

## Contents

<b>Contents</b> .....	<b>1</b>
<b>Frequently Asked Questions</b> .....	<b>1</b>
Question 1: How do you turn off the start delay? .....	1
Question 2: What should I do if my dishwasher doesn't start? .....	1
Question 3: Why does it smell bad?.....	1
Question 4: How much space is on the bottom rack? .....	2
Question 5: What should I do if my dishes aren't drying?.....	2
Question 6: Why aren't my dishes clean? .....	2
Question 7: My pots and pans are not getting clean.....	3
Question 8: Does the dishwasher come with a food disposer?.....	3
Question 9: Are all of the racks adjustable?.....	3
Question 10: Why isn't the control panel responding to commands? The dishwasher is on and the child lock is not active.....	3
Question 11: Which cycle should I be using?.....	3
Question 12: How do I clear an error code?.....	3
Question 13: What do the error codes mean? .....	4
Question 14: Why does the dishwasher sometimes start automatically when I close the door? .....	4

## Frequently Asked Questions

### Question 1: How do you turn off the start delay?

To cancel the delayed start and begin the cycle before the delay period is complete:

- Open the door, then press and hold **START/Cancel** for three seconds.
- OR
- Press **Delay** repeatedly until the display shows "0" again.

### Question 2: What should I do if my dishwasher doesn't start?

- Make sure that the door is closed.
- Make sure that your dishwasher is connected to power and is turned on. Also, if there is a wall switch controlling the dishwasher, typically mounted just above the dishwasher on the wall, make sure that it is turned on.
- Make sure that the Delay Start option is not selected. If it is, open the door, then press and hold **START/Cancel** for three seconds.
- Make sure that the child lock is not turned on. An indicator lights up when the dishwasher is locked. To turn the child lock on or off, press **Heavy** and **Delicate** at the same time. The Child Lock indicator turns off.
- Make sure that the circuit breaker is on.

### Question 3: Why does it smell bad?

- If the dishwasher drains into a garbage disposal, make sure that the disposal is completely empty before starting the dishwasher.
- Wash your dishwasher's filters monthly.

#### Question 4: How much space is on the bottom rack?

The bottom rack is designed to accommodate plates, bowls, saucers, and cookware. The adjustable rack lets you load items up to 13 inches high.

#### Question 5: What should I do if my dishes aren't drying?

To dry dishes, the dishwasher uses a very hot final rinse and then shuts off. As the sides cool, it pulls the moisture off the dishes, to the sides of the dishwasher, and into the drain.

If your dishwasher is not fully drying your dishes:

- Make sure that you are using rinse aid.
- Make sure that the **Heat Dry** option is turned on. Hi Temp Wash and Sanitize Rinse also help make dishes dryer.
- Make sure that your dishes are loaded properly. Position your dishes so they do not shift or collect water during the cycle.
- Make sure that your dishwasher's water temperature reaches at least 120° F (49° C). Turn on the hot water faucet near the dishwasher, and let it run for several minutes. Hold a thermometer (a candy or meat thermometer will work) in the water stream to check the temperature.
- The hardness of your water determines the amount of dishwashing detergent and rinse aid you need. The harder the water, the more detergent required. If glasses show streaks, turn up the dial on the rinse aid dispenser until the streaks disappear.
- A load with a lot of plastic items in the middle rack will negatively impact drying results. If possible, alternate plastic items with non-plastic items, like glasses. It is common for plastic items to require towel drying.
- If puddles are left on the tops of items, make sure that items with cupped tops have enough tilt to shed as much water as possible.
- Consider flash drying as an option. During the drying cycle, open the door two to three inches for two minutes to allow the steam to exit, then restart the cycle.
- If selecting Heavy Wash with Hi Temp Wash, Sanitize Rinse and Heat Dry with rinse aid does not produce satisfactory results, schedule a service appointment.

#### Question 6: Why aren't my dishes clean?

- Make sure that you are pre-rinsing your dishes and are scraping off large food items before putting them in your dishwasher.
- If you see specks of soil on the wash load, make sure that the drain hose is not kinked and that the air-gap (if equipped) is clean. Also, after removing the water from your dishwasher, remove the filters and make sure they are clean and that the drain pump is not blocked.
- Consider less congested dish spacing or washing smaller loads more often to avoid crowding dishes.
- Make sure that the upper rack is moved all the way back in the dishwasher, and that the rack is completely in the upper or lower position.
- Make sure that the upper and lower spray arm nozzles are clean and that the filter system is locked in place.
- Do not stack or nest items, or place your dishes too close together. See "Preparing and loading dishes" in your *User Guide* for more information.
- Make sure that you select an appropriate wash option. See the "Wash cycle selections" in your *User Guide* for more information.
- Make sure that your water line provides hot water and enough water pressure for the best washing and drying results:
  - **Water Temperature:** Turn on the hot water faucet near the dishwasher, and let it run for several minutes. Hold a thermometer (a candy or meat thermometer will work) in the water stream to check the temperature. Water entering the dishwasher should be at least 120° F (49° C). If the temperature is below 120° F (49° C), have a qualified person raise the hot water heater thermostat setting.

