

ocasa

# WASHER & DRYER

**TROUBLESHOOTING GUIDE**

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**ALWAYS OBTAIN MAKE/MODEL/  
SERIAL NUMBER (INSIDE WASHER  
DOOR ON RIM)**

## WASHER TROUBLESHOOTING

### 1. WASHER WON'T START

- **Check the Power:** Ensure the washer is plugged in and the power is turned on. If it's a front-loading washer, make sure the door is fully closed.
- **Check the Circuit Breaker:** The breaker for the washer might have tripped, so check your electrical panel.
- **Door Latch or Lock Issue:** Many washers won't start if the door isn't securely closed or if the door lock is malfunctioning.

### 2. WASHER NOT SPINNING OR AGITATING

- **Check the Load Balance:** If the load is unbalanced, the washer may not spin. Try redistributing the laundry evenly inside the drum.
- **Clogged or Jammed Pump:** There may be an obstruction in the drain pump, or the pump might be malfunctioning.
- **Faulty Lid Switch or Motor:** The lid switch could be broken, or the motor may have failed.

### 3. WASHER NOT DRAINING OR EMPTYING

- **Check the Drain Hose:** Make sure the hose is not kinked or clogged.
- **Clogged Pump Filter:** A clogged filter or pump could prevent proper draining.
- **Check the Drain Pump:** If the pump is defective, it might need to be replaced.

### 4. LEAKING WATER

- **Door Seal:** For front-load washers, the door seal can crack, leading to leaks.
- **Hoses and Connections:** Check the water inlet hoses for cracks or leaks.
- **Overuse of Detergent:** Too much detergent can create excess suds, which might lead to leaks. Use the recommended amount.

### 5. WASHER MAKING STRANGE NOISES

- **Check for Foreign Objects:** Look for loose items like coins, screws, or other debris inside the drum or pump.
- **Worn Bearings or Parts:** Bearings or parts in the motor or drum may be worn and need replacement.

# DRYER TROUBLESHOOTING

## 1. DRYER WON'T START

- **Check Power Supply:** Make sure the dryer is plugged in and the circuit breaker is not tripped.
- **Door Switch:** The dryer might not start if the door switch is faulty, as it prevents the dryer from running if the door is open.
- **Thermal Fuse:** A blown thermal fuse can stop the dryer from starting. It's typically a safety feature to prevent overheating.

## DRYER NOT HEATING

- **Check the Power Supply:** Ensure that both the dryer's electrical outlet and the circuit breaker are functioning properly.
- **Check the Heating Element:** A burned-out heating element will prevent the dryer from heating. This part may need to be replaced.
- **Check the Thermal Fuse:** If the fuse is blown, the dryer won't heat. A fuse replacement might be necessary.
- **Check the Thermostat or Sensor:** If the thermostat or moisture sensor is faulty, the dryer may not heat properly.

### 3. DRYER TAKES TOO LONG TO DRY CLOTHES

- **Check the Lint Trap and Vents:** A clogged lint trap or venting system can cause the dryer to overheat and take longer to dry clothes.
- **Check for Blockages:** Make sure the vent hose is clear of blockages and the exhaust vent is not obstructed.
- **Load Size:** Overloading the dryer can reduce efficiency. Try drying smaller loads.

### 5. DRYER SHUTS OFF TOO SOON

- **Check the Ventilation System:** Overheating due to poor ventilation may cause the dryer to shut off prematurely. Clean the vent system.
- **Thermal Fuse:** A blown thermal fuse can cause the dryer to shut off unexpectedly.

### 4. DRYER MAKING NOISE

- **Check the Drum for Objects:** Foreign objects, such as coins or buttons, can cause noise when tumbling.
- **Worn Drum Rollers or Bearings:** If the dryer is making a loud, thumping sound, worn-out drum rollers or bearings might need to be replaced.
- **Loose Baffles or Belts:** Check if the baffles or belt inside the dryer drum are loose or broken.

If you're unable to fix the issue yourself, it might be best to contact a professional repair technician.

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**LOG MAINTENANCE REQUEST**