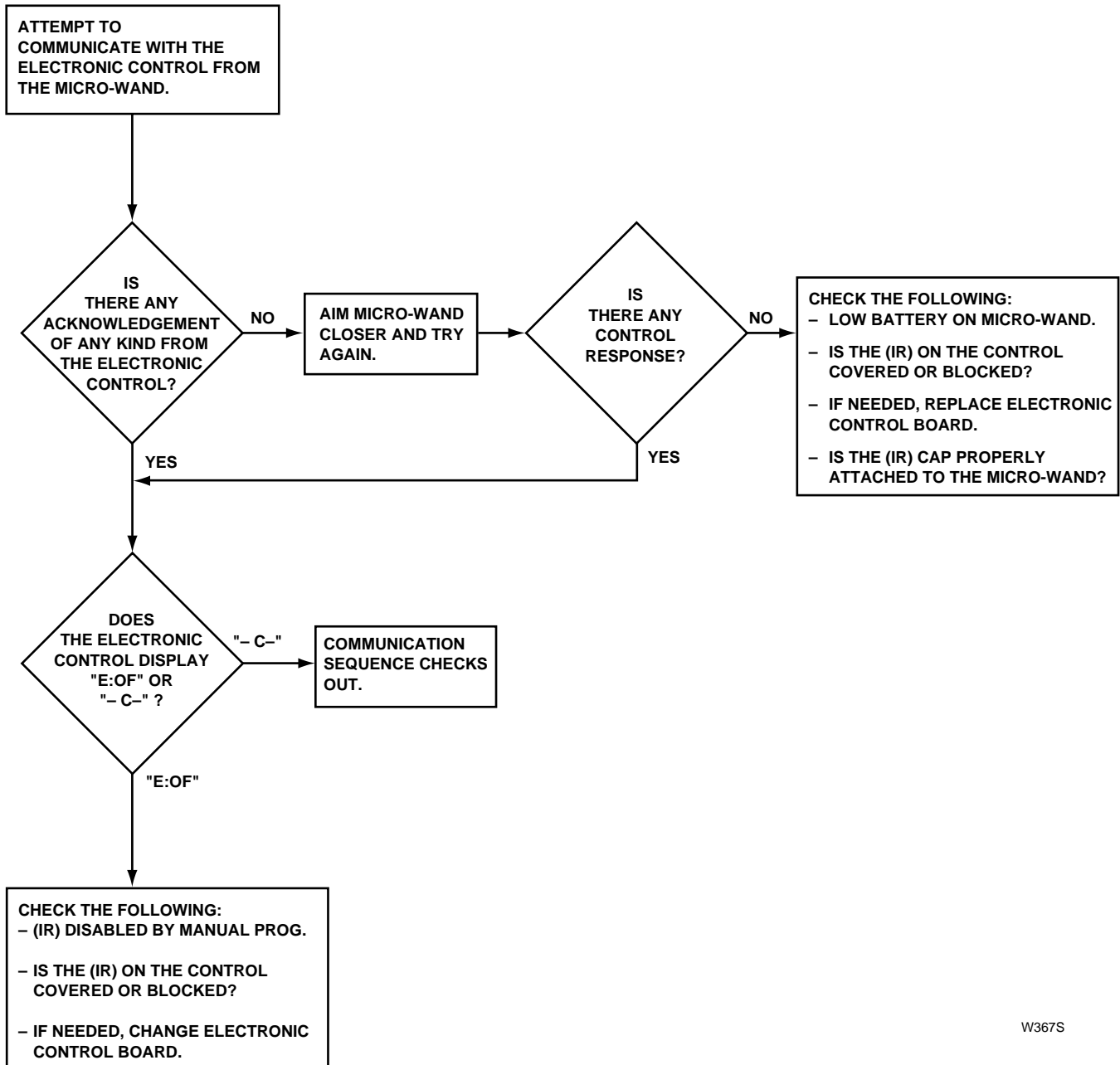
“E:00”	General Error	
“E:01”	Proximity Error	Micro-wand IIIe is improperly aimed at Infrared communicator (angle or distance): Reaim Micro-wand IIIe.
“E:02”	IR Communication Disconnection	Micro-wand IIIe prematurely pulled away from Electronic Control during infrared communication: Maintain infrared connection between Micro-wand IIIe and Electronic Control during communication.
“E:05”	Invalid Value Communication	Invalid code downloaded from Micro-wand IIIe to Electronic Control:
“E:07”	Inoperative Control	Replace Electronic Control.
“E:08”	Inoperative Control	Replace Electronic Control.
“E:09”	Proximity Error	Micro-wand IIIe is improperly aimed at Infrared communicator (angle or distance): Reaim Micro-wand IIIe.
“E:0A”	Proximity Error	Micro-wand IIIe is improperly aimed at Infrared communicator (angle or distance): Reaim Micro-wand IIIe.
“E:0B”	IR Communication Disconnection	Micro-wand IIIe prematurely pulled away from Electronic Control during infrared communication: Maintain infrared connection between Micro-wand IIIe and Electronic Control during communication.
“E:0C”	IR Communication Disconnection	Micro-wand IIIe prematurely pulled away from Electronic Control during infrared communication: Maintain infrared connection between Micro-wand IIIe and Electronic Control during communication.
“E:0d”	Pressure Switch Error	<ol style="list-style-type: none"> <li>1. Check fill and drain hoses for improper installation and kinks.</li> <li>2. Check fill electrical circuit: Replace inoperative switches or wires.</li> </ol>
“E:0F”	IR Communicator Programmed Off	Reprogram infrared communicator on.
“Err”	Coin Error	<ol style="list-style-type: none"> <li>1. Inoperative coin sensor: Run the Coin Drop Diagnostic test.</li> <li>2. Coin drop obstruction: Check coin drop area and remove any obstructions.</li> <li>3. Customer tampering: Evaluate security procedures.</li> </ol>
“OP”	Open Thermistor	Physical opening in the thermistor circuit: Change thermistor.
“SH”	Shorted Thermistor	Dead short in the thermistor circuit: Change thermistor.

