



TUTORIS

Dryer Troubleshooting Guide



The Dufresne Group

NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while your dryer is operating. They are normal.

Humming: It is normal for the dryer to hum due to the high velocity of air moving through the dryer drum and exhaust system.

BEFORE CALLING FOR SERVICE

Your dryer is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your dryer does not function properly or does not function at all, check the following before you call service.

Problem	Possible Causes	Possible Solutions
OPERATIONS		
Doesn't run/start	<ul style="list-style-type: none"> • Door is not shut • Not plugged in • Blown fuse; tripped circuit breaker • Insufficient power supply • Regular fuse (wrong type) • Start button not firmly pressed • No cycle selected 	<ul style="list-style-type: none"> • Be sure the door is latched shut. • Be sure the power cord is plugged into a live electrical outlet. • Replace fuse; reset circuit breaker. Do not increase fuse capacity. • Electric dryers require 240 volt power supply. • Use a time-delay fuse. • Make sure to firmly press the start button. • If a cycle is not selected, it will not start. The dryer will not start in the Wrinkle Guard® position. Move the dial past OFF. <p>Note: Press the Cycle Selector dial again if the door is opened during the cycle.</p>

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
Doesn't heat (runs but does not heat)	<ul style="list-style-type: none"> • Blown fuse; tripped circuit breaker • On Air Fluff • No gas supply • Plugged lint filter and exhaust duct • On cool-down • Dryer does not have enough air supply to support the burner flame (gas models) • LP gas supply tank is empty or there has been a utility interruption of natural gas (gas models). 	<ul style="list-style-type: none"> • Replace fuse; reset circuit breaker. Do not increase fuse capacity. There are 2 house fuses in the dryer circuit. If 1 of the 2 fuses is blown, the drum may turn but the heater will not operate. • Select a heat setting, not Air Fluff. • On a gas dryer, check that the gas supply is on. • Clean the lint filter and exhaust duct. • Dryer may have moved into the cool-down portion of the cycle. This is normal. • See the Installation Instructions that came with your gas dryer • Refill or replace tank. Dryer should heat when utility service is restored.
Doesn't dry	<p>Check possible causes and solutions as mentioned above plus...</p> <ul style="list-style-type: none"> • Lint build-up in exhaust hood • Overloaded • Not draining properly • Load too small • Fabric sheets blocking the grille 	<ul style="list-style-type: none"> • Be sure the exhaust hood at the outside of the home can open and close freely. Check exhaust system for lint build-up. Ducting should be inspected and cleaned annually. Use 4" rigid metal exhaust duct. • Do not overload. Items should be able to tumble freely. • Check that the washer is draining properly to extract adequate water from the load. • Clothes load is too small to tumble properly. Add a few towels. • Use only one fabric softener sheet, and

