



DEXTER
LAUNDRY

Dexter A-Series Washer

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 showing a dollar amount.
	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 1.5 amp (T-1200. uses 2.5amp) breaker or fuse for continuity. If no continuity, replace breaker or fuse.
	Control Transformer	Check voltage output from control transformer for 120VAC. If voltage is incorrect, replace transformer.
	Coin Acceptor	Check coin switch to make sure coins trip switch and give continuity across switch when closed. If no continuity, adjust or replace switch.
	Check PCB board	Check all wire connections for sure contacts.
	Check wiring between PCB	Check data cable phone type connectors unplug and VFD and replug with power removed.
	Check Relay PCB	Check all wire connections for sure contact.
Machine will not accept and count coins	Check Door Solenoid	Check that 120 v power is at solenoid after start button is pushed.
	Coin Acceptor	Check coin acceptor switch for any type of blockage or damage. Clean, adjust or replace the acceptor.
	Power Supply	Check these areas: Circuit breakers, Voltage, Power leads, Power connection
	Door Closed Safety Switch	Check door closed switch at door hinge for proper operation.
	Door Handle Closed Switch	Check single door closed switch at left side of door handle to close when handle is vertical.
Control Breaker or fuse	Check 1.5 amp (T-1200 uses 2.5 amp) breaker or fuse for continuity. If no continuity, replace breaker.	

Dexter A-Series Washer Common Troubleshooting Solutions (continued)

Symptom	Probable Cause	Suggested Remedy
Door does not lock	<p>Check display for fault code</p> <p>Door locking solenoid</p> <p>Door Switch</p>	<p>Does F1 show on the front of display. If yes follow tests described in fault code section.</p> <p>Check to insure that solenoid is receiving 120VAC from main relay PCB. If it is, replace solenoid.</p> <p>Check for continuity through door latch switch when door closed. If no continuity, adjust or replace door switch.</p>
Door will not open	<p>Thermoactuator</p> <p>Door Rod</p> <p>Door Lock Solenoid</p>	<p>Check to see if thermoactuator(s) and/or its mechanism is stuck or binding and not allowing the door lock solenoid to open. Check to be sure that the locking thermoactuator is not receiving 120VAC during the last 1 1/2 minutes of the cycle. Also check to see that the unlocking thermoactuator is receiving 120VAC during the last minute of the cycle. If the thermoactuators do not receive voltage at the correct times, change the timer. If the timing and voltage are correct, replace the thermoactuator.</p> <p>Check to see that door rod from solenoid to lock ass'y is long enough to allow lock ass'y to disengage. If not, adjust rod.</p> <p>Check that door lock solenoid is not stuck closed. If stuck, replace solenoid.</p>
No hot water in detergent dispenser	<p>Water Valve Coil</p> <p>Water Inlet</p> <p>Water</p>	<p>Check coil continuity at terminals and replace if no continuity. 120 V power only on for 20 second in wash bath.</p> <p>Check water inlet screens for blockage and clean Screens if necessary.</p> <p>Check to insure that water is turned on and operating.</p>

Dexter A-Series Washer Common Troubleshooting Solutions (continued)

Symptom	Probable Cause	Suggested Remedy
Hot water does not enter tub in wash	<p>Water Valve Coil</p> <p>Water Inlet if necessary.</p> <p>Water operating.</p> <p>Blk or Wht wire at controller</p> <p>Pressure Switch</p>	<p>Check coil continuity at terminals and replace if no continuity. Check for 120 V power from main relay PCB</p> <p>Check water inlet screens for blockage and clean screens</p> <p>Check to insure that water is turned on and</p> <p>Check black or white wires at Molex plug on PCB at main controller and at relay PCB.</p> <p>Check pressure switch continuity between terminals . If no continuity, check pressure switch hose for obstruction. If hose okay, change pressure switch.</p>
No cold water to tub in wash	<p>Water Valve Coil</p> <p>Water Inlet Screens</p> <p>Water</p> <p>Blk or Wht wire at controller and main relay PCB</p> <p>Pressure Switch</p>	<p>Check coil continuity at terminals and replace if no continuity.</p> <p>Check water inlet screens for blockage and clean if necessary.</p> <p>Check to insure that water is turned on and operating.</p> <p>Check black or white wires at Molex plug on PCB at main controller and at relay PCB.</p> <p>Check pressure switch continuity between terminal contacts. If no continuity, check pressure switch hose for obstruction. If hose okay, change pressure switch.</p>
Water comes in but level does not rise	<p>Drain Valve (open)</p> <p>Blk or whit wire at controller and main relay PCB</p>	<p>Check these areas</p> <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 (brn/yel) circuit for power. <p>Check black and white wires at molex plug on main PCB controller and at main relay PCB</p>

Dexter A-Series Washer Common Troubleshooting Solutions (continued)

Symptom	Probable Cause	Suggested Remedy
Water does not flush softener compartment.	<p>Water Valve Coil</p> <p>Water Inlet Screens</p> <p>Water operating.</p> <p>Pressure Switch</p>	<p>Check coil continuity at terminals and replace if no continuity.</p> <p>Check water inlet screens for blockage and clean if necessary.</p> <p>Check to insure that water is turned on and</p> <p>Check pressure switch continuity between terminals. If no continuity, check pressure switch hose for obstruction. If hose okay, change pressure switch.</p>
Water level too high	Pressure Switch	Check for blockage in pressure switch hose. Check for pressure switch opening circuit across terminals . Replace switch if contacts do not open.
Water drains slowly	Drain System of inadequate size.	Check hoses and drain valve for blockage. Clean if necessary. Check building drains for blockage
Machine does not turn	VFD	Check VFD by removing inspection panel and record any numbers or letters displayed. If no display turn power off to machine at breaker for 2 minutes and turn poiwer back on to reset. If still no display replace VFD
Machine tumbles in one direction	<p>VFD</p> <p>VFD</p>	<p>Remove inspection cover at rear and record in only numbers or letters displayed. See fault code section for more info.</p> <p>Inspect yellow enable wires from main relay PCB and at VFD</p>

Dexter A-Series Washer Common Troubleshooting Solutions (continued)

Symptom	Probable Cause	Suggested Remedy
Excessive vibration	Mounting System Drive Belt Loading	Check these areas: <ul style="list-style-type: none"> • Strength of mounting structure, concrete or base. • Mounting bolts may be loose and need tightening. <p>Worn drive belt can cause vibration and noise.</p> <p>NOTE: SMALL LOADS CONTRIBUTE TO OUT OF BALANCE LOADING AND INCREASE VIBRATION.</p>
Machine does not spin	Pressure Switch	Check pressure switch for continuity across terminals #21 & #22 indicating pressure switch has reset to the empty position. If no continuity, change pressure switch.
Machine starts and does not operate	VFD	Check yellow enable wires from relay PCB P13 & motor P14 to VFD advances through cycle are connected. Check fault code on VFD before removing power from the drive. Check orange P-15 wire for signal from door switches.
Machine does not stop	Main PCB Braking Resistors	Main PCB controls time cycle at end of cycle Check braking resistors for continuity. Verify ohms resistance by Molex.
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 Dexter A Series Parts and Service Manual for door gasket expander kit.