**NOTE: Disconnecting power to the unit may clear the error display.**

# Section 2

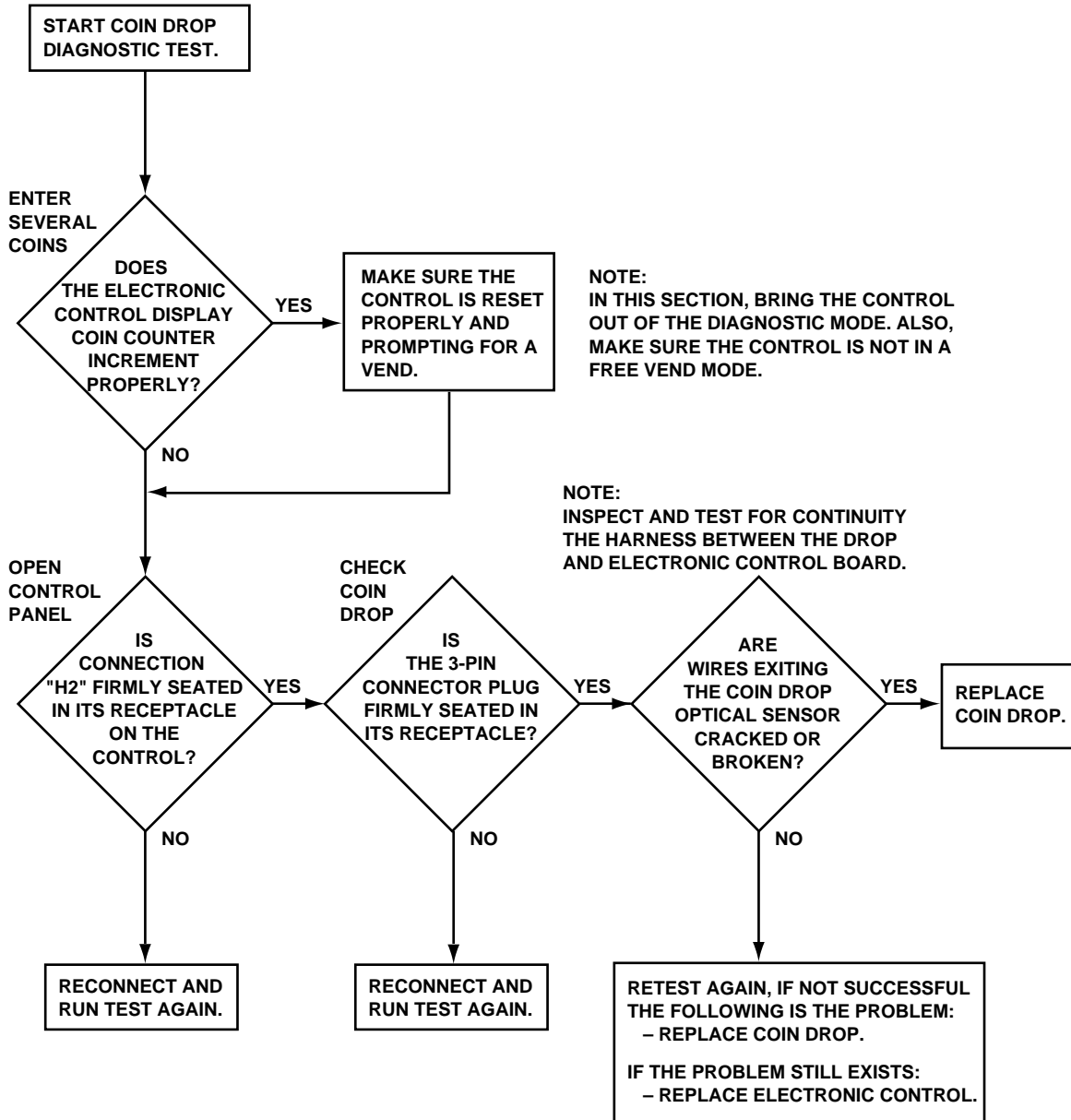
## Troubleshooting

### CANNOT PERFORM INFRARED COMMUNICATION



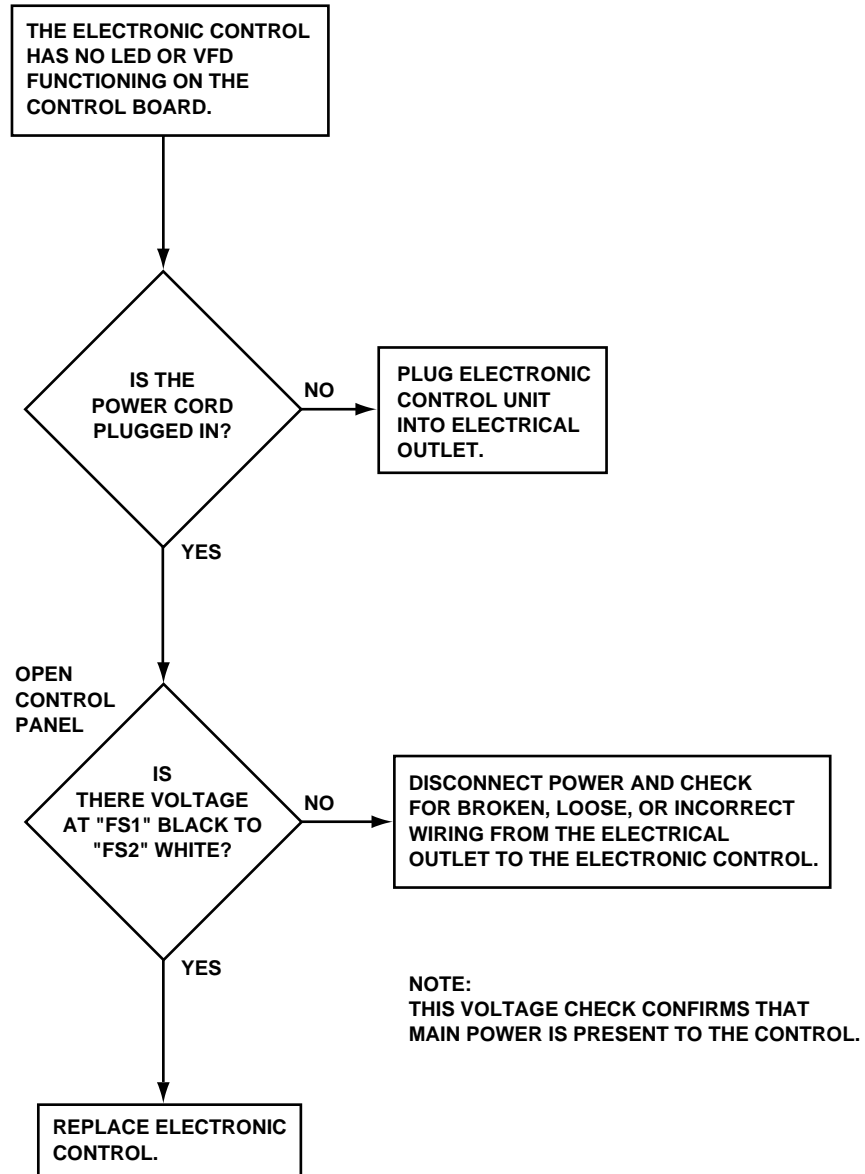
W367S

COINS IGNORED WHEN ENTERED



W368S

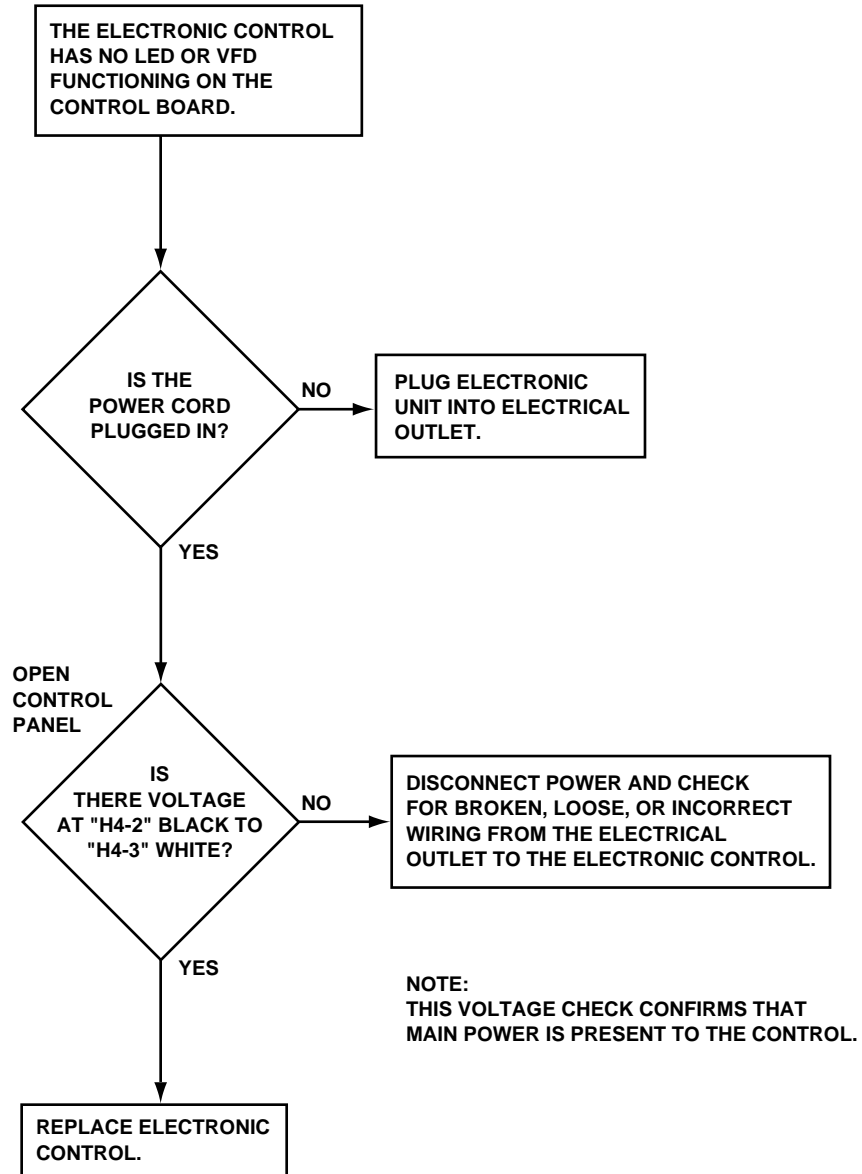
ELECTRONIC CONTROL HAS NO VISIBLE DISPLAY



