

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		HLP23E	Modified Date		7/24/2012	
Symptom	Customer recommendations	Service Scenario	Primary Part #	Primary Part Description	Secondary Part #	Secondary Part Description
No Fill	<ol style="list-style-type: none"> 1. Check the hoses for kinks etc., 2. Check the water supply, 3. Check the lint traps in the hoses 4. Verify the door is closed 	<ol style="list-style-type: none"> 1. Check the connectors at the Main 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 	WD-7800-23	Water Inlet Valve	WD-6290-03	Sequencer PCB
No Spin	<ol style="list-style-type: none"> 1. Check the door switch 2. Check the unit for level 3. Verify the unit is not overloaded (unload the washer and recheck) 4. Check for excessive suds 	<ol style="list-style-type: none"> 1. Verify the drain pump is emptying the tub 2. Check the agitator for proper fit 3. Look for excessive suds buildup 4. Verify the suspension components are operational 5. Verify the hoses and connections to the pressure switch(es) 	WD-5470-09	Drain Pump	WD-6250-02	water Level sensor

Dead	Verify the AC power socket and plug connections	1. Inspect the connections to the AC voltage, and electrical connections to the Main PCB, Control PCB and Display PCB	WD-6290-03	Sequencer PCB	N/A	N/A
Leaks	1. Inspect the water inlet connections for loose or cross threads 2. Verify drain hose is inserted into the drain properly	1. Inspect the hoses , drain pump and the top door for loose clamps or damaged hoses	Visual inspection Required	Visual inspection Required	Visual inspection Required	Visual inspection Required
Poor wash performance	1. Too much or the wrong soap is being used 2. Verify the settings are correct for the load 3. Verify the unit is not being overloaded 4. Verify the laundry mix is proper	1. Verify unit is filling properly 2. Verify the unit is draining properly 3. Verify the Agitator is working	WD-5470-09	Drain Pump	N/A	N/A
Smells / odor	1. Inspect the drum and gaskets 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 is being used	1. Inspect the door 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	Visual inspection Required	Visual inspection Required	Visual inspection Required	Visual inspection Required
Vibration	1. Verify the unit is level and the leveling legs are locked 2. Verify the load is	1. Verify the suspension components are operational and installed properly	WD-5950-22 (Left) WD-5950-23 (Right)	Shock Absorber Rod	N/A	N/A

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	<p>balanced and not excessive</p> <p>3. Verify the floor is not flexing with the washer</p>					
No Drain	<p>1. Verify the drain hose is not inserted too far into the drain</p> <p>2. Verify the drain hose is not kinked</p>	<p>1. Check the electrical connections from the Main PCB to pump</p> <p>2. Verify the pump is spinning</p> <p>3. Verify the impeller is in good condition and not restricted</p>	WD-5470-09	Drain Pump	N/A	N/A
Noise	<p>1. Verify the unit is level and the leveling legs are locked</p> <p>2. Verify the load is balanced and not excessive</p> <p>3. Verify the floor is not flexing with the washer</p> <p>4. Check the fill and drain hoses for Kinks</p> <p>5. Verify the door is closed fully</p>	<p>1. Verify the suspension components are operational and installed properly</p> <p>2. Verify the belt is not slipping</p> <p>3. Verify the drum is not binding</p> <p>4. Verify the drain pump is not binding</p>	<p>WD-5950-22 (Left)</p> <p>WD-5950-23 (Right)</p>	Shock Absorber Rod	WD-4550-50	Wash Motor
Keeps Filling	<p>1. Verify the incoming water pressure is at least 12 PSI</p> <p>2. Verify the drain hose is not inserted too far into the drain</p>	<p>1. Inspect the hoses from the drum to the pressure</p> <p>2. Verify the electrical connections at the pressure switch and at the Main PCB</p> <p>3. Verify the water valve is not being held open by debris</p>	WD-6250-02	water Level sensor	WD-7800-23	Water Inlet Valve

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Not Agitating	<ol style="list-style-type: none"> 1. Verify the load is balanced and not excessive 2. Verify the correct cycle is selected 	<ol style="list-style-type: none"> 1. Verify the electrical connections to the transmission mechanism 2. Verify the belt is not slipping 3. Verify the agitator is not slipping from misalignment 	WD-5460-22	Pulsator	WD-5750-01	Clutch
Spin 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. Verify the door 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 	WD-5950-22 (Left) WD-5950-23 (Right)	Shock Absorber Rod	WD-4550-50	Wash Motor

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