



# STACK WASHER DRYER TROUBLESHOOTING

**ATEE9A BLACK (ELECTRIC – ATEE9AGP435AW01)**

**ATGE9A BLACK (GAS – ATGE9AGP303AW01)**



Need More info?  
Call 1300 927 437

 **1300Washer**  
**Speed Queen®**

[speedqueen.com.au](http://speedqueen.com.au)

# Troubleshooting

Try these troubleshooting tips before making a service call. They may save you time and money.

Dryer Symptom	Possible Cause/Solution
Dryer won't start	<ul style="list-style-type: none"> <li>• Make sure the power cord is plugged all the way into the electrical outlet.</li> <li>• Make sure loading door is closed.</li> <li>• Press Start/Pause button to start dryer.</li> <li>• Make sure the laundry room fuse(s) isn't blown or loose, or circuit breakers aren't open.</li> <li>• Check if motor overload protector has cycled. Wait 10 minutes and try again.</li> </ul>
Dryer won't heat	<ul style="list-style-type: none"> <li>• Electric dryers only – Some homes may have two fuses or circuit breakers for an electric dryer; both fuses or circuit breakers should be checked. Make sure the laundry room fuse(s) isn't blown or loose, or that the circuit breakers aren't open.</li> <li>• Make sure control is not in Cooling part of cycle, Extended LED is lit, or that the Temp selection is not set to No Heat.</li> <li>• Gas dryer only – Make sure equipment and main gas line valve is turned on.</li> <li>• Check exhaust duct to outside to see if it is kinked, blocked or needs cleaning.</li> <li>• Check weather hood to make sure flapper moves freely, has not been pushed in or has not been blocked.</li> <li>• Gas dryer only – Is the limit thermostat open? Reset the thermostat and restart the dryer.</li> </ul>
Dryer doesn't dry clothes satisfactorily	<ul style="list-style-type: none"> <li>• Check exhaust duct to outside to see if it is kinked, blocked or needs cleaning.</li> <li>• Check weather hood to make sure flapper moves freely, has not been pushed in or has not been blocked.</li> <li>• Auto-Sensing cycle – Adjust Dryness selection.</li> <li>• Manual cycle - Allow more or less time.</li> <li>• Clean the lint filter.</li> <li>• Make sure the load isn't too small. Small loads may not tumble properly or dry evenly.</li> <li>• Check load being dried. Heavy items dried with lightweight items will not dry as quickly as the rest of the load.</li> <li>• Refer to Sort section for proper sorting information.</li> </ul>
Dryer is noisy	<ul style="list-style-type: none"> <li>• Check dryer for foreign objects (nails, coins, bobby pins, metal, plastic toys, etc.). Remove items from dryer.</li> <li>• Make sure dryer is level. Uneven leveling can cause vibration.</li> <li>• Normal operating sounds include the heat source going on and off and the humming of air moving through the dryer and exhaust system.</li> </ul>

Dryer Symptom	Possible Cause/Solution
Clothes are too wrinkled	<ul style="list-style-type: none"> <li>Check heat setting. Overdrying can cause wrinkling.</li> <li>Check load size. Large loads may not tumble properly and may cause wrinkling.</li> </ul>
Clothes have odor	<ul style="list-style-type: none"> <li>Check room for odors before drying clothes. Any odor (fried foods, paint, varnish, cleaners, burning wood, etc.) will transfer to clothing as the dryer draws air from the room.</li> <li>Ventilate room before drying clothes.</li> </ul>
Cycle advances too slowly	<ul style="list-style-type: none"> <li>When in an Auto-Sensing cycle, the time it takes depends on the type and size of the load being dried. When clothing has more moisture, the cycle takes longer than when the clothes are more dry.</li> </ul>
Er, no on digital display	<ul style="list-style-type: none"> <li>The dryer's motor overload protector has cycled.</li> <li>The control can be cleared by pressing the Start/Pause button and the dryer can be restarted by pressing the Start/Pause button again.</li> <li>If this code is displayed again, remove the dryer from use and call a service person.</li> </ul>