W369S

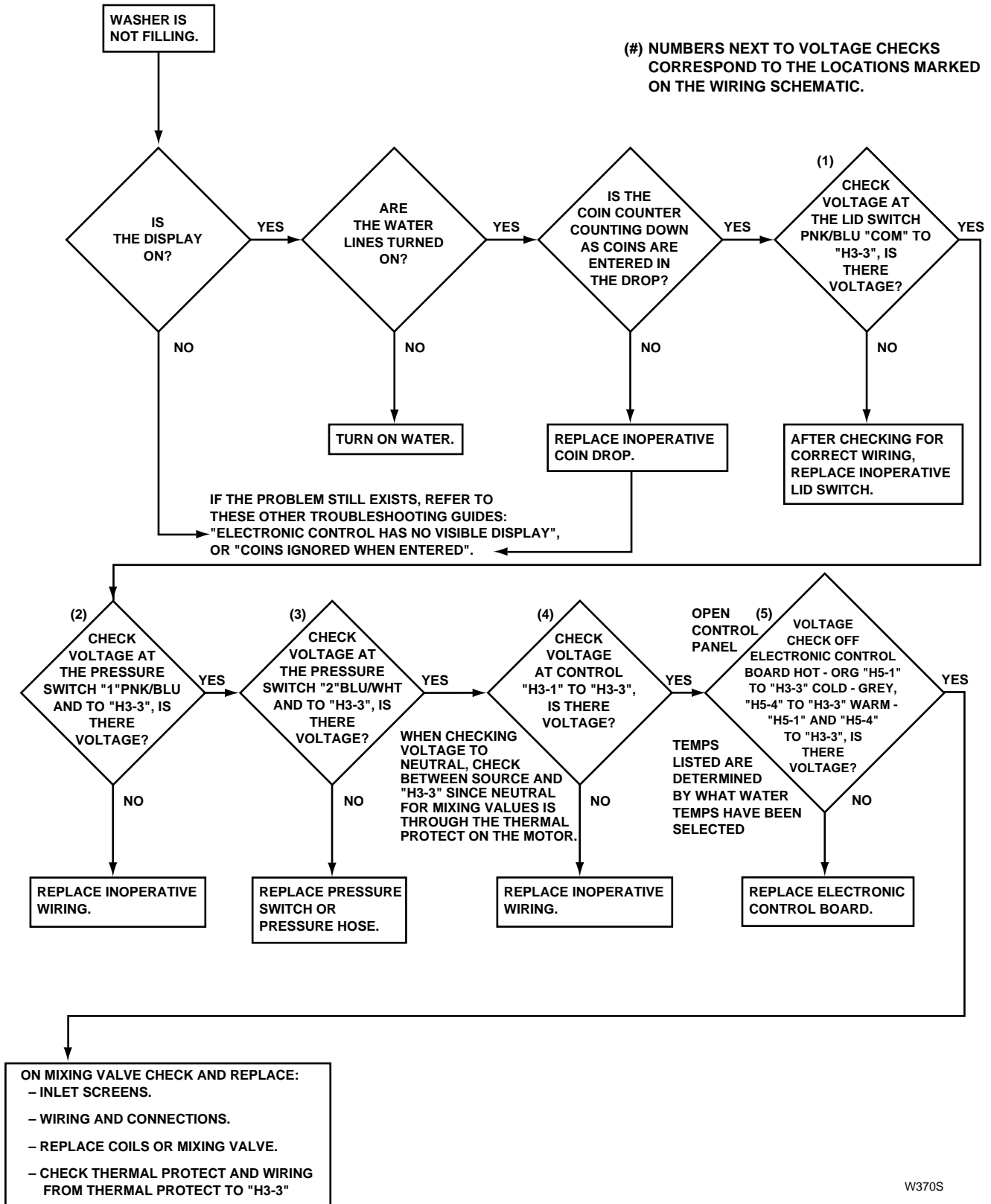


ELECTRONIC CONTROL HAS NO VISIBLE DISPLAY

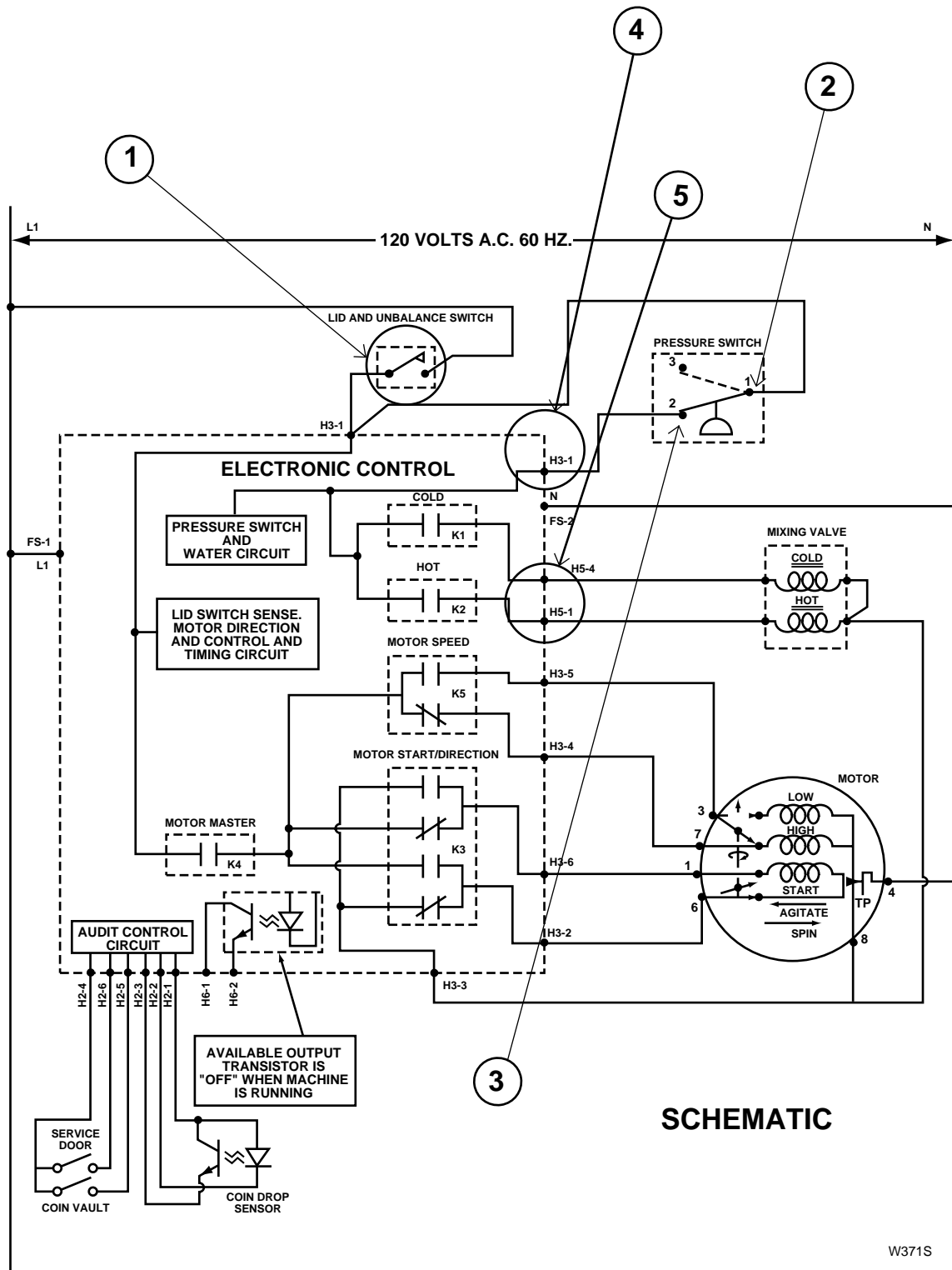


D203S

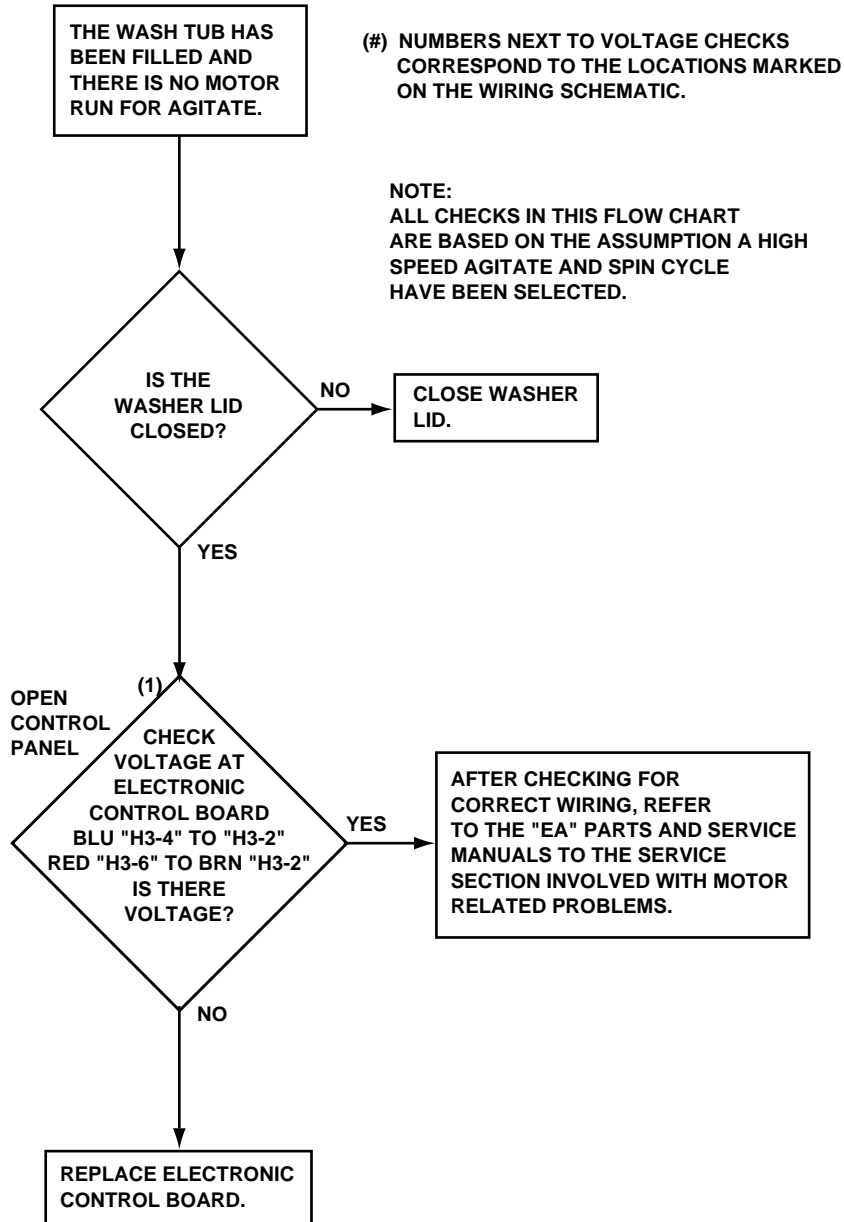
NO FILL ANALYSIS



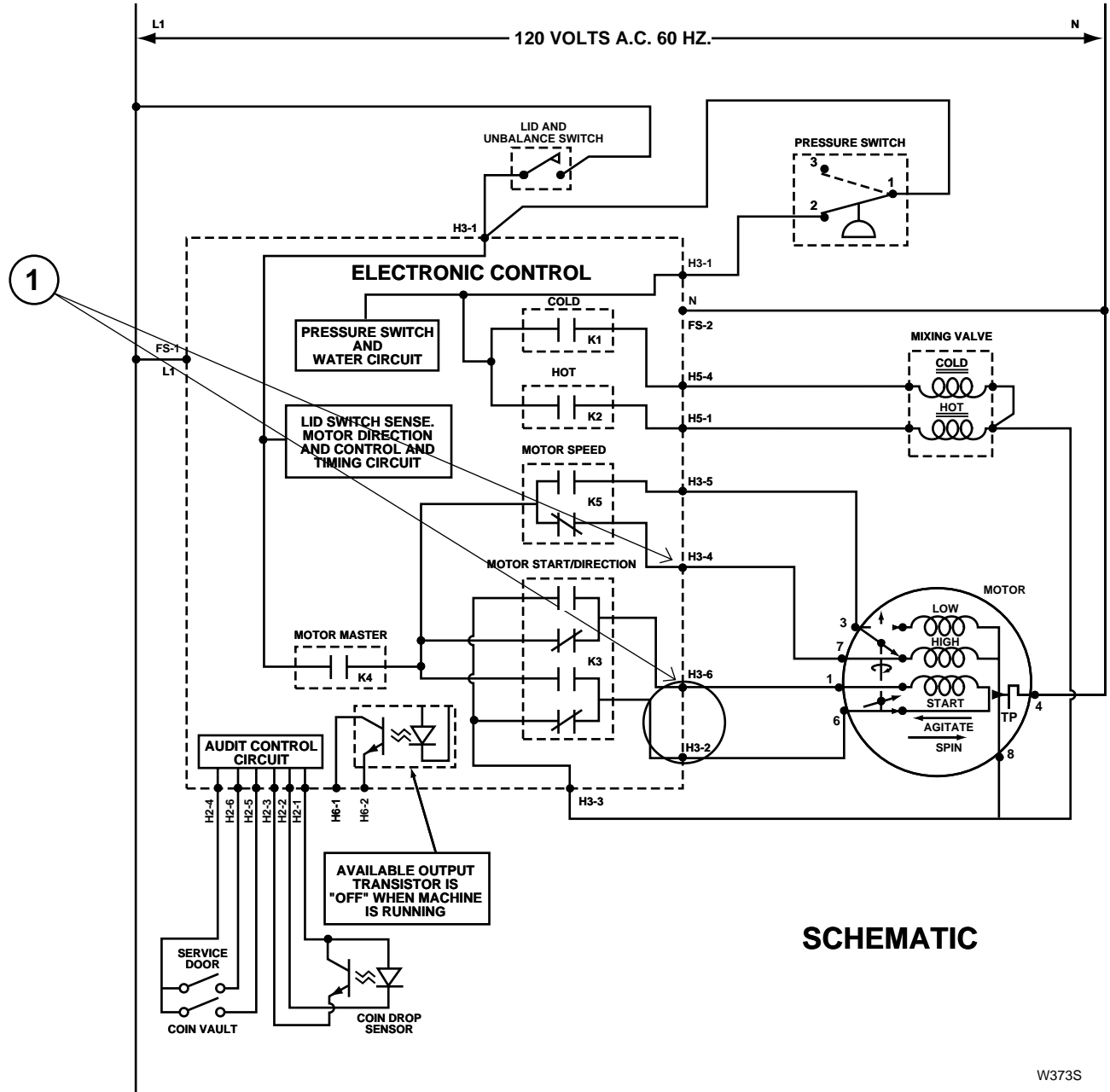
W370S



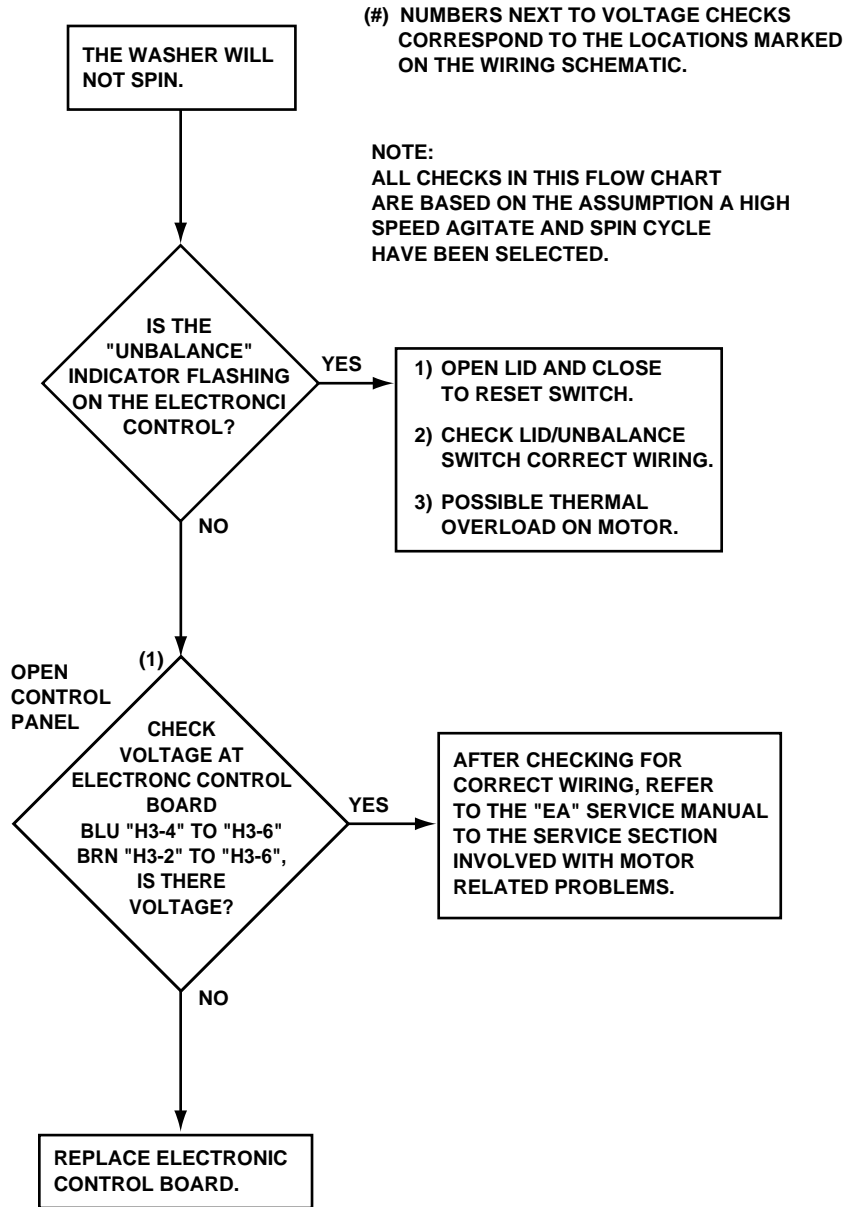
NO MOTOR RUN — AGITATE ANALYSIS



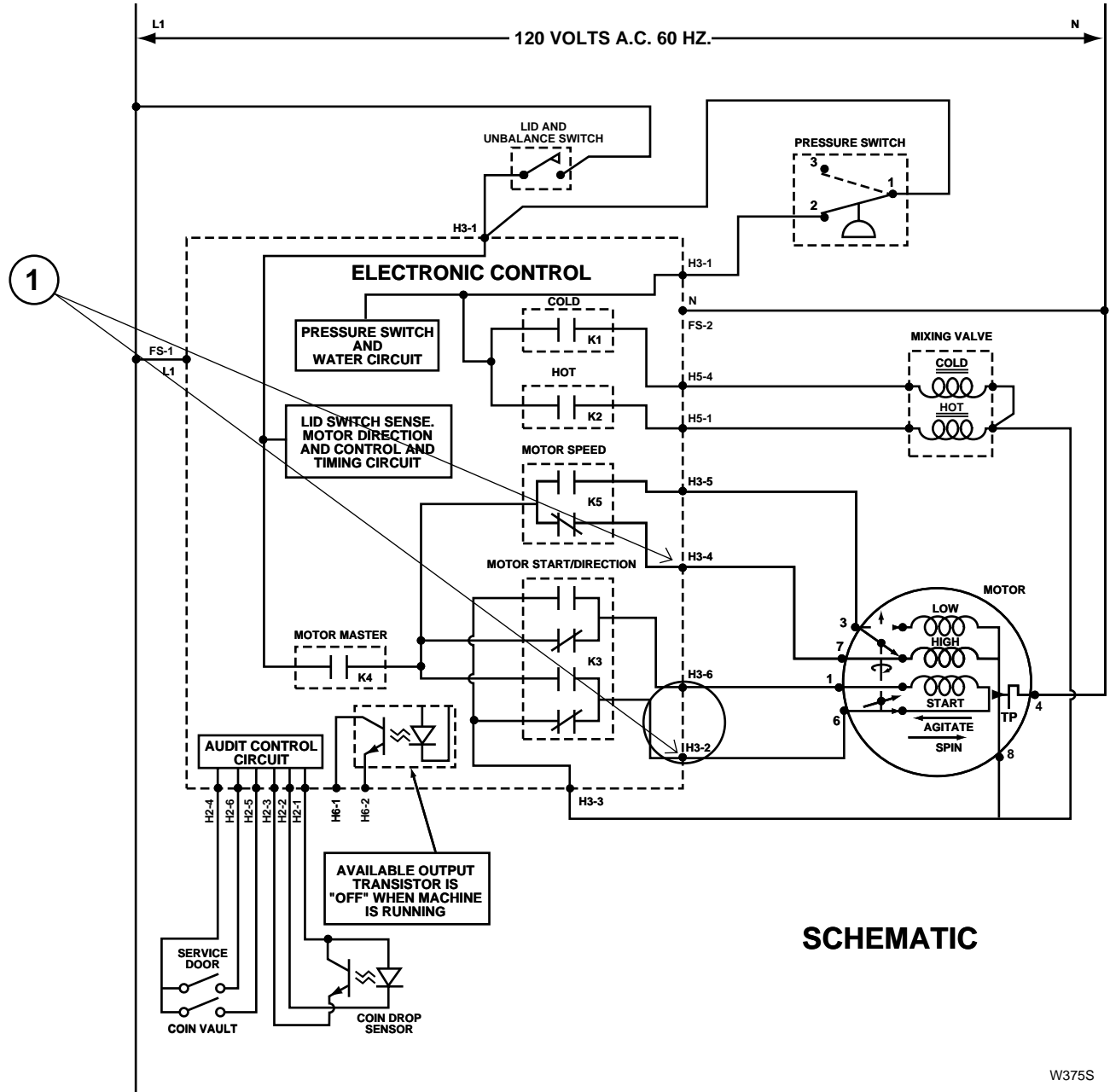
W372S



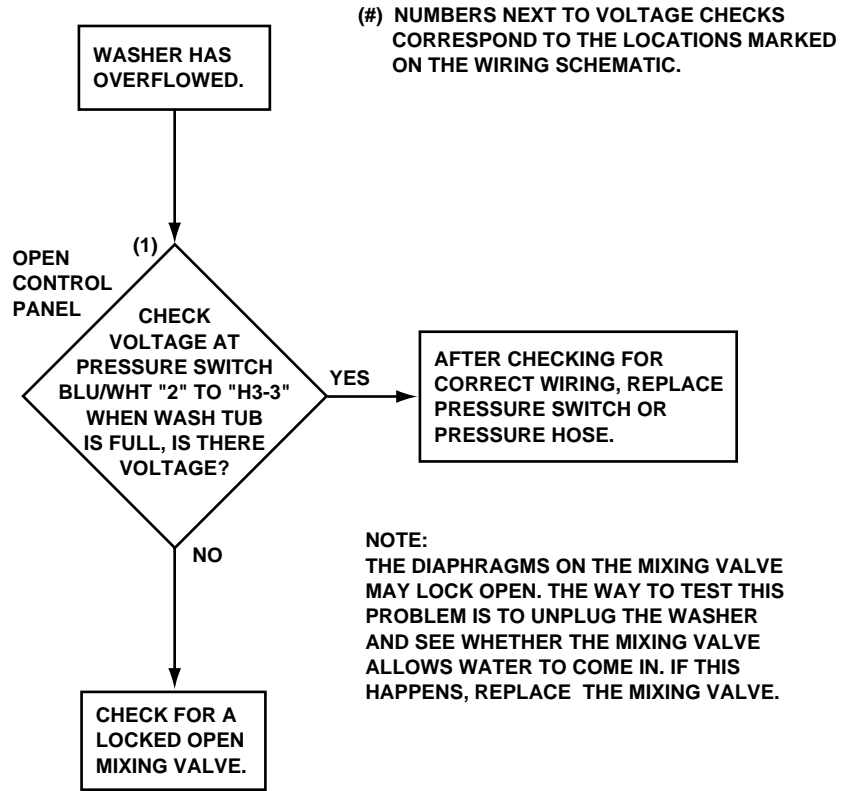
NO MOTOR RUN — SPIN ANALYSIS



W374S

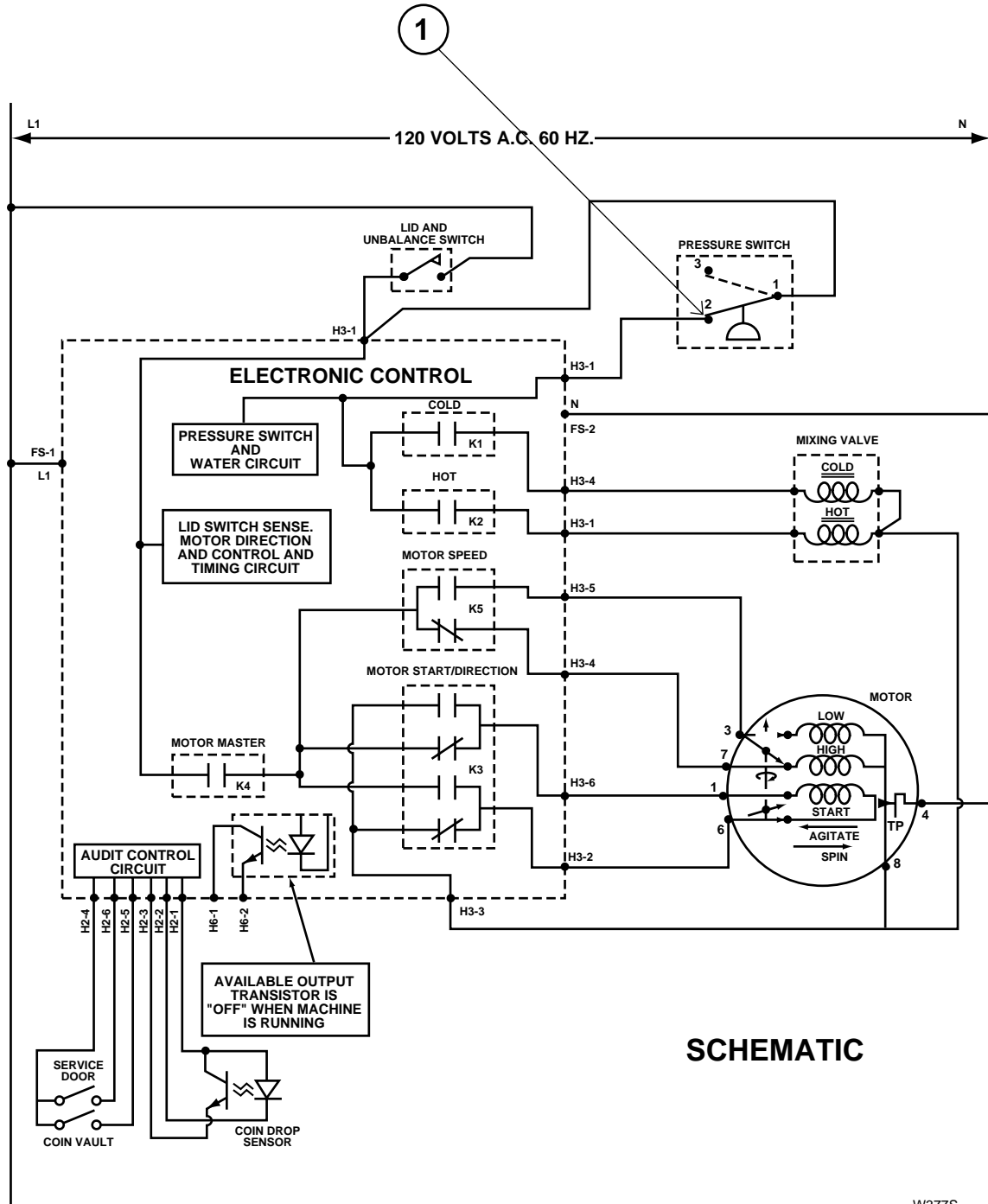


