

Instruction Sheet

16027205

Description: Vibration / Walking / Noise Reduction



16027205
Instruction Sheet



WARNING

To avoid risk of electrical shock, personal injury or death; disconnect electrical power before servicing.

A new control board with motion sensor device was introduced to production of the 27" Neptune front load washers. The software was revised to redistribute unbalanced clothes loads more efficiently and reduce vibration. The motion sensor device communicates with the control board and informs the board when an unbalanced clothes load exists versus the earlier detection based upon monitoring motor torque requirements. This change was introduced at the following series changes: MAH6700 – Series 14; MAH8700 – Series 16; MAH9700 – Series 17.

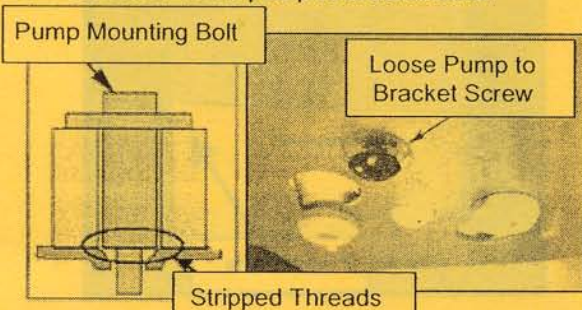
Repair Control Board Kits with Motion Sensors Are:

<u>Kit Part #:</u>	<u>Model #:</u>	<u>Series Covered:</u>
34001488	- MAH6700	Series 10
34001479	- MAH6700	Series 11 – 13
34001494	- MAH8700	Series 10 – 11
34001495	- MAH8700	Series 12 – 15
34001496	- MAH9700	Series 10 – 16

In addition, the following is a procedure to check the unit for any other additional vibration drivers or sources of vibration noise complaints. Please follow these steps to aid you in addressing your consumer's concerns.

Step 1 - Common Noises

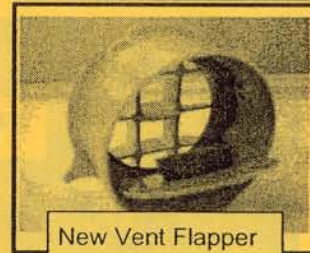
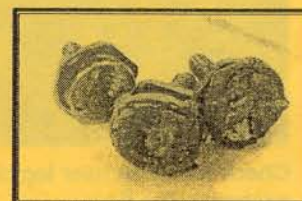
- Manually move the outer tub front to back and listen for clicking noise, if present:
 - Check for stripped pump mounting bolts
 - Check for loose pump to bracket screw



- Start a wash cycle and listen for excessive noise during pump operation – possible debris present in pump.

- Check condition of washer rubber feet – If worn then replace.

Vent Flappers - Consumer hears loud popping noise during spin cycle. The opening and closing of the rear vent flappers cause this noise, as air pressure changes occur inside the outer tub. Replace with a new vent flapper, part number 34001455 with a foam cushion mounted in the center. Or, the tech can add the foam.



New Vent Flapper