## Contact Information

If service is required, contact the nearest Factory Authorized Service Center. **In Australia Call 1300 Washer (1300 927 437).**

If you are unable to locate an authorized service center or are unsatisfied with the service performed on your unit, contact:

**Alliance Laundry Systems**  
**Shepard Street**

P.O. Box 990

Ripon, Wisconsin 54971-0990

[www.alliancelaundry.com](http://www.alliancelaundry.com)

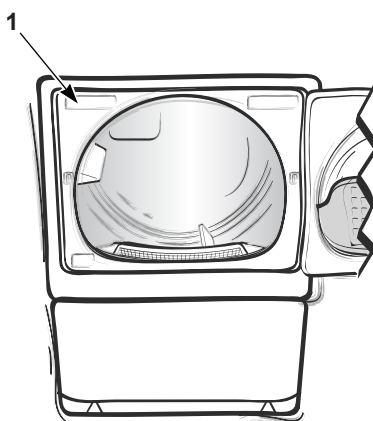
Phone: (920)748-3121, Ripon, Wisconsin

+32 56 41 20 54 Wevelgem, Belgium

Date Purchased \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_




DRY2030N\_SVG

### 1. Serial Plate

When contacting us about your washer, PLEASE GIVE THE MODEL AND SERIAL NUMBERS. The model and serial numbers are located on the serial plate. The serial plate will be in the location shown. Please include a copy of your bill of sale and any service receipts you have.

If replacement parts are required, contact the source from where you purchased your washer or or call +1 (920) 748-3950 or +32 56 41 20 54 for the name and address of the nearest authorized parts distributor.

	<h1>WARNING</h1>
<p>To reduce the risk of serious injury or death, <b>DO NOT</b> repair or replace any part of the unit or attempt any servicing unless specifically recommended in the user-maintenance instructions or in published user-repair instructions that you understand and have the skills to carry out.</p> <p>W329</p>	

# Troubleshooting

Try these troubleshooting tips before making a service call. They may save you time and money.

Washer Symptom	Possible/Cause Solution
Won't Fill	<ul style="list-style-type: none"> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Make sure hot and cold water faucets are turned on.</li> <li>• Make sure that the fill hoses are not kinked or twisted.</li> <li>• Press Start/Pause button to start washer.</li> <li>• Make sure that the controls are properly set.</li> <li>• Make sure that the loading door is closed tightly.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Clean the screens in the water mixing valve and the filter screens located at the faucet end of the fill hoses. (Owner is responsible for service calls regarding cleaning of the screens.)</li> </ul>
Won't Start	<ul style="list-style-type: none"> <li>• Make sure that the loading door is closed tightly.</li> <li>• Press Start/Pause button to start washer.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Make sure that the controls are properly set.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Make sure door latch is properly adjusted relative to door lock.</li> </ul>
Won't Spin/Tumble	<ul style="list-style-type: none"> <li>• Make sure that the loading door is closed tightly.</li> <li>• Press Start/Pause button to start washer.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Make sure that the controls are properly set.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Broken drive belt. Call the service person.</li> <li>• Foreign object trap in pump may be clogged. Clean the trap. Refer to Maintenance section.</li> </ul>
Stops/Pauses During Cycle	<ul style="list-style-type: none"> <li>• Pauses are part of the washer's normal operation.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Wash load may be unbalanced. Washer will stop and then re-start spin automatically. If the washer is severely unbalanced, press the Start/Pause button and redistribute the load.</li> </ul>
Won't Drain	<ul style="list-style-type: none"> <li>• Make sure drain hose is not kinked or twisted.</li> <li>• Make sure drain hose is not clogged.</li> <li>• Make sure drain receptacle is not clogged.</li> <li>• Refer to the Installation instructions to make sure that the drain hose has been properly installed.</li> <li>• Foreign object trap in pump may be clogged. Clean the trap. Refer to Maintenance section.</li> </ul>

