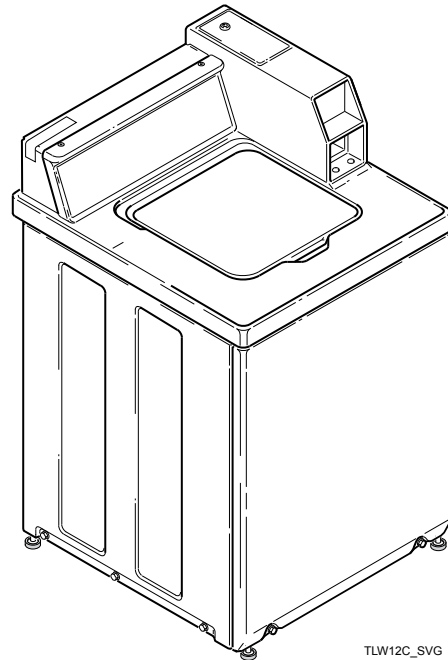


# Topload Washers

Metered Commercial

Installation/Operation



TLW12C\_SVG

## Original Instructions

**Keep These Instructions for Future Reference.**


(If this machine changes ownership, this manual must accompany machine.)




[www.alliancelaundry.com](http://www.alliancelaundry.com)

Part No. 203186EN  
October 2014

# Front Matter

	<b>WARNING</b>
<p>Failure to install, maintain, and/or operate this machine according to the manufacturer's instructions may result in conditions which can produce bodily injury and/or property damage.</p>	
W030	

	<b>WARNING</b>
<p>For your safety and to reduce the risk of fire or an explosion, do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.</p>	
W022	

**NOTE:** The **WARNING** and **IMPORTANT** instructions appearing in this manual are not meant to cover all possible conditions and situations that may occur. It must be understood that common sense, caution, and carefulness are factors which cannot be built into these washers. These factors **MUST BE** supplied by the person(s) installing, maintaining, or operating the washer.

Always contact the distributor, service agent, or the manufacturer about any problems or conditions you do not understand.




Read all instructions before using washer.


This product uses FreeRTOS V7.2.0 ([www.freertos.org](http://www.freertos.org)).


# Safety Information

## Explanation of Safety Messages

Precautionary statements (“DANGER,” “WARNING,” and “CAUTION”), followed by specific instructions, are found in this manual and on machine decals. These precautions are intended for the personal safety of the operator, user, servicer, and those maintaining the machine.

	<b>DANGER</b>
Indicates an imminently hazardous situation that, if not avoided, will cause severe personal injury or death.	

	<b>WARNING</b>
Indicates a hazardous situation that, if not avoided, could cause severe personal injury or death.	

	<b>CAUTION</b>
Indicates a hazardous situation that, if not avoided, may cause minor or moderate personal injury or property damage.	


Additional precautionary statements (“IMPORTANT” and “NOTE”) are followed by specific instructions.

**IMPORTANT:** The word “IMPORTANT” is used to inform the reader of specific procedures where minor machine damage will occur if the procedure is not followed.

**NOTE:** The word “NOTE” is used to communicate installation, operation, maintenance or servicing information that is important but not hazard related.

## Important Safety Instructions

Save These Instructions

	<b>WARNING</b>
To reduce the risk of fire, electric shock, serious injury or death to persons when using your washer, follow these basic precautions:	
W023	

