

Service Savers

TROUBLESHOOTING

To help you troubleshoot the dryer, we list below the most common reasons for service calls and some answers to the problems. Before you call service, please review the following items:

DRYER WON'T START

1. Is the door completely closed?
2. Are the controls set to the "ON" or "I" position?
3. Did you push the "start" control?
4. Has a fuse blown or a circuit breaker tripped?
5. Are the fuses tight?
6. Check for low voltage.

DRYER WON'T HEAT

1. Is the dryer set for "cooling time" rather than "drying time"?
2. Are the gas valve in the dryer and the valve on the main gas line turned on?
3. Check for low or intermittent gas pressure.

CLOTHES ARE NOT SATISFACTORILY DRY

1. Timed cycle—Did you allow enough heating time before the cool-down part of the cycle?
2. Is the lint screen blocked?
3. Is the exhaust duct to the outside clean and not blocked? (A blocked exhaust will cause slow drying and other problems.)

GAS DRYER IGNITION

The dryer has a safety device which automatically shuts off the gas if the burner fails to light in a short time. If this happens, turn the dryer off. Check and see if the manual gas valve is open. Wait 5 minutes for the safety device to reset. Then reset the dryer controls. If the dryer still fails to heat, call for service. All panels, covers and doors must be in place and closed before starting the dryer.

VERY IMPORTANT

When calling the factory for service, always refer to the model number and serial number.

Troubleshooting Chart

TROUBLE	CAUSE	REMEDY
Motor will not start.	No power.	Check fuses on Circuit Breakers. Make sure Main Control Switch is ON.
	Incorrect power.	Check power source; voltage, phase and frequency must be the same as specified on Electrical Rating Plate.
	Time off.	Turn timer clockwise to desired time setting.
	Loose wiring connections.	Check wire connections in electrical box on rear of dryer.
	Defective starting relay.	Check coils and contacts.
Motor tripping on thermal overload.	Low voltage.	Check voltage at motor terminals. Voltage must be within + 10% of voltage shown on Motor Rating Plate. If not, Check with local power company for recommended corrective measures.
	Inadequate wiring.	Check with local power company to insure that wiring is adequately sized for load.
	Loose connections.	Check all electrical connections and tighten any loose connections.
	Inadequate air.	Check Installation Sheet in Service section for recommended make-up air openings.
	Poor housekeeping.	Clean lint accumulation on and around motors.
Basket motor will not run.	Loading door OPEN.	Close door.
	Door Switch out of adjustment.	Adjust switch by removing cover and bend Actuator Lever to clear Switch Button 3/8" (10mm) with cover in place.
	Defective Door Switch.	Replace switch.
	Defective Basket Motor Contractor.	Replace contactor.
Motor runs, but basket will not revolve.	V-Belt broken.	Replace V-Belt.
	V-Belt loose.	Adjust belt tension.
	Motor Pulley loose.	Tighten set screw.
	Basket overloaded.	Remove load.
Dryer noisy or vibrating.	Not leveled.	Check manual for proper leveling procedures.
	Fan out of balance.	Accidental damage to the fan blade can change the dynamic balance. Damaged fans should be replaced.
	Basket rubbing.	Adjust basket clearance.
	V-Belt sheaves.	Tighten set screws. Make sure sheaves are in proper alignment.
	Belt.	Adjust belt tension.
	Foreign objects.	Occasionally screws, nails, etc., will hang in the basket perforations and drag against the sweep sheets surrounding the basket. Such foreign objects should be removed immediately.

