

SERVICE TIPS



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Reference	Subject	Date
ST-103.R2	H & L Series Machine Alarms	1/3/2022
Product	H10, H20, & L1 Series (Micro Control- CM, PM, SM)	

The information listed below is provided as general guidelines to assist in troubleshooting. It is ultimately the owner's/ distributor's/ technician's responsibility to properly troubleshoot the piece of equipment down to the failed component(s). Girbau North America will not be held liable for any part replacement and/or labor associated with the misdiagnosed troubleshooting of the equipment.

Display Report	Description of Alarm	Probable Cause/ Action
ALn/bAL	Unbalance condition-Alarm is on if continuity is not detected in unbalance sensor circuit.	1. Verify the load is unbalanced. Rerun the load as the previous load might have been out of balance. 2. Verify the voltage at X8-4 on the micro 3. Verify balance switch
ALn/Prob	Faulty temperature probe/ thermistor. It should read approximately: 67°=15kΩ 71°=14kΩ 90°=8.75kΩ	1. Verify the resistance value of the temp probe circuit 2. Inspect for loose wiring or bad connections 3. Verify the signals to the microprocessor
ALn/L	Water level-Alarm is on if level is detected when washer should be empty.	1. Verify the functionality of the drain 2. Verify the air dome is not clogged or dirty 3. Verify the pressure tube is not clogged 4. Verify that the pressure switch is functional (older versions of the machine the pressure switch is part of the circuit board.)
ALn/StAr	Faulty Door Lock-Alarm is on if 1 minute after starting cycle the locking micro switch S2 does not close	1. Verify the signal to the thermal actuator 2. Verify that the handle locking block is not hitting S2 switch 3. Inspect for broken or loose wiring 4. Verify power from X8-6 of board 5. Ohm through the S2 micro switch
ALn/A	Faulty water supply-Alarm is on if the programmed water level has not been reached within 10 minutes	1. Verify the water supply to the water valves 2. Inspect that the water valve filter screen is not clogged 3. Verify signal to the water valves 4. Inspect the functionality of the drain valve. If the drain valve is stuck open, the programmed water level might not be reached.

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		5. Inspect the air dome, pressure tube, and pressure switch for any cracks or loose connections.
ALn/SL	Persistent overfill- Alarm is on if higher than programmed water level is detected for 5 consecutive seconds	1. Verify the water valve is not stuck open with power off 2. Verify the water valve is not stuck open with power on indicates faulty microprocessor output control (V#) chip 3. Verify the pressure switch and air dome is clear of debris. 4. Verify pressure switch
ALn/C	Faulty steam heating-Alarm is on if auxiliary heat is programmed and the temperature does increase 18 degrees in 20 minutes	1. Verify steam supply 2. Verify signal to the steam valve
ALn/C ALn/F	Water temperature exceeded-Alarm is on if water temperature exceeds the programmed setting.	1. Verify the functionality of the heater coil, make sure it is not on when it should be off. 2. Verify the resistance of the temp probe. 67°=15kΩ 71°=14kΩ 90°=8.75kΩ
ALn/FirE	Faulty electric heating- Alarm is on when the microprocessor does not call for heating.	1. Verify the machine is programmed correctly whether it has heat kits or not. Check "CONF 1" program setup and change step 2 to read ht-h or ht-0 for L-10, H-10 and H20 series washers. 2. Check KM-1 contactor to make sure it opens when programmed water temperature is reached. 3. Verify voltage disconnection to KM-1 contactor when programmed water temperature is reached
ALn/c	Faulty synthetics cool down-Alarm is on if water temperature does not drop 9 degrees in 5 minutes.	1. Check water inlet valve Y-2 to verify operation 2. Check temperature probe resistance value, 10 to 20 K- ohms at room temperature. 3. Check cold water supply.
ALn/c	Faulty cold water supply	1. Verify the water supply to the water valves 2. Inspect that the water valve filter screen is not clogged 3. Verify signal to the water valves 4. Inspect the functionality of the drain valve. If the drain valve is stuck open, the programmed water level might not be reached. 5. Inspect the air dome, pressure tube, and pressure switch for any cracks or loose connections.

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ALn/E	Blocked drain system-Alarm is on if water is detected in washer 5 minutes after drain opens.	1. Verify the water valve is not stuck open with power off 2. Verify the water valve is not stuck open with power on indicates faulty microprocessor output control (V#) chip 3. Verify the pressure switch and air dome is clear of debris. 4. Verify pressure switch
ALn/notr	Motor thermal protection (klixons) are open. The klixons open when the motor senses an overheat condition when no voltage is present at X6- 14 on circuit board. The klixons are a thermal switch. They should close once the motor cools down.	1. Verify the basket spins freely. 2. Verify the motor is free of debris. 3. Verify the drain is clear of debris and it fully opens. The machine should fully drain all of the water in the basket within 25 seconds. 4. Verify the motor shaft spins freely. 5. Ohm the windings of the motor. They should read about the same. 6. Ohm the motor contactors. 7. Check manual reset devices on L1125 models and all H10 series washers above H1030 models
ALn/door	Faulty door lock-Alarm is on if during a wash cycle the S-2 switch contacts open and you have a loss of voltage at X8-2 terminal plug. This also occurs if the S-2 micro switch does not open within 5 minutes of end of cycle.	1. Check door hinge micro switch for open and close operation. 2. Check to insure door cannot be opened before green door open light comes on.
Err CONF		1. Verify the X10 plug on the circuit board is connected and that the correct board is on the machine.
EnER	Emergency stop switch activated	1. Turn red knob of stop switch to the left and press Clear/Stop to clear alarm
CONF	Unit is set in the configuration mode. This is not an alarm.	1. Move the dip switch on the back of the circuit board.
A-##	H2 Series only- Inverter alarms. The display will show A followed by two numbers	1. See ST-104 (H20 Inverter Alarms) for error codes



Always follow the warnings and procedures in the corresponding equipment instruction manual.