- Read all instructions before using the washer.
- Install the washer according to the INSTALLATION INSTRUCTIONS. Refer to the EARTH/GROUND INSTRUCTIONS in the INSTALLATION manual for the proper earth/ground connection of the washer. All connections for water, drain, electrical power and earth/ground must comply with local codes and be made by licensed personnel when required. Do not do it yourself.
- Do not install or store the washer where it will be exposed to water and/or weather.
- Do not add the following substances or textiles containing traces of the following substances to the wash water: gasoline, kerosene, waxes, cooking oils, vegetable oils, machine oils, dry-cleaning solvents, flammable chemicals, thinners or other flammable or explosive substances. These substances give off vapors that could ignite, explode or cause the fabric to catch on fire by itself.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using a washing machine or combination washer-dryer, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. THE GAS IS FLAMMABLE, DO NOT SMOKE OR USE AN OPEN FLAME DURING THIS TIME.
- To reduce the risk of an electric shock or fire, DO NOT use an extension cord or an adapter to connect the washer to the electrical power source.
- Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. This is a safety rule for all appliances.
- Cleaning and user maintenance shall not be made by children without supervision.
- Children less than three years should be kept away unless continuously supervised.
- Do not reach into the washer if the washtub or agitator, if applicable, is moving.
- Never operate the washer with any guards, panels and/or parts removed or broken. DO NOT tamper with the controls or bypass any safety devices.
- Use your washer only for its intended purpose, washing clothes. Always follow the fabric care instructions supplied by the garment manufacturer.
- Always read and follow manufacturer’s instructions on packages of laundry and cleaning aids. To reduce the risk of poisoning or chemical burns, keep them out of the reach of chil-

dren at all times (preferably in a locked cabinet). Heed all warnings or precautions.

- Do not use fabric softeners or products to eliminate static unless recommended by the manufacturer of the fabric softener or product.
- Lid **MUST BE CLOSED** any time the washer is to agitate or spin. **DO NOT** bypass the lid switch by permitting the washer to agitate or spin with the lid open. A brake will stop the washtub within seconds if the lid is opened during spinning. If the washtub does not stop when the lid is opened, remove the washer from use and call the service person.
- Be sure water connections have a shut-off valve and that fill hose connections are tight. **CLOSE** the shut-off valves at the end of each wash day.
- Keep your washer in good condition. Bumping or dropping the washer can damage safety features. If this occurs, have your washer checked by a qualified service person.
- Do not repair or replace any part of the washer, or attempt any servicing unless specifically recommended in the user-maintenance instructions or in published user-repair instructions that you understand and have the skills to carry out. **ALWAYS** disconnect the washer from electrical supply before attempting any service.
- Disconnect the power cord by grasping the plug, not the cord. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Before the washer is removed from service or discarded, remove the lid or door to the washing compartment.
- Failure to install, maintain, and/or operate this washer according to the manufacturer's instructions may result in conditions which can produce bodily injury and/or property damage.

**NOTE: The WARNING and IMPORTANT SAFETY INSTRUCTIONS appearing in this manual are not meant to cover all possible conditions and situations that may occur. Common sense, caution and care must be exercised when installing, maintaining, or operating the washer.**

Always contact your dealer, distributor, service agent or the manufacturer about any problems or conditions you do not understand.

# Operation

## Operation Instructions

**IMPORTANT:** Prior to first wash, use an all-purpose cleaner, or a detergent and water solution, and a damp cloth to remove shipping dust from inside of washer.

**IMPORTANT:** Remove all sharp objects from laundry to avoid tears and rips to items during normal machine operation.

### Add Detergent

1. Pour measured amount of detergent into washtub. Refer to package directions.
2. NEVER POUR UNDILUTED BLEACH DIRECTLY ON LAUNDRY. Follow package directions when using bleach.

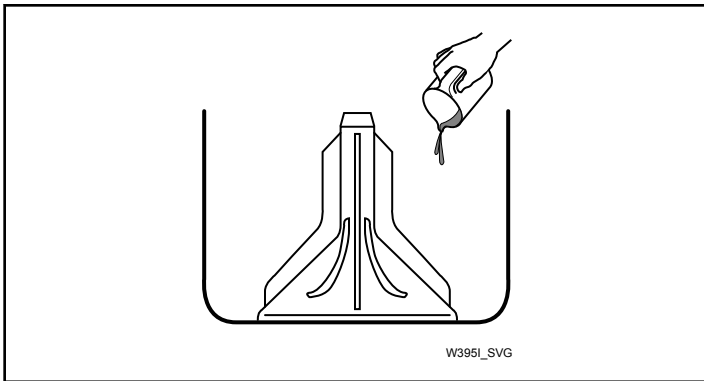


Figure 15

### Load Laundry

1. Load dry clothes loosely into washtub – DO NOT overload! (6.3 kg [14 lbs.] maximum dry clothes load)
2. When washing large items such as shag rugs and bedspreads, add several small items to balance wash load.