Washer Symptom	Possible/Cause Solution
Water Leaks	<ul style="list-style-type: none"> <li>• Check that fill hoses are properly installed on the faucets and the washer's water mixing valve.</li> <li>• Check the condition of the fill hoses. Replace fill hoses every five years.</li> <li>• Check the condition of the rubber door gasket for tears or holes.</li> <li>• Make sure drain receptacle is not clogged.</li> <li>• Check laundry room plumbing.</li> <li>• Laundry load may be oversudsing. Make sure you are using low-sudsing, high efficiency (HE) detergent.</li> <li>• Laundry load may be overloaded. Make sure you are using proper load sizes.</li> <li>• Make sure outside perimeter of the door glass where seal contacts glass is clean.</li> </ul>
Too Many Soap Suds	<ul style="list-style-type: none"> <li>• Laundry load may be oversudsing. Make sure you are using low-sudsing, high efficiency (HE) detergent.</li> <li>• Make sure you are using the amount of detergent recommended on the detergent's label. If using non-HE detergent, use only 1/2 of the detergent manufacturer's recommended amount.</li> <li>• Laundry load may be overloaded. Make sure you are using proper load sizes.</li> </ul>
Vibrates/Moves Slightly	<ul style="list-style-type: none"> <li>• Make sure washer is level. Uneven leveling can cause vibration.</li> <li>• Make sure washer is installed on a solid, sturdy and level floor. The washer should not be installed on carpeting, soft tile or other weakly supported structures.</li> <li>• Make sure rubber feet are installed on all four leveling legs. Refer to Position and Level the washer.</li> <li>• Try placing the washer near a corner of the room or near an external structural support wall.</li> </ul>
Is Noisy	<ul style="list-style-type: none"> <li>• Make sure washer is level. Uneven leveling can cause vibration.</li> <li>• Some sounds may be a part of normal operation for a frontload washer, such as clicking noise when door locks and clicking noise from balance ring during agitate part of cycle.</li> </ul>
Load is Too Wet	<ul style="list-style-type: none"> <li>• Wash load may be unbalanced. The washer may have limited the spin speed to prevent damage to the machine. Redistribute the load and run a Spin cycle.</li> <li>• Load is too small. Add items to make full load.</li> </ul>
Wrong Water Temperature	<ul style="list-style-type: none"> <li>• Make sure that the controls are properly set.</li> <li>• Check fill hoses. Make sure hot faucet hose is connected to hot mixing valve (indicated with "H" on the valve bracket) and cold faucet is connected to cold mixing valve (indicated with "C" on the valve bracket).</li> <li>• Make sure laundry room water heater is adjusted properly.</li> </ul>

Washer Symptom	Possible/Cause Solution
Control not responding to keypad selections	<ul style="list-style-type: none"> <li>Make sure Control Lock feature is off. If on, Control Lock light will be lit.</li> <li>Press and hold Signal Keypad for three seconds to turn off.</li> </ul>
Er, do on digital display	<ul style="list-style-type: none"> <li>The control senses that the door is open during a running cycle.</li> <li>Unplug the machine to clear this code.</li> </ul>
Er, dL on digital display	<ul style="list-style-type: none"> <li>The control senses that the door has unlocked during a running cycle.</li> <li>Unplug the machine to clear this code.</li> </ul>
Er, dr on digital display	<ul style="list-style-type: none"> <li>This code indicates that water is still in the washer at the end of the cycle.</li> <li>Check the drain hose and drain receptacle to make sure they are installed properly and not blocked.</li> <li>Foreign object trap in pump may be clogged. Clean the trap. Refer to Maintenance section.</li> <li>Unplug the machine for 15 seconds to clear this code.</li> </ul>
Er, FL on digital display	<ul style="list-style-type: none"> <li>This code will appear if the washer has not reached the fill level after 30 minutes during a wash or rinse fill.</li> <li>Make sure hot and cold water faucets are turned on.</li> <li>Make sure that the fill hoses are not kinked or twisted.</li> <li>Clean the screens in the water mixing valve and the filter screens located at the faucet end of the fill hoses.</li> <li>Unplug the machine for 15 seconds to clear this code.</li> </ul>
Er, nF on digital display	<ul style="list-style-type: none"> <li>The washer has not filled to the proper water level.</li> <li>No or very little change in water level has been sensed within 5 minutes of the current fill.</li> <li>Make sure hot and cold water faucets are turned on.</li> <li>Make sure that the fill hoses are not kinked or twisted.</li> <li>Clean the screens in the water mixing valve and the filter screens located at the faucet end of the fill hoses.</li> <li>Unplug the machine for 15 seconds to clear this code.</li> </ul>
Er, OF on digital display	<ul style="list-style-type: none"> <li>This code indicates the washer has filled to the overflow level.</li> <li>The machine will begin to attempt to pump water out if the door is closed and locked.</li> <li>Foreign object trap in pump may be clogged. Clean the trap. Refer to Maintenance section.</li> <li>If the code does not clear, unplug the machine and call for service.</li> </ul>
Er, PS on digital display	<ul style="list-style-type: none"> <li>The control has detected trouble sensing the water fill level.</li> <li>Unplug the machine and call for service.</li> </ul>
Er, dU on digital display	<ul style="list-style-type: none"> <li>The control senses that the door will not unlock.</li> <li>Unplug the machine for three minutes to unlock the door.</li> <li>If the code appears again, call for service.</li> </ul>

