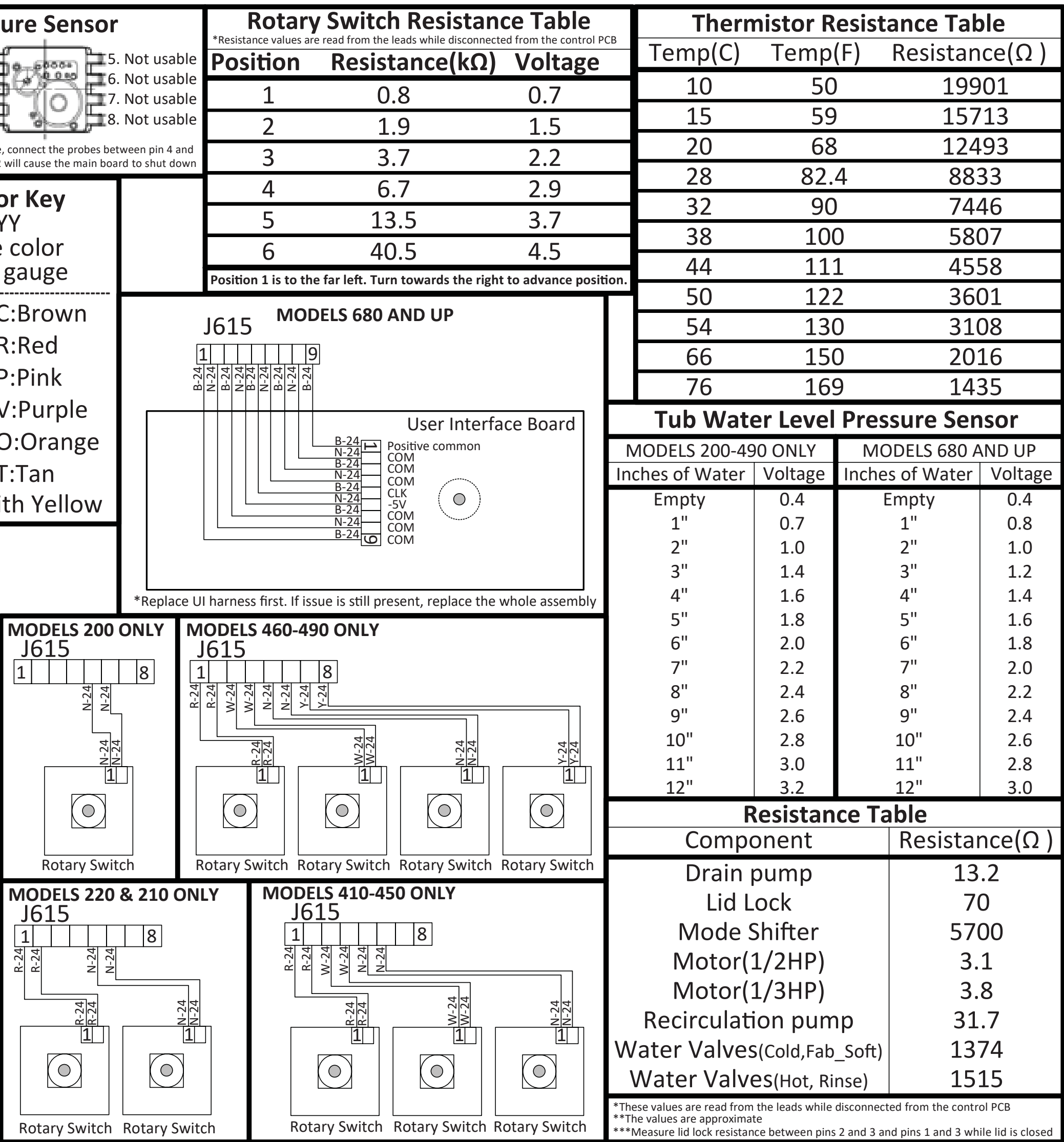


Fault Code (Dec)	Name	Description	Repair Action
1	Lock Monitor	This fault is set if the motor shaft speed exceeds 45 RPM for 5 seconds while in spin mode and unlocked. This fault can also occur if the basket is manually spun by hand.	• Check the lid lock using service mode spin test 14. • Check lid lock harness connectors both at the main board and at the lid lock assembly. • Measure resistance at motor between the white and green/yellow, and yellow and green/yellow. Ensure that it is an open circuit.
2	Lid Monitor	Control did not get lid closed signal from switch while motor was moving. Could mean the switch didn't close or control didn't get the signal because of lack of connection.	• Replace lid lock if this happens frequently.
3	Locked Rotor Monitor	For 5 straight seconds control not seeing signal changes indicating the motor is turning while trying to spin. Could mean the motor isn't rotating or control didn't get the signal because of lack of connection.	• Physically check the washer for anything preventing motor movement. • Measure resistance on the motor between the Brown and White wires and the Brown and Yellow wires. Make sure resistances match the values in the Resistance Table. • Verify hall sensor is connected to the main harness. Put washer in service mode and run test 14 (Spin). • If hall sensor is bad or disconnected, the basket will start to spin normally and then stop spinning after approximately 5 seconds. Ensure hall sensor is properly connected and positioned on the motor. If basket spins for approximately 15 seconds, the hall sensor is most likely NOT the cause. • TCO should reset in approximately 45 minutes. If TCO is tripped, make sure motor moves freely and that nothing is jamming it. Replace motor if it does not. • This Fault can be set any time the unit is powered on including exiting service mode. • No repair necessary.
4	Reset Monitor	Control is resetting the software by itself due to criteria it believes could resolve itself upon reset.	• No repair necessary.
5	Mode Shifter	Control didn't see the transition from Agitate to Spin or vice-mode in the time required. Could mean the shift didn't occur or control didn't get the signal because of lack of connection.	• If lid does not lock use service mode test 13 to confirm lid switch is functional. • Use service mode test 14 to put the unit into spin mode • Using an ohm meter measure the mode shifter motor between the brown and blue wires (pins 1 and 4) on the control. • Check continuity between brown and grey wires at connector J512 and J511. • Check mode shifter coupler for damage and the ability to slide in and out freely. • Check for 120 VAC to the mode shifter motor at the control J512 connector.
6	Critical Flood Level by pressure. Pressure level exceeds 17.5" above pressure port.	Control received an extended period of pressure readings that is nearing over-flow levels. Pressure 17.5". Voltage Output must be present. Could mean water did get that high due to briefly stuck water valve. Voltage output of sensor too high for actual water level because of sensor or water in pressure tube increasing pressure. Fill has stopped due to maximum fill level/pressure being reached.	• Check pressure tube for pinches where it goes through top cover grommet. • Check pressure tube for trapped water. • Check water valve operation and for any leaking water valves • Use pressure sensor test 10 to ensure correct pressure sensor operation. • Ensure pressure chamber port is free from obstruction using drill bit size 1/16" by hand so as not to drill through the inner wall.