OVERFLOW ANALYSIS

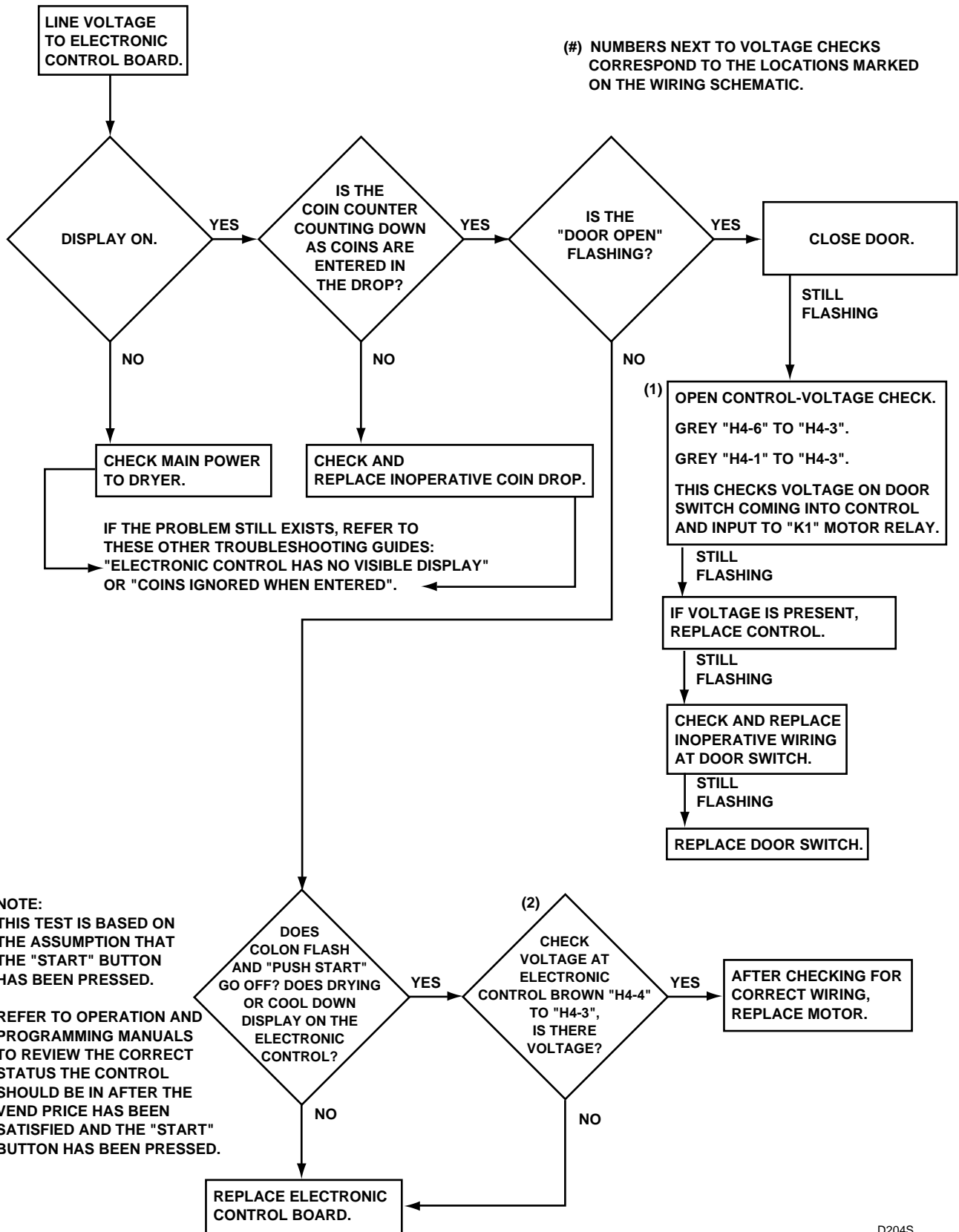


W376S

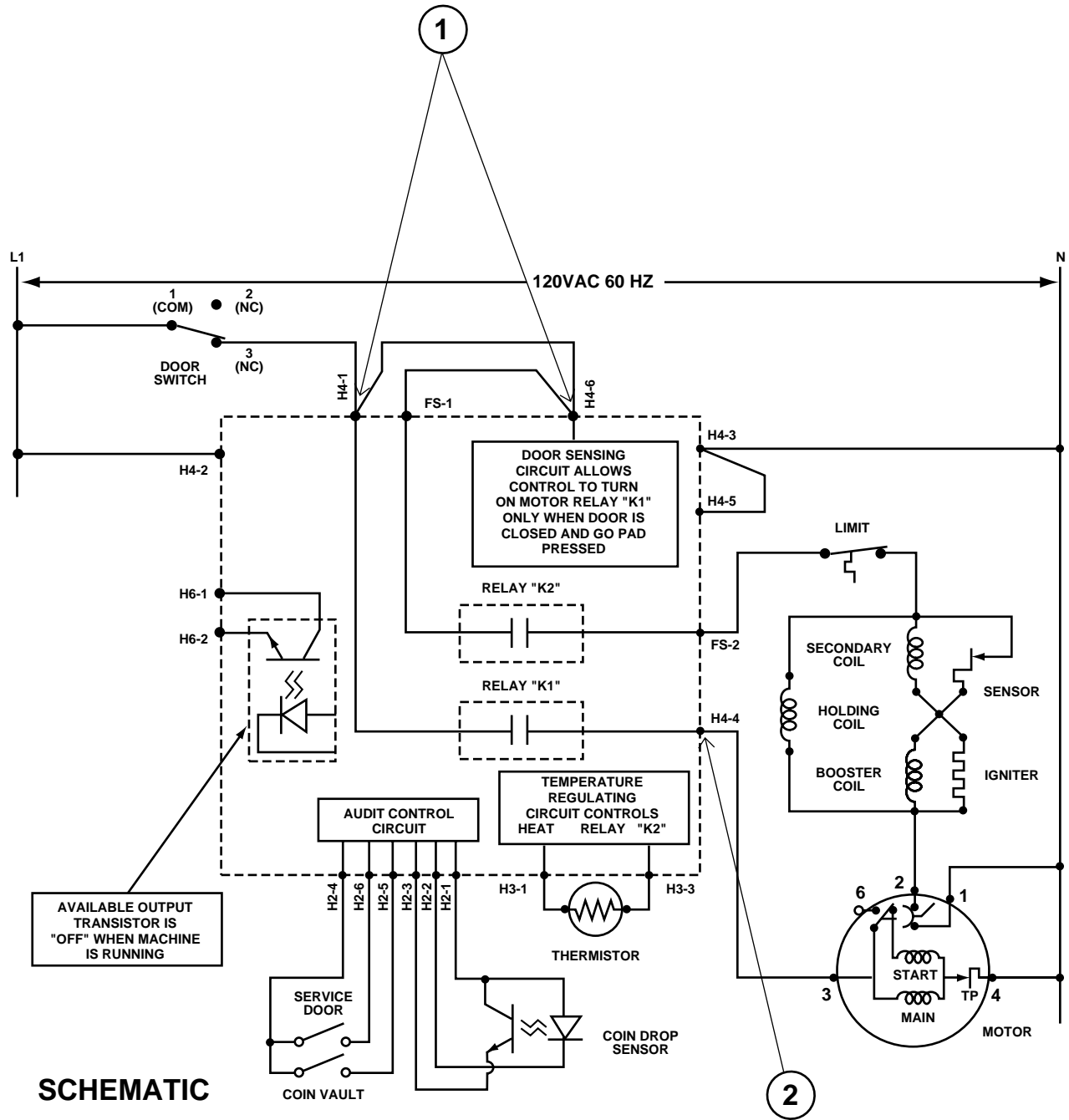




NO MOTOR RUN — “DOOR OPEN” ANALYSIS



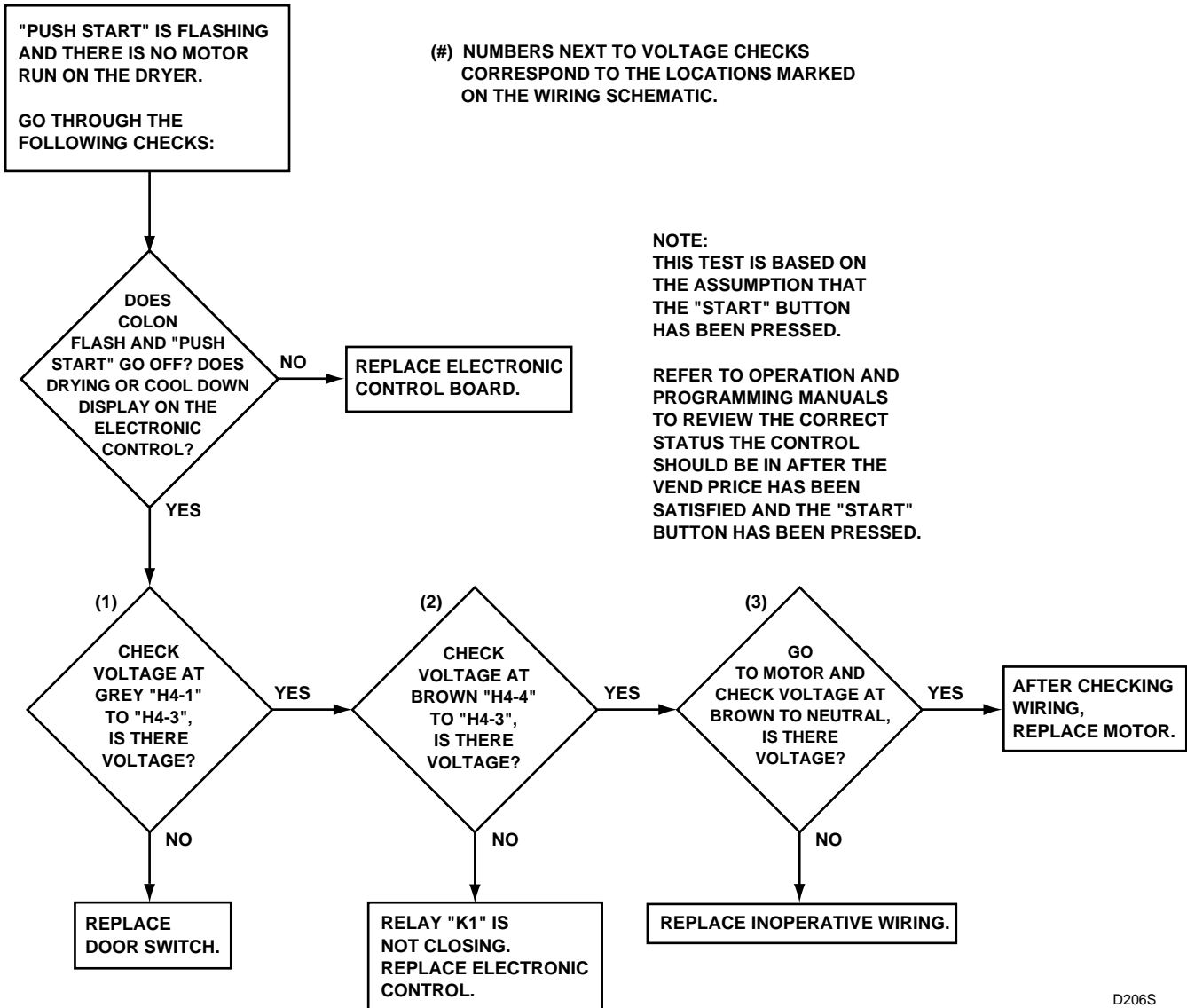
D204S



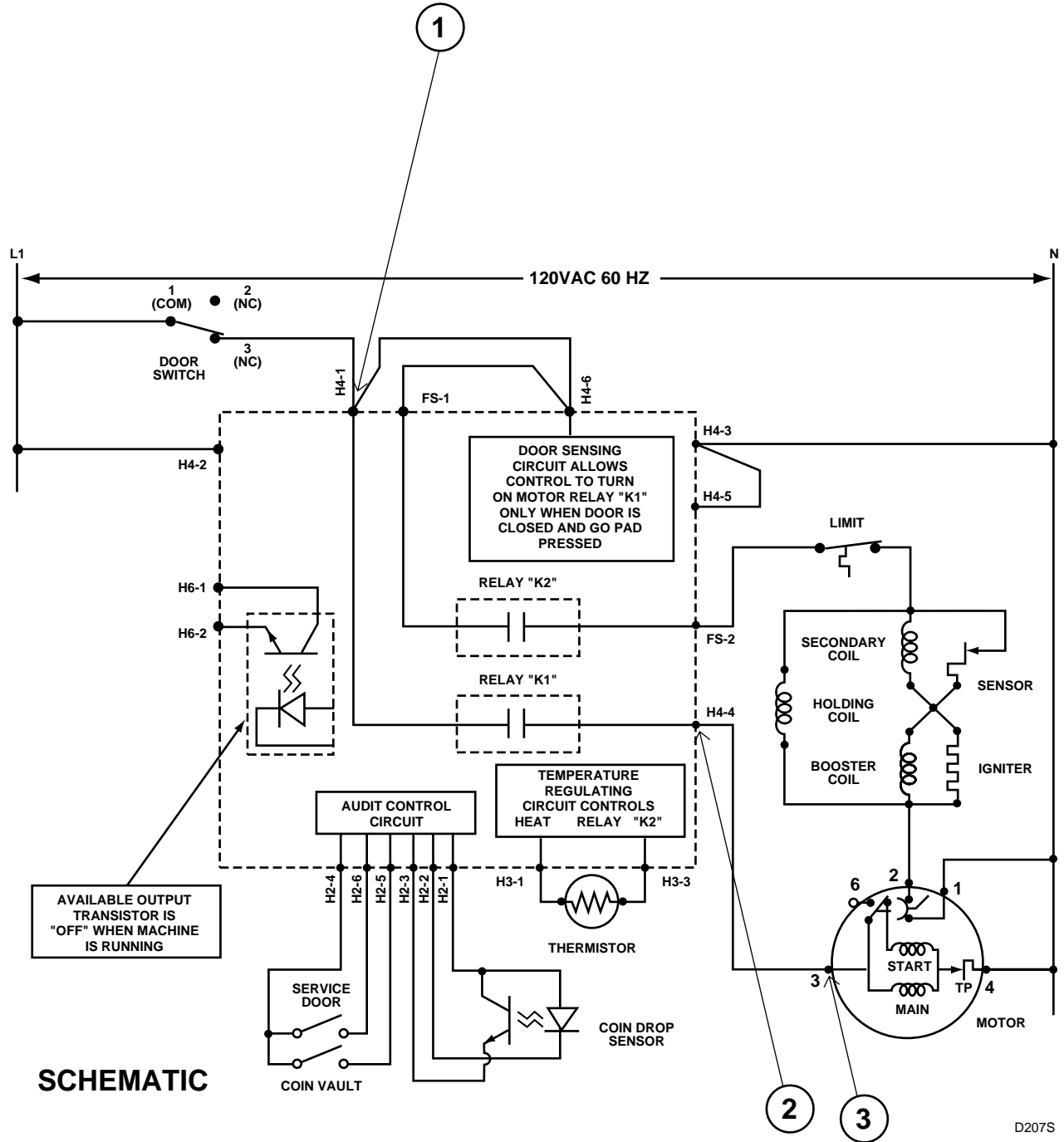
**SCHEMATIC**

D205S

NO MOTOR RUN — "PUSH START" ANALYSIS

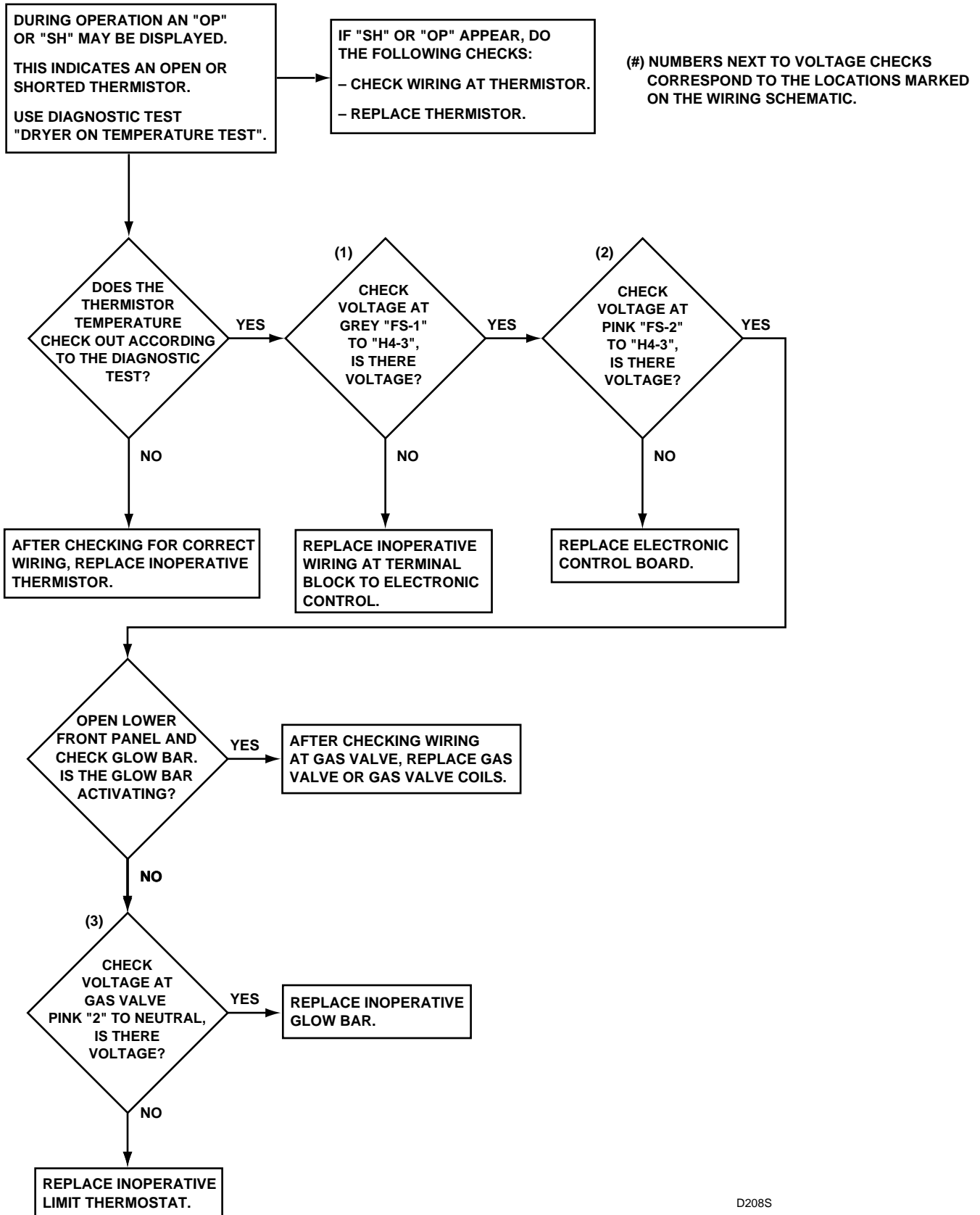


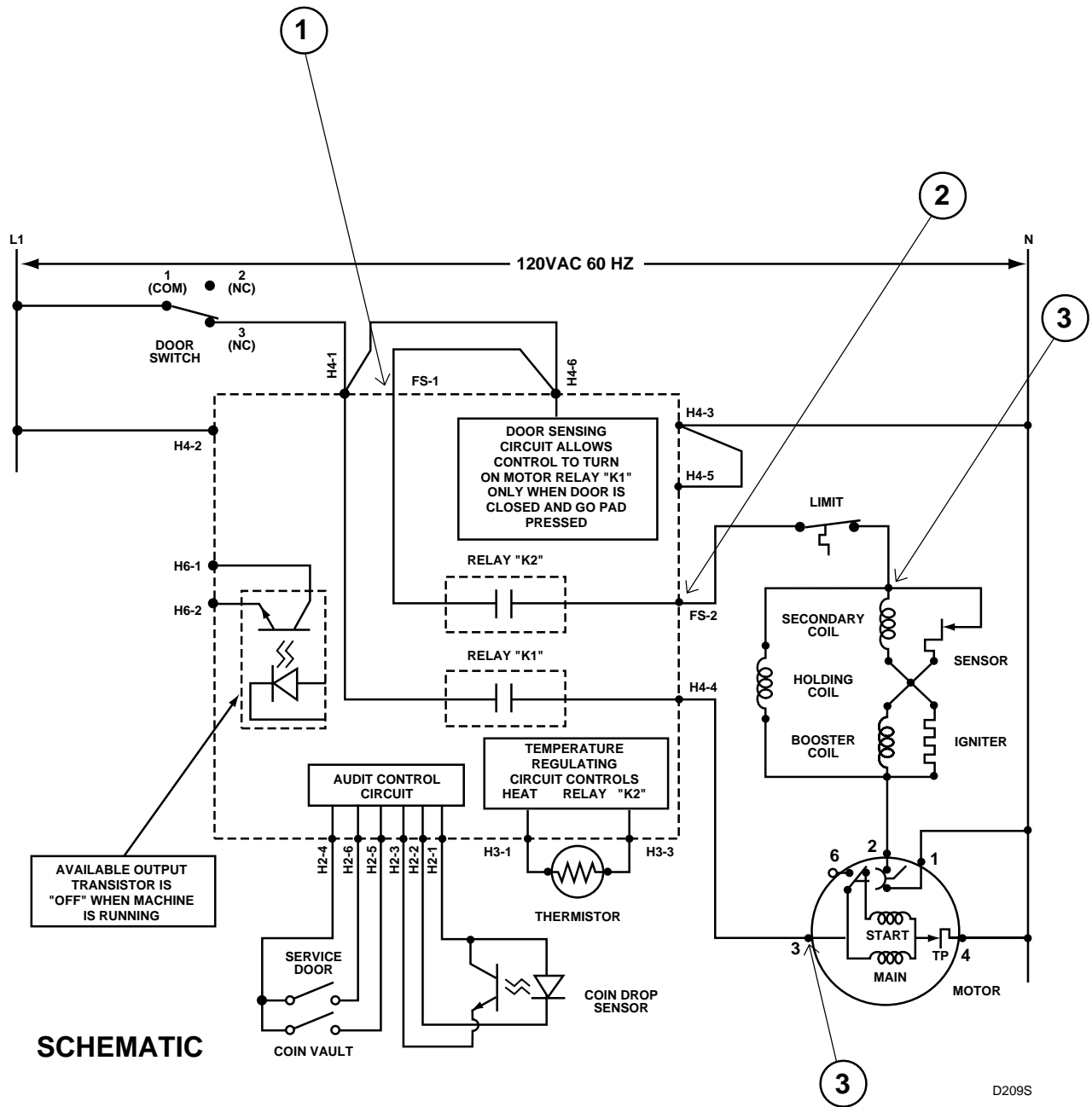
D206S



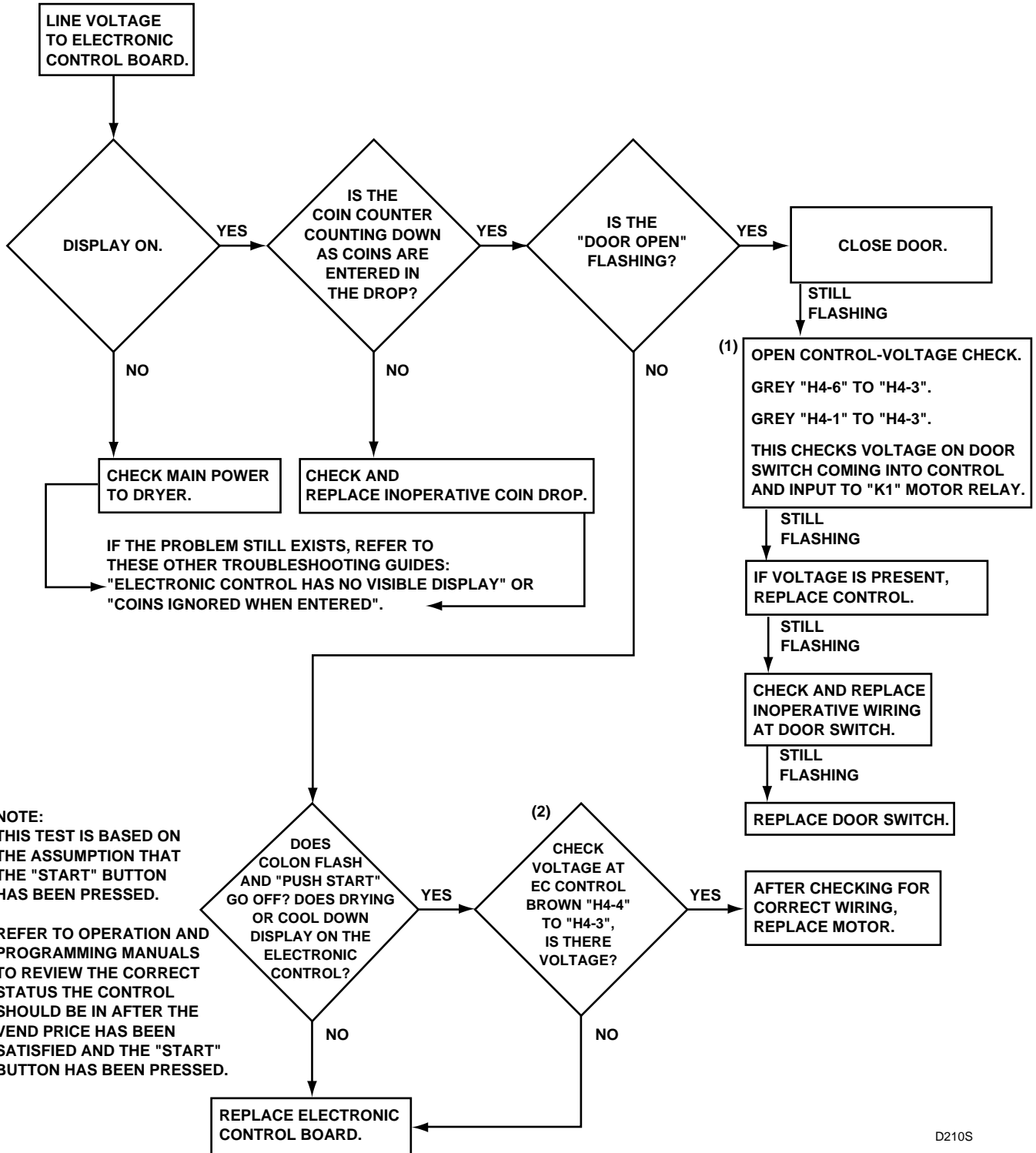
D207S

NO HEAT ANALYSIS



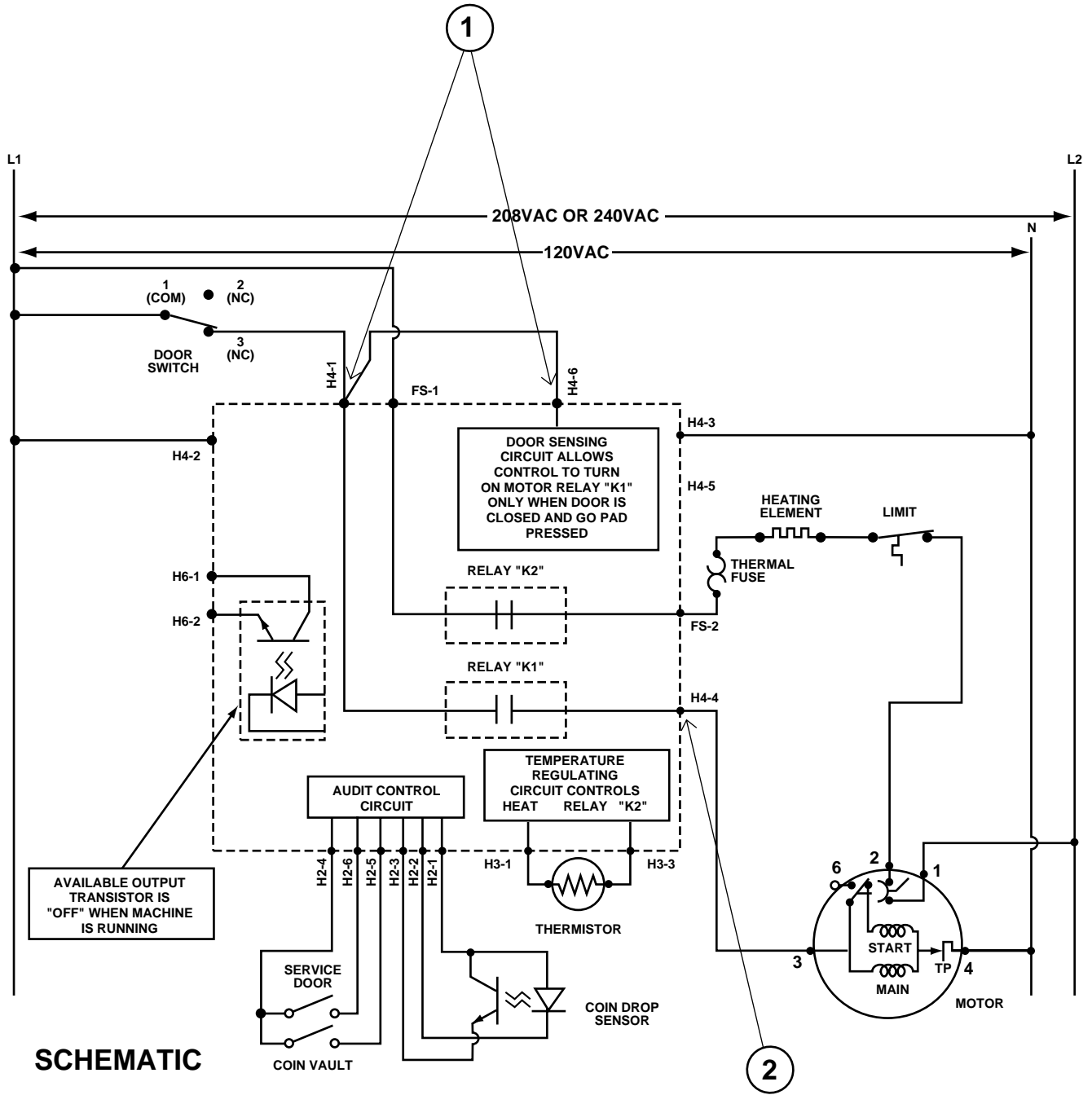


