



TUTORIS

# Dishwasher Troubleshooting Guide

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The Dufresne Group

## NORMAL SOUNDS YOU MAY HEAR

The following sounds may be heard while your dishwasher is operating. They are normal.

**Hiss:** Water valve may hiss during filling.

**Snapping:** A snap noise is the detergent cup lid hitting the door liner when the dishwasher door is opened at the end of the cycle.

**Whooshing:** Water circulation sounds.

**Humming:** Humming during draining is normal.

## BEFORE CALLING FOR SERVICE

Your dishwasher is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If your dishwasher does not function properly, or does not function at all, check the following before you call service.

Problem	Possible Causes	Possible Solutions
<b>OPERATIONS</b>		
<b>Does not run</b>	<ul style="list-style-type: none"> <li>• Fuse blown; tripped circuit breaker</li> <li>• Power supply is not turned on</li> <li>• Water pressure is low</li> </ul>	<ul style="list-style-type: none"> <li>• Replace fuse or reset circuit breaker. Remove any other appliances sharing the same circuit with the dishwasher.</li> <li>• Make sure the dishwasher is turned on and the door is closed securely. Make sure the power cord is properly plugged into the wall socket.</li> <li>• Check that the water supply is connected properly and the water is turned on.</li> </ul>
<b>Drain pump does not stop</b>	<ul style="list-style-type: none"> <li>• Overflow</li> </ul>	<ul style="list-style-type: none"> <li>• The system is designed to detect and overflow. When it does, it shuts off the circulation pump and turns on the drain pump.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Dishwasher will not drain</b>	<ul style="list-style-type: none"> <li>• Knock-out still attached</li> <li>• Obstruction in the drain or disposer</li> <li>• Kink in hose</li> <li>• Blown fuse; tripped circuit breaker</li> <li>• Cycle is not completed</li> </ul>	<ul style="list-style-type: none"> <li>• If hooked up to a food waste disposer, be sure the knock-out removed from the disposer inlet.</li> <li>• Check for food obstruction in the drain or disposer.</li> <li>• Straighten hose.</li> <li>• Replace fuse; reset breaker.</li> <li>• Check that cycle is complete.</li> </ul>
<b>Dishwasher adds water at end of cycle</b>	<ul style="list-style-type: none"> <li>• This is normal</li> </ul>	<ul style="list-style-type: none"> <li>• The sensor (select models) in the pump must stay submerged so a short fill of water is added after the cycle's last drain.</li> </ul>
<b>Detergent cup is not empty</b>	<ul style="list-style-type: none"> <li>• Cycle not completed</li> <li>• Dispenser blocked</li> </ul>	<ul style="list-style-type: none"> <li>• Be sure that the cycle is complete.</li> <li>• Check and remove any blockage.</li> </ul>
<b>Cycle takes too long (Heating Delay light [select models] stays on)</b>	<ul style="list-style-type: none"> <li>• High Temp Wash cycle selected or water supplied to dishwasher not hot enough</li> <li>• Super Scrub, Sanitize, or Steam Clean (select models) has been selected</li> <li>• Optical sensor</li> </ul>	<ul style="list-style-type: none"> <li>• Hi Temp Wash has been selected and the cycle is extended to heat water. Check to see that the incoming water temperature is 120° F (49° C). The dishwasher runs longer while heating water.</li> <li>• Super Scrub, Sanitize, or Steam Clean (select models) has been selected and the cycle extended to heat water.</li> <li>• This dishwasher is equipped with an optical sensor wash that detects water temperature, soil and detergent amount. Wash cycles are adjusted based on what is sensed.</li> </ul> <p><b>IMPORTANT:</b> The very first wash cycle after installation in your home will be adjusted to include an additional 2 rinses. This cycle must not be interrupted for proper sensor adjustment. If this adjustment cycle is cancelled or stopped before the Clean light comes on at the end of the cycle, the next wash cycle will repeat this</p>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
		sensor adjustment.  <b>NOTE:</b> To use less water and reduce energy consumption you will encounter cycles that typically run for up to 3 hours.
<b>Dishwasher leaks</b>	<ul style="list-style-type: none"> <li>• Not level</li> <li>• Suds</li> <li>• Dispenser lid not secure</li> <li>• Overfill dispenser or rinse aid spills</li> </ul>	<ul style="list-style-type: none"> <li>• Check that the dishwasher is level. Refer to your Installation Instructions.</li> <li>• Suds can cause the dishwasher to overflow. Measure the detergent carefully and use only detergents designed for use in a dishwasher. Less detergent is needed in soft water. Try another brand of detergent if sudsing continues.</li> <li>• To avoid rinse aid leaking from the dispenser, be sure the lid is securely attached.</li> <li>• Be careful not to overfill the rinse aid dispenser. Spilled rinse aid could cause oversudsing and lead to overflowing. Wipe away any spills with a damp cloth.</li> </ul>