7	Max Fill – Pressure. Pressure level exceeds 16.5" above pressure port.		• Check pressure tube for pinches where it goes through top cover grommet. • Check pressure tube for trapped water. • Check for any leaking water valves. • Use pressure sensor test 10 to ensure correct pressure sensor operation. • This can happen if a large wet load is placed in the washer.
8	Pressure Sensor Loss	Determines if appropriate pressure changes are seen during fill. It assumes there is a pressure leak, a clog in the pressure hose/system delaying the increase in pressure, or a significant amount water leaking out.	• Check to make sure house water supply valves are turned on. • Check water valve operation. • Check pressure tube for pinches where it goes through top cover grommet. • Use pressure sensor test 10 to ensure correct pressure sensor operation. • Check pressure tube for trapped water. • Ensure pressure chamber port is free from obstruction using drill bit size 1/16" by hand so as not to drill through the inner wall.
9	Lid Switch Redundancy	3 cycles have been completed without any lid opening.	• Open and close the lid to clear the error. • Check harness and connectors that go to the lid switch. • Use test 13 to ensure system can detect the correct lid state with the Spin and Rinse LEDs. • Consumer education that 4 cycles cannot be run back-to-back without opening and closing the lid. • If the error will not clear, replace the lid switch.
10	Mode Shift Feedback Monitor	Signal feedback state from the mode shifter (agitator or spin) and the state requested by the control are not the same and the basket or agitator is rotating faster than 3-4 RPM. Agitate mode feedback signal is no voltage.	• Check mode shifter coupler for damage and the ability to slide in and out freely. • Use test 14 to put the mode shifter into spin and check continuity between brown and grey wires at connector J512 and J511. • Use ohm meter to ensure harness shows continuity to the mode shifter from the control. • Check resistance of mode shifter motor (approximately 5.7K ohms). • Check for 120VAC to the mode shifter motor at the control J512 connector.
11	Clock Monitor	AC power line frequency is not 60Hz.	• Check the frequency of the AC power outlet. If it is more than a few Hz off of 60Hz, notify utility company.
12	Redundant Flood Condition	Detected pressure above 18.0".	• Check pressure tube for trapped water. • Check each valves operation. (Replace water valve and send back to GE Appliances.) • Use pressure sensor test 10 to ensure correct pressure sensor operation. • Check pressure tube for pinches where it goes through top cover grommet • Ensure pressure chamber port is free from obstruction using drill bit size 1/16" by hand so as not to drill through the inner wall.
13	Redundant Lid Unlocked	System detected washer in spin state with the lid closed, unlocked, and basket speed greater than 26 RPM.	• Check the lid lock using service mode spin test 14. • Check lid lock harness connectors both at the main board and at the lid lock assembly. • Measure resistance at motor between the white and green/yellow, and yellow and green/yellow. Ensure that it is an open circuit.