Washer Symptom	Possible/Cause Solution
Er, dl on digital display	<ul style="list-style-type: none"> <li>This code indicates that the door has not locked.</li> <li>Make sure the door is closed all the way and try to start the cycle.</li> <li>Open the door or unplug the machine to clear the code.</li> <li>If this code continues, call for service.</li> </ul>
Er, ub on digital display	<ul style="list-style-type: none"> <li>This code indicates that the wash load was unbalanced.</li> <li>The unbalanced load may have limited the spin speed.</li> <li>Be sure to use proper load sizes.</li> <li>Open the door or press the Power/Cancel keypad to clear this code.</li> </ul>
PF on digital display	<ul style="list-style-type: none"> <li>This code will be displayed if the control was in Delay Start Mode when a power failure occurred.</li> <li>The delayed start will be canceled.</li> <li>Press the Power/Cancel Pad to clear the code.</li> </ul>
Er, SL on digital display	<ul style="list-style-type: none"> <li>This code will be displayed after a cycle for one minute, or until the Power/Cancel keypad is pressed, and indicates an oversudsing condition.</li> <li>Laundry load may be oversudsing. Make sure you are using low sudsing, high efficiency (HE) detergent. If using non-HE detergent, use only 1/2 of the detergent manufacturer's recommended amount.</li> <li>Laundry load may be overloaded. Make sure you are using proper load sizes.</li> </ul>
Sr, cycle time remaining on digital display	<ul style="list-style-type: none"> <li>The control has detected an oversudsing condition and is running a special routine to remove the excess suds.</li> </ul>

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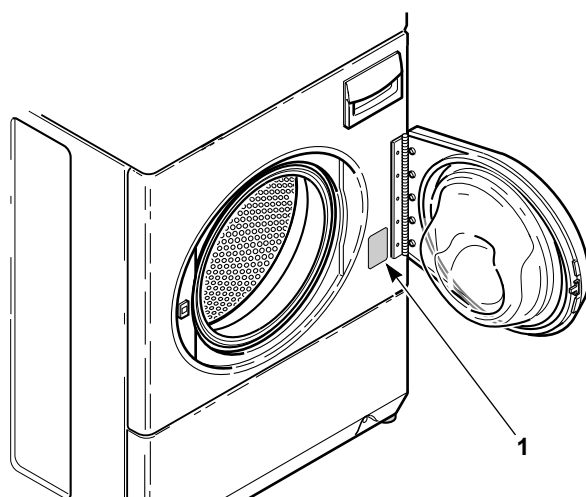
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**Shepard Street**  
**P.O. Box 990**  
**Ripon, Wisconsin 54971-0990**  
**www.alliancelaudry.com**  
**Phone: (920)748-3121, Ripon, Wisconsin**  
**+32 56 41 20 54 Wevelgem, Belgium**

Date Purchased \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_



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Troubleshooting

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