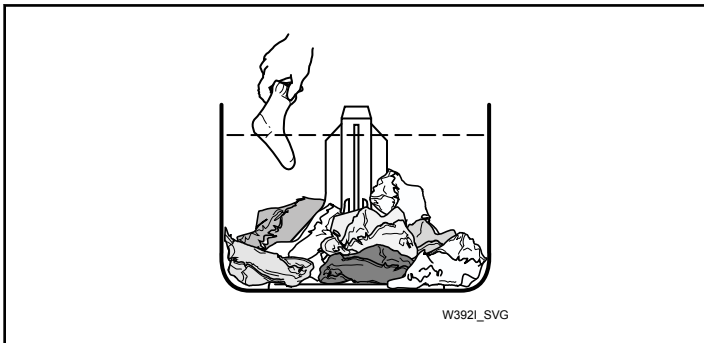


Figure 16

### Close Lid

Washer will not operate with lid open.

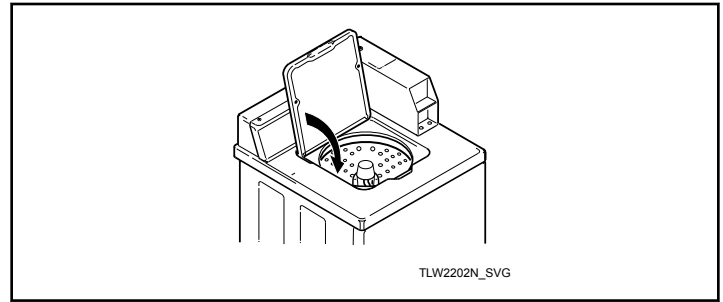


Figure 17

### Set Cycle

Push Cycle touchpad for NORMAL, PERM PRESS or DELICATES/BULKY. Light indicates selection.

**NOTE: The NORMAL cycle is recommended for every-day cottons and linens.**

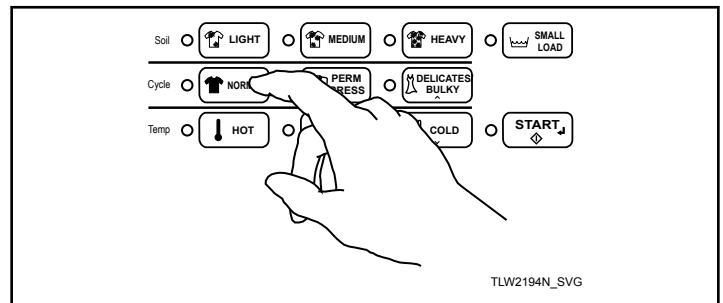


Figure 18

### Set Wash Temperature

Push Temp touchpad for HOT, WARM or COLD. Light indicates selection.

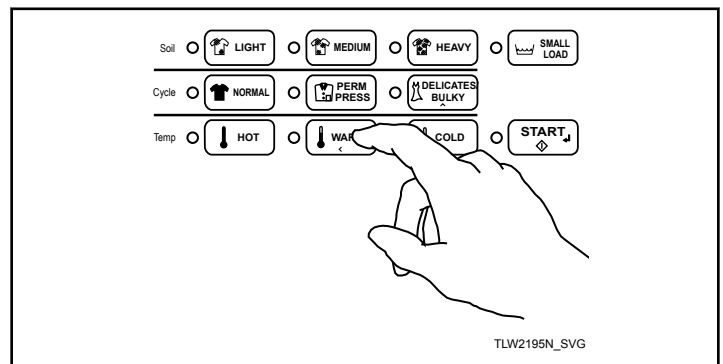


Figure 19

### Select Soil Level

Push Soil touchpad for LIGHT, MEDIUM or HEAVY. Light indicates selection.

**NOTE: The LIGHT soil level is recommended for every-day cottons and linens.**

Fabric softener should only be used when the Heavy soil level is selected.