[illegible]

- Service by a qualified service technician only.
- Disconnect power before servicing this product.
- Reconnect all grounding devices after service.
- Replace all parts and panels before operating.

Service personnel – DO NOT contact the following parts while the appliance is energized: Drive Motor, Lid Lock, Water Valves, Drain Pump and Recirculation Pump.

- This machine must be electrically grounded through the grounding lead in the 3-prong power cord. The cord must be plugged into a properly installed and grounded appliance outlet. If local codes require an additional ground connection, use an 18-gauge or larger wire to connect the washer cabinet to an established ground. In all cases the grounding method must comply with all local codes and ordinances.

- El servicio técnico sólo debe ser realizado por un técnico calificado.
- Desconecte el suministro de corriente antes de realizar el servicio técnico.
- Luego del servicio técnico, vuelva a conectar todos los dispositivos de conexión a tierra.
- Reemplace todas las piezas y paneles antes de utilizar.

Personal de reparación – NO toque las siguientes piezas cuando el aparato esté recibiendo energía: Motor de mando, bloqueo de la tapa, válvulas de agua, bomba de drenaje y bomba de recirculación.

- Cette machine doit être mise à la terre par la broche de mise à la terre du cordon d'alimentation à 3 broches. Le cordon doit être branché dans une prise d'alimentation pour un appareil électroménager correctement installée et mise à la terre. Si les codes locaux demandent une connexion de mise à la terre supplémentaire, utilisez un fil de calibre 18 ou supérieur pour connecter le cabinet de la laveuse à une mise à la terre établie. Dans tous les cas, la méthode de mise à la terre doit être conforme à tous les codes et ordonnances locaux.

- Réparations seulement par un technicien qualifié.
- Débranchez l'alimentation électrique avant la réparation.
- Rebranchez tous les dispositifs de mise à la terre après la réparation.
- Remettez toutes les pièces et panneaux en place avant d'utiliser l'appareil.

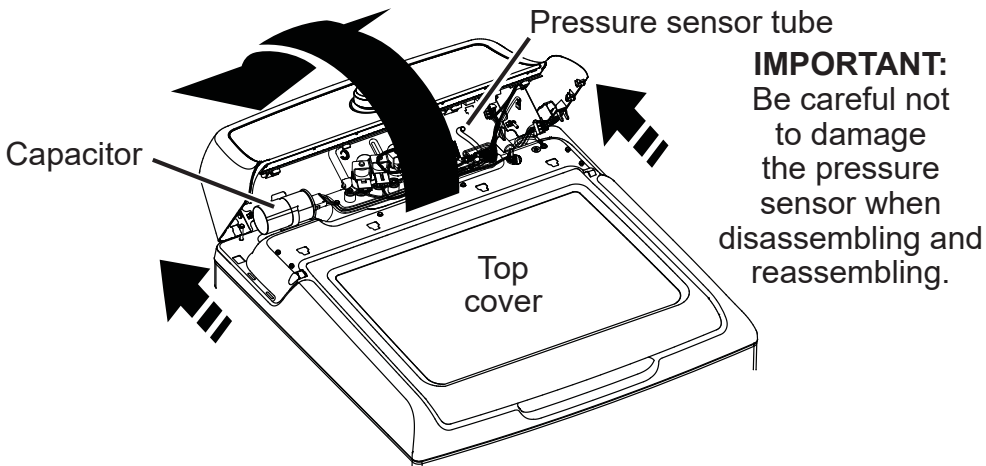
Personnel de réparateur - NE PAS toucher aux composants suivants lorsque l'appareil est sous tension : moteur d'entraînement, verrouillage du couvercle, les valves d'eau, pompe de vidange et pompe de recirculation.

