



**GE APPLIANCES**  
a Haier company

# Training Bulletin

**TB10-17**

July 2017

27" Top Load Washer

## **No Spin/ Agitate, No Fill, No Drain on GTW220, GTW330, GTW460, GTW485, GTW490, GTW680, GTW685, GTW750, GTW755 HTW200, HTW240, MTW200**

When washing machines listed above exhibit these symptoms, ensure the following repair actions have been completed in sequence as shown.

1. Ensure no current Alerts pending in NewFi (if available).
2. Put control board into service mode and check for fault codes. Follow the repair actions for faults shown below. If no faults are found, proceed to Step 4.
  - If both fault codes **F19** and **F23** are displayed: Replace the Lid Lock.
  - If fault codes **F19** and **F18** or **F19** and **F16** are displayed:
    - a. Check drain pump harness connections. Ensure they are fully seated.
    - b. Check drain pump for blockages.
    - c. Clear the pressure port flash using a 1/16 drill bit. Refer to bulletin HL01-17.
    - d. If problem persists, replace the drain pump.
  - If fault codes **F19** and **either F6, F8, F12, F25 or F27** are displayed:
    - a. Clear pressure port flash using a 1/16 drill bit. Refer to bulletin HL01-17.
  - If fault code **F3** is displayed:
    - a. Ensure speed/hall sensor harness connections are fully seated. With NewFI connected, spin basket by hand. NewFi should detect movement. If it does not detect movement, replace speed/hall sensor.
    - b. Enter service mode. Operate motor from loads tab. If motor fails to operate, ensure harness connections are fully seated. If connections are good, replace motor.
    - c. Visually inspect motor. Look for foreign objects lodged in motor windings, excessive moisture or grease in windings.
3. Remove belt protector. Visually inspect mode shifter fork for proper positioning with clutch. Ensure clutch positions matched cycle status shown in watch windows. Spin vs. agitate. Fork home position is spin cycle. Fork will be parallel to mode shifter body.

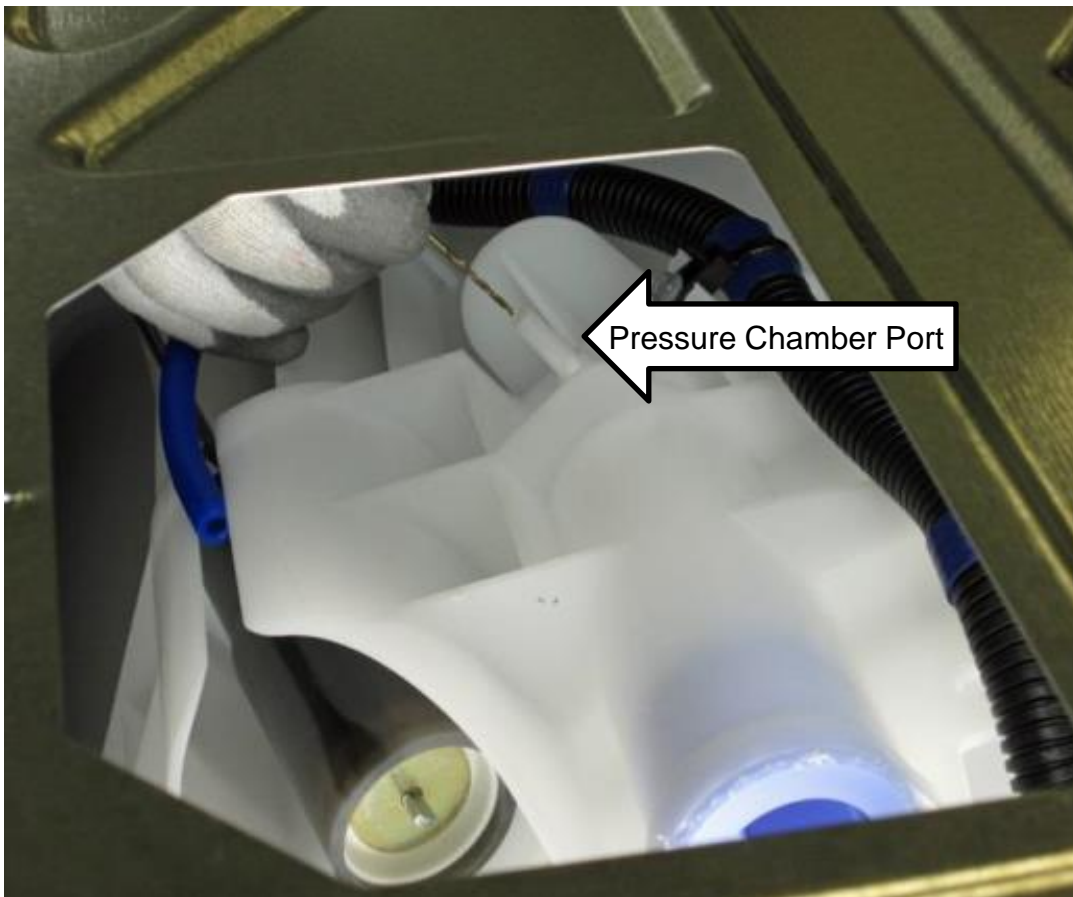
4. If control board has been replaced, ensure proper personality has been programmed in control. Wrong personalities will cause erratic operation. Enter service mode.
  - a. Use test 2 to verify personality ID matches what is listed in table below. If incorrect:
  - b. Use test 17 to change/enter correct personality ID. If personality is correct, proceed to Step 5.