NO MOTOR RUN — “DOOR OPEN” ANALYSIS



D210S

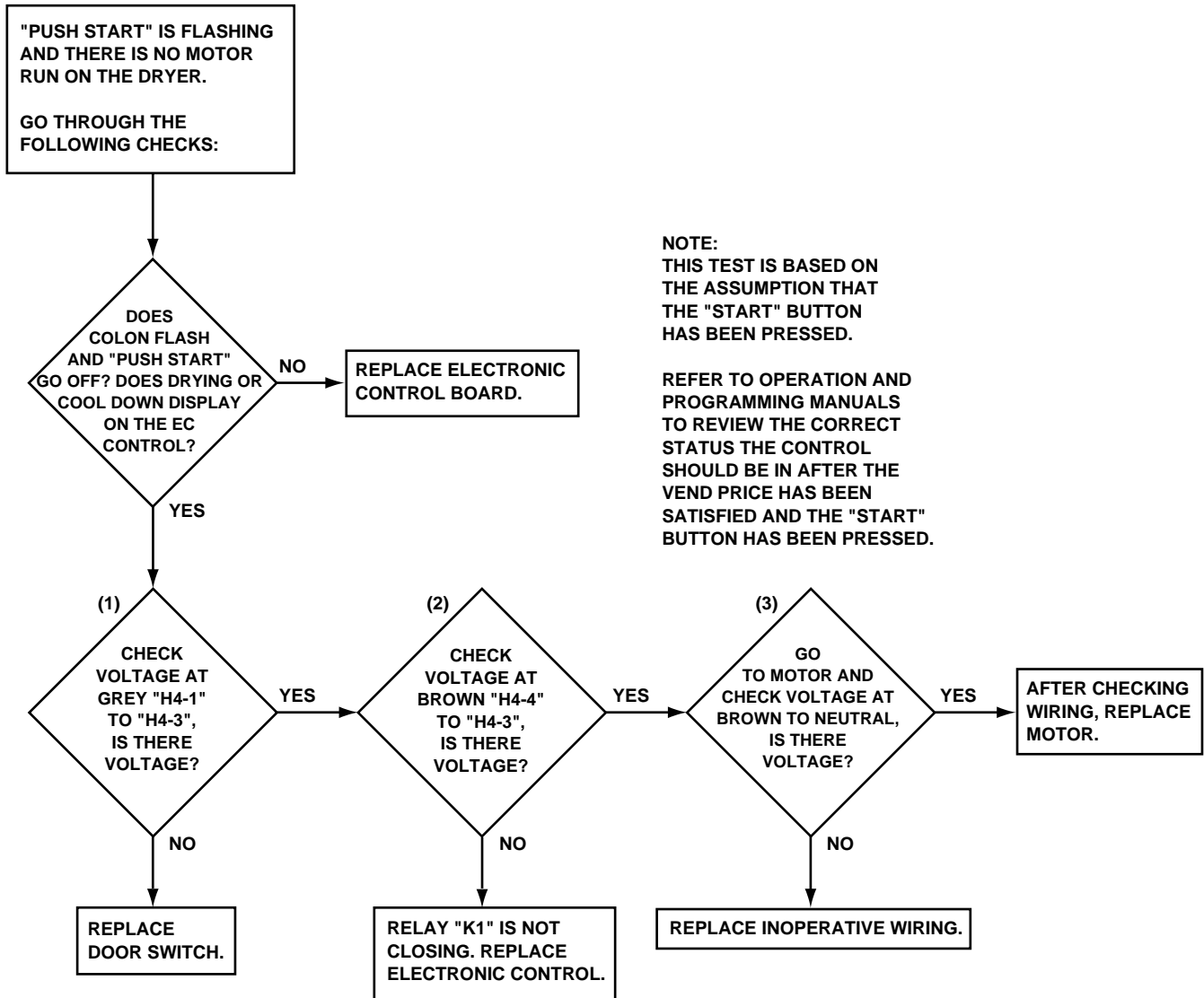




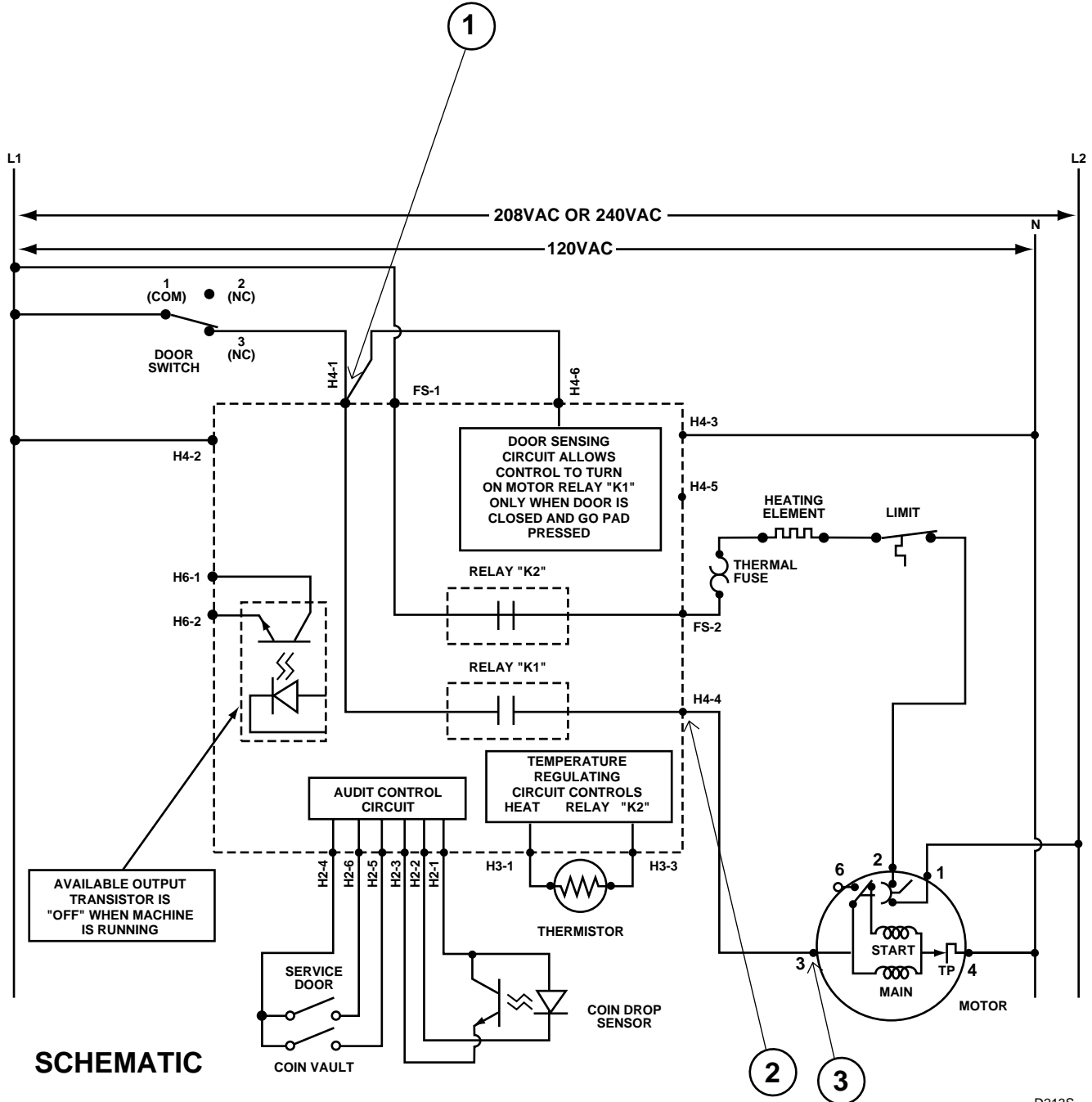
**SCHEMATIC**

D211S

NO MOTOR RUN — “PUSH START” ANALYSIS

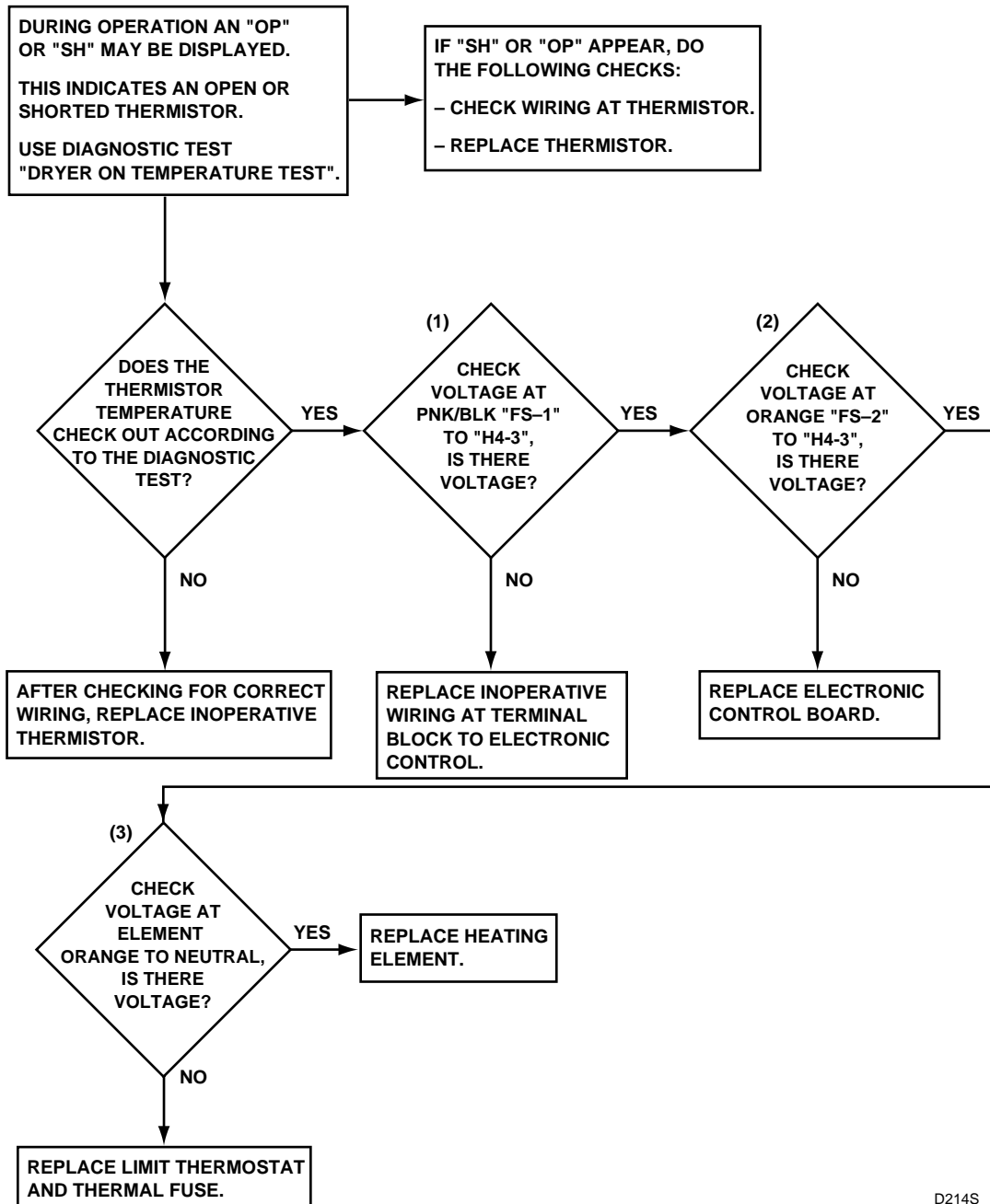


D212S

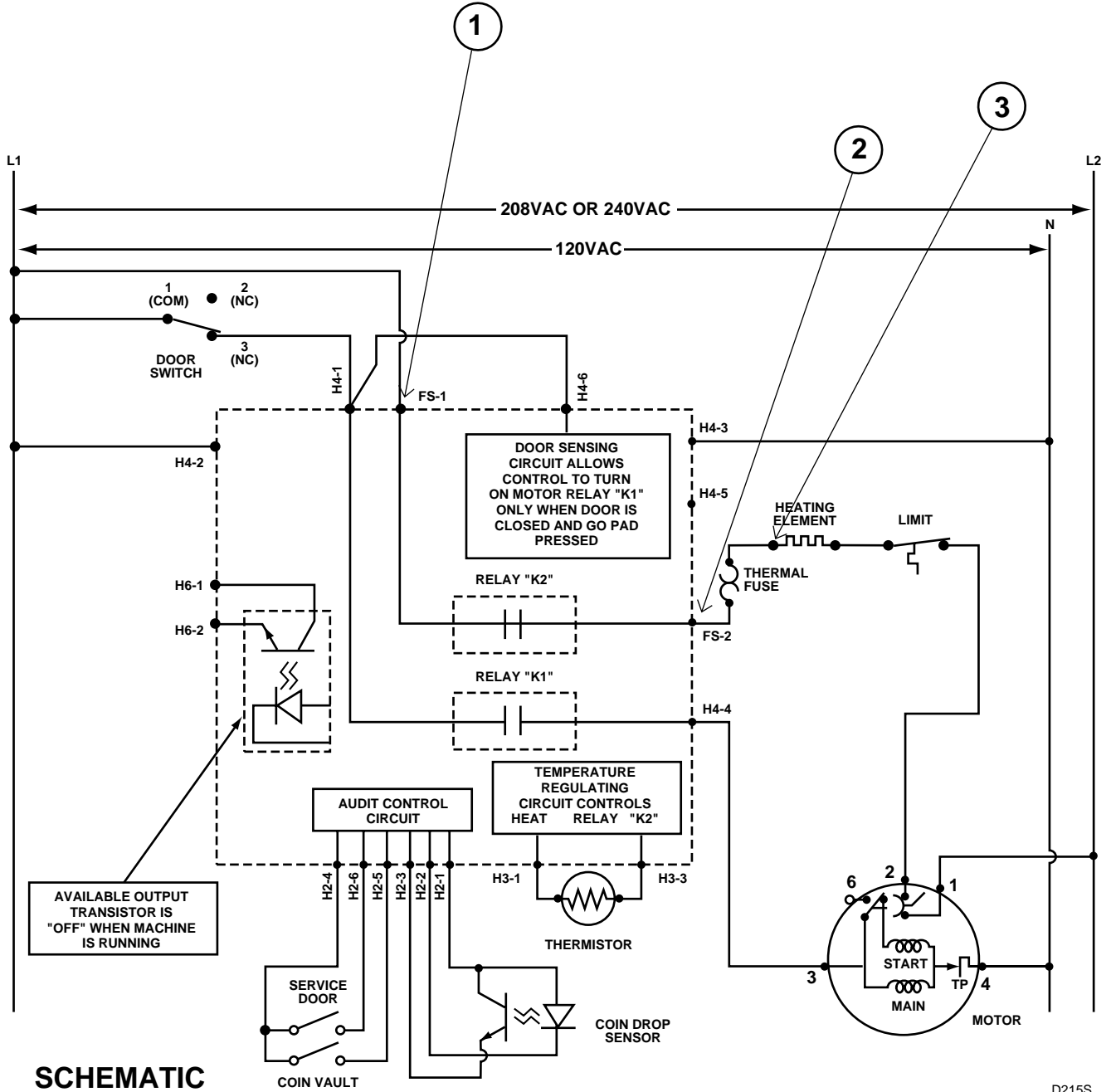


D213S

NO HEAT ANALYSIS



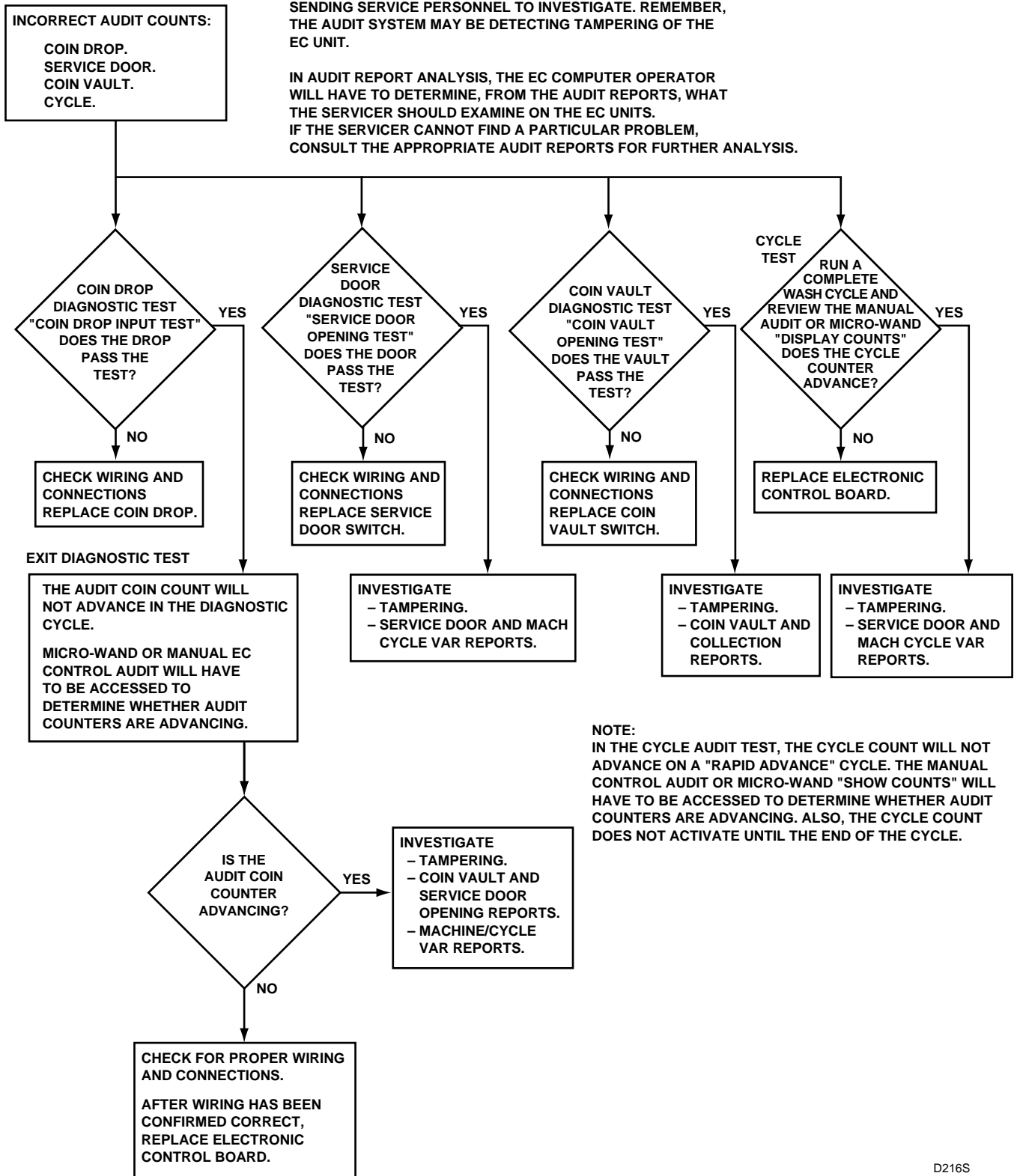
D214S



AUDIT SWITCH FUNCTION ANALYSIS

NOTE:  
USUALLY REVIEW TWO CONSECUTIVE AUDIT REPORTS BEFORE  