- Esta máquina debe estar conectada a tierra a través de una clavija de conexión a tierra del cable de alimentación de 3 clavijas. El cable debe estar enchufado en un tomacorriente para un aparato electrodoméstico correctamente instalado y conectado a tierra. Si los códigos locales requieren una conexión a tierra adicional, utilice un cable de calibre 18 o mayor para conectar el gabinete de la lavadora a una conexión a tierra establecida. En todos los casos, el método de puesta a tierra debe cumplir con todos los códigos y ordenanzas locales.

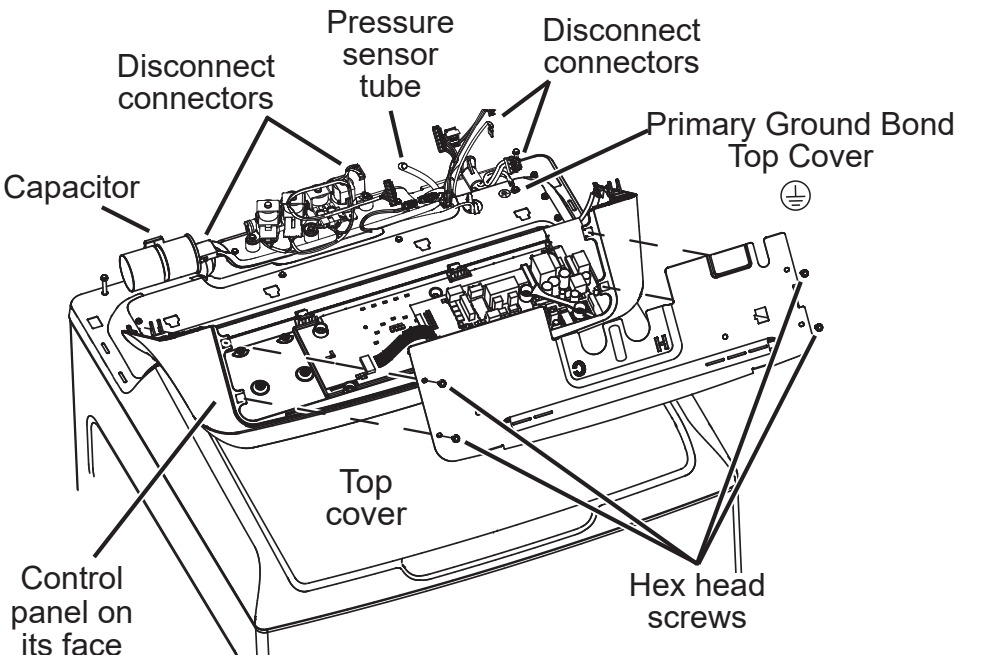
BEFORE DISCONNECTING HOSE FROM PRESSURE SENSOR, BE SURE WATER LEVEL IN MACHINE IS BELOW BOTTOM OF WASH BASKET. AFTER RECONNECTING HOSE, PUT MACHINE IN SPIN FOR AT LEAST ONE MINUTE BEFORE CHECKING OPERATION OF SENSOR.

Diagram illustrating the removal of the top cover. A screwdriver is used to remove a screw from the top cover, which is then lifted away from the main unit.

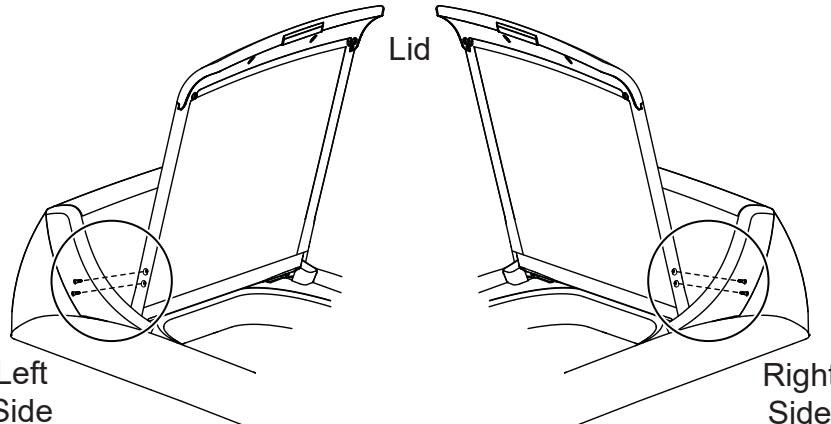
2. Grasp the control panel sides, push it back, and roll it toward the rear so the pressure sensor tube can be seen where it connects to the control board.