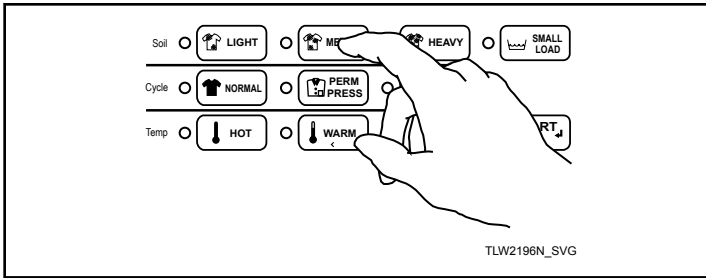


Figure 20

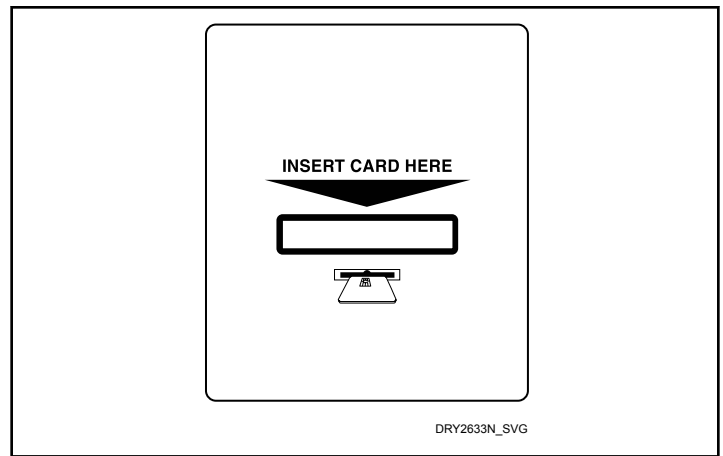


Figure 23

**Select Small Load, if Desired**

Push Small Load touchpad for a smaller sized load. Light will be lit when selected.

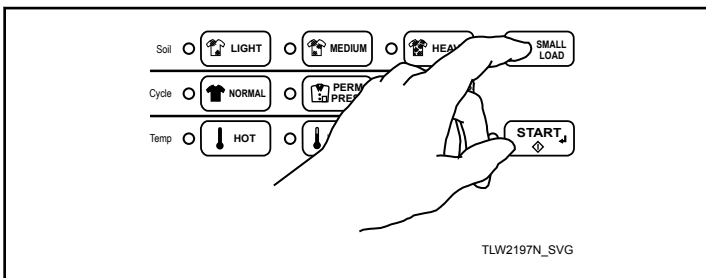


Figure 21

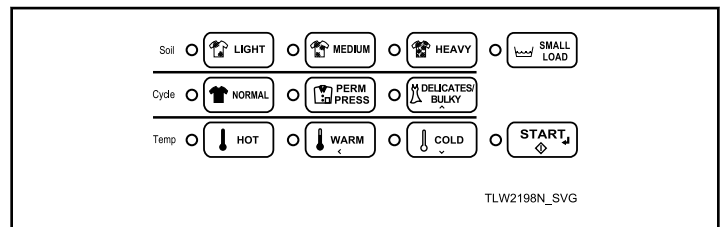


Figure 24

**Insert Coins or Card**

**To Insert Coins**

1. Insert coin(s) in coin slot.
2. Check pricing as seen on digital display.

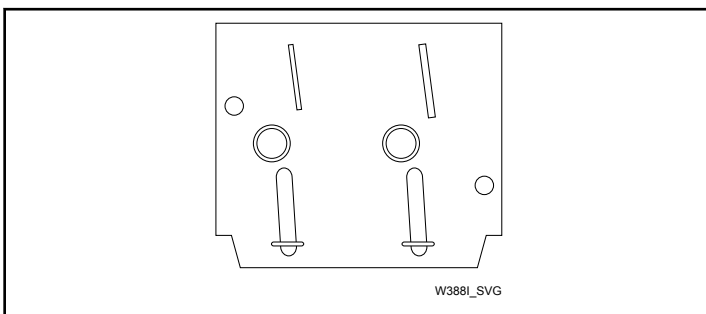


Figure 22

**To Insert Card**

Insert card into opening.

**Start Washer**

After vend price has been satisfied, push the start pad. LID MUST BE CLOSED TO START WASHER.