<b>Water does not pump out of the tub</b>	<ul style="list-style-type: none"> <li>• Drain is clogged</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the kitchen sink is draining well. If the dishwasher drains into a disposer, run it clear.</li> </ul>
<b>Indicator lights flashing</b>	<ul style="list-style-type: none"> <li>• Countdown display</li> <li>• Door is open</li> <li>• Attempt to change cycle after “lock-in”</li> <li>• Pad is pressed while control lock is enabled</li> </ul>	<ul style="list-style-type: none"> <li>• The countdown display (select models) flashes after a cycle is selected until the <b>Start/Cancel</b> pad is pressed. The countdown display (select models) and the delay indicator flash after a delay is selected until the <b>Start/Cancel</b> pad is pressed.</li> <li>• All active display indicators flash if the door is opened during a running cycle or delay.</li> <li>• The currently selected cycle flashes if an attempt is made to change the cycle after cycle “lock-in”.</li> <li>• The lock indicator flashes and the countdown display (selected models) flashes an “L” if a pad is pressed while the control lock is enabled.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Display time suddenly drops or increases by several minutes (select models)</b>	<ul style="list-style-type: none"> <li>This is normal</li> </ul>	<ul style="list-style-type: none"> <li>This is normal when the <b>Sensor Clean</b> (select models) or <b>Normal Wash</b> cycle is selected and the dishwasher decides to skip or add a drain and refill.</li> </ul>
<b>Sanitized light does not illuminate at the end of the cycle (select models)</b>	<ul style="list-style-type: none"> <li>Sanitize was not selected</li> <li>Interruption of cycle</li> </ul>	<ul style="list-style-type: none"> <li>Sanitization can only be achieved with the Sensor Clean (select models), Heavy Wash, Normal Wash or China/Crystal cycles.</li> <li>Sanitization may not be achieved if there is an interruption of the cycle, power failure or if incoming water temperature is below 120° F (49° C).</li> </ul>
<b>Clean light is flashing</b>	<ul style="list-style-type: none"> <li>Call your service center</li> </ul>	
<b>Suds in the tub</b>	<ul style="list-style-type: none"> <li>Improper detergent</li> <li>Spilled rinse agent</li> </ul>	<ul style="list-style-type: none"> <li>Use only the special dishwasher detergent to avoid suds. To remove: Open the dishwasher and let the suds evaporate. Add 1 gallon of cold water to the tub. Close and latch the dishwasher, then drain out the water by slowly turning the dial until a drain period is reached. Repeat if necessary. (Danby)</li> <li>Always wipe rinse agent spills immediately.</li> </ul>
<b>Yellow or brown film on inside surfaces</b>	<ul style="list-style-type: none"> <li>Tea or coffee stains</li> <li>Iron deposits in water can cause an overall film</li> </ul>	<ul style="list-style-type: none"> <li>Using a solution of ½ cup of bleach and 3 cups warm water to remove the stains by hand. <b>WARNING!</b> You have to wait for 20 minutes after a cycle to let the heating elements cool down before cleaning the interior; otherwise, you could get burned.</li> <li>Call a water softener company for a special filter.</li> </ul>
<b>White film on inside surface</b>	<ul style="list-style-type: none"> <li>Hard water minerals</li> </ul>	<ul style="list-style-type: none"> <li>To clean the interior, use a damp sponge with dishwasher detergent and wear rubber gloves. Never use any other cleaner than dishwasher detergent for the risk of foaming or suds.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
<b>Steam</b>	<ul style="list-style-type: none"> <li>Normal phenomenon</li> </ul>	<ul style="list-style-type: none"> <li>There is some steam coming through the vent by the door latch during drying and water draining.</li> </ul>
<b>Door will not close</b>	<ul style="list-style-type: none"> <li>Backwards bottom rack</li> </ul>	<ul style="list-style-type: none"> <li>The bottom rack may be in backwards. The rack bumpers must face the dishwasher door.</li> </ul>