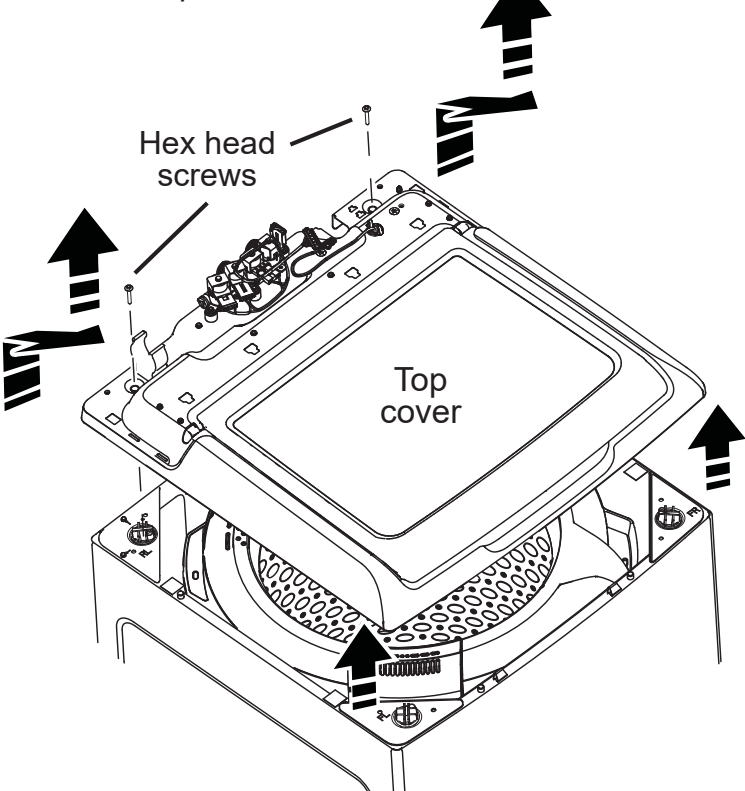
3. Disconnect the pressure sensor tube from the control board.
4. Roll the control panel toward the front and carefully lay it on its face on the top cover.
5. Remove four 1/4" hex head screws that mount the rear backsplash panel to the control assembly.
6. Disconnect all harness connectors from the control board.



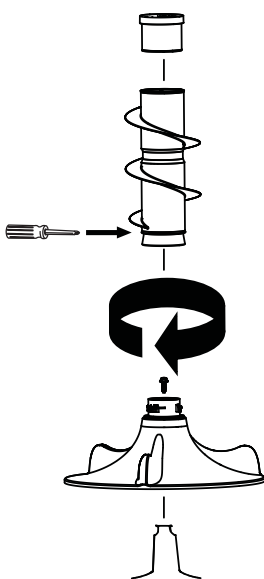
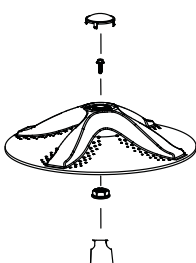
- Remove the two ¼" hex screws that secure the backsplash to the top cover and slide towards the rear of washer.
- Open the lid, remove the four screws (two each side) and lift the lid up to remove.



1. Complete previous component removals ❶ and ❷.
2. Remove two 1/4" hex head screws at the rear of the top cover.
3. Slide the harness grommet out toward the rear of the washer.
4. Disengage the power cord from the top cover by lifting up on the front part of the cord and then slide forward to remove.
5. Raise the rear of the top cover up and pull forward slightly to disengage the front clips.



1. With a small screwdriver, pry the cap off of the impeller or remove the cap or cup from the agitator.
2. Remove the 7/16th hex bolt that secures the impeller/agitator to the shaft.
3. Pull the impeller/agitator off the shaft.



NOTE: On two stage agitator models with an auger system, the auger first needs to be removed to access the 7/16th hex bolt. This is done by twisting the base of the auger right (clockwise) to unsnap it from the agitator base. A Phillips screwdriver can be used to remove the auger by doing the following:

- A. Insert the screwdriver into the existing hole in the auger
- B. Rotate the auger until the screwdriver seats into a recessed area of the inner portion of the auger.
- C. Once the screwdriver is seated, tap it through the wall of the recessed area. This allows the screwdriver to assist with twisting the auger off of the agitator base to access the hex bolt.

