

Service Support System



This document provide two levels of support; customer advice provides information that meant to be shared with the customer explaining possible operation issues that may be creating problems. Service assistance provides solutions for the technician servicing the product in the home. Also included are applicable primary and secondary parts recommendations. The primary part listed is expected to be the solution in 80% of the repairs with that symptom. The idea of the document is to provide the technicians with repair advice that can be used to improve the first time fix ratio as well as reduce “shotgun” troubleshooting.

Model	HWD1600		Modified Date		7/26/2012	
Symptom	Customer recommendations	Service Scenario	Primary Part Description	Primary Part #	Secondary Part Description	Secondary Part #
No Fill	<ol style="list-style-type: none"> 1. Check the hoses for kinks etc. 2. Check the water supply and lint traps 3. Check the door is closed 	<ol style="list-style-type: none"> 1. Check the connectors at the Control PCB and at the water valve 2. Check the continuity of the solenoid ~ 10 ohms 3. Force the solenoid open with a substitute AC supply 	water Valve	WD-7800-96	P.C.B. - CONTROL /DISPLAY	WD-5210-12
No Spin	<ol style="list-style-type: none"> 1. Check the door switch 2. Verify the shipping bolts have been removed 3. Check the unit for level 4. Verify the unit is not overloaded (unload the washer and recheck) 5. Check for excessive suds 	<ol style="list-style-type: none"> 1. Verify the drain pump is emptying the tub 2. Look for excessive suds buildup 3. Verify the suspension components are operational 4. Verify the hoses and connections to the pressure switch(es) 	Drain Pump	WD-5470-22	Pressure Sensor	WD-7100-65
Dead	Verify the AC power socket and plug connections	<ol style="list-style-type: none"> 1. Inspect the connections to the AC voltage and electrical connections to the Control PCB 	P.C.B. - CONTROL/ DISPLAY	WD-5210-12	N/A	N/A

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Leaks	<ol style="list-style-type: none"> 1. Inspect the water inlet connections for loose or cross threads 2. Verify the dispenser drawer is seated properly 3. Verify the filter and filter door is closed completely 4. Verify the door boot is clean without debris 5. Verify drain hose is inserted into the drain properly 	<ol style="list-style-type: none"> 1. Inspect the hoses , drain pump and the door boot for loose clamps or damaged hoses 	Visual Inspection Required	Visual Inspection Required	Visual Inspection Required	Visual Inspection Required
Poor wash performance	<ol style="list-style-type: none"> 1. Too much or the wrong soap might be the issue. 2. Verify the settings are correct for the load 3. Verify the unit is not being overloaded 4. Verify the laundry mix is proper 5. Verify the dispenser is clean 	<ol style="list-style-type: none"> 1. Verify unit is filling properly 2. Verify the unit is draining properly 3. Verify the dispenser is siphoning properly 	Pressure sensor	WD-7100-65	N/A	N/A
Smells / odor	<ol style="list-style-type: none"> 1. Inspect the door boot for signs of dirt or mold (wipe with bleach every two weeks) 2. Verify the drain hose is not inserted too far into the drain 3. Too much or the wrong soap might be the issue. 4. Inspect and clean the drain filter 	<ol style="list-style-type: none"> 1. Inspect the door boot for mildew 2. Inspect the hoses for foreign matter 3. Check for a slipping or worn drive belt 4. Verify the suspension components are installed properly 	Door Gasket	WD-3100-100	N/A	N/A

