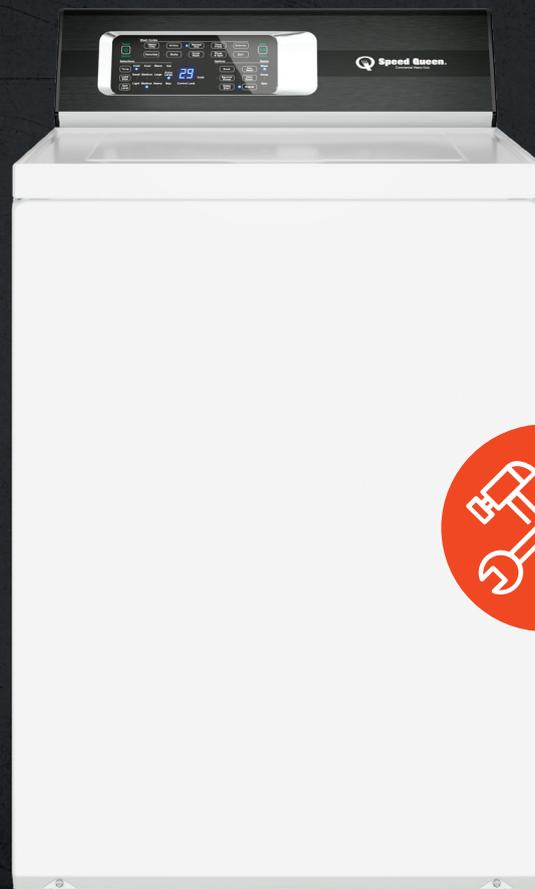




# TOP LOAD WASHER TROUBLESHOOTING

**AWNE92 BLACK (AWNE92SN305AW01)**



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 lid is closed.</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>• In the Normal Eco cycle, during the rinse portion of the cycle, the tub won't fill with water. Instead, there is a spray rinse.</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 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>• The motor overload protector may have stopped the cycle. It will reset itself and the display will show <b>EP, SE</b>. Press the Start/Pause button to resume cycle.</li> <li>• You will not be able to press the Start/ Pause button to start a cycle until five seconds after turning on the washer. A status light will flash during this warm-up period.</li> </ul>
Won't Agitate	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</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>• Check the laundry room fuse or circuit breaker.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself and the display will show <b>EP, SE</b>. Press the Start/Pause button to resume cycle.</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 Start/Pause button 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 and the display will show <b>LP, SE</b>. Press the Start/Pause button to resume cycle.</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. The washer will stop (pause) shortly before the wash and rinse spins.</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 and the display will show <b>LP, SE</b>. Press the Start/Pause button to resume cycle.</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> <li>• The Normal Eco cycle uses a colder water temperature.</li> </ul>
<b>LP</b> on digital display	<ul style="list-style-type: none"> <li>• If the motor overload protector has stopped the cycle, the control will display <b>LP</b>. It will reset itself and the display will show <b>LP, SL</b>. Press the Start/Pause button to resume cycle.</li> <li>• This condition could be due to an overloaded washtub. Be sure to review proper load sizes in the Loading The Washer Section.</li> </ul>
<b>Er, FL</b> 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 taps 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 tap end of the fill hoses.</li> <li>• Unplug the machine for 15 seconds to clear this code.</li> </ul>
<b>DF, SL</b> on digital display	<ul style="list-style-type: none"> <li>• This code indicates the washtub has filled to the overflow level.</li> <li>• After pressing Start/Pause button the machine will begin to spin to attempt to pump water out.</li> <li>• If Start/Pause button is not pressed within five minutes, <b>Er, DF</b> will be displayed and the machine will need to be unplugged for 15 seconds to clear the code.</li> </ul>
<b>Er, dr</b> 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>• Unplug the machine for 15 seconds to clear this code.</li> </ul>
<b>Er, PS</b> 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>
Other <b>Er</b> Codes	<ul style="list-style-type: none"> <li>• If the control displays any other <b>Er</b> codes, unplug the machine for 15 seconds. Plug the machine back in. If code still appears, call for service.</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 \_\_\_\_\_



### 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 call +1 (920) 748-3950 or +32 56 41 20 54 for the name and address of the nearest authorized parts distributor.

	<b>WARNING</b>
<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>	
W329	