Personality Table		
Model Number	Personality Number	Cycle Status LEDs Lit For Personality Number
MTW200**K0	7	○ ○ ○ ● ● ●
HTW200**K0 & K1	7	○ ○ ○ ● ● ●
HTW200**K2	9	○ ○ ● ○ ○ ●
HTW200**K3 & higher	0	○ ○ ○ ○ ○ ○
GTW220**K0, K1 & K2	0	○ ○ ○ ○ ○ ○
GTW220**K3	10	○ ○ ● ○ ● ○
GTW220**K4 & higher	1	○ ○ ○ ○ ○ ○ ●
HTW240**K0 & K1	0	○ ○ ○ ○ ○ ○
HTW240**K2	10	○ ○ ● ○ ● ○
HTW240**K3 & higher	1	○ ○ ○ ○ ○ ○ ●
GTW330**K0 & K1	8	○ ○ ● ○ ○ ●
GTW330**K2	11	○ ○ ● ○ ● ●
GTW330**K3 & higher	2	○ ○ ○ ○ ● ○
GTW460**J0 & J2	6	○ ○ ○ ● ● ○
GTW460**J3, J4, J5 & J6	11	○ ○ ● ○ ● ●
GTW460**J7	12	○ ○ ● ● ○ ○
GTW460**J8 & higher	3	○ ○ ○ ○ ● ●
GTW485**J0 & J1	10	○ ○ ● ○ ● ●
GTW485**J2 & J3	14	○ ○ ● ● ● ○
GTW485**J4 & higher	4	○ ○ ○ ● ○ ○
GTW490**J0 & J1	1	○ ○ ○ ○ ○ ●
GTW490**J2 & higher	5	○ ○ ○ ● ○ ●
GTW680**J0, J1 & J2	2	○ ○ ○ ○ ● ○
GTW680**J3 & J4	3	○ ○ ○ ○ ● ●
GTW680**J5 & higher	6	○ ○ ○ ● ● ○
GTW680**L0 & higher	6	○ ○ ○ ● ● ○
GTW685**L0 & higher	7	○ ○ ○ ● ● ●
GTW750**L0 & higher	8	○ ○ ● ○ ○ ○

Your washer is equipped with Consumer Help Indicator (CHI). CHI is our way to communicate a simple remedy for some situations that you can perform without the need to call for service. The chart below describes the helpful messages you may notice scrolling on your display when you return to start another load. These messages will provide simple remedies you can quickly perform.

Spin light blinking	If an out-of-balance condition is detected by the washer, the Spin light will blink during the remaining portion of the cycle and will stay illuminated for a short time after cycle completion. When this occurs, the washer is taking actions to correct the out-of-balance condition and complete the cycle normally. In some cases, the washer may not be able to balance the load and spin up to full speed. If you notice the load is more wet than normal at the end of the cycle, redistribute the load evenly in the wash basket and run a Drain & Spin cycle.
"H2O SUPPLY" (Water not entering washer)	Check your house water supply. Did you forget to turn on one or both supply valves after installation or coming back from vacation? As soon as the message starts to scroll, the washer will initiate a 4 minute lock-out period. The washer controls won't respond/change during this time. After the 4 minutes, you can begin your cycle again. If you try to bypass the lock-out period by unplugging the washer, the 4 minute timer will start over again.
"CanCELeD"	"CanCELeD" may scroll on the display if the machine was paused for longer than 24 hours, water was left in the machine for 15 minutes with lid open or if the machine has stopped itself before the cycle completed due to certain errors. As soon as the message starts to scroll, the washer will initiate a 4 minute lock-out period. The washer controls won't respond/change during this time. After the 4 minute period, you can begin your cycle again. If you try to bypass the lock-out period by unplugging the washer, the 4 minute timer will start over again. If the problem persists, call GE Appliances at 800.GE.CARES (800.432.2737) for service.
"Lid"	"Lid" will be shown on display if 3 cycles have been started without opening the lid. The washer will not start another cycle until the lid is opened. To be able to balance the load and spin up to full speed, you must close the lid and start a new cycle. If the problem persists, call GE Appliances at 800.GE.CARES (800.432.2737) for service.
• Models without a display on the control panel Your washer is equipped with Consumer Help Indicator (CHI). CHI is our way to communicate a simple remedy for some situations that you can perform without the need to call for service. The chart below describes the helpful lights you may notice flashing on the display.	
Spin light blinking	If an out-of-balance condition is detected by the washer, the Spin light will blink during the remaining portion of the cycle and will stay illuminated for a short time after cycle completion. When this occurs, the washer is taking actions to correct the out-of-balance condition and complete the cycle normally. In some cases, the washer may not be able to balance the load and spin up to full speed. If you notice the load is more wet than normal at the end of the cycle, redistribute the load evenly in the wash basket and run a Drain & Spin cycle.
Fill light (Water not entering washer)	Check your house water supply. Did you forget to turn on one or both supply valves after installation or coming back from vacation? As soon as the light starts to flash, the washer will initiate a 4 minute lock-out period. The washer controls won't respond/change during this time. After the 4 minutes, you can begin your cycle again. If you try to bypass the lock-out period by unplugging the washer, the 4 minute timer will start over again.
Lid Locked light	Lid Locked light will flash if 3 cycles have been started without opening the lid. The washer will not start another cycle until the lid is opened. To be able to balance the load and spin up to full speed, you must close the lid and start a new cycle. If the problem persists, call GE Appliances at 800.GE.CARES (800.432.2737) for service.