Continued on page 3...

### Personality Number in Binary Code

|    |    |   |   |   |   |   |    |   |
|----|----|---|---|---|---|---|----|---|
| 32 | 16 | 8 | 4 | 2 | 1 | → | 0  | GTW220**K0 / K1 / K2<br>HTW240**K0 / K1<br>HTW200**K3 and higher  |
| ○  | ○  | ○ | ○ | ○ | ○ | → | 1  | GTW220**K4 and higher<br>HTW240**K3 and higher<br>GTW490**J0 / J1 |
| 32 | 16 | 8 | 4 | 2 | 1 | → | 2  | GTW330**K3 and higher<br>GTW680**J0 / J1 / J2                     |
| ○  | ○  | ○ | ○ | ● | ○ | → | 3  | GTW460**J8 and higher<br>GTW680**J3 / J4                          |
| 32 | 16 | 8 | 4 | 2 | 1 | → | 4  | GTW485**J4 and higher   |
| ○  | ○  | ○ | ● | ○ | ○ | → | 5  | GTW490**J2 and higher   |
| 32 | 16 | 8 | 4 | 2 | 1 | → | 6  | GTW460**J0 / J2<br>GTW680**J5 and higher<br>GTW680**L0 and higher |
| ○  | ○  | ○ | ● | ● | ○ | → | 7  | HTW200**K0 / K1<br>MTW200**K0 GTW685**L0<br>and higher            |
| 32 | 16 | 8 | 4 | 2 | 1 | → | 8  | GTW330**K0 / K1<br>GTW750**L0 and higher                          |
| ○  | ○  | ● | ○ | ○ | ○ | → | 9  | HTW200**K2  |
| 32 | 16 | 8 | 4 | 2 | 1 | → | 10 | GTW220**K3<br>HTW240**K2 GTW485**J0<br>/ J1                       |
| ○  | ○  | ● | ○ | ● | ○ | → | 11 | GTW330**K2<br>GTW460**J1 / J3 /<br>J4 / J5 / J6                   |
| 32 | 16 | 8 | 4 | 2 | 1 | → | 12 | GTW460**J7  |
| ○  | ○  | ● | ● | ● | ○ | → | 14 | GTW485**J2 / J3   |

5. In service mode, conduct spin test 14. Test sequence is below.
  - a. Water spray (Child Safety Routine)
  - b. Lid will lock (Click) If no Click, ensure lid lock harness connections are fully seated. If fully seated, replace lid lock.
  - c. Basket will start to spin. If Mode Shifter is not in spin state, it will shift to spin. Takes approximately 10 seconds to complete shift. If Mode Shifter is already in Spin state, basket will start to spin according to spin test profile. If an error displays within 10 seconds, ensure mode shifter harness connections are fully seated. Ensure harness continuity from control board to mode shifter. If good and fully seated, replace the Mode Shifter.
  - d. If drive motor doesn't turn after 10 seconds, check motor harness connections. Ensure harness continuity from control board to drive motor. If good and fully seated, replace drive motor.
  - e. If the motor spins and stops, check the speed sensor connection. Ensure harness continuity from control board to drive motor. If good and connectors are fully seated, replace speed sensor. The Spin Test Profile is:
    - 0-140 RPM and then dwells at 140 RPM for 90 seconds.
    - Accelerates to 450 RPM. Time to ramp up to 450 and dwell time at 450 is a total of 4 seconds.
    - Spin to terminal speed (either 700 or 800 RPM depending on model) and will remain at terminal speed until spin test times out. Entire sequence takes 4 minutes. If Spin Test is ran successful, proceed to Step 6.
6. Check pressure port for flash or blockage. Refer to bulletin HL01-17.
  - Clean out using only a 1/16 drill bit. Insert drill bit into pressure chamber port opening. DO NOT USE A DRILL. Using your fingers, twist and rotate drill bit on inner opening of port where port interfaces with wall of the chamber.



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