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> • Exhaust vent not the correct length • Exhaust vent diameter not the correct size • Dryer located in a room with temperature below 45°F (7°C) • Dryer located in a closet without adequate opening 	<p>use it only once.</p> <ul style="list-style-type: none"> • Check that the exhaust vent is not too long or has too many turns. Long venting will increase drying times. Make sure vent is not crushed or kinked. See Installation Instructions. • Use 4" (102 mm) diameter vent material. • Proper operation of dryer cycles requires temperatures above 45°F (7°C). • Closet doors must have ventilation openings at the top and bottom of the door. The front of the dryer requires a minimum of 1" (25 mm) of airspace, and, for most installations, the rear of the dryer requires 5" (127 mm). See Installation Instructions.
Dries unevenly	<ul style="list-style-type: none"> • Pockets, seams and other similar heavy areas not dry 	<ul style="list-style-type: none"> • Seams, pockets and other similar heavy areas may not be completely dry when the rest of the load has reached the selected dryness level. This is normal. Select the Very Dry setting if desired. If one heavy item is dried with a lightweight load, such as one towel with sheets, it is possible that the heavy item will not be completely dry when the rest of the load has reached the selected dryness level. Sort heavy items from lightweight items for best drying results.
Dryer shuts off before load is dry	<ul style="list-style-type: none"> • Load is too small • Load is too large 	<ul style="list-style-type: none"> • Add more similar items or a few towels and restart the cycle. • Remove some of the load and restart the dryer.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
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<p>Drying cycle takes too long; clothes take too long to dry (outside of the dryer feels too hot or smells hot)</p>	<ul style="list-style-type: none"> • Lint screen is clogged with lint • Exhaust duct requirements have not been met • Electric dryer is connected to a 208 volt circuit • Outside exhaust hood or exhaust duct may be clogged restricted • High humidity • Dryer located in a room with temperature below 45°F (7°C) • Dryer located in closet • Air Dry cycle selected (Inglis) • Load too large and heavy • Not properly sorted • Dryer controls are not set properly • Overloaded or under loaded 	<ul style="list-style-type: none"> • Make sure all lint has been removed from the dryer lint screen before starting each cycle. • Exhaust duct must be at least 4 inches in diameter and made of rigid or flexible metal. When in place, the duct must have no more than two 90° bends and must not exceed length listed in Installation Instructions. • Drying time will be 20% longer than drying on a 240 volt circuit. • Clean out any obstruction. • Use a dehumidifier near the dryer. • Proper operation of dryer cycles requires temperatures above 45°F (7°C). • Closet doors must have ventilation openings at the top and bottom of the door. Sides and front of dryer require a minimum of 1" (2.5 cm) of airspace, and the rear of the dryer requires 5"(12.7cm). • Select the right cycle for the types of garments being dried. • Load may be too large and heavy to dry quickly. Separate the load to tumble freely. • Separate heavy items from lightweight items. Larger and heavier items take longer to dry. • Use appropriate control settings for the type of load you are drying. • Divide larger loads into smaller loads for drying. If you are drying a very small load, add a few extra items to ensure
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BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
		proper tumbling action.
Load is too hot	<ul style="list-style-type: none"> • Laundry items were removed from the dryer before the end of the cycle • A high temperature cycle was used or Temperature/Fabric control was set to high. 	<ul style="list-style-type: none"> • Allow Cool Down cycle to finish before removing laundry from dryer. All cycles are cooled slowly to reduce wrinkling and make it easier to handle. Items removed before Cool Down may feel very warm. • Select a lower temperature, and use an automatic drying cycle. These cycles sense the temperature or the moisture level in the load and shut off when the load reaches the selected dryness. This reduces over drying.
Cycle time is too short	<ul style="list-style-type: none"> • Automatic cycle ending early • Clothes are coming out of the Refresh cycle with damp or wet spots (Maytag) 	<ul style="list-style-type: none"> • The load may not be contacting the sensor strips. Level the dryer. Change the dryness level setting on Automatic Cycles. Increasing or decreasing the dryness level will change the amount of drying time in a cycle. • Under certain environmental or installation conditions you may experience under drying. Select the Auto Refresh cycle (22 min. default time), which can be customized by selecting High temperature. The cycle time will automatically be calculated based on the size of your load.