- From an idle state only (all LEDs off), press and hold **Start** button for 10 seconds.
- After holding **Start** for 10 seconds, all LEDs will turn on, signifying the user may release the **Start** button.

- Pressing any button (other than **Start**) or turning any knob will exit Consumer Error Mode.
- Consumer Error Mode will time out after 10 minutes

- The cycle selection knob is now used to control the test selection menu.
- Rotating the knob clockwise will increment the test numbers in the display.
- Rotating the knob counter clockwise will decrement the test number in the display.
- **Models without 7-segment display:** Will display tests using the status lights above the cycle knob in a binary format. (See Binary Chart).
- Turning the knob to go to a different test will terminate any current active test.
- Once test number is selected, pressing **Start** will begin the selected test.

- Field service mode will time out after 30 minutes if there is no user activity.
- Models without 7-segment display: Press and hold the **Start** button for 3 seconds.
- Models with a 7-segment display: Press **Power** button.

Knob Index / Test number (Displayed on 7-segment display, if present.) (Without 7-segment will be displayed in binary format utilizing the cycle status LEDs)	Test Name	Description of test
0  Blinking	All LEDs blink	All LEDs on the display will blink.
1 	Fault Codes	Use the Start button to cycle through active faults on the unit. <u>On models below GTW680:</u> - Fault codes will be displayed in binary (see Binary Display Fault Chart). - When no faults are remaining to be displayed (or if none are present) all LEDs will blink. - Pressing the Start button while all LEDs are blinking will display the first fault again. <u>On models GTW680 and higher:</u> - Fault codes will be displayed on the 7-segment display. - When no faults are remaining to be displayed (or if none are present) the display will blink "- -". - Pressing the Start button while blinking "- -" will display the first fault again.
2 	Personality ID	Pressing Start will start the test. The set personality will be flashing. Models without 7-segment display use binary to show personality. Models with 7-segment display will display personality. (See Personality ID Chart for the correct ID for the model being checked.)
3 	UI Software Version (Critical)	After entering this test, press the Start button to toggle between the software version number as follows: Example: v01.23

		1st press - "01" on 7SD 2nd press - "23" on 7SD Low end UI (See Version Diagram below) Major version (Pause LED ON) 1st press - Display 0 in binary (all LEDs off) 2nd press - Display 1 in binary Minor version (Lid Locked LED ON) 3rd press - Display 2 in binary 4th press - Display 3 in binary
4 ○ ○ ○ ● ○ ○	UI Software Version (Non-critical)	After entering this test, press the Start button to toggle through the software version number as follows: Example: v01.23 High end UI 1st press - "01" on 7SD 2nd press - "23" on 7SD Low end UI (See Version Diagram below) Major version (Pause LED ON) 1st press - Display 0 in binary (all LEDs off) 2nd press - Display 1 in binary Minor version (Lid Locked LED ON) 3rd press - Display 2 in binary 4th press - Display 3 in binary
5 ○ ○ ○ ● ○ ●	XML Version (Non-critical)	After entering this test, press the Start button to toggle through the software version number as follows: Example: v01.23 High end UI 1st press - "01" on 7SD 2nd press - "23" on 7SD Low end UI (See Version Diagram below) Major version (Pause LED ON) 1st press - Display 0 in binary (all LEDs off) 2nd press - Display 1 in binary Minor version (Lid Locked LED ON) 3rd press - Display 2 in binary 4th press - Display 3 in binary
6 ○ ○ ○ ● ● ○	Hot Water Valve	Pressing Start will toggle the hot water valve on and off. Test will have a timeout for how long valve will be on (1 minute). The valve will turn off when the test is exited.
7 ○ ○ ○ ● ● ●	Cold Water Valve	Pressing Start will toggle the cold water valve on and off. Test will have a timeout for how long valve will be on (1 minute). The valve will turn off when the test is exited.
8 ○ ○ ● ○ ○ ○	Fabric Softener Dispenser	Pressing Start will toggle the fabric softener valve on and off. Test will have a timeout for how long valve will be on (1 minute). The valve will turn off when the test is exited.
9 ○ ○ ● ○ ○ ●	Spray Rinse Valve Check	Pressing Start will toggle the spray rinse valve on and off. Test will have a timeout for how long valve will be on (1 minute). The valve will turn off when the test is exited.

