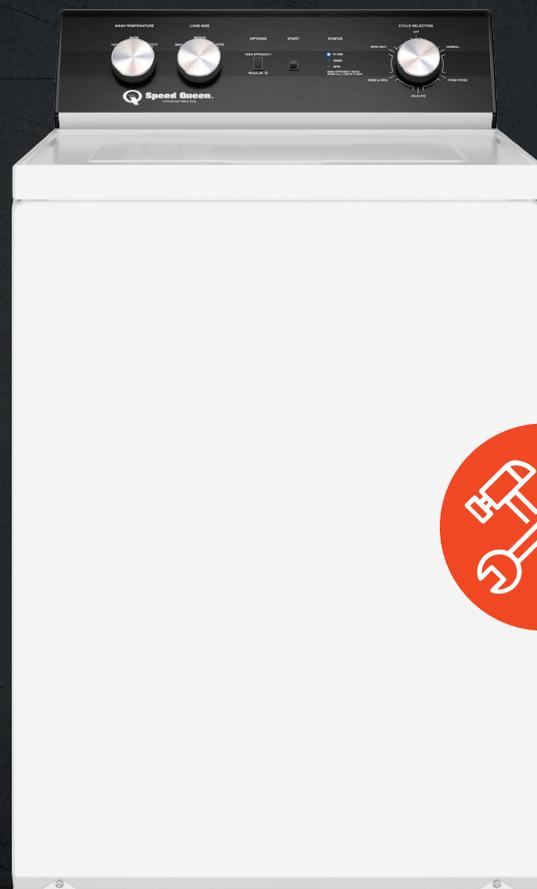




# TOP LOAD WASHER TROUBLESHOOTING

**AWNA62 BLACK (AWNA62SN305AW01)**



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.

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 taps are turned on.</li> <li>• Make sure that the fill hoses are not kinked or twisted.</li> <li>• Press and hold the start button for two seconds to start washer.</li> <li>• If the OPTIONS switch has been set to HIGH EFFICIENCY, the rinse portion of the cycle won't fill the tub with water. Instead there is a spray rinse.</li> <li>• Make sure that the controls are properly set.</li> <li>• Make sure that the last spin has been completed.</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 tap end of the fill hoses. (Owner is responsible for service calls regarding cleaning of the screens.)</li> <li>• Water is being siphoned from the washer during the cycle. Refer to the Installation instructions to make sure that the drain hose has been properly installed.</li> </ul>
Won't Start	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</li> <li>• Press and hold the start button for two seconds 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>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> </ul>
Won't Agitate	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</li> <li>• Press and hold the start button for two seconds to start washer.</li> <li>• Pauses are part of the washer's normal operation. The wash portion of the cycle will alternate between a period of agitation and a period of pausing.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> <li>• Broken drive belt. Call the service person.</li> </ul>

*Table continues...*

Troubleshooting

Washer Symptom	Possible Cause/Solution
Won't Spin	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</li> <li>• Press and hold the start button for two seconds to start washer.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> <li>• Broken drive belt. Call the service person.</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>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</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> </ul>
Water Leaks	<ul style="list-style-type: none"> <li>• Check that fill hoses are properly installed on the taps and the washer's water mixing valve.</li> <li>• Check the condition of the fill hoses. Replace fill hoses every five years.</li> <li>• Make sure drain receptacle is not clogged.</li> <li>• Check laundry room plumbing.</li> <li>• Check house water pressure. In cases of extremely low water pressure, leaking may occur.</li> <li>• Laundry load may be oversudsing or overloaded. Use less detergent (or low-sudsing detergent) and proper load sizes.</li> </ul>
Is Noisy	<ul style="list-style-type: none"> <li>• Wash load may be unbalanced. Open lid and redistribute the load.</li> <li>• Make sure washer is level. Uneven leveling can cause vibration.</li> <li>• A newly installed washer may make a knocking sound if the machine has been in storage. The belt may have settled. Run washer through 4-5 cycles to loosen belt. Washer operation will not be affected.</li> </ul>
Load Is Too Wet	<ul style="list-style-type: none"> <li>• Wash load may be unbalanced. Open lid and redistribute the load.</li> <li>• Load is too small. Add items to make full load.</li> </ul>

*Table continues...*

Washer Symptom	Possible Cause/Solution
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 tap hose is connected to hot mixing valve (indicated with "H" on the valve bracket) and cold tap 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>

# Display Error Codes

Error Table

	<b>Error</b>	<b>LED Display Toggle (1 second on, 1 second off)</b>	<b>Cycle / Machine Action</b>	<b>Number of Blinks</b>
Output Board Errors	Output Board ID Error	In Use, Spin	Terminate cycle Power down machine to clear.	2
	Output Board K1 Relay Shorted Error	In Use, Spin	Terminate cycle Power down machine to clear.	4
	Output Board Not Ready Error	In Use, Rinse, Spin	Terminate cycle Power down machine to clear.	2
	Output Board IO Error	In Use, Rinse, Spin	Terminate cycle Power down machine to clear.	Continuous
	Communications Error	In Use, Rinse, Spin	Terminate cycle Power down machine to clear.	Continuous
Water Errors	Drain Error	In Use	Terminate cycle Power down machine to clear.	3
	Fill Error	In Use	Terminate cycle Power down machine to clear.	2
	No Water Flow Error	In Use	Terminate cycle Power down machine to clear.	4
	Overflow Error	In Use, Rinse	Terminate cycle Power down machine to clear.	2
	Pressure Sensor Error	In Use	Terminate cycle Power down machine to clear.	1
	Water Drain Error	In Use	Clears after 1 minute.	7
	Water Leak Error	In Use	Clears after 1 minute.	6

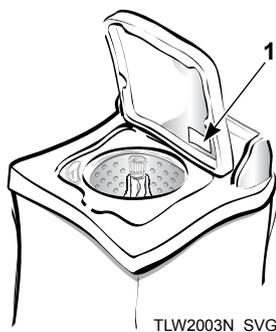
## Contact Information

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**  
**Phone: +1 (920)748-3121**

Date Purchased	
Model Number	
Serial Number	



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 unit or call +1 (920) 748-3950 for the name and address of the nearest authorized parts distributor.

	<b>WARNING</b>
<p><b>To reduce the risk of serious injury or death, DO NOT 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.</b></p>	
W329	