<b>White residue on the front of the access panel</b>	<ul style="list-style-type: none"> <li>Too much detergent used</li> <li>Detergent making excess foam</li> </ul>	<ul style="list-style-type: none"> <li>Ensure to use the correct amount of detergent for the cycle.</li> <li>Some brands of detergent can make excess foam. Try a different brand to reduce foaming and eliminate buildup.</li> </ul>
<b>Condensation on the kitchen counter (build-in models)</b>	<ul style="list-style-type: none"> <li>Not aligned with countertop</li> </ul>	<ul style="list-style-type: none"> <li>Moisture from the vent in the dishwasher console can form on the counter. If not aligned with the countertop it can create condensation. Refer to your Installation Instructions.</li> </ul>
<b>Blinking lights</b>	<ul style="list-style-type: none"> <li>Interruption in cycle</li> <li>Error detected</li> </ul>	<ul style="list-style-type: none"> <li>Blinking LED's will occur when the cycle is paused or when the cycle has been interrupted by opening the door. In this case, the Start/Resume button LED, the Cycle Status Indicator LED(s), and the countdown bars on the Cycle Status Display all blink together to indicate that attention is needed. See Start or Resume a Cycle in the "Dishwasher Use" section.</li> <li>Blinking LED's can also occur when certain errors have been detected. In this case, the Clean/ Complete LED will blink one time with a pause in between blinks. Call your service center.</li> </ul>
<b>Spray arms don't rotate smoothly</b>	<ul style="list-style-type: none"> <li>Spray arms blocked by food particles</li> </ul>	<ul style="list-style-type: none"> <li>Clean the holes of the spray arms.</li> </ul>
<b>Upper rack crooked after loading</b>	<ul style="list-style-type: none"> <li>Rack is poorly adjusted</li> </ul>	<ul style="list-style-type: none"> <li>Adjust the upper rack properly.</li> </ul>
<b>DISHES</b>		
<b>Glasses are cloudy/spotted</b>	<ul style="list-style-type: none"> <li>Incorrect water temperature</li> <li>No rinse aid</li> <li>Hard water</li> </ul>	<ul style="list-style-type: none"> <li>Check water temperature. Incoming water should be 120° F (49° C).</li> <li>Always use a rinse aid.</li> <li>Confirm that the cloudiness is</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>• Combination of soft water and too much detergent</li> <li>• Etching</li> <li>• Old or damp powder detergent</li> <li>• Incorrect dosage of detergent</li> <li>• Improper loading</li> </ul>	<p>removable by soaking the item in white vinegar for approximately 5 minutes. If removed, the problem is due to hard water. Adjust detergent amount being used to match water hardness. Be sure detergent is fresh, stored properly and is a high quality brand.</p> <ul style="list-style-type: none"> <li>• Use less detergent if you have soft water and select a shortest cycle to wash the glassware and to get them clean.</li> <li>• If cloudiness is not removable, it is etching. This is an erosion of the surface of the glassware and can be caused by water that is too hot, from using too much detergent or by prewashing. Detergent needs food soil to act upon. If etching has occurred, the glassware is permanently damaged. To prevent further etching, adjust the detergent amount to match the water hardness, stop prewashing, and use water heating options only when incoming water temperature is below 120° F (49° C).</li> <li>• Use fresh detergent.</li> <li>• Use proper amount of detergent for cycle used.</li> <li>• Do not overload dishwasher.</li> </ul>
<p><b>Food soil remains on dishes</b></p>	<ul style="list-style-type: none"> <li>• Incorrect water temperature</li> <li>• Hard water</li> <li>• Detergent not fresh</li> <li>• Improper cycle</li> </ul>	<ul style="list-style-type: none"> <li>• Check water temperature. Incoming water should be 120° F (49° C). Run hot water at the sink before starting the dishwasher to check for correct temperature.</li> <li>• Check water hardness and adjust detergent amount accordingly.</li> <li>• Use fresh detergent stored in a cool dry place.</li> <li>• Select proper cycle for the soil level and</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<p>selected</p> <ul style="list-style-type: none"> <li>• Upper rack wash arm connector is not correctly aligned in one of the water inlet holes</li> <li>• Items are blocking the wash arms</li> <li>• Utensils loaded incorrectly</li> <li>• Tines blocked</li> <li>• Soiled dishes</li> <li>• Water pressure too low</li> </ul>	<p><b>Hi Temp Wash</b> (select models).</p> <ul style="list-style-type: none"> <li>• Make sure the upper rack wash arm connector is correctly aligned in one of the water inlet holes (Amana).</li> <li>• Load items so they do not block the wash arms.</li> <li>• Load the utensil basket with knife handles up and spoon and fork handles down.</li> <li>• Do not place glasses over tines.</li> <li>• Before loading, scrape off burnt on foods and wipe the starchy film from utensils used with pasta, rice and oatmeal. These soils require more energy than the rest of the load to clean.</li> <li>• Home water pressure should be 20 to 120 psi (138 to 828 kPa) for proper dishwasher fill. A booster pump on the water supply can be added if pressure is too low.</li> </ul>