Drying time is not consistent	<ul style="list-style-type: none"> • Heat settings, load size, or dampness of clothing is not consistent 	<ul style="list-style-type: none"> • The drying time for a load will vary depending on the heat setting, the type of heat used (electric, natural, or LP gas), the size of the load, the type of fabrics, the wetness of the clothes, and the condition of the exhaust ducts and lint filter.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
Timer does not noticeably advance	<ul style="list-style-type: none"> • Dryer set to Timed or Air Dry (Inglis) • Dryer set to Automatic Drying (Inglis) 	<ul style="list-style-type: none"> • The timer moves slowly and continuously for the time setting. • The timer moves only when the clothing is mostly dry.
Scratching or chipping of the drum finish	<ul style="list-style-type: none"> • Foreign objects such as coins, pins, clips or buttons are inside the dryer. • Permanently attached items such as belt buckles, zippers and fasteners may be hitting the inside of the drum. 	<ul style="list-style-type: none"> • Always remove foreign objects from pockets before laundering. Remove objects from drum and restart dryer. • It may be necessary to baste a scrap of material securely around ornaments before drying to prevent scratching and damage to the dryer. <p>Note: Drum damage caused by foreign objects or permanently attached items is not covered by the warranty.</p>
Water drips from nozzle when Steam Cycle starts (LG steam dryer)	<ul style="list-style-type: none"> • This is normal 	<ul style="list-style-type: none"> • This is steam condensation. The dripping water will stop after a short time.
Steam doesn't generate but no error code is shown (LG steam dryer)	<ul style="list-style-type: none"> • Water level error 	<ul style="list-style-type: none"> • Unplug dryer and call your service center.
Garments still wrinkled after STEAM FRESH™ (LG steam dryer)	<ul style="list-style-type: none"> • Too many/different types of garments in dryer 	<ul style="list-style-type: none"> • Small loads of 1 to 5 items work best. Load fewer garments. Load similar-type garments.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<p>There are no creases left on garment after STEAM FRESH™ (LG steam dryer)</p>	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> The function of this cycle is to remove wrinkles from fabric. Use an iron to make creases.
<p>Garments have static after REDUCE STATIC (LG steam dryer)</p>	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> Depends on individual moisture level in skin.
<p>Garments are too damp or too dry after REDUCE STATIC (LG steam dryer)</p>	<ul style="list-style-type: none"> Correct drying options not selected 	<ul style="list-style-type: none"> Select load weight manually before starting REDUCE STATIC option.
<p>Garments are not uniformly damp after EASY IRON (LG steam dryer)</p>	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> Depends on the amount or type of garments.
<p>Water drips from door during Steam Cycle (LG steam dryer)</p>	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> This is steam condensation on door surface.
<p>Steam is not visible during Steam Cycle (LG steam dryer)</p>	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> Steam vapor is difficult to see when the door is closed.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
Drum does not turn during Steam Cycle (LG steam dryer)	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> The drum is turned off so that the steam vapor remains in the drum.
Cannot see steam vapor at the beginning of cycle (LG steam dryer)	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> Steam is released at different stages of the cycle for each option.
The display shows BULKY LOAD (LG steam dryer)	<ul style="list-style-type: none"> MORE TIME button pressed 	<ul style="list-style-type: none"> Pressing the MORE TIME button several times will set the cycle for a large load such as a comforter.
2 bars are displayed in the LCD screen (LG steam dryer)	<ul style="list-style-type: none"> Ductwork is slightly too long or has too many turns/restrictions Partial blockage of the ductwork due to lint buildup 	<ul style="list-style-type: none"> Install a shorter or straighter duct run. See the Installation Instructions. Ductwork should be checked/cleaned. Dryer can be used in this condition, but drying times may be longer. <p>Note: If “END OF CYCLE” is displayed after the end of cycle, it will be off in 4 minutes. If POWER button is pressed or the door is opened, power will be off.</p>
4 bars are displayed in the LCD screen (LG steam dryer)	<ul style="list-style-type: none"> Ductwork is slightly too long or has too many turns/restrictions Partial blockage of the ductwork due to lint buildup 	<ul style="list-style-type: none"> Install a shorter or straighter duct run. See the Installation Instructions. Ductwork should be checked/cleaned. Dryer can be used in this condition, but drying times may be longer. <p>Note: If “NEED FLOW CHECK” is displayed after the end of cycle, it will be off in 2 hours. If POWER button is pressed or the door is opened, power will be off immediately.</p>