Knob Index / Test number (Displayed on 7-segment display, if present.) (Without 7-segment will be displayed in binary format utilizing the cycle status LEDs)	Test Name	Description of test If tests call for numbers to be shown it will: (Display on 7-segment display, if present.) (Without 7-segment will be displayed in binary format. See Binary Chart.) Turning the cycle knob will index to the next or prior test.
10 ○ ○ ● ● ○ ○	Pressure Sensor	Pressing Start will start the test. Pressure sensor test will have a timeout. All valves will turn on. All LEDs will blink at start of test. Stop blinking LEDs as approximate water levels are crossed. The levels are: 2", 3", 4", 5", 6" and 7" Water valves shut off at this level. NOTE: 2" pressure level not supported on GTW750 model.
11 ○ ○ ● ● ● ●	Recirculate Pump	Pressing Start will toggle the recirculation pump on and off. Test will have a (1 minute) timeout for how long recirculation pump will be on. The recirculation pump will turn off when the test is exited.
12 ○ ○ ● ● ○ ○	Drain Pump	Pressing Start will toggle the drain pump on and off. Test will have a (4 minute) timeout for how long drain pump will be on. The drain pump will turn off when the test is exited.
13 ○ ○ ● ● ● ●	Lid Switch	Pressing Start will start the test. When the lid is open, the Spin status LED will blink. When the lid is closed, the Rinse status LED will blink.
14 ○ ○ ● ● ● ● ○	Spin	Pressing Start will start the test. Spin test will perform child safety algorithm before it starts to spin. (Two (2) sprays of water before locking the lid.) The lid must be closed to start the test. If lid is open the Locked LED will blink. When mode shift is complete, the washer will ramp up to max spin speed after first dwelling at 140 RPM then 450 RPM. When mode shift is complete, the washer will begin spinning to max spin speed for the model being tested. Spin test will have a (4 minute) timeout. Be sure to only run this test with an empty basket as there is no OOB detection during this test. The spin will stop when the test is exited. The lid will unlock once the speed reaches 0 after the test is exited.
15 ○ ○ ● ● ● ● ●	Agitate	Pressing Start will start the test. Agitate test will perform child safety algorithm before it starts to agitate. The lid must be closed to start the test. If lid is open, the Locked LED will blink. When started, the mode shift to agitate will occur if required. When mode shift is complete, the washer will begin agitating. The test will pause if the lid is opened after starting. The test will resume on lid close if it was running when opened. The test will stop when the test is exited.
16 ○ ○ ● ○ ○ ○ ○	Clear all Fault Codes	Pressing Start will clear all fault codes.
17 ○ ○ ● ○ ○ ○ ●	Change Personality	- Pressing Start will start the test and display the first valid personality. - Each additional Start button press will display the next valid personality from the personality chart in the middle of this page. Continue to press Start button until desired personality is displayed which corresponds to the model number. - When desired personality is flashing, press and hold Start button for 3 seconds to set the personality. - Control will exit service mode. NOTE: If the selected personality is already set nothing will happen. On models below GTW680: - Personality will be displayed in binary (see Personality Table). NOTE: Personality 0 will be the first personality selected and all LEDs will be off. On models GTW680 and higher: - Personality will be displayed on 7-Segment Display.
18 ○ ○ ● ○ ○ ● ○	Analog Knob	Pressing Start will start the test. Each options knob is represented by a specific corresponding status LED. (Far left options knob to the far left status LED) When knob position changes, the LED for the specific knob blinks. With each click to the right, the LED for the specific knob blinks faster. With each click to the left, the LED for the specific knob blinks slower.
19 ○ ○ ● ○ ○ ● ●	Bulk Detergent Dispense Valve	Pressing Start will toggle the bulk valve (if equipped with a bulk detergent tank) on and off. Test will have a timeout for how long valve will be on (1 minute). The valve will turn off when the test is exited.