<p><b>Items washed in the dishwasher or the dishwasher tub itself are stained/ discolored</b></p>	<ul style="list-style-type: none"> <li>• Aluminum utensils or pans</li> <li>• Iron deposits</li> <li>• Silver or silver-plated silverware</li> <li>• Tomato sauce</li> </ul>	<ul style="list-style-type: none"> <li>• Aluminum utensils or pans can leave marks when they rub against other items. Leave a slight space between items.</li> <li>• Iron deposits in the water can leave a yellow, brown or orange film on dishes or the dishwasher tub. A rust filter may be needed. Check with a water treatment company.</li> <li>• Separate silver or silver-plated silverware from stainless steel. These metals can be damaged by contact with each other during washing.</li> <li>• Color from tomato sauces may adhere to the interior parts of the dishwasher. If light staining has occurred, leave the</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
	<ul style="list-style-type: none"> <li>• Detergent contain stain silver</li> <li>• Detergent contains coloring</li> </ul>	<p>door open to oxidize the stain away. Use a dishwasher detergent that contains chlorine to better fight staining.</p> <ul style="list-style-type: none"> <li>• Certain dishwasher detergents may stain silver. Try another brand of detergent.</li> <li>• Make sure that the detergent used is without coloring.</li> </ul>
<p><b>Items not properly dried/moisture is present on the dishwasher interior after the dry cycle</b></p>	<ul style="list-style-type: none"> <li>• <b>Heated Dry</b> is not selected</li> <li>• Water droplets</li> <li>• No rinse aid</li> <li>• Incorrect water temperature</li> <li>• Hard water</li> <li>• Not loaded properly</li> <li>• Plastic and non-stick items</li> <li>• Glasses and cups with concave bottoms</li> </ul>	<ul style="list-style-type: none"> <li>• Be sure <b>Heated Dry</b> is selected. An air-dry or energy-saving dry option may not get the dishes as dry as a <b>Heated Dry</b> option.</li> <li>• Water droplets may form on the inner door as part of the drying process.</li> <li>• Use a rinse aid separate from the detergent like Jet Dry* or Cascade Rinse Aid* regularly, to improve drying. Turn the rinse aid selector toward the <b>MAX</b> setting.</li> <li>• Check water temperature. Incoming water should be 120° F (49° C). Select <b>Hi Temp Wash</b> option.</li> <li>• Increase detergent amount to match water hardness.</li> <li>• Make sure to load properly. Do not overload. See recommendations in your owner's manual.</li> <li>• Plastic and items with non-stick surfaces are difficult to dry because they have a porous surface which tends to collect water droplets. Towel drying may be necessary.</li> <li>• Glasses and cups with concave bottoms hold water and require towel drying. Locate these items on the more slanted side of the rack for improved results.</li> </ul> <p><b>NOTE:</b> Unload the bottom rack first. Locate</p>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
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		these items on the more slanted side of the rack for improved results.
<b>Dishware is chipped</b>	<ul style="list-style-type: none"> <li>• Dishes striking each other during wash</li> <li>• Fine antique china/crystal</li> <li>• Glasses loaded over the tines</li> <li>• Overloaded</li> <li>• Delicate items on bottom rack</li> <li>• Not loaded properly</li> </ul>	<ul style="list-style-type: none"> <li>• Load dishes according to instructions so they do not strike each other.</li> <li>• Washing fine antique china/crystal in the dishwasher is not recommended.</li> <li>• Do not load glasses over the tines.</li> <li>• Load with care and do not overload. See preparation and loading dishes.</li> <li>• Make sure to place delicate items in the top rack.</li> <li>• Load items so they are secure and don't jar loose when moving racks in and out. Move racks in and out slowly. Make sure tall glasses and stemware will clear top of tub when rack is pushed in.</li> </ul>
<b>Black or gray marks on dishes</b>	<ul style="list-style-type: none"> <li>• Aluminum utensils have rubbed against dishes</li> </ul>	<ul style="list-style-type: none"> <li>• Use a mild abrasive cleaner to eliminate marks.</li> </ul>