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
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CLOTHING

Excessive wrinkling	<ul style="list-style-type: none"> • Dryer is overloaded • Items left in dryer too long • Insufficient sorting of items • Drying temperature too high 	<ul style="list-style-type: none"> • Do not overload. Items should be able to tumble freely. • Remove items as soon as cycle ends. • Items of similar fabric, weight and constructions should be dried in the same load. • Always ensure to follow fabric care label instructions.
Stains on load or drum	<ul style="list-style-type: none"> • Fabric softener sheet • Drum stains • Clean and dirty clothes being dried together 	<ul style="list-style-type: none"> • Rub fabric softener stains with bar soap. Rinse and rewash. <p>To prevent:</p> <p>Add a few bath towels to small loads for proper tumbling. Some "silk-like" fabrics should be air dried. Use proper drying temperature. Place fabric softener sheet on top of load before starting the dryer. Fabric softener sheets added to a partially dried load can stain your garments</p> <ul style="list-style-type: none"> • Drum stains are caused by dyes in clothing (usually blue jeans). This will not transfer to other clothing. • Clean and dirty clothes being dried together: Make sure to use your dryer to dry only clean items, because dirty items can soil clean clothes placed in the same or subsequent loads. Stains on dried clothes are actually stains that weren't removed during the washing process. Make sure that clothes are being completely cleaned according to the instructions for your washer and detergent.
Lint	<ul style="list-style-type: none"> • Overloading 	<ul style="list-style-type: none"> • Do not overload dryer. Reduce the load size and rewash (if needed) using liquid fabric softener in the final rinse or add fabric softener sheet and tumble without heat.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> • Over-drying causes static electricity • Lint screen not clean when cycle began • Lint is attached to "pills" • Tissue, paper, etc., left in pockets • Not sorted properly 	<ul style="list-style-type: none"> • Use fabric softener in washer or dryer to reduce static electricity. • Check that lint screen is clean and in place. • Lint can be attached to pilling on fabric. Use lint brush or roller to remove lint. • Check pockets thoroughly before washing and drying clothes. • Some fabrics are lint producers (i.e., a fuzzy white cotton towel) and should be dried separately from clothes that are lint trappers (i.e., a pair of black linen pants).
<p>Pilling (Fibers break off, ball up and cling to fabric.)</p>	<ul style="list-style-type: none"> • Pilling is normal with synthetic and permanent press fabrics. This is due to abrasion from normal wear. 	<ul style="list-style-type: none"> • Use fabric softener to lubricate fibers. • When ironing, use spray starch or fabric finish on collars and cuffs. • Turn items inside out to reduce abrasion. • Use a lint brush or shaver to remove pills.
<p>Shrinking</p>	<ul style="list-style-type: none"> • Over-drying 	<ul style="list-style-type: none"> • This is irreversible. Follow fabric care label directions. If shrinking is a concern, check load often. Remove items while slightly damp and hang or lay flat to complete drying. Block knits into shape. For LG steam dryer: Use a low or no heat setting and/or the RACK DRY option.
<p>Excess static in clothes after drying</p>	<ul style="list-style-type: none"> • Fabric softener not used or used incorrectly • Clothes dried too long(over-dried) • Drying synthetics, permanent-press, or synthetic blends 	<ul style="list-style-type: none"> • Use a fabric softener to reduce static electricity. Be sure to follow the manufacturer's instructions. • Over-drying a load of laundry can cause a buildup of static electricity. Adjust settings and use a shorter drying time, or use SENSOR DRY cycles (Inglis). • These materials can cause static buildup. Try using fabric softener.

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
NOISE		
Humming	<ul style="list-style-type: none"> • Normal 	<ul style="list-style-type: none"> • It is normal for the dryer to hum due to the high velocity of air moving through the dryer drum and exhaust system.
Rattling, clanking	<ul style="list-style-type: none"> • Loose coins, buttons, nails, etc. 	<ul style="list-style-type: none"> • Check the load for objects such as coins, loose buttons, nails, etc. Remove promptly. Be sure to check items before placing in washer or dryer for loose objects.
Valve clicking	<ul style="list-style-type: none"> • Gas dryer 	<ul style="list-style-type: none"> • The gas valve clicking is a normal operating sound.
Vibrating	<ul style="list-style-type: none"> • Clothing knotted or balled up • Not installed properly • Not level 	<ul style="list-style-type: none"> • When balled up, the load will bounce, causing the dryer to vibrate. Separate the load items and restart the dryer. • The dryer may vibrate if not properly installed. See Installation Instructions. • Be sure the dryer is leveled properly as outlined in the installation manual. If it is not level, it may cause noise.
Thumping sound	<ul style="list-style-type: none"> • This may be normal if the dryer has not been used for a while 	<ul style="list-style-type: none"> • If the dryer hasn't been used for a while, there may be a thumping sound during the first few minutes of operation.
ODOUR		

BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
Household odours	<ul style="list-style-type: none"> Painting, varnishing, strong cleaners, etc. 	<ul style="list-style-type: none"> Household odours such as from painting, varnishing, strong cleaners, etc. may enter the dryer with the surrounding room air. This is normal as the dryer draws the air from the room, heats it, pulls it through the tumbler and exhausts it to the outside. When these odors are present in the air, ventilate the room completely before using the dryer.
“New” smell	<ul style="list-style-type: none"> This is normal 	<ul style="list-style-type: none"> The new electric heating element may have an odor. The odor will be gone after the first cycle.
Odours remain in clothing after STEAM FRESH™ (LG steam dryer)	<ul style="list-style-type: none"> STEAM FRESH™ did not remove odor completely 	<ul style="list-style-type: none"> Fabrics containing strong odors should be washed in a normal cycle.
ERROR CODES		
Refer to your Owner’s Manual		