**Indicator Lights**

INSERT COINS/CARD	INSERT COINS/CARD is lit to prompt the user to insert coins or a card to satisfy the vend price. When INSERT COINS/CARD is lit, the digits show the vend price remaining to be satisfied.
WASH	WASH is lit at the beginning of the Wash portion of the cycle and will remain lit until the wash step is complete.
RINSE	RINSE is lit at the beginning of the Rinse or Extra Rinse portion of the cycle and will remain lit until the Rinse step is complete.
SPIN	SPIN is lit during the Final Spin portion of the cycle.
START	START flashes one second on and one second off when the full vend price has been satisfied.

# Maintenance

## User-Maintenance Instructions

### Cold Weather Care

If the unit is delivered on a cold day (below freezing), or is stored in an unheated room or area during the cold months, do not attempt to operate the washer until it has had a chance to warm up. Water from the previous cycle may remain.

### Care of Your Washer

Use only a damp or sudsy cloth for cleaning the control panel. Some cleaning products may harm the finish on the control panel or damage the interior. DO NOT use products that contain alcohol on the control panel. Wipe the panel dry after cleaning.

Wipe the washer cabinet as needed. If detergent, bleach or other washing products are spilled on the cabinet, wipe immediately. Some products will cause permanent damage if spilled on the cabinet.

Do not use scouring pads or abrasive cleansers.

The washtub will need no particular care though it may need rinsing or wiping after some unusual loads have been washed. This also may be necessary if too little detergent has been used.

Leave the lid open to allow the inside of the washer to dry out after use. This helps prevent musty odors from developing.

The agitator should not be removed except for service. The washtub is designed to be self cleaning.

### Replacing Hoses

Hoses and other natural rubber parts deteriorate after extended use. Hoses may develop cracks, blisters or material wear from the temperature and constant high pressure they are subjected to.

All hoses should be checked on a monthly basis for any visible signs of deterioration. Any hose showing the signs of deterioration listed above should be replaced immediately. All hoses should be replaced every five years.

### Filter Screens

Check the filter screens in the fill hoses for debris or damage every six months. Clean or replace them if necessary.

If the washer is filling with water slower than normal, check the filter screens. Clean or replace them if necessary.

Order filter screen Part No. 803615 from the nearest authorized parts distributor.

## Reinstallation of Shipping Materials

You must install the shipping brace and shipping plug any time the washer is moved.

### Shipping Brace

The shipping brace in the lid opening should be saved and reinstalled whenever the washer is moved. To reinstall the brace, open the washer lid and place the brace over the washer agitator, placing the back of the brace into the lid opening first.

### Shipping Plug

The plastic shipping plug should be saved and reinstalled any time the washer is moved. The plug fits into two openings: The base opening and the shipping plug opening on the bottom of the movable pivot dome. The plug MUST be inserted into both openings to prevent damage to the washer. In order to accomplish this, the shipping plug opening must be directly lined up with the base opening.

Refer to *Figure 25*.

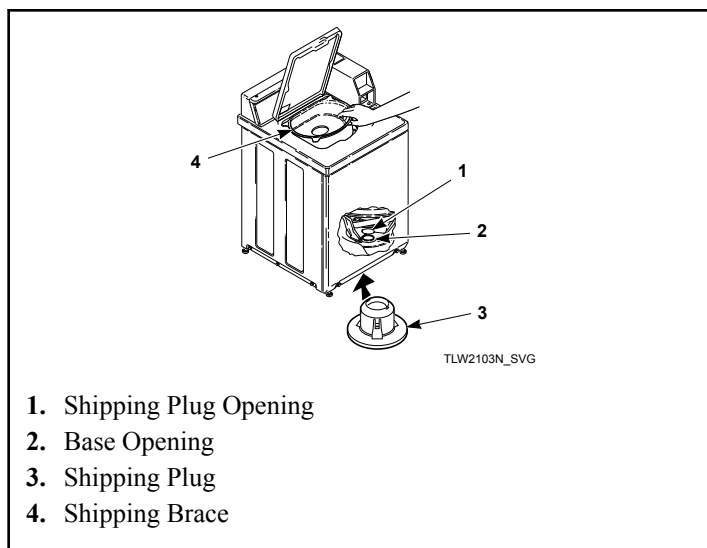


Figure 25

## Motor Overload Protector

The internal overload protector will stop the motor automatically in the event of an overload.