SENDING SERVICE PERSONNEL TO INVESTIGATE. REMEMBER,  
THE AUDIT SYSTEM MAY BE DETECTING TAMPERING OF THE  
EC UNIT.

IN AUDIT REPORT ANALYSIS, THE EC COMPUTER OPERATOR  
WILL HAVE TO DETERMINE, FROM THE AUDIT REPORTS, WHAT  
THE SERVICER SHOULD EXAMINE ON THE EC UNITS.  
IF THE SERVICER CANNOT FIND A PARTICULAR PROBLEM,  
CONSULT THE APPROPRIATE AUDIT REPORTS FOR FURTHER ANALYSIS.



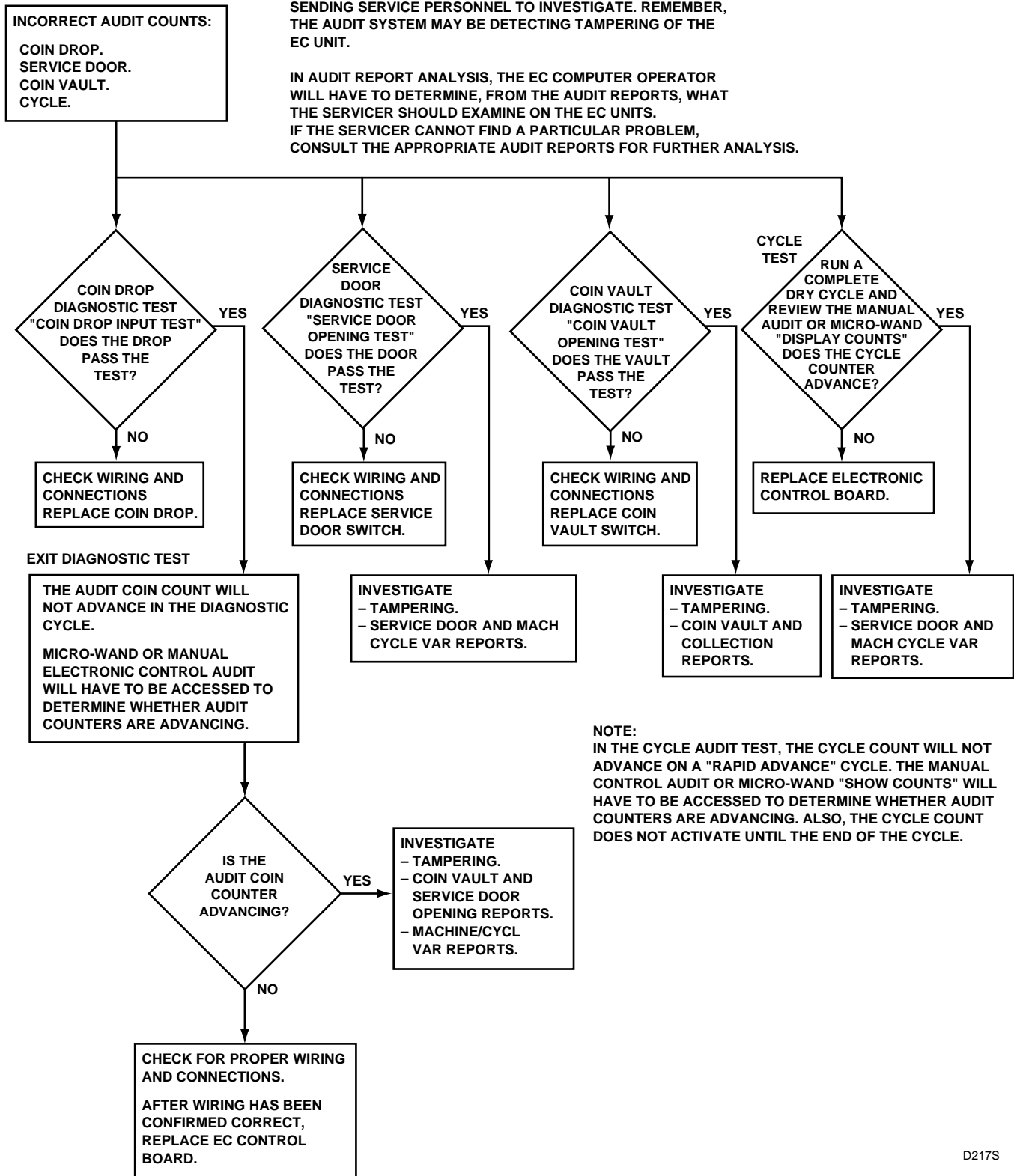
NOTE:  
IN THE CYCLE AUDIT TEST, THE CYCLE COUNT WILL NOT  
ADVANCE ON A "RAPID ADVANCE" CYCLE. THE MANUAL  
