

RAMCO WASHER/EXTRACTOR GENERAL TROUBLESHOOTING

Before troubleshooting:

1. Shut off power to the machine.
2. Confirm all operation steps are correct and all connected pipes and wiring is in good condition.
3. Check all joints of wires and pipes are correctly connected and tightened. Loose wires or pipes will affect operation.
4. Check the dielectric characters of components to make sure that the electrical insulating character is good.

PROBLEM	POSSIBLE REASON	TROUBLESHOOTING
Failure to start with NO display on touch screen	<ul style="list-style-type: none"> • No power to the machine 	<ul style="list-style-type: none"> • Check main fuse or breaker in electrical panel and disconnect on the wall • Check the fuses on the terminal strip • Check the incoming power wires to see if broken or loose • Check the voltage at the transformer • Make sure the disconnect is on at the front of the machine
Failure to start WITH display on touch screen	<ul style="list-style-type: none"> • Green button has not been pushed in • Vibration switch has not reset • Door switch is damaged or the switch is not tripped 	<ul style="list-style-type: none"> • Push green button on front panel • Make sure probe isn't sticking, if so adjust • Make sure door is closed and locked • Make sure inverter is on • Make sure contactor is on
Distribution is bad	Water level is too low	Add water to middle or high level
	Belt is slipped	Adjust tension or replace
	Water drainage valve has not opened or opened too early	Check water drainage valve for debris
	Garments float because distributing time is too long	Reset drain delay opening time while distributing
	Distributing speed is improper	Adjust drain time
	Load is not distributed properly	Check drain speed in parameters
	Too light of a load	Add more weight
Serious vibration during middle and high extracting	Load is not distributed properly	Make sure anchor bolts are tight
	Check the shock absorbers	Replace damaged springs or shocks
	Water has not fully drained off	Fasten joints that are loose or check drainage valve
	Machine is under loaded	Load machine to proper weight
	Not enough water when balanced	Add more water to the balanced load
Drainage speed is too long	Drainage pipe is blocked	Clean the drain and drain pipe
	Check drain valve for proper operation	Make sure the air is on and the drain air cylinder is getting air
	Drain time not long enough	Replace aging drain cylinder
	Drain is programmed in formula	Add more time to drain

PROBLEM	POSSIBLE REASON	TROUBLESHOOTING
Water level is incorrect	Pipe line of transducer is leaking	Replace clear tubing to transducer
	Something is wrong with the transducer	Replace transducer
	Pipe at bottom of shell is blocked	Clean pipe and remove debris
Noise comes from front bearing	The bearing is lacking grease	Inject grease regularly
	Water has entered bearing and caused rust	Replace sealing part and bearing
	Bolts have come loose	Tighten all bolts
Supply water is slow	<ul style="list-style-type: none"> The strainer needs cleaning Pressure is too low Water inlet valve is not working Drainage valve is not fully closed 	<ul style="list-style-type: none"> Clean strainer filter Water pressure should be at 55 psi Repair or replace water valve Clean the drain valve and check drain gasket Check air cylinder Make sure water inlet valve is open
Door will not open	Air pressure is too low at door air cylinder	Check the air pressure or for a broken air line
	Solenoid valve is not working	Replace solenoid valve
	Water has not fully drained	Completely drain off remaining water and check for proper operation of drain
	Temperature is too high inside	Adjust temperature limit or change last rinse to cold water
Inverter overload	Overloading during running	Check inverter contactor for proper operation
	Loose brake belt	Repair by authorized service personnel
	Motor failure	Replace motor
	Inverter failure	Check inverter for error codes
	Motor over heating	Clean the fan on back of motor
	Inverter over heating	Clean the fan on bottom of the inverter
Over-vibration	Bad distribution	Machine is under loaded
	Mixture of clothes of different weights and materials	Separate and wash clothes of similar weights and materials
	Over-vibration switch	Switch is not lined up properly
Air pressure is too low	<ul style="list-style-type: none"> Air compressor No air pressure to the machine 	<ul style="list-style-type: none"> Increase size of air line to the machine Drain water from tank on the air compressor Air compressor is too small Make sure manual shut-off valve is off