

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		HLP140E	Modified Date		7/26/2012	
Symptom	Customer recommendations	Service Scenario	Primary Part #	Primary Part Description	Secondary Part #	Secondary Part Description
Dead Unit	Verify the unit is plugged into a working outlet	1. Verify the electrical connections from the Door switch to the Sequencer PCB. 2. Verify the electrical connections from the Main PCB to the Thermal fuse.	WD-5200-104	Control Board	N/A	N/A
No Spin	Verify the door is latched properly	1. Verify the electrical connections from the Door switch to the Main PCB. 2. Verify the electrical connections from the Main PCB to the Thermal fuse.	WD-6250-07	THERMOSTAT-TEMPERATURE CONTROL	WD-0350-38	Belt
No Heat	Verify the unit is plugged into a working outlet	1. Verify the electrical connections from the heating element to the Main PCB. 2. Verify the electrical connections from the Main PCB to the Thermal fuse.	WD-6250-07	THERMOSTAT-TEMPERATURE CONTROL	N/A	N/A

Long Dry Times	Verify the lint filter is clear Verify the dryer vent is not restricted	1. Inspect the blower housing and the vent assembly for lint build up or obstructions. Verify the continuity of the thermal limiter	WD-6250-07	THERMOSTAT-TEMPERATURE CONTROL	N/A	N/A
Noise	Verify that unit is level and the items being dried are not causing the noise	Inspect the front of the drum around the door, specifically the felt around the front of the drum. Verify the belt is seated properly on the motor, idler and the drum assembly.	WD-5100-25	PAD - WOOL REAR	WD-0350-38	Belt
Units Stops during the cycle	Verify that unit is level and the items being dried are not causing the noise	Verify the electrical connections from the door switch to the Main PCB. Verify the electrical connections from the Main PCB to the Thermal fuse.	WD-6250-07	THERMOSTAT-TEMPERATURE CONTROL	WD-2300-08	Door Switch
Display Lights Up but the unit never starts	Verify the door is latched properly	Verify the electrical connections from the Door switch to the Main PCB	WD-6250-07	THERMOSTAT-TEMPERATURE CONTROL	N/A	N/A
Display Lights Up but the unit never starts just beeps	Verify the door is latched properly	Verify the electrical connections from the Door switch to the Main PCB	WD-2300-08	Door Switch	WD-5200-104	Control Board

Smell	Verify the lint filter is clear Verify the dryer vent is not restricted. Verify the items being dried do not contain solvents or similar chemicals	Inspect the front of the drum around the door, specifically the felt around the front of the drum. Verify the belt is seated properly on the motor, idler and the drum assembly. Inspect the blower housing and the vent assembly for lint build up or obstructions	WD-0350-38	Belt	N/A	N/A
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