Troubleshooting Chart

TROUBLE	CAUSE	REMEDY
Dryer runs, but no heat.	Incorrect voltage.	Check for correct control voltage - 24V.
	No voltage.	Check power supply, check secondary voltage on transformer and check wiring and wiring diagram.
	Lint Door OPEN.	CLOSE Lint Door.
	Defective Gas Valve.	Replace Valve Assembly.
	Gas turned OFF.	Turn Manual Gas Valve ON.
	Line fuse or heater circuit fuse blown to unit.	Replace fuse.
	Defective Door Switch.	Replace Door Switch.
	Spark Igniter not igniting gas.	Check ground.
	Air Switch not operating.	Clean out lint compartment daily. Check Back Draft Damper for foreign objects, lint accumulation or other causes that may prevent damper from operating. Check duct work for lint build-up. Check installation sheet to insure that duct work and make-up air openings are adequately sized. Check exhaust outlet. If a screen has been improperly installed on the outlet, it may be clogged with lint or frozen over in winter. Never install a screen on the exhaust outlet. Vacuum within dryer drops to .09 inches or water column, or less, for normal operation of dryer, vacuum reading can be made with a Vacuum U-Gauge by removing a sheet metal screw in the front panel of dryer, and inserting the rubber tube of the vacuum gauge into screw opening.
	Air Switch out of adjustment.	See Air Switch Adjustment Sheet in Service Manual.
	Air Switch defective.	Replace Air Switch.
	Gas pressure too low.	Check manifold pressure and adjust to pressure specified on Rating Plate. If this pressure cannot be obtained, have gas supplier check main pressure.
	Improper orifice.	Dryer is orificed for type of gas specified on Rating Plate. Check with gas supplier to determine specifications for gas being used. If different from Rating Plate, Contact factory and obtain proper orifices.
	Electric power to heating unit turned OFF.	Turn power ON.
	Defective relay.	Replace relay.
	Defective thermostat.	Replace thermostat.
Defective Safety Overload Thermostat.	Replace thermostat.	
Lint compartment door OPEN.	CLOSE door.	

Troubleshooting Chart

TROUBLE	CAUSE	REMEDY
Main Burners burning improperly.	Dirt in burner.	Blow out.
	High gas pressure.	Adjust gas pressure per Rating Plate.
	Orifice too large.	Send to factory for correct orifices.
	Restricted or blocked exhaust.	Clean exhaust.
Main Burner cycles ON and OFF.	Defective Ground.	Check Ground.
Low or high gas flame.	Incorrect Main Burner orifices.	Replace orifices. Check factory for correct size.
Dryer too hot.	Incorrect Main Burner orifice.	Replace orifices. Check factory for correct size.
	Inadequate make-up air.	Make-up air must be 4 to 6 times the exhaust area of the dryer.
	Lint accumulated.	Remove lint.
	Exhaust duct dampers.	Must be full OPEN or replace.
	High gas pressure.	Adjust gas pressure as specified on Rating Plate.
	Partially restricted or inadequately sized exhaust system.	Check Service section for recommended sizes. Remove obstructions or lint build up from duct work. NEVER use smaller size exhaust duct. ALWAYS use larger size.
	Defective thermostat.	Replace thermostat.
Dryer does not stop at end of time period (6).	Defective timer.	Replace timer.
Dryer runs no steam to coils.	Valve CLOSED.	Check all valves in steam supply and return. Make sure they are OPEN.
	Steam Trap blocked.	Remove and clean. Replace if defective.
	Solenoid Valve.	On dryers using solenoid temperature control, thermostat controls operation of Solenoid Valve by advancing thermostat.
	Thermostat.	On dryers using solenoid temperature control, thermostat controls operation of Solenoid Valve. If defective, replace thermostat.
	Check Valve installed incorrectly.	Check for inlet and outlet marking on Check Valve and invert if necessary.
	Strainer clogged.	Remove plug and blow down Strainer or remove and clean thoroughly if heavily clogged.
Water in Steam Line.	Steam Piping installed incorrectly.	Check piping per Steam Installation Instructions.
	Trap not functioning.	Check trap for size and capacity. If dirty and sluggish, clean thoroughly or replace. Check return line for high back pressure, or another trap charging against the trap functioning improperly.