- **Water Pressure:** The hot water supply line for your dishwasher must provide water pressure of at least 20 psi (138 kPa) and not more than 120 psi (828 kPa). You may experience low water pressure during high-demand periods, such as when laundry or showers are in use while you are washing the dishes. To eliminate this problem, wait until hot water demand is reduced before starting the dishwasher.

### Question 7: My pots and pans are not getting clean.

Make sure that you use the Heavy cycle to help clean pots and pans.

### Question 8: Does the dishwasher come with a food disposer?

No, but it has built-in filters for food. Make sure that you wash them regularly (monthly) for optimal performance.

### Question 9: Are all of the racks adjustable?

No, only the upper (non-utensil) rack is adjustable. All racks can be modified by moving or removing sections or by raising or lowering the pegs. For more information and adjustment instructions, see the *User Guide* that came with your dishwasher.

### Question 10: Why isn't the control panel responding to commands? The dishwasher is on and the child lock is not active.

- The dishwasher may need to be reset. Turn off the circuit breaker that powers the dishwasher for a few seconds, then turn it back on.
- Make sure that the button panel is not wet. If the problem persists, seek professional service.

### Question 11: Which cycle should I be using?

#### CYCLES:

- **Auto** - A fast wash for lightly soiled dishes and silverware. Uses sensors to determine the soil level of the load, then adjust the wash cycle to optimize wash performance, water, and energy usage.
- **Normal** - Use for regularly soiled dinner dishes or silverware.
- **Heavy** - Use for hard-to-clean, heavily soiled dishes, pots, and pans.
- **Delicate** - Use for lightly soiled loads, such as fine china or crystal.
- **Express** - Use for lightly soiled and pre-rinsed dishes and silverware.

#### OPTIONS can add enhancements to the cycle selected:

- **Heat Dry**—Use to heat-dry your dishes.
- **Sanitize Rinse**—Use to sanitize your dishes and glassware. Maintains the water temperature at 58° F (70° C) max., and is available with the **Auto**, **Normal**, **Heavy**, and **Express** cycles.

#### Notes:

- Certified residential dishwashers are not intended for licensed food establishments.
- The sanitize cycle is NSF certified.
- **Hi Temp Wash**—Use to maintain the water temperature at 140° F (60° C) max. during the wash portion of the cycle. This option is available with the **Auto**, **Normal**, and **Heavy** cycles.

### Question 12: How do I clear an error code?

Once the cause of an error code is identified and corrected, you can clear the code by turning off the circuit breaker that powers the dishwasher for a few seconds and then turning it back on.

### Question 13: What do the error codes mean?

CODE	DESCRIPTION	POSSIBLE CAUSE	POSSIBLE SOLUTION
E1	Either the water flow is insufficient or the water pressure from the incoming line is too high	<ul style="list-style-type: none"> <li>The water faucet is not open</li> <li>Water pressure is too low</li> <li>Drain hose is plugged</li> <li>Other (parts failure of inlet or drain system)</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that the water is turned on to your dishwasher</li> <li>Make sure that the water pressure is 20~100 psi</li> <li>Make sure that the drain hose is not plugged</li> <li>Contact Customer Service</li> </ul>
E3	Abnormal heating	Dishwasher not reaching defined temperature after 90 minutes	Contact Customer Service
E4	Overflow or leak sensor activated	<ul style="list-style-type: none"> <li>A leak in the dishwasher</li> <li>Too much water in the tub</li> </ul>	<ul style="list-style-type: none"> <li>Turn off water to the dishwasher, then check the filter system for blockage. Unblock if necessary.</li> <li>If there is no water in the tub, contact Customer Service</li> </ul>
E6	Thermister open circuit		Contact Customer Service
E7	Thermister short circuit		Contact Customer Service
Ed	Communication exception or issue	The display board can't receive or the main board can't send a signal for over 20 seconds	Contact Customer Service
E9	Button pressed for over 30 seconds	Button stuck	Contact Customer Service

### Question 14: Why does the dishwasher sometimes start automatically when I close the door?

In most cases this is caused by the mounting screw, located under the counter edge, coming too close to or touching the control panel. Make sure the screw is tight and that there is at least a 1/8" gap between the head of the screw and the control panel surface when the door is closed.