<p>Dispenser Issues</p>	<ol style="list-style-type: none"> 1. Verify the drawer is fully closed 2. Verify there is no foreign matter blocking the dispenser outlet 3. Check for hardened soap/softener blocking the dispenser drain If necessary pour a small amount of water into the cup to dilute the soap/ dispenser 4. Make sure the washer is level not tilted forward 	<ol style="list-style-type: none"> 1. Inspect the hoses and clamps connecting the dispenser to the tub 2. Verify the operation of the water valves 	<p>Water Valve</p>	<p>WD-7800-96</p>	<p>N/A</p>	<p>N/A</p>
<p>Vibration</p>	<ol style="list-style-type: none"> 1. Verify the unit is level and the leveling legs are locked 2. Verify the load is balanced and not excessive 3. Verify the floor is not flexing with the washer 4. Verify the shipping bolts have been removed 	<ol style="list-style-type: none"> 1. Verify the suspension components are operational and installed properly 	<p>Shock Absorber</p>	<p>WD-6450-14</p>	<p>Leveling Leg</p>	<p>WD-2900-15</p>
<p>No Drain</p>	<ol style="list-style-type: none"> 1. Verify the drain hose is not inserted too far into the drain 2. Verify the drain pump filter is clear 3. Verify the drain hose is not kinked 	<ol style="list-style-type: none"> 1. Check the electrical connections from the Control PCB to pump 2. Verify the pump is spinning 3. Verify the impeller is in good condition and not restricted 	<p>Drain Pump</p>	<p>WD-5470-22</p>	<p>N/A</p>	<p>N/A</p>

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Noise	<ol style="list-style-type: none"> 1. Verify the unit is level and the leveling legs are locked 2. Verify the load is balanced and not excessive 3. Verify the floor is not flexing with the washer 4. Verify the shipping bolts have been removed 5. Check the drain filter for debris 6. Check the fill and drain hoses for Kinks 7. Verify the door and Dispenser is closed fully 	<ol style="list-style-type: none"> 1. Verify the suspension components are operational and installed properly 2. Verify the belt is not slipping 3. Verify the drum is not binding 4. Verify the drain pump is not binding 	Shock Absorber	WD-6450-14	Leveling Leg	WD-2900-15
Door will not Lock or unlock	<ol style="list-style-type: none"> 1. Make sure that there has been 3 minutes of cool down 2. Verify the door latch pin is intact 	<ol style="list-style-type: none"> 1. Verify the door is aligned properly 2. Verify the latch assembly is intact 3. Verify the electrical connections from the Sequencer PCB to the latch assembly 	Door Latch Assembly	WD-4390-12	P.C.B. - CONTROL /DISPLAY	WD-5210-12
Keeps Filling	<ol style="list-style-type: none"> 1. Verify the incoming water pressure is at least 12 PSI 2. Verify the drain hose is not inserted too far into the drain 	<ol style="list-style-type: none"> 1. Inspect the hoses from the drum to the pressure 2. Verify the electrical connections at the pressure switch and at the Control PCB 3. Verify the water valve is not being held open by debris 	Water Pressure sensor	WD-7100-65	Water Valve	WD-7800-96
Poor Drying performance	Verify that only 6.6 Lbs. of clothes or less are being dried at one time	Defeat the door switch and select dry mode verify hot air is entering behind the door boot. If the motor is spinning but no air is moving open the dryer plenum assembly and remove any lint or similar obstructions.	Dryer Motor	WD-4550-88	N/A	N/A

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UnB error code	<ol style="list-style-type: none"> 1. Open the door and rebalance the load, 2. Verify that the tub is not being overloaded 	<ol style="list-style-type: none"> 1. Verify the suspension components are operational and installed properly 2. Verify the belt is not slipping 3. Verify the drum is not binding 	Shock Absorber	WD-6450-14	Leveling Leg	WD-2900-15
Error Code Err1	<ol style="list-style-type: none"> 1. Verify the door is closed properly 	<ol style="list-style-type: none"> 1. Verify the door latch data is being fed back to the Control PCB 	Door Latch Assembly	WD-4390-12	N/A	N/A
Error Code Err2	<ol style="list-style-type: none"> 1. Verify the drain hose is not inserted too far into the drain 2. Verify the drain pump filter is clear 3. Verify the drain hose is not kinked 	<ol style="list-style-type: none"> 1. Access test mode and verify the drain pump drive signal is working. 2. Inspect the drain pump for restrictions 	Drain Pump Assembly	WD-5470-22	N/A	N/A
Error Code Err5	<ol style="list-style-type: none"> 1. Check the hoses for kinks etc. 2. Check the water supply, check the water line screens for debris 	Check the electrical connections to the water valves	water Valve	WD-7800-96	N/A	N/A
Error Code Err7	<ol style="list-style-type: none"> 1. Verify the load is balanced and not excessive. 2. Verify the correct cycle is selected 	Check the electrical connections at the drive motor, motor control PCB and Control PCB	Motor Control PCB	WD-5210-11	N/A	N/A
Error Code Err8	<ol style="list-style-type: none"> 1. Check the hoses for kinks etc. 2. Check the water supply and water line screens for debris 	<ol style="list-style-type: none"> 1. Inspect the pressure tube from the tub to the pressure sensor looking for kinks or leaks. 2. Inspect the electrical connections from pressure sensor to the Control PCB 	Pressure sensor	WD-7100-65	N/A	N/A
Error Code Err9	Verify that only 6.6 Lbs. of clothes or less are being dried at one time	Check the electrical connections at the dryer heater and the dryer motor including the fuse and thermal cutout	Dryer Motor	WD-4550-88	N/A	N/A