### NOISE

<b>Thumping</b>	<ul style="list-style-type: none"> <li>• Obstruction in load</li> </ul>	<ul style="list-style-type: none"> <li>• A thumping sound may be a wash arm bumping an item that is extending beyond the racks. Readjust load to avoid obstructing wash arm.</li> </ul>
<b>Chopping or grinding</b>	<ul style="list-style-type: none"> <li>• Internal chopper blade</li> </ul>	<ul style="list-style-type: none"> <li>• Chopping or grinding sounds may be heard as the internal chopper blade chops hard items like fruit seeds, nuts, etc.</li> </ul>
<b>Motor hum</b>	<ul style="list-style-type: none"> <li>• Not used often</li> </ul>	<ul style="list-style-type: none"> <li>• Dishwasher has not been used regularly. If you do not use it often, remember to set it to fill and pump out every week, which will help keep the seal moist.</li> </ul>
<b>Racket</b>	<ul style="list-style-type: none"> <li>• Utensils or something dropped</li> </ul>	<ul style="list-style-type: none"> <li>• Utensils are not secure in the baskets or something small has dropped into the basket. Ensure everything is secured in the dishwasher before starting.</li> </ul>

## BEFORE CALLING FOR SERVICE (Cont.)

Problem	Possible Causes	Possible Solutions
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<b>Note</b>	<ul style="list-style-type: none"> <li>• Proper installation affects the noise level</li> </ul>	
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### ODOUR

<b>“New” smell</b>	<ul style="list-style-type: none"> <li>• Normal</li> </ul>	<ul style="list-style-type: none"> <li>• Many dishwashers have a “new” smell when first installed. This will dissipate with use.</li> </ul>
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<b>Odours</b>	<ul style="list-style-type: none"> <li>• May not be draining properly</li> <li>• Period of non-use</li> <li>• Remaining water inside from the last cycle</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to the “Dishwasher will not drain” section</li> <li>• If the dishwasher not used on a regular basis, it can develop an odor. Run a rinse cycle daily, or every other day until a full load can be completed.</li> <li>• Operate Quick Wash cycle with detergents without loading dishes.</li> </ul> <p><b>NOTE:</b> For a strong odour, place baking soda in both sides of the detergent cup. Select <b>Light/Quick Wash</b> cycle and allow the water to circulate for about 10 minutes. Interrupt the cycle by unlatching the door and let it stand overnight. Restart the dishwasher by latching the door and allow it to complete the cycle. Another alternative is to use a dishwasher cleaning product such as Jet-Dry Dishwasher Cleaner*.</p>
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### DISPLAY/ERROR CODES

Refer to your Owner’s Manual