

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		RDG350AW	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	Verify the electrical connections from the Door switch to the Sequencer PCB. Verify the electrical connections from the Main PCB to the Thermal fuse.	WD-6290-12	Sequencer Board	WD-7350-03	THERMOSTAT-OVERHEAT CONTROL
No Spin	Verify the door is latched properly	Verify the electrical connections from the Door switch to the Main PCB. Verify the electrical connections from the Main PCB to the Thermostat.	WD-7350-03	THERMOSTAT-OVERHEAT CONTROL	WD-0350-44	Belt
No Heat	Verify the unit is plugged into a working outlet	verify the electrical connections from the Sequencer PCB to the Igniter	WD-7350-03	THERMOSTAT-OVERHEAT CONTROL	N/A	N/A

Service Support System



Long Dry Times	Verify the lint filter is clear Verify the dryer vent is not restricted	Inspect the blower housing and the vent assembly for lint build up or obstructions. Verify the continuity of the thermal limiter	WD-7350-04	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-5800-40	Friction Ring	WD-0350-44	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-6290-12	Sequencer Board	WD-7100-27	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-6290-12	Sequencer Board	WD-7100-27	Door Switch
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-7100-27	Door Switch	WD-6290-12	Sequencer Board

Service Support System



Smell	<p>Verify the lint filter is clear</p> <p>Verify the dryer vent is not restricted.</p> <p>Verify the items being dried do not contain solvents or similar chemicals</p>	<p>Inspect the front of the drum around the door, specifically the felt around the front of the drum.</p> <p>Verify the belt is seated properly on the motor, idler and the drum assembly.</p> <p>Inspect the blower housing and the vent assembly for lint build up or obstructions</p>	WD-0350-44	Belt	N/A	N/A
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