The overload protector will reset itself in two or three minutes and the motor will restart automatically.

If the overload protector stops motor again, remove the washer from use and call the service person to correct the problem.

# Troubleshooting

Try these troubleshooting tips before making a service call. They may save you time and money.

Washer Symptom	Possible Cause/Solution
<p>Won't Fill</p>	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Insert coin(s) or card.</li> <li>• Make sure that the controls are properly set.</li> <li>• Make sure hot and cold water faucets are turned on.</li> <li>• Make sure drain hose is not kinked or twisted.</li> <li>• During the rinse portion of the cycle, the tub won't fill with water. Instead, there is a spray rinse.</li> <li>• Make sure that the last spin has been completed.</li> <li>• Clean the screens in the water mixing valve and the filter screens located at the faucet end of the fill hoses. (Owner is responsible for service calls regarding cleaning of the screens.)</li> <li>• Water is being siphoned from the washer during the cycle. Refer to the Installation instructions to make sure that the drain hose has been properly installed.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> </ul>
<p>Won't Start</p>	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Insert coin(s) or card.</li> <li>• Make sure that the controls are properly set.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> </ul>
<p>Won't Agitate</p>	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Insert coin(s) or card.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> <li>• Broken drive belt. Call the service person.</li> <li>• Have a qualified electrician check polarity and earth/ground. Refer to Electrical Requirements section.</li> </ul>



<b>Washer Symptom</b>	<b>Possible Cause/Solution</b>
Won't Spin	<ul style="list-style-type: none"> <li>• Make sure lid is closed.</li> <li>• Make sure power cord is plugged all the way into the electrical outlet.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• Insert coin(s) or card.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> <li>• Broken drive belt. Call the service person.</li> <li>• Have a qualified electrician check polarity and earth/ground. Refer to Electrical Requirements section.</li> </ul>
Stops/Pauses During Cycle	<ul style="list-style-type: none"> <li>• Pauses are part of the washer's normal operation. The washer will stop (pause) shortly before the wash and rinse spins.</li> <li>• Check the laundry room fuse or circuit breaker.</li> <li>• The motor overload protector may have stopped the cycle. It will reset itself in two or three minutes and restart the washer automatically.</li> </ul>
Won't Drain	<ul style="list-style-type: none"> <li>• Make sure drain hose is not kinked or twisted.</li> <li>• Make sure drain hose is not clogged.</li> <li>• Make sure drain receptacle is not clogged.</li> <li>• Refer to the Installation instructions to make sure that the drain hose has been properly installed.</li> </ul>
Water Leaks	<ul style="list-style-type: none"> <li>• Check that fill hoses are properly installed on the faucets and the washer's water mixing valve.</li> <li>• Check the condition of the fill hoses. Replace fill hoses every five years.</li> <li>• Make sure drain receptacle is not clogged.</li> <li>• Check laundry room plumbing.</li> <li>• Laundry load may be oversudsing or overloaded. Use less detergent (or low-sudsing detergent) and proper load sizes.</li> </ul>
Is Noisy	<ul style="list-style-type: none"> <li>• Wash load may be unbalanced. Open lid and redistribute the load.</li> <li>• Make sure washer is level. Uneven leveling can cause vibration.</li> <li>• A newly installed washer may make a knocking sound if the machine has been in storage. The belt may have settled. Run washer through 4-5 cycles to loosen belt. Washer operation will not be affected.</li> </ul>
Load is too Wet	<ul style="list-style-type: none"> <li>• Wash load may be unbalanced. Open lid and redistribute the load.</li> <li>• Load is too small. Add items to make full load.</li> </ul>
Wrong Water Temperature	<ul style="list-style-type: none"> <li>• Make sure that the controls are properly set.</li> <li>• Check fill hoses. Make sure hot faucet hose is connected to hot mixing valve (indicated with "H" on the valve bracket) and cold faucet is connected to cold mixing valve (indicated with "C" on the valve bracket).</li> <li>• Make sure laundry room water heater is adjusted properly.</li> </ul>