Error Code Err 11	<ol style="list-style-type: none"> 1. Check the hoses for kinks etc., 2. Check the water supply, and water line screens for debris 	<ol style="list-style-type: none"> 1. Inspect the pressure tube from the tub to the pressure sensor looking for kinks or leaks. 2. Inspect the electrical connections from pressure sensor to the Control PCB 	Pressure sensor	WD-7100-65	N/A	N/A
Error Code Err 12	<ol style="list-style-type: none"> 1. Verify the drain hose is not inserted too far into the drain 2. Verify the drain pump filter is clear 3. Verify the drain hose is not kinked 	<ol style="list-style-type: none"> 1. Inspect the wiring from Control PCB to the drain pump. 2. Inspect the drain pump for restrictions 	Drain Pump Assembly	WD-5470-22	N/A	N/A
Error Code E13	<ol style="list-style-type: none"> 1. Check the hoses for kinks etc., 2. Check the water supply and water line screens for debris 	<ol style="list-style-type: none"> 1. Inspect the pressure tube from the tub to the pressure sensor looking for kinks or leaks. 2. Inspect the electrical connections from pressure sensor to the Control PCB 	Pressure sensor	WD-7100-65	N/A	N/A
Error Code E22	N/A	Check the electrical connections at the Control PCB	P.C.B. - CONTROL/ DISPLAY	WD-5210-12	N/A	N/A
Error Code Err 31	<ol style="list-style-type: none"> 1. Verify the load is balanced and not excessive 2. Verify the correct cycle is selected 	Verify the connections and operation of the Main Drum Motor	Shock Absorber	WD-6450-14	Drum Motor	WD-4550-87
Error Code EC 3	<ol style="list-style-type: none"> 1. Verify the load is balanced and not excessive 2. Verify the correct cycle is selected 	Check the electrical connections from the Control PCB , Motor Control PCB and to the drive motor	Shock Absorber	WD-6450-14	Drum Motor	WD-4550-87
Error Code EC 4	Verify that only 6.6 Lbs. of clothes or less are being dried at one time	<ol style="list-style-type: none"> 1. Verify the continuity of the dryer heater, dryer fuse and thermal cutout. 2. Open the dryer housing and verify there is NOT a lint buildup. 	Dryer Motor	WD-4550-88	Dryer Thermistor	WD-7350-08

Error Code EC5	Verify that only 6.6 Lbs. of clothes or less are being dried at one time	Verify the connections and operation of the dryer temp thermistor	Dryer Thermistor	WD-7350-08	N/A	N/A
Error Code U02	Verify the door is closed properly	Verify the connections and operation of the door latch	Door Latch Assembly	WD-4390-12	N/A	N/A
Error Code U03	1. Verify the load is balanced and not excessive 2. Verify the correct cycle is selected	Check the drum for an unbalance condition	Shock Absorber	WD-6450-14	Drum Motor	WD-4550-87
Error Code U04	Verify the door is closed properly	Verify the connections and operation of the door latch	Door Latch Assembly	WD-4390-12	N/A	N/A

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