CONTROL AUDIT OR MICRO-WAND "SHOW COUNTS" WILL  
HAVE TO BE ACCESSED TO DETERMINE WHETHER AUDIT  
COUNTERS ARE ADVANCING. ALSO, THE CYCLE COUNT  
DOES NOT ACTIVATE UNTIL THE END OF THE CYCLE.

D216S

**AUDIT SWITCH FUNCTION ANALYSIS**

**NOTE:**  
USUALLY REVIEW TWO CONSECUTIVE AUDIT REPORTS BEFORE SENDING SERVICE PERSONNEL TO INVESTIGATE. REMEMBER, THE AUDIT SYSTEM MAY BE DETECTING TAMPERING OF THE EC UNIT.

IN AUDIT REPORT ANALYSIS, THE EC COMPUTER OPERATOR WILL HAVE TO DETERMINE, FROM THE AUDIT REPORTS, WHAT THE SERVICER SHOULD EXAMINE ON THE EC UNITS. IF THE SERVICER CANNOT FIND A PARTICULAR PROBLEM, CONSULT THE APPROPRIATE AUDIT REPORTS FOR FURTHER ANALYSIS.



**NOTE:**  
IN THE CYCLE AUDIT TEST, THE CYCLE COUNT WILL NOT ADVANCE ON A "RAPID ADVANCE" CYCLE. THE MANUAL CONTROL AUDIT OR MICRO-WAND "SHOW COUNTS" WILL HAVE TO BE ACCESSED TO DETERMINE WHETHER AUDIT COUNTERS ARE ADVANCING. ALSO, THE CYCLE COUNT DOES NOT ACTIVATE UNTIL THE END OF THE CYCLE.

D217S